



Guide To VAS Panel Management For Brokers



Fee Scale

For any security that is a **standard** property type, the valuation fee will be as per VAS' set fee scale. The fee is based on property value and asset type.

For any other property types (*i.e. specialist property, whole portfolios, developments etc.*) the fee scale won't be applicable, and you will need to get quotes from VAS instead. This will also apply to any properties in the limited availability areas, and also include any property in Scotland, Wales and Northern Ireland.

The property criteria for the fee scale will be on the fee scale document, at the bottom it also provides criteria for quotation

Obtaining A Quote via VAS Panel

You will need to use the VAS dashboard to request for any quotes - <https://manager.vas-panel.com/>. All quotes will then be uploaded back to the dashboard for you to review, and you will also receive an email with this information.

At quotation, VAS will confirm the fee, when the valuer can inspect from, if there is any deemed conflict from the valuer and the number of working days to complete the report from 'inspection'.

The valuer will hold their availability for 24 hours only. If the valuation is not instructed within this period, their inspection date will need to be checked again (as the valuers cannot hold it in their diaries for longer than this period)

The number of quotes VAS are able to provide will depend on the asset type and the location i.e. If it's a hotel in the Highlands of Scotland, there maybe only one surveyor suitable to do this job.

If you want VAS to reach out to a specific firm for quotes, this just needs to be included in the comments box on the quote form.

VAS will aim to respond to you within 4-6 hours with your quotes. If you have a query regarding your quote, you can email vasquotes@vas-group.co.uk.



Availability

Once you have instructed a surveyor, VAS will hold the available slot for **24 hours** until the customer has made the payment. If the customer does not make the payment within 24 hours, there is a risk that you may lose this slot with the surveyor. This is due to the surveyors having live diaries.

How To Instruct Via VAS

You will need to use the VAS dashboard in order to instruct a surveyor via VAS - <https://manager.vas-panel.com/>

SLAs

- If you request a valuation quote, VAS will aim to respond to you within 4-6 hours
- The SLA for booking in an inspection is 24 hours from instruction
- To receive your valuation report:
 - 2-3 days for short form reports
 - 5-10 days for long form reports (subject to complexity)

If you have any questions regarding the valuation process, please contact VAS directly on: 01642 262 217



1. If we want to instruct a particular firm who we already have a strong relationship with, can we go direct to the firm instead of via VAS?

No. For any Together Commercial Finance applications, you should no longer be reaching out to surveyors, who were on our panel, directly for quotes. All valuations must be instructed via the VAS Panel.

2. Can we request that VAS go to a particular firm for a quote?

Yes. You can specify that VAS reach out to a particular firm for a quote if they are on the VAS panel, for that particular location / property type. This will need to be communicated in the comments box on the quotation form on your dedicated dashboard. If in doubt, please call VAS in advance to check.

3. What if I want to use a firm that is not on the VAS Panel?

If you want to use a firm for a Together Commercial Finance application that is not on the VAS Panel, this will need to be raised to a colleague at Together. They will then raise the request to our Senior Asset Manager for specific approval for it to be instructed directly between Together and the valuer. Should Together wish the firm to be added to VAS Panel, we will raise this with VAS directly and it will be at their discretion whether the company is added to their Panel. Valuer onboarding can take between 2-4 weeks depending on the size of the firm and the level of Due Diligence involved.

4. What if I have a query regarding the quote?

If you have any questions regarding the quotation provided, please contact VAS directly on 01642 262 217 or email vasquotes@vas-group.co.uk



5. What are the benefits of this change?

Together are implementing a process that gives us more coverage, and moves away from single firm dependency. We will be able to provide valuable MI on concentration risk/asset type, and most importantly a panel manager who will robustly manage the panel firms to ensure they are fit for purpose. This is also anticipated to speed up the application process.

6. How will payments be taken?

If you have already collected the valuation fee from your client, you can pay via the payment link. Alternatively the client can pay VAS directly. Payment is taken in advance of instructing the valuer

7. Will the reference numbers on the VAS dashboard be the same number for us as they are for Together colleagues– so we can use this to communicate this to Together?

Yes. The reference numbers on the dashboard are the same for the broker, Together, and VAS so this can be used to discuss a case on the dashboard.

8. Will we receive the quotes, and valuation report via email as well as on the dashboard?

Yes. The quotes and the valuation report will come via email as well as being updated on the dashboard.



Contact number: 01642 262 217

Quotation queries: vasquotes@vas-group.co.uk

Please contact Leanne Grange – Head of Quotes

Progress update on valuations: vasprogress@vas-group.co.uk

Please contact Daisy Neale – Head of Facilities

Valuation report queries: vasreports@vas-group.co.uk

Please contact Daisy Neale – Head of Facilities

Escalations/ complaints: vasmgt@vas-group.co.uk

Please contact Natalie Keenan / Mollie McLoughlin – Operation managers

Payment/ Instruction queries: vasservice@vas-group.co.uk

Please contact Danielle Wheeler-Rowe – Head of Service

For anything that might be extra sensitive: vasmgt@vas-group.co.uk

Or contact Louise Chapman/ Natalie Keenan direct on: louise@vas-group.co.uk / natalie@vas-group.co.uk

For dashboard access please email your full name, brokerage, and email address to info@vas-group.co.uk

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