



Preparing for an equity release valuation

Helping you set expectations and support better client outcomes



Created in partnership with e.surv

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Why the valuation process matters

The property valuation is a key part of the equity release journey - it determines how much a client can borrow and helps the lender assess risk. But for clients, this stage can feel unclear or daunting.

By helping your clients understand what to expect from the valuation process, you can:

- Reduce confusion and avoid complaints
- Manage expectations around loan amounts
- Build trust and confidence in your advice

Clear guidance at this stage also supports Consumer Duty principles - by helping to deliver better outcomes, ensure fair value, and provide accessible information.

Before you submit the application

Set realistic expectations about property value.

Clients often have a loan figure in mind - but it's important to sense-check this based on a realistic view of the property's value.

Estate agent valuations are often optimistic, reflecting a marketing view rather than a lending one. Equity release valuations, on the other hand, are carried out by qualified RICS surveyors using factual data, recent comparable sales, and the property's condition to assess its true lending value.

Helping clients understand this difference can prevent confusion or disappointment later in the process.

Encourage clients to:

- Look at recent sold prices of similar properties nearby
- Be cautious with online valuation tools - they rely on broad algorithms and can mislead
- Understand how property condition, construction type, and location all impact value

Tip: A well-maintained property may command a premium. Older or dated homes may be valued lower than expected - even if structurally sound.

Booking the valuation appointment

Once the application is submitted, the surveying firm will contact the client to arrange the appointment.

To avoid delays:

- Include all the client's telephone numbers, mobiles and landline, and email address in the application
- Confirm any planned holidays, medical appointments, or building works that could affect availability

Royal London Equity Release is currently partnered with e.surv Chartered Surveyors. Clients will receive a text message with a secure booking link from e.surv, or they can call the team directly. If they're unsure about the legitimacy of the number, you can reassure them it's genuine: e.surv contact number: 01536 534123

What happens on the day

Valuers typically visit between 8:00am and 2:00pm.

Clients are kept updated and advised via an SMS of:

- A two-hour arrival window, confirmed the evening before
- The surveyor's name and ID for reassurance

During the visit, the surveyor will:

- Show official e.surv photo ID
- Walk through every room and outbuilding
- Access will need to be provided to all rooms
- Take photos of key areas and a street view (required by the lender)
- Ask about any alterations, extensions, or unusual features

Pets

Please ensure dogs are on a lead or safely out of the way

Vulnerability

If there are signs of excessive clutter or welfare concerns, the valuer is obliged to report this to the lender, in line with ERC guidance.



How the valuation is determined

The valuer provides a professional estimate based on:

- A minimum of three recent comparable sales
- The property's condition, features, and location
- Lending criteria provided by the lender

If the property is in a rural area or has unique characteristics, additional adjustments may be made. These will be clearly explained in the report submitted to the lender.

The final lending decision is made by the lender's Underwriting team, not the valuer.

Who are the valuers?

All e.surv valuers are:

- Members of the Royal Institution of Chartered Surveyors (RICS)
- Professionally trained and locally experienced
- Supported by a specialist Equity Release Technical Team
- Valuers are regularly audited for accuracy and quality, and complex cases are reviewed before being submitted to the lender

After the valuation – Post Valuation Queries (PVQs)

Sometimes the lender may raise a Post Valuation Query (PVQ) for clarification on:

- Roof materials or condition
- Conservatories, extensions, or outbuildings
- Nearby features (e.g. trees, pylons)
- Requests for specialist reports

e.surv responds to PVQs within 24 to 48 hours, keeping the application moving.

In summary

By giving your clients clarity on the valuation process, you can:

- Prevent delays and misunderstandings
- Reduce the risk of complaints
- Strengthen your role as a trusted adviser

We hope you find this guide helpful. If you have any queries about a specific case, please contact the lender directly.

This guide was developed by Royal London Equity Release in partnership with e.surv, our trusted surveyor partner.



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