

DCLG Home Information Pack Telephone Survey – FINAL Buyers

The survey highlighted repairs that put them off buying	01
The valuation was more than they could afford	02
They reduced their offer as a result of the survey	03
The sale of their own property fell through.....	04
Our ongoing chain broke down causing too much delay	05
They found another property that they preferred	06
They withdrew because it was taking too long.....	07
The conveyancing/searches highlighted something that put them off.....	08
We withdrew our property because it was taking too long.....	09
Other – we withdrew our property (specify)	10
Other – the purchaser withdrew (specify)	11
Other (specify).....	88
Don't know/refused	99

ASK Q54-58 IF Q50=1. OTHERS -> Q59.

Q54. How many other prospective buyers made an offer on your property?
SINGLE CODE

Numeric answer	1
Don't know/can't remember	9

Q55. Thinking of the [first, second, etc] person to make an offer, how many offers did they make on your property?
SINGLE CODE

LOOP Q55 – Q58 FOR EACH AT Q54 UNTIL COMPLETE.

1	1
2	2
3	3
4	4
5+	5
None.....	6
Don't know/can't remember	9

ASK IF Q55=1-5. OTHERS -> Q57.

Q56. Did you accept an offer from this prospective buyer?
SINGLE CODE

Yes	1
No.....	2
Don't know/can't remember	9

ASK ALL.

Q57. As far as you know, did this person have a survey or valuation undertaken on your property?
SINGLE CODE

Yes	1
No.....	2
Don't know/refused	9

DCLG Home Information Pack Telephone Survey – FINAL Buyers

ASK IF Q57=1. OTHERS LOOP BACK TO Q55 UNTIL FINAL PERSON -> Q59. THEN SKIP BACK TO Q51.

Q58. As far as you know, why did they not go on to buy your property after having a survey or valuation done?

MULTICODE

The survey highlighted repairs that put them off buying	01
The valuation was more than they could afford	02
They reduced their offer as a result of the survey	03
The sale of their own property fell through.....	04
Our ongoing chain broke down causing too much delay	05
They found another property that they preferred	06
They withdrew because it was taking too long	07
The conveyancing/searches highlighted something that put them off	08
We withdrew our property because it was taking too long.....	09
Other – we withdrew our property (specify)	10
Other – the purchaser withdrew (specify)	11
Other (specify).....	88
Don't know/refused	99

ASK ALL.

Q59. Overall, did you feel that the selling process was expensive, inexpensive or about right?

SINGLE CODE

Very expensive.....	1
Fairly expensive	2
About right.....	3
Fairly inexpensive	4
Very inexpensive.....	5
Don't know.....	9

ASK IF Q59=1, 2. OTHERS -> Q61.

Q60. What specifically do you think made it expensive?

MULTICODE

Estate agent fees	1
Legal fees.....	3
Repairs completed	4
Cosmetic improvements (painting, decorating, etc).....	5
Other (specify).....	8
Don't know.....	9

DCLG Home Information Pack Telephone Survey – FINAL Buyers

ASK ALL.

Q61. Overall, how satisfied were you with the selling process?

SINGLE CODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/refused	9

C. DEMOGRAPHICS

D1. Which of the following applies to you? Are you ...?

READ OUT. SINGLE CODE

Single	1
Living with a partner	2
Married	3
Separated	4
Divorced	5
Widowed	6
Refused	7

D2. How many children under the age of 16 are there in your household?

SINGLE CODE

Numeric answer	1
Don't know	2

D3. How many adults over the age of 16 are there in your household?

SINGLE CODE

Numeric answer	1
Don't know	2

D4. May I ask your age?

READ OUT IF NECESSARY. SINGLE CODE

16-24	1
25-34	2
35-44	3
45-54	4
55-59	5
60-64	6
65-74	7
75-79	8
80-85	9
85+	10
Refused	11

*DCLG Home Information Pack Telephone Survey – FINAL Buyers***GENDER***DO NOT ASK. RECORD.*

Female 1
 Male..... 2

STANDARD CLASSIFICATION PROCESS

A 1
 B 2
 C1 3
 C2 4
 D 5
 E 6

Finally, occasionally DCLG may wish to conduct other research into buying and selling homes. Are you happy for Ipsos MORI or another contractor appointed by DCLG to contact you for further research into this issue?

SINGLE CODE ONLY

Yes 1
 No..... 2

Thank you very much for taking part in this survey, your contribution is very important to us.

Appendix J – Telephone survey for sellers

DCLG Home Information Packs Telephone Survey – FINAL Sellers

DCLG Home Information Packs Telephone Survey Sellers Final 5 (21/06/06)

Good evening, my name is _____. I'm calling you from Ipsos MORI, the independent market research organisation. We're conducting a survey about housing market issues on behalf of the department for communities and local government (formerly ODPM) and we'd like to speak to you about your most recent experience with various aspects of selling your property.

Your estate agent obtained your permission to pass your name and number on to us and you should have received a letter from Ipsos MORI and DCLG asking for your help with the survey.

Your views are important to us and we would welcome your contribution. All your answers will be treated in strict confidence and no one will be able to trace what you say back to you. The survey will take around 15 minutes.

For the purposes of this survey, I'd like to speak to you about your experience selling the property at... *[insert address from sample]*

QA. Can I just check, am I speaking to ... (or the partner/spouse) and have you recently sold the property [.....address]?

SINGLE CODE

Yes..... continue
No ask to speak to named contact

A. THE SALE

Q1. Can I start by asking you: how long had you lived in this property before putting it on the market?

SINGLE CODE

Less than 12 months	01
12 months but less than 2 years	02
2 years but less than 3 years	03
3 years but less than 5 years	04
5 years but less than 10 years	05
10 years but less than 20 years	06
20 years but less than 30 years	07
30 years but less than 40 years	08
40 years or more	09
Lived in it once but not recently	10
Never lived in it.....	11
Don't know/ can't remember	99

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q1=10, 11. OTHERS -> Q3.

Q2. Who was living at the property when you put it on the market?

SINGLE CODE

Family members	1
Tenant	2
Empty	3
Commercial property	4
Other (specify)	8
Don't know	9

ASK IF Q2=1, 2, 3, 8, 9. IF Q2=4 THANK AND END.

Q3. Thinking generally, what were the main reasons for selling your property?

MULTICODE. ACCEPT UP TO 3.

Property related:

Larger home	1
Larger garden	2
Smaller home	3
Smaller garden	4
Bungalow/ ground floor	5
Garage/ parking	6
Want a house	7
Want a garden	8

Area related:

Don't like this area	9
Want somewhere quieter/less crowded	10
Crime levels in this area	11
Problems with neighbours in area	12
Problems with children/ young people in area	13
Appearance of the area/ quality of the physical environment	14
Want better local facilities/services (incl health etc)	15

Personal reasons:

Want own home	16
Addition to the family	17
Children will leave home	18
Children's school/ want better school	19
Near friends/ relatives/ birthplace	20
Health/ disability	21
Old age sheltered/ warden/ more support	22
Family break up/divorce	23
Bereavement	24

Work reasons:

Change of job or business	25
Nearer work/ study place	26
Better job prospects	27
Retirement	28

DCLG Home Information Packs Telephone Survey – FINAL Sellers

Financial reasons:	
Buy own home.....	29
Increasing housing investment.....	30
Property development intended for sale.....	31
Move up housing market.....	32
Reduce housing costs.....	33
Wanted to sell before HIPs in place.....	34
Other (specify).....	88
Don't know.....	99

Q4. Initially, did you put your property on the market with only one estate agent?

Yes.....	1
No.....	2
Don't know.....	9

Q5. Did you change or add agents at any stage during the process?

SINGLE CODE

Changed agents.....	1
Added agents.....	2
Changed and added agents.....	3
Neither.....	4
Don't know.....	9

ASK IF Q5=1, 2, 3. OTHERS -> Q7.

Q6. Why did you change or add agents?

MULTICODE

Didn't achieve a sale.....	1
Wanted to sell faster.....	2
Dispute with estate agent.....	3
Switched to estate agent with lower commission.....	4
Contract expired.....	5
Other (specify).....	8
Don't know/refused.....	9

ASK ALL.

Q7. Did you put your property on the market at the estate agent's suggested price?

SINGLE CODE

Yes.....	1
No.....	2
Don't know/refused.....	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q7=2. OTHERS -> Q9.

Q8. Did you put your property on the market at a higher or lower price than was suggested?

SINGLE CODE

Higher	1
Lower	2
Don't know/refused.....	9

ASK ALL.

Q9. Did you undertake any repairs, other than cosmetic improvements, to the property in the 12 months before putting it on the market (specifically to sell the property)?

SINGLE CODE

Yes.....	1
No	2
Don't know/refused.....	9

ASK IF Q9=1. OTHERS -> Q11.

Q10. What did you have done?

OPEN

Response	1
Don't know/refused.....	9

ASK ALL.

Q11. How many offers were made by the person buying your property before you accepted?

SINGLE CODE

1.....	1
2.....	2
3.....	3
4.....	4
5+.....	5
Don't know/refused.....	9

Q12. As far as you know, did the person buying your property have a survey or valuation undertaken on your property before proceeding with their offer?

SINGLE CODE

Yes.....	1
No	2
Don't know/refused.....	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q12=1. OTHERS -> Q14.

Q13. What, if anything, happened as a result of that survey or valuation?
MULTICODE

- We undertook work to the property 1
- We re-negotiated the price (raised offer)..... 2
- We re-negotiated the price (lowered offer) 3
- Nothing happened 4
- The purchaser had further surveys/estimates for work conducted 6
- The purchaser undertook work to the property 7
- Other (specify) 8
- Don't know/can't remember 9

ASK ALL.

Q14. Were you part of an ongoing chain (i.e., did the person buying your property have to sell another property before buying yours)?
SINGLE CODE

- Yes..... 1
- No 2
- Don't know/can't remember 9

Q15. Did any other prospective buyers other than the person buying your property make an offer on your property?
SINGLE CODE

- Yes..... 1
- No 2
- Don't know/can't remember 9

ASK Q16-18 IF Q15=2. OTHERS -> Q19.

Q16. Did any other prospective buyers have a survey or valuation conducted on your property even if they didn't make an offer?
SINGLE CODE

- Yes..... 1
- No 2
- Don't know/can't remember 9

ASK IF Q16=1. OTHERS -> Q24.

Q17. How many other prospective buyers had a survey or valuation conducted on your property without having made an offer?
SINGLE CODE

- Numeric answer 1
- Don't know/can't remember 9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q17=1. OTHERS -> Q24.

ASK FOR EACH AT Q17 UNTIL COMPLETE.

Q18. Thinking about the [first, second, ...] prospective buyer who had a survey or valuation conducted without making an offer, as far as you know, why did they not go on to make an offer on your property after having the survey or valuation done?

MULTICODE

The survey highlighted repairs that put them off buying.....	01
The valuation was more than they could afford	02
They reduced their offer as a result of the survey	03
The sale of their own property fell through	04
Our ongoing chain broke down causing too much delay.....	05
They found another property that they preferred	06
The purchaser withdrew because it was taking too long	07
The conveyancing/searches highlighted something that put them off	08
We withdrew our property because it was taking too long	09
Other – we withdrew our property (specify)	10
Other – the purchaser withdrew (specify)	11
Other (specify).....	88
Don't know/refused.....	99

ASK Q19-23 IF Q15=1. OTHERS -> Q24

Q19. How many other prospective buyers made an offer on your property?

SINGLE CODE

Numeric answer	1
Don't know/can't remember	9

Q20. Thinking of the [first, second, etc] person to make an offer, how many offers did they make on your property?

SINGLE CODE

LOOP Q20-Q23 FOR EACH AT Q19 UNTIL COMPLETE

1.....	1
2.....	2
3.....	3
4.....	4
5+.....	5
Don't know/can't remember	9

ASK IF Q20=1-5. OTHERS -> Q22.

Q21. Did you accept an offer from this prospective buyer?

SINGLE CODE

Yes.....	1
No	2
Don't know/can't remember	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

Q22. As far as you know, did this person have a survey or valuation undertaken on your property?

SINGLE CODE

- Yes..... 1
- No..... 2
- Don't know/refused..... 9

ASK IF Q22=1. OTHERS LOOP BACK TO Q20 UNTIL FINAL PERSON -> Q24. THEN SKIP BACK TO Q16.

Q23. As far as you know, why did they not go on to buy your property after having a survey or valuation done?

MULTICODE

- The survey highlighted repairs that put them off buying..... 01
- The valuation was more than they could afford 02
- They reduced their offer as a result of the survey..... 03
- The sale of their own property fell through 04
- Our ongoing chain broke down causing too much delay..... 05
- They found another property that they preferred 06
- The purchaser withdrew because it was taking too long 07
- The conveyancing/searches highlighted something that put them off 08
- We withdrew our property because it was taking too long 09
- Other – we withdrew our property (specify) 10
- Other – the purchaser withdrew (specify) 11
- Other (specify)..... 88
- Don't know/refused..... 99

ASK ALL.

Q24. Did you ever consider selling via any of these routes rather than via an estate agent?

READ OUT. SINGLE CODE YES/NO EACH.

- Putting your property on the Internet yourself 1
- Private sale 2
- Sale to a friend..... 3
- Property swap..... 4

Q25. How long did the entire process take in weeks, from listing your home with an agent to the completion date?

OPEN

IF RESPONSE IN MONTHS, CONVERT TO WEEKS

- Numeric response 1
- Don't know/can't remember 9

*DCLG Home Information Packs Telephone Survey – FINAL Sellers***Q26. How satisfied were you with the length of time it took?**
SINGLE CODE

Very satisfied.....	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/refused	9

ASK IF Q26=4, 5. OTHERS -> Q28.

Q27. Why were you dissatisfied?
OPEN

Response	1
Don't know/refused	9

ASK ALL.

Q28. Overall, did you feel that the costs associated with selling were expensive, inexpensive or about right?
SINGLE CODE

Very expensive	1
Fairly expensive	2
About right.....	3
Fairly inexpensive	4
Very inexpensive	5
Don't know	9

ASK IF Q28=1, 2. OTHERS -> Q30.

Q29. What specifically do you think made it expensive?
MULTICODE

Estate agent fees	1
Legal fees	3
Repairs completed.....	4
Cosmetic improvements (painting, decorating, etc)	5
Other (specify).....	8
Don't know	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK ALL.

Q30. Overall, how satisfied were you with the selling process?
SINGLE CODE

Very satisfied.....	1
Fairly satisfied.....	2
Neither satisfied nor dissatisfied.....	3
Fairly dissatisfied.....	4
Very dissatisfied.....	5
Don't know/refused.....	9

B. THE PURCHASE

Q31. Are you in the process of buying or have you also bought a property that you intend to move to?
SINGLE CODE

Have already purchased a property.....	1
In the process of buying.....	2
Neither.....	3
Don't know/refused.....	9

ASK IF Q31=1. OTHERS -> DEMOGRAPHICS.

Q32. Did you start looking for a new property before or after putting your sale property on the market or was it done at the same time?
SINGLE CODE

Before.....	1
After.....	2
Same time.....	3
Don't know/refused.....	9

Q33. Thinking of the property that you have purchased, approximately how many offers (including your final offer) did you make before your final offer was accepted?
OPEN

Numeric response.....	1
Don't know.....	9

Q34. How long, in weeks, had you been looking for a new property before having your offer accepted?
OPEN

IF RESPONSE IN MONTHS, CONVERT TO WEEKS

Numeric response.....	1
Don't know/ can't remember.....	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

Q35. Was the person selling their property to you part of an ongoing chain (i.e., did they have to purchase another property before selling to you)?

SINGLE CODE

Vendor had to buy another property.....	1
No ongoing chain	2
Don't know/refused	9

Q36. Overall, did you feel that the costs associated with buying were expensive, inexpensive or about right?

SINGLE CODE

Very expensive	1
Fairly expensive	2
About right.....	3
Fairly inexpensive.....	4
Very inexpensive	5
Don't know	9

ASK IF Q36=1, 2. OTHERS -> Q38.

Q37. What specifically do you think made it expensive?

MULTICODE

Estate agent fees	01
Legal fees	02
Repairs completed.....	03
Cosmetic improvements (painting, decorating, etc)	04
Stamp duty	05
Cost of survey	06
LA searches	07
Moving costs	08
Previous bids incurring costs	09
Other (specify).....	88
Don't know	99

ASK ALL.

Q38. Which, if any, of the following types of surveys did you have completed on the property before purchasing?

READ OUT. MULTICODE OK.

Full structural survey	1
Home buyers survey.....	2
Mortgage lenders survey	3
Specialist survey	4

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q38=4. OTHERS -> Q39.

Q38x. What type of specialist survey did you have completed?

MULTICODE OK.

Damp or rot	1
Woodworm / infestation	2
Foundations or structural movement	3
Drains (underground drainage)	4
Other	8
Don't know/can't remember	9

ASK IF YES TO ANY AT Q38. OTHERS -> Q41.

Q39. Approximately how much did the [Q38 response/Q38x] survey cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

LOOP Q39 – Q40 FOR AS MANY YES AT Q38 UNTIL COMPLETE.

Less than £300	1
£300-£499	2
£500-£749	3
£750-£999	4
£1,000 or more	5
No cost	6
Don't know/refused	9

Q39x. And do you feel the cost of the survey was expensive, inexpensive or about right?

Very expensive	1
Fairly expensive	2
About right	3
Fairly inexpensive	4
Very inexpensive	5
Don't know	9

Q40. What, if anything, happened as a result of that survey?

MULTICODE

The vendor undertook work to the property	1
We re-negotiated the price (raised offer)	2
We re-negotiated the price (lowered offer)	3
We undertook work to the property	4
Nothing happened	5
I/we had further surveys/estimates for work conducted	6
Other (specify)	8
Don't know/refused	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK ALL.

Q41. Can you tell me approximately how much the conveyancing and professional fees cost you for this purchase, excluding deposits and stamp duty?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

Less than £100	01
£100-£299	02
£300-£499	03
£500-£749	04
£750-£999	05
£1,000-£1,249	06
£1,250-£1,499	07
£1,500-£1,999	08
£2,000-£2,499	09
£2,500-£2,999	10
£3,000 or more	11
No cost	12
Don't know/refused	99

CONFIRM IF Q41=4-11. OTHERS -> Q43.

Q42. Can I just confirm that this amount is for just the purchase transaction and not the sale and purchase transactions combined?

SINGLE CODE

Yes, just purchase transaction	1
For both sale and purchase	2
Don't know	9

ASK IF Q42=2. OTHERS -> Q43.

Q42x. Would you be able to differentiate between the sale and purchase and change the amount you have just given?

Able to differentiate	1
Not able to differentiate	2

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q42x=1. OTHERS -> Q43.

Q41x. Can you tell me approximately how much the conveyancing and professional fees cost you for this purchase (excluding deposits and stamp duty)?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

Less than £100	01
£100-£299	02
£300-£499	03
£500-£749	04
£750-£999	05
£1,000-£1,249	06
£1,250-£1,499	07
£1,500-£1,999	08
£2,000-£2,499	09
£2,500-£2,999	10
£3,000 or more	11
No cost	12
Don't know/refused	99

ASK ALL.

Q43. Approximately how many other properties did you look at before purchasing (i.e., not including the one you bought)?

SINGLE CODE

Numeric response	1
Just looked at the one we bought.....	2
Don't know/can't remember	9

ASK IF Q43=1, 9. OTHERS -> Q61.

Q44. How many of the [insert number from Q43] properties did you make offers on?

SINGLE CODE

Numeric response	1
None	2
Don't know/can't remember	9

IF Q44=2, 9 ASK Q45-Q51. OTHERS -> Q52.

Q45. How many of the [insert number from Q43] properties did you have a survey or valuation completed on without having made an offer?

SINGLE CODE

Numeric response	1
None	2
Don't know/can't remember	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q45=1. OTHERS -> Q61.

Q46. Which of the following types of surveys did you have completed on the [first, second, etc] property?

READ OUT. MULTICODE OK.

Full structural survey	1
Home buyers survey	2
Mortgage lenders survey	3
Specialist survey	4

ASK IF Q46=4. OTHERS -> Q47.

Q46x. What type of specialist survey did you have completed?

MULTICODE OK.

Damp or rot	1
Woodworm / infestation	2
Foundations or structural movement.....	3
Drains (underground drainage).....	4
Other	8
Don't know/can't remember	9

Q47. Approximately how much did the [Q46 response/Q46x] survey cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

LOOP Q47 – Q48 FOR AS MANY YES AT Q46 UNTIL COMPLETE.

Less than £300	1
£300-£499	2
£500-£749	3
£750-£999	4
£1,000 or more	5
No cost.....	6
Don't know/refused	9

Q47x. And do you feel the cost of the survey was expensive, inexpensive or about right?

Very expensive	1
Fairly expensive	2
About right.....	3
Fairly inexpensive.....	4
Very inexpensive	5
Don't know	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

Q48. Can I ask why you did not go on to make an offer on this property after having a survey completed?

MULTICODE

The survey highlighted repairs that put me off buying.....	01
The valuation was more than I could afford.....	02
I reduced my offer as a result of the survey.....	03
The sale of my property fell through.....	04
Our ongoing chain broke down causing too much delay.....	05
I found another property that I preferred.....	06
The seller withdrew the property because it was taking too long.....	07
The conveyancing/searches highlighted something that put me off.....	08
I withdrew because it was taking too long.....	09
Other – we withdrew (specify).....	10
Other – the vendor withdrew (specify).....	11
Other (specify).....	88
Don't know/refused.....	99

ASK ALL.

Q49. Even though you did not go on to make an offer on this property, did you have to pay any conveyancing or search fees?

SINGLE CODE

Yes.....	1
No.....	2
Don't know.....	9

ASK IF Q49=1. OTHERS -> LOOP BACK TO Q46. ON LAST PROPERTY -> Q61.

Q50. Can you tell me approximately how much the conveyancing fees for this property cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

Less than £100.....	01
£100-£299.....	02
£300-£499.....	03
£500-£749.....	04
£750-£999.....	05
£1,000-£1,249.....	06
£1,250-£1,499.....	07
£1,500-£1,999.....	08
£2,000-£2,499.....	09
£2,500-£2,999.....	10
£3,000 or more.....	11
No cost.....	12
Don't know/refused.....	99

DCLG Home Information Packs Telephone Survey – FINAL Sellers

CONFIRM IF Q50=4-11. OTHERS -> LOOP BACK TO Q46. ON LAST PROPERTY -> Q61.

LOOP BACK TO Q46 UNTIL NUMBER OF PROPERTIES MENTIONED AT Q45 COMPLETE LOOP.

Q51. Can I just confirm that this amount is for just the purchase transaction and not the sale and purchase transactions combined?

SINGLE CODE

Yes just purchase transaction.....	1
For both sale and purchase	2
Don't know	9

ASK IF Q51=2. OTHERS -> Q52.

Q51x. Would you be able to differentiate between the sale and purchase and change the amount you have just given?

Able to differentiate.....	1
Not able to differentiate.....	2

ASK IF Q51x=1. OTHERS -> Q52.

Q50x. Can you tell me approximately how much the conveyancing fees for this property cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

Less than £100	01
£100-£299	02
£300-£499	03
£500-£749	04
£750-£999	05
£1,000-£1,249	06
£1,250-£1,499	07
£1,500-£1,999	08
£2,000-£2,499	09
£2,500-£2,999	10
£3,000 or more.....	11
No cost.....	12
Don't know/refused.....	99

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q44=1. OTHERS -> Q61.

LOOP Q52 – Q60 FOR AS MANY PROPERTIES MENTIONED AT Q44.

Q52. Thinking of the [first, second, etc] property you made an offer on, how many offers did you make on that property?

SINGLE CODE

- 1 1
- 2 2
- 3 3
- 4 4
- 5+ 5
- Don't know/refused 9

ASK IF Q52=1-5. OTHERS -> Q54.

Q53. Were any of your offers accepted?

SINGLE CODE

- Yes 1
- No 2
- Don't know/refused 9

ASK ALL.

Q54. Thinking still of the [first, second, etc] property you made an offer on, did you have a survey undertaken on this property?

SINGLE CODE

- Yes 1
- No 2
- Don't know/refused 9

ASK IF Q54=1. OTHERS -> Q57.

Q55. Which, if any, of the following types of surveys did you have completed on this [first, second, etc] property?

READ OUT. MULTICODE OK.

- Full structural survey 1
- Home buyers survey 2
- Mortgage lenders survey 3
- Specialist survey 4

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q55=4. OTHERS -> Q56.

Q55x. What type of specialist survey did you have completed?

MULTICODE OK.

Damp or rot	1
Woodworm / infestation	2
Foundations or structural movement	3
Drains (underground drainage)	4
Other	5
Don't know/can't remember	9

Q56. Approximately how much did the [Q55 response/Q55x] survey cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

LOOP Q56 – Q57 FOR AS MANY YES AT Q49 UNTIL COMPLETE.

Less than £300	1
£300-£499	2
£500-£749	3
£750-£999	4
£1,000 or more	5
No cost	6
Don't know/refused	9

Q56x. And do you feel the cost of the survey was expensive, inexpensive or about right?

Very expensive	1
Fairly expensive	2
About right	3
Fairly inexpensive	4
Very inexpensive	5
Don't know	9

Q57. Can I ask why you did not go on to buy this property after having a survey completed?

MULTICODE

The survey highlighted repairs that put me off buying	01
The valuation was more than I could afford	02
I reduced my offer as a result of the survey	03
The sale of my property fell through	04
Our ongoing chain broke down causing too much delay	05
I found another property that I preferred	06
The seller withdrew the property because it was taking too long	07
The conveyancing/searches highlighted something that put me off	08
I withdrew because it was taking too long	09
Other – we withdrew (specify)	10
Other – the vendor withdrew (specify)	11
Other (specify)	88
Don't know/refused	99

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK ALL.

Q58. Even though you did not go on to buy this property, did you have to pay any conveyancing or search fees?

SINGLE CODE

- Yes..... 1
- No..... 2
- Don't know 9

ASK IF Q58=1. OTHERS -> LOOP BACK TO Q52. ON LAST PROPERTY -> Q61.

Q59. Can you tell me approximately how much the conveyancing fees for this property cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

- Less than £100..... 01
- £100-£299..... 02
- £300-£499..... 03
- £500-£749..... 04
- £750-£999..... 05
- £1,000-£1,249..... 06
- £1,250-£1,499..... 07
- £1,500-£1,999..... 08
- £2,000-£2,499..... 09
- £2,500-£2,999..... 10
- £3,000 or more..... 11
- No cost..... 12
- Don't know/refused..... 99

CONFIRM IF Q59=4-11. OTHERS -> LOOP BACK TO Q52. ON LAST PROPERTY -> Q61.

LOOP BACK TO Q52 UNTIL NUMBER OF PROPERTIES MENTIONED AT Q44 COMPLETE LOOP. THEN SKIP BACK TO Q45.

Q60. Can I just confirm that this amount is for just the purchase transaction and not the sale and purchase transactions combined?

SINGLE CODE

- Yes just purchase transaction..... 1
- For both sale and purchase 2
- Don't know 9

ASK IF Q60=2. OTHERS -> Q61.

Q60x. Would you be able to differentiate between the sale and purchase and change the amount you have just given?

- Able to differentiate..... 1
- Not able to differentiate..... 2

DCLG Home Information Packs Telephone Survey – FINAL Sellers

ASK IF Q60x=1. OTHERS -> Q61.

Q59x. Can you tell me approximately how much the conveyancing fees for this property cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

Less than £100	01
£100-£299	02
£300-£499	03
£500-£749	04
£750-£999	05
£1,000-£1,249	06
£1,250-£1,499	07
£1,500-£1,999	08
£2,000-£2,499	09
£2,500-£2,999	10
£3,000 or more	11
No cost	12
Don't know/refused	99

ASK ALL.

Q61. Overall, how satisfied were you with the buying process?

SINGLE CODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/refused	9

C. DEMOGRAPHICS**D1. Which of the following applies to you? Are you ...?**

READ OUT. SINGLE CODE

Single	1
Living with a partner	2
Married	3
Separated	4
Divorced	5
Widowed	6
Refused	9

DCLG Home Information Packs Telephone Survey – FINAL Sellers

D2. How many children under the age of 16 are there in your household?
SINGLE CODE

Numeric answer 1
 Don't know 9

D3. How many adults over the age of 16 are there in your household?
SINGLE CODE

Numeric answer 1
 Don't know 9

D4. May I ask your age?
READ OUT IF NECESSARY. SINGLE CODE

16-24..... 01
 25-34..... 02
 35-44..... 03
 45-54..... 04
 55-59..... 05
 60-64..... 06
 65-74..... 07
 75-79..... 08
 80-85..... 09
 85+..... 10
 Refused..... 99

GENDER
DO NOT ASK. RECORD.

Female 1
 Male 2

STANDARD CLASSIFICATION PROCESS

A 1
 B 2
 C1 3
 C2 4
 D 5
 E 6

Finally, occasionally DCLG may wish to conduct other research into buying and selling homes. Are you happy for Ipsos MORI or another contractor appointed by DCLG to contact you for further research into this issue?
SINGLE CODE

Yes..... 1
 No 2

DCLG Home Information Packs Telephone Survey – FINAL Sellers

Thank you very much for taking part in this survey, your contribution is very important to us.

Appendix K – Telephone survey for Solicitors/Conveyancers

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

DCLG Home Information Packs Telephone Survey Solicitors/Conveyancers Final 5 (21/06/06)

Good morning/ afternoon, my name is _____. I'm calling you from Ipsos MORI, the independent market research organisation. We're conducting a survey about housing market issues on behalf of the Department for Communities and Local Government (formerly the ODPM) and we'd like to speak to you about your most recent experience with various aspects of housing market transactions.

The estate agent dealing with a recent property transaction of yours obtained permission from your client to pass your name and number on to us. You should have received a letter from Ipsos MORI and DCLG asking for your help with the survey.

Your views are important to us and we would welcome your contribution. All your answers will be treated in strict confidence and no one will be able to trace what you say back to you. It should take about 10 minutes and will not involve any questions that will break client confidentiality. We just have general questions about the process you follow when dealing with housing market transactions.

For the purposes of this survey, I'd like to speak to you about your involvement in the recent transaction involving *[insert address]*.

QA. Can I just check that you were involved with the transaction of *[insert address]*
SINGLE CODE

Yes..... 1 (Go to QC)
No..... 2

IF NO AT QA

QB. Is there someone in your firm who would be able to answer some general questions about that transaction?
SINGLE CODE

Yes..... 1
No..... 2

IF YES ARRANGE TO SPEAK TO THAT PERSON AND REPEAT QA BEFORE PROCEEDING TO QC.

QC. Can I just check, have we contacted you before regarding other properties?
SINGLE CODE

Yes..... 1 (Go to QD)
No..... 2 (Go to Q1)

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

QD. Can we talk to you about this transaction as well?
SINGLE CODE

Yes..... 1 (Go to Q1)
No..... thank and close

A. GENERAL

Q1. Thinking specifically about [insert address], were you involved in its sale or purchase?
SINGLE CODE

Sale..... 1
Purchase..... 2
Both..... 3

Q2. At which of the following stages were you instructed by your client?
READ OUT. SINGLE CODE

Pre-marketing..... 1
Marketing to offer accepted..... 2
Post offer accepted to survey/mortgage offer..... 3
Post survey/mortgage offer to exchange..... 4
Other (please specify)..... 8
Don't know/can't remember..... 9

Q3. And how long did the entire process for this transaction take in weeks (from your initial instruction to completion)?
SINGLE CODE
IF RESPONSE IN MONTHS, CONVERT TO WEEKS

Numeric response..... 1
Refused..... 8
Don't know/can't remember..... 9

Q4. In your opinion, were there any particular problems with the transaction?
SINGLE CODE

Yes..... 1
No..... 2
Refused..... 8
Don't know/can't remember..... 9

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

ASK IF Q4=1. OTHERS -> Q8.

Q5. Can you tell me briefly what they were?

OPEN

Response.....	1
Refused.....	8
Don't know/can't remember	9

Q6. Did you offer any advice to your client as a result of a survey that resulted in a change to the offer made on this property?

SINGLE CODE

Yes.....	1
No.....	2
Refused.....	8
Don't know/can't remember	9

Q7. Was your client part of an ongoing chain?

SINGLE CODE

Yes.....	1
No.....	2
Don't know/can't remember	9

ASK IF Q7=1. OTHERS -> Q11.

Q8. How long was the chain?

SINGLE CODE

2 properties	1
3-5 properties	2
6-10 properties	3
More than 10 properties.....	4
Don't know/can't remember	9

Q9. Were there any particular difficulties associated with the chain?

SINGLE CODE

Yes.....	1
No.....	2
Refused.....	8
Don't know/can't remember	9

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

ASK IF Q9=1. OTHERS -> Q11.

Q10. Can you briefly describe what the difficulties were?

OPEN

Response 1
 Refused 8
 Don't know/can't remember 9

ASK ALL.

Q11. In your opinion, to what extent was this transaction typical for a property of this type?

SINGLE CODE

Very typical 1
 Somewhat typical 2
 Not very typical 3
 Not at all typical 4
 Don't know/can't remember 9

ASK IF Q11=3, 4. OTHERS -> Q13

Q12. What made it different from other transactions involving property of this type?

OPEN.

Response 1
 Refused 8
 Don't know/can't remember 9

ASK ALL.

Q13. And to what extent was this transaction typical for a property in this area?

SINGLE CODE

Very typical 1
 Somewhat typical 2
 Not very typical 3
 Not at all typical 4
 Don't know/can't remember 9

ASK IF Q13=3, 4. OTHERS -> Q15.

Q14. What made it different from other transactions involving property in this area?

OPEN

Response 1
 Refused 8
 Don't know/can't remember 9

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

ASK ALL.

Q15. Where there any duplicate or abortive costs 'actioned' by you relating to this transaction?

SINGLE CODE.

Yes.....	1
No.....	2
Refused.....	8
Don't know/can't remember.....	9

ASK IF Q15=1. OTHERS -> Q17.

Q16. What were these costs in relation to?

MULTICODE.

Searches.....	1
Property particulars.....	2
Title.....	3
Other (specify).....	8
Don't know/refused.....	9

ASK ALL.

Q17. Thinking generally, what is the longest time it has taken you to process a transaction (from your initial instruction to completion)?

SINGLE CODE

Less than 1 month.....	01
1 month but less than 2 months.....	02
2 months but less than 3 months.....	03
3 months but less than 4 months.....	04
4 months but less than 5 months.....	05
5 months but less than 6 months.....	06
6 months but less than 7 months.....	07
7 months but less than 8 months.....	08
8 months but less than 9 months.....	09
9 months but less than 10 months.....	10
10 months but less than 11 months.....	11
11 months but less than 1 year.....	12
1 year or more.....	13
Refused.....	88
Don't know/can't remember.....	99

Q18. And what is the quickest time it has taken to process a transaction?

SINGLE CODE

1-2 days.....	01
3-5 days.....	02
6-7 days.....	03
8-10 days.....	04

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

10-13 days	05
2 weeks but less than 1 month.....	06
1 month but less than 2 months	07
2 months but less than 3 months	08
3 months but less than 4 months	09
4 months or more	10
Refused.....	88
Don't know/can't remember	99

Q19. Generally speaking, how efficient would you say the current system is for buying and selling homes?

SINGLE CODE

Very inefficient.....	1
Fairly inefficient	2
Neither efficient nor inefficient.....	3
Fairly efficient	4
Very efficient	5
Refused.....	8
Don't know/can't remember	9

ASK IF Q19=1-3. OTHERS -> Q22.

Q20. Can you think of any ways property transactions could be made more efficient?

OPEN

Response.....	1
Refused.....	8
Don't know/can't remember	9

ASK IF Q20=1. OTHERS -> Q22.

Q21. In what ways would this be beneficial to you?

MULTICODE.

Save me time	1
Save my clients time.....	2
Save my clients money	3
Allow me to take on more properties	4
Other (specify).....	8
Don't know/refused	9

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

ASK ALL.

Q22. Is your firm currently using the 'e-conveyancing' system or are you planning to use the system?

SINGLE CODE.

- Currently using system 1
- Planning to use system..... 2
- Not currently using system and no plans to use the system..... 3
- Other (specify)..... 8
- Don't know/refused..... 9

ASK IF Q22=3. OTHERS -> D1.

Q23. Is there any particular reason why your firm has no plans to use the system?

OPEN

- Response 1
- Don't know/refused..... 9

B. Current level of activity

D1. Roughly, how many property completions do you expect to personally handle during the month of June? CHANGE ON 1 JULY TO READ: Roughly, how many completions in total did you personally handle during the month of June?

SINGLE CODE

- Numeric response01
- Refused.....88
- Don't know/can't remember99

D2. Roughly, how many completions in total do you expect your firm to handle during the month of June? CHANGE ON 1 JULY TO READ: Roughly, how many completions in total did your firm handle during the month of June?

SINGLE CODE

- Numeric number01
- Refused.....88
- Don't know/can't remember99

D3. How are your clients usually charged for your conveyancing?

READ OUT IF NECESSARY. MULTICODE OK.

- Fixed fee 1
- Hourly rate 2
- Percentage fee 3
- Refused..... 8
- Don't know 9

DCLG Home Information Packs Telephone Survey – FINAL Solicitors

ASK IF D3=1. OTHERS -> THANK AND CLOSE

D4. On average, what would your fixed fee be for each of the following:

- a) a freehold sale
- b) a freehold purchase
- c) a leasehold sale
- d) a leasehold purchase

*SINGLE CODE EACH.
IF UNSURE PROMPT WITH RANGES.*

Less than £100.....	01
£100-£199.....	02
£200-£299.....	03
£300-£399.....	04
£400-£499.....	05
£500-£599.....	06
£600-£699.....	07
£700-£799.....	08
£800-£899.....	09
£900-£999.....	10
£1,000-£1,499.....	11
£1,500-£1,999.....	12
£2,000 or more.....	13
Refused.....	88
Don't know/can't remember.....	99

Finally, occasionally DCLG may wish to conduct other research into buying and selling homes. Are you happy for Ipsos MORI or another contractor appointed by DCLG to contact you for further research into this issue?

SINGLE CODE ONLY

Yes.....	1
No.....	2

Thank you very much for taking part in this survey, your contribution is very important to us.

Appendix L Summary forms

SUMMARY FORM

Estate agent ref no: _____

INSTRUCTIONS
 Thank you for completing your forms regarding transactions and withdrawals during the period of the 15th May and 9th June 2006. This Summary form records information about the current position of the property market in your area and provides you with an opportunity to express your opinions on the introduction of the Home Information Pack. Please complete as many questions as you can, stating clearly your own opinions. Any questions about your property books should be completed as accurately as possible. If you do not wish to express an opinion, then questions can be left blank. If you have any queries about this form please contact: Mark Tsagli on 0207 347 3096 or email mark.tsagli@ipsos-mori.com

THE CURRENT PROPERTY MARKET
 We would like to gather some information and hear your views on the current state of the residential property market in your area. Please answer all the following questions.

1 THE MARKET

1.1 How would you rate the level of activity in the housing market in your area? (please tick box as appropriate).
 Very active Not at all active

2 SUPPLY AND DEMAND

2.1 Please rate the following items on the 5 point scale.

Property prices in your area
 Falling rapidly Increasing rapidly

Speed of getting offers
 Very quickly Very slowly

Number of buyers
 Too many buyers Too few buyers

3 PROPERTY DETAILS

3.1 Were the properties that you sold during the study period (15th May to 9th June 2006) fairly typical of the type of properties you normally sell? For example, type, condition, age, price, etc.
 Yes No If no, please give details in the box below

4 DETAILS OF PROPERTIES ON YOUR BOOKS

4.1 How many properties for sale did you have on your books on 15th May 2006? Please write the number in the box and rate on the scale how typical this is for this time of year.
 Number of properties
 Fewer than usual More than usual

4.2 During the study period of (15th May to 9th June 2006) how many did you have of each of the following? In each case, please write the number in the box and rate on the scale how typical this is for this time of year.

New instructions marketed
 Fewer than usual More than usual

Sales that fully completed
 Fewer than usual More than usual

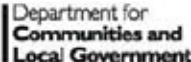
Properties for sale withdrawn from your books
 Fewer than usual More than usual


4.3 How many of the completed sales during the study period (15th May to 9th June 2006) were subject to renegotiation post valuation/survey?
 Number
 Fewer than usual More than usual


4.4 During the study period (15th May to 9th June 2006) how many properties did you have on your books, where a sale was agreed but subsequently fell through?
 Number


Of these properties how many sales failed due to: (please enter number)

Results of a survey
 Results of a valuation only
 Collapse elsewhere in chain









SUMMARY FORM

4 DETAILS OF PROPERTIES ON YOUR BOOKS (CONTD.)

4.5 On the 9th June 2006 how many properties did you have on your books in each of the following stages? In each case, please write the number in the box and rate on the scale how typical this is for this time of year.

Exchanged, but not completed	<input type="text"/>	(number)
Fewer than usual	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	More than usual
Under accepted offer, but not exchanged	<input type="text"/>	(number)
Fewer than usual	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	More than usual
Under offer, but no offer currently accepted	<input type="text"/>	(number)
Fewer than usual	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	More than usual
On market, but no current offers	<input type="text"/>	(number)
Fewer than usual	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	More than usual
Other condition(s) (please describe in the box below)	<input type="text"/>	(number)
Fewer than usual	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	More than usual

4.6 Please note in the box below any other comments you have on the current state of the housing market. (If necessary, continue on the enclosed Additional Information Summary Sheet.)

THE HOME INFORMATION PACK

We would like to hear your views on the Home Information Pack (HIP). If you need more space to write your comments, please continue on the enclosed Additional Information Summary Sheet.

5 THE HOME INFORMATION PACK

5.1 How will you implement the HIP in your office? (Please tick one box)

- Provide the HIPs in-house using your own staff to generate the pack
- Organise the HIP for the vendor by using a subcontractor to supply the HIP
- Ask vendors to organise their own packs and provide a list of contractors
- Don't know
- Other, write in below

5.2 How will your clients pay for the HIP? (Please tick one box)

- It will be included as part of our commission
- They will pay for it separately and we will charge the commission as a separate fee
- Don't know
- Other, write in below

5.3 When will your clients pay for the HIP? (Please tick one box)

- When the property is marketed
- When the property is sold or withdrawn
- Don't know
- Other, write in below

5.4 Are there any changes you would like to make to HIPs?

- Yes No

If yes, please give details below, and rank changes in order of importance

5.5 The Pack will include the following documents which the seller provides up front. Please indicate by ticking box a), b) or c) which of the following that you think: a) you already do, b) can be assembled quickly OR c) will cause delays to marketing properties and why.

	a) you already do	b) can be assembled quickly	c) will cause delays to marketing properties	Reason for delays to marketing (if any)
1 Terms of sale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2 Evidence of title	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3 Replies to standard preliminary enquiries made on behalf of buyers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4 Copies of any planning, listed building and building regulations consents and approvals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5 For new properties, copies of warranties and guarantees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6 Replies to searches made of the local authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7 A home condition report based on a professional survey of the property including an energy efficiency assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Also, for leasehold properties:				
1 A copy of the lease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2 Most recent service charge accounts and receipts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3 Building insurance policy details and payment receipts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4 Regulations made by the landlord or management company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5.6 Do you think the introduction of HIPs will cause any short term effects on your local market and/or your business?

Yes No

If yes, please give details below

5.7 Do you think the introduction of HIPs will cause any long term effects on your local market and/or your business?

Yes No

If yes, please give details below

5.8 Are there any measures, apart from HIPs, that you think would improve the way in which homes are bought and sold?

Yes No



If yes, please give details below

5.9 Do you have any other comments in the current state of the housing market or HIPs?

Yes No

If yes, please give details below and if you need more space, please continue on the enclosed Additional Information Summary Sheet.

THAT IS THE END OF THE QUESTIONNAIRE. THANK YOU FOR YOUR TIME.

SUMMARY FORM ADDITIONAL INFORMATION	Estate agent ref no:		
		Ipsos MORI	