



IMPORTANT CONSUMER PROTECTION INFORMATION

This Home Information Pack (HIP) has been produced by Surehome Ltd, P O Box 9164, Clacton-on-Sea, Essex CO15 9BZ: Telephone Number 01255 425227: E-mail address info@surehome.co.uk which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the HIP Code. The PCCB independently monitors how registered firms maintain compliance with the Code.

The HIP Code provides protection for homebuyers, sellers, conveyancers and mortgage lenders, who rely on information included within a Home Information Pack provided on residential property within England and Wales. It sets out minimum standards which firms providing HIPs have to meet. By giving you this information, your HIP provider is confirming that they keep to the principles of the HIP Code. This provides important protection for you.

The Code's main commitments

The HIP Code's key commitments say that HIP providers will:

- Display the Code logo prominently in our HIPs.
- 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 insurance to protect you as prescribed by the PCCB.
- Act with integrity and ensure that all HIPs services comply with relevant laws, regulations, and industry standards.

Complaints

If you have a query or complaint about your HIP, you should raise it directly with the HIP provider, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual loss as a result of your HIP provider failing to keep to the Code.



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Surehome, PO Box 9164
Clacton-on-Sea, Essex CO15 9BZ
Tel: 01255 425227 Fax: 01255 425117
E-mail: info@surehome.co.uk
Web: www.surehome.co.uk

Surehome Limited is Registered in England No. 4176278
Registered Office: Higgison House,
381-383 City Road, London, EC1V 1NW

Home Information Pack Provider



Please note that all queries or complaints regarding your HIP should be directed to your HIP provider in the first instance, not to TPOs or to the PCCB.

TPOs Contact Details:

The Property Ombudsman scheme
Beckett House
4 Bridge Street
Salisbury
Wiltshire SP1 2LX
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk.

PLEASE ASK YOUR HIP PROVIDER IF YOU WOULD LIKE A COPY OF THE HIP CODE.



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