



**RICS**

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**Appendix 1**

Our ref: CS-SN/58443

PLEASE QUOTE OUR REFERENCE ON ALL CORRESPONDENCE

28 March 2012

**PRIVATE & CONFIDENTIAL**

Mr Hilmi

Dear Mr Hilmi

**Southwark Council**

Thank you for your email dated 19 March 2012.

I am sorry to learn of the difficulties you have experienced with Southwark Council.

I feel it may be beneficial for me to outline the role and powers of RICS regulation.

We can investigate allegations of breaches of the RICS Rules of Conduct, which deal in the main with matters of ethics and conduct, not with technical or contractual matters between our members and their clients.

This means that RICS is not empowered to investigate or interfere in our Members' professional judgement, opinions and standard of services, unless – and until - there are clear indications that the Rules or specific, mandatory professional regulations, issued by RICS, have been breached.

Therefore, in the circumstances, RICS will not be able to comment on Mr Paul Warner's measurements. A survey report is carried out using a surveyor's professional judgment; the adequacy of that judgment or possible negligence is something which must be determined by a judicial body. This is something that you may wish to seek legal advice on.

In addition, from your correspondence I understand that Ms Olubunmi Olafare and Paul Warner acted on behalf of Southwark Council. I have checked the RICS membership database and I have to advise you that Southwark Council is not regulated by RICS. RICS can only investigate complaints made against firms that are regulated by RICS.

In order to further your complaint I would recommend that you write a formal letter of complaint to Southwark Council. You may also wish to seek a legal advice to establish what form of redress is available to you. If this results in independent judicial criticism of our Members, please let us have this as this is something we may be able to investigate.

Please note that the reference number for your complaint is **CS/58443** and you should include this number on any future correspondence.

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I am sorry that we cannot help you further.

Yours sincerely

**Silvia Naterova (Miss)**

Regulation Senior Administrator, Customer Services

RICS Regulation

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