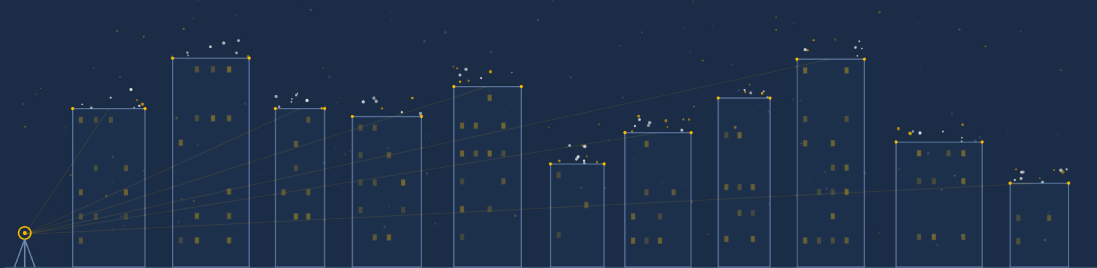




CUSTOMER JOURNEY

Property savings, built on measured evidence.

A clear route from first consultation to verified evidence, reduction support and final outcome — with free LiDAR scanning included for agreed no reduction, no fee services.



NO REDUCTION, NO FEE ROUTE

Free LiDAR scan included

For Business Rates, Surface Water and Insurance Mid-Term Adjustment services, a scan can be arranged at no upfront survey charge as part of our signed no reduction, no fee agreement.

BUSINESS RATES

SURFACE WATER

INSURANCE MTA



QUOTATION ROUTE

Paid survey and digital deliverables

For all other LiDAR, measured asset, compliance, digital twin, planning or consultancy work, scanning is supplied by quotation only and agreed before instruction.

MEASURED ASSET PACKS

DIGITAL TWINS

COMPLIANCE PACKS

London

International House, South Molton Street, W1K 5QF

Manchester

Unit D3, Brookside Business Park, Greengate, M24 1GS

03300 30 30 30

business@portrait.org.uk

■ START HERE

The journey at a glance.

Every customer starts with a simple consultation. From there, we confirm whether the opportunity should progress under a no reduction, no fee savings route or as a quoted LiDAR / digital deliverable service.



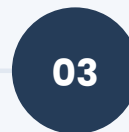
Initial consultation

We understand the property, current costs, commercial goal and service fit.



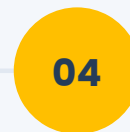
Pre-desktop assessment

If applicable, we review bills, policies, plans and records before any survey decision.



Route confirmed

We identify whether the work is savings-led or quotation-based.



Evidence journey

LiDAR capture, analysis, reports and next steps are agreed clearly.

NO REDUCTION, NO FEE

Free scan included for agreed reduction services.

Business Rates, Surface Water and Insurance MTA services progress with a free LiDAR scan when accepted under signed no reduction, no fee terms.

QUOTATION ONLY

Paid LiDAR, survey and digital asset services.

All other measured asset, digital twin, compliance, planning or consultancy outputs are scoped and quoted before instruction.

■ ELIGIBLE CORE PRODUCTS

No reduction, no fee journey.

For Business Rates, Surface Water and Insurance MTA services, the LiDAR scan is included as part of the agreed savings process. We only charge a fee when a qualifying reduction is achieved under the signed agreement.

01

Consultation & opportunity check

We discuss the property, cost area, current evidence and likely route.

02

Pre-desktop assessment

Where applicable, we review bills, policies, plans and records before committing resources.

03

Authority & terms agreed

The client signs authority and no reduction, no fee terms confirming scope and fee basis.

04

Free LiDAR scan arranged

A non-intrusive survey is booked to capture measured property evidence at no upfront survey charge.

05

Measured analysis & evidence pack

The point cloud is processed into plans, schedules and annotated findings.

06

Submission or re-rating support

We support the challenge, correction, supplier review, broker discussion or insurer MTA request.



Outcome & fee trigger

When a reduction, refund, rebate, corrected charge or agreed saving is confirmed, Portrait calculates its fee in line with the signed agreement.

No saving. No success fee.

■ ALL OTHER SERVICES

Quotation-based LiDAR journey.

Where the objective is a measured deliverable, digital record, compliance pack or consultancy output, the work is quoted before instruction. The scan is not free under this route unless expressly agreed in writing.



LIDAR EVIDENCE ENGINE

From point cloud to commercial evidence.

Capture is only the start. Portrait turns measured property data into a structured evidence base that can be reviewed, shared and used to support reduction opportunities or paid digital deliverables.



Fast
NON-INTRUSIVE ON-SITE CAPTURE



Measured
TRACEABLE TO SOURCE POINT CLOUD



Structured
PLANS, SCHEDULES & EVIDENCE PACKS



Shareable
DECISION-READY OUTPUTS

- 01

Capture

LiDAR scanning collects measured spatial data from agreed internal and external areas.

SITE EVIDENCE
- 02

Register

Scans are aligned into a single coordinate model for consistent review.

DIGITAL MODEL
- 03

Measure

Areas, boundaries, heights, hardstanding, use zones and site features are extracted.

SCHEDULES
- 04

Analyse

Facts are compared against records, bills, policies or the quoted scope.

FINDINGS
- 05

Report

We produce recommendations, evidence packs, submissions or agreed deliverables.

ACTION

What customers receive

- ✓ Clear explanation of the route and charging model.
- ✓ Measured plans, schedules or evidence where required.
- ✓ Consultant review and commercial next steps.

What Portrait needs

- ✓ Access to relevant areas of the property or site.
- ✓ Current bills, schedules, policies or property records.

■ WHAT WE LOOK FOR

Three core reduction services.

Portrait uses verified property data to identify where a business may be overpaying and to support a clear, evidence-backed route to reduction.



Business Rates Reductions

We review rating assumptions against measured property evidence, use, configuration and valuation records.

- ✓ Floor area discrepancies
- ✓ Layout and occupation changes
- ✓ Use, tone and valuation issues
- ✓ Evidence for challenge or correction

OUTCOME FOCUS

Reduced liability, corrected assessment or evidence for the appropriate rating process.



Surface Water Reductions

We test chargeable surface assumptions using site measurement, hardstanding evidence and drainage-related information.

- ✓ Hardstanding and roof areas
- ✓ Yards, parking and shared areas
- ✓ Drainage and catchment assumptions
- ✓ Evidence for rebate or correction

OUTCOME FOCUS

Lower ongoing charges, historic rebate or corrected surface water billing.



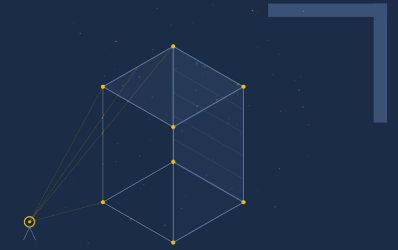
Insurance MTA Reductions

We support broker and insurer discussions where policy records or risk assumptions may be overstated or incorrect.

- ✓ Measured areas and site layout
- ✓ Protections and risk features
- ✓ External exposure distances
- ✓ Evidence for mid-term re-rating

OUTCOME FOCUS

Premium adjustment, corrected schedule information or improved re-rating evidence.



THREE QUICK STEPS



Call or email Portrait

Tell us about the property, cost area and desired outcome.



Share relevant records

Bills, rating details, policies, plans or site information help us assess fit.



We confirm the route

No reduction, no fee for eligible core services, or a quotation for all other work.

ARRANGE YOUR INITIAL CONSULTATION

Ready to confirm your route?

Start with a short conversation. We will confirm whether the next step is a pre-desktop assessment, a no reduction, no fee route, or a quotation.

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Manchester Unit D3, Brookside Business Park, M24 1GS

[portrait.org.uk](https://www.portrait.org.uk)

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