



November 2016

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 is an online platform, developed and maintained by RICS, that provides surveyors with information and tools to produce building survey and valuation reports.

Like many online services, RICS updates WorkSmart to add new functionality and keep the platform up-to-date. Unfortunately, a recent update has led to some users having difficulty using the platform to produce your report.

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

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.

Yours faithfully,

**Dan Hughes**  
Director of Data Products  
RICS