



Guidance for Surveyors Using the +AddJust Survey Module

January 2026

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1. Introduction

This document serves as an official guidance handbook for surveyors utilising the +AddJust Survey Module App for assessing the condition of domestic houses and apartments. The primary objective of these surveys is to evaluate the condition of dwellings, apartment units, and their immediate external areas where applicable. The data collected will assist in understanding the condition of housing stock, facilitating strategic planned maintenance and refurbishment planning.

The +AddJust Survey App provides a universal standardised surveying approach for surveying, ensuring consistency in the assessment and evaluation of domestic housing components. The application enables surveyors to input structured data, add notes, and capture photographic evidence at each stage of the survey.

2. Condition Assessment and Life Expectancy

Surveyors must assess the condition of each component within a property based on predefined life expectancy categories. Please note that you must consult the maintenance policy for the organisation you are surveying for to confirm the requirements that are relevant to your situation.

The assessment options and their meanings are as follows:

Excellent	The component is brand new or in exceptional condition and, with appropriate maintenance, will last its full expected lifespan.
Very Good	The component is in very good condition and, if properly maintained, can achieve between 75-100% of its full life expectancy.
Good	The component is in good condition and can be expected to function for approximately 50-75% of its full life expectancy with continued maintenance.
Moderate	The component has minor defects but remains in reasonable condition. With appropriate maintenance, it may last between 25-50% of its full life expectancy.
Poor	The component is in a deteriorated state, requiring repairs or replacement, and is unlikely to last beyond 25% of its full life expectancy.
Very Poor	The component is beyond repair and must be replaced. It is considered to have reached the end of its life expectancy.

3. Selection of Actions

Surveyors must determine and record an appropriate action for each assessed component. The following action categories are available:

No Action	The component does not require any intervention at this time.
Repair	The component requires remedial work, categorised into three levels: Minimal – Minor repair needed to extend the component's life. Moderate – Considerable repair required to maintain functionality. Extensive – Significant intervention necessary to prevent failure.
Replace	The component has reached the end of its serviceable life and must be replaced.
Further Investigation	A more detailed/invasive/specialist assessment is required on the component.

4. Prioritisation of Actions

When specifying an action, surveyors must also assign a priority level to indicate the urgency of the required intervention. The below table provides indicative guidance only in relation to prioritisation of actions and **does not** override individual client maintenance policies and timeframes.

Consultation with the organisation you are surveying for to confirm their requirements is essential as requirements may vary.

Priority Category	Priority Definition	Indicative Applicable Timeframe	Examples
Emergency	Danger to Human life	1-4 hrs/24hrs	<ul style="list-style-type: none"> - Smoking fuse board, tiles falling off roof, pipe burst - Any type of fire incl. smoking fuseboard, structural damage, falling slates. - Electrical fault such as smoke or sparks from electrical fixtures. - Burst water tanks or serious roof and ceiling leaks or collapse
Urgent	Avoid Damage to Building	1-5 working days / 5 days / 5-10 days	<ul style="list-style-type: none"> - Leak under sink unit - No water in hot tap - Burst pipe - Heating systems - Leaking roof - Falling slates - Securing vacant or abandoned stock
Routine	Medium Priority repairs/ non-essential repairs / Low Priority (tenant requests for repairs where it is considered that there is no risk to the tenant or the property e.g. damage to internal fittings or general house repairs)	28 days / 6 weeks / 8 weeks / 12 weeks / These complaints have to wait until emergency & urgent problems have been dealt with and can take up to 12 weeks	<ul style="list-style-type: none"> - Replace fire backs, faulty heating system - Replace toilet cistern (if cracked through fair wear & tear). - Plastering jobs. - Downpipes & gutters - Replace fire cheeks - Faulty radiator, internal door repair

5. Cost Implications

Each action is associated with estimated costs as per the contracting organisation's Cost Book. These costs serve as a broad budget planning tool but do not constitute definitive expenditure or scope of work. It is not necessary for surveyors to consider prospective costs of repairing or replacing components during their assessment when using +AddJust.

6. Note Taking

Where an issue is identified, a supporting note must be recorded. To avoid unnecessary repetition and lengthy descriptions, surveyors are encouraged to agree a standardised format for short-form note with the organisation they are surveying for, covering common and recurring scenarios.

7. Photographic Documentation

There are no restrictions on the number of photographs that can be uploaded to the +AddJust app. Images provide essential visual evidence, supporting survey documentation, assessment accuracy, and reporting efficiency.

Importance of Photographic Documentation

Accurate Recording – Captures structural issues, defects, and maintenance needs.

Evidence for Repairs & Disputes – Assists in resolving disputes between tenants, landlords, or housing authorities.

Compliance & Accountability – Supports transparency and compliance with housing regulations.

Project Planning – Informs refurbishment and budgeting decisions.

Historical Record – Provides a reference for future inspections.

8. Best Practices for Photographing Properties

Data Protection & GDPR Compliance

As many properties are occupied, surveyors must adhere to data protection regulations, including GDPR, to ensure ethical and legal compliance.

Lawful Purpose – Photographs should only be taken for legitimate survey purposes, such as safety assessments, maintenance evaluations, or legal compliance.

Avoid Personal Data – Images must not include identifiable tenant information, personal



belongings, documents, or photographs.

Consent & Notification – Surveyors should inform occupants before capturing images and explain their intended use. In some cases, verbal or written consent may be required.

Secure Storage – All images must be securely stored and accessed only by authorised personnel. Unnecessary photos should be deleted in compliance with data retention policies.

Technical and Practical Recommendations

General and Detailed Shots – Capture both wider views for context and close-up images for specific defects.

Clear Images - delete any blurry or unclear images

Date and Location Referencing – Ensure photos are time-stamped and linked to the corresponding room or area.

Consistent Angles and Lighting – Use adequate lighting and maintain consistency in framing to enhance clarity.

Avoid Capturing People – If unavoidable, secure consent or anonymise faces before sharing images.

Systematic Labelling and Organisation – Properly categorise and store images on their relevant survey item to facilitate efficient retrieval.

9. Supported Devices

The +AddJust Survey Module App is compatible with both iOS and Android devices, including tablets and smartphones. Smartphones typically offer superior photographic capabilities, such as higher-resolution cameras and flash functionality, which can enhance survey documentation. Device support is determined by hardware capability as well as operating system version. Where devices are not using WiFi for upload of images, they should have an unlimited data plan.

Users should ensure that their device(s) meet all of the following criteria:

1. Operating System is currently receiving regular security updates from the manufacturer
2. Operating System has not been deprecated by the manufacturer
3. Operating System is not a beta/pre-release version
4. No Operating System modifications or custom ROMs
5. The device should have minimum 4GB RAM (Android and iOS). Devices with less than 4GB RAM are not recommended, even if they are capable of running a supported operating system.
6. The device should be capable of running the latest OS version available for the device.

When using devices that don't meet our recommended standards:

1. The +AddJust application's full functionality cannot be guaranteed.
2. Users may experience reduced performance, unexpected errors, or limited access to certain features within the application.
3. Our Technical Support team may be unable to provide support for issues arising from the use of unsupported devices. Troubleshooting prioritisation will be given to users on devices meeting our recommended standards.
4. Devices not receiving security updates risk data loss due to unpatched system vulnerabilities, potential compatibility errors during updates, and increased corruption risks.
5. Users assume responsibility for maintaining backups of their +AddJust data if using unsupported devices.
6. Unsupported devices may expose sensitive information due to potential security breaches.

+AddJust maintains a list of [Compatible and Supported Devices](#). This list is available for all users within the +AddJust Knowledgebase and is accessible while logged into +AddJust.

10. Available Training & Support

For further inquiries in relation to the maintenance policy or preferred surveying practices, please refer to your contact overseeing your survey process with the organisation you are surveying for.

For technical support with your use of the +AddJust app, please contact the +AddJust Support team at support@addjust.io.

Training on the use of +AddJust is available for surveyors via +AddJust Academy. Contact the organisation you are surveying for to arrange access. There is additional short-format supporting information available in the +AddJust Knowledgebase - help.addjust.io which is accessible when logged into +AddJust. It is also accessible from within the mobile app.

11. Conclusion

By adhering to these guidelines, surveyors will ensure a standardised, thorough, and compliant approach to assessing property conditions. Proper use of the +AddJust app enhances data consistency, improves maintenance planning, and supports the long-term management of properties.