

## RICS Home Surveys - Worksmart closure

### Frequently Asked Questions (FAQs)

<b>Q1</b>	<b>I'm an existing customer of Worksmart. What will happen to my credits?</b>
<b>A1</b>	Users will have between now and the closure date to use any existing credits. Credits will still be able to purchase in small numbers.

<b>Q2</b>	<b>What will happen to my reports?</b>
<b>A2</b>	You will need to download your reports before the effective closure date. We will provide a guide to support you over the coming weeks.

<b>Q3</b>	<b>"I need to produce five surveys this week, can I buy five or do I need to phone every time I want to produce a survey and buy a credit each time?"</b>
<b>A3</b>	Credits can be purchased in groups of five or individually. You will no longer be able to purchase larger groups.

<b>Q4</b>	<b>How do I find out more information about the new system?</b>
<b>A4</b>	We will be establishing a series of User Groups that will help us shape to the products going forwards. Anyone interested in participating in the groups should get in touch at <a href="mailto:licensing@rics.org">licensing@rics.org</a>

<b>Q5</b>	<b>Do I have to use the new system, can I move to another provider?</b>
<b>A5</b>	You do not have to move to the new RICS solution, you can transition to a new provider. We will work with the other providers to roll out the new reports when they are available.

For the latest updates on RICS Home Surveys, please visit [rics.org/homesurveysuite](https://rics.org/homesurveysuite). If you have any queries, please email [commercialsupport@rics.org](mailto:commercialsupport@rics.org). Please note it may take up to five working days for us to respond to your requests.