

If [a1] your business consists of more than one subsidiary, please answer the following questions for your group.

Section 1 General information about your company

1. Business name

.....
...

2. Please could you confirm your address details:

Name/number of Building
Street
Town/City
Postcode

3. Please provide the names of any subsidiary businesses:

.....
...

4. Contact name

.....
...

5. Contact telephone number

.....
...

6. Contact email address

.....
...

7. What was your business's turnover for the financial year ending March 31 2007

£

8. Which of the following regions does your business build new homes in?

North East



- North West
- Yorkshire and the Humber
- East Midlands
- West Midlands
- East
- London
- South East
- South West
- Wales
- Scotland
- Northern Ireland

9. Please indicate which trade associations your businesses is a member of:

- House Builders Association (HBA) Go to Q12
- House Builders Federation (HBF) Go to Q10
- Homes for Scotland Go to Q12
- Federation of Master Builders Go to Q12
- National Federation of Builders Go to Q12
- Construction Employers Federation Go to Q12)
- Other (please specify)

10. Do you follow the HBF code of conduct?

- Yes
- No Go to Q11

11. Why do you not follow the HBF code of conduct?

- Not heard of it
- It's not flexible enough
- It's too confusing
- Use own code of conduct

Section 2: Warranties

12. Please indicate which of the following providers you currently obtain building warranties from. If you use more than one provider, please also indicate what percentage of warranties you obtain from each supplier. (1)

- The National House Building Council (NHBC) %
- Zurich Municipal %
- LABC %
- Premier Guarantee %
- BLP
- Other (please specify) %
.....

13. What are the main reasons you use this/these warranty provider(s)? (Tick as many as applicable) (1)

	NHBC	Zurich	LABC	Premier Guar.	BL P	Other
Previous experience of the service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This provider is cheapest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I buy bundled warranty and building control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers request this provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This provider offers the best protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)						

1 Are the cost of warranties (warranty premia) typically... (2)

- | | | |
|--|--------------------------|--------------------------|
| | Yes | No |
| ... a non-visible component of the overall purchase price? | <input type="checkbox"/> | <input type="checkbox"/> |
| ... specifically identified for the home buyer? | <input type="checkbox"/> | <input type="checkbox"/> |
| | Go to Q15 | Go to Q16 |

15. If the cost of the warranty is specifically identified, how is this explained to the home buyer? (2)

- This is explained to the home buyer verbally by a sales representative
- This is provided in a written communication specifically about warranties
- This is contained in written non-specific information provided to the home buyer
- Other (please specify)

16. What, if any, are the main problems encountered in conforming effectively with Building Regulations?

If problems are encountered, which specific Regulations (or Regulation Parts or Sections¹) present most compliance problems?(4)

.....

17. Have developments in building regulations over the past ten years caused problems with understanding and compliance? (4)

- Yes Go to Q18
- No Go to Q19

18. If so, what were these? (4)

<Insert list?>

.....

¹ For England and Wales identify which matters covered by Parts A to P of the Building Regulations (England and Wales 2000 (as amended);
For Scotland identify which matters covered by sections 1-6 (Structure, Fire, Environment, Safety, Noise, Energy) of Schedule 5 to Regulation 9 of the Building (Scotland) Regulations 2004; and
For Northern Ireland identify which matters covered by of Parts A-V of the Building Regulations (Northern Ireland) 2000 (as amended)

Section 3: Building control

19. Please indicate which of the following providers you currently obtain Building Control from. If you use more than one provider, please also indicate what percentage of Building Control you obtain from each supplier. (1)

- The National House Building Council (NHBC) %
- Zurich Municipal %
- Local Authority Building Control Departments %
- Other Approved Inspectors (please specify) %
.....

20. Do you obtain Approved Inspector building control as well as warranties from (any of) your warranty provider(s)? (1)

- Yes Go to Q21
- No Go to **QError! Reference source not found.**

21. Are there any financial advantages of using the same supplier for building warranties and Approved Inspector building control? (1)

- Yes
- No
- Don't know

22. Are^{[AS2][CJT3]} there any other advantages of using the same supplier for building warranties and Approved Inspector building control? (1)

<Insert list?>

.....

23. How many claims were made under warranty against the builder during Jan - Dec 2006?

Section four: home buyers

24. Do you use standard contract terms/missives² supplied by a third party?

- Yes Go to **QError! Reference source not found.**
- No Go to Q26

25. Who provides these:

- Legal advisors/department
- Trade Association (please specify)
- The Law Society (please specify)
- Other (please specify)

26. Why do you not use standard model contract terms/missives? (H2g)

- They don't suit the way my business works
- They're not flexible enough
- They're too confusing
- I'd not heard of them before now
- Other (please specify)

27. Do you ever vary or amend your contract terms/missives for a home buyer?

- Yes Go to Q28
- No Go to **QError! Reference source not found.**

28. Thinking about individual residential units completed in Jan - Dec 2006: for what proportion of these were your contract terms/missives varied or amended?

- 1% or less
- More than 1%, but less than 5%
- More than 5% but less than 10%
- More than 10%

² Missives apply to Scotland only

29. Are your prices...

... fixed? (I.e. non-negotiable)

...open to negotiation?

30. Do you offer any non-monetary incentives to home buyers such as...

Refunds on stamp duty (full or partial)

Free upgrades on quality of fixtures and fittings?

Help with legal fees

Other (please specify)

31. Does your business offer home buyers the opportunity to part exchange their current property as payment for a new build property? (G & 3c)

Always

Sometimes

Rarely

Never

32. Please list, in order of frequency of occurrence, the factors that make it difficult to complete homes on time

.....

33. How do you calculate moving-in dates?

.....

34. Thinking about individual residential units built in Jan – Dec 2006: what proportion of moving-in dates has your company met?

%

35. What do you do for your new build home buyers when their new property isn't completed on time? (G)

- Nothing
- Reimburse some of the money paid
- Pay for temporary accommodation
- Pay for storage fees
- Provide free upgrades of fixtures and fittings
- Refund reservation fee
- Refund deposit
- Allow contract to be cancelled without penalty
- Other (please specify)

36. Again, thinking about individual residential units completed in Jan - Dec 2006: what proportion of your new build home sales are off-plan³ [insert definition?]

%

37. Please indicate what monies the home-buyer must pay before paying the final balance

- Reservation fees
- A deposit
- Other (please specify)

38. How do you calculate what deposit to charge home buyers?

.....

³ Property sold to a buyer before property before work has started or been completed

39. How do you calculate what reservation fee to charge home buyers?

.....

40. Does your business ever refund home buyers' deposits?

- Yes
- No

41. Under what circumstances has your business ever refunded deposits? (G)

.....

42. Does your business ever refund home buyers' reservation fees?

- Yes
- No

43. Under what circumstances has your business previously refunded reservation fees? (G)

.....

44. Does your business ever recommend particular solicitors, conveyancers or other legal advisors to home buyers?

- Yes
- No

45. What quality assurance systems does your business have in place? (G))

- Clerk of Works
- Snagging Company
- Other (please specify)

46. Do you have any internal guidance on what level of snagging does not warrant follow-up work? (e.g. small cracks in paintwork appearing after a few months) (G)

- Yes Please provide a copy of any such guidance
- No

47. a How many years do you expect a typical new **house** built by your company to last?

years

48. b How many years do you expect a typical new **flat** built by your company to last?

years

49. What after-sales customer services do you have in place?

- 24 hour response
- Regular visits
- Other (please specify)

50. Do you have a standard complaints procedure that covers...

- ...complaints with the home buying process?
- ...complaints about the home after it has been built and the customer has taken possession?

51. Please outline your complaints⁴ procedure:

(If you have a printed version of this and would rather include a copy of this with your completed questionnaire, rather than summarising this document please do so)

.....

52. How many complaints did your business receive in Jan - Dec 2006?

53. What proportion of these complaints have been fully resolved to the customer's satisfaction?

%

54. Do you provide complainants with timetables by which time the problem will be solved? (G)

 Yes No

55. Please estimate what proportion of these complaints were fully resolved to the customer's satisfaction within...

...one month of the complaint being received? %

... two months of the complaint being received %

... three months of the complaint being received %

...more than three months of the complaint being received %

All complaints **100%**

56. What are the three most common complaints that you receive from your customers

- 1.
- 2.
- 3.

57. Please indicate if in the your received any complaints in Jan-Dec 2006 about the following facilities or completion of the following facilities: ?

	Facilities	Completion of these facilities
Green spaces	<input type="checkbox"/>	<input type="checkbox"/>
Play areas	<input type="checkbox"/>	<input type="checkbox"/>
Shared parking areas	<input type="checkbox"/>	<input type="checkbox"/>
Access roads	<input type="checkbox"/>	<input type="checkbox"/>

58. What proportion of complaints from new home owners are received within the following time periods?

During the first month of ownership %

During the second month of ownership %

During the third month of ownership %

During 4-6 months of ownership %

During 7-12 months of ownership %

During the second year of ownership %

After two years of ownership %

59. Would you be willing to be contacted directly by the Office of Fair Trading again, if they have any further questions or queries about the answer you have provided in this questionnaire?

- Yes
- No

Questions x-y are about the English planning system. **If you build new houses in England, please complete these questions**

If your business **does not** build new houses in England then we do not require you to answer the remaining questions. Thank you for completing this questionnaire. Please return the questionnaire by post to our administration company AMS using the pre-paid envelope provided.

Section four: competition and planning

60. **In your opinion, was the Government target that 60 per cent of major residential applications be processed within 13 weeks (BVPI 109a) an appropriate measure to improve Local Planning Authority Performance.**

Very appropriate	<input type="checkbox"/>
Somewhat appropriate	<input type="checkbox"/>
Somewhat inappropriate	<input type="checkbox"/>
Very inappropriate	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>

61. **In your opinion, how effective have the following Government initiatives been in helping improve the efficiency and/or the effectiveness of the Development Control System as a whole?**

	Very helpful	Somewhat helpful	Somewhat helpful	Very helpful	Don't Know
Planning Delivery Grant payments to the best performing Local Planning Authorities					
The Advisory Team for Large Planning Applications (ATLAS)					
The Planning Advisory Service					
Naming and shaming the worst performing Local Planning Authorities as (Local Planning Standards Authorities)					
E-planning					
The Planning Portal					
Bursaries and other schemes designed to increase the number of Planning Graduates					

62. In your experience, how significant are the following factors in causing unnecessary delay to the planning application process?

Factor	Very significant	Somewhat significant	Somewhat insignificant	Very insignificant	Don't know
Local Planning Authority administrative efficiency					
Intentional delay by the applicant					
Intentional delay by the Local Planning Authority					
The Local Planning Authority's staff capacity					
Applicant's staff capacity					
Involvement of statutory consultees.					
Involvement of councillors					
Overly burdensome information requirements					
Unclear planning policies either nationally or locally					
Unrealistic negotiating positions for the conditions to attach to the permission (including s106)					
Lack of adequate local physical infrastructure					
Involvement of the Planning Inspectorate					
Other (please state)					

63. When did your business first start house building?

- Pre 1970
- After 1970

64. Please indicate what you consider is the main barrier to expanding your business into other areas of England:

- Difficulties in obtaining planning permission
- Access to land
- Access to capital/financial resources
- Shortage of skilled labour
- Lack of planning experts/experience
- Access to supply chain/suppliers/raw materials
- Need for contacts in local planning authorities
- Need for contacts in the construction and house building sector
- Construction expertise/experience
- Need for knowledge of how the local planning system operates

Delays in provision of infrastructure
Section 106⁵ requirements
Sustainability appraisals
Other: please specify

65. What is the total area of land owned outright (in hectares) by your business?

Developed (split by work not yet started/construction on site has begun)
Undeveloped (split by work not yet started/construction on site has begun)

66. Please identify the total area of land (in hectares) your business...

... has an option to purchase provided certain conditions are met
... 'owns' through joint ventures
... has under contract, where if conditions are met, you may become the legal owner

67. What is the largest site you would consider developing?

Smaller than 0.1 hectares
0.1 to 1 hectares
1 to 2 hectares
Larger than 2 hectares

68. How many sites have you developed in the last ten years?

69. Approximately how many residential units does this equate to?

70. In the last ten years have you ever...

- i. ...sold sites or parts of sites to other house builders? Y/N
If yes, roughly how many sites?
- ii. ...sold an option on sites or parts of sites to other house builders? Y/N
If yes, roughly how many sites?
- iii. ...bought sites or parts of sites from other house builders? Y/N
If yes, roughly how many sites?
- iv. ...developed sites in partnership with other house builders? Y/N
If yes, roughly how many sites?
- v. ...used more than one sales office or brand to sell homes on a site? Y/N
If yes, roughly how many sites?

71. In each of the local authority areas in England in which your firm operates, has your firm been involved in the drawing up of the last Local Development Framework?

Y/ N

72. If yes, please select all of the following options that best describe the typical way in which your firm inputs into the drawing up of Local Development Frameworks:

Attended meetings with local planning officers where only our firm and regional planning representatives were present;
Attend meetings with local planning officers where other developers were present;
Responding to the RSS consultation;
Other type of input – please specify

73. Was land that you owned included in the Local Development Framework five year projection of land that is achievable, suitable and available for development?

Y/N

74. Has your business ever had involvement with Local Development Frameworks in Local Authorities in England at a time when your business did not own land or options on land in those local authorities?

Y / N

75. All else being equal, is it harder to get planning permission for development of houses than it is to get planning permission for development of flats?

Y/ N

76. Does the implementation of *Planning Policy Statement 3⁶* on housing density targets by local authorities influence the type of dwelling your firm builds?

Y / N

77. Have you had housing developments delayed by delays in obtaining infrastructure?

Y / N

78. Which **single** infrastructure element causes you **most** delays? (Please mark only one)

Water/Sewage

Energy sources

Roads/highways

Public transport

Telecommunications

Healthcare

Local education facilities (schools, nurseries, etc)

Public spaces

Other (please specify)

79. What do you consider to be the optimum number of units to be sold on a site in one year? a site *

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