

Frequently Asked Questions: Applying for Free Property Advice

1. How are companies providing free property advice matched with charities?

The companies we work with **pledge** a number of days of free property advice and specify their particular areas of expertise and where in the country they can offer these skills.

LandAid works with charities to define an **initial request** for property advice. We look for the following things in a prospective piece of work:

- The charity involved has a **clear objective** and has the **resource** to carry through the building related project.
- The property advice will **move a particular premises related project forward** or **identify the next steps** in delivering a project.
- The request is **specific and manageable** for the firm(s) providing the advice and there is the **capacity and expertise** available. We do not guarantee to meet a request or a specific deadline for advice.

LandAid will then approach a company that have the required skills in the locality of the charity concerned and ask them if they would like to take on the work. When a company feel they **have the resources** to meet a request in principle then LandAid will set up an **introduction** and/or an **initial meeting** with the company and charity.

The request for property advice will then be **scoped out and agreed** in more detail between company and charity with an indicative **number of days required and timescales** involved. The provider may use their company's standard documents to confirm this, as they would with a fee paying client.

2. What is expected of me as a recipient of free property advice?

As a recipient of free property advice facilitated through LandAid we ask that you:

- **Work with** the property advice provider, appreciating that there is not a fee for their expertise and they are often doing the work in addition to their paid job.
- **Allocate the resource** to attend meetings and respond to requests for information and decisions for information with regard to the advice in a timely manner and with a proper regard for standards of service.

- **Inform** LandAid of any changes in the agreed scope of the work.
- **Report** back to LandAid on the impact and success of the free property advice. LandAid may use this information in case studies and examples of best practice for wider distribution on our website, to our trustees, corporate and charity partners.

3. Who will be providing the property advice?

The LandAid supporters providing advice are **property professionals** with a range of skills and expertise including architects, contractors, developers, landscape architects, surveyors, construction managers, planners, project managers and property lawyers. Some may also be able to provide other skills to support you with your premises covering business, finance, marketing and sustainability.

LandAid will be a **point of contact** throughout the work should there be any difficulties and will not itself give any property advice. You will be the company's client and communication should be directly between you and the provider. LandAid will not be responsible for any property advice given by the company.

4. Can there be more than one person working with a charity?

It may be that to meet a request for property advice several individuals from a company or companies may work together bringing their particular area of property expertise. If the piece of work covers several stages of a building project then it could be that a different provider provides advice at different points as and when needed.

5. What if we already have other free advice or property professionals working with us?

LandAid provides free professional property advice where charities have a gap in their expertise. We will ask you at the start of a piece of work about the **current status** of a building project, any **professionals already involved** and to share any relevant material. Our intention is to assist charities where there are **gaps** in their expertise, not replace professionals you already have engaged on a project. This is not good practice and none of our supporters would wish to do this.

6. What can I expect from receiving free property advice?

LandAid's supporters who provide free property advice are asked to treat the work as they would any other piece of professional work. However, please be aware that they may be giving their time in addition to their paid work and have to work around these commitments.

7. What about insurance?

Providers of free property advice are responsible for ensuring they are covered by the **appropriate professional indemnity insurance**, as if the advice were a fee paying job. As part of this a provider may issue a charity with **standard documentation** covering the terms and conditions of the advice.

8. What if the scope of the work changes or more time is needed to complete the request?

It may be that an initial request from your charity **changes** and that the expertise would benefit you on a different premises related issue. Or the initial request for advice requires more time to complete. Please keep LandAid informed if this occurs. In both cases you and the company giving the advice will discuss whether they have the capacity and skills to meet your request.

9. How is the value and impact of the work recorded?

LandAid will expect charities to keep us updated on the **progress and impact** of the free property advice. The information will be used by LandAid to assist with our impact reporting.

10. What happens at the end of a piece of work?

There are a number of ways a pro bono engagement can end:

- The property request has been **fulfilled** and nothing further is required.
- The charity may come back to LandAid to broker a **further request for advice**. A company may not wish to do this and are under no obligation to meet this.
- The charity may employ the company and become a **fee paying client**.
- An **ongoing relationship** between the provider and charity has developed where a charity may be able to call upon the company with regards to future premises issues.