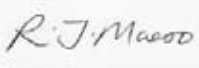
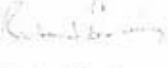



Appendix G: Information pack

Covering letter for agents to complete paper forms

Ipsos MORI	Department for Communities and Local Government
Mr.	
May 2006	
Dear Mr.	
Home Information Packs: Benchmark Study	
Thank you for agreeing to participate in this important research project commissioned by the Department for Communities and Local Government (formerly ODPM). DCLG has commissioned Ipsos MORI and BRE (the Building Research Establishment) to carry out this study on their behalf and a few weeks ago you would have received an introductory pack from BRE detailing the study and asking if you would be willing to participate.	
As you know, the aim of the study is to provide DCLG with a better understanding of housing market issues. Providing us with details of each completed transaction between 15 May and 9 June is an essential first step in helping to inform policy development in this area.	
We would now like you to start completing the transaction forms – one for each completed transaction between the above dates. In addition, please also keep track of the properties removed from your books over this period using the Withdrawal Form. There is room to record up to six withdrawals on the form provided, but if you require more room, please photocopy this form to ensure you record all withdrawals. It is important that you provide us with information of <i>all</i> completed transactions and withdrawals over this period.	
As you have indicated that you would prefer to fill these forms in on paper, we have included the following in this latest pack:	
<ul style="list-style-type: none">▪ 2 copies of the transaction form – one to be completed for every transaction between 15 May and 9 June. Please make copies if necessary to ensure you record all the transactions;▪ One double-sided copy of the withdrawal form – to collect details of properties removed from your books (i.e., not sold or purchased) between 15 May and 9 June. Please make copies if necessary;▪ Instructions of how to complete the transaction forms and the withdrawal form;▪ Instructions of how to obtain informed consent from your clients before providing us with their contact details; and▪ 2 copies of a leaflet for buyers and sellers providing them with details of the project – this must be given to them before consent is received to pass on contact details.	
Once the forms are completed feel free to either fax them to us on 020 7347 3803 or return them in the envelope provided to: Mark Tsagli, Ipsos MORI, 79-81 Borough Road, London, SE1 1FY.	
Ipsos MORI and BRE are completely independent of Government and political parties. Any and all information you provide us with will be treated in complete confidence - no personal views or information will be passed to anyone outside the Ipsos MORI/BRE research team (although your name may be used in the event that your clients ask us to confirm that we did indeed receive their contact information from you).	
Hopefully, the introductory pack provided you with all the information you require. If you would like any further information about the study, however, please feel free to contact my colleague Mark Tsagli on 020 7347 3000 or at mark.tsagli@mor.com .	
Yours sincerely,	
 Beccy Maeso Research Development Manager Ipsos MORI	 Richard Footitt Home Information Pack Programme Director DCLG


Covering letter for agents to complete electronic forms



Mr.

May 2006

Dear Mr.




Home Information Packs: Benchmark Study

Thank you for agreeing to participate in this important research project commissioned by the Department for Communities and Local Government (formerly ODPM). DCLG has commissioned Ipsos MORI and BRE (the Building Research Establishment) to carry out this study on their behalf and a few weeks ago you would have received an introductory pack from BRE detailing the study and asking if you would be willing to participate.

As you know, the aim of the study is to provide DCLG with a better understanding of housing market issues. Providing us with details of each completed transaction between 15 May and 9 June is an essential first step in helping to inform policy development in this area.

We would now like you to start completing the transaction forms – one for each completed transaction between the above dates. In addition, please also keep track of the properties removed from your book over this period using the Withdrawal Form. There is room to record up to six withdrawals on the form provided, but if you require more room, please photocopy this form to ensure you record all withdrawals. It is important that you provide us with information of *all* completed transactions and withdrawals over this period.

Included in this latest pack are:

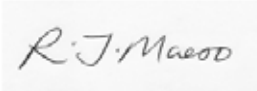
- One copy of the transaction form for reference – one form to be completed online for every transaction between 15 May and 9 June;
- One double-sided copy of the withdrawal form for reference – to collect details of properties removed from your books (i.e., not sold or purchased) between 15 May and 9 June;
- Instructions of how to complete the transaction forms and the withdrawal form;
- Instructions of how to obtain **informed consent** from your clients **before** providing us with their contact details; and
-  copies of a leaflet for buyers and sellers providing them with details of the project – this must be given to them **before** consent is received to pass on contact details.

As you have indicated that you would prefer to complete these forms online, we have provided instructions on the reverse of this letter. If you would prefer to complete the forms on paper, feel free to photocopy both sides of the transaction and withdrawal forms provided and return completed forms to: Mark Tsagli, Ipsos MORI, 79-81 Borough Road, London SE1 1FY. Alternatively, you may also fax in completed forms on 020 7347 3803.


Ipsos MORI and BRE are **completely independent** of Government and political parties. Any and all information you provide us with will be treated in complete confidence - no personal views or information will be passed to anyone outside the Ipsos MORI/BRE research team (although your name may be used in the event that your clients ask us to confirm that we did indeed receive their contact information from you).

Hopefully, the introductory pack provided you with all the information you require. If you would like any further information about the study, however, please feel free to contact my colleague Mark Tsagli on 020 7347 3000.

Yours sincerely



Beccy Maeso
Research Development Manager
Ipsos MORI



Richard Footitt
Home Information Pack Programme Director
DCLG

Completing the Transaction Forms Online: Instructions

- The transaction form is available online at www.mori.com/transactionform
- You have been assigned a user ID. When logging into the system, please use **1** as your user ID.
- For each transaction you are recording, an individual online form will need to be completed.
- You will be required to login to the system to complete each form.
- The form reference number (first transaction = form 1; second transaction = form 2) acts as your password.
 - For example, to complete the first transaction form, click on the link, enter your user ID and 1 as your password;
 - To complete the second transaction form, enter your user ID and 2 as your password;
 - To complete the third transaction form, enter your user ID and 3 as your password.
- You may re-enter transaction forms as many times as you like to make corrections, add information, etc.
- Once you have completed as much of the form as you can and have no more changes, click on submit.

Completing the Withdrawal Forms Online: Instructions

Information for buyers and sellers

INFORMATION FOR SELLERS AND BUYERS

WHAT IS THE HOME INFORMATION PACK (HIP) BASELINE STUDY?

The Government is committed to making the home buying and selling process in England and Wales more transparent, certain and consumer friendly through the introduction of the Home Information Pack. From 1st June 2007 nearly every home for sale in England and Wales must have a Home Information Pack.

The Home Information Pack will provide up front information about the property for sale, such as a condition survey, land searches, etc. Currently, this information is collected piecemeal after an offer has been accepted, and can often lead to the collapse of the sale at a later date. Please go to <http://homeinformationpacks.gov.uk/home.aspx> for more information.

From 1st June 2007 nearly every home for sale in England and Wales must have a Home Information Pack. The Baseline Study has been commissioned to evaluate the current buying and selling process of

homes in England and Wales in order to provide a benchmark against which to measure the impact of the national roll out of the Home Information Pack (HIP).

The Department for Communities and Local Government has appointed BRE and Ipsos MORI, independent consultants, to gather information from estate agents, sellers, buyers and solicitors on the selling and buying of their homes. The aims of the Baseline Study are explained below.

WHAT IS THE PURPOSE OF THE BASELINE STUDY?

The main aims of the Baseline Study are:

- To establish the benchmark for home buying and selling activity in England and Wales in 2006, to assist with understanding the impact of the Home Information Pack.
- To find out what sellers and buyers think about the current home buying and selling process.

WHAT WILL PARTICIPATING IN THE BASELINE STUDY INVOLVE?

Once you have agreed to participate in the study, your Estate Agent will pass your details onto Ipsos MORI. Shortly afterwards they will contact you and ask you to complete a 15 minute telephone interview, at your convenience. The interview will ask for your views and experience on selling and/or buying your home.

Your personal details and the views you express will be treated in the strictest confidence. They will only be used for the purposes of the study and will not be passed onto any other parties. When the findings from the study are used, you will not be identifiable.

WHAT ARE THE BENEFITS OF TAKING PART IN THE BASELINE STUDY?

Sellers' and buyers' input is a key part of the Government's efforts to make sure the changes to marketing and selling your home make the home selling and buying process easier. Your involvement will make sure that when the Home Information Pack is introduced it meets the needs of sellers and buyers. It is important that as many people as possible take part, whatever their views.

ANY QUESTIONS?

If you would like any further information about this study, please contact:
Mark Tsagi at Ipsos MORI
on 020 7347 3000
or email at mark.tsagi@morl.com

Department for
Communities and
Local Government

 **BASELINE**

 **Ipsos MORI**

 **bre**

INSTRUCTIONS FOR ESTATE AGENTS

Thank you for agreeing to take part in this research. You will need to complete a transaction form for each property sale that fully completes between 15th May and 9th June 2006. You will also need to keep a record of any properties for sale that were withdrawn from you books during the same period. We have kept these forms as short as possible to ensure we use the minimum amount of your time. This leaflet provides information on how to complete the forms, and all aspects of your involvement in the study. If you have any questions please do contact us.

- Reassure them that all the information that is provided will be held in the strictest confidence and they will not be identifiable.
- Give them an information leaflet on the study, and tell them that it should answer any questions they may have. If it does not, they can contact us with any questions.

COMPLETING THE TRANSACTION FORM

You need to fill in a transaction form on each property sale that fully completes between 15th May and 9th June 2006. On the transaction form we ask you to pass on the contact details of the seller and buyer and their solicitors. Before you can do this, you will need to contact both the seller and buyer and ask for their consent for their and their solicitors details to be passed on to Ipsos MORI. Please note you do not need to contact the solicitors to get consent. We have enclosed copies of a leaflet you should provide to your clients that describes the project in more detail and will ensure they are fully informed before consenting to having their contact details passed on.

On the transaction form we also ask you to provide us with transaction details, property details and offer details. Please be reassured that even if your clients refuse to pass on their details, you will not be violating your client confidentiality agreement by passing on details of the transaction. If you have completed your transaction forms on paper, please return them as quickly as possible either by post or fax as instructed at the top of the transaction form. If you have completed your transaction forms electronically, please ensure that you have included as much information as possible and have ticked on 'submit' for each transaction.

It is very important that we get to talk to as many sellers and buyers as possible. While every effort has been made to minimise the time you spend on this, we do understand you are making a time commitment. For this reason, as a thanks for participating in this research, we are offering estate agents the chance to win a red letter day for five staff in their office (see below for more information).

WHAT YOU SHOULD TELL SELLERS AND BUYERS ABOUT THE STUDY?

When you speak to sellers and buyers you should:

- Stress the importance of the study and that their input will provide the DCLG with a better understanding of housing market issues and will help to inform policy development in this area. Reassure them that their participation will take very little time (around 15 minutes).

COMPLETING THE WITHDRAWAL FORM

We also ask you to keep a record of all properties that are withdrawn from your books by providing us with a few details about these properties on the withdrawal form. Please complete one section of this form for each property withdrawn between 15th May and 9th June and return the form to us as soon as possible after 9th June 2006, by fax, post or email as instructed on the transaction form.

RED LETTER DAY INCENTIVE

You will have two chances to win a red letter day for five people in your office, via a prize draw. You will be entered into a prize draw to win a red letter day if you manage to return a transaction form for every sale that completes in the specified period. You will also be entered into another prize draw for a red letter day if we manage to contact and interview 50% of sellers, buyers, and solicitors that you pass on to us.

The estate agents that win will receive five 'Yellow voucher experiences' to spend on a red letter day. To see what sort of red letter day the five yellow voucher experiences could win please go to:

http://www.redletterdays.co.uk/search/ev_search_results.asp?Exp_Ref=EVOYE&Subsections=Experience%20Vouchers&V=Yellow+Experience+Voucher

FEEDBACK FORM

When we have collected all your transaction and withdrawal forms, we will send you a brief questionnaire to complete. The questionnaire will aim to get your feedback on the market conditions and will provide you with an opportunity to comment on the Home Information Pack.

ANY QUESTIONS?

Please contact Mark Tsgali of Ipsos MORI on 020 7347 3000 or via email at mark.tsgali@mori.com

Appendix H: Advance letters

Advance letter sent to buyers and sellers





June 2006
Ref: «MORI_id»

Dear «Title»

Your views and experiences with the housing market in England and Wales

I am writing to ask for your help with an important research project that the Department for Communities and Local Government (formerly ODPM) has commissioned. The aim of the study is to provide the Department with a better understanding of housing market issues and your views and experiences of the buying and selling process. This will help to inform policy development in this area.

DCLG has commissioned Ipsos MORI and BRE (the Building Research Establishment) to carry out this study on their behalf. Ipsos MORI and BRE are **completely independent** of Government and political parties. Everything you tell us will be treated in complete confidence - no personal views or information will be passed to anyone outside the Ipsos MORI/BRE research team.

Recently your estate agent told you about our study and obtained your permission to pass on your contact information to Ipsos MORI. At that time, you should have received a leaflet containing details of the project. Please let me assure you that this information and any additional information you provide us during the course of the study will be treated in the strictest confidence. It will only be used for the purposes of this study and will not be passed onto any other parties. Once the findings from the study are published, your responses will have been combined with others participating and individuals will not be identifiable.

Participation in the research involves one 15-minute interview conducted over the telephone by a member of the Ipsos MORI research team. It is important that the research gathers as much information on all aspects of the buying and selling process such as: why you purchased or sold the property you did; what kind of survey you had completed, if any; and how satisfied you were with the process.

A researcher from Ipsos MORI will contact you shortly to conduct the interview. In the meantime, if you would like any further information about the study, please feel free to contact my colleague Mark Tsagli on 020 7347 3000. Participation in the research is voluntary. If you do not want to be contacted with regards to this study, however, please feel free to let us know.

Yours sincerely,



Beccy Maeso
Research Development Manager
Ipsos MORI



Richard Footitt
Home Information Pack Programme Director
DCLG

Advance letter sent to solicitors





July 2006

Ref: 3202

Dear«Title»

Your views of the housing market in England and Wales

I am writing to ask for your help with an important research project that the Department for Communities and Local Government (DCLG, formerly ODPM) has commissioned. The aim of the study is to provide the Department with a better understanding of housing market issues and your views and experiences with various aspects of the housing market are sought. This will help to inform policy development in this area.

DCLG has commissioned Ipsos MORI and the Building Research Establishment (BRE) to carry out this study their behalf. Ipsos MORI and BRE are **completely independent** of Government and political parties. Everything you tell us will be treated in complete confidence - no personal views or information will be passed to anyone outside the Ipsos MORI/BRE research team.

Recently, one of the participating estate agent's approached a client of yours requesting their assistance with this research. Your client consented to both their personal contact details, and the contact details of their solicitors being passed to Ipsos MORI, so that we could contact you for the purpose of inviting you to participate in this research.

Please rest assured that this information and any additional information you provide us during the course of the study will be treated in the strictest confidence. It will only be used for the purposes of this study and will not be passed onto any other parties. Once the findings from the study are published, your responses will have been combined with others participating and individuals will not be identifiable.

Participation in the research is completely voluntary and involves one 10-minute interview conducted over the telephone by a member of the Ipsos MORI research team. It is important that the research gathers as much information on all aspects of the buying and selling process such as: how the transaction compared to others in the area; how it compared to other properties of that type; ways to make the process more efficient; and your thoughts on the upcoming Home Information Packs.

A researcher from Ipsos MORI will contact you shortly to conduct the interview. In the meantime, if you would like any further information about the study, please feel free to contact my colleague Mark Tsagli on 020 7347 3000. Alternatively, if you do not want to be contacted with regards to the research, please feel free to let us know.

Yours sincerely,



Beccy Maeso
Research Development Manager
Ipsos MORI



Richard Footitt
Home Information Pack Programme Director
DCLG

Appendix I: Telephone survey for buyers

DCLG Home Information Pack Telephone Survey – FINAL Buyers

DCLG Home Information Packs Telephone Survey Buyers 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 buying 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 about 15 minutes.

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

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

Yescontinue
No.....ask to speak to named contact

QB. And are you a first-time buyer or have you owned a home before?
SINGLE CODE. PROMPT IF OWNED PROPERTY BEFORE.

Yes, first-time buyer 1
Previously owned a home 2
Have owned a home before, but not just before this purchase 3

A, The Purchase

DCLG Home Information Pack Telephone Survey – FINAL Buyers

A. THE PURCHASE

Q1. Thinking generally, what were the main reasons for buying this 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
Wanted a house	7
Wanted a garden	8
Area related:	
Didn't like previous area	9
Wanted somewhere quieter/less crowded	10
Crime levels in previous area	11
Problems with neighbours in previous area	12
Problems with children/ young people in previous area	13
Appearance of the area/ quality of the physical environment	14
Better local facilities/services (incl health etc)	15
Personal reasons:	
Wanted own home	16
Addition to the family	17
Children left home	18
Children's school/ wanted better school	19
Nearer to 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
Financial reasons:	
Buy own home	29
Increasing housing investment	30
Move up housing market	31
Reduce housing costs	32
Property developer	33
Wanted to buy before the HIPs in place	34
Other (specify)	88
Don't know	99

DCLG Home Information Pack Telephone Survey – FINAL Buyers

Q2. 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

Q3. 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

Q4. 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

Q5. 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

ASK IF Q5=4. OTHERS -> Q6.

Q5x. 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

A, The Purchase

DCLG Home Information Pack Telephone Survey – FINAL Buyers

ASK IF YES TO ANY AT Q5. OTHERS -> Q8.

Q6. How much did the [Q5/Q5x response] survey cost?

SINGLE CODE

IF UNSURE PROMPT TO ESTIMATE COST

LOOP Q6 – Q7 FOR AS MANY YES AT Q5 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/can't remember.....	9

Q6x. 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

Q7. What, if anything, happened as a result of that survey?

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
I/we had further surveys/estimates for work conducted.....	5
The vendor undertook work to the property.....	6
Other (specify).....	8
Don't know/can't remember.....	9

ASK ALL.

Q8. 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

DCLG Home Information Pack Telephone Survey – FINAL Buyers

CONFIRM IF Q8=4-11. OTHERS -> Q10.

Q9. 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 Q9=2. OTHERS -> Q10.

Q9x. 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 Q9x=1. OTHERS -> Q10.

Q8x. 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 £10001
£100-£29902
£300-£49903
£500-£74904
£750-£99905
£1,000-£1,24906
£1,250-£1,49907
£1,500-£1,99908
£2,000-£2,49909
£2,500-£2,99910
£3,000 or more11
No cost12
Don't know/refused99

ASK ALL.

Q10. 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	9

DCLG Home Information Pack Telephone Survey – FINAL Buyers

ASK IF Q10=1, 9. OTHERS -> Q31.

Q11. How many of the [insert number from Q10] properties did you make offers on?
SINGLE CODE

- Numeric response1
- None2
- Don't know/can't remember9

ASK IF Q11=2. OTHERS -> Q21.

Q12. Did you have a survey or valuation completed on any of the [insert number from Q10] properties without having made an offer?
SINGLE CODE

- Yes1
- No2
- Don't know/can't remember9

ASK IF Q12=1. OTHERS -> Q31.

Q13. How many of the [insert number from Q10] properties did you have a survey or valuation completed on?
SINGLE CODE

- Numeric response1
- None2
- Don't know/can't remember9

ASK Q14-Q20 FOR AS MANY CODE 1 AT Q13. OTHERS -> Q31.

Q14. Which of the following types of surveys did you have completed on the [first, second, etc] property?
READ OUT. MULTICODE OK.

- Full structural survey1
- Home buyers survey2
- Mortgage lenders survey3
- Specialist survey4

ASK IF Q14=4. OTHERS -> Q15.

Q14x. What type of specialist survey did you have completed?
MULTICODE OK.

- Damp or rot1
- Woodworm / infestation2
- Foundations or structural movement3
- Drains (underground drainage)4
- Don't know/can't remember9

*DCLG Home Information Pack Telephone Survey – FINAL Buyers***Q15. How much did the [Q14 response/Q14x] survey cost?**

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

LOOP Q15 – Q20 FOR AS MANY YES AT Q14 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/can't remember.....	9

Q15x. 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

Q16. 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 withdrew our bid.....	4
Nothing happened.....	5
We undertook work to the property.....	6
We had further surveys/estimates for work conducted.....	7
Other (specify).....	8
Don't know/refused.....	9

Q17. Can I ask why you did not go on to make an offer 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
We reduced our offer as a result of the survey.....	03
The sale of our own property fell through.....	04
Our ongoing chain broke down causing too much delay.....	05
I/we found another property that they preferred.....	06
I/we withdrew because it was taking too long.....	07
The conveyancing/searches highlighted something that put me 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

DCLG Home Information Pack Telephone Survey – FINAL Buyers

Q18. Even though you did not go on to make an offer on this property, did you have to pay any conveyancing fees?
SINGLE CODE

- Yes1
- No.....2
- Don't know.....9

ASK IF Q18=1. OTHERS -> LOOP BACK TO Q15 UNTIL LAST SURVEY AT Q14. ON LAST SURVEY AT Q15, LOOP BACK TO Q14 FOR AS MANY PROPERTIES AT Q13. OTHERS ON LAST PROPERTY -> Q31.

Q19. And can you tell me approximately how much the conveyancing fees were?
SINGLE CODE
IF UNSURE PROMPT WITH RANGES

- Less than £100.....01
- £100-£29902
- £300-£49903
- £500-£74904
- £750-£99905
- £1,000-£1,24906
- £1,250-£1,49907
- £1,500-£1,99908
- £2,000-£2,49909
- £2,500-£2,99910
- £3,000 or more11
- No cost12
- Don't know/refused99

CONFIRM IF Q19=4-11. OTHERS -> Q31.
LOOP BACK TO Q14 UNTIL NUMBER OF PROPERTIES MENTIONED AT Q13 COMPLETE LOOP. THEN SKIP BACK TO Q12.

Q20. 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 purchase2
- Don't know.....9

ASK IF Q20=2. OTHERS -> LOOP BACK TO Q14 UNTIL LAST -> Q31.

Q20x. Would you be able to differentiate between the sale and purchase and change the amount you have just given?

- Able to differentiate1
 - Not able to differentiate2
-

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ASK IF Q20x=1. OTHERS -> LOOP BACK TO Q14 UNTIL LAST -> Q31.

Q19x. And can you tell me approximately how much the conveyancing fees were?

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 IF Q11=1. OTHERS -> Q31.

LOOP Q21 – Q30 FOR AS MANY PROPERTIES MENTIONED AT Q11.**Q21. 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 Q21=1-5. OTHERS -> Q23.

Q22. Were any of your offers accepted?

SINGLE CODE

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

ASK ALL.

Q23. 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 Q23=1. OTHERS -> Q28.

Q24. Which, if any, of the following types of surveys did you have completed on this

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[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 Q24=4. OTHERS -> Q25.

Q24x. 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
Don't know/can't remember	9

Q25. How much did the [Q24/Q24x response] survey cost?

SINGLE CODE

IF UNSURE PROMPT WITH RANGES

LOOP Q25 – Q27 FOR AS MANY YES AT Q24 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/can't remember	9

Q25x. 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 Pack Telephone Survey – FINAL Buyers***Q26. 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 withdrew our bid.....	4
Nothing happened	5
We undertook work to the property	6
We had further surveys/estimates for work conducted.....	7
Other (specify).....	8
Don't know/refused	9

ASK ALL.

Q27. 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
We reduced our offer as a result of the survey	03
The sale of our own property fell through	04
Our ongoing chain broke down causing too much delay	05
I/we found another property that they preferred.....	06
I/we withdrew because it was taking too long	07
The conveyancing/searches highlighted something that put me 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

Q28. Even though you did not go on to buy this property, did you have to pay any conveyancing fees?*SINGLE CODE*

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

ASK IF Q28=1. OTHERS -> LOOP BACK TO Q25. ON LAST PROPERTY -> Q31.

Q29. And can you tell me approximately how much the conveyancing fees were?*SINGLE CODE*

IF UNSURE PROMPT WITH RANGES

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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 Q29=4-11. OTHERS -> Q31.
LOOP BACK TO Q21 UNTIL NUMBER OF PROPERTIES MENTIONED AT Q11 COMPLETE LOOP.

Q30. 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 Q30=2. OTHERS -> LOOP TO Q21 UNTIL LAST -> Q31.

Q30x. 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 Q30x=1. OTHERS -> LOOP BACK TO Q21 UNTIL LAST -> Q31.

Q29x. And can you tell me approximately how much the conveyancing fees were?
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

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ASK ALL.

Q31. Did you ever consider buying via any of these routes rather than via an estate agent?*READ OUT. MULTICODE OK.*

Private sale	1
Sale from a friend	2
Property swap	3

Q32. How long did the entire process take in weeks, from registering with an agent to the completion date?*SINGLE CODE**IF RESPONSE IN MONTHS, CONVERT TO WEEKS*

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

Q33. 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 Q33=4, 5. OTHERS -> Q35.

Q34. Why were you dissatisfied?*OPEN*

Response	1
Don't know/refused	9

ASK ALL.

Q35. Overall, did you feel that the buying 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

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ASK IF Q35=1, 2. OTHERS -> Q37.

Q36. What specifically do you think made it expensive?

OPEN

Estate agent fees	01
Legal fees	02
Stamp duty	03
Cost of survey	04
Cost of multiple surveys	05
LA searches	06
Moving costs	07
Previous bids incurring costs	08
Other (specify).....	88
Don't know.....	99

ASK ALL.

Q37. Overall, how satisfied are 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

B. THE SALE

ASK IF QB=2. OTHERS -> DEMOGRAPHICS.

Q38. Have you also sold a property?

SINGLE CODE

Yes	1
No.....	2
Don't know.....	3

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ASK IF Q38=1. OTHERS -> DEMOGRAPHICS.

Q39. 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

ASK IF Q39=10, 11. OTHERS -> Q41.

Q40. Who was living at the property?*SINGLE CODE*

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

ASK IF Q40=1, 2, 3, 8, 9. IF Q40=4 -> DEMOGRAPHICS.

Q41. Did you put your sale property on the market before or after purchasing your new property, or was it at the same time?*SINGLE CODE*

Before.....	1
After.....	2
At the same time.....	3
Don't know.....	9

Q42. Did you put your property on the market at the estate agent's suggested price?*SINGLE CODE*

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

ASK IF Q42=2. OTHERS -> Q44.

Q43. Did you put your property on the market at a higher or lower price than was suggested?*SINGLE CODE*

Higher.....	1
Lower.....	2

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Don't know.....9

ASK ALL.

Q44. 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 Q44=1. OTHERS -> Q46.

Q45. What did you have done?

OPEN

Response 1
 Don't know/refused 9

ASK ALL.

Q46. 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

Q47. 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

ASK IF Q47=1. OTHERS -> Q49.

Q48. 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

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Don't know/can't remember 9

ASK ALL.

Q49. 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/refused 9

Q50. 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/refused 9

ASK IF Q50=2. OTHERS -> Q54.

Q51. 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 Q51=1. OTHERS -> Q59.

Q52. 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

ASK IF Q52=1. OTHERS -> Q59.

ASK FOR EACH AT Q52 UNTIL COMPLETE.

Q53. 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