

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 1

SQ1. Have you bought a property, or gone through the process of obtaining a property valuation on a property you were looking to buy in the last 5 years? If you have bought or gone through the process of obtaining a property valuation in the last 5 years, please answer this survey thinking about the most recent case.

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Yes, I have bought a property in the last 5 years	621 61%	333 59%	288 64%	42 63%	222 77%	166 58%	126 48%	65 58%	264 75%	430 67%	357 54%	191 51%	621 100%	-	259 100%	362 100%
I have gone through the process of obtaining a valuation in the last 5 years but have not bought a property	396 39%	233 41%	163 36%	25 37%	65 23%	120 42%	138 52%	48 42%	90 25%	210 33%	306 46%	186 49%	-	396 100%	-	-
No - I have neither bought a property nor gone through the process of obtaining a property valuation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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SQ1. Have you bought a property, or gone through the process of obtaining a property valuation on a property you were looking to buy in the last 5 years? If you have bought or gone through the process of obtaining a property valuation in the last 5 years, please answer this survey thinking about the most recent case.

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Yes, I have bought a property in the last 5 years	621 61%	56 67%	28 61%	62 62%	39 49%	51 54%	45 65%	25 57%	54 61%	76 60%	87 64%	64 72%	34 54%	227 65%	150 60%	129 57%	115 61%
I have gone through the process of obtaining a valuation in the last 5 years but have not bought a property	396 39%	27 33%	18 39%	38 38%	41 51%	43 46%	24 35%	19 43%	34 39%	50 40%	48 36%	25 28%	29 46%	123 35%	101 40%	97 43%	75 39%
No - I have neither bought a property nor gone through the process of obtaining a property valuation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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SQ1. Have you bought a property, or gone through the process of obtaining a property valuation on a property you were looking to buy in the last 5 years? If you have bought or gone through the process of obtaining a property valuation in the last 5 years, please answer this survey thinking about the most recent case.

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Yes, I have bought a property in the last 5 years	621 61%	527 60%	10 59%	39 75%	288 60%	50 76%	283 60%	518 63%	93 56%	427 66%	163 52%	31 54%	578 60%	29 88%	61 60%	6 60%	101 62%
I have gone through the process of obtaining a valuation in the last 5 years but have not bought a property	396 39%	355 40%	7 41%	13 25%	195 40%	16 24%	185 40%	309 37%	74 44%	221 34%	149 48%	26 46%	382 40%	4 12%	41 40%	4 40%	63 38%
No - I have neither bought a property nor gone through the process of obtaining a property valuation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Absolutes/col percents

Table 2

SQ2. When you purchased your property, were you a first time buyer?**Base: All bought property in last 5 years**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	621	333	288	42	222	166	126	65	264	430	357	191	621	-	259	362
Yes	259	137	122	40	149	49	20	1	189	238	70	21	259	-	259	-
	42%	41%	42%	95%	67%	30%	16%	2%	72%	55%	20%	11%	42%	-	100%	-
No	362	196	166	2	73	117	106	64	75	192	287	170	362	-	-	362
	58%	59%	58%	5%	33%	70%	84%	98%	28%	45%	80%	89%	58%	-	-	100%

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Table 2

SQ2. When you purchased your property, were you a first time buyer?**Base: All bought property in last 5 years**

	Region I												Region II				
	Total	Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	621	56	28	62	39	51	45	25	54	76	87	64	34	227	150	129	115
Yes	259	17	15	27	14	21	16	5	21	50	29	29	15	108	58	56	37
	42%	30%	54%	44%	36%	41%	36%	20%	39%	66%	33%	45%	44%	48%	39%	43%	32%
No	362	39	13	35	25	30	29	20	33	26	58	35	19	119	92	73	78
	58%	70%	46%	56%	64%	59%	64%	80%	61%	34%	67%	55%	56%	52%	61%	57%	68%

RICS Buyers Survey
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Table 2

SQ2. When you purchased your property, were you a first time buyer?**Base: All bought property in last 5 years**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	621	527	10	39	288	50	283	518	93	427	163	31	578	29	61	6	101
Yes	259	216	7	17	115	23	121	221	34	185	54	20	242	9	27	5	38
	42%	41%	70%	44%	40%	46%	43%	43%	37%	43%	33%	65%	42%	31%	44%	83%	38%
No	362	311	3	22	173	27	162	297	59	242	109	11	336	20	34	1	63
	58%	59%	30%	56%	60%	54%	57%	57%	63%	57%	67%	35%	58%	69%	56%	17%	62%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 3

Q1. Which of the following best describes the type of agent or body from whom you bought or went through the process of buying your property?

Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
An estate agent	882 87%	495 87%	387 86%	54 81%	259 90%	247 86%	226 86%	96 85%	313 88%	560 88%	569 86%	322 85%	527 85%	355 90%	216 83%	311 86%
The house owner directly	52 5%	28 5%	24 5%	6 9%	10 3%	17 6%	12 5%	7 6%	16 5%	33 5%	36 5%	19 5%	39 6%	13 3%	17 7%	22 6%
Personal friend	17 2%	8 1%	9 2%	3 4%	4 1%	4 1%	5 2%	1 1%	7 2%	11 2%	10 2%	6 2%	10 2%	7 2%	7 3%	3 1%
Other	66 6%	35 6%	31 7%	4 6%	14 5%	18 6%	21 8%	9 8%	18 5%	36 6%	48 7%	30 8%	45 7%	21 5%	19 7%	26 7%

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Q1. Which of the following best describes the type of agent or body from whom you bought or went through the process of buying your property?

Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
An estate agent	882 87%	60 72%	37 80%	89 89%	71 89%	80 85%	57 83%	37 84%	75 85%	117 93%	128 95%	78 88%	53 84%	323 92%	212 84%	197 87%	150 79%
The house owner directly	52 5%	8 10%	5 11%	4 4%	3 4%	2 2%	6 9%	3 7%	6 7%	7 6%	1 1%	3 3%	4 6%	11 3%	14 6%	12 5%	15 8%
Personal friend	17 2%	1 1%	1 2%	2 2%	- -	4 4%	- -	2 5%	3 3%	1 1%	- -	2 2%	1 2%	3 1%	7 3%	3 1%	4 2%
Other	66 6%	14 17%	3 7%	5 5%	6 8%	8 9%	6 9%	2 5%	4 5%	1 1%	6 4%	6 7%	5 8%	13 4%	18 7%	14 6%	21 11%

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Table 3

Q1. Which of the following best describes the type of agent or body from whom you bought or went through the process of buying your property?

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
An estate agent	882	882	-	-	443	13	426	715	155	587	248	47	838	28	98	4	153
	87%	100%	-	-	92%	20%	91%	86%	93%	91%	79%	82%	87%	85%	96%	40%	93%
The house owner directly	52	-	-	52	5	39	8	43	3	28	21	3	47	3	-	5	3
	5%	-	-	100%	1%	59%	2%	5%	2%	4%	7%	5%	5%	9%	-	50%	2%
Personal friend	17	-	17	-	6	8	3	15	1	6	7	4	15	1	1	-	1
	2%	-	100%	-	1%	12%	1%	2%	1%	1%	2%	7%	2%	3%	1%	-	1%
Other	66	-	-	-	29	6	31	54	8	27	36	3	60	1	3	1	7
	6%	-	-	-	6%	9%	7%	7%	5%	4%	12%	5%	6%	3%	3%	10%	4%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 4

Q2. Do you recall whether your agent was a member of a trade association or professional body?**Base: All respondents**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
They were a member	483	269	214	31	120	141	134	57	151	292	332	191	288	195	115	173
	47%	48%	47%	46%	42%	49%	51%	50%	43%	46%	50%	51%	46%	49%	44%	48%
They were not a member	66	28	38	6	17	18	17	8	23	41	43	25	50	16	23	27
	6%	5%	8%	9%	6%	6%	6%	7%	6%	6%	6%	7%	8%	4%	9%	7%
I don't recall whether they were a member or not	468	269	199	30	150	127	113	48	180	307	288	161	283	185	121	162
	46%	48%	44%	45%	52%	44%	43%	42%	51%	48%	43%	43%	46%	47%	47%	45%

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Table 4

Q2. Do you recall whether your agent was a member of a trade association or professional body?**Base: All respondents**

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
They were a member	483 47%	41 49%	17 37%	42 42%	42 53%	49 52%	35 51%	23 52%	39 44%	66 52%	62 46%	42 47%	25 40%	170 49%	123 49%	101 45%	89 47%
They were not a member	66 6%	11 13%	7 15%	8 8%	3 4%	4 4%	4 6%	3 7%	6 7%	9 7%	4 3%	4 4%	3 5%	17 5%	14 6%	18 8%	17 9%
I don't recall whether they were a member or not	468 46%	31 37%	22 48%	50 50%	35 44%	41 44%	30 43%	18 41%	43 49%	51 40%	69 51%	43 48%	35 56%	163 47%	114 45%	107 47%	84 44%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 4

Q2. Do you recall whether your agent was a member of a trade association or professional body?**Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
They were a member	483	443	6	5	483	-	-	415	64	335	135	13	459	19	102	-	-
	47%	50%	35%	10%	100%	-	-	50%	38%	52%	43%	23%	48%	58%	100%	-	-
They were not a member	66	13	8	39	-	66	-	54	8	37	26	3	61	4	-	10	-
	6%	1%	47%	75%	-	100%	-	7%	5%	6%	8%	5%	6%	12%	-	100%	-
I don't recall whether they were a member or not	468	426	3	8	-	-	468	358	95	276	151	41	440	10	-	-	164
	46%	48%	18%	15%	-	-	100%	43%	57%	43%	48%	72%	46%	30%	-	-	100%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 5

Q2. Do you recall whether your agent was a member of a trade association or professional body?**Base: All respondents****Sample: Trust agent to provide truthful, honest advice throughout the purchasing process (Q4)**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	631	347	284	42	176	169	175	69	218	387	413	244	395	236	168	227
They were a member	333	185	148	20	82	96	97	38	102	198	231	135	205	128	80	125
	53%	53%	52%	48%	47%	57%	55%	55%	47%	51%	56%	55%	52%	54%	48%	55%
They were not a member	47	18	29	4	11	12	14	6	15	27	32	20	38	9	16	22
	7%	5%	10%	10%	6%	7%	8%	9%	7%	7%	8%	8%	10%	4%	10%	10%
I don't recall whether they were a member or not	251	144	107	18	83	61	64	25	101	162	150	89	152	99	72	80
	40%	41%	38%	43%	47%	36%	37%	36%	46%	42%	36%	36%	38%	42%	43%	35%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 5

Q2. Do you recall whether your agent was a member of a trade association or professional body?**Base: All respondents****Sample: Trust agent to provide truthful, honest advice throughout the purchasing process (Q4)**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	631	59	31	54	53	58	41	27	57	72	82	52	45	206	156	138	131
They were a member	333	36	12	25	33	31	24	17	23	42	42	28	20	112	78	70	73
	53%	61%	39%	46%	62%	53%	59%	63%	40%	58%	51%	54%	44%	54%	50%	51%	56%
They were not a member	47	6	6	6	3	3	2	2	5	6	3	4	1	13	10	15	9
	7%	10%	19%	11%	6%	5%	5%	7%	9%	8%	4%	8%	2%	6%	6%	11%	7%
I don't recall whether they were a member or not	251	17	13	23	17	24	15	8	29	24	37	20	24	81	68	53	49
	40%	29%	42%	43%	32%	41%	37%	30%	51%	33%	45%	38%	53%	39%	44%	38%	37%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 5

Q2. Do you recall whether your agent was a member of a trade association or professional body?**Base: All respondents****Sample: Trust agent to provide truthful, honest advice throughout the purchasing process (Q4)**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	631	535	13	35	333	47	251	604	25	414	187	30	600	16	-	-	-
They were a member	333	299	4	5	333	-	-	318	13	234	91	8	319	9	-	-	-
	53%	56%	31%	14%	100%	-	-	53%	52%	57%	49%	27%	53%	56%	-	-	-
They were not a member	47	7	8	27	-	47	-	46	1	27	18	2	43	3	-	-	-
	7%	1%	62%	77%	-	100%	-	8%	4%	7%	10%	7%	7%	19%	-	-	-
I don't recall whether they were a member or not	251	229	1	3	-	-	251	240	11	153	78	20	238	4	-	-	-
	40%	43%	8%	9%	-	-	100%	40%	44%	37%	42%	67%	40%	25%	-	-	-

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

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Table 6

Q3. Do you agree or disagree with each of the following statements?**Base: All respondents**

	Q3. Summary	
	Agree	Disagree
Base	1017	1017
I understand the difference between an "appraisal", a "valuation" and a "survey"	748 74%	186 18%
My agent made me aware of the distinction between an "appraisal", a "valuation" and a "survey"	347 34%	526 52%
I felt that the agent demonstrated an in-depth understanding of the home-buying process	712 70%	207 20%
At the time, I had a good understanding of what was involved in the overall purchase - e.g. legal requirements, financial processes, exchange of contracts, etc.	797 78%	180 18%
The agent gave me advice about the transaction process	600 59%	343 34%

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Online Fieldwork Dates: 9th-15th August 2012

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Table 7

Q3. Do you agree or disagree with each of the following statements?

-I understand the difference between an "appraisal", a "valuation" and a "survey"

Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	748	444	304	35	192	222	202	97	227	449	521	299	458	290	173	285
	74%	78%	67%	52%	67%	78%	77%	86%	64%	70%	79%	79%	74%	73%	67%	79%
Disagree	186	94	92	22	73	48	36	7	95	143	91	43	117	69	67	50
	18%	17%	20%	33%	25%	17%	14%	6%	27%	22%	14%	11%	19%	17%	26%	14%
Don't know	83	28	55	10	22	16	26	9	32	48	51	35	46	37	19	27
	8%	5%	12%	15%	8%	6%	10%	8%	9%	8%	8%	9%	7%	9%	7%	7%

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Table 7

Q3. Do you agree or disagree with each of the following statements?

-I understand the difference between an "appraisal", a "valuation" and a "survey"

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	748 74%	67 81%	29 63%	73 73%	64 80%	72 77%	50 72%	34 77%	67 76%	90 71%	101 75%	61 69%	40 63%	252 72%	189 75%	166 73%	141 74%
Disagree	186 18%	12 14%	15 33%	19 19%	9 11%	13 14%	11 16%	6 14%	13 15%	24 19%	28 21%	22 25%	14 22%	74 21%	37 15%	43 19%	32 17%
Don't know	83 8%	4 5%	2 4%	8 8%	7 9%	9 10%	8 12%	4 9%	8 9%	12 10%	6 4%	6 7%	9 14%	24 7%	25 10%	17 8%	17 9%

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Table 7

Q3. Do you agree or disagree with each of the following statements?**-I understand the difference between an "appraisal", a "valuation" and a "survey"****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	748	656	15	32	405	43	300	635	101	491	228	29	709	24	84	5	93
	74%	74%	88%	62%	84%	65%	64%	77%	60%	76%	73%	51%	74%	73%	82%	50%	57%
Disagree	186	155	1	13	57	17	112	135	47	113	60	13	175	8	16	5	56
	18%	18%	6%	25%	12%	26%	24%	16%	28%	17%	19%	23%	18%	24%	16%	50%	34%
Don't know	83	71	1	7	21	6	56	57	19	44	24	15	76	1	2	-	15
	8%	8%	6%	13%	4%	9%	12%	7%	11%	7%	8%	26%	8%	3%	2%	-	9%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 8

Q3. Do you agree or disagree with each of the following statements?**-My agent made me aware of the distinction between an "appraisal", a "valuation" and a "survey"****Base: All respondents**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	347	211	136	22	109	92	93	31	131	223	216	124	190	157	94	96
	34%	37%	30%	33%	38%	32%	35%	27%	37%	35%	33%	33%	31%	40%	36%	27%
Disagree	526	280	246	38	138	155	132	63	176	331	350	195	343	183	136	207
	52%	49%	55%	57%	48%	54%	50%	56%	50%	52%	53%	52%	55%	46%	53%	57%
Don't know	144	75	69	7	40	39	39	19	47	86	97	58	88	56	29	59
	14%	13%	15%	10%	14%	14%	15%	17%	13%	13%	15%	15%	14%	14%	11%	16%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 8

Q3. Do you agree or disagree with each of the following statements?

-My agent made me aware of the distinction between an "appraisal", a "valuation" and a "survey"

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	347 34%	32 39%	18 39%	34 34%	34 43%	39 41%	15 22%	15 34%	34 39%	43 34%	39 29%	32 36%	12 19%	114 33%	88 35%	86 38%	59 31%
Disagree	526 52%	41 49%	23 50%	60 60%	31 39%	39 41%	44 64%	26 59%	44 50%	63 50%	69 51%	44 49%	42 67%	176 50%	127 51%	114 50%	109 57%
Don't know	144 14%	10 12%	5 11%	6 6%	15 19%	16 17%	10 14%	3 7%	10 11%	20 16%	27 20%	13 15%	9 14%	60 17%	36 14%	26 12%	22 12%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 8

Q3. Do you agree or disagree with each of the following statements?**-My agent made me aware of the distinction between an "appraisal", a "valuation" and a "survey"****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	347	304	11	12	222	19	106	326	19	239	89	19	330	12	24	-	15
	34%	34%	65%	23%	46%	29%	23%	39%	11%	37%	29%	33%	34%	36%	24%	-	9%
Disagree	526	454	5	34	209	44	273	385	128	328	177	21	496	19	71	10	129
	52%	51%	29%	65%	43%	67%	58%	47%	77%	51%	57%	37%	52%	58%	70%	100%	79%
Don't know	144	124	1	6	52	3	89	116	20	81	46	17	134	2	7	-	20
	14%	14%	6%	12%	11%	5%	19%	14%	12%	13%	15%	30%	14%	6%	7%	-	12%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 9

Q3. Do you agree or disagree with each of the following statements?

-I felt that the agent demonstrated an in-depth understanding of the home-buying process

Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	712	416	296	46	193	195	195	83	239	434	473	278	417	295	172	245
	70%	73%	66%	69%	67%	68%	74%	73%	68%	68%	71%	74%	67%	74%	66%	68%
Disagree	207	113	94	17	62	67	42	19	79	146	128	61	140	67	59	81
	20%	20%	21%	25%	22%	23%	16%	17%	22%	23%	19%	16%	23%	17%	23%	22%
Don't know	98	37	61	4	32	24	27	11	36	60	62	38	64	34	28	36
	10%	7%	14%	6%	11%	8%	10%	10%	10%	9%	9%	10%	10%	9%	11%	10%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 9

Q3. Do you agree or disagree with each of the following statements?**-I felt that the agent demonstrated an in-depth understanding of the home-buying process****Base: All respondents**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	712 70%	61 73%	32 70%	60 60%	58 73%	66 70%	46 67%	26 59%	68 77%	83 66%	100 74%	64 72%	48 76%	247 71%	180 72%	150 66%	135 71%
Disagree	207 20%	19 23%	9 20%	24 24%	12 15%	17 18%	17 25%	12 27%	14 16%	29 23%	23 17%	18 20%	13 21%	70 20%	48 19%	45 20%	44 23%
Don't know	98 10%	3 4%	5 11%	16 16%	10 13%	11 12%	6 9%	6 14%	6 7%	14 11%	12 9%	7 8%	2 3%	33 9%	23 9%	31 14%	11 6%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 9

Q3. Do you agree or disagree with each of the following statements?**-I felt that the agent demonstrated an in-depth understanding of the home-buying process****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	712 70%	630 71%	15 88%	23 44%	393 81%	28 42%	291 62%	645 78%	63 38%	466 72%	215 69%	31 54%	679 71%	19 58%	55 54%	1 10%	69 42%
Disagree	207 20%	170 19%	- -	22 42%	66 14%	27 41%	114 24%	109 13%	90 54%	135 21%	64 21%	8 14%	194 20%	10 30%	40 39%	8 80%	73 45%
Don't know	98 10%	82 9%	2 12%	7 13%	24 5%	11 17%	63 13%	73 9%	14 8%	47 7%	33 11%	18 32%	87 9%	4 12%	7 7%	1 10%	22 13%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 10

Q3. Do you agree or disagree with each of the following statements?**-At the time, I had a good understanding of what was involved in the overall purchase - e.g. legal requirements, financial processes, exchange of contracts, etc.****Base: All respondents**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	797	452	345	36	199	232	229	101	235	467	562	330	488	309	171	317
	78%	80%	76%	54%	69%	81%	87%	89%	66%	73%	85%	88%	79%	78%	66%	88%
Disagree	180	98	82	27	72	49	24	8	99	148	81	32	111	69	75	36
	18%	17%	18%	40%	25%	17%	9%	7%	28%	23%	12%	8%	18%	17%	29%	10%
Don't know	40	16	24	4	16	5	11	4	20	25	20	15	22	18	13	9
	4%	3%	5%	6%	6%	2%	4%	4%	6%	4%	3%	4%	4%	5%	5%	2%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 10

Q3. Do you agree or disagree with each of the following statements?**-At the time, I had a good understanding of what was involved in the overall purchase - e.g. legal requirements, financial processes, exchange of contracts, etc.****Base: All respondents**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	797 78%	76 92%	33 72%	77 77%	63 79%	71 76%	49 71%	37 84%	70 80%	91 72%	110 81%	66 74%	54 86%	267 76%	190 76%	173 77%	167 88%
Disagree	180 18%	6 7%	12 26%	21 21%	12 15%	19 20%	18 26%	4 9%	13 15%	26 21%	22 16%	19 21%	8 13%	67 19%	50 20%	45 20%	18 9%
Don't know	40 4%	1 1%	1 2%	2 2%	5 6%	4 4%	2 3%	3 7%	5 6%	9 7%	3 2%	4 4%	1 2%	16 5%	11 4%	8 4%	5 3%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 10

Q3. Do you agree or disagree with each of the following statements?**-At the time, I had a good understanding of what was involved in the overall purchase - e.g. legal requirements, financial processes, exchange of contracts, etc.****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	797	693	15	40	401	50	346	674	110	523	238	36	760	24	85	6	123
	78%	79%	88%	77%	83%	76%	74%	81%	66%	81%	76%	63%	79%	73%	83%	60%	75%
Disagree	180	156	1	9	65	12	103	126	49	111	60	9	167	8	15	4	38
	18%	18%	6%	17%	13%	18%	22%	15%	29%	17%	19%	16%	17%	24%	15%	40%	23%
Don't know	40	33	1	3	17	4	19	27	8	14	14	12	33	1	2	-	3
	4%	4%	6%	6%	4%	6%	4%	3%	5%	2%	4%	21%	3%	3%	2%	-	2%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 11

Q3. Do you agree or disagree with each of the following statements?**-The agent gave me advice about the transaction process****Base: All respondents**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	600	347	253	44	160	167	165	64	204	371	396	229	365	235	163	202
	59%	61%	56%	66%	56%	58%	63%	57%	58%	58%	60%	61%	59%	59%	63%	56%
Disagree	343	187	156	18	102	102	81	40	120	222	223	121	215	128	78	137
	34%	33%	35%	27%	36%	36%	31%	35%	34%	35%	34%	32%	35%	32%	30%	38%
Don't know	74	32	42	5	25	17	18	9	30	47	44	27	41	33	18	23
	7%	6%	9%	7%	9%	6%	7%	8%	8%	7%	7%	7%	7%	8%	7%	6%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 11

Q3. Do you agree or disagree with each of the following statements?**-The agent gave me advice about the transaction process****Base: All respondents**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	600 59%	59 71%	27 59%	53 53%	51 64%	56 60%	38 55%	16 36%	58 66%	75 60%	82 61%	50 56%	35 56%	207 59%	152 61%	131 58%	110 58%
Disagree	343 34%	20 24%	18 39%	41 41%	22 28%	31 33%	22 32%	24 55%	22 25%	40 32%	47 35%	30 34%	26 41%	117 33%	75 30%	81 36%	70 37%
Don't know	74 7%	4 5%	1 2%	6 6%	7 9%	7 7%	9 13%	4 9%	8 9%	11 9%	6 4%	9 10%	2 3%	26 7%	24 10%	14 6%	10 5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 11

Q3. Do you agree or disagree with each of the following statements?**-The agent gave me advice about the transaction process****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	600 59%	527 60%	11 65%	20 38%	334 69%	27 41%	239 51%	548 66%	48 29%	397 61%	171 55%	32 56%	573 60%	17 52%	36 35%	4 40%	54 33%
Disagree	343 34%	297 34%	3 18%	25 48%	127 26%	31 47%	185 40%	227 27%	107 64%	217 33%	117 38%	9 16%	321 33%	16 48%	59 58%	6 60%	102 62%
Don't know	74 7%	58 7%	3 18%	7 13%	22 5%	8 12%	44 9%	52 6%	12 7%	34 5%	24 8%	16 28%	66 7%	-	7 7%	-	8 5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 12

Q4. Did you trust your agent to provide truthful, honest advice throughout the purchasing process, or not?**Base: All respondents**

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Yes	631 62%	347 61%	284 63%	42 63%	176 61%	169 59%	175 66%	69 61%	218 62%	387 60%	413 62%	244 65%	395 64%	236 60%	168 65%	227 63%
No	276 27%	166 29%	110 24%	16 24%	89 31%	83 29%	63 24%	25 22%	105 30%	188 29%	171 26%	88 23%	168 27%	108 27%	70 27%	98 27%
Don't know	110 11%	53 9%	57 13%	9 13%	22 8%	34 12%	26 10%	19 17%	31 9%	65 10%	79 12%	45 12%	58 9%	52 13%	21 8%	37 10%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 12

Q4. Did you trust your agent to provide truthful, honest advice throughout the purchasing process, or not?**Base: All respondents**

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Yes	631 62%	59 71%	31 67%	54 54%	53 66%	58 62%	41 59%	27 61%	57 65%	72 57%	82 61%	52 58%	45 71%	206 59%	156 62%	138 61%	131 69%
No	276 27%	16 19%	11 24%	34 34%	15 19%	21 22%	21 30%	14 32%	19 22%	37 29%	43 32%	32 36%	13 21%	112 32%	61 24%	60 27%	43 23%
Don't know	110 11%	8 10%	4 9%	12 12%	12 15%	15 16%	7 10%	3 7%	12 14%	17 13%	10 7%	5 6%	5 8%	32 9%	34 14%	28 12%	16 8%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 12

Q4. Did you trust your agent to provide truthful, honest advice throughout the purchasing process, or not?**Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Yes	631	535	13	35	333	47	251	604	25	414	187	30	600	16	-	-	-
	62%	61%	76%	67%	69%	71%	54%	73%	15%	64%	60%	53%	63%	48%	-	-	-
No	276	255	2	8	102	10	164	141	124	179	85	12	258	14	102	10	164
	27%	29%	12%	15%	21%	15%	35%	17%	74%	28%	27%	21%	27%	42%	100%	100%	100%
Don't know	110	92	2	9	48	9	53	82	18	55	40	15	102	3	-	-	-
	11%	10%	12%	17%	10%	14%	11%	10%	11%	8%	13%	26%	11%	9%	-	-	-

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 13

Q5. In your opinion, is the agent's primary responsibility to act on behalf of...?**Base: All respondents**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
The seller	463 46%	262 46%	201 45%	23 34%	113 39%	125 44%	132 50%	70 62%	136 38%	261 41%	327 49%	202 54%	296 48%	167 42%	95 37%	201 56%
The buyer	87 9%	54 10%	33 7%	10 15%	30 10%	23 8%	18 7%	6 5%	40 11%	63 10%	47 7%	24 6%	57 9%	30 8%	35 14%	22 6%
Both equally	437 43%	239 42%	198 44%	32 48%	138 48%	123 43%	110 42%	34 30%	170 48%	293 46%	267 40%	144 38%	251 40%	186 47%	119 46%	132 36%
Don't know	30 3%	11 2%	19 4%	2 3%	6 2%	15 5%	4 2%	3 3%	8 2%	23 4%	22 3%	7 2%	17 3%	13 3%	10 4%	7 2%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 13

Q5. In your opinion, is the agent's primary responsibility to act on behalf of...?**Base: All respondents**

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
The seller	463 46%	31 37%	19 41%	41 41%	35 44%	39 41%	29 42%	21 48%	39 44%	51 40%	81 60%	48 54%	29 46%	180 51%	107 43%	95 42%	81 43%
The buyer	87 9%	10 12%	1 2%	5 5%	8 10%	11 12%	7 10%	2 5%	10 11%	14 11%	5 4%	8 9%	6 10%	27 8%	28 11%	14 6%	18 9%
Both equally	437 43%	41 49%	24 52%	51 51%	34 43%	41 44%	31 45%	21 48%	35 40%	56 44%	47 35%	30 34%	26 41%	133 38%	107 43%	109 48%	88 46%
Don't know	30 3%	1 1%	2 4%	3 3%	3 4%	3 3%	2 3%	- -	4 5%	5 4%	2 1%	3 3%	2 3%	10 3%	9 4%	8 4%	3 2%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 13

Q5. In your opinion, is the agent's primary responsibility to act on behalf of...?**Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
The seller	463	415	3	17	214	26	223	355	98	313	138	12	442	15	66	3	98
	46%	47%	18%	33%	44%	39%	48%	43%	59%	48%	44%	21%	46%	45%	65%	30%	60%
The buyer	87	67	5	6	51	7	29	71	15	55	28	4	80	4	9	1	8
	9%	8%	29%	12%	11%	11%	6%	9%	9%	8%	9%	7%	8%	12%	9%	10%	5%
Both equally	437	377	9	25	213	30	194	380	48	267	138	32	413	14	27	5	50
	43%	43%	53%	48%	44%	45%	41%	46%	29%	41%	44%	56%	43%	42%	26%	50%	30%
Don't know	30	23	-	4	5	3	22	21	6	13	8	9	25	-	-	1	8
	3%	3%	-	8%	1%	5%	5%	3%	4%	2%	3%	16%	3%	-	-	10%	5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 14

Q6. Overall, how satisfied or dissatisfied were you with the service that you received from the agent during the whole transaction?**Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Satisfied	827 81%	462 82%	365 81%	56 84%	231 80%	230 80%	219 83%	91 81%	287 81%	517 81%	540 81%	310 82%	518 83%	309 78%	221 85%	297 82%
Very satisfied	(4) 236 23%	122 22%	114 25%	15 22%	63 22%	63 22%	67 25%	28 25%	78 22%	141 22%	158 24%	95 25%	163 26%	73 18%	68 26%	95 26%
Fairly satisfied	(3) 591 58%	340 60%	251 56%	41 61%	168 59%	167 58%	152 58%	63 56%	209 59%	376 59%	382 58%	215 57%	355 57%	236 60%	153 59%	202 56%
Fairly dissatisfied	(2) 126 12%	69 12%	57 13%	7 10%	38 13%	37 13%	27 10%	17 15%	45 13%	82 13%	81 12%	44 12%	69 11%	57 14%	25 10%	44 12%
Very dissatisfied	(1) 41 4%	26 5%	15 3%	2 3%	12 4%	12 4%	12 5%	3 3%	14 4%	26 4%	27 4%	15 4%	24 4%	17 4%	9 3%	15 4%
NET: Dissatisfied	167 16%	95 17%	72 16%	9 13%	50 17%	49 17%	39 15%	20 18%	59 17%	108 17%	108 16%	59 16%	93 15%	74 19%	34 13%	59 16%
Don't know	23 2%	9 2%	14 3%	2 3%	6 2%	7 2%	6 2%	2 2%	8 2%	15 2%	15 2%	8 2%	10 2%	13 3%	4 2%	6 2%
Mean	3.03	3.00	3.06	3.06	3.00	3.01	3.06	3.05	3.01	3.01	3.04	3.06	3.08	2.95	3.10	3.06
Standard error	0.02	0.03	0.03	0.08	0.04	0.04	0.05	0.07	0.04	0.03	0.03	0.04	0.03	0.04	0.04	0.04

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 14

Q6. Overall, how satisfied or dissatisfied were you with the service that you received from the agent during the whole transaction?

Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Satisfied	827 81%	74 89%	38 83%	79 79%	66 83%	78 83%	54 78%	37 84%	78 89%	97 77%	106 79%	69 78%	51 81%	272 78%	210 84%	183 81%	162 85%
Very satisfied	(4) 236 23%	30 36%	10 22%	17 17%	16 20%	19 20%	14 20%	10 23%	18 20%	24 19%	39 29%	20 22%	19 30%	83 24%	51 20%	43 19%	59 31%
Fairly satisfied	(3) 591 58%	44 53%	28 61%	62 62%	50 63%	59 63%	40 58%	27 61%	60 68%	73 58%	67 50%	49 55%	32 51%	189 54%	159 63%	140 62%	103 54%
Fairly dissatisfied	(2) 126 12%	7 8%	8 17%	15 15%	8 10%	9 10%	10 14%	5 11%	4 5%	18 14%	18 13%	15 17%	9 14%	51 15%	23 9%	31 14%	21 11%
Very dissatisfied	(1) 41 4%	2 2%	- -	3 3%	4 5%	4 4%	3 4%	2 5%	4 5%	8 6%	7 5%	2 2%	2 3%	17 5%	11 4%	7 3%	6 3%
NET: Dissatisfied	167 16%	9 11%	8 17%	18 18%	12 15%	13 14%	13 19%	7 16%	8 9%	26 21%	25 19%	17 19%	11 17%	68 19%	34 14%	38 17%	27 14%
Don't know	23 2%	- -	- -	3 3%	2 3%	3 3%	2 3%	- -	2 2%	3 2%	4 3%	3 3%	1 2%	10 3%	7 3%	5 2%	1 1%
Mean	3.03	3.23	3.04	2.96	3.00	3.02	2.97	3.02	3.07	2.92	3.05	3.01	3.10	2.99	3.02	2.99	3.14
Standard error	0.02	0.08	0.09	0.07	0.08	0.07	0.09	0.11	0.07	0.07	0.07	0.08	0.10	0.04	0.04	0.05	0.05

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 14

Q6. Overall, how satisfied or dissatisfied were you with the service that you received from the agent during the whole transaction?

Base: All respondents

	Q1. Type of agent				Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Satisfied	827 81%	715 81%	15 88%	43 83%	415 86%	54 82%	358 76%	827 100%	-	534 82%	251 80%	42 74%	781 81%	28 85%	55 54%	3 30%	83 51%
Very satisfied	(4) 236 23%	195 22%	4 24%	18 35%	137 28%	21 32%	78 17%	236 29%	-	164 25%	62 20%	10 18%	227 24%	4 12%	5 5%	-	3 2%
Fairly satisfied	(3) 591 58%	520 59%	11 65%	25 48%	278 58%	33 50%	280 60%	591 71%	-	370 57%	189 61%	32 56%	554 58%	24 73%	50 49%	3 30%	80 49%
Fairly dissatisfied	(2) 126 12%	116 13%	1 6%	3 6%	44 9%	6 9%	76 16%	-	126 75%	81 13%	39 13%	6 11%	121 13%	3 9%	31 30%	4 40%	54 33%
Very dissatisfied	(1) 41 4%	39 4%	-	-	20 4%	2 3%	19 4%	-	41 25%	26 4%	11 4%	4 7%	38 4%	1 3%	15 15%	2 20%	18 11%
NET: Dissatisfied	167 16%	155 18%	1 6%	3 6%	64 13%	8 12%	95 20%	-	167 100%	107 17%	50 16%	10 18%	159 17%	4 12%	46 45%	6 60%	72 44%
Don't know	23 2%	12 1%	1 6%	6 12%	4 1%	4 6%	15 3%	-	-	7 1%	11 4%	5 9%	20 2%	1 3%	1 1%	1 10%	9 5%
Mean	3.03	3.00	3.19	3.33	3.11	3.18	2.92	3.29	1.75	3.05	3.00	2.92	3.03	2.97	2.45	2.11	2.44
Standard error	0.02	0.02	0.14	0.09	0.03	0.09	0.03	0.02	0.03	0.03	0.04	0.11	0.02	0.11	0.08	0.26	0.06

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 15

Q7. Which of the following organisations, if any, do you think are responsible for ensuring that those selling or buying properties receive a professional service from an agent?

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Any mention	838	473	365	55	237	232	219	95	292	524	546	314	501	337	209	292
	82%	84%	81%	82%	83%	81%	83%	84%	82%	82%	82%	83%	81%	85%	81%	81%
Professional bodies or trade associations such as Royal Institution of Chartered Surveyors or National Association of Estate Agents	656 65%	376 66%	280 62%	38 57%	161 56%	185 65%	190 72%	82 73%	199 56%	384 60%	457 69%	272 72%	382 62%	274 69%	140 54%	242 67%
Property Ombudsman	411 40%	216 38%	195 43%	23 34%	138 48%	129 45%	97 37%	24 21%	161 45%	290 45%	250 38%	121 32%	252 41%	159 40%	120 46%	132 36%
Lettings agents themselves	250 25%	128 23%	122 27%	23 34%	91 32%	68 24%	54 20%	14 12%	114 32%	182 28%	136 21%	68 18%	152 24%	98 25%	77 30%	75 21%
Government	244 24%	150 27%	94 21%	20 30%	82 29%	72 25%	54 20%	16 14%	102 29%	174 27%	142 21%	70 19%	146 24%	98 25%	67 26%	79 22%
Local authority	141 14%	77 14%	64 14%	20 30%	47 16%	42 15%	25 9%	7 6%	67 19%	109 17%	74 11%	32 8%	86 14%	55 14%	51 20%	35 10%
Consumer bodies such as Citizens Advice, Which?	131 13%	76 13%	55 12%	17 25%	51 18%	34 12%	18 7%	11 10%	68 19%	102 16%	63 10%	29 8%	72 12%	59 15%	40 15%	32 9%
None of these	39 4%	23 4%	16 4%	1 1%	6 2%	16 6%	10 4%	6 5%	7 2%	23 4%	32 5%	16 4%	26 4%	13 3%	7 3%	19 5%
Don't know	140 14%	70 12%	70 16%	11 16%	44 15%	38 13%	35 13%	12 11%	55 16%	93 15%	85 13%	47 12%	94 15%	46 12%	43 17%	51 14%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 15

Q7. Which of the following organisations, if any, do you think are responsible for ensuring that those selling or buying properties receive a professional service from an agent?

Base: All respondents

	Total	Region I											Region II				
		Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Any mention	838	69	39	79	70	81	58	37	66	109	108	68	54	285	205	188	160
	82%	83%	85%	79%	88%	86%	84%	84%	75%	87%	80%	76%	86%	81%	82%	83%	84%
Professional bodies or trade associations such as Royal Institution of Chartered Surveyors or National Association of Estate Agents	656 65%	58 70%	30 65%	64 64%	54 68%	61 65%	43 62%	27 61%	53 60%	75 60%	87 64%	57 64%	47 75%	219 63%	157 63%	148 65%	132 69%
Property Ombudsman	411 40%	26 31%	23 50%	45 45%	34 43%	39 41%	25 36%	16 36%	29 33%	50 40%	58 43%	40 45%	26 41%	148 42%	93 37%	102 45%	68 36%
Lettings agents themselves	250 25%	16 19%	15 33%	25 25%	16 20%	22 23%	17 25%	10 23%	23 26%	39 31%	36 27%	19 21%	12 19%	94 27%	62 25%	56 25%	38 20%
Government	244 24%	24 29%	14 30%	24 24%	20 25%	24 26%	17 25%	9 20%	17 19%	39 31%	29 21%	16 18%	11 17%	84 24%	58 23%	58 26%	44 23%
Local authority	141 14%	11 13%	10 22%	14 14%	12 15%	14 15%	12 17%	8 18%	11 13%	23 18%	13 10%	8 9%	5 8%	44 13%	37 15%	36 16%	24 13%
Consumer bodies such as Citizens Advice, Which?	131 13%	11 13%	9 20%	13 13%	11 14%	15 16%	12 17%	4 9%	4 5%	21 17%	15 11%	7 8%	9 14%	43 12%	31 12%	33 15%	24 13%
None of these	39 4%	2 2%	1 2%	3 3%	3 4%	- -	1 1%	1 2%	5 6%	5 4%	9 7%	5 6%	4 6%	19 5%	6 2%	7 3%	7 4%
Don't know	140 14%	12 14%	6 13%	18 18%	7 9%	13 14%	10 14%	6 14%	17 19%	12 10%	18 13%	16 18%	5 8%	46 13%	40 16%	31 14%	23 12%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 15

Q7. Which of the following organisations, if any, do you think are responsible for ensuring that those selling or buying properties receive a professional service from an agent?

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Any mention	838	732	13	38	447	52	339	697	125	545	262	31	803	28	93	10	110
	82%	83%	76%	73%	93%	79%	72%	84%	75%	84%	84%	54%	84%	85%	91%	100%	67%
Professional bodies or trade associations such as Royal Institution of Chartered Surveyors or National Association of Estate Agents	656	578	7	30	357	37	262	552	93	430	209	17	630	20	78	6	80
	65%	66%	41%	58%	74%	56%	56%	67%	56%	66%	67%	30%	66%	61%	76%	60%	49%
Property Ombudsman	411	362	3	17	217	23	171	336	64	280	118	13	396	14	47	5	54
	40%	41%	18%	33%	45%	35%	37%	41%	38%	43%	38%	23%	41%	42%	46%	50%	33%
Lettings agents themselves	250	214	4	12	121	19	110	214	31	164	76	10	239	8	18	4	34
	25%	24%	24%	23%	25%	29%	24%	26%	19%	25%	24%	18%	25%	24%	18%	40%	21%
Government	244	207	7	10	120	18	106	195	44	159	72	13	232	9	32	5	33
	24%	23%	41%	19%	25%	27%	23%	24%	26%	25%	23%	23%	24%	27%	31%	50%	20%
Local authority	141	120	6	5	73	10	58	117	21	90	38	13	132	8	16	3	16
	14%	14%	35%	10%	15%	15%	12%	14%	13%	14%	12%	23%	14%	24%	16%	30%	10%
Consumer bodies such as Citizens Advice, Which?	131	116	3	7	62	8	61	109	19	81	43	7	124	5	13	1	17
	13%	13%	18%	13%	13%	12%	13%	13%	11%	13%	14%	12%	13%	15%	13%	10%	10%
None of these	39	30	3	3	9	4	26	28	11	20	17	2	34	3	2	-	16
	4%	3%	18%	6%	2%	6%	6%	3%	7%	3%	5%	4%	4%	9%	2%	-	10%
Don't know	140	120	1	11	27	10	103	102	31	83	33	24	123	2	7	-	38
	14%	14%	6%	21%	6%	15%	22%	12%	19%	13%	11%	42%	13%	6%	7%	-	23%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 16

Q8. Which of the following, if any, do you think are currently compulsory requirements for agents who buy or sell properties?

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Code of practice	556	305	251	38	161	167	144	46	199	366	357	190	327	229	142	185
	55%	54%	56%	57%	56%	58%	55%	41%	56%	57%	54%	50%	53%	58%	55%	51%
Obeying an Ombudsman or regulatory body's code of practice	449	241	208	25	134	139	117	34	159	298	290	151	271	178	116	155
	44%	43%	46%	37%	47%	49%	44%	30%	45%	47%	44%	40%	44%	45%	45%	43%
Abiding by the Government's codes of practice	418	230	188	32	122	126	106	32	154	280	264	138	253	165	112	141
	41%	41%	42%	48%	43%	44%	40%	28%	44%	44%	40%	37%	41%	42%	43%	39%
Registering with a regulatory body or professional body	404	213	191	29	125	117	103	30	154	271	250	133	243	161	110	133
	40%	38%	42%	43%	44%	41%	39%	27%	44%	42%	38%	35%	39%	41%	42%	37%
Having an approved redress scheme to handle consumers' complaints	281	146	135	21	91	82	65	22	112	194	169	87	171	110	78	93
	28%	26%	30%	31%	32%	29%	25%	19%	32%	30%	25%	23%	28%	28%	30%	26%
None of the above are compulsory	188	117	71	5	32	58	54	39	37	95	151	93	117	71	33	84
	18%	21%	16%	7%	11%	20%	20%	35%	10%	15%	23%	25%	19%	18%	13%	23%
Don't know	176	89	87	18	54	42	48	14	72	114	104	62	114	62	51	63
	17%	16%	19%	27%	19%	15%	18%	12%	20%	18%	16%	16%	18%	16%	20%	17%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 16

Q8. Which of the following, if any, do you think are currently compulsory requirements for agents who buy or sell properties?

Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Code of practice	556 55%	39 47%	29 63%	61 61%	46 58%	49 52%	37 54%	19 43%	46 52%	70 56%	75 56%	48 54%	37 59%	193 55%	132 53%	136 60%	95 50%
Obeying an Ombudsman or regulatory body's code of practice	449 44%	34 41%	27 59%	50 50%	37 46%	40 43%	28 41%	18 41%	34 39%	58 46%	59 44%	36 40%	28 44%	153 44%	102 41%	114 50%	80 42%
Abiding by the Government's codes of practice	418 41%	29 35%	22 48%	48 48%	37 46%	32 34%	29 42%	10 23%	34 39%	48 38%	59 44%	38 43%	32 51%	145 41%	95 38%	107 47%	71 37%
Registering with a regulatory body or professional body	404 40%	30 36%	22 48%	40 40%	35 44%	37 39%	30 43%	11 25%	38 43%	47 37%	51 38%	33 37%	30 48%	131 37%	105 42%	97 43%	71 37%
Having an approved redress scheme to handle consumers' complaints	281 28%	19 23%	19 41%	33 33%	23 29%	21 22%	22 32%	12 27%	15 17%	34 27%	33 24%	28 31%	22 35%	95 27%	58 23%	75 33%	53 28%
None of the above are compulsory	188 18%	20 24%	7 15%	16 16%	14 18%	19 20%	11 16%	8 18%	17 19%	27 21%	27 20%	14 16%	8 13%	68 19%	47 19%	37 16%	36 19%
Don't know	176 17%	15 18%	7 15%	17 17%	10 13%	18 19%	11 16%	10 23%	19 22%	17 13%	24 18%	20 22%	8 13%	61 17%	48 19%	34 15%	33 17%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 16

Q8. Which of the following, if any, do you think are currently compulsory requirements for agents who buy or sell properties?**Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Code of practice	556	480	8	26	290	36	230	475	69	370	159	27	538	16	50	6	65
	55%	54%	47%	50%	60%	55%	49%	57%	41%	57%	51%	47%	56%	48%	49%	60%	40%
Obeying an Ombudsman or regulatory body's code of practice	449	390	6	20	236	26	187	380	60	303	127	19	437	11	39	5	54
	44%	44%	35%	38%	49%	39%	40%	46%	36%	47%	41%	33%	46%	33%	38%	50%	33%
Abiding by the Government's codes of practice	418	357	5	22	216	30	172	356	51	278	120	20	406	11	37	6	42
	41%	40%	29%	42%	45%	45%	37%	43%	31%	43%	38%	35%	42%	33%	36%	60%	26%
Registering with a regulatory body or professional body	404	349	5	23	221	24	159	341	56	270	117	17	394	10	35	6	34
	40%	40%	29%	44%	46%	36%	34%	41%	34%	42%	38%	30%	41%	30%	34%	60%	21%
Having an approved redress scheme to handle consumers' complaints	281	244	4	15	149	19	113	236	41	195	75	11	270	11	23	4	26
	28%	28%	24%	29%	31%	29%	24%	29%	25%	30%	24%	19%	28%	33%	23%	40%	16%
None of the above are compulsory	188	163	3	12	87	14	87	143	44	117	67	4	177	7	30	1	50
	18%	18%	18%	23%	18%	21%	19%	17%	26%	18%	21%	7%	18%	21%	29%	10%	30%
Don't know	176	151	3	11	48	13	115	126	40	98	56	22	153	5	13	2	43
	17%	17%	18%	21%	10%	20%	25%	15%	24%	15%	18%	39%	16%	15%	13%	20%	26%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 17

Q9. To what extent do you agree or disagree with each of the following statements?

Base: All respondents

	Q9. Summary	
	Agree	Disagree
Base	1017	1017
The role of agents acting as intermediaries in the process of buying and selling properties should be regulated by government	827 81%	119 12%
The estate agency industry should regulate itself with government support	537 53%	396 39%
It should be compulsory for agents to register with a regulatory body	958 94%	27 3%
There should be one compulsory regulation scheme for all agents	948 93%	23 2%
All agents should be required to meet certain minimum standards before they begin trading, or buying and selling property	973 96%	19 2%
The individual agent, rather than their company or employer, should be held responsible for an agent's actions when buying or selling property	572 56%	352 35%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 18

Q9. To what extent do you agree or disagree with each of the following statements?

-The role of agents acting as intermediaries in the process of buying and selling properties should be regulated by government

Base: All respondents

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Agree	827	476	351	53	230	242	215	87	283	525	544	302	492	335	205	287
	81%	84%	78%	79%	80%	85%	81%	77%	80%	82%	82%	80%	79%	85%	79%	79%
Agree strongly	(4) 373	212	161	22	93	119	93	46	115	234	258	139	215	158	91	124
	37%	37%	36%	33%	32%	42%	35%	41%	32%	37%	39%	37%	35%	40%	35%	34%
Tend to agree	(3) 454	264	190	31	137	123	122	41	168	291	286	163	277	177	114	163
	45%	47%	42%	46%	48%	43%	46%	36%	47%	45%	43%	43%	45%	45%	44%	45%
Tend to disagree	(2) 111	60	51	9	37	22	31	12	46	68	65	43	75	36	31	44
	11%	11%	11%	13%	13%	8%	12%	11%	13%	11%	10%	11%	12%	9%	12%	12%
Disagree strongly	(1) 8	4	4	-	-	4	1	3	-	4	8	4	8	-	1	7
	1%	1%	1%	-	-	1%	*	3%	-	1%	1%	1%	1%	-	*	2%
NET: Disagree	119	64	55	9	37	26	32	15	46	72	73	47	83	36	32	51
	12%	11%	12%	13%	13%	9%	12%	13%	13%	11%	11%	12%	13%	9%	12%	14%
Don't know	71	26	45	5	20	18	17	11	25	43	46	28	46	25	22	24
	7%	5%	10%	7%	7%	6%	6%	10%	7%	7%	7%	7%	7%	6%	8%	7%
Mean	3.26	3.27	3.25	3.21	3.21	3.33	3.24	3.27	3.21	3.26	3.29	3.25	3.22	3.33	3.24	3.20
Standard error	0.02	0.03	0.04	0.09	0.04	0.04	0.04	0.08	0.04	0.03	0.03	0.04	0.03	0.03	0.04	0.04

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 18

Q9. To what extent do you agree or disagree with each of the following statements?**-The role of agents acting as intermediaries in the process of buying and selling properties should be regulated by government****Base: All respondents**

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Agree	827 81%	69 83%	40 87%	89 89%	64 80%	72 77%	54 78%	35 80%	70 80%	105 83%	107 79%	71 80%	51 81%	283 81%	196 78%	193 85%	155 82%
Agree strongly	(4) 373 37%	35 42%	18 39%	46 46%	21 26%	28 30%	23 33%	9 20%	32 36%	55 44%	52 39%	26 29%	28 44%	133 38%	83 33%	85 38%	72 38%
Tend to agree	(3) 454 45%	34 41%	22 48%	43 43%	43 54%	44 47%	31 45%	26 59%	38 43%	50 40%	55 41%	45 51%	23 37%	150 43%	113 45%	108 48%	83 44%
Tend to disagree	(2) 111 11%	10 12%	4 9%	5 5%	7 9%	11 12%	7 10%	6 14%	9 10%	16 13%	17 13%	12 13%	7 11%	45 13%	27 11%	16 7%	23 12%
Disagree strongly	(1) 8 1%	- -	- -	- -	- -	1 1%	1 1%	1 2%	- -	1 1%	4 3%	- -	- -	5 1%	2 1%	- -	1 1%
NET: Disagree	119 12%	10 12%	4 9%	5 5%	7 9%	12 13%	8 12%	7 16%	9 10%	17 13%	21 16%	12 13%	7 11%	50 14%	29 12%	16 7%	24 13%
Don't know	71 7%	4 5%	2 4%	6 6%	9 11%	10 11%	7 10%	2 5%	9 10%	4 3%	7 5%	6 7%	5 8%	17 5%	26 10%	17 8%	11 6%
Mean	3.26	3.32	3.32	3.44	3.20	3.18	3.23	3.02	3.29	3.30	3.21	3.17	3.36	3.23	3.23	3.33	3.26
Standard error	0.02	0.08	0.10	0.06	0.07	0.08	0.09	0.10	0.07	0.07	0.07	0.07	0.09	0.04	0.05	0.04	0.05

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 18

Q9. To what extent do you agree or disagree with each of the following statements?**-The role of agents acting as intermediaries in the process of buying and selling properties should be regulated by government****Base: All respondents**

	Total	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
		Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Agree	827 81%	718 81%	17 100%	39 75%	397 82%	52 79%	378 81%	671 81%	138 83%	529 82%	255 82%	43 75%	791 82%	24 73%	83 81%	9 90%	138 84%
Agree strongly	(4) 37%	317 36%	5 29%	22 42%	182 38%	30 45%	161 34%	285 34%	79 47%	245 38%	115 37%	13 23%	360 38%	9 27%	47 46%	6 60%	70 43%
Tend to agree	(3) 45%	401 45%	12 71%	17 33%	215 45%	22 33%	217 46%	386 47%	59 35%	284 44%	140 45%	30 53%	431 45%	15 45%	36 35%	3 30%	68 41%
Tend to disagree	(2) 11%	98 11%	-	6 12%	58 12%	8 12%	45 10%	94 11%	16 10%	64 10%	43 14%	4 7%	102 11%	7 21%	16 16%	1 10%	13 8%
Disagree strongly	(1) 1%	7 1%	-	-	3 1%	1 2%	4 1%	6 1%	2 1%	6 1%	2 1%	-	7 1%	1 3%	-	-	3 2%
NET: Disagree	119 12%	105 12%	-	6 12%	61 13%	9 14%	49 10%	100 12%	18 11%	70 11%	45 14%	4 7%	109 11%	8 24%	16 16%	1 10%	16 10%
Don't know	71 7%	59 7%	-	7 13%	25 5%	5 8%	41 9%	56 7%	11 7%	49 8%	12 4%	10 18%	60 6%	1 3%	3 3%	-	10 6%
Mean	3.26	3.25	3.29	3.36	3.26	3.33	3.25	3.23	3.38	3.28	3.23	3.19	3.27	3.00	3.31	3.50	3.33
Standard error	0.02	0.02	0.11	0.11	0.03	0.10	0.03	0.02	0.06	0.03	0.04	0.08	0.02	0.14	0.07	0.22	0.06

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 19

Q9. To what extent do you agree or disagree with each of the following statements?**-The estate agency industry should regulate itself with government support****Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Agree	537	301	236	39	175	136	136	51	214	350	323	187	335	202	155	180
	53%	53%	52%	58%	61%	48%	52%	45%	60%	55%	49%	50%	54%	51%	60%	50%
Agree strongly	(4) 207	117	90	12	64	65	50	16	76	141	131	66	129	78	68	61
	20%	21%	20%	18%	22%	23%	19%	14%	21%	22%	20%	18%	21%	20%	26%	17%
Tend to agree	(3) 330	184	146	27	111	71	86	35	138	209	192	121	206	124	87	119
	32%	33%	32%	40%	39%	25%	33%	31%	39%	33%	29%	32%	33%	31%	34%	33%
Tend to disagree	(2) 278	162	116	15	63	83	78	39	78	161	200	117	163	115	56	107
	27%	29%	26%	22%	22%	29%	30%	35%	22%	25%	30%	31%	26%	29%	22%	30%
Disagree strongly	(1) 118	76	42	6	24	38	33	17	30	68	88	50	68	50	18	50
	12%	13%	9%	9%	8%	13%	13%	15%	8%	11%	13%	13%	11%	13%	7%	14%
NET: Disagree	396	238	158	21	87	121	111	56	108	229	288	167	231	165	74	157
	39%	42%	35%	31%	30%	42%	42%	50%	31%	36%	43%	44%	37%	42%	29%	43%
Don't know	84	27	57	7	25	29	17	6	32	61	52	23	55	29	30	25
	8%	5%	13%	10%	9%	10%	6%	5%	9%	10%	8%	6%	9%	7%	12%	7%
Mean	2.67	2.63	2.72	2.75	2.82	2.63	2.62	2.47	2.81	2.73	2.60	2.57	2.70	2.63	2.90	2.57
Standard error	0.03	0.04	0.05	0.12	0.06	0.06	0.06	0.09	0.05	0.04	0.04	0.05	0.04	0.05	0.06	0.05

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 19

Q9. To what extent do you agree or disagree with each of the following statements?**-The estate agency industry should regulate itself with government support****Base: All respondents**

	Total	Region I											Region II				
		Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Agree	537 53%	43 52%	25 54%	54 54%	35 44%	54 57%	33 48%	19 43%	47 53%	73 58%	66 49%	52 58%	36 57%	191 55%	134 53%	114 50%	98 52%
Agree strongly	(4) 207 20%	23 28%	7 15%	30 30%	9 11%	24 26%	18 26%	2 5%	16 18%	29 23%	21 16%	14 16%	14 22%	64 18%	58 23%	46 20%	39 21%
Tend to agree	(3) 330 32%	20 24%	18 39%	24 24%	26 33%	30 32%	15 22%	17 39%	31 35%	44 35%	45 33%	38 43%	22 35%	127 36%	76 30%	68 30%	59 31%
Tend to disagree	(2) 278 27%	22 27%	13 28%	23 23%	26 33%	23 24%	18 26%	17 39%	21 24%	31 25%	44 33%	25 28%	15 24%	100 29%	62 25%	62 27%	54 28%
Disagree strongly	(1) 118 12%	12 14%	2 4%	13 13%	13 16%	6 6%	9 13%	5 11%	11 13%	14 11%	19 14%	6 7%	8 13%	39 11%	26 10%	28 12%	25 13%
NET: Disagree	396 39%	34 41%	15 33%	36 36%	39 49%	29 31%	27 39%	22 50%	32 36%	45 36%	63 47%	31 35%	23 37%	139 40%	88 35%	90 40%	79 42%
Don't know	84 8%	6 7%	6 13%	10 10%	6 8%	11 12%	9 13%	3 7%	9 10%	8 6%	6 4%	6 7%	4 6%	20 6%	29 12%	22 10%	13 7%
Mean	2.67	2.70	2.75	2.79	2.42	2.87	2.70	2.39	2.66	2.75	2.53	2.72	2.71	2.65	2.75	2.65	2.63
Standard error	0.03	0.12	0.13	0.11	0.11	0.10	0.14	0.12	0.11	0.09	0.08	0.09	0.13	0.05	0.07	0.07	0.07

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 19

Q9. To what extent do you agree or disagree with each of the following statements?

-The estate agency industry should regulate itself with government support

Base: All respondents

	Total	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
		Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Agree	537 53%	461 52%	12 71%	27 52%	285 59%	37 56%	215 46%	460 56%	69 41%	354 55%	161 52%	22 39%	508 53%	23 70%	53 52%	5 50%	62 38%
Agree strongly	(4) 20%	179 20%	3 18%	7 13%	113 23%	12 18%	82 18%	173 21%	30 18%	149 23%	52 17%	6 11%	196 20%	9 27%	21 21%	2 20%	24 15%
Tend to agree	(3) 32%	282 32%	9 53%	20 38%	172 36%	25 38%	133 28%	287 35%	39 23%	205 32%	109 35%	16 28%	312 33%	14 42%	32 31%	3 30%	38 23%
Tend to disagree	(2) 27%	253 29%	2 12%	10 19%	124 26%	11 17%	143 31%	225 27%	47 28%	173 27%	90 29%	15 26%	265 28%	8 24%	28 27%	3 30%	59 36%
Disagree strongly	(1) 12%	101 11%	1 6%	7 13%	48 10%	9 14%	61 13%	74 9%	40 24%	73 11%	40 13%	5 9%	116 12%	2 6%	21 21%	2 20%	32 20%
NET: Disagree	396 39%	354 40%	3 18%	17 33%	172 36%	20 30%	204 44%	299 36%	87 52%	246 38%	130 42%	20 35%	381 40%	10 30%	49 48%	5 50%	91 55%
Don't know	84 8%	67 8%	2 12%	8 15%	26 5%	9 14%	49 10%	68 8%	11 7%	48 7%	21 7%	15 26%	71 7%	-	-	-	11 7%
Mean	2.67	2.66	2.93	2.61	2.77	2.70	2.56	2.74	2.38	2.72	2.59	2.55	2.66	2.91	2.52	2.50	2.35
Standard error	0.03	0.03	0.21	0.14	0.04	0.13	0.05	0.03	0.09	0.04	0.05	0.14	0.03	0.15	0.10	0.34	0.08

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 20

Q9. To what extent do you agree or disagree with each of the following statements?**-It should be compulsory for agents to register with a regulatory body****Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Agree	958 94%	538 95%	420 93%	62 93%	265 92%	274 96%	247 94%	110 97%	327 92%	601 94%	631 95%	357 95%	581 94%	377 95%	238 92%	343 95%
Agree strongly	(4) 690 68%	396 70%	294 65%	34 51%	168 59%	210 73%	187 71%	91 81%	202 57%	412 64%	488 74%	278 74%	401 65%	289 73%	149 58%	252 70%
Tend to agree	(3) 268 26%	142 25%	126 28%	28 42%	97 34%	64 22%	60 23%	19 17%	125 35%	189 30%	143 22%	79 21%	180 29%	88 22%	89 34%	91 25%
Tend to disagree	(2) 22 2%	9 2%	13 3%	1 1%	10 3%	3 1%	7 3%	1 1%	11 3%	14 2%	11 2%	8 2%	14 2%	8 2%	5 2%	9 2%
Disagree strongly	(1) 5 *	4 1%	1 *	1 1%	1 *	2 1%	1 *	- -	2 1%	4 1%	3 *	1 *	4 1%	1 *	1 *	3 1%
NET: Disagree	27 3%	13 2%	14 3%	2 3%	11 4%	5 2%	8 3%	1 1%	13 4%	18 3%	14 2%	9 2%	18 3%	9 2%	6 2%	12 3%
Don't know	32 3%	15 3%	17 4%	3 4%	11 4%	7 2%	9 3%	2 2%	14 4%	21 3%	18 3%	11 3%	22 4%	10 3%	15 6%	7 2%
Mean	3.67	3.69	3.64	3.48	3.57	3.73	3.70	3.81	3.55	3.63	3.73	3.73	3.63	3.72	3.58	3.67
Standard error	0.02	0.02	0.03	0.08	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.03	0.04	0.03

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 20

Q9. To what extent do you agree or disagree with each of the following statements?**-It should be compulsory for agents to register with a regulatory body****Base: All respondents**

	Total	Region I											Region II				
		Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Agree	958 94%	81 98%	43 93%	95 95%	78 98%	87 93%	65 94%	41 93%	80 91%	115 91%	128 95%	84 94%	61 97%	327 93%	232 92%	216 96%	183 96%
Agree strongly	(4) 690 68%	62 75%	33 72%	75 75%	50 63%	60 64%	48 70%	25 57%	56 64%	75 60%	93 69%	64 72%	49 78%	232 66%	164 65%	158 70%	136 72%
Tend to agree	(3) 268 26%	19 23%	10 22%	20 20%	28 35%	27 29%	17 25%	16 36%	24 27%	40 32%	35 26%	20 22%	12 19%	95 27%	68 27%	58 26%	47 25%
Tend to disagree	(2) 22 2%	- -	- -	2 2%	- -	3 3%	1 1%	3 7%	1 1%	7 6%	2 1%	2 2%	1 2%	11 3%	5 2%	2 1%	4 2%
Disagree strongly	(1) 5 *	- -	1 2%	- -	- -	- -	- -	- -	2 2%	1 1%	1 1%	- -	- -	2 1%	2 1%	1 *	- -
NET: Disagree	27 3%	- -	1 2%	2 2%	- -	3 3%	1 1%	3 7%	3 3%	8 6%	3 2%	2 2%	1 2%	13 4%	7 3%	3 1%	4 2%
Don't know	32 3%	2 2%	2 4%	3 3%	2 3%	4 4%	3 4%	- -	5 6%	3 2%	4 3%	3 3%	1 2%	10 3%	12 5%	7 3%	3 2%
Mean	3.67	3.77	3.70	3.75	3.64	3.63	3.71	3.50	3.61	3.54	3.68	3.72	3.77	3.64	3.65	3.70	3.71
Standard error	0.02	0.05	0.09	0.05	0.05	0.06	0.06	0.09	0.07	0.06	0.05	0.05	0.06	0.03	0.04	0.03	0.04

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 20

Q9. To what extent do you agree or disagree with each of the following statements?

-It should be compulsory for agents to register with a regulatory body

Base: All respondents

	Total	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
		Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Agree	958 94%	837 95%	15 88%	46 88%	466 96%	58 88%	434 93%	782 95%	155 93%	616 95%	294 94%	48 84%	915 95%	30 91%	97 95%	10 100%	157 96%
Agree strongly	(4) 690 68%	598 68%	9 53%	34 65%	332 69%	39 59%	319 68%	550 67%	126 75%	457 71%	206 66%	27 47%	670 70%	16 48%	77 75%	7 70%	123 75%
Tend to agree	(3) 268 26%	239 27%	6 35%	12 23%	134 28%	19 29%	115 25%	232 28%	29 17%	159 25%	88 28%	21 37%	245 26%	14 42%	20 20%	3 30%	34 21%
Tend to disagree	(2) 22 2%	19 2%	1 6%	1 2%	11 2%	1 2%	10 2%	18 2%	4 2%	14 2%	6 2%	2 4%	20 2%	1 3%	2 2%	- -	2 1%
Disagree strongly	(1) 5 *	3 *	1 6%	- -	2 *	2 3%	1 *	2 *	3 2%	3 *	2 1%	- -	4 *	1 3%	2 2%	- -	- -
NET: Disagree	27 3%	22 2%	2 12%	1 2%	13 3%	3 5%	11 2%	20 2%	7 4%	17 3%	8 3%	2 4%	24 3%	2 6%	4 4%	- -	2 1%
Don't know	32 3%	23 3%	- -	5 10%	4 1%	5 8%	23 5%	25 3%	5 3%	15 2%	10 3%	7 12%	21 2%	1 3%	1 1%	- -	5 3%
Mean	3.67	3.67	3.35	3.70	3.66	3.56	3.69	3.66	3.72	3.69	3.65	3.50	3.68	3.41	3.70	3.70	3.76
Standard error	0.02	0.02	0.21	0.07	0.02	0.09	0.02	0.02	0.05	0.02	0.03	0.08	0.02	0.13	0.06	0.15	0.04

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 21

Q9. To what extent do you agree or disagree with each of the following statements?**-There should be one compulsory regulation scheme for all agents****Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Agree	948 93%	536 95%	412 91%	61 91%	259 90%	271 95%	250 95%	107 95%	320 90%	591 92%	628 95%	357 95%	577 93%	371 94%	235 91%	342 94%
Agree strongly	(4) 627 62%	367 65%	260 58%	33 49%	160 56%	184 64%	170 64%	80 71%	193 55%	377 59%	434 65%	250 66%	374 60%	253 64%	147 57%	227 63%
Tend to agree	(3) 321 32%	169 30%	152 34%	28 42%	99 34%	87 30%	80 30%	27 24%	127 36%	214 33%	194 29%	107 28%	203 33%	118 30%	88 34%	115 32%
Tend to disagree	(2) 20 2%	10 2%	10 2%	2 3%	11 4%	2 1%	3 1%	2 2%	13 4%	15 2%	7 1%	5 1%	12 2%	8 2%	8 3%	4 1%
Disagree strongly	(1) 3 *	3 1%	- -	- -	1 *	- -	1 *	1 1%	1 *	1 *	2 *	2 1%	2 *	1 *	- -	2 1%
NET: Disagree	23 2%	13 2%	10 2%	2 3%	12 4%	2 1%	4 2%	3 3%	14 4%	16 3%	9 1%	7 2%	14 2%	9 2%	8 3%	6 2%
Don't know	46 5%	17 3%	29 6%	4 6%	16 6%	13 5%	10 4%	3 3%	20 6%	33 5%	26 4%	13 3%	30 5%	16 4%	16 6%	14 4%
Mean	3.62	3.64	3.59	3.49	3.54	3.67	3.65	3.69	3.53	3.59	3.66	3.66	3.61	3.64	3.57	3.63
Standard error	0.02	0.02	0.03	0.07	0.04	0.03	0.03	0.05	0.03	0.02	0.02	0.03	0.02	0.03	0.04	0.03

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 21

Q9. To what extent do you agree or disagree with each of the following statements?

-There should be one compulsory regulation scheme for all agents

Base: All respondents

	Total	Region I											Region II				
		Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Agree	948 93%	81 98%	43 93%	95 95%	75 94%	85 90%	60 87%	42 95%	79 90%	115 91%	128 95%	85 96%	60 95%	328 94%	224 89%	213 94%	183 96%
Agree strongly	(4) 627 62%	56 67%	31 67%	68 68%	44 55%	52 55%	41 59%	23 52%	57 65%	78 62%	80 59%	55 62%	42 67%	213 61%	150 60%	143 63%	121 64%
Tend to agree	(3) 321 32%	25 30%	12 26%	27 27%	31 39%	33 35%	19 28%	19 43%	22 25%	37 29%	48 36%	30 34%	18 29%	115 33%	74 29%	70 31%	62 33%
Tend to disagree	(2) 20 2%	- -	1 2%	1 1%	3 4%	4 4%	4 6%	1 2%	1 1%	3 2%	1 1%	- -	1 2%	4 1%	9 4%	5 2%	2 1%
Disagree strongly	(1) 3 *	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	1 1%	- -	- -	3 1%	- -	- -	- -
NET: Disagree	23 2%	- -	1 2%	1 1%	3 4%	4 4%	4 6%	1 2%	1 1%	5 4%	2 1%	- -	1 2%	7 2%	9 4%	5 2%	2 1%
Don't know	46 5%	2 2%	2 4%	4 4%	2 3%	5 5%	5 7%	1 2%	8 9%	6 5%	5 4%	4 4%	2 3%	15 4%	18 7%	8 4%	5 3%
Mean	3.62	3.69	3.68	3.70	3.53	3.54	3.58	3.51	3.70	3.59	3.59	3.65	3.67	3.61	3.61	3.63	3.64
Standard error	0.02	0.05	0.08	0.05	0.07	0.06	0.08	0.08	0.05	0.06	0.05	0.05	0.06	0.03	0.04	0.04	0.04

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 21

Q9. To what extent do you agree or disagree with each of the following statements?

-There should be one compulsory regulation scheme for all agents

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Agree	948 93%	824 93%	16 94%	46 88%	460 95%	61 92%	427 91%	771 93%	157 94%	607 94%	296 95%	45 79%	905 94%	31 94%	101 99%	10 100%	152 93%
Agree strongly	(4) 62%	552 63%	5 29%	27 52%	293 61%	34 52%	300 64%	498 60%	117 70%	420 65%	186 60%	21 37%	610 64%	13 39%	75 74%	6 60%	115 70%
Tend to agree	(3) 32%	272 31%	11 65%	19 37%	167 35%	27 41%	127 27%	273 33%	40 24%	187 29%	110 35%	24 42%	295 31%	18 55%	26 25%	4 40%	37 23%
Tend to disagree	(2) 2%	17 2%	1 6%	1 2%	10 2%	2 3%	8 2%	17 2%	3 2%	15 2%	3 1%	2 4%	19 2%	-	-	-	1 1%
Disagree strongly	(1) *	3 *	-	-	3 1%	-	-	3 *	-	1 *	2 1%	-	2 *	1 3%	1 1%	-	-
NET: Disagree	23 2%	20 2%	1 6%	1 2%	13 3%	2 3%	8 2%	20 2%	3 2%	16 2%	5 2%	2 4%	21 2%	1 3%	1 1%	-	1 1%
Don't know	46 5%	38 4%	-	5 10%	10 2%	3 5%	33 7%	36 4%	7 4%	25 4%	11 4%	10 18%	34 4%	1 3%	-	-	11 7%
Mean	3.62	3.63	3.24	3.55	3.59	3.51	3.67	3.60	3.71	3.65	3.59	3.40	3.63	3.34	3.72	3.60	3.75
Standard error	0.02	0.02	0.14	0.08	0.03	0.07	0.02	0.02	0.04	0.02	0.03	0.08	0.02	0.12	0.05	0.16	0.04

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 22

Q9. To what extent do you agree or disagree with each of the following statements?**-All agents should be required to meet certain minimum standards before they begin trading, or buying and selling property****Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Agree	973 96%	544 96%	429 95%	63 94%	268 93%	279 98%	252 95%	111 98%	331 94%	610 95%	642 97%	363 96%	591 95%	382 96%	241 93%	350 97%
Agree strongly	(4) 707 70%	399 70%	308 68%	35 52%	172 60%	211 74%	194 73%	95 84%	207 58%	418 65%	500 75%	289 77%	418 67%	289 73%	157 61%	261 72%
Tend to agree	(3) 266 26%	145 26%	121 27%	28 42%	96 33%	68 24%	58 22%	16 14%	124 35%	192 30%	142 21%	74 20%	173 28%	93 23%	84 32%	89 25%
Tend to disagree	(2) 17 2%	10 2%	7 2%	2 3%	11 4%	2 1%	2 1%	- -	13 4%	15 2%	4 1%	2 1%	12 2%	5 1%	9 3%	3 1%
Disagree strongly	(1) 2 *	1 *	1 *	- -	1 *	- -	1 *	- -	1 *	1 *	1 *	1 *	2 *	- -	1 *	1 *
NET: Disagree	19 2%	11 2%	8 2%	2 3%	12 4%	2 1%	3 1%	- -	14 4%	16 3%	5 1%	3 1%	14 2%	5 1%	10 4%	4 1%
Don't know	25 2%	11 2%	14 3%	2 3%	7 2%	5 2%	9 3%	2 2%	9 3%	14 2%	16 2%	11 3%	16 3%	9 2%	8 3%	8 2%
Mean	3.69	3.70	3.68	3.51	3.57	3.74	3.75	3.86	3.56	3.64	3.76	3.78	3.66	3.73	3.58	3.72
Standard error	0.02	0.02	0.02	0.07	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 22

Q9. To what extent do you agree or disagree with each of the following statements?**-All agents should be required to meet certain minimum standards before they begin trading, or buying and selling property****Base: All respondents**

	Total	Region I											Region II				
		Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Agree	973 96%	81 98%	44 96%	97 97%	77 96%	88 94%	66 96%	42 95%	81 92%	118 94%	132 98%	85 96%	62 98%	335 96%	235 94%	218 96%	185 97%
Agree strongly	(4) 707 70%	65 78%	30 65%	74 74%	52 65%	63 67%	49 71%	22 50%	59 67%	77 61%	99 73%	65 73%	52 83%	241 69%	171 68%	156 69%	139 73%
Tend to agree	(3) 266 26%	16 19%	14 30%	23 23%	25 31%	25 27%	17 25%	20 45%	22 25%	41 33%	33 24%	20 22%	10 16%	94 27%	64 25%	62 27%	46 24%
Tend to disagree	(2) 17 2%	- -	1 2%	1 1%	1 1%	1 1%	1 1%	2 5%	1 1%	6 5%	1 1%	2 2%	- -	9 3%	3 1%	3 1%	2 1%
Disagree strongly	(1) 2 *	- -	- -	- -	1 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 *	1 *	- -
NET: Disagree	19 2%	- -	1 2%	1 1%	2 3%	1 1%	1 1%	2 5%	2 2%	6 5%	1 1%	2 2%	- -	9 3%	4 2%	4 2%	2 1%
Don't know	25 2%	2 2%	1 2%	2 2%	1 1%	5 5%	2 3%	- -	5 6%	2 2%	2 1%	2 2%	1 2%	6 2%	12 5%	4 2%	3 2%
Mean	3.69	3.80	3.64	3.74	3.62	3.70	3.72	3.45	3.67	3.57	3.74	3.72	3.84	3.67	3.69	3.68	3.73
Standard error	0.02	0.04	0.08	0.05	0.07	0.05	0.06	0.09	0.06	0.05	0.04	0.05	0.05	0.03	0.03	0.04	0.03

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 22

Q9. To what extent do you agree or disagree with each of the following statements?**-All agents should be required to meet certain minimum standards before they begin trading, or buying and selling property****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Agree	973 96%	848 96%	16 94%	48 92%	470 97%	61 92%	442 94%	790 96%	162 97%	625 96%	301 96%	47 82%	931 97%	29 88%	99 97%	10 100%	160 98%
Agree strongly	(4) 70%	615 70%	9 53%	34 65%	337 70%	38 58%	332 71%	560 68%	129 77%	467 72%	213 68%	27 47%	683 71%	18 55%	81 79%	6 60%	123 75%
Tend to agree	(3) 26%	233 26%	7 41%	14 27%	133 28%	23 35%	110 24%	230 28%	33 20%	158 24%	88 28%	20 35%	248 26%	11 33%	18 18%	4 40%	37 23%
Tend to disagree	(2) 2%	16 2%	1 6%	- -	9 2%	2 3%	6 1%	14 2%	3 2%	11 2%	4 1%	2 4%	13 1%	3 9%	3 3%	- -	- -
Disagree strongly	(1) *	1 *	- -	- -	1 *	1 2%	- -	2 *	- -	1 *	1 *	- -	2 *	- -	- -	- -	- -
NET: Disagree	19 2%	17 2%	1 6%	- -	10 2%	3 5%	6 1%	16 2%	3 2%	12 2%	5 2%	2 4%	15 2%	3 9%	3 3%	- -	- -
Don't know	25 2%	17 2%	- -	4 8%	3 1%	2 3%	20 4%	21 3%	2 1%	11 2%	6 2%	8 14%	14 1%	1 3%	- -	- -	4 2%
Mean	3.69	3.69	3.47	3.71	3.68	3.53	3.73	3.67	3.76	3.71	3.68	3.51	3.70	3.47	3.76	3.60	3.77
Standard error	0.02	0.02	0.15	0.07	0.02	0.08	0.02	0.02	0.04	0.02	0.03	0.08	0.02	0.12	0.05	0.16	0.03

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 23

Q9. To what extent do you agree or disagree with each of the following statements?**-The individual agent, rather than their company or employer, should be held responsible for an agent's actions when buying or selling property****Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Agree	572	339	233	37	181	167	133	54	218	385	354	187	335	237	162	173
	56%	60%	52%	55%	63%	58%	50%	48%	62%	60%	53%	50%	54%	60%	63%	48%
Agree strongly	(4) 204	130	74	12	52	69	47	24	64	133	140	71	113	91	53	60
	20%	23%	16%	18%	18%	24%	18%	21%	18%	21%	21%	19%	18%	23%	20%	17%
Tend to agree	(3) 368	209	159	25	129	98	86	30	154	252	214	116	222	146	109	113
	36%	37%	35%	37%	45%	34%	33%	27%	44%	39%	32%	31%	36%	37%	42%	31%
Tend to disagree	(2) 258	138	120	17	59	66	82	34	76	142	182	116	169	89	55	114
	25%	24%	27%	25%	21%	23%	31%	30%	21%	22%	27%	31%	27%	22%	21%	31%
Disagree strongly	(1) 94	57	37	7	21	24	27	15	28	52	66	42	60	34	18	42
	9%	10%	8%	10%	7%	8%	10%	13%	8%	8%	10%	11%	10%	9%	7%	12%
NET: Disagree	352	195	157	24	80	90	109	49	104	194	248	158	229	123	73	156
	35%	34%	35%	36%	28%	31%	41%	43%	29%	30%	37%	42%	37%	31%	28%	43%
Don't know	93	32	61	6	26	29	22	10	32	61	61	32	57	36	24	33
	9%	6%	14%	9%	9%	10%	8%	9%	9%	10%	9%	8%	9%	9%	9%	9%
Mean	2.74	2.77	2.69	2.69	2.81	2.82	2.63	2.61	2.79	2.80	2.71	2.63	2.69	2.82	2.84	2.58
Standard error	0.03	0.04	0.04	0.12	0.05	0.06	0.06	0.10	0.05	0.04	0.04	0.05	0.04	0.05	0.06	0.05

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 23

Q9. To what extent do you agree or disagree with each of the following statements?

-The individual agent, rather than their company or employer, should be held responsible for an agent's actions when buying or selling property

Base: All respondents

	Total	Region I											Region II				
		Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Agree	572 56%	42 51%	25 54%	52 52%	49 61%	53 56%	37 54%	28 64%	43 49%	74 59%	81 60%	53 60%	35 56%	208 59%	133 53%	126 56%	105 55%
Agree strongly	(4) 204 20%	25 30%	8 17%	21 21%	21 26%	24 26%	9 13%	5 11%	12 14%	25 20%	29 21%	14 16%	11 17%	68 19%	45 18%	50 22%	41 22%
Tend to agree	(3) 368 36%	17 20%	17 37%	31 31%	28 35%	29 31%	28 41%	23 52%	31 35%	49 39%	52 39%	39 44%	24 38%	140 40%	88 35%	76 34%	64 34%
Tend to disagree	(2) 258 25%	23 28%	16 35%	28 28%	14 18%	25 27%	12 17%	10 23%	21 24%	29 23%	37 27%	23 26%	20 32%	89 25%	58 23%	58 26%	53 28%
Disagree strongly	(1) 94 9%	12 14%	1 2%	9 9%	7 9%	8 9%	9 13%	2 5%	11 13%	15 12%	9 7%	7 8%	4 6%	31 9%	28 11%	17 8%	18 9%
NET: Disagree	352 35%	35 42%	17 37%	37 37%	21 26%	33 35%	21 30%	12 27%	32 36%	44 35%	46 34%	30 34%	24 38%	120 34%	86 34%	75 33%	71 37%
Don't know	93 9%	6 7%	4 9%	11 11%	10 13%	8 9%	11 16%	4 9%	13 15%	8 6%	8 6%	6 7%	4 6%	22 6%	32 13%	25 11%	14 7%
Mean	2.74	2.71	2.76	2.72	2.90	2.80	2.64	2.78	2.59	2.71	2.80	2.72	2.71	2.75	2.68	2.79	2.73
Standard error	0.03	0.12	0.12	0.10	0.11	0.10	0.12	0.12	0.11	0.09	0.08	0.09	0.11	0.05	0.06	0.06	0.07

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 23

Q9. To what extent do you agree or disagree with each of the following statements?**-The individual agent, rather than their company or employer, should be held responsible for an agent's actions when buying or selling property****Base: All respondents**

	Total	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
		Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Agree	572 56%	499 57%	13 76%	28 54%	292 60%	38 58%	242 52%	470 57%	89 53%	376 58%	168 54%	28 49%	545 57%	19 58%	59 58%	5 50%	96 59%
Agree strongly	(4) 20%	177 20%	4 24%	9 17%	107 22%	14 21%	83 18%	159 19%	42 25%	141 22%	55 18%	8 14%	198 21%	5 15%	23 23%	1 10%	41 25%
Tend to agree	(3) 36%	322 37%	9 53%	19 37%	185 38%	24 36%	159 34%	311 38%	47 28%	235 36%	113 36%	20 35%	347 36%	14 42%	36 35%	4 40%	55 34%
Tend to disagree	(2) 25%	224 25%	3 18%	12 23%	109 23%	16 24%	133 28%	206 25%	47 28%	154 24%	91 29%	13 23%	242 25%	11 33%	24 24%	3 30%	36 22%
Disagree strongly	(1) 9%	84 10%	- -	5 10%	46 10%	7 11%	41 9%	76 9%	17 10%	59 9%	34 11%	1 2%	92 10%	2 6%	15 15%	2 20%	19 12%
NET: Disagree	352 35%	308 35%	3 18%	17 33%	155 32%	23 35%	174 37%	282 34%	64 38%	213 33%	125 40%	14 25%	334 35%	13 39%	39 38%	5 50%	55 34%
Don't know	93 9%	75 9%	1 6%	7 13%	36 7%	5 8%	52 11%	75 9%	14 8%	59 9%	19 6%	15 26%	81 8%	1 3%	4 4%	-	13 8%
Mean	2.74	2.73	3.06	2.71	2.79	2.74	2.68	2.74	2.75	2.78	2.65	2.83	2.74	2.69	2.68	2.40	2.78
Standard error	0.03	0.03	0.17	0.14	0.04	0.12	0.04	0.03	0.08	0.04	0.05	0.12	0.03	0.15	0.10	0.31	0.08

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 24

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

Base: All respondents

	Q10. Summary	
	Agree	Disagree
Base	1017	1017
Buyers would be better protected	926 91%	25 2%
Sellers would be better protected	905 89%	38 4%
Consumer understanding of processes involved in buying a property would improve	780 77%	87 9%
The level of service provided by agents would improve	809 80%	71 7%
The number of unsuccessful or aborted property transactions would decrease	588 58%	141 14%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 25

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Buyers would be better protected

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	926 91%	515 91%	411 91%	61 91%	259 90%	262 92%	238 90%	106 94%	320 90%	582 91%	606 91%	344 91%	557 90%	369 93%	230 89%	327 90%
Disagree	25 2%	21 4%	4 1%	3 4%	6 2%	6 2%	6 2%	4 4%	9 3%	15 2%	16 2%	10 3%	20 3%	5 1%	9 3%	11 3%
Don't know	66 6%	30 5%	36 8%	3 4%	22 8%	18 6%	20 8%	3 3%	25 7%	43 7%	41 6%	23 6%	44 7%	22 6%	20 8%	24 7%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 25

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Buyers would be better protected

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	926 91%	78 94%	45 98%	94 94%	74 93%	85 90%	61 88%	42 95%	81 92%	109 87%	122 90%	75 84%	60 95%	306 87%	227 90%	213 94%	180 95%
Disagree	25 2%	- -	- -	- -	2 3%	3 3%	2 3%	- -	1 1%	8 6%	5 4%	3 3%	1 2%	16 5%	6 2%	2 1%	1 1%
Don't know	66 6%	5 6%	1 2%	6 6%	4 5%	6 6%	6 9%	2 5%	6 7%	9 7%	8 6%	11 12%	2 3%	28 8%	18 7%	11 5%	9 5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 25

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Buyers would be better protected

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	926	802	16	47	448	60	418	754	151	597	286	43	888	26	93	10	150
	91%	91%	94%	90%	93%	91%	89%	91%	90%	92%	92%	75%	93%	79%	91%	100%	91%
Disagree	25	25	-	-	14	-	11	22	3	16	8	1	20	4	4	-	3
	2%	3%	-	-	3%	-	2%	3%	2%	2%	3%	2%	2%	12%	4%	-	2%
Don't know	66	55	1	5	21	6	39	51	13	35	18	13	52	3	5	-	11
	6%	6%	6%	10%	4%	9%	8%	6%	8%	5%	6%	23%	5%	9%	5%	-	7%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 26

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Sellers would be better protected

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	905 89%	502 89%	403 89%	59 88%	245 85%	257 90%	240 91%	104 92%	304 86%	561 88%	601 91%	344 91%	545 88%	360 91%	224 86%	321 89%
Disagree	38 4%	24 4%	14 3%	3 4%	11 4%	12 4%	7 3%	5 4%	14 4%	26 4%	24 4%	12 3%	24 4%	14 4%	9 3%	15 4%
Don't know	74 7%	40 7%	34 8%	5 7%	31 11%	17 6%	17 6%	4 4%	36 10%	53 8%	38 6%	21 6%	52 8%	22 6%	26 10%	26 7%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 26

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Sellers would be better protected

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	905 89%	76 92%	44 96%	90 90%	73 91%	81 86%	62 90%	41 93%	75 85%	107 85%	121 90%	77 87%	58 92%	305 87%	218 87%	207 92%	175 92%
Disagree	38 4%	1 1%	- -	4 4%	3 4%	5 5%	2 3%	1 2%	3 3%	9 7%	5 4%	2 2%	3 5%	16 5%	10 4%	7 3%	5 3%
Don't know	74 7%	6 7%	2 4%	6 6%	4 5%	8 9%	5 7%	2 5%	10 11%	10 8%	9 7%	10 11%	2 3%	29 8%	23 9%	12 5%	10 5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 26

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Sellers would be better protected

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	905	788	15	44	438	58	409	742	144	585	280	40	867	27	90	10	145
	89%	89%	88%	85%	91%	88%	87%	90%	86%	90%	90%	70%	90%	82%	88%	100%	88%
Disagree	38	33	1	2	20	1	17	29	9	25	12	1	35	2	6	-	8
	4%	4%	6%	4%	4%	2%	4%	4%	5%	4%	4%	2%	4%	6%	6%	-	5%
Don't know	74	61	1	6	25	7	42	56	14	38	20	16	58	4	6	-	11
	7%	7%	6%	12%	5%	11%	9%	7%	8%	6%	6%	28%	6%	12%	6%	-	7%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 27

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Consumer understanding of processes involved in buying a property would improve

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	780 77%	439 78%	341 76%	54 81%	230 80%	214 75%	206 78%	76 67%	284 80%	498 78%	496 75%	282 75%	464 75%	316 80%	200 77%	264 73%
Disagree	87 9%	46 8%	41 9%	6 9%	24 8%	24 8%	19 7%	14 12%	30 8%	54 8%	57 9%	33 9%	61 10%	26 7%	20 8%	41 11%
Don't know	150 15%	81 14%	69 15%	7 10%	33 11%	48 17%	39 15%	23 20%	40 11%	88 14%	110 17%	62 16%	96 15%	54 14%	39 15%	57 16%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 27

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Consumer understanding of processes involved in buying a property would improve

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	780 77%	64 77%	36 78%	85 85%	65 81%	70 74%	58 84%	28 64%	61 69%	103 82%	101 75%	67 75%	42 67%	271 77%	189 75%	186 82%	134 71%
Disagree	87 9%	4 5%	3 7%	5 5%	10 13%	9 10%	2 3%	8 18%	7 8%	10 8%	16 12%	4 4%	9 14%	30 9%	18 7%	18 8%	21 11%
Don't know	150 15%	15 18%	7 15%	10 10%	5 6%	15 16%	9 13%	8 18%	20 23%	13 10%	18 13%	18 20%	12 19%	49 14%	44 18%	22 10%	35 18%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 27

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-Consumer understanding of processes involved in buying a property would improve

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	780	682	14	39	385	49	346	624	138	509	234	37	749	23	82	8	125
	77%	77%	82%	75%	80%	74%	74%	75%	83%	79%	75%	65%	78%	70%	80%	80%	76%
Disagree	87	76	1	2	44	4	39	77	10	53	31	3	80	5	13	-	15
	9%	9%	6%	4%	9%	6%	8%	9%	6%	8%	10%	5%	8%	15%	13%	-	9%
Don't know	150	124	2	11	54	13	83	126	19	86	47	17	131	5	7	2	24
	15%	14%	12%	21%	11%	20%	18%	15%	11%	13%	15%	30%	14%	15%	7%	20%	15%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 28

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-The level of service provided by agents would improve

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	809 80%	443 78%	366 81%	53 79%	226 79%	231 81%	213 81%	86 76%	279 79%	510 80%	530 80%	299 79%	478 77%	331 84%	200 77%	278 77%
Disagree	71 7%	49 9%	22 5%	5 7%	29 10%	17 6%	12 5%	8 7%	34 10%	51 8%	37 6%	20 5%	50 8%	21 5%	24 9%	26 7%
Don't know	137 13%	74 13%	63 14%	9 13%	32 11%	38 13%	39 15%	19 17%	41 12%	79 12%	96 14%	58 15%	93 15%	44 11%	35 14%	58 16%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 28

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-The level of service provided by agents would improve

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	809 80%	66 80%	38 83%	88 88%	66 83%	69 73%	57 83%	33 75%	66 75%	96 76%	107 79%	70 79%	53 84%	273 78%	192 76%	192 85%	152 80%
Disagree	71 7%	4 5%	3 7%	4 4%	6 8%	9 10%	2 3%	2 5%	9 10%	12 10%	12 9%	5 6%	3 5%	29 8%	20 8%	13 6%	9 5%
Don't know	137 13%	13 16%	5 11%	8 8%	8 10%	16 17%	10 14%	9 20%	13 15%	18 14%	16 12%	14 16%	7 11%	48 14%	39 16%	21 9%	29 15%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 28

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-The level of service provided by agents would improve

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	809	712	14	34	396	46	367	656	136	531	243	35	782	21	83	8	134
	80%	81%	82%	65%	82%	70%	78%	79%	81%	82%	78%	61%	81%	64%	81%	80%	82%
Disagree	71	62	2	3	38	5	28	60	10	43	25	3	60	7	8	-	10
	7%	7%	12%	6%	8%	8%	6%	7%	6%	7%	8%	5%	6%	21%	8%	-	6%
Don't know	137	108	1	15	49	15	73	111	21	74	44	19	118	5	11	2	20
	13%	12%	6%	29%	10%	23%	16%	13%	13%	11%	14%	33%	12%	15%	11%	20%	12%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 29

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-The number of unsuccessful or aborted property transactions would decrease

Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	588 58%	330 58%	258 57%	44 66%	171 60%	172 60%	153 58%	48 42%	215 61%	387 60%	373 56%	201 53%	339 55%	249 63%	158 61%	181 50%
Disagree	141 14%	83 15%	58 13%	9 13%	52 18%	31 11%	31 12%	18 16%	61 17%	92 14%	80 12%	49 13%	96 15%	45 11%	35 14%	61 17%
Don't know	288 28%	153 27%	135 30%	14 21%	64 22%	83 29%	80 30%	47 42%	78 22%	161 25%	210 32%	127 34%	186 30%	102 26%	66 25%	120 33%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 29

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-The number of unsuccessful or aborted property transactions would decrease

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	588 58%	43 52%	29 63%	60 60%	44 55%	59 63%	38 55%	20 45%	52 59%	86 68%	75 56%	48 54%	34 54%	209 60%	149 59%	133 59%	97 51%
Disagree	141 14%	7 8%	6 13%	8 8%	16 20%	6 6%	12 17%	9 20%	11 13%	15 12%	27 20%	13 15%	11 17%	55 16%	29 12%	30 13%	27 14%
Don't know	288 28%	33 40%	11 24%	32 32%	20 25%	29 31%	19 28%	15 34%	25 28%	25 20%	33 24%	28 31%	18 29%	86 25%	73 29%	63 28%	66 35%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 29

Q10. Currently there is no compulsory regulation. Thinking about if compulsory regulation were to be introduced, do you agree or disagree with each of the following statements?

-The number of unsuccessful or aborted property transactions would decrease

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	588	517	13	24	298	32	258	469	104	388	170	30	565	18	62	7	91
	58%	59%	76%	46%	62%	48%	55%	57%	62%	60%	54%	53%	59%	55%	61%	70%	55%
Disagree	141	128	1	5	68	11	62	127	13	91	46	4	131	7	20	1	23
	14%	15%	6%	10%	14%	17%	13%	15%	8%	14%	15%	7%	14%	21%	20%	10%	14%
Don't know	288	237	3	23	117	23	148	231	50	169	96	23	264	8	20	2	50
	28%	27%	18%	44%	24%	35%	32%	28%	30%	26%	31%	40%	28%	24%	20%	20%	30%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 30

Q11. When you bought or went through the process of buying your property, did you commission an independent report - a survey - into the condition or structure of the property to identify any problems or defects?

Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Yes	648	354	294	35	190	189	169	65	225	414	423	234	427	221	185	242
	64%	63%	65%	52%	66%	66%	64%	58%	64%	65%	64%	62%	69%	56%	71%	67%
No	312	185	127	26	75	85	82	44	101	186	211	126	163	149	54	109
	31%	33%	28%	39%	26%	30%	31%	39%	29%	29%	32%	33%	26%	38%	21%	30%
Don't know	57	27	30	6	22	12	13	4	28	40	29	17	31	26	20	11
	6%	5%	7%	9%	8%	4%	5%	4%	8%	6%	4%	5%	5%	7%	8%	3%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 30

Q11. When you bought or went through the process of buying your property, did you commission an independent report - a survey - into the condition or structure of the property to identify any problems or defects?

Base: All respondents

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Yes	648 64%	51 61%	33 72%	73 73%	45 56%	50 53%	45 65%	25 57%	55 63%	83 66%	94 70%	52 58%	42 67%	229 65%	150 60%	151 67%	118 62%
No	312 31%	27 33%	9 20%	22 22%	29 36%	36 38%	23 33%	18 41%	25 28%	33 26%	37 27%	34 38%	19 30%	104 30%	84 33%	60 27%	64 34%
Don't know	57 6%	5 6%	4 9%	5 5%	6 8%	8 9%	1 1%	1 2%	8 9%	10 8%	4 3%	3 3%	2 3%	17 5%	17 7%	15 7%	8 4%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 30

Q11. When you bought or went through the process of buying your property, did you commission an independent report - a survey - into the condition or structure of the property to identify any problems or defects?

Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Yes	648	587	6	28	335	37	276	534	107	648	-	-	632	13	70	5	104
	64%	67%	35%	54%	69%	56%	59%	65%	64%	100%	-	-	66%	39%	69%	50%	63%
No	312	248	7	21	135	26	151	251	50	-	312	-	279	19	32	4	49
	31%	28%	41%	40%	28%	39%	32%	30%	30%	-	100%	-	29%	58%	31%	40%	30%
Don't know	57	47	4	3	13	3	41	42	10	-	-	57	49	1	-	1	11
	6%	5%	24%	6%	3%	5%	9%	5%	6%	-	-	100%	5%	3%	-	10%	7%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 31

Q12. Do you think the survey that you obtained offered value for money, or not?**Base: All respondents who commissioned a survey**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	648	354	294	35	190	189	169	65	225	414	423	234	427	221	185	242
Yes the survey offered value for money	345 53%	188 53%	157 53%	23 66%	93 49%	104 55%	91 54%	34 52%	116 52%	220 53%	229 54%	125 53%	226 53%	119 54%	97 52%	129 53%
No the survey did not offer value for money	262 40%	147 42%	115 39%	11 31%	81 43%	74 39%	69 41%	27 42%	92 41%	166 40%	170 40%	96 41%	172 40%	90 41%	71 38%	101 42%
Don't know	41 6%	19 5%	22 7%	1 3%	16 8%	11 6%	9 5%	4 6%	17 8%	28 7%	24 6%	13 6%	29 7%	12 5%	17 9%	12 5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 31

Q12. Do you think the survey that you obtained offered value for money, or not?**Base: All respondents who commissioned a survey**

	Region I												Region II				
	Total	Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	648	51	33	73	45	50	45	25	55	83	94	52	42	229	150	151	118
Yes the survey offered value for money	345 53%	26 51%	16 48%	39 53%	23 51%	28 56%	21 47%	13 52%	39 71%	41 49%	49 52%	25 48%	25 60%	115 50%	88 59%	78 52%	64 54%
No the survey did not offer value for money	262 40%	25 49%	15 45%	28 38%	15 33%	15 30%	23 51%	11 44%	16 29%	34 41%	43 46%	26 50%	11 26%	103 45%	54 36%	58 38%	47 40%
Don't know	41 6%	-	2 6%	6 8%	7 16%	7 14%	1 2%	1 4%	-	8 10%	2 2%	1 2%	6 14%	11 5%	8 5%	15 10%	7 6%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 31

Q12. Do you think the survey that you obtained offered value for money, or not?**Base: All respondents who commissioned a survey**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	648	587	6	28	335	37	276	534	107	648	-	-	632	13	70	5	104
Yes the survey offered value for money	345 53%	306 52%	6 100%	18 64%	184 55%	25 68%	136 49%	306 57%	38 36%	345 53%	-	-	343 54%	2 15%	27 39%	2 40%	38 37%
No the survey did not offer value for money	262 40%	243 41%	-	8 29%	136 41%	10 27%	116 42%	194 36%	64 60%	262 40%	-	-	251 40%	10 77%	42 60%	3 60%	58 56%
Don't know	41 6%	38 6%	-	2 7%	15 4%	2 5%	24 9%	34 6%	5 5%	41 6%	-	-	38 6%	1 8%	1 1%	-	8 8%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 32

Q13. Did the survey provide you with peace of mind prior to the purchase, or not?**Base: All respondents who commissioned a survey**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	648	354	294	35	190	189	169	65	225	414	423	234	427	221	185	242
Yes the survey provided me with peace of mind	473 73%	261 74%	212 72%	27 77%	136 72%	130 69%	133 79%	47 72%	163 72%	293 71%	310 73%	180 77%	311 73%	162 73%	133 72%	178 74%
No the survey did not provide me with peace of mind	142 22%	77 22%	65 22%	7 20%	43 23%	47 25%	29 17%	16 25%	50 22%	97 23%	92 22%	45 19%	91 21%	51 23%	38 21%	53 22%
Don't know	33 5%	16 5%	17 6%	1 3%	11 6%	12 6%	7 4%	2 3%	12 5%	24 6%	21 5%	9 4%	25 6%	8 4%	14 8%	11 5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 32

Q13. Did the survey provide you with peace of mind prior to the purchase, or not?**Base: All respondents who commissioned a survey**

	Region I												Region II				
	Total	Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	648	51	33	73	45	50	45	25	55	83	94	52	42	229	150	151	118
Yes the survey provided me with peace of mind	473 73%	38 75%	24 73%	52 71%	32 71%	36 72%	31 69%	18 72%	45 82%	55 66%	71 76%	34 65%	37 88%	160 70%	112 75%	108 72%	93 79%
No the survey did not provide me with peace of mind	142 22%	11 22%	8 24%	17 23%	9 20%	8 16%	10 22%	6 24%	9 16%	23 28%	18 19%	18 35%	5 12%	59 26%	27 18%	34 23%	22 19%
Don't know	33 5%	2 4%	1 3%	4 5%	4 9%	6 12%	4 9%	1 4%	1 2%	5 6%	5 5%	- -	- -	10 4%	11 7%	9 6%	3 3%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 32

Q13. Did the survey provide you with peace of mind prior to the purchase, or not?**Base: All respondents who commissioned a survey**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	648	587	6	28	335	37	276	534	107	648	-	-	632	13	70	5	104
Yes the survey provided me with peace of mind	473 73%	424 72%	6 100%	21 75%	248 74%	26 70%	199 72%	419 78%	52 49%	473 73%	-	-	469 74%	3 23%	36 51%	1 20%	60 58%
No the survey did not provide me with peace of mind	142 22%	132 22%	-	6 21%	72 21%	9 24%	61 22%	91 17%	47 44%	142 22%	-	-	133 21%	8 62%	30 43%	4 80%	37 36%
Don't know	33 5%	31 5%	-	1 4%	15 4%	2 5%	16 6%	24 4%	8 7%	33 5%	-	-	30 5%	2 15%	4 6%	-	7 7%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 33

Q14. Did you find problems or faults with the property that you think that a survey could have identified, or not?**Base: All respondents who did not commission a survey**

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	312	185	127	26	75	85	82	44	101	186	211	126	163	149	54	109
Yes	60 19%	36 19%	24 19%	5 19%	18 24%	11 13%	19 23%	7 16%	23 23%	34 18%	37 18%	26 21%	26 16%	34 23%	12 22%	14 13%
No	226 72%	140 76%	86 68%	16 62%	51 68%	66 78%	60 73%	33 75%	67 66%	133 72%	159 75%	93 74%	130 80%	96 64%	38 70%	92 84%
Don't know	26 8%	9 5%	17 13%	5 19%	6 8%	8 9%	3 4%	4 9%	11 11%	19 10%	15 7%	7 6%	7 4%	19 13%	4 7%	3 3%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 33

Q14. Did you find problems or faults with the property that you think that a survey could have identified, or not?

Base: All respondents who did not commission a survey

	Region I												Region II				
	Total	Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	312	27	9	22	29	36	23	18	25	33	37	34	19	104	84	60	64
Yes	60 19%	6 22%	-	2 9%	1 3%	9 25%	4 17%	3 17%	9 36%	8 24%	9 24%	6 18%	3 16%	23 22%	22 26%	3 5%	12 19%
No	226 72%	20 74%	7 78%	18 82%	26 90%	24 67%	18 78%	12 67%	16 64%	20 61%	25 68%	26 76%	14 74%	71 68%	58 69%	51 85%	46 72%
Don't know	26 8%	1 4%	2 22%	2 9%	2 7%	3 8%	1 4%	3 17%	-	5 15%	3 8%	2 6%	2 11%	10 10%	4 5%	6 10%	6 9%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 33

Q14. Did you find problems or faults with the property that you think that a survey could have identified, or not?**Base: All respondents who did not commission a survey**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	312	248	7	21	135	26	151	251	50	-	312	-	279	19	32	4	49
Yes	60 19%	52 21%	2 29%	4 19%	25 19%	5 19%	30 20%	45 18%	14 28%	-	60 19%	-	57 20%	1 5%	6 19%	2 50%	12 24%
No	226 72%	173 70%	4 57%	16 76%	103 76%	18 69%	105 70%	187 75%	29 58%	-	226 72%	-	199 71%	17 89%	23 72%	2 50%	33 67%
Don't know	26 8%	23 9%	1 14%	1 5%	7 5%	3 12%	16 11%	19 8%	7 14%	-	26 8%	-	23 8%	1 5%	3 9%	-	4 8%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 34

Q15. Did you go on to buy the property?**Base: All respondents who did not commission a survey**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	312	185	127	26	75	85	82	44	101	186	211	126	163	149	54	109
Yes	181	100	81	7	61	43	46	24	68	111	113	70	160	21	51	109
	58%	54%	64%	27%	81%	51%	56%	55%	67%	60%	54%	56%	98%	14%	94%	100%
No	129	84	45	18	14	42	36	19	32	74	97	55	2	127	2	-
	41%	45%	35%	69%	19%	49%	44%	43%	32%	40%	46%	44%	1%	85%	4%	-
Don't know	2	1	1	1	-	-	-	1	1	1	1	1	1	1	1	-
	1%	1%	1%	4%	-	-	-	2%	1%	1%	*	1%	1%	1%	2%	-

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 34

Q15. Did you go on to buy the property?**Base: All respondents who did not commission a survey**

	Region I												Region II				
	Total	Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	312	27	9	22	29	36	23	18	25	33	37	34	19	104	84	60	64
Yes	181 58%	18 67%	6 67%	13 59%	14 48%	16 44%	13 57%	10 56%	15 60%	18 55%	24 65%	24 71%	10 53%	66 63%	44 52%	33 55%	38 59%
No	129 41%	9 33%	3 33%	9 41%	15 52%	19 53%	10 43%	8 44%	10 40%	14 42%	13 35%	10 29%	9 47%	37 36%	39 46%	27 45%	26 41%
Don't know	2 1%	-	-	-	-	1 3%	-	-	-	1 3%	-	-	-	1 1%	1 1%	-	-

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 34

Q15. Did you go on to buy the property?**Base: All respondents who did not commission a survey**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	312	248	7	21	135	26	151	251	50	-	312	-	279	19	32	4	49
Yes	181	135	3	16	73	20	88	151	22	-	181	-	155	17	12	3	31
	58%	54%	43%	76%	54%	77%	58%	60%	44%	-	58%	-	56%	89%	38%	75%	63%
No	129	112	4	5	62	6	61	98	28	-	129	-	123	2	20	1	18
	41%	45%	57%	24%	46%	23%	40%	39%	56%	-	41%	-	44%	11%	63%	25%	37%
Don't know	2	1	-	-	-	-	2	2	-	-	2	-	1	-	-	-	-
	1%	*	-	-	-	-	1%	1%	-	-	1%	-	*	-	-	-	-

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 35

Q16. You said that you did not commission a survey and then found problems with the property. To your best estimate, how much did it cost, or would it have cost to fix these problems?

Base: All respondents who didn't commission a survey and then found problems with the property

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	60	36	24	5	18	11	19	7	23	34	37	26	26	34	12	14
Up to £1,000	6 10%	5 14%	1 4%	-	4 22%	-	1 5%	1 14%	4 17%	4 12%	2 5%	2 8%	4 15%	2 6%	3 25%	1 7%
£1001-£2500	6 10%	1 3%	5 21%	-	2 11%	2 18%	2 11%	-	2 9%	4 12%	4 11%	2 8%	5 19%	1 3%	1 8%	4 29%
£2501-£6000	9 15%	5 14%	4 17%	-	4 22%	2 18%	1 5%	2 29%	4 17%	6 18%	5 14%	3 12%	3 12%	6 18%	3 25%	-
£6001-£12000	10 17%	6 17%	4 17%	1 20%	1 6%	2 18%	4 21%	2 29%	2 9%	4 12%	8 22%	6 23%	4 15%	6 18%	2 17%	2 14%
£12001+	10 17%	10 28%	-	1 20%	1 6%	3 27%	3 16%	2 29%	2 9%	5 15%	8 22%	5 19%	1 4%	9 26%	-	1 7%
Don't know	19 32%	9 25%	10 42%	3 60%	6 33%	2 18%	8 42%	-	9 39%	11 32%	10 27%	8 31%	9 35%	10 29%	3 25%	6 43%
Mean	14086	18900	4801	15000	7018	29556	12936	7857	8159	16531	17159	10961	4689	20742	4080	5375
Standard error	4966	7399	987	5000	3992	21366	4474	2066	3526	8625	7303	2853	1033	8252	1181	1807
Median	5750	8333	2750	15000	2500	7000	5625	6250	3500	4750	8200	8000	2375	8750	2500	2000

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 35

Q16. You said that you did not commission a survey and then found problems with the property. To your best estimate, how much did it cost, or would it have cost to fix these problems?

Base: All respondents who didn't commission a survey and then found problems with the property

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	Eastern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	60	6	-	2	1	9	4	3	9	8	9	6	3	23	22	3	12
Up to £1,000	6 10%	1 17%	-	-	-	-	-	-	4 44%	-	1 11%	-	-	1 4%	4 18%	-	1 8%
£1001-£2500	6 10%	2 33%	-	-	-	-	-	-	-	-	3 33%	1 17%	-	4 17%	-	-	2 17%
£2501-£6000	9 15%	-	-	1 50%	-	1 11%	3 75%	1 33%	-	1 13%	-	1 17%	1 33%	2 9%	4 18%	1 33%	2 17%
£6001-£12000	10 17%	1 17%	-	-	1 100%	2 22%	-	-	1 11%	2 25%	1 11%	2 33%	-	5 22%	3 14%	1 33%	1 8%
£12001+	10 17%	1 17%	-	-	-	2 22%	-	-	1 11%	3 38%	1 11%	1 17%	1 33%	5 22%	3 14%	-	2 17%
Don't know	19 32%	1 17%	-	1 50%	-	4 44%	1 25%	2 67%	3 33%	2 25%	3 33%	1 17%	1 33%	6 26%	8 36%	1 33%	4 33%
Mean	14086	5400	-	3000	10000	14000	5000	3000	4837	53833	5000	9700	9500	23618	8144	6500	6125
Standard error	4966	2736	-	-	-	4301	577	-	2769	30453	2214	2931	4500	11610	2185	3500	2006
Median	5750	1750	-	3000	10000	8750	4500	3000	750	30000	2000	7000	9500	7813	5500	6500	4000

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 35

Q16. You said that you did not commission a survey and then found problems with the property. To your best estimate, how much did it cost, or would it have cost to fix these problems?

Base: All respondents who didn't commission a survey and then found problems with the property

	Q1. Type of agent				Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	60	52	2	4	25	5	30	45	14	-	60	-	57	1	6	2	12
Up to £1,000	6 10%	6 12%	-	-	1 4%	-	5 17%	5 11%	1 7%	-	6 10%	-	6 11%	-	-	-	2 17%
£1001-£2500	6 10%	3 6%	-	1 25%	2 8%	2 40%	2 7%	4 9%	1 7%	-	6 10%	-	5 9%	-	-	1 50%	1 8%
£2501-£6000	9 15%	9 17%	-	-	2 8%	-	7 23%	8 18%	1 7%	-	9 15%	-	9 16%	-	2 33%	-	2 17%
£6001-£12000	10 17%	9 17%	-	1 25%	6 24%	1 20%	3 10%	8 18%	2 14%	-	10 17%	-	9 16%	-	2 33%	1 50%	1 8%
£12001+	10 17%	8 15%	1 50%	1 25%	3 12%	1 20%	6 20%	8 18%	2 14%	-	10 17%	-	9 16%	1 100%	1 17%	-	1 8%
Don't know	19 32%	17 33%	1 50%	1 25%	11 44%	1 20%	7 23%	12 27%	7 50%	-	19 32%	-	19 33%	-	1 17%	-	5 42%
Mean	14086	15101	15000	9833	24000	6625	9349	14682	13071	-	14086	-	13553	50000	14700	5000	10500
Standard error	4966	5790	-	5419	13925	3158	2402	6043	6376	-	4966	-	5266	-	8927	3000	6693
Median	5750	5750	15000	4750	8125	5000	4833	5500	7000	-	5750	-	5500	50000	5250	5000	2750

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 36

Q17. Which of the following would you have done if you had been aware of these problems before purchasing the property?

Base: All respondents who didn't commission a survey and then found problems with the property

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	60	36	24	5	18	11	19	7	23	34	37	26	26	34	12	14
Renegotiated the price of the property	32 53%	19 53%	13 54%	3 60%	8 44%	4 36%	12 63%	5 71%	11 48%	15 44%	21 57%	17 65%	12 46%	20 59%	5 42%	7 50%
Requested that the cost of the work be deducted from the purchase price	25 42%	15 42%	10 42%	1 20%	8 44%	6 55%	7 37%	3 43%	9 39%	15 44%	16 43%	10 38%	11 42%	14 41%	5 42%	6 43%
Not bought the property	13 22%	7 19%	6 25%	3 60%	2 11%	4 36%	3 16%	1 14%	5 22%	9 26%	8 22%	4 15%	3 12%	10 29%	2 17%	1 7%
Other	5 8%	3 8%	2 8%	- -	1 6%	1 9%	2 11%	1 14%	1 4%	2 6%	4 11%	3 12%	2 8%	3 9%	- -	2 14%
None of these	3 5%	1 3%	2 8%	- -	- -	- -	3 16%	- -	- -	- -	3 8%	3 12%	3 12%	- -	- -	3 21%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 36

Q17. Which of the following would you have done if you had been aware of these problems before purchasing the property?

Base: All respondents who didn't commission a survey and then found problems with the property

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	60	6	-	2	1	9	4	3	9	8	9	6	3	23	22	3	12
Renegotiated the price of the property	32 53%	6 100%	-	1 50%	1 100%	3 33%	3 75%	1 33%	6 67%	4 50%	2 22%	3 50%	2 67%	9 39%	12 55%	2 67%	9 75%
Requested that the cost of the work be deducted from the purchase price	25 42%	1 17%	-	-	1 100%	3 33%	1 25%	3 100%	4 44%	4 50%	5 56%	-	3 100%	9 39%	8 36%	1 33%	7 58%
Not bought the property	13 22%	-	-	-	-	3 33%	-	-	1 11%	4 50%	2 22%	2 33%	1 33%	8 35%	4 18%	-	1 8%
Other	5 8%	-	-	1 50%	-	-	-	-	-	1 13%	2 22%	-	1 33%	3 13%	-	1 33%	1 8%
None of these	3 5%	-	-	-	-	1 11%	-	-	-	-	-	2 33%	-	2 9%	1 5%	-	-

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 36

Q17. Which of the following would you have done if you had been aware of these problems before purchasing the property?

Base: All respondents who didn't commission a survey and then found problems with the property

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	60	52	2	4	25	5	30	45	14	-	60	-	57	1	6	2	12
Renegotiated the price of the property	32 53%	29 56%	-	2 50%	14 56%	2 40%	16 53%	25 56%	7 50%	-	32 53%	-	32 56%	-	4 67%	2 100%	4 33%
Requested that the cost of the work be deducted from the purchase price	25 42%	22 42%	2 100%	-	12 48%	1 20%	12 40%	19 42%	6 43%	-	25 42%	-	24 42%	1 100%	2 33%	-	4 33%
Not bought the property	13 22%	11 21%	-	2 50%	3 12%	1 20%	9 30%	7 16%	6 43%	-	13 22%	-	13 23%	-	-	-	5 42%
Other	5 8%	4 8%	-	1 25%	1 4%	1 20%	3 10%	1 2%	3 21%	-	5 8%	-	5 9%	-	1 17%	-	1 8%
None of these	3 5%	3 6%	-	-	2 8%	-	1 3%	3 7%	-	-	3 5%	-	1 2%	-	-	-	-

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 37

Q18. How important or unimportant do you think it is to commission independent advice on the condition of the property before committing to purchase?**Base: All respondents**

	Total	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
		Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: Important	960	531	429	59	267	272	252	110	326	598	634	362	578	382	242	336
	94%	94%	95%	88%	93%	95%	95%	97%	92%	93%	96%	96%	93%	96%	93%	93%
Very important	(4) 621	334	287	31	148	187	185	70	179	366	442	255	353	268	149	204
	61%	59%	64%	46%	52%	65%	70%	62%	51%	57%	67%	68%	57%	68%	58%	56%
Fairly important	(3) 339	197	142	28	119	85	67	40	147	232	192	107	225	114	93	132
	33%	35%	31%	42%	41%	30%	25%	35%	42%	36%	29%	28%	36%	29%	36%	36%
Fairly unimportant	(2) 26	20	6	3	8	9	5	1	11	20	15	6	22	4	8	14
	3%	4%	1%	4%	3%	3%	2%	1%	3%	3%	2%	2%	4%	1%	3%	4%
Very unimportant	(1) 7	5	2	1	4	1	1	-	5	6	2	1	7	-	1	6
	1%	1%	*	1%	1%	*	*	-	1%	1%	*	*	1%	-	*	2%
NET: Unimportant	33	25	8	4	12	10	6	1	16	26	17	7	29	4	9	20
	3%	4%	2%	6%	4%	3%	2%	1%	5%	4%	3%	2%	5%	1%	3%	6%
Don't know	24	10	14	4	8	4	6	2	12	16	12	8	14	10	8	6
	2%	2%	3%	6%	3%	1%	2%	2%	3%	3%	2%	2%	2%	3%	3%	2%
Mean	3.59	3.55	3.63	3.41	3.47	3.62	3.69	3.62	3.46	3.54	3.65	3.67	3.52	3.68	3.55	3.50
Standard error	0.02	0.03	0.03	0.08	0.04	0.03	0.03	0.05	0.03	0.02	0.02	0.03	0.03	0.02	0.04	0.03

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 37

Q18. How important or unimportant do you think it is to commission independent advice on the condition of the property before committing to purchase?

Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: Important	960 94%	80 96%	46 100%	98 98%	75 94%	88 94%	66 96%	39 89%	83 94%	114 90%	130 96%	80 90%	61 97%	324 93%	237 94%	219 97%	180 95%
Very important	(4) 621 61%	53 64%	37 80%	58 58%	47 59%	55 59%	40 58%	25 57%	52 59%	71 56%	84 62%	50 56%	49 78%	205 59%	147 59%	142 63%	127 67%
Fairly important	(3) 339 33%	27 33%	9 20%	40 40%	28 35%	33 35%	26 38%	14 32%	31 35%	43 34%	46 34%	30 34%	12 19%	119 34%	90 36%	77 34%	53 28%
Fairly unimportant	(2) 26 3%	- -	- -	1 1%	2 3%	2 2%	3 4%	3 7%	1 1%	8 6%	2 1%	4 4%	- -	14 4%	6 2%	3 1%	3 2%
Very unimportant	(1) 7 1%	1 1%	- -	- -	1 1%	1 1%	- -	1 2%	- -	1 1%	1 1%	1 1%	- -	3 1%	1 *	1 *	2 1%
NET: Unimportant	33 3%	1 1%	- -	1 1%	3 4%	3 3%	3 4%	4 9%	1 1%	9 7%	3 2%	5 6%	- -	17 5%	7 3%	4 2%	5 3%
Don't know	24 2%	2 2%	- -	1 1%	2 3%	3 3%	- -	1 2%	4 5%	3 2%	2 1%	4 4%	2 3%	9 3%	7 3%	3 1%	5 3%
Mean	3.59	3.63	3.80	3.58	3.55	3.56	3.54	3.47	3.61	3.50	3.60	3.52	3.80	3.54	3.57	3.61	3.65
Standard error	0.02	0.06	0.06	0.05	0.07	0.06	0.07	0.11	0.06	0.06	0.05	0.07	0.05	0.03	0.04	0.04	0.04

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 37

Q18. How important or unimportant do you think it is to commission independent advice on the condition of the property before committing to purchase?

Base: All respondents

	Q1. Type of agent				Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent		
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: Important	960 94%	838 95%	15 88%	47 90%	459 95%	61 92%	440 94%	781 94%	159 95%	632 98%	279 89%	49 86%	960 100%	-	94 92%	9 90%	155 95%
Very important	(4) 621 61%	545 62%	6 35%	32 62%	304 63%	41 62%	276 59%	505 61%	106 63%	478 74%	121 39%	22 39%	621 65%	-	63 62%	6 60%	93 57%
Fairly important	(3) 339 33%	293 33%	9 53%	15 29%	155 32%	20 30%	164 35%	276 33%	53 32%	154 24%	158 51%	27 47%	339 35%	-	31 30%	3 30%	62 38%
Fairly unimportant	(2) 26 3%	22 2%	1 6%	3 6%	16 3%	4 6%	6 1%	23 3%	2 1%	10 2%	15 5%	1 2%	-	26 79%	6 6%	1 10%	2 1%
Very unimportant	(1) 7 1%	6 1%	-	-	3 1%	-	4 1%	5 1%	2 1%	3 *	4 1%	-	-	7 21%	2 2%	-	3 2%
NET: Unimportant	33 3%	28 3%	1 6%	3 6%	19 4%	4 6%	10 2%	28 3%	4 2%	13 2%	19 6%	1 2%	-	33 100%	8 8%	1 10%	5 3%
Don't know	24 2%	16 2%	1 6%	2 4%	5 1%	1 2%	18 4%	18 2%	4 2%	3 *	14 4%	7 12%	-	-	-	-	4 2%
Mean	3.59	3.59	3.31	3.58	3.59	3.57	3.58	3.58	3.61	3.72	3.33	3.42	3.65	1.79	3.52	3.50	3.53
Standard error	0.02	0.02	0.15	0.09	0.03	0.08	0.03	0.02	0.05	0.02	0.04	0.08	0.02	0.07	0.07	0.22	0.05

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 38

Q19. Do you agree or disagree with each of the following statements?**Base: All respondents**

	Q19. Summary	
	Agree	Disagree
Base	1017	1017
Banks should ensure that consumers have enough information about the physical condition of a property before purchasing	775 76%	154 15%
I would not know how to contact a surveyor in my local area	214 21%	754 74%
I would recommend to my friends and family that they get a survey of the condition or structure of a property before buying it	915 90%	42 4%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 39

Q19. Do you agree or disagree with each of the following statements?**-Banks should ensure that consumers have enough information about the physical condition of a property before purchasing****Base: All respondents**

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	775 76%	438 77%	337 75%	58 87%	227 79%	224 78%	192 73%	74 65%	285 81%	509 80%	490 74%	266 71%	463 75%	312 79%	204 79%	259 72%
Disagree	154 15%	89 16%	65 14%	4 6%	33 11%	41 14%	51 19%	25 22%	37 10%	78 12%	117 18%	76 20%	98 16%	56 14%	32 12%	66 18%
Don't know	88 9%	39 7%	49 11%	5 7%	27 9%	21 7%	21 8%	14 12%	32 9%	53 8%	56 8%	35 9%	60 10%	28 7%	23 9%	37 10%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 39

Q19. Do you agree or disagree with each of the following statements?**-Banks should ensure that consumers have enough information about the physical condition of a property before purchasing****Base: All respondents**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	775 76%	63 76%	35 76%	84 84%	60 75%	77 82%	56 81%	30 68%	61 69%	96 76%	96 71%	67 75%	50 79%	259 74%	194 77%	179 79%	143 75%
Disagree	154 15%	11 13%	9 20%	6 6%	15 19%	12 13%	8 12%	8 18%	13 15%	17 13%	31 23%	13 15%	11 17%	61 17%	33 13%	30 13%	30 16%
Don't know	88 9%	9 11%	2 4%	10 10%	5 6%	5 5%	5 7%	6 14%	14 16%	13 10%	8 6%	9 10%	2 3%	30 9%	24 10%	17 8%	17 9%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 39

Q19. Do you agree or disagree with each of the following statements?**-Banks should ensure that consumers have enough information about the physical condition of a property before purchasing****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	775 76%	672 76%	16 94%	37 71%	381 79%	50 76%	344 74%	633 77%	128 77%	511 79%	224 72%	40 70%	744 78%	22 67%	77 75%	9 90%	117 71%
Disagree	154 15%	136 15%	1 6%	6 12%	72 15%	9 14%	73 16%	124 15%	25 15%	89 14%	62 20%	3 5%	141 15%	9 27%	21 21%	1 10%	32 20%
Don't know	88 9%	74 8%	-	9 17%	30 6%	7 11%	51 11%	70 8%	14 8%	48 7%	26 8%	14 25%	75 8%	2 6%	4 4%	-	15 9%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 40

Q19. Do you agree or disagree with each of the following statements?

-I would not know how to contact a surveyor in my local area

Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	214	117	97	28	97	48	37	4	125	173	89	41	130	84	90	40
	21%	21%	22%	42%	34%	17%	14%	4%	35%	27%	13%	11%	21%	21%	35%	11%
Disagree	754	426	328	33	175	220	221	105	208	428	546	326	461	293	152	309
	74%	75%	73%	49%	61%	77%	84%	93%	59%	67%	82%	86%	74%	74%	59%	85%
Don't know	49	23	26	6	15	18	6	4	21	39	28	10	30	19	17	13
	5%	4%	6%	9%	5%	6%	2%	4%	6%	6%	4%	3%	5%	5%	7%	4%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 40

Q19. Do you agree or disagree with each of the following statements?**-I would not know how to contact a surveyor in my local area****Base: All respondents**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	214 21%	8 10%	12 26%	23 23%	17 21%	24 26%	19 28%	5 11%	15 17%	38 30%	25 19%	19 21%	9 14%	82 23%	58 23%	52 23%	22 12%
Disagree	754 74%	73 88%	34 74%	69 69%	57 71%	68 72%	48 70%	38 86%	66 75%	76 60%	106 79%	65 73%	54 86%	247 71%	182 73%	160 71%	165 87%
Don't know	49 5%	2 2%	-	8 8%	6 8%	2 2%	2 3%	1 2%	7 8%	12 10%	4 3%	5 6%	-	21 6%	11 4%	14 6%	3 2%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 40

Q19. Do you agree or disagree with each of the following statements?**-I would not know how to contact a surveyor in my local area****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	214 21%	188 21%	8 47%	5 10%	88 18%	16 24%	110 24%	162 20%	50 30%	131 20%	64 21%	19 33%	200 21%	9 27%	22 22%	6 60%	39 24%
Disagree	754 74%	652 74%	8 47%	43 83%	379 78%	47 71%	328 70%	632 76%	109 65%	496 77%	236 76%	22 39%	723 75%	22 67%	80 78%	4 40%	115 70%
Don't know	49 5%	42 5%	1 6%	4 8%	16 3%	3 5%	30 6%	33 4%	8 5%	21 3%	12 4%	16 28%	37 4%	2 6%	-	-	10 6%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 41

Q19. Do you agree or disagree with each of the following statements?

-I would recommend to my friends and family that they get a survey of the condition or structure of a property before buying it

Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Agree	915 90%	510 90%	405 90%	53 79%	255 89%	256 90%	245 93%	106 94%	308 87%	564 88%	607 92%	351 93%	548 88%	367 93%	230 89%	318 88%
Disagree	42 4%	24 4%	18 4%	5 7%	15 5%	14 5%	6 2%	2 2%	20 6%	34 5%	22 3%	8 2%	36 6%	6 2%	13 5%	23 6%
Don't know	60 6%	32 6%	28 6%	9 13%	17 6%	16 6%	13 5%	5 4%	26 7%	42 7%	34 5%	18 5%	37 6%	23 6%	16 6%	21 6%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 41

Q19. Do you agree or disagree with each of the following statements?**-I would recommend to my friends and family that they get a survey of the condition or structure of a property before buying it****Base: All respondents**

	Region I												Region II				
	Total	Scotland	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Agree	915 90%	77 93%	43 93%	90 90%	72 90%	83 88%	61 88%	41 93%	83 94%	105 83%	122 90%	77 87%	61 97%	304 87%	227 90%	205 91%	179 94%
Disagree	42 4%	1 1%	2 4%	2 2%	4 5%	4 4%	5 7%	2 5%	1 1%	11 9%	3 2%	6 7%	1 2%	20 6%	10 4%	8 4%	4 2%
Don't know	60 6%	5 6%	1 2%	8 8%	4 5%	7 7%	3 4%	1 2%	4 5%	10 8%	10 7%	6 7%	1 2%	26 7%	14 6%	13 6%	7 4%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 41

Q19. Do you agree or disagree with each of the following statements?**-I would recommend to my friends and family that they get a survey of the condition or structure of a property before buying it****Base: All respondents**

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Agree	915 90%	794 90%	14 82%	45 87%	446 92%	57 86%	412 88%	752 91%	146 87%	606 94%	267 86%	42 74%	894 93%	11 33%	93 91%	8 80%	141 86%
Disagree	42 4%	36 4%	2 12%	3 6%	24 5%	3 5%	15 3%	35 4%	6 4%	20 3%	21 7%	1 2%	24 3%	17 52%	7 7%	1 10%	10 6%
Don't know	60 6%	52 6%	1 6%	4 8%	13 3%	6 9%	41 9%	40 5%	15 9%	22 3%	24 8%	14 25%	42 4%	5 15%	2 2%	1 10%	13 8%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 42
D1. Gender
Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
Male	566	566	-	27	151	161	145	82	178	339	388	227	333	233	137	196
	56%	100%	-	40%	53%	56%	55%	73%	50%	53%	59%	60%	54%	59%	53%	54%
Female	451	-	451	40	136	125	119	31	176	301	275	150	288	163	122	166
	44%	-	100%	60%	47%	44%	45%	27%	50%	47%	41%	40%	46%	41%	47%	46%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 42
D1. Gender
Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
Male	566 56%	57 69%	20 43%	54 54%	47 59%	55 59%	31 45%	20 45%	54 61%	77 61%	78 58%	49 55%	24 38%	204 58%	140 56%	121 54%	101 53%
Female	451 44%	26 31%	26 57%	46 46%	33 41%	39 41%	38 55%	24 55%	34 39%	49 39%	57 42%	40 45%	39 62%	146 42%	111 44%	105 46%	89 47%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 42
D1. Gender
Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
Male	566	495	8	28	269	28	269	462	95	354	185	27	531	25	64	6	96
	56%	56%	47%	54%	56%	42%	57%	56%	57%	55%	59%	47%	55%	76%	63%	60%	59%
Female	451	387	9	24	214	38	199	365	72	294	127	30	429	8	38	4	68
	44%	44%	53%	46%	44%	58%	43%	44%	43%	45%	41%	53%	45%	24%	37%	40%	41%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 43
D2. Age
Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: 18-35	354	178	176	67	287	-	-	-	354	354	-	-	264	90	189	75
	35%	31%	39%	100%	100%	-	-	-	100%	55%	-	-	43%	23%	73%	21%
NET: 18-45	640	339	301	67	287	286	-	-	354	640	286	-	430	210	238	192
	63%	60%	67%	100%	100%	100%	-	-	100%	100%	43%	-	69%	53%	92%	53%
NET: 36+	663	388	275	-	-	286	264	113	-	286	663	377	357	306	70	287
	65%	69%	61%	-	-	100%	100%	100%	-	45%	100%	100%	57%	77%	27%	79%
NET: 46+	377	227	150	-	-	-	264	113	-	-	377	377	191	186	21	170
	37%	40%	33%	-	-	-	100%	100%	-	-	57%	100%	31%	47%	8%	47%
18-25	67	27	40	67	-	-	-	-	67	67	-	-	42	25	40	2
	7%	5%	9%	100%	-	-	-	-	19%	10%	-	-	7%	6%	15%	1%
26-35	287	151	136	-	287	-	-	-	287	287	-	-	222	65	149	73
	28%	27%	30%	-	100%	-	-	-	81%	45%	-	-	36%	16%	58%	20%
36-45	286	161	125	-	-	286	-	-	-	286	286	-	166	120	49	117
	28%	28%	28%	-	-	100%	-	-	-	45%	43%	-	27%	30%	19%	32%
46-55	264	145	119	-	-	-	264	-	-	-	264	264	126	138	20	106
	26%	26%	26%	-	-	-	100%	-	-	-	40%	70%	20%	35%	8%	29%
56+	113	82	31	-	-	-	-	113	-	-	113	113	65	48	1	64
	11%	14%	7%	-	-	-	-	100%	-	-	17%	30%	10%	12%	*	18%
Mean	41.90	43.00	40.52	23.07	31.41	40.66	51.14	61.27	29.84	34.67	48.34	54.17	40.24	44.50	32.91	45.49
Standard error	0.35	0.48	0.51	0.21	0.15	0.18	0.18	0.29	0.22	0.26	0.32	0.28	0.45	0.55	0.47	0.54

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 43
D2. Age
Base: All respondents

	Region I												Region II				
	Total	Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: 18-35	354 35%	28 34%	20 43%	42 42%	25 31%	31 33%	21 30%	14 32%	27 31%	56 44%	43 32%	30 34%	17 27%	129 37%	79 31%	87 38%	59 31%
NET: 18-45	640 63%	45 54%	30 65%	71 71%	45 56%	60 64%	45 65%	19 43%	53 60%	100 79%	79 59%	60 67%	33 52%	239 68%	158 63%	146 65%	97 51%
NET: 36+	663 65%	55 66%	26 57%	58 58%	55 69%	63 67%	48 70%	30 68%	61 69%	70 56%	92 68%	59 66%	46 73%	221 63%	172 69%	139 62%	131 69%
NET: 46+	377 37%	38 46%	16 35%	29 29%	35 44%	34 36%	24 35%	25 57%	35 40%	26 21%	56 41%	29 33%	30 48%	111 32%	93 37%	80 35%	93 49%
18-25	67 7%	3 4%	7 15%	9 9%	3 4%	8 9%	4 6%	2 5%	5 6%	11 9%	7 5%	7 8%	1 2%	25 7%	17 7%	19 8%	6 3%
26-35	287 28%	25 30%	13 28%	33 33%	22 28%	23 24%	17 25%	12 27%	22 25%	45 36%	36 27%	23 26%	16 25%	104 30%	62 25%	68 30%	53 28%
36-45	286 28%	17 20%	10 22%	29 29%	20 25%	29 31%	24 35%	5 11%	26 30%	44 35%	36 27%	30 34%	16 25%	110 31%	79 31%	59 26%	38 20%
46-55	264 26%	21 25%	15 33%	23 23%	20 25%	20 21%	18 26%	16 36%	34 39%	21 17%	36 27%	27 30%	13 21%	84 24%	72 29%	58 26%	50 26%
56+	113 11%	17 20%	1 2%	6 6%	15 19%	14 15%	6 9%	9 20%	1 1%	5 4%	20 15%	2 2%	17 27%	27 8%	21 8%	22 10%	43 23%
Mean	41.90	43.98	39.43	39.67	43.79	41.71	41.51	45.68	41.52	38.10	43.56	40.71	46.44	40.87	41.59	41.08	45.19
Standard error	0.35	1.36	1.64	1.04	1.30	1.19	1.29	1.88	1.03	0.86	1.00	1.02	1.64	0.57	0.67	0.74	0.91

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 43
D2. Age
Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: 18-35	354	313	7	16	151	23	180	287	59	225	101	28	326	16	37	7	61
	35%	35%	41%	31%	31%	35%	38%	35%	35%	35%	32%	49%	34%	48%	36%	70%	37%
NET: 18-45	640	560	11	33	292	41	307	517	108	414	186	40	598	26	64	10	114
	63%	63%	65%	63%	60%	62%	66%	63%	65%	64%	60%	70%	62%	79%	63%	100%	70%
NET: 36+	663	569	10	36	332	43	288	540	108	423	211	29	634	17	65	3	103
	65%	65%	59%	69%	69%	65%	62%	65%	65%	65%	68%	51%	66%	52%	64%	30%	63%
NET: 46+	377	322	6	19	191	25	161	310	59	234	126	17	362	7	38	-	50
	37%	37%	35%	37%	40%	38%	34%	37%	35%	36%	40%	30%	38%	21%	37%	-	30%
18-25	67	54	3	6	31	6	30	56	9	35	26	6	59	4	7	2	7
	7%	6%	18%	12%	6%	9%	6%	7%	5%	5%	8%	11%	6%	12%	7%	20%	4%
26-35	287	259	4	10	120	17	150	231	50	190	75	22	267	12	30	5	54
	28%	29%	24%	19%	25%	26%	32%	28%	30%	29%	24%	39%	28%	36%	29%	50%	33%
36-45	286	247	4	17	141	18	127	230	49	189	85	12	272	10	27	3	53
	28%	28%	24%	33%	29%	27%	27%	28%	29%	29%	27%	21%	28%	30%	26%	30%	32%
46-55	264	226	5	12	134	17	113	219	39	169	82	13	252	6	27	-	36
	26%	26%	29%	23%	28%	26%	24%	26%	23%	26%	26%	23%	26%	18%	26%	-	22%
56+	113	96	1	7	57	8	48	91	20	65	44	4	110	1	11	-	14
	11%	11%	6%	13%	12%	12%	10%	11%	12%	10%	14%	7%	11%	3%	11%	-	9%
Mean	41.90	41.81	38.47	42.44	42.65	41.94	41.13	41.90	41.94	41.79	42.79	38.39	42.16	37.18	42.29	32.40	40.76
Standard error	0.35	0.38	2.89	1.65	0.51	1.44	0.52	0.39	0.86	0.43	0.68	1.43	0.36	1.80	1.10	2.25	0.84

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 44
D3. Region
Base: All respondents

	Gender			Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer	
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
NET: South	350 34%	204 36%	146 32%	25 37%	104 36%	110 38%	84 32%	27 24%	129 36%	239 37%	221 33%	111 29%	227 37%	123 31%	108 42%	119 33%
NET: Midlands	251 25%	140 25%	111 25%	17 25%	62 22%	79 28%	72 27%	21 19%	79 22%	158 25%	172 26%	93 25%	150 24%	101 26%	58 22%	92 25%
NET: North	226 22%	121 21%	105 23%	19 28%	68 24%	59 21%	58 22%	22 19%	87 25%	146 23%	139 21%	80 21%	129 21%	97 24%	56 22%	73 20%
NET: Devolved areas	190 19%	101 18%	89 20%	6 9%	53 18%	38 13%	50 19%	43 38%	59 17%	97 15%	131 20%	93 25%	115 19%	75 19%	37 14%	78 22%
Scotland	83 8%	57 10%	26 6%	3 4%	25 9%	17 6%	21 8%	17 15%	28 8%	45 7%	55 8%	38 10%	56 9%	27 7%	17 7%	39 11%
North East	46 5%	20 4%	26 6%	7 10%	13 5%	10 3%	15 6%	1 1%	20 6%	30 5%	26 4%	16 4%	28 5%	18 5%	15 6%	13 4%
North West	100 10%	54 10%	46 10%	9 13%	33 11%	29 10%	23 9%	6 5%	42 12%	71 11%	58 9%	29 8%	62 10%	38 10%	27 10%	35 10%
Yorkshire & Humberside	80 8%	47 8%	33 7%	3 4%	22 8%	20 7%	20 8%	15 13%	25 7%	45 7%	55 8%	35 9%	39 6%	41 10%	14 5%	25 7%
West Midlands	94 9%	55 10%	39 9%	8 12%	23 8%	29 10%	20 8%	14 12%	31 9%	60 9%	63 10%	34 9%	51 8%	43 11%	21 8%	30 8%
East Midlands	69 7%	31 5%	38 8%	4 6%	17 6%	24 8%	18 7%	6 5%	21 6%	45 7%	48 7%	24 6%	45 7%	24 6%	16 6%	29 8%
Wales	44 4%	20 4%	24 5%	2 3%	12 4%	5 2%	16 6%	9 8%	14 4%	19 3%	30 5%	25 7%	25 4%	19 5%	5 2%	20 6%
Eastern	88 9%	54 10%	34 8%	5 7%	22 8%	26 9%	34 13%	1 1%	27 8%	53 8%	61 9%	35 9%	54 9%	34 9%	21 8%	33 9%
London	126 12%	77 14%	49 11%	11 16%	45 16%	44 15%	21 8%	5 4%	56 16%	100 16%	70 11%	26 7%	76 12%	50 13%	50 19%	26 7%
South East	135 13%	78 14%	57 13%	7 10%	36 13%	36 13%	36 14%	20 18%	43 12%	79 12%	92 14%	56 15%	87 14%	48 12%	29 11%	58 16%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 44
D3. Region
Base: All respondents

	Gender		Age I					Age II				SQ1. Bought property/ stage of valuation		SQ2. First time buyer		
	Total	Male	Female	18-25	26-35	36-45	46-55	56+	18-35	18-45	36+	46+	Bought	Valuation, not bought	Yes	No
Base	1017	566	451	67	287	286	264	113	354	640	663	377	621	396	259	362
South West	89	49	40	7	23	30	27	2	30	60	59	29	64	25	29	35
	9%	9%	9%	10%	8%	10%	10%	2%	8%	9%	9%	8%	10%	6%	11%	10%
Northern Ireland	63	24	39	1	16	16	13	17	17	33	46	30	34	29	15	19
	6%	4%	9%	1%	6%	6%	5%	15%	5%	5%	7%	8%	5%	7%	6%	5%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 44
D3. Region
Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
NET: South	350 34%	-	-	-	-	-	-	-	-	126 100%	135 100%	89 100%	-	350 100%	-	-	-
NET: Midlands	251 25%	-	-	-	-	94 100%	69 100%	-	88 100%	-	-	-	-	-	251 100%	-	-
NET: North	226 22%	-	46 100%	100 100%	80 100%	-	-	-	-	-	-	-	-	-	-	226 100%	-
NET: Devolved areas	190 19%	83 100%	-	-	-	-	-	44 100%	-	-	-	-	63 100%	-	-	-	190 100%
Scotland	83 8%	83 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	83 44%
North East	46 5%	-	46 100%	-	-	-	-	-	-	-	-	-	-	-	-	46 20%	-
North West	100 10%	-	-	100 100%	-	-	-	-	-	-	-	-	-	-	-	100 44%	-
Yorkshire & Humberside	80 8%	-	-	-	80 100%	-	-	-	-	-	-	-	-	-	-	80 35%	-
West Midlands	94 9%	-	-	-	-	94 100%	-	-	-	-	-	-	-	-	94 37%	-	-
East Midlands	69 7%	-	-	-	-	-	69 100%	-	-	-	-	-	-	-	69 27%	-	-
Wales	44 4%	-	-	-	-	-	-	44 100%	-	-	-	-	-	-	-	-	44 23%
Eastern	88 9%	-	-	-	-	-	-	-	88 100%	-	-	-	-	-	88 35%	-	-
London	126 12%	-	-	-	-	-	-	-	-	126 100%	-	-	-	126 36%	-	-	-
South East	135 13%	-	-	-	-	-	-	-	-	-	135 100%	-	-	135 39%	-	-	-

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 44
D3. Region
Base: All respondents

	Total	Region I											Region II				
		Scot-land	North East	North West	Yorks Humb	West Mids	East Mids	Wales	East-ern	London	South East	South West	North-ern Ireland	South	Mid-lands	North	Devol-ved areas
Base	1017	83	46	100	80	94	69	44	88	126	135	89	63	350	251	226	190
South West	89 9%	-	-	-	-	-	-	-	-	-	-	89 100%	-	89 25%	-	-	-
Northern Ireland	63 6%	-	-	-	-	-	-	-	-	-	-	-	63 100%	-	-	-	63 33%

RICS Buyers Survey

Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 44
D3. Region
Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
NET: South	350 34%	323 37%	3 18%	11 21%	170 35%	17 26%	163 35%	272 33%	68 41%	229 35%	104 33%	17 30%	324 34%	17 52%	44 43%	2 20%	66 40%
NET: Midlands	251 25%	212 24%	7 41%	14 27%	123 25%	14 21%	114 24%	210 25%	34 20%	150 23%	84 27%	17 30%	237 25%	7 21%	25 25%	2 20%	34 21%
NET: North	226 22%	197 22%	3 18%	12 23%	101 21%	18 27%	107 23%	183 22%	38 23%	151 23%	60 19%	15 26%	219 23%	4 12%	21 21%	2 20%	37 23%
NET: Devolved areas	190 19%	150 17%	4 24%	15 29%	89 18%	17 26%	84 18%	162 20%	27 16%	118 18%	64 21%	8 14%	180 19%	5 15%	12 12%	4 40%	27 16%
Scotland	83 8%	60 7%	1 6%	8 15%	41 8%	11 17%	31 7%	74 9%	9 5%	51 8%	27 9%	5 9%	80 8%	1 3%	3 3%	2 20%	11 7%
North East	46 5%	37 4%	1 6%	5 10%	17 4%	7 11%	22 5%	38 5%	8 5%	33 5%	9 3%	4 7%	46 5%	- -	4 4%	1 10%	6 4%
North West	100 10%	89 10%	2 12%	4 8%	42 9%	8 12%	50 11%	79 10%	18 11%	73 11%	22 7%	5 9%	98 10%	1 3%	14 14%	1 10%	19 12%
Yorkshire & Humberside	80 8%	71 8%	- -	3 6%	42 9%	3 5%	35 7%	66 8%	12 7%	45 7%	29 9%	6 11%	75 8%	3 9%	3 3%	- -	12 7%
West Midlands	94 9%	80 9%	4 24%	2 4%	49 10%	4 6%	41 9%	78 9%	13 8%	50 8%	36 12%	8 14%	88 9%	3 9%	8 8%	1 10%	12 7%
East Midlands	69 7%	57 6%	- -	6 12%	35 7%	4 6%	30 6%	54 7%	13 8%	45 7%	23 7%	1 2%	66 7%	3 9%	9 9%	- -	12 7%
Wales	44 4%	37 4%	2 12%	3 6%	23 5%	3 5%	18 4%	37 4%	7 4%	25 4%	18 6%	1 2%	39 4%	4 12%	5 5%	1 10%	8 5%
Eastern	88 9%	75 9%	3 18%	6 12%	39 8%	6 9%	43 9%	78 9%	8 5%	55 8%	25 8%	8 14%	83 9%	1 3%	8 8%	1 10%	10 6%
London	126 12%	117 13%	1 6%	7 13%	66 14%	9 14%	51 11%	97 12%	26 16%	83 13%	33 11%	10 18%	114 12%	9 27%	16 16%	2 20%	19 12%

RICS Buyers Survey
Online Fieldwork Dates: 9th-15th August 2012

Absolutes/col percents

Table 44
D3. Region
Base: All respondents

	Q1. Type of agent			Q2. Member of trade association			Q6. Satisfaction		Q11. Commissioned a survey			Q18. Importance of buying a survey		Q2/ Q4. Don't trust agent			
	Total	Estate agent	Friend	House owner	Yes	No	Don't know	Satisfied	Dissatisfied	Yes	No	Don't know	Important	Unimportant	And member of assoc	And not member of assoc	And DK if member
Base	1017	882	17	52	483	66	468	827	167	648	312	57	960	33	102	10	164
South East	135	128	-	1	62	4	69	106	25	94	37	4	130	3	14	-	29
	13%	15%	-	2%	13%	6%	15%	13%	15%	15%	12%	7%	14%	9%	14%	-	18%
South West	89	78	2	3	42	4	43	69	17	52	34	3	80	5	14	-	18
	9%	9%	12%	6%	9%	6%	9%	8%	10%	8%	11%	5%	8%	15%	14%	-	11%
Northern Ireland	63	53	1	4	25	3	35	51	11	42	19	2	61	-	4	1	8
	6%	6%	6%	8%	5%	5%	7%	6%	7%	6%	6%	4%	6%	-	4%	10%	5%