

HESPR 15 minute free advice scheme

Fifteen minutes free advice and guidance will be available from HESPR companies to enquirers looking for expert advice.

The advice given will be basic initial information, provided in the time available. This might answer the query completely, or it may point enquirers towards other sources of information - including the adviser of 'last resort' under this free HESPR service, [IHBC Enterprises](#) - or suggest where further professional advice is required.

Guidance for users

Seeking advice

1. The HESPR 15 service offers 15 minutes of free expert advice and guidance from conservation practices recognised through the IHBC's HESPR register.
2. The advice you will receive will be basic initial information, provided in the time available. This might answer your query completely, or it may point you towards other sources of information or suggest where further professional advice is required.
3. To find help through this scheme search the HESPR entries and go from there direct to the HESPR company using the contact details listed. Search facilities will help find the company most likely to have suitable professional specialisms or similar geographical locations (although most will work outside the area they are based in)
4. When contacting a HESPR service you must say you are '*asking for the HESPR 15 minutes free advice offer*'. The starting point is the contact listed as the Designated Service Adviser on the HESPR website.
5. Any queries you ask will normally require general advice on principles or sources of advice. It will not be specific detailed or site specific advice which could require immediate paid for advice. It might point you towards other sources of information or suggest where further professional advice is required. You should not expect that in most instances this 15 minutes of advice will answer questions in full, but will help you work towards the answers. If the enquiry is too complex to answer within 15 minutes you will be told that this is not possible and that you should obtain paid professional advice.
6. You may be able to find the answer to your queries on the IHBC website (ihbc.org.uk), the websites of your local authority or of the national conservation agencies; Historic England, Historic Environment Scotland, Cadw and DOE Northern Ireland.

7. The IHBC recommends that you seek advice from your local authority before using the free service. Please do not ask HESPR members to give advice to queries which could be addressed to the local authority until you have asked the local authority.
8. If capacity or expertise is not available, HESPR members will not be able to answer enquiries appropriately and as appropriate may direct to another HESPR member where you can avail of the free service, a more source of advice, or the HESPR schemes manager, IHBC Enterprises, as the free service 'adviser of last resort'
9. Advice will normally be given covering the country of the UK the HESPR company normally practice in and no advice will be provided outside the UK.
10. If you are dissatisfied with the service or advice offered please contact IHBC Enterprises (hespr@ihbc.org.uk). The formal route for complaint regarding IHBC members is through the IHBC disciplinary process.
11. This 15 minutes is available from the entire HESPR collective and enquirers should not try to obtain advice from more than one company.

Customer terms

1. By accessing this service, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms, you must not use this service.
2. The IHBC and IHBC Enterprises Ltd, will not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via this service, and shall not be responsible or liable for any error or omissions in any information provided through it.
3. No responsibility is accepted by us or any of the HESPR companies as partners in this service, for any action taken on the basis of the advice given, to the extent this is permitted by applicable laws or regulatory rules.
4. This service is intended for people residing in the United Kingdom and is not applicable or appropriate for use in other locations
5. This is a goodwill service provided to the public supported by HESPR members. Individual members do not have any obligation to take on enquiries, while HESPR member [IHBC Enterprises](#) serves as the adviser of 'last resort'.
6. This service is available from the entire HESPR collective and enquirers should not try to obtain advice from more than one company.