How to find what you need

To find what you need and use the site more effectively and efficiently, you can:

- look at the [site map](#) ;
- view [RICS professional guidance,](#) [checklists](#) , [document templates](#) or other resources from the isurv [homepage](#) right-hand menu;
- look at the channel homepage or each tailored resources menu on the right-hand side once you are in the channel homepage;
- use search (top right of every page): narrow your query by category or even file type using [advanced search](#) ;
- share content on isurv using the links in the bottom right hand of the page via your preferred social network;
- review our [frequently asked questions](#) ;
- if you have an access problem, [contact us](#) .

Shortcuts to help you use isurv more effectively

Open links in a new window
isurv is built to web accessibility standards, so when you click a link it opens in the browser you are already viewing isurv through. To open a link in a new tab, perhaps to compare pages, hold down the 'Ctrl' key at the same time as clicking the link on Windows, or 'Command' on Mac.

Find a term in a page
To find a particular word or term in a page or PDF, hold down the 'Ctrl' key and the 'F' key on Windows, or 'Command' and 'F' on a Mac. This opens a small search box, which (when you type your term) searches down the page and highlights the term.

Quickly get to the top or bottom of the page
On Windows, use the 'Home' key on your keyboard to go straight to the top of any page. Use the 'End' key to go to the bottom. On a Mac, use Fn-Left Arrow to go to the top of a page, and Fn-Right Arrow to scroll to the bottom.

Find specific RICS professional standards and guidance

If you know the title of the guidance (or some key phrases), the easiest way to find it is by using the search box at the top right of every page.

Alternatively, isurv provides a full alphabetical list of all [RICS professional guidance](#) in PDF form.

You can access interactive versions of key guidance suites using the RICS professional guidance menu on the right hand of the screen.

Case law summaries

If you know the title of the case you want to find more about, try the search box at the top right of every page, or see the alphabetical list of [cases](#) available on isurv.

Resources

As well as thousands of pages of expert commentary, isurv includes related resources available from the right-hand menu of every page. Depending on where you are on isurv the list of resources changes to show only what is relevant.

About isurv

isurv is a comprehensive, professional, property and building resource that helps you to stay informed.

You'll find RICS professional standards and guidance together with helpful commentary, features, checklists and templates for commonly used documents.

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isurv channels

APC/AssocRICS

Everything candidates need to know to help them from the start to the end of their journey. Includes a guide for supervisors and counsellors and links to relevant templates.

Building surveying

Gives you complete information on all aspects of building surveying, from the RICS HomeBuyer suite to defects and building pathology.

Commercial property

Ideal for surveyors involved in landlord and tenant work, this channel covers everything from leases and service charges to rent reviews and dilapidations.

Construction (including NRM)

From documentation management and procurement strategies to measurement surveys, Construction also includes information for those who administer construction contracts as it details every step from taking the brief, through to payment, termination and final certificate.

Infrastructure

Infrastructure provides cutting edge information on all the major life cycle stages of an infrastructure project. This channel taps into the knowledge of high ranking industry experts including major clients, consultants and contractors to help you understand the issues and

constraints any project can face.
Planning

Planning gives you essential information on every stage of the planning process, from applications to compulsory purchase and beyond.

Professional conduct

This channel provides practice management and CPD advice.

Residential (including the Blue Book)

Residential contains detailed guidance from industry experts, including relevant legal and best practice guidance on all aspects of lettings (including block management) and sales, from taking on clients to managing and ending the tenancy.

Rural

Rural covers rural matters from agricultural valuations to compulsory purchase and compensation and is the only place you can access the RICS Farm Business Tenancy Agreements.

Sustainability

Sustainability brings together all the RICS guidance and commentary a property professional needs to ensure they understand this expanding area.

Valuation (including the Red Book)

Valuation provides complete access to the *RICS Valuation - Professional Standards*, with commentary and guidance on a vast range of property types, from offices to vineyards.

isurv Bulletin

isurv Bulletin highlights a selection of the most recent features and channel commentary updates. If you don't already receive it and would like to, please [sign up](#) .

You have a specific query - try search

A search box is available in the top right corner of every page, allowing you to get further information on even the most niche topics.

You can narrow your search down using [advanced search](#) (from the top of every page). In advanced search, results can be filtered by isurv channel and by sections within channels. If you're searching for RICS professional guidance, checklists or document templates, you can narrow the search by file type (e.g. PDF, Word doc, Excel file, etc.).

If you are logged in to isurv, you can see your recent and saved searches by clicking 'My searches' at the top right of the screen. This option will be visible just below the RICS logo after you have logged in.

Tips for searching

These search shortcuts may help you find what you need more quickly.

'+' search
isurv ignores common words and characters such as and, where, the, how and other digits that slow down your search without improving the results.

If a common word is essential to getting the results you want you can ensure that it is included by putting a '+' in front of the word (e.g. [Rights +to light](#)). Include a space before the plus sign (but not after it).

'-' search
If you want to exclude a particular term from your search (e.g. to search on 'code' without getting all of the results for the RICS *Code of measuring practice*), insert a hyphen '-' in front of the word (e.g. [code -measuring](#)).

'Exact phrase' search
If you are searching for a particular phrase (e.g. the title of an RICS guidance note, or a particular case) you can ensure that only results appear that contain your exact phrase by placing quote marks at either end of the phrase (e.g.'[Agreement between the Landlord and Agent](#) ').

'OR' search
To find pages that include either of 2 search terms, add an uppercase OR between the terms (e.g. [Adjudication OR Arbitration](#)).

Fill-in-the-blanks search
To ask a question, let isurv search fill in the blank for you. Do this by adding an asterisk '*' in the part of the sentence or question that you want filled in (e.g. [dilapidations * schedule](#)).

Choosing search terms

Every word you enter is included in the search, so the more you use the narrower your search is likely to be. Start with a key phrase rather than a complete sentence (e.g. 'party walls' rather than 'how do party walls affect neighbouring properties?').

Using fewer terms can return a large number of results. If you have too many results try adding more terms (e.g. start with 'party walls' then add 'disputes' to narrow the results).

Choose specific relevant words/phrases. The more pertinent the choice is, the more likely you are to get useful results. Words that are not very descriptive, such as 'document', 'website', 'company' or 'information', aren't usually helpful.

Use isurv for personal development

Using isurv for APC

isurv APC provides a practical guide to the APC training period and final assessment. It explains the mandatory and core competencies of an APC candidate and gives candidates the correct focus and direction. It explains the basic philosophies behind the APC (in particular, the competencies) and steers them through any training period they might have, as well as the final assessment interview.

Why use isurv?

Candidates with access to isurv **are 12% more likely to pass their final assessment** compared to those without isurv access.

Using isurv for Associates

The Associate pages give those studying for the Associate level of membership helpful material and focused direction. It has all the RICS official material for Associates and access to the candidate's guide. The Associate pathways are cross referenced to other material on isurv to ensure candidates have a much better all-round subject knowledge.

Using isurv for CPD

Using isurv can count towards your CPD requirement as an RICS member.

Each isurv section is structured so that it can be read from beginning to end, making isurv an ideal tool for structured reading, for background reading for a discussion group, or to help you run an internal training event.

Select the topic you want to learn about from the section list on the relevant channel homepage, and the structured list of contents for the section is on the left of your screen.

The right-hand column links to related RICS professional guidance and other useful resources.

In the Professional conduct channel you can find guidance on meeting your CPD obligations.

See also [Become an isurv author](#) .

Research on isurv

Use isurv to find technical or procedural information that will support you in your daily work, particularly when dealing with areas you don't often tackle.

Personalise your isurv experience

Font size

It's easy to increase or decrease the size of the text on isurv. Simply hold down the 'Ctrl' key then either use the roller on your mouse or use the '+' and '-' keys to take the size up or down on Windows. On a Mac, press 'Command' and the '+' or '-' keys to zoom in and out.

Accessibility

isurv has been developed using web accessibility standards so it can adapt to meet your needs. Visit the [Accessibility page](#) to choose how to view the site.

Bookmarking information

If there is a specific page on isurv you want to return to at a later date, add it to your favourites or bookmarks.

- While viewing the page through your internet browser click the 'Ctrl' and 'D' keys at the same time.
- Enter a name for the page (e.g. 'isurv party walls') and click 'OK' to save the favourite.

When you wish to return to the page: open your internet browser then click on the 'favourites' or 'bookmarks' menu at the top of the screen. The name you chose for the page will appear in the drop-down list.