



Video Survey Frequently Asked Questions

What to expect with your Video Survey

You've booked a video survey, which means there's no waiting for a surveyor to visit your property. Your surveyor will call you on WhatsApp or FaceTime, you'll walk them around the rooms you'd like cooled, and your formal quote follows by email within 24 working hours.

It takes around 20 to 30 minutes, it's free, and there's no obligation to go ahead. Everything you need to know is below.

If you have any questions about your video survey that aren't covered in this document, please don't hesitate to get in touch using the contact details below.

Email: info@urbancooling.com

Telephone: **020 8080 9708**

Office Hours: **8:30am-16:30pm (Mon-Fri)**

Before your Video Survey

Why have I been offered a video survey rather than an in-person one?

Because your property is purpose built and was constructed after 2000. Properties of that age are consistent enough in their construction that our surveyors can gather everything they need over a video call, which means you don't have to wait for an on-site appointment.

How will the surveyor video call me?

Your surveyor will video call you on WhatsApp or FaceTime, whichever you chose when you booked. It works exactly like a normal video call, so if you already have the app there's nothing to download or set up beforehand.

What number will the call come from?

Every surveyor has their own work mobile, and that's the number you'll see. Your allocated surveyor will give you a call ahead of the appointment, so you'll already have the number before the survey itself.

What if I don't have WhatsApp or FaceTime, can we do the call another way?

Yes. We can use Google Meet or Zoom instead. The only thing that matters is that you join on a mobile device, so you can walk the surveyor around the property. A laptop or desktop won't work, as the surveyor needs to see each room, the potential condenser locations and your services.

How long does the video survey take?

Around 30 minutes. That's enough to walk through the property, talk through your options and answer your questions without rushing.

Do I need to be at the property for the video survey?

Yes. Your surveyor needs to see the property itself, so it needs to take place there.

What do I need to have ready before the call?

Two things: a tape measure, and an idea of where your fuseboard and water isolation points are. Those are the details that most often hold a survey up, so knowing where they are in advance keeps everything to time.

Do I need permission from my managing agent or freeholder before the survey?

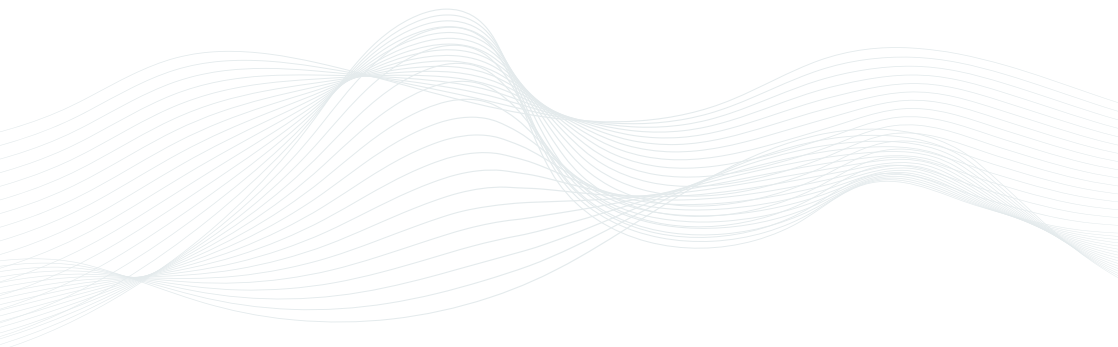
Not for the survey itself. It is worth checking whether you need permission before an installation is booked, though. That's the stage where it matters, and it's the most common cause of delays.

Can someone else take the call on my behalf, such as a tenant or builder?

Yes, that's absolutely fine. The only thing we'd ask is that whoever takes the call knows what you want from the system, including which rooms you'd like cooled and any preferences on where the units go. Anything they're unsure about can hold your quote up, so it's worth a quick conversation with them beforehand.

What if I need to rearrange, or I'm running late?

If you need to rearrange, please give us at least 24 hours' notice by email or phone and we'll find another time that suits you. Please bear in mind that during our busiest months our surveyors' diaries fill up quickly, so a rearranged appointment won't always be immediate and may mean waiting longer than your original slot. If you're simply running a few minutes behind on the day, call the office and we'll let your surveyor know.



During your Video Survey

What will the surveyor need to see?

Potential condenser locations, each room you'd like cooled, your fuseboard, and your local water and waste connections. Seeing all of these on the call is what allows us to quote accurately.

Will I need to take measurements, and what will I need to measure?

Your surveyor will usually ask for measurements of the proposed condenser location and of the walls where the indoor units would go. They'll tell you exactly what they need as you go, so there's nothing to work out in advance.

Will they need to see the fuseboard or electrics?

Yes.

What if my phone signal or Wi-Fi is poor in some rooms?

It's easily worked around. If the connection drops in a particular room, your surveyor may ask you to record a short walk-through video and send it over after the call.

Will the call be recorded?

No. Video surveys are not recorded. Your surveyor takes their own notes and measurements as you go.

Will I get a price on the call?

Your surveyor will talk you through your options during the call, and you'll receive a formal quote once the video survey is complete.

After your Video Survey

When will I receive my quote after the video survey?

We aim to send your quote by email within 24 working hours of the video survey. It sets out the system we've recommended, the rooms it covers and the full cost of the installation broken down line by line.

Could my price change after the video survey?

The quote you receive is the price, unless you ask us to make changes or your surveyor needs a property check.

What is a property check, and will I need one?

A property check is a short onsite visit to confirm something your surveyor couldn't see fully on the call. Most customers don't need one, and if you do, your surveyor will tell you during the video survey rather than afterwards.

If a property check is needed, does that delay my installation?

That depends on lead times at the time of booking. We'll always aim to fit it in as quickly as we can.