

THE **HOUSEWEB** GUIDE TO HOME INFORMATION PACKS (HIPs)



V1.8



HouseWeb
www.houseweb.com



TO HOUSEWEB'S GUIDE TO HIPs

Guess what... You are selling your house, trying to work out how to de-clutter the loft, up to your eyes in paperwork and bills and what happens? MORE paperwork, MORE bills!

We can understand if you might be starting to wonder why you ever thought of moving in the first place... Fear Not! HouseWeb's Guide to Home Information Packs (HIPs) will help you rapidly demystify the process, and help reduce those unwanted bills.

Stick with us and we'll get through it together! (Just don't leave that loft until the last minute!)

Walk this way...

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WHAT IS A HOME INFORMATION PACK (HIP)?

A Home Information Pack, HIP for short, is a set of documents which everybody selling a property in England and Wales will be required to have.

HOME INFORMATION PACKS ARE NOW A LEGAL REQUIREMENT FOR ALL PROPERTIES

When are they being introduced?

They became compulsory on **Aug 1st 2007** for any property with four or more bedrooms and on **Sept. 10th** for all with three bedrooms. Any such property which goes on the market now will legally need a HIP, provided by the seller for prospective buyers to see. It is the responsibility of the seller to provide the HIP and you will be breaking the law if you fail to do so. Properties with 2 or less bedrooms are now legally required to have a HIP from **Dec 14th 2007**.

What if my property is already on the market ?

If your 4 bedroom property was on the market before Aug. 1st , your three bedrooms property before Sept. 10th and your two or less bedrooms before Dec 14th then you will not need a HIP. At this stage no such date has been set when all properties that are on the market will be required to have a HIP.

Why are they being introduced?

The government are introducing HIPs, following extensive trials, in an attempt to improve the process of buying and selling property in England and Wales, and to improve the environment through energy awareness.

A Home Information Pack will include essential information about a property which was previously not made available to the buyer until later in the process. It will also include an Energy Performance Certificate, rating each property, and highlighting ways to save energy. By making this information available upfront, the intention is to speed up the process of buying and selling property.

For further information go to <http://www.homeinformationpacks.gov.uk/consumer/>



THE AIM OF HIPs IS TO INCREASE THE SPEED OF BUYING AND SELLING, AND ALSO REDUCE THE NUMBER OF SALES THAT FALL THROUGH.

SO WHAT EXACTLY IS IN A HIP?

The Pack **MUST** contain at least the following:

- *An Energy Performance Certificate*

This rates the property on a scale of A to G and suggests ways to improve its energy consumption. This must be produced by a member of the Government approved certification scheme.

- *An index of contents*
- *A sale statement*
- *Evidence of title* (for registered properties)
- *Searches and leasehold/commonhold documents.*

Property Information Questionnaire (to be completed by the vendor).

- *Evidence of title* (for unregistered properties)
- *Searches*
- *Leasehold / commonhold documents.*

Additional documents which can be included are:

- *A Home Condition Report*
This is similar to a survey.
- *Guarantees and warranties*
- *Other searches.*

Are there any exemptions?

Yes, 4 bedroom properties already on the market on Aug. 1st 2007 and 3 bedroom properties already on the market on Sept. 10th will not need a HIP **if they are sold before 1st June 2008**. From 14th December, properties with 2 or less bedrooms are now also legally required to have a HIP.

There are also a number of cases where a HIP will not be required at all.

- Properties where there is no marketing (e.g. sale to member of the family)
- Non-residential properties
- Seasonal and holiday accommodation.
- Mixed sales (e.g. shop with a flat).
- Right to buy sales.
- Sales of portfolios of properties.
- Properties not being sold with completely vacant possession.
- Unsafe properties and properties to be demolished.

HOW MUCH IS A HIP?

The cost will vary, dependent on who carries out the HIP e.g. some providers charge extra for larger properties. It is the seller who will pay for the HIP, either upfront at the time of ordering, on an easy payment scheme over a set period of time, or on completion of the sale. You can order a HIP with HouseWeb from just £289 plus VAT. Contact Customer Services on 0870 003 0720 to find out the exact price for your region.

How long will it take to get the HIP once it's been ordered?

It will typically take seven working days to prepare, dependent on the Energy Assessor gaining access to the property. The HIP will be available as a PDF file and can then be accessed by prospective buyers or printed off. It can also be accessed online using a code.

Can my house go on the market as soon as the HIP is ordered?

No, From the 6th April 2009 you need to have all your documents before your property can be marketed.

How Can I Beat the HIP Deadline?

It is no longer possible to market a property without ordering a HIP, unless you can prove that your property was marketed continuously before the date it was introduced for your size of property.

How can HouseWeb help me with HIPs ?

You can order your HIP through HouseWeb, as we have teamed up with one of the country's leading HIP providers.

A pack starts from £289 + VAT. There will be an option to defer payment for nine months or until the property is sold, whichever is soonest.

HOW DO I PUT MY PROPERTY ON THE MARKET?

In 1996, an alternative to the estate agent arrived. HouseWeb believed there had to be a cheaper and fairer way to sell property and, as a result, pioneered the selling of property online.

Thousands of homeowners have embraced this method and it has proved to be as viable as selling through an agent - for a fraction of the cost, with an average customer saving of £5,500.

The press have also embraced the concept, awarding HouseWeb accolades for its services. In an independent review of private property sites by The Sunday Times, HouseWeb was awarded the top service rating of five stars. The site has also received a recommendation in Which? magazine and has feature articles in over 500 daily newspapers, magazines and across many national TV and radio programmes.

How does advertising on the internet differ from using an estate agent?

HouseWeb provides you with the marketplace to advertise your property across the UK to millions of house-hunters. You simply enter your property details on the HouseWeb web site. Instead of paying a large commission when your property is sold, you purchase a property advertising package for a small one-off fee of between £129 and £199 (see [page 9](#) for package features and pricing).

How do people find my property?

HouseWeb are property marketing experts. Not only is our site visited by over three million house-hunters each year, but we also market your home to extensively across major property web sites. The combined house-hunting audience exceeds three million per month - far more people than your local estate agent.

Why is it so much cheaper than an estate agent?

Estate agents have expensive overheads such as high street branches and commission-hungry salespeople. With HouseWeb, we give you the tools to take control, marketing your property to a huge audience and dealing directly with buyers.

Isn't it difficult to prepare my property details?

Not at all! HouseWeb have designed a very simple form for you to submit your property details. We take care of the design, ensuring your property is displayed professionally. Your property description is very important to your advert. You'll find lots of advice about writing a good description at:

www.houseweb.co.uk/house/sell/howto/

HouseWeb Home Sale packages range from £129 to £199, with no commission or hidden extras to pay.

MORE QUESTIONS ANSWERED

How long does my advert remain on HouseWeb?

Until sold.

Do I have to display my e-mail address & telephone number with my advert ?

Your e-mail address is never displayed as buyers contact you through a messaging system. You can choose which telephone numbers to display, or can have an 0870 number which redirects calls to your landline, keeping your personal number private.

How long will it take to sell?

This very much depends on your property, the location, price, features and a number of other factors. We cover these in more detail in "HouseWeb's Guide to a Successful Sale" which is included free as part of your advertising package.

What areas do you cover?

HouseWeb specialises in the UK, but also has many overseas properties for sale.

Is HouseWeb an estate agent?

No. HouseWeb is a publisher which means you can use both simultaneously and not compromise your agent's contract. The Office of Fair Trading states that if you sell privately, you do not have to pay the agent their commission if you find the buyer.

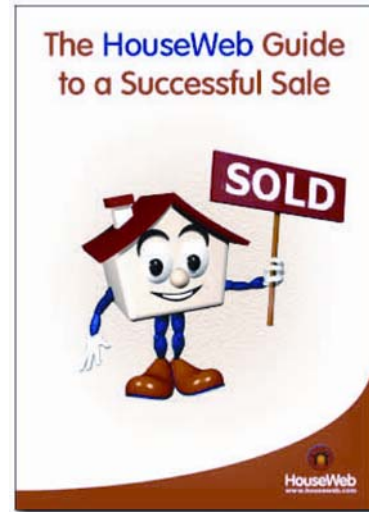
Can I use HouseWeb and an estate agent?

Yes, so long as you haven't signed a "Sole Seller" agreement (this is different from a sole "agency" agreement). Please refer to:

www.houseweb.co.uk/prop/sell.html

Do you offer "For Sale" signs?

Yes, we offer personalised professional signs.



Every customer can download a copy of "The HouseWeb Guide to a Successful Sale", the follow-up PDF guide covering everything you need to help sell your home, with sections including:

- Preparing Your Home – Tips from the Professionals
- Responding to Inquiries
- How to Conduct a Successful Viewing
- Making the Most of your Property Advert
- Sales Techniques
- Negotiating the Best Price

MORE QUESTIONS?

Try our Frequently Asked Questions at:
houseweb.co.uk/prop/help/faq.html

Alternatively, e-mail us at:
info@houseweb.co.uk

or call 0845 003 0720 during office hours.

6. QUICK GUIDE TO SUBMITTING YOUR PROPERTY

Ready to advertise your property on HouseWeb? Here is a quick step-by-step guide:

1. REGISTER

Visit www.houseweb.com and click on "submit property" in the navigation bar.

Complete and submit the registration form.

2. SELECT YOUR LOCATION

Click on the map where your property is located or choose a region from the dropdown box.

3. SUBMIT YOUR PROPERTY

The "Submit Your Property" page will now appear. Complete the details in the form and press the "Submit Property" button at the bottom of the form. Don't forget to select the property package you require.

Please double-check that your e-mail address is correct as inquiries are sent to the address you enter!

We highly recommend the Platinum advert which give you a fully inclusive Home Sale package including a For Sale board, and up to 20 photos & a private 0870 number for enquiries. Remember that the Platinum & Deluxe packages will mean your property will be advertised extensively across over major property web sites including Fish4Homes, Hot Property, AOL, Daily Express, Channel4 Homes and more. If you have any problems or questions whilst submitting your advert, please contact Customer Services (e-mail info@houseweb.co.uk or call 0845 003 0720 during office hours).

5. PROPERTY SUBMITTED!

Congratulations! You will now be issued with an advert number and have access to My HouseWeb — your personal property management account.

6. ADD PHOTOS

You can add your property photos before or after paying for your package. Simply visit My HouseWeb to do this. There is also a photo help guide here:

www.houseweb.co.uk/prop/help/faq.html#picture

7. PAYING FOR YOUR PACKAGE

We will turn your property live on the site as soon as we have received payment and confirmation that you have your Home Information Pack. To pay online, please visit:

www.houseweb.co.uk/acatalog

Alternative ways to pay are described here:

www.houseweb.co.uk/generic/payment.html

To pay with your debit or credit card over the phone, simply call Customer Services on (0845) 003 0720 during office hours (Mon - Fri, 9am to 5.30pm)

7. HOUSEWEB PROPERTY PACKAGES - FEATURES CHART

Please check the web site for latest prices

PACKAGES	STANDARD ADVERT	DELUXE ADVERT	PLATINUM PACKAGE	NOTES
PRICE	£47	£129	£199	VAT included. For Sale: Until sold. No commission/fees.
Property Advert	●	●	●	
Number of photos	1	6	20	Extra photos can be purchased at £10 each.
Personalised For Sale Sign			●	A professionally sign, personalised with your phone number and your HouseWeb property reference number. Increases enquiries by up to 60%! (Post not included)
Private Enquiry Number & Voicemail			●	Replace your tel no. on your advert with a unique 0870 number. All enquiries redirect to your landline or have them e-mailed to you. Full privacy. Never miss an enquiry!
Online Property Manager	●	●	●	"My HouseWeb" facility gives you direct access to managing your advert 24 hours a day.
== MULTI-LIST == Your property marketed extensively across property web sites including Fish4Homes, AOL, HotProperty, Daily Express, Channel4 Homes & more.		●	●	Unprecedented coverage to over 3 million buyers each month. (UK For Sale & Rental properties only)
Feature Property Competition			●	Massive exposure! Chosen properties linked from home page
OPTIONAL EXTRAS				
FOR SALE SIGN (recommended)	Maximise the marketing of your home with our professionally-designed and personalised For Sale sign. Combined with your Internet marketing, the HouseWeb For Sale sign helps sell your home faster, increasing enquiries by up to 60%.			For more details, visit houseweb.co.uk/prop/sign.html
VIRTUAL TOUR VIDEO	To make your property really stand out, we offer a professional video tour of 4 areas of your home along with a professional photo. Filming takes 1 hour & the tour is added to your advert in 48 hours.			For more information, visit houseweb.com/vtour
PRIVATE ENQUIRY SERVICE + VOICEMAIL	Replace your landline phone number on your advert with a unique 0870 phone number. You can choose to have all enquiries redirected to your landline number (but not have to display your personal number on your advert).			You can also choose to have voicemail which e-mails phone messages to you as a sound file ensuring you never miss an enquiry.
PHOTO PACK	Add 10 extra photos			

To advertise your property on HouseWeb or find out more about our service please visit:
www.houseweb.co.uk/advert.html

View the full Features chart at
www.houseweb.co.uk/prop/compare.html