

# How RVA Property Consultants Go Above and Beyond

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At RVA, our consultants play a pivotal role in ensuring our clients receive the best possible service en route to achieving significant rate reductions in their business rates. We believe the best way to achieve this is through direct client interaction. That's why our consultants aren't confined to four walls – they're on the road, traversing the country to meet with clients like you. Let's delve into a typical workday of an RVA property consultant and discover how their dedication converts to tangible benefits for your business.

## Morning Preparation and Client Visits

The RVA consultant's day starts with strategic planning for their appointments. Their destination? Your property. This face-to-face interaction is a crucial first step to understanding each client's unique needs and forms strong working relationships. With clients spread nationwide, they set out early for meetings with business owners and leaders. By physically visiting your business location, our consultants gain a deeper understanding of your operations and the surrounding environment.

## Working in Collaboration

Throughout the day, our property consultants maintain close communication with our office-based team of property advisors. This collaboration ensures that all gathered information is accurate, comprehensive, and up-to-date. By sharing insights and updates, we maintain a seamless flow of information, enabling us to provide our clients with informed and actionable advice.

## Rapport and Understanding

Building rapport and understanding the needs of our clients is one of the most rewarding aspects of our consultants' roles. Establishing strong relationships is key to understanding our client needs and ensuring their satisfaction. However, the job isn't without its difficulties with logistics, traffic and client availability are a constant battle as we aim to meet with and help business owners and leaders throughout a wide variety of business and property types.

## Ensuring Confidentiality and Accuracy

Once a client has engaged our services, our surveyors step in to inspect the property or properties. They perform a comprehensive pre-inspection to gather preliminary data, conduct a detailed on-site inspection, and follow up with a post-inspection check-up to ensure the highest level of accuracy and reliability as they build the case to reduce their business rates.

## Going the Extra Mile

At RVA, we are dedicated to going the extra mile for our clients. Our property consultants strive to provide the best possible experience from the initial consultation to the final rate reduction. They are always available to address any queries, offer expert advice, and ensure client satisfaction with the outcomes.

From my time with our property consultant, it's clear they take immense pride in their work and are truly committed to delivering high quality service. They don't just meet expectations; they exceed them by diving deep into each client's needs and crafting tailored solutions.

Their passion and expertise shine through in every interaction, ensuring our clients not only receive the best possible experience but also achieve lasting success. Whether it's conducting detailed assessments or offering strategic advice, our consultants always go above and beyond to support our clients' goals.

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