

FOR SALE

Selling Guide

An easy, step-by-step guide to selling your home

If you are thinking about selling your home, this guide is for you! Your home is probably your largest financial asset, so it's not surprising that the thought of the whole selling process can be a daunting one. So whether you are a first time seller or just want to remind yourself how it all works, this guide will take you through the necessary steps to successfully selling your home.

Read straight through the Guide or jump to a particular section of interest as outlined on our contents page.

We've included a user-friendly glossary to help you make sense of the jargon! You can find all purple words throughout the Guide in the glossary.



If you are looking to buy, why not check out our new **Buyers Guide**, which will help steer you through the whole process, giving you handy tips along the way.



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Selling Guide

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Things to consider before you sell

Remind yourself why you are considering selling, and make sure you've considered all your options!

Main reasons to sell

Firstly, what are some of the main reasons why people put their home on the market?

- **Space:** upsize or downsizing!
- **Location:** to move closer to work or family and friends.
- **Financial Difficulties:** you may want to clear debts.
- **Divorce or the breakup of a relationship:** this is sadly one of the most common reasons; couples need to sell to move on.
- **Bereavement:** perhaps you have lost your partner and want to downsize or you have inherited a property and want to convert it to cash.
- **Ill health:** your home is no longer suitable.
- **Repossession:** you may decide to sell your home yourself to clear the debt owed.
- **Necessary costly repairs:** your home may need repairs and you can't fund the expense or face the upheaval.

Alternatives to selling

- **If too little space is the issue:** you might want to consider borrowing more to extend your present home – perhaps out into the garden, down into the basement or up into the loft space.
- **If too much space is the issue:** have you considered renting out a room or rooms?
- **If you need to relocate:** what about keeping your home and renting it out? You may be able to get a '**Buy to let**' mortgage, or, if your current house is mortgaged, contact your **lender** who may be happy for you to rent out, (usually at a slightly higher **interest rate**). Similarly, if you have inherited a property this might be an attractive option. Remember, in addition to your mortgage provider (if you have one) you will need to tell your buildings and contents insurer if you do decide to rent out your home.



Main reasons to sell

Alternatives to selling



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Things to consider before you sell

Alternatives to selling cont'd...

- **If it is your finances:** have you thought about changing your **mortgage**, such as extending your current term to reduce your monthly payments or **remortgaging** to release some of the **equity** in your home and borrow a little extra? (See our **Remortgaging Guide**) These options might be worth considering, for example, if you want to finance expensive repairs, but you'll need to think very carefully before changing your **mortgage** and make sure that if you do increase your **mortgage** you can afford the monthly repayments. If you have the space, renting out a room could be an option here too, but bear in mind that the rent you receive may be taxable (depending on how much you receive).
- **If you are older:** a **lifetime mortgage** might be the answer if you'd rather not move. This is a type of **equity release** loan that is based on the value of your home. You get a lump sum or regular **income** but you are charged **interest** on the additional loan, which is added to the original loan amount. You still own your home and the loan is repaid when your home is eventually sold. Note though that the **interest** accruing is compounding (interest on the previous years' interest) and there may be a risk that the loan could become larger than the value of your home. However if there is any extra value in the property after it's sold, say in the event of your death, it will be paid to your heirs.
- **A home reversion loan:** may be a suitable alternative for some. This is where you sell your home, or part of it, to a company in exchange for a cash lump sum, a regular **income** or both. You have the right to continue to live in your home, under a **lease**, until you die. You can usually sell between 25% and 100% of your property, but the amount you get in return will be significantly less than that share of the market value. The actual amount will depend on your age – the older you are, the more you'll get.
- **House swapping or part-exchange:** there are websites that specialise in putting you in touch with others who are willing to consider this interesting way of avoiding getting stuck in a chain or paying those estate agency fees.
- **Sell and rent back:** there are specialist companies that offer to buy your home from you and then rent it back to you under a tenancy agreement. This can be done quickly for cash and you benefit from being able to continue to live in your home, but you would need to be sure this is right for you.
- **Wait and see:** if you're concerned about the market or having difficulty selling, it might be wise to put off selling for a while if you possibly can. You might want to use the time to make any repairs or alterations that will add to its value. That way you will be ready to move when you feel the time is right.



Main reasons to sell

Alternatives to selling



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STEP

2

Get the timing right

If you're buying
and selling

Get an EPC

Budget for your sale

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Where to begin

So you have decided to sell. There are a few things you should consider first, including making sure you get your timing right, your options if buying and selling, getting an EPC and budgeting appropriately!

Get the timing right

- If you don't need to sell immediately, you can give your property the best chance by choosing to sell when demand is high. This is usually in spring, early summer and autumn; avoid mid-summer and the winter festive period if you can.
- Take in the wider picture too, what is happening in the housing market nationally? Be aware of **interest rates** and **lenders** current attitudes.
- What is happening locally? Too many 'For Sale' signs at one time in your area may put off potential buyers or force house prices down. However, you might be lucky and live in a location that seems immune to the national trends and always has a **buoyant market**.



Where to begin

If you're buying and selling?

You have three main options:

- **Buy and sell at the same time:** this is the most common scenario. Whether you manage to sell or find your dream home first is often a matter of planning, preparation and a bit of luck, but bear in mind it can be stressful trying to do both things at once! If you've found the house you want, see **Step 3** 'Preparing to sell' for tips on how you could speed up your sale.
- **Sell first:** you will be in a stronger negotiating position when you come to buy, since you will be **chain free** and be clearer about what price you can offer. However you might end up having to rent while you look for another place to buy and also have to face a double move and maybe storage charges. Remember that prices may also go up in the meantime. If you really don't want to rent, then you can make it clear that you will only accept an offer on the condition that you find a suitable place to buy. This would involve careful negotiation.
- **Buy first:** this can put you under pressure to sell your home quickly to avoid the expense of having two homes at once and a **bridging loan** to pay. Many **lenders** will not grant you a **mortgage** on your new home unless the other is being sold or you can prove you can pay both mortgages. In addition it can also leave you more vulnerable to **gazumping**.

Gazumping is when a **seller** accepts an offer but then before **contracts** are exchanged, accepts a higher offer from another buyer.

Gazundering is when a buyer who has agreed to pay a certain amount for your home and you have accepted this offer, then tries to reduce the price they will pay for your home at a crucial point in the selling process.

Get an EPC

All **sellers** are required to provide an **Energy Performance Certificate (EPC)** which shows how much energy a building uses*. An **EPC** can help home owners reduce their energy bills and live more sustainably by making their home more energy efficient. You need to contact an accredited domestic energy assessor who will carry out the assessment and produce the certificate. You can do that online at www.epcregister.com or by looking in the phone book.

** An estate agent could ask for this before they actively start selling your property. So it's a good idea to start thinking about this.*



Get the timing right

If you're buying and selling

Get an EPC

Budget for your sale



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Where to begin

Budget for your sale

Make sure you know how much selling your property will cost you. These amounts vary, but do not underestimate them as they can add up!

- **Energy Performance Certificate (EPC):** prices vary, but usually an EPC costs between £60 and £90 depending on the estate agent or EPC provider.
- **Estate Agents' fee:** payable when an estate agent sells the property and contracts are signed. This is usually charged as a percentage of the sale price plus VAT. (see **Step 7**)
- **Legal/Solicitors' fees:** a solicitor is needed to assist in the legal aspects of selling your home; this is called conveyancing. Costs vary but allow a minimum of £500 - £600 and always ask for a quote. Be sure to ask if it's a fixed price as costs can escalate quickly if there is a dispute or query on the paper work. If you're buying and selling, some solicitors will give you a discount for taking on the conveyancing for both.
- **Current Lender's fees:** check for early repayment charges or an administration fee payable if you repay your mortgage.
- **Removal costs:** these will vary depending on the amount you need to move, how far you are going and whether you opt to use a professional firm.

And maybe...

- **Rental costs, bridging loan and storage charges:** depending on your circumstances!

Tax

Generally, if you've lived in your home and it has been your only home all the time that you owned it, you will not have to pay **Capital Gains Tax** on any money you make when you sell it. However, there may be some liability when the property you are selling is not your main home or you've used part of it for business purposes (such as using a room as an office, taking in lodgers or letting out all or part of it).

For more information please see the [direct.gov.uk](https://www.direct.gov.uk) website.

Click the link below to view

- ▶ [Nationwide's Cost of Moving Calculator](#) to help you work out the cost of selling your home.



Get the timing right

If you're buying and selling

Get an EPC

Budget for your sale



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Preparing to sell

It's helpful to look at your home and see it through a potential buyer's eyes. You will want to make your home as attractive as you can, so look at what improvements you can make to help you get the best price you can for your home.

Kerb appeal

First impressions count so do all you can to pull those viewers in. Make sure it is obvious how they enter your home, clear pathways, tidy the garden or parking area, repair and paint the fences, make sure the number or name is prominent and that the doorbell works! A few tubs with flowers are a big plus point and you can take them with you when you move.

Maintenance and repairs

Get all those niggling jobs done! They needn't cost a lot of money, just a little time. Clean out your guttering, re-grout tiles, replace light bulbs, fix dripping taps, polish floors, oil creaky hinges... whatever it needs – so viewers get the impression of a well-loved and maintained home!



De-Clutter

You might be surprised at how much 'clutter' you have! Think about how much cleaner, tidier and bigger your home would look if it wasn't there! So, be ruthless and get into the garage, loft, shed, under the stairs, all the cupboards and kitchen units! When you are finished it should be obvious what each room is for. For example, the junk room will now be a tidy office!

Tips for de-cluttering:

- For items you cannot bear to part with, you can pack them up and store them, preferably elsewhere. You might even want to consider renting storage space for bigger items of furniture.
- Use online auction sites such as eBay or hold a garage/car boot sale to get rid of any saleable items – cash in on your clutter!
- Charity shops welcome donations and many will collect.
- Recycle as much as possible – could family or friends use anything you no longer need?
- For the remainder, take to your local recycling area and only skip or bin things responsibly as a last resort!

STEP

3

Kerb appeal

Maintenance and repairs

De-clutter

Clean and tidy

De-personalize

View show homes

The viewing itself



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STEP

3

Kerb appeal

Maintenance and repairs

De-clutter

Clean and tidy

De-personalize

View show homes

The viewing itself



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Preparing to sell

Clean and tidy

Now you have de-cluttered, a really good clean is required, not just a quick vacuum, a flick with a duster and a squirt of air freshener! Pay particular attention to the kitchen and bathroom, make them sparkle. Move furniture, wipe down walls, get into corners, wash windows inside and out, and dust and polish everywhere. Make sure everything is spotless – even the oven!

De-personalize

You want viewers to immediately picture themselves living in your home, so 'you' need to move out, by removing personal items such as CDs, DVDs, toys, etc. You might love your deep purple walls but viewers prefer a blank canvas they can stamp their own personality on, so, if possible go neutral with a fresh coat of cream or white paint and keep bold or patterned paints, wallpaper or fabrics to a minimum. Consider buying new 'neutral' coloured towels and shower curtain and if you intend having new bedding, curtains or cushion covers when you move, you might want to invest in them now.

View show homes

These give you a good idea of how to present and market a house, and show you what you might be competing with!

The viewing itself

There's more you can do on the day!
 (See **Step 6** 'Getting the most out of viewings'.)

Tip

Doing these things before you attempt to sell your home can also increase how much your home is worth and how much you put it on the market for.



How much is your house worth

Make sure you know how much your house is really worth by doing your research.

Valuations

Putting a value on a property is not an exact science. At the end of the day your home is only worth what a buyer is willing to pay for it and/or what the buyer's **lender** will agree to **advance** on it. The best anyone can do is make an educated guess at what that is!

Ask too much and your home might not sell, ask too little and you might have to settle for less than the property is really worth. So what can you do to get a realistic value of your home?

Estate agents

Estate agents have expert knowledge of the local property market and will be well placed to gauge how much your property can sell for. Try asking three different companies for a free **valuation**. Remember though that they may suggest you market your house at a higher rate so that you have room to negotiate. On the other hand they may under estimate it in order to get a quick sale. So, although you should be guided by them, you should do your own research too!

Do your own research

You should get to know the local property market and sales prices before you make your choice. You can do this online! This will give you a realistic idea of how much your type of property, in your location, could be sold for in this current market.

Click the link below to view

- ▶ [Nationwide's House Price Index calculator](#)
Get an estimate of what your home could be worth.



Valuations

Estate agents

Do your own research

What to check out

Useful Online sites



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STEP

4

Valuations

Estate agents

Do your own research

What to check out

Useful Online sites



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How much is your house worth

What to check out

- **The price that similar homes have recently sold for in your area:** you can do this via the **Land Registry** (for property in England and Wales), the Registers of Scotland and the Land Registers of Northern Ireland. Their websites and several other free property websites allow you to enter property location details and find out about past sale prices.
- **The asking price of the competition:** those homes that are currently up for sale that are similar to yours in your area. Collect several of their details, study them carefully and compare them with your home.
- **Ask neighbours in similar properties:** some may have recently **remortgaged** and had a professional **valuation**.



Useful Online sites:

- **Land Registry House Price Index**
www.landreg.gov.uk/house-prices
- **Registers of Scotland: Scottish house prices**
www.ros.gov.uk/
- **Land Registers of Northern Ireland**
www.irelandlandregistry.co.uk/
- **Rightmove**
www.rightmove.co.uk
- **Primelocation**
www.primelocation.com
- **Findaproperty**
www.findaproperty.com
- **Zoopla**
www.zoopla.co.uk
- **Tepilo**
www.tepilo.com
- **RICS housing market survey**
www.rics.org/housingmarketsurvey
- **UpMyStreet**
www.upmystreet.com
- **Globrix**
www.globrix.com
- **Home**
www.home.co.uk
- **moneysavingexpert**
www.moneysavingexpert.com/mortgages/

Selling through an estate agent or privately

Before making a decision about which is for you, carefully consider how much each method would cost and how much time you can devote to it. How confident do you feel about tackling the responsibility yourself? The keenest motivation in deciding to sell privately is usually the money you will save in fees, but be honest with yourself – do you have the time, knowledge and personality to go it alone?

Using an estate agent

Pros

- Professional advice and service
- Local knowledge
- Have shops for window advertising
- Advertise on their websites and in local papers
- Provide an estimate of your home's value
- They may already hold a list of people interested in your type of house
- Provide a 'For Sale' board
- Prepare details of the house with photographs
- Arrange viewings
- Handle enquires
- Have good negotiating skills
- Are protected by a complaints process

Cons

- The level of fees
- Tied-in for the time of **contract**
- May be additional charges i.e. advertising costs

Choose carefully

The biggest issue for most **sellers** is the level of fees the agency will charge. However you should also pay attention to the type of **contract** they are offering, the length of time you are locked into them and what **asking price** they would propose for your home. By asking three different companies for a free **valuation** and quote, you will be in a position to make a better informed decision.

Ask friends, family, colleagues and neighbours for their recommendations of agencies and about their experience with them. You can also check out agencies' websites, shop windows and visit to pick up copies of the details of some of the properties they currently have for sale. That way you can gauge their professionalism and assure yourself that you like the way they will market your home.



Using an estate agent

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Selling through an estate agent or privately

Questions to ask each estate agent:

- What are their fees and are there any additional charges?
- What type of **contract** are they offering and can you see a copy of it?
- How long are you locked into them? What happens if you want to cancel the **contract**?
- What '**asking price**' would they suggest and why?
- How many similar homes to yours have they sold? What price did they achieve?
- How long did it take to sell the properties?
- How and where will they promote your property?
- Do they do the viewings?
- Are they members of a professional body or trade association and which?
- What's their **commission** rate?

Online estate agents

There are a growing number of estate agents that conduct their business solely on the internet. These online agents generally offer the same services as traditional agencies, but, with far fewer overheads, they can charge a much lower **commission** or a fixed fee.

Commission

Most estate agents calculate their fees as a percentage of the final selling price of the property; this is known as the rate of **commission**. The commission you pay will depend largely on whether you choose to use one agent or you appoint several. Charges generally range from 1% to 2% for '**sole agency**' or from 2% to 3.5% to sell on a '**multiple agency**' basis. In addition, some agents offer a reduced service that is charged at a 'fixed price'.

However don't forget that agents are negotiators – let each know you are considering other agencies and try to negotiate their fees and **contract** terms so you get the best deal possible!

The trade associations you need to look out for are:

- **National Association of Estate Agents**
www.naea.co.uk
- **Royal Institution of Chartered Surveyors (RICS)**
www.rics.org/uk



Using an estate agent

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Selling through an estate agent or privately

Contracts

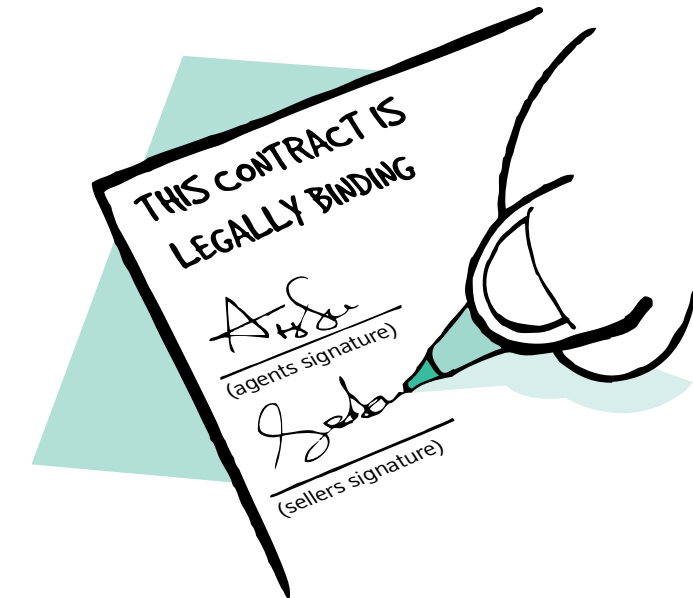
You will be asked to sign a **contract** which is legally binding, so make sure you fully understand all the terms and conditions first. There is nothing stopping you using more than one estate agency but there will be cost implications.

Type of contracts available:

- **Sole selling:** the agent is the only one who can sell your home and even if you find a buyer yourself the **commission** will still be due.
- **Sole agency:** again they have exclusive right to sell your house but you would not have to pay them the **commission** if you found your own buyer.
- **Joint agency:** when two estate agents act together for you and share the **commission** whichever actually finds the buyer.
- **Multiple agency:** you can have several agencies marketing your home and only the one that sells it gets paid the **commission**.
- **'Ready, willing and able':** you might want to avoid a **contract** with this clause as this means as long as the agency can find a buyer you will have to pay the fees even if you have to withdraw from the sale.

If you choose to work with only one agent, the **contract** should state how long you are locked into them. At the end of the contract you are free to go to another agency if you wish, so obviously the shorter this is, the more motivation there is for the agency to find you a buyer. There will usually also be a notice period. Also think about what you feel is reasonable to expect from your estate agent, for example, if you have had no viewings after 3 months you might want to consider switching agents (though there could be other reasons for this – see **Step 9** 'Property not selling?')

Since joint and **multiple agency** contracts generally involve higher **commission** fees, they are often only chosen by those needing a quick sale.



Using an estate agent

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Selling through an estate agent or privately

Selling yourself

Pros

- No **commission** fees
- There are many websites and tools that can aid you with a **valuation**
- Online marketing sites make it easier

Cons

- You have to do the work yourself
- It takes more of your time
- You don't have a list of prospective buyers to call
- You will need to carry out research to estimate your home's value
- You will need to prepare the details and take the photographs
- You will need to make arrangements for, and carry out any viewings
- You will need to do the negotiating yourself
- It can be risky and stressful

Deciding on an asking price

There is nothing stopping you from asking several estate agents to quote for selling your home and asking for their **valuation** of its worth. It is also a good idea to do your own research (see **Step 6**).

Marketing your home

- **Online:** it is estimated that 90% of potential buyers start their search for their next property online.* Online marketing certainly reaches a wider audience than traditional estate agents' windows. There are now numerous websites dedicated to private **sellers** and some of these sites guide you through the whole process.
- **Newspapers:** consider advertising your home in the local newspapers' property pages. Being a private ad, it will stand out from the many estate agency ones on offer. Remember to include a good photograph.
- **'For Sale' boards:** so you don't miss out on local passing interest, invest in a sales board. Many property sales sites offer this service or you can organise your own for as little as £40.
- **Preparing property details:** collect copies of professionally prepared property details, study them, and use the format, approach and information of the ones you like best. Include measurements of rooms and photographs. An honest and straightforward approach is best. Use a mobile number for safety reasons.
- **Arranging viewings:** be polite and professional with potential buyers, answer any questions, take all their details and book a viewing appointment. Also ask a few questions so you can rate them as a possible buyer!

* According to Right Move.



Using an estate agent

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Getting the most out of viewings

You should have already made your home as attractive as you can to potential buyers (see Step 3), but make sure you have a good tidy before each viewing! There are a number of other things you can do to help make viewings go well, from being aware of the types of potential buyers to knowing questions they may ask!

Timetabling

Allow up to 30 minutes per viewing so you don't need to rush, although in reality most viewings last only about 10 minutes. Keep a record and make sure you know who is coming – take names, dates and times.

Types of viewers

Remember you can ask questions too! Try and find out about your potential buyers, their reasons for moving, how their house hunting is going and how soon they want to move. If any of these viewers go on to make an offer, you will want to know if it will involve a chain or if ideally they are chain-free!

So try and find out what type of potential buyer they are:

- **Have sold already:** they are ready to deal, can be flexible about entry and know what they can offer.
- **First time buyers:** are **chain free** and usually have a **mortgage** sorted, but could be on a very tight budget.

- **Home 'on offer':** are not there yet with their own sale, so you could get caught in a chain.
- **Home on the market:** potential problems with a chain! You don't know if, when and for how much they will sell, but at least they have made a start.
- **Buy-to-let investors:** come in all shapes and sizes but are usually **chain free**, have funds available and can be flexible about entry. May be tough negotiators though!
- **Home not on market yet:** they have not even started yet, so not ideal buyers.
- **Browsers:** are bottom of your wish list. There might be a bit of interest but you would be best to look elsewhere for a serious offer!

Try and keep notes after each viewing so you remember the details of how it went and what you learned about them.



Timetabling

Types of viewers

Get feedback

Questions that viewers may ask

On the day – hints and tips



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Getting the most out of viewings

Get feedback

Estate agents will generally ask viewers what they thought of your house. This feedback can be useful to improve the success of the next viewing. For example, if they thought your house was small or cramped, could you put some furniture into storage to give the impression of more space?

Questions that viewers may ask

Don't be surprised if viewers ask questions! Here are some common ones so you can prepare some answers...

- How long the house has been for sale?
- How much interest has been shown?
- Are you looking for a quick sale?
- Have you already somewhere to move to?
- What is the reason that you are moving?
- What are the neighbours like?
- Do you feel safe and secure in the neighbourhood?
- Is the area quiet?
- What are the traffic levels?
- Is parking a problem?
- Which direction does the house or garden face?

- Condition of property
 - structural problems
 - wiring and electrical
 - boiler and plumbing
 - woodwork and windows
 - damp-proofing
 - insulation
- What are transport links and public transport like locally?
- What is the local catchment area for schools and what are the schools like?
- How much is Council Tax, gas, electricity, water, etc?

Be prepared for occasional negative comments and awkward questions – make note of them and try to resolve the issue or have an answer ready before your next viewing. And remember, don't take any negative comments personally – one person's taste isn't another's!



Timetabling

Types of viewers

Get feedback

Questions that viewers may ask

On the day – hints and tips



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STEP

6

Timetabling

Types of viewers

Get feedback

Questions that viewers
may ask

On the day – hints and tips



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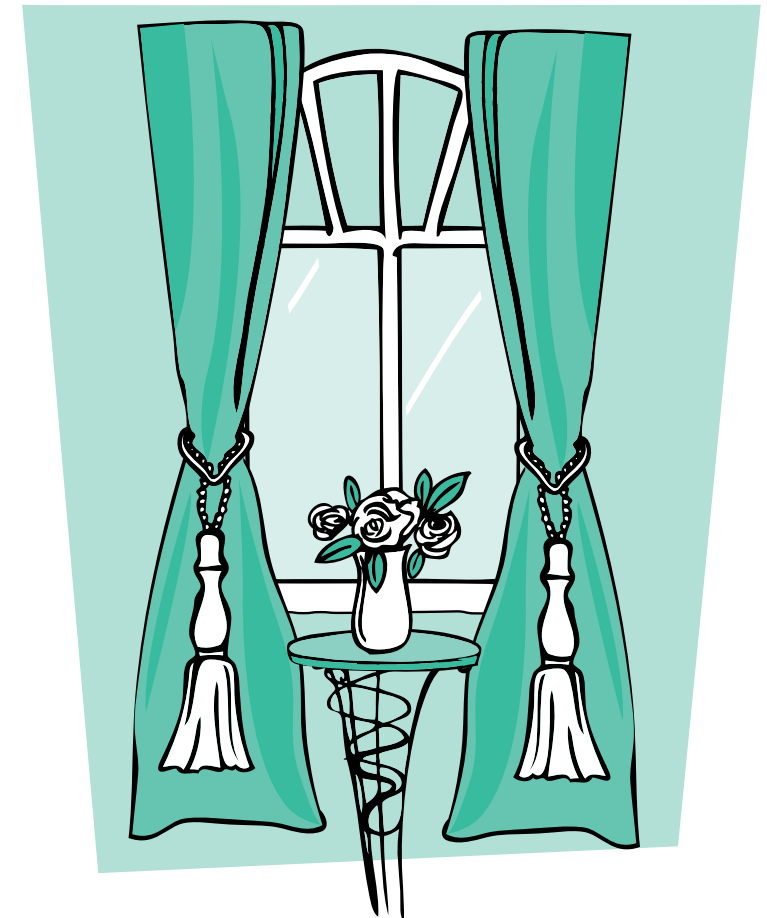
Getting the most out of viewings

On the day – hints and tips

- Have your **EPC** ready, or if in Scotland your **Home Report Pack**
- If it's cold have the heating on, if warm leave windows or patio doors open
- Have lights on in rooms before they enter
- Watch for smells – pets, cooking, smoking, etc. However a smell of freshly brewed coffee is often thought of as adding homeliness
- Clear work surfaces in the kitchen
- Check the bathroom is clean and the toilet seat is down
- Let the light in – open curtains and blinds fully
- Keep pets and children under control, not everybody loves them
- Show your best rooms first
- Open doors for viewers but let them enter first
- Explain what fixtures and fittings are included
- Allow them time to look around by themselves
- Treat yourself to some fresh flowers – your viewers can enjoy them too!

Stay Safe

Do not be alone when viewers come. Keep valuables, mobile phones and other expensive gadgets out of sight. Don't let people view without an appointment. If callers come to the house because of your 'For sale' board, get their details and get them to make an appointment.



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Legal work

There are legal implications associated with selling your house as well as costs that you need to consider.

Conveyancing

This is the legal process required to transfer property title from one person to another. While it is possible to complete the conveyancing aspect of house selling yourself, it can be complicated and risky, so you will probably want to use a **solicitor** or a licensed **conveyancer**.

Costs

Costs vary so you might want to get several quotes. Check if the amount quoted is fixed or will alter depending on the work required. Make sure you check whether it includes expenses and VAT. Allow a minimum of £500 – £600 but remember that if you are selling and buying your next home at the same time, your **solicitor** will be carrying out the conveyancing work for both and it will be reflected in their charges.

How to find a solicitor or conveyancer

You might want to use the one you used for your original house purchase or ask around for a recommendation from family, friends, colleagues or neighbours. Your estate agent will also be happy to recommend one, or you could ask your mortgage **lender** (if you have one).

You can also get help from:

- **The Law Society of England and Wales**
www.lawsociety.org.uk
- **The Law Society of Scotland**
www.lawscot.org.uk
- **The Law Society of Northern Ireland**
www.lawsoc-ni.org
- **The Council for Licensed Conveyancers**
www.conveyancer.org.uk
- **The Conveyancing Association**
www.theconveyancingassociation.co.uk

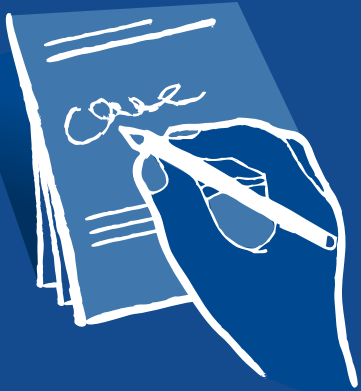


Conveyancing

Costs

How to find one a solicitor or conveyancer

Legal Process



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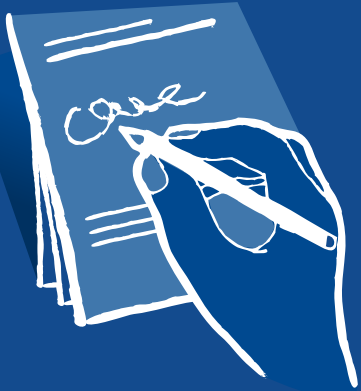
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Conveyancing

Costs

How to find one a solicitor
or conveyancer

Legal Process



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Legal work

Legal Process

What your solicitor/conveyancer will do

1. Title Deeds

Your **solicitor/conveyancer** will request these from your current mortgage **lender**, or from yourself if you don't have a **mortgage**. Your lender may charge a small fee for this service.

2. Property Information Form

You will be asked to provide details about your property, including any **planning permissions**, any guarantees for work done, what fixtures and fittings you wish to include and details of your **lease** if your property is **leasehold**.

3. Draft contract

A draft **contract** is prepared from the details you supply and this, along with any other necessary documents, will be sent to your buyer's **solicitor** for approval. Checks will be carried out to ensure the funds are in place for the purchase and a **completion** date will be negotiated.

4. Completed contract

When all checks are done and details agreed, the **contracts** can be completed. Make sure you read yours carefully and understand everything before signing it.

5. Exchange of Contracts

Once the buyer has signed theirs too, then the **solicitors** will swap or exchange **contracts**. This **exchange of contracts** mean you and the buyers are legally committed to the property transaction. Neither side can withdraw without having to pay **compensation**. At this stage, your **solicitor** will also collect any **deposit** (if applicable) from your purchaser, which they will hold for you.

6. Completion Date

On the agreed **completion** date your **solicitor** will receive the balance of the **purchase price** from the buyer's solicitor, you must have moved out and have the keys ready to hand over to the new owners!



(Part 1) Ensuring the sale goes smoothly in England, Wales and Northern Ireland (For Scotland see STEP 8 part 2)

Making sure the sale goes smoothly is an important part of the selling process. Consider offers carefully before accepting!

Considering an offer

Hopefully, you will receive an offer from one or more of your viewers. While this is an exciting time, it is also important to think carefully. Is it the offer that you were hoping for? It is normal for buyers to offer less than the initial **asking price** and this is where good negotiation skills come in!

Also, from the background work you and your estate agent have done, you will know a bit about the personal circumstances of the potential buyer who has made the offer. How did you rate them when they came to view? Did they seem genuine? Are they chain-free? Are they keen to move quickly?

If you are lucky and receive more than one offer you can have the luxury of settling for the highest one from what you consider to be the 'safest' buyer.

If you are unlucky and your home has been on the market for some time with little interest, you may be more inclined to give any offers serious consideration, even if it's below the **asking price**.

Offers are usually made 'subject to **survey**', which means as long as the **survey** doesn't throw up any nasty surprises, their offer will stand!

Accepting the offer

Even if you have accepted an offer, there is nothing to prevent you from changing your mind and accepting a higher offer from someone else. This practice, called **gazumping**, is not illegal, but it is considered morally questionable by many. Although your potential buyer can also withdraw if they change their mind or they are not happy with the **survey**, it's much better for you both to be fair and honest in dealing with each other.

The initial deposit

Once you have accepted an offer, in some cases the buyer will be asked to pay a **deposit**, which shows their intention or commitment to buying your home. These generally range from around £500 to £1000.



Considering an offer

Accepting the offer

The initial deposit

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Ensuring the sale goes smoothly in Scotland

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(Part 2) Ensuring the sale goes smoothly in Scotland

(For England, Wales and Northern Ireland see STEP 8 Part 1)

The property market in Scotland works very differently to the property system in the rest of the UK.

Role of the Solicitor

In Scotland the **solicitor** plays a greater part in selling homes than in the rest of the UK. **Solicitors** in Scotland are also usually estate agents (most are members of Solicitors' Property Centres), who have showrooms, websites and newspapers, where properties are advertised collectively from member solicitors in an area. Of course estate agents do operate in Scotland too, but have a far smaller share of the market.

If you want to sell a house in Scotland, it's necessary to use a Scottish **solicitor**. Do some research, ask friends, family or work colleagues for recommendations and ask for an estimate of their charges for selling your home. Approach several local solicitors as fees vary, check if it is a fixed fee or variable, and check if it includes all outlays.

The Home Report

A **seller** must have a **Home Report** pack prepared. The Home Report pack consists of three compulsory documents that provide buyers and sellers with information about the condition and value of homes

before an offer to purchase is made:

- Property Questionnaire
- an Energy Report
- a **Single Survey**

You will need to complete 'The Property Questionnaire', with all the details about your home, including information such as **Council Tax banding**, any specialist guarantees and any alterations made to the home.

A Chartered **Surveyor** should be able to carry out the work in relation to both the Energy Report and the **Single Survey**. Your **solicitor** or estate agent will be happy to make a recommendation but you may want to shop around for the best deal yourself.

The Energy Report shows the home's energy efficiency rating and assesses its environmental impact. It also recommends ways to improve its energy efficiency. The **Single Survey** contains an assessment by a **Surveyor** of the condition of your home, a **valuation** and an accessibility audit for people with particular needs.



Role of the Solicitor

The Home Report

Asking price

Considering an offer

Final Preparations

Completion

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Ensuring the sale goes smoothly in England, Wales and Northern Ireland

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(Part 2) Ensuring the sale goes smoothly in Scotland

Asking price

The **Single Survey** valuation will give you a starting point when deciding at what price to market your home. You may decide to use an '**asking price**', 'offers in the region' or 'offers over' approach.

Considering an offer

When a potential buyer wants to make an offer on your home, they may 'note an interest', which means that your **solicitor** or estate agent will let them know if anyone else is interested. If two or more people are interested in buying your property your solicitor will set a closing date, and sealed 'offers' are made by all those interested. If there are no other notes of interest, an offer may be made immediately. However, in the current economic climate, you may want to put your home on the market at a fixed price.

Offers will detail what price the potential buyer is willing to pay and the date they want to move in. You do not have to accept the highest offer, as you may prefer a lower offer with a more suitable entry date. This is followed by written negotiation backwards and forwards, conducted by the **solicitors**. When all the conditions have been agreed by both parties, the final document is then a **binding contract**. Neither side can withdraw without having to pay **compensation**.

Final Preparations

After a **binding contract** has been agreed, the buyer's **solicitor** will prepare a number of documents, including a '**Disposition**' which will transfer ownership of the house from you to the buyer. If you have a **mortgage** they will arrange for it to be repaid.

Completion

On the date of entry your **solicitor** will receive the **purchase price** from the buyer's **solicitor**. In exchange, your solicitor will send the signed '**Disposition**' and other relevant documents and hand over the keys.



Role of the Solicitor

The Home Report

Asking price

Considering an offer

Final Preparations

Completion

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Ensuring the sale goes smoothly in England, Wales and Northern Ireland

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Property not selling?

Sometimes things do not go quite as planned. So what can you do if your home is just not selling?

Hints and tips

- **Reduce the price:** was your home realistically priced in the first place? Are prices generally falling in your area?
- **Estate agency commitment:** if you are currently only dealing with one estate agency, you might want to consider going the **multiple agency** route. Or, if you are really unhappy with your current agent, you may choose to give them notice.
- **Marketing:** review the details that were prepared for your home and the photos used. Can these be improved?
- **Go online:** if you are only marketing via your estate agent currently, consider going online to market your home.
- **Fix any problems:** is it your home itself that's the problem and not the market? Have any potential buyers had **surveys** done that indicated that there were problems with your property? If so, consider getting this work done. What was the feedback from viewers? Ask the estate agent if there is anything more you could do to make your home more 'desirable'?
- **Need a quick sale?:** consider selling your home at a **property auction**. You can set a reserve price and if you pick the right auctioneer on the right day, you might end up getting a higher price than you expected. However, be aware that you may have to pay the auctioneer a fee for this service.
- **Take it off the market:** if you have time on your side and don't want to compromise on price, you might be wise to take your home off the market for a while and try again when the market improves.



Hints and tips



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Getting organised to move out

You've finally sold your house, so now you need to make sure moving out is trouble free! We've given you a checklist of things to plan and book.

As soon as you can

- Plan your actual moving date and book your time off work
- Confirm your moving date, your new address and set up new agreements with:
 - Gas, electricity water and telephone companies (both to cancel on the home you're selling and to set up the home you're moving to).
 - Your local authority for Council Tax
 - The Post Office to redirect any post (there will be a charge for this)
- Book removal company or arrange for family and friends to help move you and your things
 - If you are using a removal firm, get quotes from removal companies and negotiate to get the best deal for your move
 - Use someone from the British Association of Removers (BAR) or the National Guild of Removers and Storers (NGRS)
 - Check your home **insurance** covers you for any damage during the move, just in case!
- Start to sort all your things, clear out what you don't need and pack what you won't need before the move – you should have made a good start to this in preparation for putting your home on the market.

- Clean as you pack – then there will be less to do at the last minute.
- Empty freezer – eat your way through the contents, it will be easier than moving it!
- Organise **insurance** cover for your new home
- Make arrangements for young children and pets – it will be easier on the day if they are having fun elsewhere!

Packing tips

Start packing well before your moving date. It takes a lot longer than you think and you may need to make several trips to the tip or charity shop.

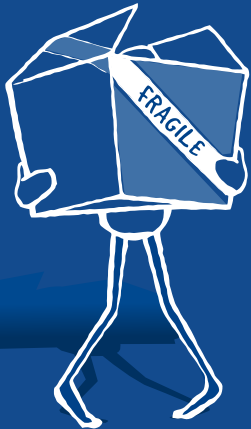
If you want to be really clever, make a scaled floor plan of your new home and use colour coded stickers – a different colour for each room – put these on your furniture and packing boxes, that way those helping with the move will know where everything has to go! It's also a good idea to stick a sheet of paper to the side of each box stating what the contents are. You will be very grateful for this when you want to find the kettle!



As soon as you can

Packing tips

A few days before



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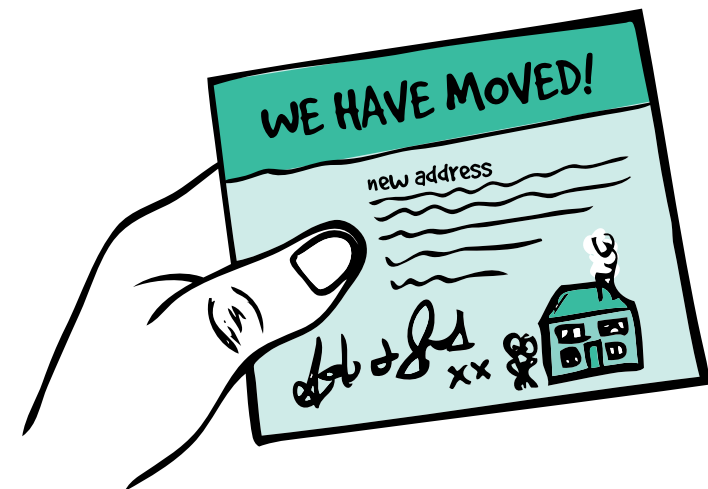
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Getting organised to move out

A few days before

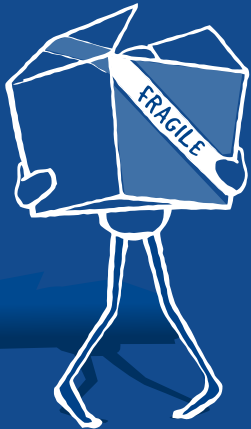
- Check what time you can actually move in to your new home
- Confirm times with your home's new owner
- Preparations for the new owners:
 - Leave them detailed notes of where all the important things are like water cocks, fuse boxes, and gas/ electricity meters
 - Information on rubbish and recycling collection days and procedures
 - Label all keys – window, garage, shed, internal door and front and back door – and leave together in one place (remember to collect the spare ones you left with a neighbour or friend!)
 - Leave all relevant manuals, leaflets etc for boiler or any appliances left in the property.
 - Provide information about how to sort out a parking permit (if needed)
 - Give details of who currently supplies your **utilities** and your final meter readings.
- Confirm all details with removal company and/ or friends
- Speak to neighbours, at both your current home and your new home, and check you can get parking access for removals van
- Finish packing (except for those things you will need before the day)
 - Label each box with the contents and the room they should go in
- Place all valuable or important things somewhere safe
- Settle all your present bills
- Let others know – your **bank**, **building society**, **insurance** companies, credit card companies, Inland Revenue, DVLC, Council Tax office, DSS office, Electoral Roll, employer, Doctor, Dentist, etc. And don't forget to let all your friends and family have your new address too! See **Appendix c** – Home sellers checklist for those you need to contact.



As soon as you can

Packing tips

A few days before



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Moving Day action plan and checklist

Here is a helpful list of things to think about for the moving day.

Leaving your home in good condition

- Check that all the fixtures and fittings mentioned as staying with the property in the details, are left.
- As rooms are cleared of boxes, clean and Hoover one final time.
- Leave the new owners some light bulbs in situ for light on their first night!
- Make sure the notes and keys for the new owners are left. You might even want to leave them your favourite take-away details for their first night there!
- Make sure you know where the trip switches, water cocks, fuse boxes, and gas/electricity meters are
- Make sure **insurance** cover is immediate
- Put each box into the room you intend the things to be in, and don't unpack everything at once
 - Start with the kitchen and the foodstuffs
 - Then the bedroom so you can have somewhere to sleep even if you don't finish in one day!

If you're moving into rented accommodation:

- You should have signed a written tenancy agreement and paid your **deposit**.
- Your landlord or the letting agent may arrange to meet with you at the property and check through the inventory, read the meter and hand over the keys.
- Be aware of safety issues – check doors, windows and locks; check smoke and carbon monoxide alarms. Plan an emergency escape route.

Moving Day

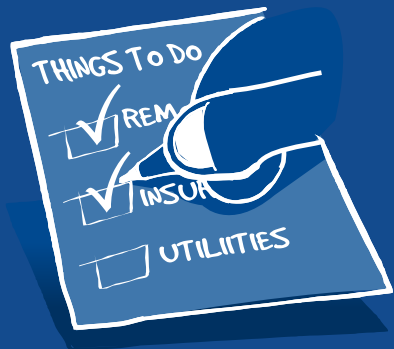
- Make sure you have a 'moving box of essentials'
 - Kettle, mugs, tea, coffee, milk, sugar, plates, cutlery, etc
 - Cleaning things: cloths, detergents, dustpan and brushes, vacuum cleaner and dustbin bags
 - Toilet paper, kitchen towels and tissues
 - Torch, light bulbs, pliers, screwdrivers and some duct tape for when a box splits!
 - Pens, paper and post it notes
- Make sure all services are connected at your new address – gas/electricity/water/phone – take your own readings (remember you are responsible for the costs even if you are not moving immediately).



Leaving your home in good condition

Moving Day

If you're moving into rented accommodation:



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After the move

This step covers things to organise after you move to help make your house a home and to get to know your local area.

As soon as possible

- **Get to know your area:** it may be a completely new area to you, so get to know your way about by taking regular walks around.
- **Get to know your neighbours:** it's always good to build up relationships with neighbours so take time to introduce yourself.
- **Register with doctor, dentist:** as soon as possible register with a local doctor and dentist, and if necessary an optician. You can go on recommendation or whoever is nearest, but be aware there may be waiting lists. You could use the NHS website.
- **Don't forget to get a TV licence:** registered at the new address!
- **Check the gas and electricity:** are connected and in your name and take a meter reading.
- **Prepare for the unexpected:** are your contents adequately covered if something should happen to your home? Have you considered getting cover that will help with your outgoings if you fall ill or become unemployed?

Ways to economise and live sustainably

There are many creative ways to economise! And no matter what your circumstances, it's important to live within your means and only use what you need – so make sustainable living a personal goal! Some ways in which you can do this include:

- Reduce, reuse, recycle to cut down on your waste
- Save energy – turn the thermostat down, even by 1 degree makes a difference!
- Save water by only using what you need
- Look for and buy energy efficient appliances
- Be carbon conscious when renovating and doing 'DIY' – look into government grants for projects to increase your home's energy efficiency such as **draught-proofing** or insulation



As soon as possible

Ways to economise and live sustainably

Budgeting



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After the move

Budgeting

We live in difficult economic times, so budgeting wisely has never been more important! Now you have moved, why not use this Budget Planner to stay on top of your finances?



Budget Sheet

Selling

	Amount	Notes
Income In		
Wages/Salary		
Interest from savings		
Benefits		
Other income		
Partners income		
Total Income		
Personal Costs Out		
Food and drink		
Travel (public transport)		
Car (fuel, insurance, tax)		
Insurance (home, travel, health etc)		
Childcare costs		
Clothes		
Toiletries		
Household necessities		
Mobile phones		
Entertainment		
Clubs or memberships		
Credit card payments		
Other outgoings		
Leisure and recreation, sports, hobbies, holidays		
Total Personal Costs Out		
Home Costs Out		
Mortgage		
Council Tax [or Domestic Rates for Northern Ireland]		
Buildings and contents insurance		
Mortgage protection plan		
Service and maintenance charges		
Landline telephone and internet		
Utility bills, (e.g. Gas, Water, Electricity)		
TV licence		
TV satellite/cable costs		
Total Home Costs		
Now add up your personal and home costs and take the total away from your income then you should know how well you are doing. Remember a good budget allows for saving, some luxuries and an amount for emergencies such as repairs and maintenance.		
	Amount	Notes
Total personal costs out		
Add total home costs out		
Total Costs Out		
Total Income in		
Minus Total Costs Out		
= disposable income		

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As soon as possible

Ways to economise and live sustainably

Budgeting



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Budget Sheet

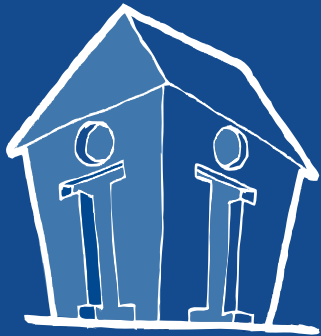
	Amount	Notes
Income In		
Wages/Salary		
Interest from savings		
Benefits		
Other income		
Partners income		
Total Income		
Personal Costs Out		
Food and drink		
Travel (public transport)		
Car (fuel, insurance, tax)		
Insurance (home, travel, health etc)		
Childcare costs		
Clothes		
Toiletries		
Household necessities		
Mobile phones		
Entertainment		
Clubs or memberships		
Credit card payments		
Other outgoings		
Leisure and recreation, sports, hobbies, holidays		
Total Personal Costs Out		

	Amount	Notes
Home Costs Out		
Mortgage		
Council Tax [or Domestic Rates for Northern Ireland]		
Buildings and contents insurance		
Mortgage protection plan		
Service and maintenance charges		
Landline telephone and internet		
Utility bills, (e.g. Gas, Water, Electricity)		
TV licence		
TV satellite/cable costs		
Total Home Costs		
Now add up your personal and home costs and take the total away from your income, then you should know how well you are doing. Remember a good budget allows for saving, some luxuries and an amount for emergencies such as repairs and maintenance!		
	Amount	Notes
Total personal costs out		
Add total home costs out		
Total Costs Out		
Total Income in		
Minus Total Costs Out		
= disposable income		

STEP

13

Top Tips



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Top Ten Tips

Top tips for selling

1. Make sure you've seriously thought about why you want to sell: what are the alternatives; is this the best move for you at this point in time?
2. Get three quotes and compare the services of any professional – estate agent, **solicitor**, **conveyancer**, **surveyor** or remover – before engaging them.
3. Try not to be emotional about your home when you're preparing it to sell. See it through a potential buyer's eyes.
4. Think very carefully before signing an estate agency **contract** that gives them 'sole selling' rights or that uses the phrase 'ready, willing and able' – you may end up paying fees needlessly.
5. Do your research and be realistic when it comes to deciding on an **asking price** for your home!
6. Make sure first impressions count with your potential viewers – have a clean, tidy, de-cluttered, fresh smelling home to show them
7. Try and develop your negotiating skills – it could save you a fortune and get you a better price for your home!
8. Play fair – be honest with potential buyers about your home and when it comes to seeing the deal through.
9. Plan your move – use our checklists – for a stress free move!
10. Make a scaled floor plan of your new home and use colour coded stickers – a different colour for each room – put these on your furniture and packing boxes, that way those helping with the move will know where everything has to go.



STEP

14



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Frequently Asked Questions

1. Should I sell my present home first before I buy my next?

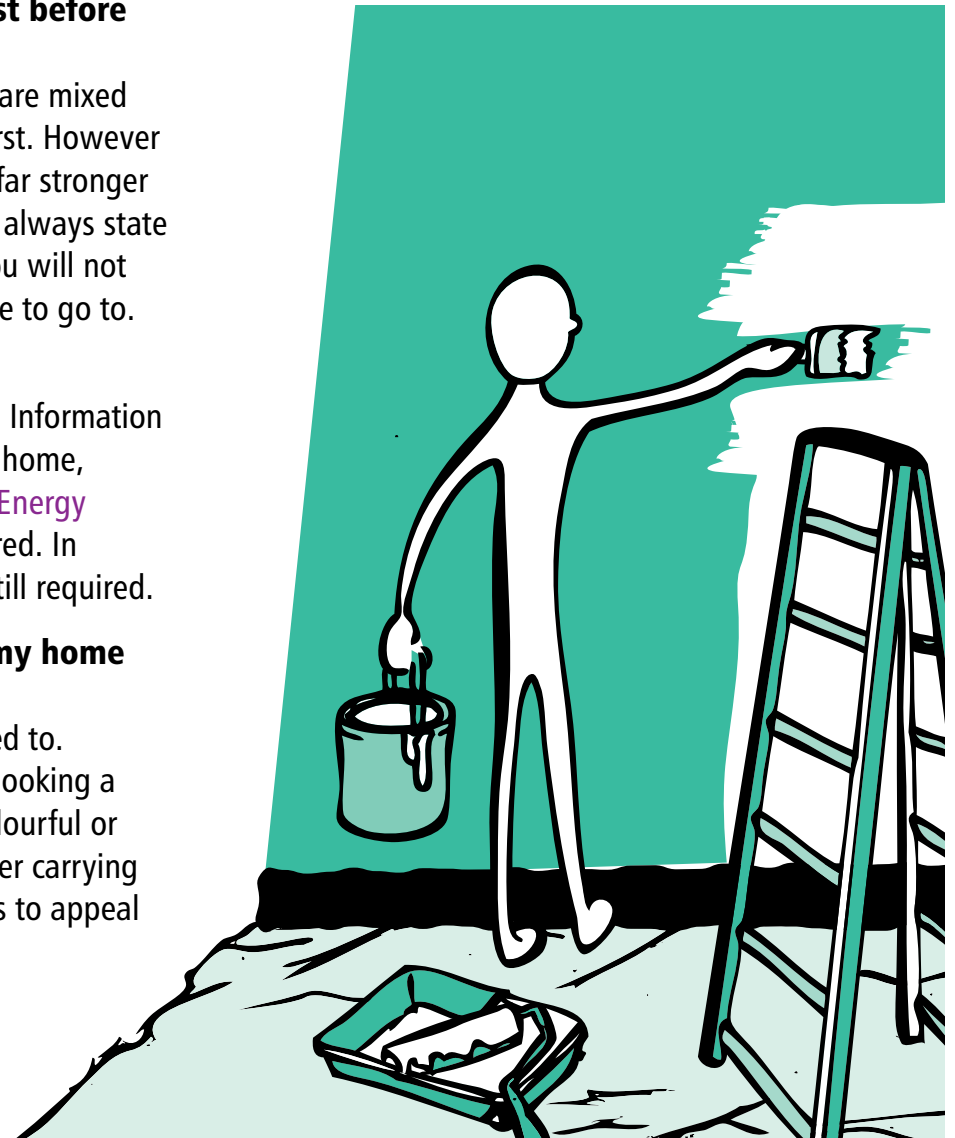
In this current economic climate there are mixed views on whether to sell first or buy first. However all things considered, you will be in a far stronger position if you have sold first. You can always state in the **contract** with your buyer that you will not move out before you have a new home to go to.

2. What happened to HIPs?

The legal requirement to have a Home Information Pack prepared in order to market your home, was removed in May 2010. However, **Energy Performance Certificates** are still required. In Scotland a **Home Report** pack is also still required.

3. Should I redecorate before I put my home up for sale?

The simple answer is no you don't need to. However if your home's decoration is looking a bit tired or your taste is particularly colourful or flamboyant, you might want to consider carrying out some work. Choose neutral shades to appeal to as many viewers as possible.



Frequently Asked Questions

4. Can I use more than one estate agent?

Yes you can but you could end up paying more in **commission**. If you have signed a **sole agency contract** and you have reached the end of the agreed term, you can renegotiate with them to use another agency as well (**joint agency**). If, however your term has not finished and you employ another agency without their permission, you are breaking the terms of the original contract. This means that if the new estate agent finds a buyer for your home you may be liable to pay commission to **both** agencies.

5. What is gazundering?

This is when a buyer who has agreed to pay a certain amount for your home and you have accepted this offer, then tries to reduce the price they will pay for your home at a crucial point in the selling process.

6. Do I have to pay stamp duty on the sale of my home?

No; the buyer pays stamp duty, not the **seller**.

7. We have an offer on our house and have been asked to take it off the market, should we?

Firstly there is no legal obligation to do this, however you may decide it is in your best interests. Weigh up their circumstances. Are they part of a chain? Do they have a **mortgage** in place? A good way of judging their true intent is to ask for a **deposit**. If you refuse to take it off the market they may be scared off and start looking elsewhere.

8. I have a work colleague/friend who wants to buy my house. Will I still need to pay the estate agent's commission?

This will all depend on the **contract** you signed with your estate agent so you will have to check your terms and conditions. If your contract says your agency has '**sole selling** rights' unfortunately you will still be liable for the **commission**. However if you are under a '**sole agency**' you probably won't have to pay commission, but you may still have to pay toward their marketing expenses.



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Appendix a – Glossary

A - B

Advance	Another term for the mortgage loan; the amount your lender agrees to lend you
Agreement in principle	An initial document from your lender that gives you an idea of the amount they are likely to lend you. This certificate is not a guarantee, but is often needed when dealing with estate agents, so they have an idea of the size of your mortgage and if you can afford the property. Also known as a 'lending decision' or 'decision in principle'
Annual Percentage Rate (APR)	This is the interest rate you would pay over a year period and helps you to compare the 'cost' of borrowing between different mortgage lenders (also known as the 'overall cost for comparison'). It takes into account interest to be paid, length of the repayment term and any other charges. It also assumes you will keep the mortgage for the whole term and does not take into account possible changes in interest rates. Note: if you plan to remortgage at the end of your initial deal period, APR may not be the best comparison as it assumes you will have the mortgage for the whole term
Arrangement fees (or booking fees)	Charged by lenders to set up a mortgage loan. These are normally payable upfront and non-refundable
Arrears	When payments haven't been paid on the due date they are said to be in arrears

Asking price	The amount the seller values their property at and wants to get if it's sold. Remember you may be able to negotiate if you think a property is too highly priced
Assets	Anything that you own of a monetary value
Bank	An organisation that offers a range of services (e.g. current and savings accounts, loans and mortgages), and has shareholders
Bank of England	Responsible for setting interest rates, issuing bank notes and maintaining a stable financial economy; the Government bank and also a lender for commercial banks
Base rate	The interest rate set by the Bank of England which is used as a benchmark by lenders to set their own charges, which would generally be higher. This is reviewed from time to time throughout the year and can fluctuate (go up and down)
Beneficial joint tenants	This means the property is jointly owned, you don't own a specific share in the property and if you die the property goes to the other owner
Binding contract	An agreement that is legally enforceable



Appendix a – Glossary

B - C

Bridging loan	A special type of loan which is taken out to overcome a short term cash flow problem, usually needed when you buy a property before you sell
Broker	A person who gives advice (usually independent advice) on a mortgage (also called 'mortgage broker' or 'intermediary'). If using a broker, make sure they are registered
Buildings insurance	A type of insurance that covers you financially for any damage to your building (e.g. fire, flood, wind). Sometimes called 'home insurance' when grouped together with contents insurance
Building society	A financial company that offers the same kinds of services as a bank (e.g. letting you save or borrow money) but it is owned by its members (customers)
Buoyant market	When property is selling and prices are rising
Buy-to-let investors	People who buy property to rent out as a form of investment
Buy-to-let mortgage	Specific mortgages that are aimed at those that buy property to rent out

Capital	The amount of money you have actually borrowed, or still owe on your property (not including interest or other charges)
Capital Gains Tax	A tax levied on profit from the sale of property or of an investment
Capital and Interest mortgage	Where you pay off part of the 'capital' (amount borrowed) as well as interest each month (as opposed to 'interest only'). This usually means that everything (capital and interest) will have been fully paid off by the end of the agreed term. Also known as a repayment mortgage
Capped Rate mortgage	A type of mortgage where you have a guaranteed maximum amount that you have to pay each month. Your payments may go up or down under that amount, as interest rates increase or decrease, but you wouldn't have to pay more above that maximum even if the interest rates rise higher
Cashback mortgage	A type of mortgage that gives you an extra lump sum of cash at the beginning of your mortgage, for you to spend on anything you like (but usually the house!); often linked with variable rate mortgages. However, be aware that with some cashback mortgages you will need to pay this back (will be added to your overall mortgage)



Appendix a – Glossary

C - C

Chain free	Where a purchaser is not dependent on other properties selling first before buying or where the vendor is not reliant on their purchase proceeding before they can complete the sale of their house
Claim for possession	A legal claim, made by the mortgage lender, for possession of a mortgaged property because the borrower has not paid their mortgage loan; this is the next step after a notice of default has been issued (see Notice of Default)
Collared mortgage	A type of mortgage usually found in combination with a capped or tracker mortgage where there is a set lower level (the 'collar'), so your payments would never fall lower than that level
Collateral	Something of value that is given as a guarantee to the lender that you are able to payback the loan; in the case of mortgages it is the house itself
Commission	The fees charged by estate agents, usually calculated as a percentage of the final selling price of the property; this is known as the rate of commission
Compensation	Something, typically money, awarded to someone for loss, injury, or suffering
Completion	The final stage of the sale when the ownership changes hands from the seller to the buyer

Completion day	The day when all money is transferred and the buyer has access to the property
Contents insurance	Insurance against damage to or theft of the contents of your house including furniture and furnishings, TV and audio, all electric goods and appliances, clothing and jewellery
Contract	A legal document showing an agreement between two people, in this case between the lender and the borrower or the seller and the buyer
Conveyancing	The process of transferring ownership from one person to another
Conveyancer (or Solicitor)	The professional required to carry out the legal work involved in the process of buying and selling property
Council Tax banding	A letter code indicating assessment of a property market value on a specific date. This is given for the administration of council tax bills and will affect how much you pay
County Court Judgements (CCJs)	Is an order made in a county court for a debt to be repaid in England and Wales
Credit rating	See Credit score



Appendix a – Glossary

C - E

Credit score	A score given to a person based on their 'creditworthiness' (how big a risk there is for you managing to keep up with repayments), used to assess credit and loan applications; done through a credit agency
Credit reference agency	These are specialist companies that are used to check your credit rating or worthiness
Credit worthiness	See Credit Score
Current account mortgage	This combines your current account and your mortgage into one. You still make a monthly mortgage payment, but any savings or money paid in acts as an overpayment
Daily interest	The interest on a mortgage is calculated on a daily basis, so you only pay interest on what you actually owe
Debt consolidation	To add your debts together to help in paying them off. It may be possible to increase your mortgage to pay off debts, but it's best to seek advice before doing this. You need to think very carefully before securing other debts against your home as your home may be repossessed if you do not keep up repayments on your mortgage
Decision in principle	See Agreement in Principle

Deposit	The money you put in upfront towards buying a house, usually at least 5% of the property cost, depending on how much money you have saved and the lender of the mortgage
Disposition	The Scottish legal term for the formal document transferring ownership or 'title' to land
Draught-proofing	The process of filling in unwanted gaps in a building to reduce heat loss and save energy
Early repayment charge (ERC)	An amount of money (a charge) you may have to pay a lender if you either move your mortgage to another lender during the special deal period or overpay by more than you are allowed within the agreed period
Endowment policy	A long-term savings policy (usually between 10 and 25 years), which can usually be used to repay the capital element of an interest-only mortgage at the end of the term
Energy Performance Certificate (EPC)	This certificate shows how much energy a building uses, and how energy efficient it is, looking at things such as insulation and electricity use. The certificate gives the building a rating from A to G, where A is the most and G is the least energy efficient
Equity	The difference between the value of the property, and what you owe as a mortgage



Appendix a – Glossary

E - G

Equity release	Where you can borrow more on a mortgage against any increase in the value of your property
Evicted	To force someone to move out of a property by legal means
Evidence of title	Legal proof of land ownership, normally in the form of a deed
Exchange of contracts	The swapping of contracts between the seller and the buyer usually carried out by their solicitors and, once exchanged, it's a legally binding agreement
Exit fees (also known as redemption charges)	Charged by some lenders when you pay off your mortgage early
Expenditure	The amount of money spent on goods and services
Extended tie-in	Some lenders specify a set time beyond a mortgage's special deal period, during which you will be charged if you pay off or move your mortgage
False economy	An action that saves you money in the beginning but which in the longer term results in being more costly
Financial Services Authority (FSA)	An independent non-governmental body that regulates the financial services industry in the UK (www.fsa.gov.uk)

First Buy	Only for First Time Buyers and new-build properties. Unlike with shared ownership, in First Buy shared equity the first time buyer owns the property, with as little as a 5% deposit. A shared equity mortgage covers 75-80% of the property and a 15-20% shared equity loan covers the rest of the deposit.
Fixed Rate mortgage	A type of mortgage where the rate of interest stays fixed for an agreed period of time (2, 5, 10 years or longer) allowing monthly payments to remain the same throughout
Freehold	Where the sale includes the property and the land on which the property is built, and you have complete ownership of both for an unlimited time
Freeholder	A person who owns a freehold building or land estate
FSA Register	A list of firms, advisers, etc that are regulated by the FSA, which means they meet certain standards and give information that you can trust
Gazumping	When the seller accepts a buyers offer and then later rejects it, to accept a higher offer from another buyer
Gazundering	This is when a buyer who has agreed to pay a certain amount for a property, then tries to reduce the price they will pay at a crucial point in the selling process



Appendix a – Glossary

G - I

Ground rent	The amount of money a leaseholder has to pay to the freehold owner as a condition of taking a lease; usually paid on an annual basis
Guarantor	A person who guarantees you will pay the mortgage repayments. If you don't pay they are liable to have to pay them themselves. Often parents or relatives are guarantors for first time home buyers to help them to afford a property
Guarantor mortgage	A type of mortgage where a guarantor ensures the lender receives the mortgage payment each month, by paying the mortgage if the borrower is unable to. This does not necessarily need to mean jointly owning the property
HomeBuy Direct	A Government initiative to help eligible applicants in England to buy their first home. Entitles applicants to a loan of 30% the cost of the property (called an 'equity loan'), which must be paid back when the property is sold
HomeBuyers Report	A report on the condition of the property showing the value of the property, any major faults and estimated costs to fix; though it does not include any detailed, or minor issues
Home Condition Report	Information about the physical condition of a property, done by a certified Home Inspector; this is helpful for the buyer, seller and lender. A Home Condition Report usually forms part of the Home Report

Home Contents form	Contains details of a property's fixture and fittings (e.g. curtains, carpets, kitchen appliances) which the seller is including, excluding or willing to negotiate over in the sale
Home Report	An information pack, prepared by the seller containing key information about the property (a requirement in Scotland)
Home reversion loan	Where you sell your home, or part of it, to a company in exchange for a cash lump sum, a regular income or both
House swapping	Where two home owners, that want to live in different homes or locations, trade homes
Housing Associations	Independent not-for-profit organisations that provide affordable homes (for rent or to purchase) for people in need
Income	The amount of money you earn or you receive in gifts
Income multiples	The number by which your income can be/ is multiplied, so a lender can decide how much you can borrow
Income protection	This insurance can give regular monthly income if you can't work because of an accident or illness
Independent Financial Adviser (IFA)	A person who gives independent, unbiased advice on a range of financial products (including mortgages), acting in the best interest of the client



Appendix a – Glossary

I - L

Individual Savings Account (ISA)	A tax-free savings account, where the interest earned does not need to be declared on the savers tax return.
Inflation	An increase in the general level of prices
Interest	The amount of money that is charged on money borrowed
Interest only mortgage	A type of mortgage where each month you only pay the interest on what you have borrowed. It usually means lower monthly payments, but at the end of the agreed mortgage term you still owe the entire amount borrowed
Interest rate	Tells you how much interest you are charged on your mortgage loan, expressed as a percentage
Insurance	Compensation for specified loss, damage, illness or death, in return for a premium
Investment	Putting money or capital into something, with the hope that you will get a profit out of it at a later date; for instance you invest in property so that when you sell your home you hopefully get more than what you bought it for. But remember, house prices can move up or down so this might not necessarily be the case
Joint agency	Where two estate agencies market a home and share the commission regardless of which actually finds the buyer

Joint application	When two or more people apply for a mortgage together (e.g. a couple)
Joint mortgage	When a lender buys a property with someone else (e.g. parents or a partner), usually for financial reasons, in which case the property would be jointly owned
Kerb appeal	The attractiveness of a home to potential buyers when viewed from the road
Key Facts Illustration (KFI)	This sets out details of the mortgage product that a customer is interested in. All mortgage sellers are required to set out the details in a Key Facts Illustration in the same format, so it's easier for you to compare different mortgage deals
Land registration fees	Fees paid to the Land Registry, for instance when ownership of land is transferred
Land Registry	A Government department that records registered land in the UK (or ownership), along with details of that land such as mortgages or sales
Lease	A contract that conveys land from one person to another for a specified period (e.g. 99 years), usually in return for rent



Appendix a – Glossary

L - M

Leasehold	Means you own a property (possess it), for an agreed number of years, (as set out in the lease) but once the lease expires or finishes, the property belongs to the freeholder; leases can be extended but this often means an increase in charges
Leaseholder	A person who has possession of a leasehold property; a tenant under a lease
Lender	The mortgage company or financial institution (such as a Building Society) that loans you the money i.e. gives you a mortgage
Lending decision	See Agreement in Principle
Length of term	The time period over which you choose to take out your mortgage loan
Liabilities	These are the debts you owe to creditors, which may include your mortgage, car loan, credit card debt, etc.
Life assurance	Also called life insurance, it is a type of insurance that can give cash to your next of kin, if you die or become terminally ill
Lifetime mortgage	A way for older homeowners to release value from their property as a lump sum or as a regular income

Loan to Value (LTV)	The amount of money you have borrowed/want to borrow expressed as a percentage of your property value. For example, if you borrow £90,000 on a property worth £100,000, your loan to value will be 90%
Local Authority Search	When solicitors carry out searches with the local authority to check for any likely rights of way, or changes or developments etc are due in the area that might affect the property you are buying
Mortgage	Simply, it means a loan. It's an agreement to borrow money in order to buy a property, with the property belonging to the lender until all the money has been repaid by the borrower. Once the money is fully repaid, the property then belongs to the borrower
Mortgage Adviser	A person who gives advice and recommendations on mortgages (usually from their own companies). Always make sure they are FSA registered
Mortgage Payment Protection Insurance (MPPI)	This insurance can cover your mortgage payments if you can't work because you've become unemployed, or can't work because of an accident or illness. But this type of insurance has many exclusions, so make sure you check for instance how long it will cover your payments for



Appendix a – Glossary

M - P

Mortgage term	The agreed length of time for your mortgage, within which you have to pay back all the borrowed money and interest
Multiple agency	Where several estate agencies market a home and only the one that sells it gets paid the commission
Negative equity	This is usually when house prices fall and the value of the property is less than the amount you owe as mortgage
New Buy Direct	Where you buy a share of a newly built property and pay rent on the remainder
NHBC Guarantee	The National House-Building Council is the standard setting body and leading warranty provider for new homes in the UK. They provide new home buyers with a 10 year warranty and insurance policy, paid for by the builder
Notice of default	Legal notice given by the mortgage lender detailing a payment default (missed payments) by the borrower. This notice will also contain details of the steps the borrower must take to pay this off and by what date, otherwise the property may be taken over by the lender (see Claim for possession)
Noting an interest	Where you let the seller's Solicitor or estate agent know you are interested in buying a property. If two or more people 'note an interest' a closing date is fixed and sealed 'offers' are made by all those interested

Offset mortgage	A type of mortgage that allows you to save on the interest you will pay on your mortgage debt by 'offsetting' any savings you (or perhaps family/friends) have linked to your mortgage. For example if you have a mortgage of £120,000 and put savings of £20,000 with your lender, in this type of mortgage you would only pay interest on £100,000
Overall cost for comparison	See Annual Percentage Rate (APR)
Overpayments	When you pay more than the minimum (or agreed) monthly payment. This builds up as a reserve and depending on your mortgage and lender, can allow you to save money on interest, pay off your mortgage earlier, make an underpayment in the future or even take a payment holiday (see Payment holiday)
Part and part mortgage	Where you chose to split your loan so that you repay part of it on an interest-only basis and part of it on a repayment (capital and interest) basis each month
Part-exchange	See house swapping
Payment break	See payment holiday



Appendix a – Glossary

P - R

Payment holiday	Available with some mortgages, this is an agreed period of time when you don't have to make any mortgage repayments; for instance because of a previous overpayment
Planning permissions	Written permission from a local authority permitting development of a house, extension or certain renovations
Portable	A feature of a mortgage which means it can be transferred from one property to another
Predicted Energy Assessment (PEA)	This is the energy certificate used by property developers of new build homes before they are complete
Product fee	A fee charged on some mortgages to secure a particular mortgage deal. Also known as a reservation fee
Property auction	The sale of a property by auction, where it goes to the highest bidder; in some cases the property is not sold if the minimum selling price has not been reached. Auctions can be in person, by phone or online
Property Information Questionnaire (PIQ)	Contains information on things such as parking, council tax bands, property access and utility suppliers

Purchase price	The amount or cost of the property you are buying or purchasing – it may differ from the initial asking price if you have negotiated!
Redemption charges	See exit fees
Redemption quote	Is issued by an existing lender to show exactly the total amount needed to pay off your current mortgage
Redundancy	A situation in which someone must leave their job because they are no longer needed
Release of funds	When a lender moves the funds required when purchasing a house. There is usually a charge for the electronic transfer of this money
Remortgage	When you move your mortgage to another lender (adding to or replacing your existing mortgage) without moving home. Usually people remortgage to save money by taking a better deal with another lender, and sometimes also to get cash for (e.g.) an extension, car or other purchase
Rent to Buy	Allows you to rent with a view to buying at a future time at an agreed price, protecting you if property prices rise drastically



Appendix a – Glossary

R - S

Rent-a-room scheme	The government currently allow homeowners to earn a certain amount of money a year, which is tax free, by renting out a room in their home
Repayment mortgage	Each month you pay off part of the 'capital' (amount borrowed) as well as interest. This usually means that everything, capital and interest, will have been fully paid off by the end of the agreed term of the mortgage
Repayment term	The period of time over which you choose to repay your repayment mortgage (capital and interest)
Repossessed	A property is 'taken back' by the lender if the borrower fails to make the repayments. The properties are then sold so the lender can get their money back; usually a last resort for the lender – always let them know as soon as possible if you are struggling with repayments
Sale statement	Contains basic information about the property such as the full address, if it is a house or flat, whether it is freehold or leasehold, registered or unregistered land and sellers details
Searches	An investigation or 'search' of the local area to see if there are proposed plans or problems in the area that you should be aware of. Some searches are required, while others will depend on the property type and location

Secured/ Security	A guarantee of a payment on your mortgage. If you fall behind with payments or cannot repay your loan your lender has security of your home and can sell it to get its money back
Seller	(Also called vendor) The present owner of the property who wants to sell it
Shared Equity	A form of affordable housing to help people (e.g. first time buyers) get on the property ladder. It is similar to shared ownership, but generally, with shared equity you purchase all of a property, with an equity share loan making up the difference between the mortgage and purchase price. The equity loan is always paid back as a percentage of what your home is worth, which means the amount you owe will rise and fall with the value of your home
Shared ownership	Similar to shared equity, but with shared ownership you own a 'share' in a property with another party – usually a Housing Association and you pay rent to them for their share of the property
Show homes	Newly built houses that are decorated and furnished for prospective buyers to view



Appendix a – Glossary

S - S

Single Survey	This is required in Scotland and contains an assessment by a surveyor of the condition of the home, a valuation and an accessibility audit for people with particular needs
Sole agency	Where an estate agent has exclusive right to market a home but no commission is due if you find your own buyer
Sole selling	Where an estate agent has exclusive right to market a home and the commission will still be due even if you find a buyer yourself
Special deal period	The time period during which the 'deal' you have selected applies (i.e. usually a fixed or tracker rate), before you move onto the lender's Standard Variable Rate (SVR). Most lenders offer a choice of deal periods, e.g. 2, 3, 4 or 5 years etc
Staircasing	A process used in shared ownership home buy schemes that allow you to increase your 'share' in a property as your financial situation improves, eventually to 100% of the property
Stamp Duty Land Tax	The one-off tax you would need to pay the Government for your property if it's over a certain value. Currently the rate is 1% on properties over £125,001 but less than £250,000, 3% on properties between £250,001 and £500,000 and 4 to 5% on properties over £500,001. First time home buyers do not pay Stamp Duty if their property value is less than £250,000

Standard Variable Rate (SVR)	This is a variable rate that is set by the lender, and is usually the rate you move onto at the end of your special deal period
Structural Survey	A comprehensive, survey of all parts of the property detailing faults (major and minor), estimated costs to repair and if any further reports are needed; does not give you the value of the property
Subject to Contract	The agreement to go ahead with the purchase or sale of the property depending on the final contracts being signed by the seller and the buyer; at this stage either side can still 'pull out' of the deal
Sustainability	Living in a way that minimises the cost to the environment
Survey	An inspection of the property by a qualified surveyor carried out before buying a property (for example a Home Buyers Report or Structural Survey also known as 'building survey'. See also Surveyor and Valuation)
Surveyor	The professional who carries out the valuation or survey of a property by checking the house for faults, etc; qualified by the Royal Institute of Chartered Surveyors (RICS)
Surveyor's Report	A report by a qualified surveyor detailing the results of a property inspection



Appendix a – Glossary

T - V

Tenants in common	When you jointly own the property, but you own a share of the value, which you can give away or sell, or leave to someone else if you die
Title Deeds	The documents held at the Land Registry that prove legal ownership of a property and all other dealings with that land; England and Wales, Scotland and Northern Ireland all have their own Land Registries
Tracker mortgage	A tracker mortgage is a variable mortgage that tracks (is linked to) the Bank of England's Base Rate by a set percentage. This means that your payments move up and down in line with any changes to the Bank of England Base Rate
Transfer deed	A legal document transferring ownership of land, for instance from the seller to the buyer
Under-payments	When you pay less than the agreed or minimum mortgage payment. Usually only allowed once you have built up a reserve through overpayments
Unsecured debt	An amount of money borrowed without any property or goods used as security against it

Utilities	The public services we need everyday such as water, gas and electricity
Valuation	The inspection that checks the value of a house to see how much it is worth, for instance to see if it is worth the asking price, usually conducted by a surveyor. Also used by lenders to decide how much money they are willing to lend you (also called land valuation or real estate appraisal)
Valuation fee	(Also called valuation cost) The charge for a report detailing the value of a property. Usually the fee increases with the value of the property
Valuer	The person who checks the property and values it by comparing similar properties at that time in the area and also by checking the property for faults, etc, usually done by a qualified surveyor (see Surveyor)
Variable Rate mortgage	A type of mortgage where payments can move up or down dependant on the movement of the interest rates of the mortgage lender
Vendor	Another word for the person selling the property



Appendix b – Useful contacts

There are many things to think about when buying, selling or remortgaging your home and you may not have all the answers! We have compiled this list of useful places you can go to for questions and advice.

Nationwide

- **Main site**
www.nationwide.co.uk
- **Nationwide Education**
www.nationwideeducation.co.uk
- **Money Worries**
www.nationwide.co.uk/money_worries
- **House Price Index**
www.nationwide.co.uk/hpi/
- **Cost of Moving Calculator**
www.nationwide.co.uk/mortgages/calculators/cost-of-moving-home-calculator.htm
- **Mortgage Payment Calculator**
www.nationwide.co.uk/mortgages/calculatorsmortgagerepayments.htm
- **How much can you borrow**
www.nationwide.co.uk/mortgages/calculatorsshowmuchborrowafford.htm

Mortgage Advice

- **Which?**
www.which.co.uk/lendersrated

Online Citizens Advice Bureau service

- **Citizens Advice Bureau Advice guide**
www.adviceguide.org.uk/

Find your local Citizens Advice Bureau

- **For England & Wales**
www.citizensadvice.org.uk
- **For Northern Ireland**
www.citizensadvice.co.uk
- **For Scotland**
www.cas.org.uk

For mortgage advice

- **Money Saving Expert**
www.moneysavingexpert.com/mortgages

- **Financial Ombudsman Service**
www.financial-ombudsman.org.uk

For money advice

- **Money Advice Service**
www.moneyadviceservice.org.uk/yourmoney
- **Money Advice Scotland**
www.moneyadvicescotland.org.uk

For general leaflets

- **British Bankers' Association (BBA)**
www.bba.org.uk
- **Building Societies Association (BSA)**
www.bsa.org.uk
- **Find an adviser**
Association of Independent Financial Advisers
www.aifa.net
- **Association of Mortgage Intermediaries**
www.a-m-i.org.uk



Appendix b – Useful contacts

Solicitors & Conveyancers

To find a solicitor in England and Wales

- **The Law Society (England & Wales)**
www.lawsociety.org.uk

To find a solicitor in Northern Ireland

- **The Law Society of Northern Ireland**
www.lawsoc-ni.org

To find a solicitor in Scotland

- **The Law Society of Scotland**
www.lawscot.org.uk

To find a licensed Conveyancer

- **The Council for Licensed Conveyancers (CLC)**
www.conveyancer.org.uk
- **The Conveyancing Association**
www.theconveyancingassociation.co.uk

Buying or Selling a Home

For information on mortgages

- **Council of Mortgage Lenders**
www.cml.org.uk/cml/consumers

For details of Energy Performance Certificates

- **Energy Performance Certificate Register**
www.epcregister.com

For details about Home Reports (Scotland)

- **Home Report Scotland**
www.homereportscotland.co.uk

For details about Stamp Duty

- **HM Revenue & Customs**
www.hmrc.gov.uk/sdlt

Estate Agents

- **National Association of Estate Agents**
www.naea.co.uk
- **Guild of Professional Estate Agents**
www.guildproperty.co.uk

Property Search Websites

- **Right Move**
www.rightmove.co.uk
- **Prime Location**
www.primelocation.com
- **Find a Property**
www.findaproperty.com
- **Zoopla**
www.zoopla.co.uk
- **Tepilo**
www.tepilo.com
- **Globrix**
www.globrix.com
- **Home.co.uk**
www.home.co.uk
- **Up My Street**
www.upmystreet.com



Appendix b – Useful contacts

Surveyors

- **The Royal Institution of Chartered Surveyors**
www.ricsfirms.com
www.surveyline.com
- **Independent Surveyors Association**
www.surveyorsweb.co.uk

Land Registry

- **HM Land Registry**
www.landreg.gov.uk
- **Registers of Scotland**
www.eservices.ros.gov.uk
- **Land Registers of Northern Ireland**
www.irelandlandregistry.co.uk

House Prices

- **Land Registry House Price Index**
www.landreg.gov.uk/house-prices
- **Registers of Scotland: Scottishhouse prices**
www.ros.gov.uk/
- **House Price Index**
www.nationwide.co.uk/hpi/
- **RICS housing market survey**
www.rics.org/housingmarketsurvey

Research Locations

- **Office for National Statistics**
www.neighbourhood.statistics.gov.uk
- **Council Tax bandings**
for England and Wales
www.voa.gov.uk
for Scotland
www.saa.gov.uk

- **Public transport links**
www.traveline.info
- **Crime levels**
www.Police.uk
- **Local NHS services**
www.nhs.uk/servicedirectories
- **Environmental, flood and pollution risks**
www.environment-agency.gov.uk/homeandleisure/37793.aspx
- **School reports**
www.ofsted.gov.uk
- **Moblie phone masts**
www.sitefinder.ofcom.org.uk
- **Air quality**
www.uk-air.defra.gov.uk
- **Road developments**
www.highways.gov.uk/roads



Appendix b – Useful contacts

Credit Reference Agencies

- **Callcredit**
www.callcreditcheck.co.uk
- **Equifax**
www.equifax.co.uk
- **Experian**
www.experian.co.uk

Removals

- **The British Association of Removers**
www.bar.co.uk
- **The National Guild of Removers and Storers**
www.ngrs.co.uk

Insurance

Find an insurance broker

- **British Insurance Brokers Association (BIBA)**
www.biba.org.uk

For an insurance broker who is an IIB member

- **The Institute of Insurance Brokers (IIB)**
www.iib-uk.com

For factsheets and information on insurance

- **ABI Information zone**
www.abi.org.uk

Debt Help

Free impartial debt advice

- **National Debtline**
www.nationaldebtline.co.uk
- **Consumer Credit Counselling Service**
www.cccs.co.uk
- **Payplan**
www.payplan.com
- **Debt Advice Foundation**
www.debtadvicefoundation.org
- **Citizens Advice Bureau Advice Guide**
www.adviceguide.org.uk
www.citizensadvice.org.uk

For housing debt advice

- **Shelter**
www.shelter.org.uk
- **Housing Debt Helpline Wales**
www.housing-debt-helpline-wales.org



Appendix c – Home seller checklist (for those you need to contact)

There are many people you should let know that you are moving! Keep track of everyone here once you have let them know that you have moved and what your new address is.

Contact	Address	Telephone and Fax No.	Notes	Date confirmed
Bank or Building Society)		<input type="checkbox"/>
		@		
Council Tax Office)		<input type="checkbox"/>
		@		
Credit Card 1)		<input type="checkbox"/>
		@		
Credit Card 2)		<input type="checkbox"/>
		@		
Credit Card 3)		<input type="checkbox"/>
		@		
Credit Card 4)		<input type="checkbox"/>
		@		
Dentist)		<input type="checkbox"/>
		@		
Doctor)		<input type="checkbox"/>
		@		



Appendix c – Home seller checklist (for those you need to contact)

Contact	Address	Telephone and Fax No.	Notes	Date confirmed
DVLA		☎		<input type="checkbox"/>
		@		
Employer		☎		<input type="checkbox"/>
		@		
Family 1		☎		<input type="checkbox"/>
		@		
Family 2		☎		<input type="checkbox"/>
		@		
Family 3		☎		<input type="checkbox"/>
		@		
Family 4		☎		<input type="checkbox"/>
		@		
Friends 1		☎		<input type="checkbox"/>
		@		
Friends 2		☎		<input type="checkbox"/>
		@		
Friends 3		☎		<input type="checkbox"/>
		@		
Friends 4		☎		<input type="checkbox"/>
		@		
Hire Purchase 1		☎		<input type="checkbox"/>
		@		



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Contact	Address	Telephone and Fax No.	Notes	Date confirmed
Hire Purchase 2		☎		<input type="checkbox"/>
		@		
Inland Revenue		☎		<input type="checkbox"/>
		@		
Insurance Company		☎		<input type="checkbox"/>
		@		
Buildings Insurance		☎		<input type="checkbox"/>
		@		
Car Insurance		☎		<input type="checkbox"/>
		@		
Contents Insurance		☎		<input type="checkbox"/>
		@		
Life Insurance		☎		<input type="checkbox"/>
		@		
Mortgage Payment		☎		<input type="checkbox"/>
		@		
Health Insurance		☎		<input type="checkbox"/>
		@		
Internet Provider		☎		<input type="checkbox"/>
		@		
Library		☎		<input type="checkbox"/>
		@		



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Contact	Address	Telephone and Fax No.	Notes	Date confirmed
Optician		☎		<input type="checkbox"/>
		@		
Post Office		☎		<input type="checkbox"/>
		@		
School		☎		<input type="checkbox"/>
		@		
Sports Club		☎		<input type="checkbox"/>
		@		
Store Card 1		☎		<input type="checkbox"/>
		@		
Store Card 2		☎		<input type="checkbox"/>
		@		
Store Card 3		☎		<input type="checkbox"/>
		@		
Store Card 4		☎		<input type="checkbox"/>
		@		
Telephone Provider		☎		<input type="checkbox"/>
		@		
University		☎		<input type="checkbox"/>
		@		
Utilities		☎		<input type="checkbox"/>
		@		



Appendix c – Home seller checklist (for those you need to contact)

Contact	Address	Telephone and Fax No.	Notes	Date confirmed
Electric		☎		<input type="checkbox"/>
		@		
Gas		☎		<input type="checkbox"/>
		@		
Water		☎		<input type="checkbox"/>
		@		
Vet		☎		<input type="checkbox"/>
		@		
TV Licence		☎		<input type="checkbox"/>
		@		
		☎		<input type="checkbox"/>
		@		
		☎		<input type="checkbox"/>
		@		
		☎		<input type="checkbox"/>
		@		
		☎		<input type="checkbox"/>
		@		
		☎		<input type="checkbox"/>
		@		