

2026 FEE SCALE

and

Terms of Business

Property photography and floor plans

Energy performance certificates

Drone photography

General terms of business

Additional terms for energy performance certificates

Fee Scale – Property photography, floor plans, EPCs

	up to £500,000	£500-1M	£1-2 M
Photography (approx. time allowed)	£75 (up to 1 hour)	£95 (up to 1.5 hours)	£110 (up to 2 hours)
Floor plan	£30	£40	£50
Photography & floor plan	£95 (up to 1 hour 15 mins)	£115 (up to 2 hours)	£135 (up to 2.5 hours)
Energy performance certificate (EPC)	£75	£85	£95

- Rates apply to a 20 mile radius of North Walsham. Excess mileage calculated at 50p per mile will be added where the round trip exceeds 40 miles.
- Photographs will be professionally edited and supplied as digital images via a download link (Dropbox or Wetransfer). Skies will be replaced where beneficial to the completed image.
- Whilst the photographer will be happy to move a few minor items to improve the final image, a 'home staging' service is not provided. The homeowner/estate agent should, as far as possible, prepare the property beforehand (see 'preparing for property photography' in the John's property blog section of my web site for guidance - <https://shorturl.at/QMRgE>)
- The times shown in brackets state the amount of time that is allowed on site. Where more time is required an additional fee of £50 per hour will be charged. More time is often required where the homeowner wishes to stage rooms during the photography visit or where a wider than usual range of shots is required (several additional 'lifestyle' shots, photos of the general area etc.) Where additional time is required this must be agreed at the time of booking as it will rarely be possible to extend the duration of the visit without prior notice.
- Floor plans are 2D and are provided as jpegs.
- EPCs are no longer available as pdf attachments. The link to the EPC on the government EPC register will be emailed. Printed copies are not provided. Please see additional terms and conditions for EPCs on page 5)
- Reduced rates are available to estate agents and other property professionals ordering a minimum of five jobs per month.
- Quotations for properties priced above £2M can be provided on an individual basis.
- Where an arranged appointment is cancelled or postponed with less than 24 hours notice a fee equivalent to half the amount that would have been charged for the service ordered may be charged.
- Where a property has a self-contained annexe, the annexe itself may require its own EPC.
- Fees applicable to work carried out in 2026.
- See additional 'General Terms of Business' on page 7

Drone photography

Drone photography carried out at the same visit as regular photography/EPC or floor plan service	From £25
Drone photography provided as a separate service or where a return visit is necessary to capture the drone shots	From £60

- Prices based on approx. 10-20 images being provided from photos taken in a single flight.
- Where images require separate flights from other positions additional charges may be made.
- A drone of 249g weight is used for aerial photography.
- John Newstead is registered as a drone operator with the Civil Aviation Authority.
- Drone flights cannot take place in rainy/windy conditions (even light rain)
- Where a planned drone flight has been arranged to coincide with normal photography, EPC or floor plan service but is rearranged due to adverse weather conditions the final images will be charged at the rate for separate drone service.
- Drone flying assignments in flight restricted areas are not accepted. This includes areas around Norwich Airport (Hellesdon, Drayton etc) and other restricted areas, including temporary no-fly zones. To check whether a property is in a flight restricted area see <https://thedronemap.com>.
- Rates apply to a 20 mile radius of North Walsham. Excess mileage calculated at 50p per mile will be added where the round trip exceeds 40 miles.
- Fees applicable to work carried out in 2026.
- See additional 'General Terms of Business' on page 7

General Terms of Business

Fees

The amount of fees to be charged is set out separately on the previous pages. Repeat visit will only be made free of charge in the event of an error by John Newstead Home Inspector. In all other circumstances an extra visit will incur an additional charge based on an hourly rate of £50 plus a mileage rate of 50p per mile. John Newstead Home Inspector reserves the right to make a charge of up to half the full fee for the particular service where an appointment is cancelled with less than 24 hours notice.

Payment

Payment for individual assignments should be made within 14 days of the invoice date. Details of how to make payments to John Newstead Home Inspector are set on the invoice. Where an account has been set up statements will be issued on a monthly basis. Payment terms are 30 days from the statement date. Where payment has not been made in accordance with these terms no further work will be accepted until the account has been paid in full, and any further work will only be accepted and invoiced on an individual basis at the fee levels stated in this document.

Weather

Occasionally extreme weather conditions (fog, heavy rain or snow) may make it impossible to attend the appointment or prevent photos from being taken due to poor visibility. In such cases John Newstead Home Inspector will agree an alternative appointment date and there will be no charge for the postponed appointment. However, where weather conditions are poor but not extreme (a dull day, light rain etc) the appointment should proceed as planned and the final photos will be edited (including sky replacement where beneficial.) Where an appointment is postponed or cancelled with less than 24 hours notice because of poor but not extreme weather a fee equivalent to half the amount that would have been charged for the service ordered may be charged.

Data protection

Any personal information regarding the seller/landlord that is recorded will be held safely and securely by John Newstead Home Inspector and the seller/landlord has the right to see these records. Only information that is relevant to the preparation of Energy Performance Certificates, Inventories and Sales/Lettings particulars will be recorded.

Force Majeure

John Newstead Home Inspector will not be liable for a delay or failure to deliver a service due to reasons which are beyond his reasonable control.

Delivery and timescales

All reports (energy performance certificates, inventories and sales/letting particulars) will be electronically delivered to the agent within 48 hours of the inspection unless alternative arrangements have been agreed in writing prior to the inspection taking place.

Photo release (*client is the person/company paying for the photos –usually the estate agent but in some cases the property vendor)

John Newstead Home Inspector consents to his client* using property photographs for the purposes of marketing the property. John Newstead Home Inspector reserves the right to use the photographs for editorial, advertising or any other use for the purpose of marketing the services of John Newstead Home Inspector. Should the vendor wish to use the photos taken by John Newstead Home Inspector for marketing with subsequent estate agent(s) they should refer to the terms of business of the original estate agent if that agent was the client* of John Newstead Home Inspector.

Energy Performance Certificates

- John Newstead is accredited to produce EPCs by Elmhurst Energy (Accreditation number NO25-0001) and produces EPCs using Elmhurst software.
- John Newstead will act in accordance with the National Occupational Standards for Domestic Energy Assessors
- The Energy Performance Certificate (EPC) is a report on the energy efficiency of the property at the date of inspection.
- The completed EPC gives information about the property and recommendations for energy improvements
- The EPC is not a survey and does not include a valuation of the property.
- The EPC does not warn of any health and safety risks
- The inspection is visual and non-invasive. No testing of equipment/services will take place
- The completed EPC is placed on the government EPC register. This is a statutory requirement. An EPC is not valid until it has been entered onto this register.
- The methodology for producing EPCs can change over time, and the fuel costs used in the calculation of EPCs and energy reports is updated periodically. Therefore EPC and energy report ratings can change over time. It is therefore important to understand that ratings predicted in energy reports are accurate on the day of production but cannot be guaranteed in the future.

What is inspected

- Externally, the parts of the property that can be seen from within its grounds and adjoining public/communal areas
- Internally, the parts of the property that can be safely accessed without moving heavy items, lifting carpets/floor coverings or accessing unsafe areas.
- The loft areas where access is possible using a 3m ladder and from within the loft spaces where it is safe to enter. Where joists are covered the loft areas will be inspected visually without fully entering the loft space.

What is not inspected

- Externally, parts of the property that can only be inspected from someone else's private grounds or property, and parts of the property that could only be seen using a ladder higher than 3m.
- Internally, areas that are behind secured trap doors, behind heavy furniture or filled cupboards, floor surfaces beneath fixed floor coverings.
- Loft areas where there is no access or safe access is not possible.

Complaints procedure

In the event of a complaint or query John Newstead Home Inspector should be contacted in the first instance. Contact details are printed on the EPC.

- Complaints will be taken seriously and all efforts made to investigate the circumstances and resolve issues.
- John Newstead Home Inspector will advise Elmhurst Energy of any complaint received.
- If the complainant is not satisfied with the outcome the matter can be escalated by writing to Elmhurst Energy, 16, St Johns Business Park, Lutterworth, Leicestershire, LE17 4HB.

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