

HIPAG

HOME INSPECTORS AND DOMESTIC ENERGY ASSESSORS

Frequently asked Questions

CONTRACTUAL TERMS

Q There are a number of clauses within the Terms and Conditions document that I would like to delete. Are you able to agree to any changes to the standard clauses?

A In order that all of our HIs and DEAs work under the same terms and conditions we are not able to agree any deletions or amendments to the standard terms.

Q As we are an SME carrying out some of the administrative tasks the Terms and Conditions show different pricing than we have agreed – will the T's and Cs be changed in this respect?

A It is not intended to change the pricing shown in the T's and C's. Pricing for all parties will change over the coming months as market forces demand. We do not feel it will be necessary to re-issue T's and C's at each price change. The terms as they stand allow each party to issue and receive instructions or to stop instructions at any time. This should provide sufficient comfort that no one will be held to a price they find unacceptable.

Q As an SME do you wish us to provide details of all our HIs and DEAs?

A We will need the names and accreditation registration numbers.

PROFESSIONAL INDEMNITY INSURANCE

Q I have insurance as part of my accreditation scheme and therefore do not have a separate insurance schedule to provide. How do you wish to deal with this?

A For those who have insurance through an accreditation scheme (such as SAVA or Elmhurst) it will be necessary for you to provide a copy of your accreditation scheme certificate ensuring that your name and registration number are clear. Please confirm that you are relying on this type of block insurance.

Q I would like to register with HIPAG and to receive instructions in the future but I have not completed my training and received accreditation at this time. Am I able to register with you now?

A Yes, we welcome all applications. Our systems will only instruct those applicants who have provided all of the necessary documentation. Your details can be up-dated and included in the instruction process as soon as you have been able to provide all paperwork.

FEES

Q Your fees do not take into account the fact that certain areas of the country will have fewer HIs and DEAs available. I would have expected fees to be higher in the outlying areas or areas with fewer HIs and DEAs. Why have you not taken this into account?

A *The number of HIs and DEAs is increasing daily and as we are still receiving applications to work with us it is difficult at this early stage to identify the areas where cover will be short. For this reason we have provided basic details of fees and once we are in a position to identify specific areas where cover is short we will consider whether fees in these areas need to be reviewed.*

Q I would have liked to have worked with HIPAG but have already set my fee levels higher than Hipag are prepared to pay. Am I able to negotiate the fee level?

A *We are not able to agree different arrangements with individuals at this time. As the market progresses in the coming months, and as more homes are included in the HIP regulations, we anticipate that fees will change. Please register with us but place your instructions at 'stop' at this time and should either party feel it appropriate to review their fee levels it may be that we can work together in the future.*

Q I find your fees acceptable for a four bed house but not for a seven bed house – am I able to register and work with you?

A *Yes. Please register and provide an indication of your preference to us. We anticipate that there will be movement on fees across the market in the future and HIPAG will embrace any market changes. We will endeavour to meet your requirement in the short term, but should we inadvertently instruct you on a 7 bed house please just reject the instruction.*

INSTRUCTIONS

Q Other HIP providers have asked us to indicate how many instructions we are able to accept in a given period (eg each day / week). Why have HIPAG not asked this?

A *It is our intention to monitor the service levels provided by each HI and DEA going forward. As we are all working in a new arena it is difficult for anyone to know what is possible in practice and we anticipate that there will be variations across the market. One person may provide an excellent service at a rate of 10 instructions a day, another may provide poor service at just 2 a day. As a company we will focus on service.*

Q How do I know if you have any other HIs or DEAs registered for my area?

A As we are receiving applications from HIs and DEAs daily we are not at a point of knowing! However, it is not HIPAG's intention to provide details of those HIs and DEAs registered with us to third parties.

Q I anticipate having periods where I am not able to take instructions due to holiday, sickness or high work levels – am I able to 'stop' instructions from HIPAG and will I be penalised for this?

A Following on from the answer above, we would welcome HIs and DEAs taking a responsible approach to instruction levels in order to maintain the best service levels possible. You will be able to e-mail us to 'stop' instructions at any time.

Q I am an individual looking just to work with a few local agents – your Terms and Conditions do not seem designed for me, am I able to register with HIPAG?

A It is always difficult to cover all circumstances in one standard document. Whilst the T's and C's read in such a way that they may not include your particular circumstances we are able to note our internal records of your wish to work only with a small number of agents. The important point in this is that when your local agent orders his HIP that he makes a request for you to be instructed. Please go ahead and register with us.

Q I am running a panel of HIs and DEAs, should I register with HIPAG or are you putting together your own panel?

A HIPAG will be working directly with individuals and also with panels. Please register with us providing full details of the areas you are able to cover.

PAYMENT TERMS

Q I am not sure I fully understand the payment timings. Please provide some simple clarification for me.

A An invoice should be provided to HIPAG Services Limited as soon as the EPC is returned. All invoices will be paid on the 15th of the month following the month to which the invoice relates.

All payments will be made by BACS and so HIPAG require the sort code, account number and account name for each HI and DEA

