



# Improving Consumer Information in the Home Information Pack

## **Consultation**



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Home Information Pack  
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## Foreword

Consumers need, and should expect, to be better informed about the home buying and selling process. They need the right information at the right time and they need information about the energy efficiency of properties. They want an efficient process that delivers better value for money.

The introduction of the Home Information Pack (HIP) is an important first step in delivering these benefits. Buyers are now receiving information about a property earlier, helping them to make more informed choices about whether or not to make an offer. However, we recognise that more needs to be done to achieve our aim of an effective and efficient home buying and selling process. That is why we are focusing our actions on improvements in three key areas:

1. quality and flow of information provided to consumers
2. standard of services provided by property professionals
3. enforcement and redress arrangements available to consumers

This consultation sets out our proposals for improving the first of these – the quality and flow of information to consumers. Consumers should be more aware of the process of buying and selling a home and the roles of the various parties involved. They should also be better informed about the property they are looking to buy. Although the current HIP contains information that helps consumers and professionals alike, it is clear that its “consumer content” can be made more accessible and relevant to their needs, especially when buyers are deciding whether to make an offer on a property.

The proposals set out in this consultation are intended to provide consumers with information they need, in a form that they can readily relate to and use. The paper proposes two key changes to achieve this:

- simplifying the leasehold requirements within the HIP
- introducing a Property Information Questionnaire (PIQ) as a required document within the HIP to provide the type of information most useful to a buyer when considering a property.

These proposals have been developed with property professionals and consumer bodies and draw on the lessons from our Area Trials. Taken together with other information already contained in the HIP, including the energy efficiency of the property – something that is increasingly important with rising energy prices, these proposals should ensure that buyers are better informed when they make offers and reduce the potential for delays and wasted costs.

In addition, we continue to encourage industry-led innovations to build on the “professional” content of the HIP to enable swifter exchange and completion once an offer has been accepted.

A better informed consumer is a vital element of an effective home buying and selling process. However, all those involved in the process, especially property professionals, have a vital role to play in ensuring that transactions are more efficient and deliver better value for money. That is why we are working with property professionals to respond to this consumer need and ensure they put the interest of the consumer first in their practices and behaviours, for example, by offering potential buyers all available information about properties they are considering, including the HIP.

That is also why we are working with our Stakeholder Panel of consumer, property professional and local authority representatives to find ways to adopt good practice throughout the home buying and selling process. By bringing together practice and service standards and developing more effective compliance arrangements, consumers should know what to expect in the home buying and selling process and what to do if things go wrong.

I believe that the proposals in this paper will further enhance the value of the HIP and provide consumers with more of the information they need. I look forward to hearing your views.

**Rt Hon Caroline Flint MP**  
**Minister for Housing and Planning**

## Introduction

- 1.1 This paper contains proposals for consultation on:
- the leasehold requirements in the Home Information Pack (HIP) (Part 1)
  - the inclusion of the Property Information Questionnaire (PIQ) in the HIP (Part 2).

## Purpose of the consultation

- 1.2 From March 2003 to June 2003 a full formal consultation exercise was carried out on the contents of the HIP including the 'Home Use Form' currently authorised for inclusion. This fed into the development of the HIP Regulations. The proposals on leasehold requirements within the HIP and on the PIQ therefore take forward existing policy and have been developed with industry and consumer representatives. This consultation concerns how we plan to implement those proposals and will therefore run for nine weeks.
- 1.3 In accordance with the code of practice on consultations, the accompanying Impact Assessment (IA) is at Annex 1.
- 1.4 Responses to this consultation paper and comments on the IA should be received by **30 September 2008** and sent to:

Tracey Heyworth  
Communities and Local Government  
Home Buying and Selling Unit  
Floor 4 Zone B6  
Eland House  
Bressenden Place  
London SW1E 5DU  
Email: leaseholdandpiq@communities.gsi.gov.uk  
Tel: 0207 944 4400

- 1.5 Communities and Local Government will analyse the responses and produce a summary recording what changes have or have not been made as a result.
- 1.6 **Please note that responses, including the names and addresses of respondents, will be made available to anyone who asks for them unless confidentiality is specifically requested or disclosure would prejudice third parties.** Our consultation criteria are set out at Annex 3.

## Part One

### **Leasehold requirements in Home Information Packs**

- 2.1 This section of the consultation addresses the leasehold requirement in HIPs. It proposes that a summary of key information about the cost and use of a leasehold property, together with a copy of the lease, as they are required for inclusion within the HIP, if implemented. We are consulting on these proposals as they would form a permanent change to the HIP Regulations.
- 2.2 The summary of leasehold information has been developed to encapsulate the important information that a prospective buyer will want to know about a leasehold property. The summary covers information that a seller should be able to provide without professional assistance; but at the same time answer many of the questions that would be of interest to a buyer. It is not intended to replace the work of conveyancers and other property professionals, which will continue to be required as the transaction is finalised.
- 2.3 Taking forward these proposals will remove the need for leaseholders to provide large volumes of information before marketing their property, which can be time consuming and costly. It will also give important leasehold information on a particular property in a format which buyers find useful, enabling them to make more informed decisions. This will represent a minimum requirement for sellers. However, we believe sellers should continue to be free to provide additional leasehold information which they believe would be useful to a prospective buyer. As a result, it is proposed that other leasehold documentation set out in the HIP Regulations should remain authorised for inclusion in the HIP.
- 2.4 These proposals will enable us to finalise the leasehold requirements for HIPs and remove the temporary provision due to expire on 31 December 2008.

### **Background**

- 2.5 At present the HIP Regulations contain a temporary provision whereby only the lease is a required document within the HIP for a leasehold property, with other leasehold documentation authorised for inclusion. The temporary provision, which expires on 31 December 2008, was introduced to help smooth the roll-out of HIPs and in response to concerns about the costs and delays faced by some sellers in getting leasehold information. A short assessment was undertaken to look at the nature and extent of these problems and to consider possible solutions.

- 2.6 The report by Ted Beardsall CBE published on 12 June<sup>1</sup> concluded there were longstanding problems associated with the provision of leasehold information that pre-dated the introduction of HIPS. The report calls for simplifying the requirements for leasehold information within HIPs, making it more clearly focussed on providing the information consumers want at the start of the home buying and selling process. To deliver this simplification, the report recommends a summary sheet containing key information, along with the lease, should be required for inclusion within a HIP for leasehold properties.
- 2.7 This proposal has been supported and developed by a working group of industry and consumer representatives convened to help deliver a practical solution. Additional leasehold information is not completely new to the HIP as it is included within the existing authorised Home Use Form.

#### **Leasehold information in summary sheet**

- 2.8 This consultation paper seeks views on the leasehold summary sheet and asks a number of specific questions regarding its content. The principles of the summary sheet are that it:
- be completed by the seller
  - include information that the seller should know or have readily to hand
  - does not require specific professional input or assistance to complete.
- 2.9 **Your views are sought on proposals for leasehold requirements in the HIP and the related impact assessment.**

*Q1 Do you agree that the inclusion of a summary of leasehold information in the HIP would be a positive step in enhancing the information provided to the consumer?*

*Q2 Do you agree that the leasehold summary should include questions on:*

- *details of to whom ground rent and service charges are paid*
- *amount of ground rent, service charge and buildings insurance premium currently payable*
- *whether building works are proposed for the property*
- *whether the lease allows or prevents certain types of activity?*

<sup>1</sup> *Local Property Searches and Leasehold Information – CLG .*

*Q3 Do you agree that these questions fit with the principles above?*

*Q4 Do you agree that a summary of leasehold information and a copy of the lease should form the permanent leasehold requirements in the HIP for a leasehold property?*

*Q5 Should the 28 day period for the inclusion of leasehold documents within the HIP be removed if the lease and summary sheet are made permanent requirements within the HIP?*

## Part Two

### **Property Information Questionnaire (PIQ) including leasehold information**

- 3.1 This section of the consultation addresses the proposed draft PIQ. The form is focused on the consumer and should include information that is easy for the seller to provide without professional assistance; but at the same time answer many of the questions that would be of interest to the buyer in a typical property transaction. It is not intended to replace the work of conveyancers and other property professionals, which will continue to be required as the transaction is finalised.
- 3.2 The aim of the PIQ is to enable consumers to make informed choices when buying a new home by giving them the information they want when they want it, before they have invested financially and emotionally. This should help reduce the potential for delays and wasted costs and ensure a more efficient home buying and selling process.
- 3.3 Part One of this consultation proposed the creation of a leasehold summary sheet for inclusion in the HIP. Given the clear links between the summary sheet and the proposed PIQ, it is proposed that the PIQ contain a section on leasehold information.
- 3.4 This consultation seeks views on the PIQ and asks a number of specific questions regarding its content.

### **Background**

- 3.5 The Government set out on 8 May 2008 proposals to build on the HIP to place consumers at the heart of the Government's policy to improve the home buying and selling process. As part of this work, a PIQ has been created for inclusion in the pack.
- 3.6 The questionnaire includes important information on a number of areas likely to be of interest to a prospective buyer, including building work carried out on the property, information on energy and other utilities, as well as parking arrangements and council tax banding.

3.7 The PIQ is not a completely new component of the home information package and is intended to modify and replace the existing authorised Home Use Form. The Home Use Form was consulted upon in an earlier HIP consultation and was originally intended for inclusion as a mandatory document. Difficulties with some of the information requested in the Home Use Form mean that it was ultimately made an authorised document. We propose making the new revised form mandatory in the HIP.

3.8 In designing the PIQ, it was important to ensure that all information included in the form complied with three general principles. These were that the PIQ:

- be completed by the seller
- include information that the seller should know or have readily to hand
- does not require specific professional input or requests for information.

3.9 The PIQ, if adopted in the simple format suggested, could be made freely available to download from the Communities and Local Government website and thus should represent little or no additional cost to sellers.

3.10 **Your views are sought on proposals for a Property Information Questionnaire (PIQ) at Annex 2 and on the related impact assessment:**

Q6 *Do you agree that the inclusion of a PIQ in the HIP would be a positive step in enhancing the information provided to the consumer?*

Q7 *Do you feel the questions asked in the PIQ are the right ones? Do they fit with the principles outlined above?*

Q8 *Should a leasehold section be included in the PIQ, incorporating the summary of leasehold questions outlined in Part One of this consultation?*

Q9 *Are there further questions that you feel should be included in the PIQ? Would they fit with the principles highlighted above?*

Q10 *What is the best way for the seller to complete and provide the form as part of the HIP? Should the form be freely available for download from the Communities and Local Government?*

## Next Steps

4.1 Following the consultation, which closes on 30 September, the next steps would be to:

- analyse the responses and report to ministers
- lay regulations to implement changes
- commence the new arrangements from 1 January 2009, subject to the above.

## Annex 1: Impact Assessment

<b>Summary: Intervention &amp; Options</b>		
<b>Department /Agency:</b> <b>Department for Communities &amp; Local Government</b>	<b>Title:</b> <b>Impact Assessment of Improving the Consumer Information in the Home Information Pack</b>	
<b>Stage:</b> Consultation	<b>Version:</b> 1	<b>Date:</b> 28/07/08
<b>Related Publications:</b>		

**Available to view or download at:**

<http://www.communities.gov.uk/housing/buyingselling/>

**Contact for enquiries:** Tracey Heyworth

**Telephone:** 0207 944 4400

**What is the problem under consideration? Why is government intervention necessary?**

The inclusion of a Home Use Form (HUF) within a HIP is currently optional. The form provides the buyer with important information on the property, but may require the help of a professional to fill in. As a result, evidence suggests the HUF is not being included, so buyers are not gaining access to important information in the home buying process.

As a result of high costs and delays, leasehold information is currently omitted under a temporary provision. This provision is set to end on 31 December 2008. On the recommendations of the Beardsall Review, this information should be included, but in a simplified form.

**What are the policy objectives and the intended effects?**

To make sure all buyers gain access to important property information, without significant burden, the HUF is to be replaced by a Property Information Questionnaire (PIQ). This new form will be mandatory – providing information to all buyers – but will not require help from a professional – like the HUF. The information provided should improve the speed and process of home buying.

Important leasehold information will be re-instated following the removal of the temporary provision. However, given the Beardsall Review recommendations, the information will be simplified and included in the PIQ, reducing the cost and time taken to compile, as well as making it more user-friendly.

**What policy options have been considered? Please justify any preferred option.**

1. Maintain status quo. Retain an authorised Home Use Form in the HIP & make permanent temporary provisions on leasehold information.

2a) Redesign the Home Use Form to create a Property Information Questionnaire & b) Simplify the leasehold information requirement and return both to mandatory elements of the HIP.

Option 2 would, at minimal cost, provide buyers with a more complete picture of the property and full costs involved before they make an offer, enabling a more informed decision and giving the seller greater confidence in proceeding to sale before they have expended time and money.

**When will the policy be reviewed to establish the actual costs and benefits and the achievement of the desired effects?**

We intend to evaluate the HIPs programme in 2010 by updating the HIP baseline study

**Ministerial Sign-off** For final proposal/implementation stage Impact Assessments:

***I have read the Impact Assessment and I am satisfied that, given the available evidence, it represents a reasonable view of the likely costs, benefits and impact of the leading options.***

Signed by the responsible Minister:



**Date:** 28/07/08

## Summary: Analysis & Evidence

**Policy Option: 2**

**Description: Redesign of the Home Use Form to create a Property Information Questionnaire/ simplification of leasehold information.**

<b>COSTS</b>	<b>ANNUAL COSTS</b>		Description and scale of <b>key monetised costs</b> by 'main affected groups' Cost of filling in form (calculated from value of non-work time). This figure is a maximum as the cost of filling in HUF must be deducted (but we have no robust data on this).
	<b>One-off (Transition)</b>	<b>Yrs</b>	
	£0		
	<b>Average Annual Cost (excluding one-off)</b>		
	£1.5 million		<b>Total Cost (PV)</b> <b>£4.2m</b>
Other <b>key non-monetised costs</b> by 'main affected groups' Given the PIQ would be mandatory, whilst currently the HUF is not, the effective burden for the consumer will rise – although as downloadable, free and filled in without professional help, costs will be negligible.			

<b>BENEFITS</b>	<b>ANNUAL BENEFITS</b>		Description and scale of <b>key monetised benefits</b> by 'main affected groups'
	<b>One-off</b>	<b>Yrs</b>	
	£0		
	<b>Average Annual Benefit (excluding one-off)</b>		
	£0	3	<b>Total Benefit (PV)</b> <b>£0</b>
Other <b>key non-monetised benefits</b> by 'main affected groups' The PIQ form can be filled in without professional help – reducing time taken – and will provide buyers with necessary information. Simplified leasehold requirements will minimise burden and simplify overall document. Both will speed up and improve home buying.			

**Key Assumptions/Sensitivities/Risks**  
Assuming that temporary provision on exclusion of leasehold information will be abolished in 31 December 2008.

<b>Price Base Year</b> 2008	<b>Time Period</b> Years 3	<b>Net Benefit Range (NPV)</b> –£4.0m to –£4.4m	<b>NET BENEFIT (NPV Best estimate)</b> –£4.2m
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What is the geographic coverage of the policy/option?	England and Wales			
On what date will the policy be implemented?				
Which organisation(s) will enforce the policy?	Local Weights and Measures Authorities			
What is the total annual cost of enforcement for these organisations?	£			
Does enforcement comply with Hampton principles?	Yes			
Will implementation go beyond minimum EU requirements?	No			
What is the value of the proposed offsetting measure per year?	£			
What is the value of changes in greenhouse gas emissions?	£			
Will the proposal have a significant impact on competition?	No			
Annual cost (£-£) per organisation (excluding one-off)	Micro	Small	Medium	Large
Are any of these organisations exempt?	No	No	N/A	N/A
<b>Impact on Admin Burdens Baseline</b> (2005 Prices) (Increase – Decrease)				
Increase of £	Decrease of £	<b>Net Impact £</b>		
Key:	<b>Annual costs and benefits: Constant Prices</b>		<b>(Net) Present Value</b>	

## Evidence Base (for summary sheets)

[Use this space (with a recommended maximum of 30 pages) to set out the evidence, analysis and detailed narrative from which you have generated your policy options or proposal. Ensure that the information is organised in such a way as to explain clearly the summary information on the preceding pages of this form.]

### **Changing the home buying and selling process: Consumer Information**

The home buying and selling process is opaque and confusing for the consumer. Information failures for both buyers and sellers mean that the buyer often places an offer with very little information about a property. This can lead to delays and wasted costs for both buyers and sellers, will often lead to re-negotiation and can even cause transactions to fail.

It is important that the right information is provided to the consumer early on in the process and in a user-friendly format to enable them to make an informed decision about the property they are looking to buy before they have invested financially and emotionally.

Home Information Packs (HIPs) were introduced to help improve this process by providing consumers with key property information upfront, enabling them to make a more informed and rational decision as to whether to put in an offer. It is clear that there is an opportunity to build on the existing HIP to provide simple but essential information about a property to prospective buyers.

### **Including consumer information in the HIP**

Prior to the introduction of HIPs, the Home Use Form – a document containing information on matters affecting the property which are likely to be important to potential buyers – was made an authorised (ie optional) part of the HIP. It was originally the intention to make this a required document. However, the complexity and sensitivity of some of the questions contained in the form meant it was not possible to mandate its inclusion. Instead, the Home Use Form was expected to be included in the majority of HIPs on a voluntary basis. However, evidence suggests that this is not common.

It is desirable to produce a form capable of being mandated in the HIP in order to provide consumers with important information about a property to help inform a transaction. It is therefore proposed to redesign the existing Home Use Form to create the Property Information Questionnaire (PIQ). A headline comparison between the two forms is provided in the table below:

<b>Table 1: Comparison of the Home Use Form and Property Information Questionnaire</b>		
	<b>Home Use Form</b>	<b>Property Information Questionnaire</b>
Length of the form (pages)	7	7
Information Included	<ul style="list-style-type: none"> <li>– Access arrangements</li> <li>– Utilities/services</li> <li>– Council Tax band</li> <li>– Boundaries</li> <li>– Changes to the property</li> <li>– Commonhold Information</li> <li>– Leasehold information</li> </ul>	<ul style="list-style-type: none"> <li>– Access arrangements</li> <li>– Utilities/services and details of provider</li> <li>– Council Tax band</li> <li>– Boundaries</li> <li>– Changes to the property</li> <li>– Parking arrangements</li> <li>– Damage to the property</li> <li>– [Leasehold information]</li> </ul>
Completed by	The seller/representative or professional	The seller/representative
Estimated time to complete	20 mins depending on need for specialist information	15 mins
Can form be completed by seller?	Some questions may need specialist knowledge	Yes. No specialist knowledge required.
Available from	Downloadable from web HIP providers	Downloadable from web HIP providers
Status in the HIP	Authorised	Mandatory

A draft PIQ is attached at **Annex A**. In addition, a copy of the Home Use Form can be downloaded from: [www.homeinformationpacks.gov.uk/industry/138\\_formspublications.html](http://www.homeinformationpacks.gov.uk/industry/138_formspublications.html).

The PIQ is not intended to replace the work of conveyancers and other property professionals, which will continue to be required as the transaction is finalised. Instead it will provide prospective buyers with a simple summary of information to help inform their decision to buy.

As the form is downloaded or requested by the seller and completed by the seller, this should involve minimal changes to the systems of HIP Providers. It is also expected to have the knock-on benefit of engaging the seller more closely in the production of the HIP.

### Leasehold Information in the HIP

A number of leasehold documents are currently authorised (ie optional) for inclusion in the HIP under a temporary provision within the HIP Regulations. These documents were included within the HIP to provide better up-front information to buyers and help reduce failure rates for leasehold sales. However, they were removed to help smooth the roll-out of HIPs to one and two bedroom properties in December 2007 and in response to concerns over the costs incurred and delays in compiling this information. This temporary provision expires on 31 December 2008 at which point a final position on leasehold requirements within HIPs is required.

A report by Ted Beardsall CBE published on 12 June, which looked at problems with the provision of leasehold information, called for simplifying the leasehold requirements within the HIP. The report recommends that the lease plus a summary sheet of key information on the cost and use of a property should be required documents in the HIP for a leasehold property.

It is important that buyers receive the right information at the right time in a format that they can understand and find useful. It is therefore proposed to include within the HIP a summary of information that a prospective buyer will want to know about a leasehold property including:

- amount of ground rent, service charge and buildings insurance premium currently payable
- whether building works are proposed to the property and if the expected costs are known
- whether the lease allows or restricts certain type of use or activity.

The summary has been developed to include information that the seller should be able to provide while providing answers to the questions of interest to a buyer. This leasehold information should form a separate section within the proposed PIQ. The specific questions on leasehold are set out in the PIQ at **Annex A**. The leasehold information is not intended to replace the need for further enquiries later on in the transaction.

It is proposed that the lease plus the PIQ should be permanent required documents for the HIP for leasehold property. The additional leasehold documents set out in the HIP regulations will continue to remain authorised for inclusion in the HIP.

These proposals will remove the need for leaseholders to provide large volumes of information and documentation before marketing their property, which can be time consuming and costly, whilst providing prospective buyers with useful information in a format they find useful and enables them to make more informed choices and decisions.

## Specific Impact Tests: Checklist

Use the table below to demonstrate how broadly you have considered the potential impacts of your policy options.

**Ensure that the results of any tests that impact on the cost-benefit analysis are contained within the main evidence base; other results may be annexed.**

Type of testing undertaken	Results in Evidence Base?	Results annexed?
Competition Assessment	Yes	No
Small Firms Impact Test	Yes	No
Legal Aid	No	No
Sustainable Development	No	No
Carbon Assessment	No	No
Other Environment	No	No
Health Impact Assessment	No	No
Race Equality	No	No
Disability Equality	No	No
Gender Equality	No	No
Human Rights	No	No
Rural Proofing	No	No

## Annex 2: Draft Property Information Questionnaire



**HOME INFORMATION PACK**

# Property Information Questionnaire

**Property address:**

**Seller(s):**

**Completion date of Property Information Questionnaire:**

**Title number (if registered and known):**

## Property Information Questionnaire

### About this form

**This form should be completed by the seller.** The seller may be the owner or owners; a representative with the necessary authority to sell the property for an owner who has died; a representative with the necessary authority to sell the property for a living owner (e.g. under a power of attorney) or be selling in some other capacity. The form should be completed and read as though the questions were being answered by the owner.

#### If you are the seller you should be aware:

- Answers given in this form should be truthful and accurate to the best of your knowledge and should help to ensure the smooth sale of your home. You can be held liable for deliberately misleading information provided in this form.
- Information included in this form does not replace official documents or legal information. You should be prepared to provide such documents on request in support of the answers given in this form.
- If you hold any guarantees for work on your property, your buyer's conveyancer is likely to ask for evidence, which it is in your interests to make available as soon as possible.
- If anything changes to affect the information given in this form prior to the sale of your home, you should inform your conveyancer or estate agent immediately.

#### If you are the estate agent you should be aware:

- This form should be completed by the seller but it is your responsibility to ensure that it is included in the Home Information Pack.
- The Property Misdescriptions Act does not apply where the form has been completed solely by the seller.

#### If you are the buyer you should be aware:

- This information should have been completed truthfully and accurately by the seller. Please note, however, that this information only relates to the period during which the seller has owned the property (see question 1) and does not replace official documents or legal information, which you may request for clarification.
- This form is not a substitute for the work of your conveyancer. If in doubt and before entering into a binding commitment, you should confirm any details with your conveyancer.

## PART 1: ALL PROPERTIES

### About the property being sold

1. How long have you owned the property?	
2. Is your property a listed building, or contained within one?	<b>Yes</b> <b>No</b> <b>Don't know</b>
3. What Council tax band is the property in?	<b>A B C D E F G H</b>
4. What parking arrangements exist at your property?	<b>Garage</b> <b>Allocated parking space</b> <b>Driveway</b> <b>Shared parking</b> <b>On street</b> <b>Resident permit</b> <b>Metered parking</b> <b>Other (please specify):</b>

<b>Other issues affecting the property</b>	
<p>5. Has there been any damage to your property as a result of storm, flood or fire while you have owned it?</p> <p>5a. If "Yes" please give details:</p>	<p><b>Yes</b></p> <p><b>No</b></p> <p><b>Don't know</b></p>
<p>6. If you have answered "Yes" to question 5, was the damage the subject of an insurance claim?</p> <p>6a. If "Yes" please state whether any of these claims are outstanding:</p>	<p><b>Yes</b></p> <p><b>No</b></p> <p><b>Don't know</b></p>
<p>7. Has there been any treatment of or preventative work for dry rot, wet rot, or damp in the property while you have owned the property?</p> <p>7a. If "Yes" please give details:</p>	<p><b>Yes</b></p> <p><b>No</b></p> <p><b>Don't know</b></p>
<p>8. If you have answered "Yes" to question 7, are there any guarantees relating to this work?</p> <p>8a. If "Yes" please indicate who holds these guarantees:</p>	<p><b>Yes</b></p> <p><b>No</b></p> <p><b>Don't know</b></p>
<b>Utilities and Services</b>	
<p>9. Is there a central heating system in your property?</p> <p>9a. If "Yes" please give details of the type of central heating: (examples: gas-fired, solid fuel, electric storage heating)</p>	<p><b>Yes</b></p> <p><b>No</b></p> <p><b>Don't know</b></p>

10. Please indicate which services are connected to your property and give details of the supplier:

Services	Connected	Supplier
Electricity		
Gas or liquid petroleum		
Water mains or private water supply		
Mains drainage		
Telephone		
Cable TV or Satellite		
Broadband		

### Changes to the property

11. Have you carried out any structural alterations, additions or extensions (e.g. provision of an extra bedroom or bathroom) to the property?

**Yes**  
**No**  
**Don't know**

11a. If "Yes" please give details of the nature of the work:

12. If you answered "yes" to question 11:

12a. Did the work comply with Building Regulations?

**Yes**                      **No**                      **Don't know**

12b. Was planning permission obtained?

**Yes**                      **No**                      **Don't know**

12c. Listed building consent obtained?

**Yes**                      **No**                      **Don't know**

If "No" for any of the above, please state why not (e.g. "not required – work completed under approved person scheme")

13. Have you had replacement windows, doors, patio doors or double glazing installed in your property?

**Yes**  
**No**  
**Don't know**

13a. If "Yes" please give details of changes made and any guarantees if held:

<b>Boundaries and Access</b>	
14. Has any boundary of your property been moved while you have owned the property?  14a. If "Yes" please give details:	<b>Yes</b> <b>No</b> <b>Don't know</b>
15. Do you have right of access through any neighbouring homes, building or land?  15a. If "Yes" please give details:	<b>Yes</b> <b>No</b> <b>Don't know</b>
16. Do any neighbouring homes have a right of access through the property?  16a. If "Yes" please give details:	<b>Yes</b> <b>No</b> <b>Don't know</b>
<b>PART 2: ADDITIONAL INFORMATION FOR LEASEHOLD PROPERTIES</b>	
<b>NB: Before 'buyers' enter into a binding commitment they should confirm matters relating to leasehold ownership by reading the lease and checking the position with their conveyancer.</b>	
17. What is the name and address of the person/organisation to whom you pay.  a) the ground rent?  b) the service charge (if different from question a above)?	
18. How many years does your lease have left to run?	
19. How much is your current annual ground rent?	
20. How much is your current annual service charge?	
21. How much is your current annual buildings insurance premium (if not included under question 20)?	
22. Are you aware of any proposed or ongoing major works to this property?  22a. If yes, what type of works are they? What is the expected cost relating to this property?	<b>Yes</b> <b>No</b> <b>Don't know</b>
23. Does the lease prevent you from:  a) sub-letting?  b) keeping pets?	<b>yes/no/don't know</b> <b>yes/no/don't know</b>

<p>24. Does the lease allow you to:</p> <p>a) use a car park or space? (where applicable)</p> <p>b) have access to the gardens (where applicable)?</p>	<p><b>yes/no/don't know</b></p> <p><b>yes/no/don't know</b></p>
<p>25. Are there any other conditions or restrictions in the lease which significantly impact on a person's use of the property.</p> <p>25a.If yes, please specify.</p> <p><b>NB</b> – Leases often permit or prevent certain types of activity with regards to use of a property. Those referred to at “23” &amp; “24” above are common examples.</p>	<p><b>yes/no/don't know</b></p>
<p><b>Explanatory Notes to Numbered Items</b></p> <p>If the lease is a new one which has not yet been granted, please answer the questions based on the draft terms of the lease.</p> <p>17. a) The landlord or head lessor will normally be the person to whom the ground rent is payable, although it is possible that an agent may be employed to collect this on their behalf.</p> <p>b) The person or organisation to whom the service charge is payable may be your landlord or head lessor or a residents' management company – you should find the landlord's details on your latest service charge demand. It is also possible that an agent has been employed to collect service charges on their behalf.</p> <p>18. The number of years is calculated by taking the original number of years the lease was granted for and then deducting the number of years that have expired since the lease was first granted.</p> <p>19. This information will be found in the lease.</p> <p>20. This information will be found on the last 12 months of service charge demands.</p> <p>21. Leaseholders should have been notified of this as part of the required consultation process where their contribution towards the work exceeds £250.</p> <p><b>NB</b> – All leaseholders should have their own copy of the lease although sometimes this is held by the mortgage lender or the conveyancer who handled the purchase. A copy can normally be obtained from the Land Registry – <a href="http://www.landregisteronline.gov.uk">www.landregisteronline.gov.uk</a>. It is unlikely that the managing agent will be able to provide a copy of the lease.</p>	

## Annex 3: The consultation criteria

1. The Government has adopted a code of practice on consultations. The criteria below apply to all UK national public consultations consisting of a document in electronic or printed form.
  - i. Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy
  - ii. Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses
  - iii. Ensure your consultation is clear, concise and widely accessible
  - iv. Give feedback regarding the responses received and how the consultation process influenced the policy
  - v. Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator
  - vi. Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.
2. The code does not have legal force but is regarded as binding on UK departments and their agencies unless Ministers conclude that exceptional circumstances require a departure from it. The full consultation code may be viewed at:  
  
[www.cabinetoffice.gov.uk/regulation/consultation/consultation\\_guidance/index.asp#codeofpractice](http://www.cabinetoffice.gov.uk/regulation/consultation/consultation_guidance/index.asp#codeofpractice)
3. If you are not satisfied that this consultation has followed the above criteria or you have any other observations about ways of improving the consultation process, then please contact:

Albert Joyce  
Communities and Local Government Consultation Co-ordinator  
Floor 6, Zone H10  
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Bressenden Place  
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