



## **HIP Code Compliance Statement**

**Name of company:**

**Name of contact:**

**Phone number:**

**E-mail:**

1. This company certifies that it will comply with the HIP Code and that it has arrangements in place to ensure compliance.

### **1. Key commitments**

1.1 We, the subscribers to this Code, promise that we will:

- Ensure that the terms and conditions of our HIP services comply with this Code.
- Provide HIPs promptly. If there is a delay in producing the HIP, we will inform you of this and why the delay has occurred.
- Train our staff properly to provide HIPs with thoroughness and diligence, in line with the commitments set out in this Code.
- Respond promptly to queries raised on a HIP, to ensure improved understanding.
- Handle complaints speedily and fairly.
- At all times maintain adequate and appropriate indemnity insurance cover to protect you.
- Act with integrity and ensure that all HIPs services comply with relevant laws, regulations, and industry standards.

### **2. HIP Services**

#### **Marketing**

2.1 We will ensure that all literature, terms, conditions and advertisements are clear, fair, reasonable, accurate and not misleading.

## **Charges**

2.2 We will tell you the charges for any HIP service before it is provided or at any time you ask.

2.2 If additional charges are payable, we will advise you of these and provide you with an indication of cost.

2.3 If payment for the HIP service is deferred by us or if we provide financing arrangements for the HIP service, we will tell you this before the service is provided.

## **Queries**

2.4 We will respond promptly to any query raised on a HIP in writing, via telephone or email, as appropriate.

## **Training and Data**

2.5 We will train our staff to provide HIP services with thoroughness and diligence in line with the commitments set out in this Code.

2.6 We will ensure that all data and information is handled with integrity and in accordance with data protection legislation.

## **HIP Provision**

2.7 We will provide HIPs promptly. If there is a delay in producing the HIP, we will inform you of this and why the delay has occurred. HIPs will be available in either a paper or electronic format, as appropriate.

## **3. Complaints**

3.1 We have a formal written complaints procedure for handling complaints speedily and fairly and we will tell you what this is. If you wish to make a complaint, it will be handled as follows –

- The complaint will be acknowledged within 5 working days of receipt.
- A complaint will normally be dealt with fully within 4 weeks of its receipt. If there are valid reasons for the consideration taking longer, you will be kept fully informed in writing or via telephone or email as you prefer and receive a response at the very latest within 8 weeks.
- At your request, we will liaise with counselling organisations acting on your behalf.
- A final decision will be in writing or via email, as appropriate.
- If you are not satisfied with the final outcome, you may refer the complaint to the Independent Property Codes Adjudication Scheme and we will give you contact details.
- We will co-operate fully with the independent adjudicator during the resolution investigation and comply with any decision

## **4. Insurance**

4.1 We will at all times maintain adequate and appropriate insurance to protect you against both negligence and loss, due to our failure to perform our duties under this Code

## **5. Monitoring and Compliance**

### **Compliance officer and internal audit**

5.1 We have a Code Compliance Officer and our internal auditing procedures monitor compliance with the Code.

### **Statement of Compliance**

5.4 We will complete a Statement of Compliance every year, which is signed by our senior executive and sent to the Property Codes Compliance Board.

### **Complying with the law and industry standards**

5.5 We will act with integrity and ensure that all our HIP services comply with relevant laws and regulations, as well as any industry standards which have been as specified by the Property Codes Compliance Board.

## **6. Information in the HIP**

6.1 We will:

- Only use Home Condition Reports which are provided by licensed Home Inspectors
- Only use searches supplied by local authorities, water and sewerage companies, statutory authorities and private search firms which subscribe to the Search Code.
- Retain for six years the latest version of a HIP provided by us.

Signed.....

Senior Executive

Date.....