

2 October 2020

Dear Sir/Madam

**RE: RICS Home Surveys**

RICS is continually working to provide value to our members and those that rely on our members' skills when buying and selling property. WorkSmart and ProForms are two online platforms, developed and maintained by RICS, that are used to produce HomeBuyer Reports, Condition Reports and Building Surveys.

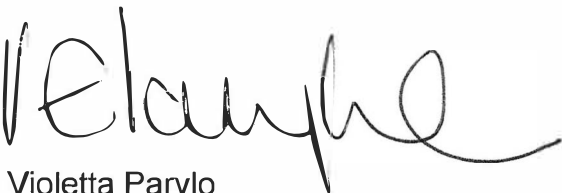
Like many online services, RICS need to make updates to their technology. Unfortunately, a recent update has led to users having difficulty when using the platform and producing their reports. This has been an issue since Monday 28 September 2020.

We appreciate the frustration that this issue is causing, both for surveyors and their customers.

We're sorry for the inconvenience and potential delays that this has caused to those who rely on our reports and we appreciate your patience as we work to resolve this.

We have a dedicated team of software engineers working to address the issue. This is our highest priority and we are employing all available resources to resolve the matter, but we don't envisage this being resolved until Monday 05 October 2020.

Yours faithfully,

A handwritten signature in black ink, appearing to read "V Parylo".

Violetta Parylo  
Chief Operating Officer