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HIPCEA CODE OF CONDUCT – Dated 4th January 2010

It is my intention as a practising Home Inspector to carry out all work in accordance with the Code of Conduct shown below relating to the production of Energy Performance Certificates (EPC), Home Condition Reports (HCR) and Home Condition Surveys (HCS).

1. Introduction

1.1 This document is the Code of Practice ('the Code') for Home Inspectors.

1.2 The Code sets out the principles that must be followed and applied by all Home Inspectors.

1.3 The Code forms part of a wider package of registration and disciplinary information with which Home Inspectors must comply.

2. Purpose

2.1 The purpose of this Code is to set out the rules and standards of conduct that are expected of Home Inspectors and to inform members of the public about the standards of conduct that they can expect from a Home Inspector.

2.2 This Code aims to promote:

2.2.1 The best standards of practice by Home Inspectors; and

2.2.2 - Confidence in the integrity of the Scheme, Home Inspectors and the Energy Performance Certificate.

3. Application

3.1 Home Inspectors must ensure that they understand and comply with this Code and any accompanying guidance.

3.2 A failure to comply with the Standards set out in the Code or guidance will generally lead to disciplinary action being taken against a Home Inspector by their Scheme.

4. Personal and Professional Standards

4.1 *Home Inspectors must at all times (whether inside or outside work):*

4.1.1 Act with integrity.

4.1.2 Act in an honest and trustworthy manner.

4.1.3 Act in an open and transparent manner in their dealings with both their clients and or other business contacts.

4.1.4 *Disclose to the Scheme any or all of the following matters:*

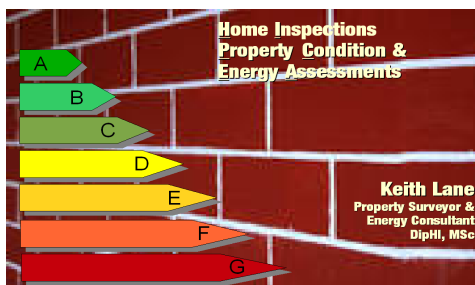
4.1.4.1 That they have been charged or convicted of a criminal offence in the UK or elsewhere.

4.1.4.2 That another has referred them for a disciplinary hearing Scheme, professional body trade association or regulatory body, or other similar organisation.

4.1.4.3 That a disciplinary allegation has been found proved against them by another Scheme, professional body trade association or regulatory body, or other similar organisation.

4.1.4.4 The institution against them of bankruptcy or directors' disqualification order.

4.1.4.5 The making of a bankruptcy or directors' disqualification proceeding; or



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4.1.4.6 If they enter into an individual voluntary arrangement with creditors.

4.1.5 Assist the Scheme in any disciplinary inquiry involving another Home Inspectors.

4.1.6 Recognise the limits of their professional competence.

4.1.7 Keep their professional knowledge and skills up to date.

4.1.8 Avoid abusing their position as a Home Inspectors; and

4.1.9 Comply with the requirements of the Scheme of which they are a member and their governing legislation.

4.2 *Home Inspectors must not engage in conduct that:*

4.2.1 Damages the reputation of their profession.

4.2.2 Diminishes public confidence in the Scheme, Home Inspectors or the Energy Performance Certificate:

4.2.2.1 Damages the trust placed in Home Inspectors by lenders and other professionals who may need to rely upon their work.

4.2.3 Home Inspectors must not exploit the vulnerability of consumers or take advantage of their lack of knowledge of the home buying and selling process.

5. Skills, ability and personal development

5.1 *Home Inspectors must:*

5.1.1 Only act if competent to do so.

5.1.2 Carry out their work with reasonable skill and care.

5.1.3 Maintain their professional knowledge and skill by participating in lifelong learning and recording the outcomes.

5.1.4 Observe and keep up to date with laws and statutory codes of practice that affect their work.

5.1.5 Update their professional knowledge and skill through structured and regular lifelong learning activities.

5.1.6 The Home Inspectors must carry out a minimum of 20 hours per year life long learning in accordance with the Scheme standards.

5.1.6.1 Of the 20 hours per year lifelong learning 70% must be of a technical nature and 30% of a business and professional nature.

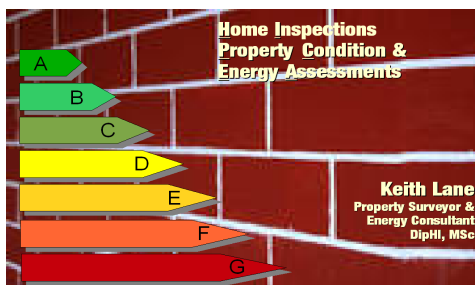
6. Conflicts of interest

6.1 Home Inspectors must at all times give an unbiased opinion.

6.2 Home Inspectors must not give or accept any inducement, gift or hospitality that may affect or may be seen to affect their judgement.

6.3 Home Inspectors must be satisfied that the seller is being or has been provided with written information concerning whether the Home Inspectors has any personal or business relationship with any person involved in the sale of the property and that the seller will sign or has signed a declaration that they understand the implications of the information.

6.4 Home Inspectors must not prepare Energy Performance Certificates if to do so would cause a conflict with the interests of sellers.



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6.5 If, in the course of preparing an Energy Performance Certificate, a conflict with the interests of the seller or other professionals arises, the Home Inspectors must decline the instructions to prepare the Report.

6.6 A Home Inspector must be satisfied that the client is being or has been provided with written information concerning whether the Home Inspector has any personal or business relationship with any person involved in the property and that the client will sign or has signed a declaration that they understand the implications of the information.

6.7 If, in the course of preparing a Home Condition Report (or EPC) a conflict with the interests of the client or other professional arises, the Home Inspector must decline the instruction to prepare the report.

6.8 If a risk of conflict arises, it must be managed in accordance with any guidance issued by the Scheme.

7. Advertising

7.1 Home Inspectors may only promote and advertise their services in a clear, honest and lawful manner.

7.2 Any advertisement placed by a Home Inspectors must comply with scheme standards and with statutory and national standards to ensure that all advertisements are legal, honest and truthful and that they are clearly identifiable as an advertisement.

8. Marketing

8.1 Home Inspectors must operate under fair and honest sales practices.

8.2 Home Inspectors must not:

8.2.1 Engage in any commercial practices that are misleading or likely to mislead buyers, sellers or lenders.

8.2.2 Use physical force, harassment, coercion or undue influence.

8.2.3 Be party to charging fees that are discriminatory or excessive.

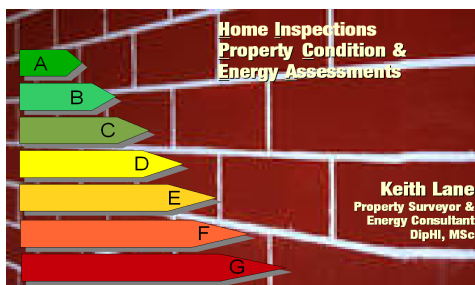
8.2.4 Exploit the trust vulnerability or lack of experience of buyers, sellers or lenders.

8.2.5 Encourage or condone unsafe or harmful practices.

8.3 *If Home Inspectors offer sellers or buyers other services and/or products, they must:*

8.3.1 Act lawfully and responsibly in sending sellers or buyers details of those services and/or products.

8.3.2 Declare any financial benefit that they may receive as a result of sellers or buyers using those services and/or products.



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9. Information for the seller

9.1 A Home Inspector's offer, to clients to perform services whether direct or through a third party, must be clear and truthful and contain all relevant pre-contractual information.

9.2 *When offering to provide a service to produce an Energy Performance Certificate, Home Inspectors must be satisfied that clients are provided with details in writing of:*

9.2.1 The terms, conditions and costs associated with instructing the Home Inspector.

9.2.2 The key features of the Home Inspector; their right to see any personal records Home Inspectors hold about them what use that may be made of the data collected by Home Inspectors.

9.2.3 The fee for the work, including any tax and duties.

9.2.4 How and when the Energy Performance Certificate/Energy Performance Certificate will be delivered:

9.2.4.1 How the information contained in the HCR/EPC will be conveyed to the client.

9.2.4.2 Arrangements for further detailed explanation of the HCR/EPC findings at the sellers request.

9.2.5 The existence and conditions of a right of withdrawal.

9.2.6 The policy and procedure for cancellation of services and the payment of refunds.

9.2.7 The complaint and redress and appeals procedures; and a reference to this Code.

9.2.8 The Home Inspectors will comply with the auditing and monitoring requirements of the Scheme.

10. Confidentiality

10.1 Home Inspectors must explain to clients that information about the completion of the Energy Performance Certificate has to be placed on the Register of Energy Performance Certificates.

10.2 Home Inspectors must treat all sellers' personal information as private and confidential (even when they are no longer a customer of the Home Inspectors).

10.3 *Home Inspectors must not reveal any personal information about sellers unless:*

10.3.1 The sellers have given permission for the information to be revealed.

10.3.2 The Home Inspectors has to reveal the information by law.

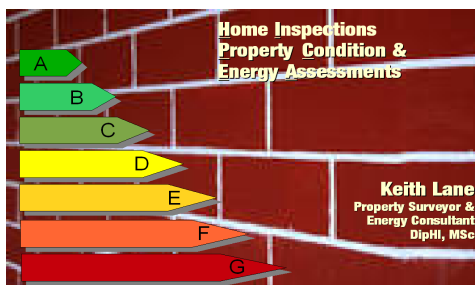
10.3.3 There is a 'common law' duty to the public to reveal the information.

10.4 Home Inspectors must notify sellers that their contact details may be used during the process for monitoring the compliance and performance of Home Inspectors.

10.5 Home Inspectors will hold and store all client information in accordance with the Data Protection Act.

11. Diversity

11.1 Home Inspectors must not unlawfully or unjustifiably discriminate against any individual in their practice as Home Inspectors.



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11.2 Home Inspectors must not discriminate against any individual on the basis of gender, race or disability or allow their views of the lifestyle, culture, belief, colour, gender, sexuality or age of others to prejudice their professional practice and relationships.

12. Insurance

12.1 Home Inspectors must ensure that all Energy Performance Certificates undertaken by them are covered by adequate and appropriate indemnity insurance cover, as prescribed in the insurance standards adopted by Schemes.

13. Complaints procedure

13.1 Home Inspectors must participate in a complaints handling system as prescribed by the Scheme.

13.2 Home Inspectors must ensure that:

13.2.1 Complaints are initially acknowledged in writing, and the acknowledgement sets out a likely time-scale for resolving the complaint.

13.2.2 There is a named individual who is responsible for complaints and who has the authority to resolve complaints, if appropriate.

13.2.3 Complainants are informed that if they want to take their complaint further, the complaint can be referred to the Scheme complaints handling process.

14. Compliance with legislation

14.1 Home Inspectors will carry out their work in compliance with all current legislation.

14.2 Home Inspectors will comply with all officially published guidance in undertaking Energy Performance Certificates using the recognised methodology.

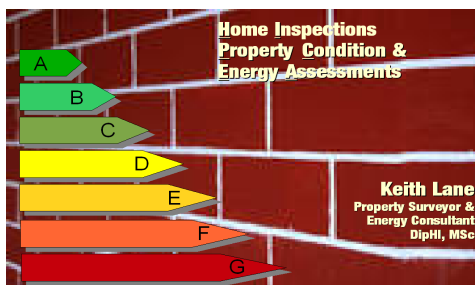
15. Compliance with Health and safety legislation

15.1 The Home Inspectors will carry out their work in compliance with the Health and Safety at Work Act 1974 and any other Health and safety legislation that may be relevant to their business:

15.1.2 In accordance with the Act all health and safety issues must be reported to the 'responsible person'.

15.1.3 Where the Home Inspector is deemed to be the 'responsible person' they must discharge their duties diligently in accordance with the legislation.

15.1.4 If the Home Inspector is not acting in the capacity of 'responsible person' the Home Inspector must report any H&S issues to the named 'responsible person'. The responsible person shall be responsible for the implementation of appropriate emergency procedures within the workplace and ensure that all other persons required to know of those procedures receive adequate and effective training.



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16. Compliance with Security of Information legislation

16.1 The Home Inspector will carry out their work in compliance with the Data Protection Act 1998:

16.1.2 In accordance with the Act all data protection issues must be reported to the 'responsible person'.

16.1.3 Where the Home Inspector is deemed to be the 'responsible person' they must discharge their duties diligently in accordance with the legislation.

16.1.4 If the Home Inspector is not acting in the capacity of 'responsible person' the Home Inspector must pass on any relevant information to the named 'responsible person'.

17. Limitations

17.1 Should the Home Inspector identify circumstances that prevent the assessment or preparation of the HCS/HCR/EPC due to any limitation, infringements, conflicts of interest or any other reason that may prevent the Home Inspector from preparation of the HCS/HCR/EPC report. The client should be informed immediately in writing giving a clear explanation of reason.

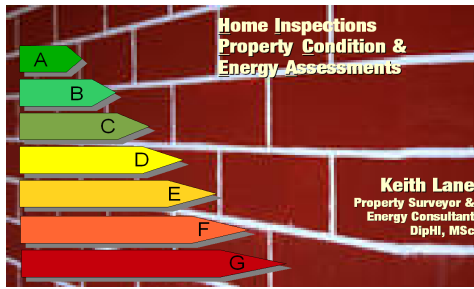
18. Identification

18.1 As a practising Home Inspector, it is necessary for the Home Inspector to provide formal identification to clients. The Home Inspectors will show all clients this formal ID, and this ID will carry a photograph and a sample signature. In addition, it will show the name and contact details of the Home Inspectors' Scheme. (See Appendix A)

19. Publicity

19.1 Home Inspectors must make this Code available to a member of the public upon request.

20. Consumer protection The Home Inspectors must act in an open and transparent way in all dealings with the public.




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Appendix A: Identification & Appointment Cards

Home Inspector ID Card



**Home Inspection
Property Condition &
Energy Assessment**

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Keith Lane
 Property Surveyor &
 Energy Consultant

Signature

Front of ID Card

Governing body for issues relating to the inspection or conduct of the Inspector, please contact:

Surveyors and Valuers Accreditation Ltd (SAVA)

Tel: 01908 540605

Quoting the Inspectors Registration Number:

Back of ID Card

Inspection Appointment Card

Appointment

To carry out an inspection of the property at:

on at the agreed time of

Agreed between (the Client/Agent) of
 Tel:.....

and Keith Lane (the Property Surveyor)

Front of Appointment Card

Keith Lane
Property Surveyor & Energy Consultant
Home Inspection, Property
Condition & Energy Assessments

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Back of Appointment Card