DALA SURVEYS

Referring a Building for a FRAEW

A guide for fire risk assessors on how referrals work with DALA Surveys, what your client receives, and what comes back to you.

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Why We Created This Guide

When your FRA flags the external wall as a concern or an unknown, the recommendation is yours. The question your client asks next is who should carry out the FRAEW.

The firm you point them to reflects on you. A surprise invoice for access equipment or a report a lender won't accept lands back on your desk, even though you didn't carry out the work.

We built our referral process around that. This guide sets out what we commit to, how a referral moves from your FRA to a finished PAS 9980-compliant FRAEW report, and what you get back at the end, so you can recommend us with confidence.

Our Commitment To You

You assess the building. We pick up the part of the job that sits outside your FRA. Your client relationship stays yours.

We won't compete for your FRA work. We won't quote for fire risk assessments on any building you refer to us.

You stay in the loop. We copy you into the quote and keep you updated as the survey progresses.

Findings come back to you. With your client's agreement, we send you the outcome of the FRAEW so you can update the FRA and close the action.

Your client gets a fixed price. One quote covers everything the FRAEW needs, so nothing comes back to you as a complaint about hidden costs.

When To Refer & How a Referral Works

You'll know when your FRA needs an external wall assessment. These are the situations behind most of the referrals we receive:

- The external wall build-up can't be confirmed from a non-intrusive inspection.
- Cladding, insulation, balconies or cavity barriers may contain combustible materials.
- A lender, insurer or buyer has asked for an EWS1 form.
- The building's height is uncertain and affects which duties apply, where we can provide a Height Verification Report.
- An existing external wall assessment predates PAS 9980, or the building has changed since it was carried out.

Referral Timeline

From your recommendation to a finished report, typically in around six weeks.

1. **Send us the details.** You can introduce us to your client directly or pass on our contact details, whichever suits you.
2. **We quote within five working days.** The clock starts once we have the building information. Our team will review the documents and provide a clear quote.
3. **We're typically on site within two weeks of instruction.** We arrange access equipment, traffic management and permits, so your client doesn't have to.
4. **We issue an initial report within four weeks from the last site visit.** A PAS 9980 FRAEW with clear findings and next steps, plus an EWS1 form where applicable.
5. **The findings come back to you.** With your client's agreement, you will also receive the outcome so you can update your FRA.



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What To Send Us

- [ ] Building address and postcode
- [ ] Height or number of storeys
- [ ] Number of residential units
- [ ] Your FRA, or the relevant extract on the external wall
- [ ] Any existing external wall information: previous surveys, EWS1 forms, O&M manuals or as-built drawings
- [ ] Any deadline, such as a lender or sale date
- [ ] Your client's contact details, or a note that you'd prefer to introduce us yourself

About DALA Surveys

DALA Surveys is a specialist division within The DALA Group, that offers FRAEW assessments to PAS 9980 standards, EWS1 certification support, and building height verification.

Led by specialists with years of hands-on experience in external wall assessments and fire safety, every instruction has senior oversight from start to finish. James Roll, Managing Director, leads DALA Surveys alongside Technical Lead, Davinia Potterton, who has just won the Excellence Award (Fire Consultant) at the 2026 Women in Fire Safety Awards.



James Roll
Managing Director
DALA Surveys



Davinia Potterton
Technical Lead
DALA Surveys

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What If Remediation Is Needed?

Some FRAEWs end with a remediation recommendation. When that happens, your client doesn't need to start again with a new firm.

DALA Projects can take the building forward as Lead Consultant, Project Manager and Employer's Agent, from strategy and design through to construction and final certification. Where a project involves Cladding Safety Scheme funding, we work in partnership with Archway Façade Management, who lead on the Client Representative role.

Our remediation of Grand Ocean in Brighton, delivered alongside Archway Façade Management, has been shortlisted for Major Works Project of the Year at the News on the Block Property Management Awards 2026.

If you would like to know more about our remediation work, please visit our website or get in touch for more details.

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Talk To Us

We work alongside fire risk assessors, not in competition with them. On any building you refer, our role is the external wall and anything that follows from it, and your client relationship stays with you.

If the FRAEW points to remediation, DALA Projects can also take the building forward. Simply send us the building details, and we'll come back with a quote within five working days. If you'd rather talk it over first, give us a call. We'd be glad to hear from you.

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