



Hamlin Iles and Crago is an established and progressive chartered building surveying practice, operating in London and the South East since 1986. We are professional, technically accomplished and accessible, working closely and openly with clients to interpret and achieve their requirements with integrity and proficiency.

Hamlin Iles and Crago
Todd House
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GU4 7TG

Telephone 01483 211144
Fax 01483 210105
surveyors@hiandc.co.uk
www.hiandc.co.uk





About Hamlin Iles and Crago

Chartered building surveyors

Established in 1986, we have built a reputation as technically accomplished, professional and accessible in all matters relating to building surveying practice. We target a good speed of response to our clients' needs and an understanding of their problems.

The majority of our clients have a long and enduring association with us. We pride ourselves on achieving the standards our clients should expect and those we set ourselves.

The practice has a varied client portfolio drawn from commerce, private residential housing, leisure, banking, property development companies, solicitors, manufacturing industries and construction companies. We receive many instructions from solicitors and managing agents with sizeable portfolios.

Our wide experience enables us to realistically interpret client's requirements and advise on acquisition, budget cost appraisals and technical and aesthetic design parameters. We are happy and able to work with clients' selected consultants or put together an appropriate team.

Close liaison with consultant structural engineers, quantity surveyors, mechanical and electrical consultants strengthens and compliments our core skills when required.

Our offices in West Clandon, Surrey, give us quick and easy access to London and the City and we work throughout London, Surrey, Kent, Sussex, Berkshire and Hampshire.

The practice has gained varied and wide experience in all spheres of building surveying and we endeavour to respond to changes in demands and trends throughout the construction industry. We undertake extensive continued professional development.

We have long established and accumulated skills of Chartered Building Surveyors including diagnosis of building faults and building pathology; rehabilitation and extension of buildings; detailed building surveys and property appraisals.

We pride ourselves on good communication; client focus; continual improvement and being able to deliver our specialisations with professionalism.

We advise on structural, technical, legal and economic aspects of buildings, both new and old, large or small and on their cost effective maintenance.



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Useful links

Royal Institution of Chartered Surveyors
www.rics.org.uk

The Pyramus and Thisbe Club
www.partywalls.org.uk

Ordnance Survey
www.ordnancesurvey.co.uk

Office of the Deputy Prime Minister (ODPM)
www.odpm.gov.uk

Party walls and boundary issues

Clients of all kinds have come to rely on us to represent them in building disputes and untangle the complexities of boundaries, planning and building controls. We have specific specialist and expert knowledge in party walls and boundary issues as well as extensive knowledge in relevant property issues and the law.

Boundaries

We will look at the problem of boundary issues and prepare any technical data that may help solve the dispute at an early stage. If necessary, we can provide a court with the appropriate report needed to make a judgement and give oral evidence if required. We will also advise on alternative dispute resolution procedures, which could avoid the need to go to Court.

We accurately identify the boundary between properties, surveying the land, checking deeds and plans attached to them and referring to historical documents and aerial photographs.

Party walls

We have in depth specialist knowledge of the Party Wall etc. Act 1996 and its predecessor covering inner London, including the complex and extensive law. Simon Crago has successfully acted as a party wall surveyor and third surveyor for over 20 years.

We take a practical approach to implement the Act in the way it was designed: to minimise disputes by property owners using a surveyor to determine the time and way in which work is carried out. We advocate the use of agreed surveyors to act for both property owners should problems arise, where applicable.

Simon Crago is an active member of the London and Surrey branches of the Pyramus & Thisbe Club www.partywalls.org.uk, a body of surveyors and professionals committed to the study and practice of party wall surveying. He has been secretary of the Surrey branch and a representative on National Council.

For more information on the Act, follow the link: www.odpm.gov.uk/index.asp?id=1131402



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Dilapidations : service charges : landlord and tenant

Landlord and Tenant

Principally our services in respect of landlord and tenant matters cover:

- Dilapidations
- Service charge disputes.
- Licensing tenant's alterations and monitoring works.
- Condition Reports

Our specialist, in depth knowledge of these matters and our care and attention to detail result in a professional service that is usually sufficient for both parties.

Dilapidations

Most property leases include a covenant that requires the tenant to return the premises to the landlord in a state of good repair. It is an inescapable fact that properties deteriorate. This sets the scene for a dilapidations dispute. The stakes can be high and dilapidations settlements can constitute the difference between the success or failure of an investment.

As expert and trained dilapidations specialists, we can act for landlord or tenant, preparing and defending dilapidations claims, either during or at the end of the lease. We also accept appointments through the RICS Dispute Resolution Service to act as an independent expert to resolve issues before or after the end of the lease term.

Our attention to detail and our trained mediation skills have led to good client satisfaction.

Simon Crago has been a member of the RICS Dilapidations Forum since its inception in 2005. The Group includes members of the RICS divisions and solicitors who are linked by the common interest in dilapidations and the complexities of its law and practice.

We retain in-depth knowledge and research facilities in respect of dilapidations law and precedence, which can save money on lawyers and court fees.

Service charges

Our experience of lease analysis and being well-versed in the specialised area of law surrounding service charge matters allows us to offer services for resolving disputes concerning service charges.

Service charges are notorious for generating friction between landlord and tenant, but our advice frequently avoids the need for litigation.





Useful links

Royal Institution of
Chartered Surveyors
www.rics.org.uk

Building Cost Information
Service (BCIS)
www.bcis.co.uk

Building Standards
Institution (BSI)
www.bsi-global.com

Tenant's alterations

Many leases require a tenant to obtain consent for any structural and non-structural alterations to a property during a lease. We advise on the preparation and agreement of the necessary licences; on the reinstatement liabilities and monitoring compliance with agreed specifications, acting for landlord or tenant.

Our extensive dilapidations experience has allowed us to foresee where inadequate or ambiguous information in licences leads to difficulties at the lease end, to eliminate these at the time of the licence.

Condition reports

Condition reports can save a tenant many thousands of pounds if prepared prior to a lease and there is agreement in the new lease that the tenant does not have to leave the property in any better condition than at the start of the lease. We can prepare condition reports in suitable formats and agree them between the parties.



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Ordnance Survey
www.ordnancesurvey.co.uk

British Geological Survey (BGS)
www.bgs.ac.uk

Building Research Establishment
www.bre.co.uk

National House Building Council
www.nhbc.co.uk

Building Standards Institution (BSI)
www.bsi-global.com

Building surveys: residential and commercial

Our specialist and in-depth approach to building surveys is reflected in our client satisfaction and demonstrated by repeat custom and referrals. We carry out a thorough survey, with attention to detail and respect clients' confidentiality. All surveys are carefully tailored to the needs of our clients.

The practice does not undertake Homebuyers reports, mortgage valuations or vendor's surveys (including those for seller's packs)

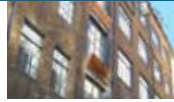
Our professional reports cover

- full building surveys on residential and commercial properties
- historic building reports
- single issue reports (such as dampness, subsidence or structural appraisal)
- building pathology and defects identification reports

Outline guide to how a full building survey might proceed:

- We will give a fixed fee quotation over the telephone after we have discussed a client's specific requirements and ascertain the details of the property to be surveyed.
- Terms and conditions are then sent out, confirming the fee quotation, the appointments arranged for the inspection and when the report will be dispatched.
- After our inspection and before preparing our report, it is our usual practice to telephone clients to discuss our findings on a preliminary basis.
- We are also happy to have a telephone conversation after clients have received the report to explain any matters in further detail or put them into context.
- If appropriate, we are also happy to meet our clients at the property immediately after our survey to discuss our preliminary findings.





Due to our building conservation experience, we specialise in building surveys of period properties and country houses

Our building surveys (both residential and commercial) include:

- All major and minor faults (although the survey report is not a specification suitable to give to builders. This can be prepared if our clients wish)
- The implications of any defects and the approximate cost of repairs
- Results of testing walls for dampness and timbers for damage, including woodworm or rot
- Comments on the existence and condition of damp proofing, insulation and drainage
- Extensive technical information on the construction of the property and details about materials used in its construction
- Information on the location of the property
- Possibly some recommendations for any further specialist investigations. However, our extensive experience means that this is only recommended in extremely exceptional circumstances
- Similarly, we may recommend for tests to service installations such as electricity, heating and the like (as these are not included in a standard building survey). However, again this is only recommended in exceptional circumstances and we will be able to give useful comments from our purely visual inspection



Useful links

Royal Institution of Chartered Surveyors
www.rics.org.uk

Expert Witness Institute
www.ewi.org.uk

Law Society
www.lawsociety.org.uk

Building Research Establishment
www.bre.co.uk

National House Building Council
www.nhbc.co.uk

Chartered Institute of Arbitrators
www.arbitrators.org

Court Service
www.hmcourts-service.gov.uk

Expert witness: reports and mediation

The role of the expert witness is central to litigation, arbitration and virtually any form of dispute resolution, especially in construction, property and other areas of practice with a high technical content.

Simon Crago's skills as an expert witness are based on experience, thorough research, extensive preparation and regular training and skills updates to maintain levels of knowledge in his specialist fields.

Specialist fields covered are:

- Defects diagnosis and defective works
- Building contract claims and administration
- Landlord and tenant disputes, including service charges
- Boundary demarcation and boundary wall issues
- Dilapidations
- Professional negligence
- Building surveys (residential and commercial)
- Building pathology

Geographical areas of work covered are London, Surrey, Kent, Sussex, Berkshire and Hampshire.

Membership of professional bodies:

- Fellow of Royal Institution of Chartered Surveyors (Building Surveyors division)
- Member of Expert Witness Institute

Initially, we assist lawyers in investigating the facts and issues and to identify strengths and weaknesses of a case. We assist in assessing technical merit of initiating legal proceedings through to full report writing and onto Court appearances as an expert witness, including a High Court. We also undertake technical reports for submission to arbitration proceedings.

When negotiation is unsuccessful or inappropriate, we believe in fighting extremely hard, but fair. However, we retain a practical and commercial approach.

We actively encourage mediation or other forms of alternative dispute resolution, wherever practical, rather than go to law.

Although mediation is private, informal and flexible, it is non binding (until a signed agreement is reached).

Simon Crago has acted as mediator, single joint expert, expert witness and given expert determinations in matters within his specialist fields. He has given oral evidence in County and High Courts.





Useful links

Royal Institution of Chartered Surveyors www.rics.org.uk

Health and Safety Executive www.hse.gov.uk

Building Cost Information Service (BCIS) www.bcis.co.uk

National House Building Council www.nhbc.co.uk

Building Standards Institution (BSI) www.bsi-global.com

Office of the Deputy Prime Minister (ODPM) www.odpm.gov.uk

Town and Country Planning Association www.tcpa.org.uk

The Association for Project Safety www.associationforprojectsafety.co.uk

Construction Industry Research and Information Association (CIRIA) www.ciria.co.uk

Institution of Civil Engineers www.ice.org.uk

Institution of Structural Engineers www.istructe.org.uk

Construction and architectural services

We undertake full building surveying services from inception of new build and refurbishment projects, through contract administration and to handover.

Our diverse set of skills puts thoughts into reality.

We can provide planning advice, including measured surveys, design solutions and production of drawings either traditionally or on 3D computer aided design (Autodesk AutoCAD 2006 and Architectural DeskTop 2006).

Our attention to detail and full technical specifications and our extensive contract administration experience allows for control of quality, time, cost and safety.

Also, we provide services of development monitoring for investors or tenants; acting as employer's agent on design and build contracts or fitting out advice.

We are accomplished and experienced in aspects of new build, refurbishment or extending, improving or remodelling buildings, be they residential or commercial and can act from initial feasibility through to final account, or individual stages.

We can act as project manager or within a team, providing a diverse set of skills covering the property needs.

We can also act as planning supervisor under health and safety legislation.

- Feasibility studies
- Development appraisals
- Measured surveys
- Estate strategy
- Design
- Budget control
- Planning
- Working drawings
- Full technical specifications
- Contract administration
- Project management or Lead consultant
- Development and construction monitoring for investors or tenants
- Planning Supervisor
- Employer's agent
- Space utilisation
- Fitting out advice
- Historic buildings and conservation





Useful links

Royal Institution of Chartered Surveyors www.rics.org.uk

Building Cost Information Service (BCIS) www.bcis.co.uk

Building Research Establishment www.bre.co.uk

National House Building Council www.nhbc.co.uk

Maintenance and defects diagnosis

Our extensive experience and diverse skills allows us to offer defects diagnosis and remedy services.

We provide advice on causes, consequences, cures and costs.

Our building pathology skills allow us to provide expert reports or planned maintenance to allow budget control.

We advise on structural, technical, legal and economic aspects of buildings; both new and old; residential and commercial; large and small and on their cost effective maintenance.

We act for owners in respect of subsidence claims on insurance.



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Useful links

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www.rics.org.uk

British Geological Survey (BGS)
www.bgs.ac.uk

Subsidence Claims Advisory Bureau
www.subsidencebureau.com

Insurance valuations and claims

Our diverse set of skills allows us to offer services of:

- Rebuilding cost assessments for insurance purposes (insurance valuations) on individual properties or complete portfolios
- Insurance loss assessments and claims advice in respect of fire, subsidence and flood
- On both residential and commercial properties.

We will act on our client's behalf in negotiating with loss adjusters for insurance companies.

Because of our defects diagnosis skills and our construction expertise, we can specify repairs required and administer contracts.



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Useful links

Royal Institution of Chartered Surveyors
www.rics.org.uk

Society for the Protection of Ancient Buildings
www.spab.org.uk

English Heritage
www.english-heritage.org.uk

Victorian Society
www.victoriansociety.org.uk

Historic building conservation

The survival of our building heritage will be best achieved through the understanding of the real differences between conservation and restoration. Building conservation demands caution, ingenuity and an unstinting respect for the historic fabric, materials and craftsmanship.

Simon Crago has been a member of the RICS Building Conservation Group since its inception in 1987. The Group includes members of all divisions within the Institution who are linked by the common interest of conservation of the environment. Its aims include ensuring that the historic fabric of a building is not lost due to unsympathetic works.

Our experience in conservation works and advice and the restoration of historic buildings, including adaptive re-use or conversion allows us to offer an expert service.



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Simon H Crago BSC FRICS MEWI CUEW

Curriculum vitae



Simon Crago is a Chartered Building Surveyor and a Fellow of the Royal Institution of Chartered Surveyors. He was elected as an RICS Professional Associate in 1987 and a Fellow in 1993. He holds a BSc in Building Surveyor having been an undergraduate at Reading University.

Simon Crago has been practicing as a building surveyor since 1980. Since 1988, he has been a partner of Hamlin Iles and Crago, Chartered Building Surveyors and is now the principal for all building surveying work.

Simon Crago is an individual member of the Expert Witness Institute. He has attained the Cardiff University Bond Solon Certificate for Expert Witnesses, following training in report writing, court room skills, cross examination, law and procedure.

Simon Crago is registered with the Royal Institution of Chartered Surveyors Expert Witness Registration Scheme, who vet RICS members to fulfil criteria in assessing and understanding their role and liabilities as an expert witness (registration number EWRS216).

Simon Crago is a member of the RICS Dispute Resolution Faculty, the RICS Dilapidations Forum, the RICS Building Conservation Group and the Pyramus and Thisbe (forum of specialist independent party wall surveyors).

Specialist fields:

- Defects diagnosis and defective works.
- Building contract claims and administration.
- Landlord and tenant disputes, including service charges.
- Boundary demarcation and party wall issues.
- Dilapidations.
- Professional negligence.
- Building surveys (residential and commercial).
- Building pathology.

Simon Crago has acted as expert witness, single joint expert and mediator in disputes on matters within his specialist fields. He has regularly given oral evidence in County and High Court

Simon Crago's extensive experience has been gained in private practice through employment by multi-disciplined Chartered Surveyors (1980-1988) and as a partner in a small, broad based practice (1988 – to date) dealing with both residential and commercial properties within his specialist fields.



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British Geological Survey (BGS)
www.bgs.ac.uk

Building Research Establishment
www.bre.co.uk

National House Building Council
www.nhbc.co.uk

Building Standards Institution (BSI)
www.bsi-global.com

Find us

By train

Trains to Clandon direct from Waterloo and Guildford: The office is 8 minutes walk from Clandon Station. Trains from Waterloo (via Cobham) run every 30 minutes and arrive in Clandon 50 minutes later

By car

From London or M25:

Just 10 minutes from the junction of A3 and M25 (junction 10)

Take A3 south towards Guildford. After 1 mile take Ockham Park slip road, signed to Ripley and A247. At roundabout take second exit to Ripley and go through village. After 1 mile at the roundabout (Shell garage) take first exit signed to Dorking and West Clandon (A247). Continue into West Clandon and after 1 mile the road bends to the right and speed reduces to 30mph.

Todd House is 5 properties on left past the bend.

— From Guildford and A3 north bound:

Take the first slip road after Guildford (B2215) signed to Dorking. At the roundabout (Shell garage) take third exit signed to Dorking and West Clandon (A247). Continue into West Clandon and after 1 mile the road bends to the right and speed reduces to 30mph. Todd House is 5 properties on left past the bend.

— From Dorking, Epsom or North into West Clandon:

At traffic lights at junction of A246 and A247, take the signs to West Clandon. Drive through village (past The Bull's Head on your left and The Onslow Arms on your right.) Drive over the railway bridge and Clandon Station on your right. After 350 metres, Todd House in on your right.



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