

**WWY** introducing  
You talk, we type



**ViPA**  
SUPPORTING SURVEYORS

Welcome to WWY / ViPA

**VIRTUAL PERSONAL ASSISTANT SERVICES &  
TYPING SUPPORT FOR CHARTERED SURVEYORS**



## introducing

**ViPA** (Virtual PA) is the exciting new service being offered by the team at **WWY**. **ViPA** is designed specifically for Chartered Surveyors, providing a comprehensive booking, administration and telephone support service. Using our extensive knowledge within the residential surveying industry the team at **ViPA** knows how Surveyors work and what you need to deliver to meet the growing demands of your clients.

The management team at **WWY** has a proven track record of delivering a top quality, speedy and efficient service to Surveyors. With our market leading typing services business, and many years combined experience behind us, you can be assured that we are as able as we are committed to supporting your business.

Excellence comes as standard across the **WWY / ViPA** brands and **ViPA** combines high level technology with the existing core values of **WWY** - quality, trust, honesty, efficiency and speed.

*"Since moving our transcription services for Level 2 surveys to WWY in 2012 we have seen a consistent and outstanding level of service; with market leading turnaround times and exceptional levels of accuracy and quality. I would highly recommend WWY to anyone thinking of outsourcing, or having a plan B for their transcriptions."*

David M Wood - Countrywide Surveying Services



*WWY provides us with a simply excellent service. Our reports are invariably typed overnight enabling us to provide a swift service to our clients. The accuracy of typing is first class and their ability to grasp technical and frequently used terminology has been invaluable. They are a pleasure to deal with and we recommend them highly."*

Grosvenor Consultant Surveyors Ltd - Cheltenham



*Having used ViPA for the first time I have to admit I was a little apprehensive, having never used virtual administration before, but I can confidently now say the service provided by ViPA is outstanding and gives peace of mind that our office is being manned at all times by a highly skilled, professional team. It may be virtual but you are dealing with real people, knowledgeable and skilled in the surveying industry.*

*I would certainly recommend the team at ViPA to anyone looking to outsource some, or all of their administrative functions, and will continue to use them myself in the future.*

David Phillips, BSc MRICS  
DP Associates



*"WWY have been doing all of the typing for my surveying business for over 5 years and I am absolutely delighted with the service. They provide us with a most efficient and accurate service, proving to be consistently professional. Their high level of accuracy, timely response and reliability prove to be invaluable. An excellent service that is highly recommended."*

Pete Hughes - Sonas Surveyors



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from our  
Expertise  
from just  
**£100** per  
month



### Welcome to ViPA – Virtual Personal Assistant Services for Chartered Surveyors

Virtual Personal Assistant Services for Chartered Surveyors. **ViPA** (Virtual PA) offers 3 levels of support for your business dependent on the needs you have and these can be tailored to meet your exact requirements. Our team are fully trained and know your industry and client base ensuring you of the very best level of support.

By using our **ViPA** Support Packages you can free up valuable time in your working day to earn additional income. This will also enable you to be more productive at the end of each day, improve your turnaround times to your customers and have peace of mind that your company and back office processes are being looked after by the very best there is – without any fixed overheads on your part.

ask about our  
Disaster  
Recovery Service

### So why use ViPA? Simple! ViPA provides Chartered Surveyors with freedom!

By recruiting the team at **ViPA** to book your appointments, answer your phone calls and emails, in addition to any other administrative tasks that you need support with, you can concentrate on the important tasks – maximising income potential and delivering great service. You can be secure in the knowledge that all the essential background tasks are being handled by professionals within a trustworthy organisation that understands every aspect of the surveying industry.

### So what can ViPA offer?

**ViPA** support packages can be purchased either at a fixed monthly cost or indeed if you prefer, a more flexible approach using our pay as you go option, giving you the freedom to manage your expenditure accordingly – you decide what suits your needs best. From as little as £100 per month you can start to benefit from our experience and support.

## Virtual Personal Assistant Services Silver Package

Designed for smaller, independent surveying companies or individual consultant surveyors who are expanding and need the additional administrative support.



Full Telephone Support

Diary & Appointment Management

Annual Dictation Licence

General Correspondence

Our Silver support package gives you the basic support you need to complement your existing structure, giving you the peace of mind that key tasks are being handled whilst you are fee earning. Ideal for one man band operations who are expanding and need the additional administrative support but don't want to employ staff with the associated costs and training.

- Full telephone support Mon-Fri 8am to 6pm.
- Diary and appointment management.
- Production and sending of T&Cs / general correspondence.
- Annual Dictation Licence charge included.
- Ideal for smaller, independent surveying companies or individual consultant surveyors.

## Virtual Personal Assistant Services Gold Package

Ideal for independent surveying firms who are stretched with existing resources and costs associated with running an office.



All the Benefits of Silver

Mail Collect/Forward/Scan

Compiling & Sending of Reports

Invoicing

Our Gold support package supports you with the key day to day administrative tasks enabling you to manage your overheads whilst continuing to deliver excellent service to your clients and maximise your earning potential. Ideal for businesses who are stretched with existing resources and costs associated with running an office.

- Telephone support Mon-Fri 8am to 6pm.
- Diary and appointment management.

- Meeting organisation.
- Production and sending of T&Cs / general correspondence.
- Compiling and sending on completed reports.
- Mail collect/forward/scan & forward.
- Annual Dictation Licence charge included.
- Invoicing.
- Sage pay on your website for customers to pay you direct.

# Virtual Personal Assistant Services Platinum Package

Suited to independent surveyors and surveying businesses of all sizes looking to reduce administration, employment/training and IT costs whilst delivering a professional, top quality service to customers.



Our Platinum support package is ideal for businesses looking to maximise efficiency and minimise overheads. This service enables you to maximise your income potential and service delivery to your clients without the added overheads and running costs of a fully staffed office.

- Fully staffed telephone support Mon – Fri 8am to 6pm.
- Meeting organisation.
- Deal with incoming email enquiries.

- Production and sending of T&Cs / general correspondence.
- Compiling and sending on completed reports.
- Mail collect/forward/scan & forward.
- Annual Dictation Licence charge included.
- Invoicing.
- Credit control / Debt chasing\*
- Maintain website content.
- Sage pay on your website for customers to pay you direct.

\*Up to the point that legal intervention is required.



Reports Typed  
between  
8am - 10pm  
7 Days / Week

**WWY** Ltd provides a market leading typing support service to residential and commercial surveyors. With extensive experience in the surveying industry the management team at **WWY** understand the needs of your business and the demands put upon you by your clients.

**WWY** has a team of highly experienced, skilled UK based typists so you can be confident that by outsourcing your typing to **WWY** you will receive an accurate, speedy service enabling you to meet the pressures of turnaround times.

Outsourcing your typing requirements enables you to maximize efficiency whilst reducing your costs. Our team are highly skilled and experienced in understanding the needs of the residential and commercial surveying sectors.

So... Why Wouldn't You?

**Competitive pricing model**

- Market leading turnaround times.
- High quality reports returned to customers with full audit checks in place.
- All typists are UK based.
- All typists undergo full pre-employment screening checks to meet client and lender requirements.
- Fully trained team skilled in the use of all industry software including Quest, Valuation Exchange, ISURV Worksmart and ISURV Proforms, Surveytext & bespoke templates.
- Audio typing.
- Copy typing.
- All report types including Mortgage Valuations, Homebuyer reports, Building Surveys, Schedules of Dilapidations, general correspondence, meeting notes etc.
- Digital dictation facility including web file upload, telephone dictation & mobile app facility.

Contact Us 03300 881793



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