Client Partnership Programme

Regulated by RICS®

watsons

Passionate about property since 1890

We are relentlessly focused on delivering service excellence as reflected by our industry leading Feefo and Trustpilot scores; your customers can be assured of our service levels, and with you for referring them.

Regulated by RICS®

TPI

aat

naea | propertymark
arla | propertymark

CIPD

Joining our Client Partnership Programme

We are always actively seeking to build new and supportive relationships with businesses who require our specialist services. Working in association with Watsons allows us to support customers together and in doing so recognise the value we can both bring in building positive reputations.

Our wealth of expertise and years of experience has enabled us to finely tune our methodology. The result, a seamless, collaborative approach delivering lasting, high impact results for our clients and customers alike.

Our Service

We offer a full range of professional services including valuation, survey, leasehold, block estate management and building consultancy services. Through innovative collaboration we work in partnership to meet all your needs. Our in-house Surveyors operate using market leading technology to collate, prepare and quality control our reports and surveys. We require all our Registered Valuers to meet compliance standards through internal and external audit procedures.

Our People

We employ local Surveyors who are members of the Royal Institution of Chartered Surveyors to provide technical advice and support in delivering a professional service within the communities they live in understanding the market and properties.

Our Quality Assurance

We are an ISO 9001 certified business. As part of our accreditation we have developed policies and procedures to ensure information standards are embedded within our organisation and subject to periodic testing. Our business is regulated by the Royal Institution of Chartered Surveyors. As a firm regulated by RICS, we are subject to independent audit on valuation practices and professional standards adopted across our business.

Our Process

Once you've referred, you'll have peace of mind knowing we'll take care of your customers from that point on. We want you to rest easy when you are recommending us to your customers, in working to the same high standards as you.

We are a trusted partner with RICS, ARMA, IRPM, ARLA and NAEA property accreditations, so you are working with an organisation with the qualities to deliver a specialist property service. We invest in and support our network of referral partners to ensure greater coverage and drive competitive rates that attract businesses.

Working with Us

1 Introducers Agreement

We first need agreement from you, that you are happy to work with Watsons as a referral partner. We ask you to sign an introducer agreement, as an authorised representative of your organisation. This means that we have agreed contact arrangements in Watsons retaining your data and keeping in regular contact with you.

2 Staying Connected

We can work with you via phone calls or emails with your customers or you can work with us online, in being able to track your customer activities and even embed our link on your website in giving your customers an easy reference point.

3 Refer & Earn

We would like to reward you, by giving you commission on the referrals we receive or vouchers. This can be paid to your business or to individuals within your organisation.

4 Keeping in Touch

We keep in touch with you through regular communications and we are happy to answer any professional questions you may have. We want you to feel that you have a partner to work with on all your valuation and survey needs.

5 Customer Care

We allocate you an account manager, who becomes a point of contact should your customers raise any questions, so we ensure your problems are prioritised.

Join Us

Our Client Partnership Programme is your chance to earn commission when you introduce a new customer to us. In order to make referrals to Watsons, we request that you to complete a simple registration form, so we know where the leads are coming from, and where to make any commission payment to.

We have developed this scheme to make the process as easy for you and the customer as possible. Our referral scheme also positions you as a preferred client and allows us to provide you with property industry information and special offers that may encourage and increase your commission payments.

Start Earning Referral Rewards

We encourage you to take advantage of an online account, allowing you to manage all of your referrals and view all of your fees in one place. However, if you would prefer to make other arrangements with our Business Development Team, please let us know so we can support your needs.

You can start earning referral rewards by following three simple steps:

1 Complete our Client Referral Scheme Registration Form. This form is provided at the end of this guide to complete, or from our website.

2 Confirm if you will be taking advantage of our online **Client Account**, allowing you to manage all referrals in one place, or make other arrangements with our Business Development Team.

3 Choose how you want payments to be made, whether it's direct to your company, to individual employees or sent digitally as vouchers via email.

If a customer you refer goes on to purchase one of our services, whether a residential survey or a commercial valuation, then we will reward you with a commission payment of 10% of the net fee per instruction.

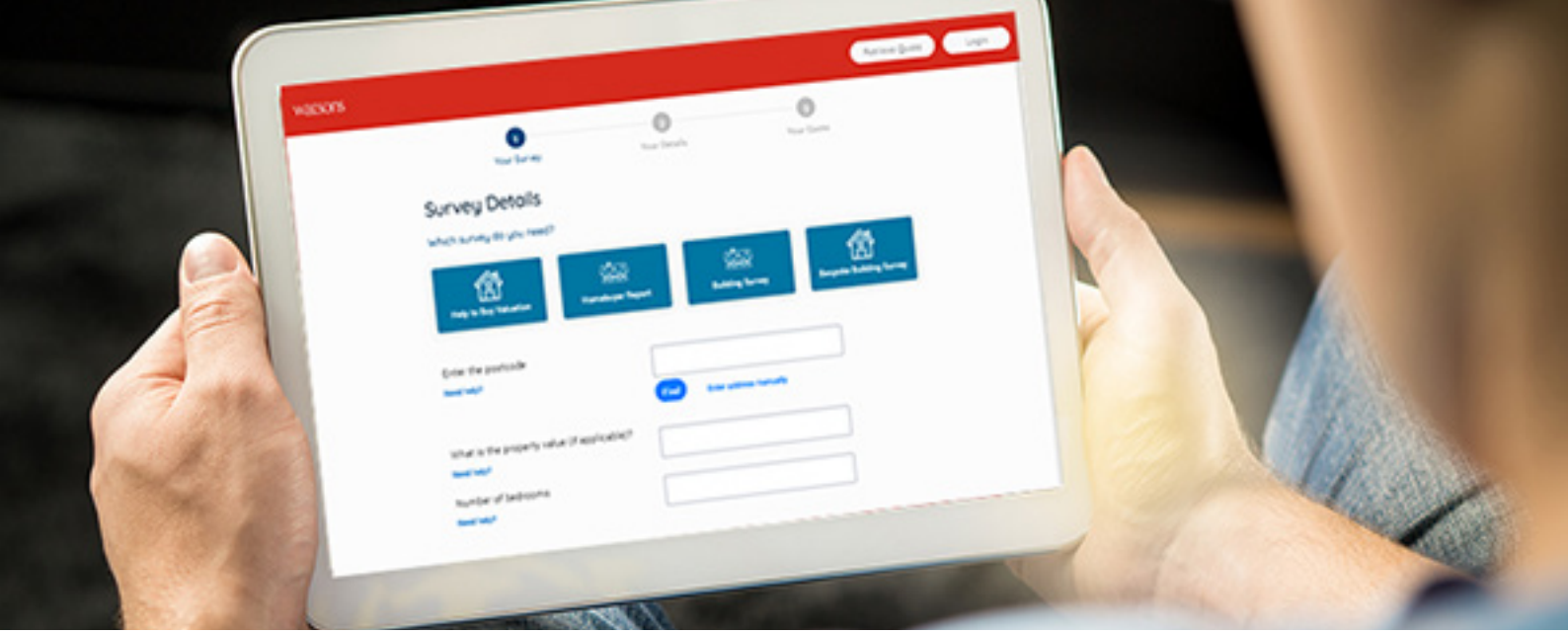
You can choose to receive your rewards in three different ways:

1 Arrange to have your commission payments paid directly into a company account on a monthly basis. You can nominate a bank account on the registration form.

2 You can arrange to have commission payments paid directly to individual employees on a monthly basis. If you wish to do this, each individual can nominate a bank account on the registration form.

3 Have your commissions paid as vouchers. These can be spent in over 70 fantastic retailers in-store and online including John Lewis, Sainsbury's and Halfords.

For full details see Love2Shop Vouchers Guide.



Online Booking Process

1 Refer Customers

We will provide you with a Unique Online Quote Form. You as the client, or your customer can enter the required details into the form to obtain an instant quote. The customer receives an activation email that allows them to set a password to retrieve their quote, or make bookings and offer payment.

2 Track Updates

Your customer can instruct us by pressing the 'Book Now' button. We will make direct contact to ensure our Terms & Conditions are signed and payment is made in full.

3 Instruct

Your customer can track updates on the progress of their survey through their account. You can also login to your account to see the status of all referred customers. Did the customer just obtain a quote, or did they go ahead and make a booking? If instructed, you can also see when the final report has been submitted to them, so you know if the customer will be ready to go ahead with the next stages of the buying process or not.

Create Your Own Process

1 Send Link

You can send customers a direct link to your unique quote form to fill in when they are ready.

2 Complete Yourself

Login to your Agent account and enter the customers details into the quote form to send them a quote. The customer will receive the account activation email – they just need to set a password and they can see the quote.

3 Embed onto your Website

We can provide you an iframe code (available from your account dashboard). This allows you to add your unique quote form to your website. Any customers or passing website traffic can search for a quote.

If you need assistance adding your iframe code to your website, please do not hesitate to contact us for guidance.

Client Partnership Programme Registration Form

Being part of our Client Partnership Programme is your opportunity to provide your customers with a trusted service and earn rewards, simply by introducing a new customer to us. To be able to earn commission from referrals to Watsons we request that you complete the information below; this will allow us to track any leads we receive from you in providing you with feedback, and ensure we have your permission in sharing your customers' personal details when they need a quote.

Introducer Company:	
Main Contact Name:	
Industry Sector:	
Main Contact Email Address:	
Work Address:	
Telephone Number 1:	
Telephone Number 2:	
Bank Details for Payment: (Not applicable for vouchers)	Company Name: Sort Code: Account Number:
Signature (for and on behalf of the introducer):	
Date:	

Marketing Consent

Stay informed with Watsons Property Group. Opt-in to receive marketing updates on the latest valuation and survey department news, exclusive offers, and expert advice.

Yes, I would like to receive marketing updates.

No, I would not like to receive marketing updates.

Payment Preference

Referral payments can be made via either bank transfer or Love2shop vouchers. Please select your preferred payment method:

Love2shop Vouchers

Bank Transfer

Terms & Conditions

Scope

The terms and conditions within this introducer agreement shall apply to the provision by the named introducer ("you") to Watsons ("us") of the introduction.

Acceptance of the introducer agreement indicates acceptance of these terms and conditions. In the event of any inconsistency between these terms and conditions and any express conditions then such express conditions shall prevail.

Definitions And Interpretation

For the purposes of this agreement:

- 'Business' refers to advising, arranging, or conducting intermediation activities related to valuation and survey work as appointed to Watsons.
    - 'Customer' refers to an individual introduced by you, not previously known to Watsons, who subsequently engages our services.
    - 'Prospective Client' refers to an individual identified by you as having an interest in Watsons' services but who has not yet engaged with us.
    - 'Regulated' refers to business activities governed by the Royal Institution of Chartered Surveyors (RICS).
- In this agreement, unless the context otherwise requires any reference to a person shall be construed as a reference to any individual firm company or other person (natural or legal).
- A referral will qualify only if the referred customer formally engages and completes a paid service with Watsons, excluding any free consultations or initial enquiries.
- If the customer has already contacted us directly and given us their details, then this will not be eligible as a referral.
- At the time of the referral, the customer must not have already been recommended by anyone else. Watsons will verify referral eligibility based on internal records at the time of the introduction. In case of disputes, Watsons' decision on the validity of a referral shall be final.
- Referral fees will not be applied retrospectively.
- By providing us with your contact details you agree that we will use your data to administer the Watsons Referral Programme and that we may contact you regarding our industry news.
- If we process your personal data (as defined by the Data Protection Act 2018), we shall only process that data for Watsons. We shall not provide that data to any third party (except as required at law) and use appropriate technical and organisational measures to protect the personal data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure.
- You warrant that you are not in breach of any legislation, guidelines or regulations that apply to your business, by accepting our programme and that you indemnify Watsons for any losses, damage, costs or expenses it may suffer should you breach this term.

- Whilst you participate in the Watsons Referral Programme you will not act, or fail to act, in a manner that Watsons considers brings the firm's reputation into disrepute.
- Referral payments will be processed as follows:
    - BACS Payments: Paid within 30 days of successful completion of the referred service.
    - Love2shop Vouchers: Ordered in the first week of each calendar month and issued within 10 working days thereafter.
    - Any referral fees or vouchers received under this programme may be subject to taxation. It is the responsibility of the referral partner to declare and pay any applicable taxes. Watsons does not withhold tax on referral payments and will not be held responsible for any tax liabilities incurred by the recipient. Additionally, if the referral partner is a company, it is their responsibility to account for any VAT or other tax implications related to the receipt of referral payments.
    - Watsons reserves the right to terminate your participation in the scheme immediately if it considers you have breached, or are likely to breach, the terms, or at any time on giving not less than 30 days' written notice to you.

For any queries, contact:

Watsons Business Development Department
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businessdevelopment@watsons-property.co.uk

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