

Severn Trent Searches – Property Information Questionnaire and first day marketing guide


Introduction

A number of amendments have been made to the HIPs website ready for April 6th. These will allow incorporation of the Property Information Questionnaire (PIQ), and allow for the change in regulations regarding first day marketing.

Changes for Conveyancers

When ordering a HIP, a new question has been added to the ‘About the Property’ section asking if the property is ‘New Build or Resale’

The answer to this question determines which version of the PIQ the seller is presented with.



About the Property

No. of Bedrooms ▾

Freehold or leasehold? ▾

Resale or New Build? ▾

The property being sold is: ▾

(occupiers details)

Check for duplicate HIP(s) **Unlimited public access (without auth-codes)**

During their initial contact with the client, conveyancers should stress the need for the Seller to complete the Property Information Questionnaire – until they do so their property will not be marketable by an estate agent.

The conveyancer should confirm whether Seller has internet access and is able to complete the PIQ online. If they haven't, the Seller should be issued with a hard copy of the appropriate PIQ. If they have internet access, an email address or mobile phone number will need to be entered on the system to send them Sellers Zone login details.

Severn Trent
searches

Conveyancer zone

Main Conveyancer Page · Message Central · Search for HIP · Create New HIP · Help

Welcome, **Administrator**
Click here to log out

Severn Trent HIPs Main Page > Conveyancer Login Page > Main Conveyancer Page

Main Conveyancer Page

This private page is only accessible by Demo Conveyancer staff. This is your launch point that allows you to manage all the HIPs in which you are involved.

You have 0 cases waiting to be assigned

You have 0 requests to create new HIPs

You have 0 Pending Pay Later HIPs



Search for a HIP
Use this page to find a particular HIP you want to amend, update, or just look at. Click here to search..

Management Information
The Management Information page will tell you who is holding you up! Click here for details...

Documents & Tools
Contracts, Guides, everything you need. Click here...

Change my password

User & Branch Administration

Manual Case Tracking

If the seller does not have internet access, a hard copy of the relevant PIQ can be downloaded from the Documents and Tools section. When completed, this should be scanned and emailed to hip@severntrentsearches.com

Documents and Tools

This area holds all the forms and guides relevant to the HIP process.

Property Information Questionnaire - General

From 6th April 2009 a Property Information Questionnaire must be completed by the Seller for inclusion in every HIP. Ideally this would be completed online by the Seller in Sellers Zone - this method automatically enters the completed document into the HIP file. However, this method is dependent upon the Seller having access to the internet. If they do not, the PIQ will have to be completed in hard copy and sent to the conveyancer compiling your HIP. They will then scan this document as a PDF and upload the document into the HIP file on behalf of the Seller. Please ensure you have a hard copy of the PIQ available to issue the Seller when you first discuss HIPs with them - this will save time in posting out a blank hard copy to them when that method is chosen. The PIQ must be completed before the property can be marketed - everyone involved in the compilation process should encourage the Seller to complete this form ASAP on instruction. This document is the General PIQ designed for Resale properties.

Property Information Questionnaire - New Build

The same detail described above for Resale applies to New Build properties. However the document for New Builds is slightly different. Again, this form would ideally be completed online. However, if this is not possible, please issue this New Build PIQ as hard copy for the Seller to complete and send to the compiling law firm.

Sellers

If completing the PIQ online, the seller should receive their log in details by either email or text message. Once the Seller logs into their zone, the PIQ can be accessed from the link on the main page.

The seller will automatically be directed to either the Resale or New Build PIQ, whichever was specified when the HIP was created.

The screenshot shows the 'Seller's Main Page' with a navigation bar at the top containing 'Main Seller Page', 'Message Central', and 'Help'. Below the navigation bar, there is a breadcrumb trail: 'Hiphomes Main Page > Seller Login Page > Main Seller Page'. On the right side, it says 'Welcome, Mr Tes' and 'Click here to log out'. A sidebar on the left contains information about the Property Information Questionnaire (PIQ) and a link to 'Change my Password'. The main content area is titled 'Seller's Main Page' and contains several paragraphs of text explaining the purpose of the page and the PIQ. Below the text is a table with two columns: 'Item' and 'Status'. The table lists five items, with the fifth item, '5. Property Information Questionnaire', circled in red. The status for this item is 'Not started yet' with a link to 'Click to Fill in form'.

Item	Status
1. HIP Started	✓ done on 6th March 2009
2. Basic Searches done	✗ not yet - click for detail
3. Evidence of title done	✗ not yet - click for detail
4. EPC done	✗ not yet - click for detail
5. Property Information Questionnaire	✗ Not started yet Click to Fill in form

The first page the Seller sees is the 'Terms & Conditions' page: They need to check 'I have read and understood the above' then Click here to start the form'.

The screenshot shows the 'Property Information Questionnaire (PIQ)' page. The title is 'Property Information Questionnaire (PIQ)'. Below the title is a section titled 'About this form -'. The text explains that the form should be completed by the seller and provides instructions for sellers and estate agents. At the bottom of the page, there is a checkbox labeled 'I have read and understood the above' and a button labeled 'Click here to start the form'. Both the checkbox and the button are circled in red.

I have read and understood the above

[Click here to start the form](#)

The Seller is then taken to the first of 6 pages:

At the bottom of each page is:

- A 'Go Back' button to return to the previous page
- A 'Reset' button to clear the data on that page.
- A 'Leave the form now – I'll finish it later' button which saves the form and waits for it to be completed another time
- A 'Next Page' button which moves onto the next page of the PIQ – alternatively the Seller can navigate the form by clicking on the blue numbered bar at the top of the form.

At the bottom of Page 6, the Seller can 'Finish Form off'. The Seller must check 'I have finished completing the form' and click the 'Finish and save the form' button. This finished status will be reflected in the Progress Box.

Ready to Market

Whilst the HIP is being compiled it is not always visible in Public Zone. Our system uses this as a guide to when an Estate Agent may market a given property.

The Regulations dictate that a property may not be marketed until:

- HIP Instructed
- HIP Paid For / Finance in Place
- Title Information Uploaded
- EPC Uploaded
- PIQ Uploaded

Whilst waiting for the above to be completed, if a user tries to view the HIP for that property they see the following 'Not Yet Ready' page:

[Search for HIP](#)

[Main Hiphomes Page](#) > [Search Results](#) > [Search Results](#)

HIP Details

Below are the details for the HIP in relation to:
"12 Hambleton Close Ashbourne DE6 1NG"

Sorry this pack is not yet ready to view - please try again later. Now click [here](#) to go back to the main page.

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Once the above criteria have been met however, the system produces a basic version of the HIP, producing a marked up Index and Sale Statement and is available to view on the site.

Also at this stage a notification email is sent to both the Estate Agent and Conveyancer (if this has been requested) notifying the property is ready to market.