

CCPC CONVEYANCING RESEARCH

Kieran O'Leary, Director
Eleonore Marechal, Research Manager
John Collins, Research Executive

May 2025

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Competition and
Consumer Protection
Commission



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INTRODUCTION

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Background, Objectives & Methodology

This research is being conducted by the Competition and Consumer Protection Commission in response to a recommendation by the Housing for All Expert Group on Conveyancing and Probate led by the Department of an Taoiseach and that includes several public organisations and industry bodies.

It aimed at gathering information on consumers' experiences in relation to aspects of buying and/or selling a property, including:

- Their satisfaction regarding their interactions with estate agents and solicitors during the conveyancing process(es),
- When they first engaged a solicitor in relation to the purchase and/or sale,
- Whether they received written details of all likely costs from their solicitor, and what amount these were,
- The challenges encountered during the conveyancing process(es) and how it could be improved.

Questionnaire was designed by Ipsos B&A and the Competition and Consumer Protection Commission.



- A mixed-methodology approach was used with interviews being conducted face-to-face and online through an open-link survey.
- Fieldwork took place between the 27th March and 7th May 2025 among individuals who had purchased and/or sold a property in 2024.
- For the face-to-face fieldwork, respondents were sourced through the Residential Property Price Register data identifying properties purchased between 1st January 2024 and 31st December 2024.
- In total 523 respondents took part in the survey, 518 from the face-to-face fieldwork and 5 through the online link. Note that results are presented at combined level.
- Data is presented as collected, unweighted.

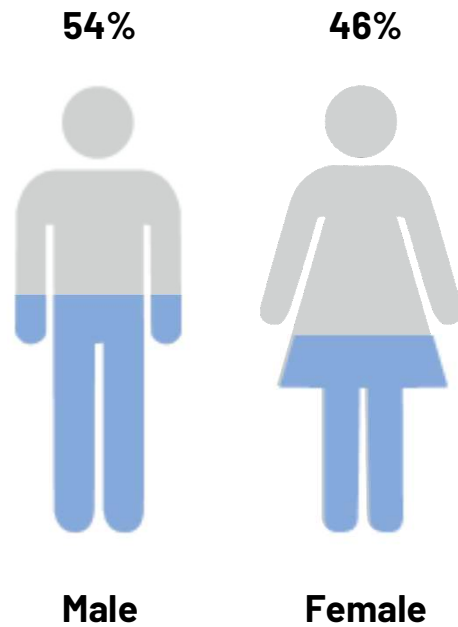
SAMPLE PROFILE

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Sample Profile

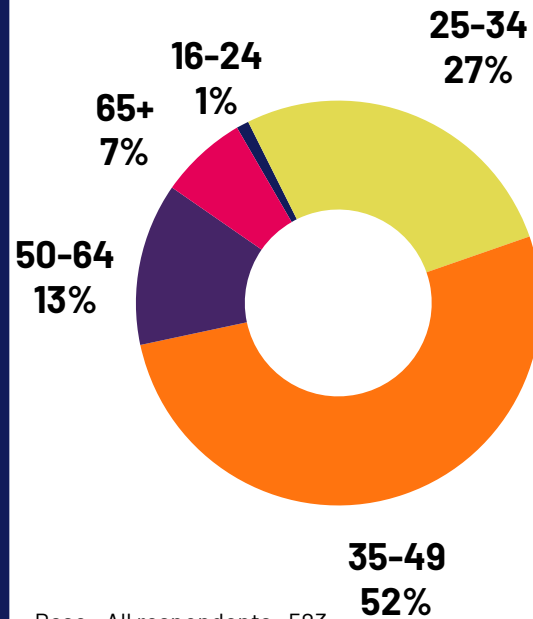
- Demographics

Gender



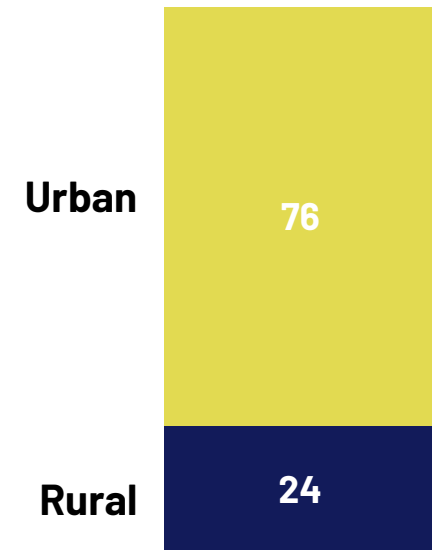
Base: All respondents: 523

Age



Base: All respondents: 523

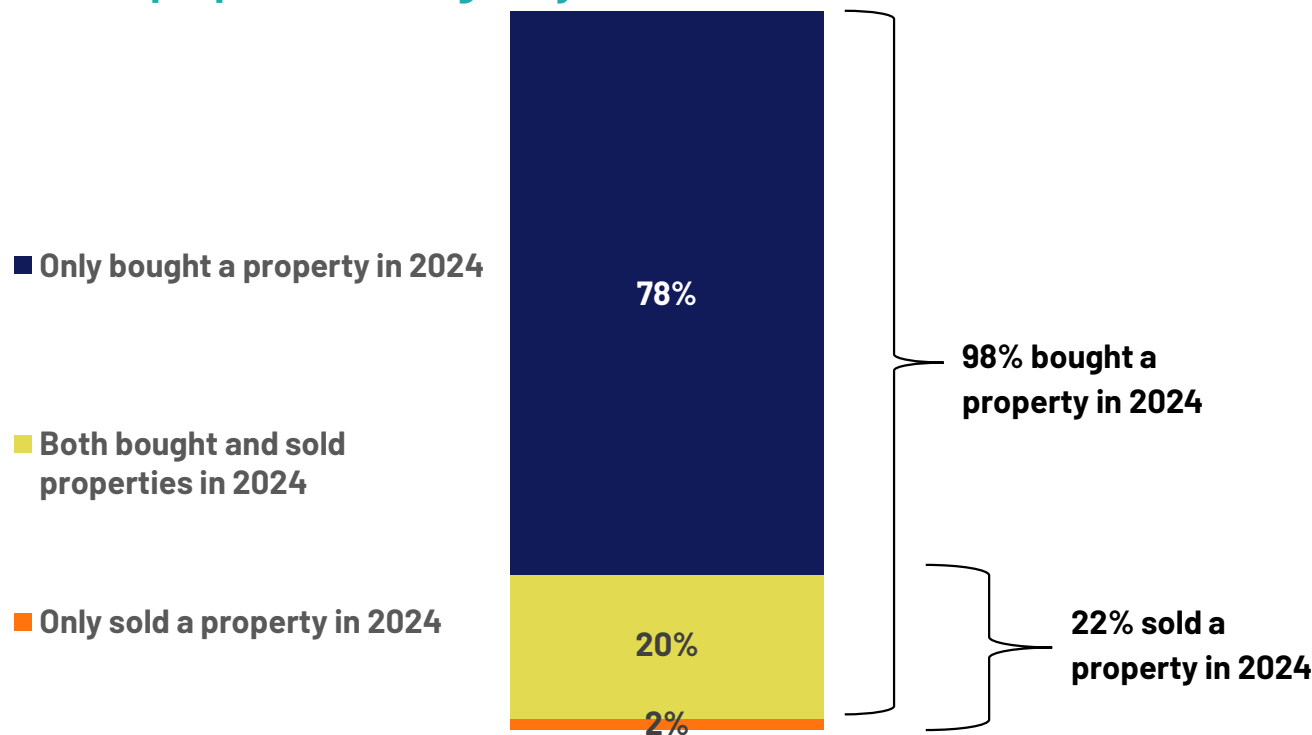
Location %



Base: All F2F respondents: 518

Whether Bought And/Or Sold A Property In 2024

Over three-quarters (78%) bought a property in 2024 without selling one that year, while 20% both bought and sold properties during the year

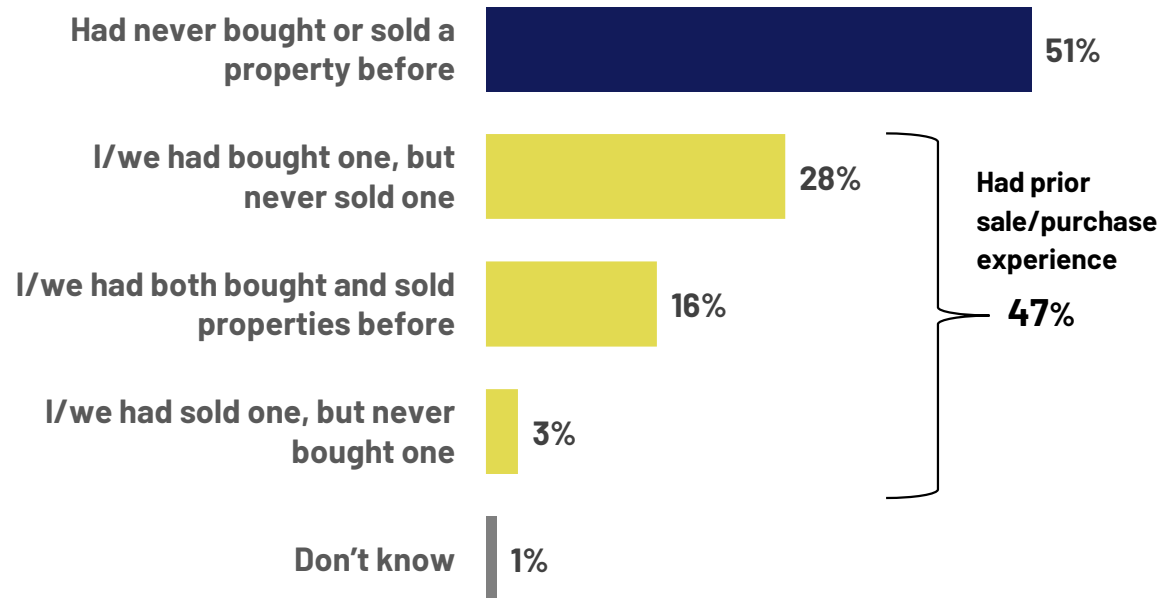


- Among those who bought a property in 2024, most (78%) solely bought a property, with only 20% both buying and selling properties.
- Around 9 out of 10 (89%) of those who had no prior sale and/or purchase experience solely bought a property in 2024.
- Around a third (30%) of those who had some sale and/or purchase experience bought and sold properties in 2024 while only 10% of those with no experience did.

Q.1 Which of these best applies to you?
Base: All respondents: 523

Whether Had Some Prior Purchase/Sale Experience

More than half of respondents (51%) had no experience either buying or selling property before 2024.



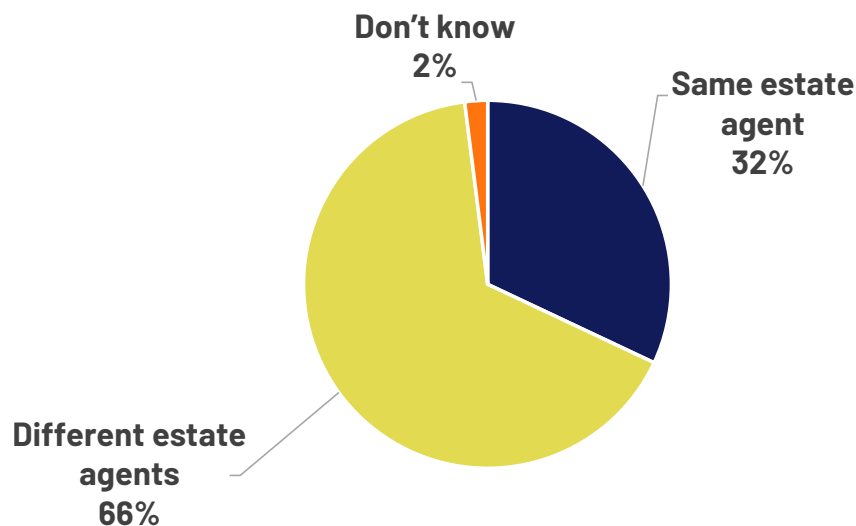
- 71% of those who both bought and sold properties in 2024 had some prior sale/purchase experience. While 58% of those who only bought a property in 2024, had no prior experience.
- 57% of those who bought a new build house had never bought or sold a property before. In contrast, only 7% of the new build houses' buyers had both bought and sold properties before.
- 27% of those who were the only buyer on the property purchased had both bought and sold properties before.

Q.22 Before 2024 had you and/or the people you owned or bought with a property, ever bought or sold a property?
Base: All respondents : 523

Bought & Sold: Whether Interacted with The Same Or Different Estate Agents For Purchase/Sale

Two thirds (66%) of those who both bought and sold properties in 2024, dealt with different estate agents for the sale and purchase.

Purchased new property through the same estate agent



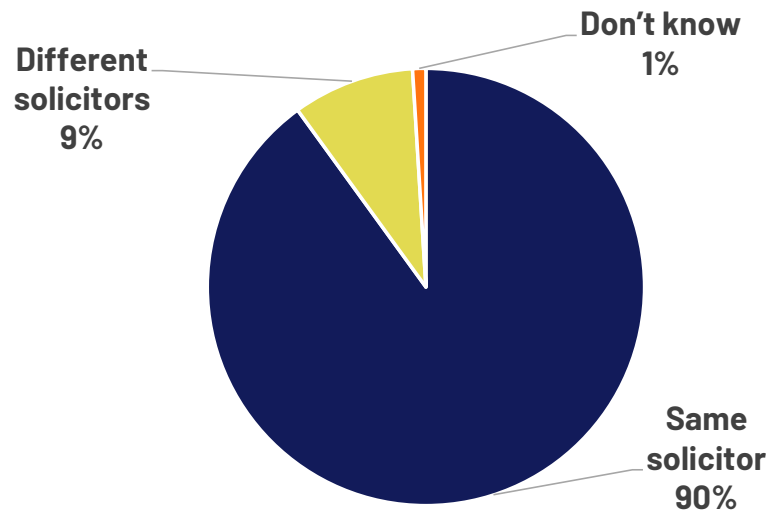
- Respondents were more than twice as likely to deal with a different estate agent to purchase their property to the one they used to sell their property (66%) than deal with the same estate agent for both (32%).

Q.5a Did you purchase your new property through the same estate agent that you used to sell your property?
Base: All respondents who both bought and sold a property in 2024 and who engaged with an estate agent: 93

Bought & Sold: Whether Used The Same Or Different Solicitors For Purchase/Sale

9 out of 10 (90%) respondents who bought and sold a property in 2024, used the same solicitor for both conveyancing processes.

Whether used the same solicitor



- Among those who both bought and sold properties in 2024 and who engaged with the solicitor, almost all used the same solicitor for both the purchase and sale of their properties.

Q.8a Did you use the same solicitor both for the property you bought and the property you sold?
Base: All respondents who both bought and sold a property in 2024 and who engaged with a solicitor : 103

BUYERS' FINDINGS

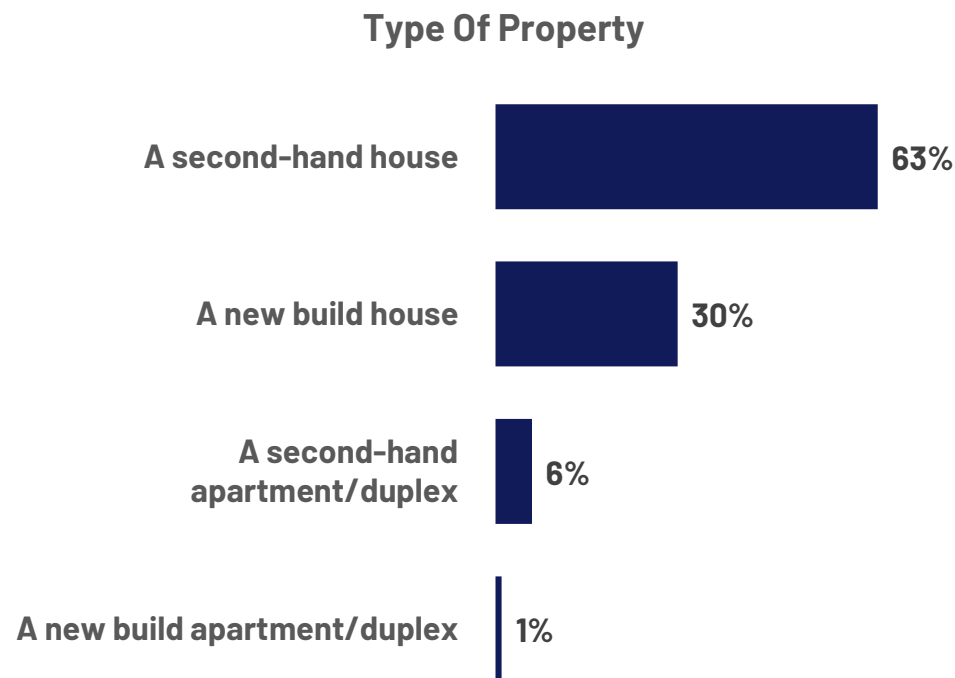
03

BUYERS' PROFILE



Type Of Property Bought In 2024

Second-hand house (63%) were the most popular type of property purchased in 2024. Around 1 in 3 (30%) buyers bought a new build house.

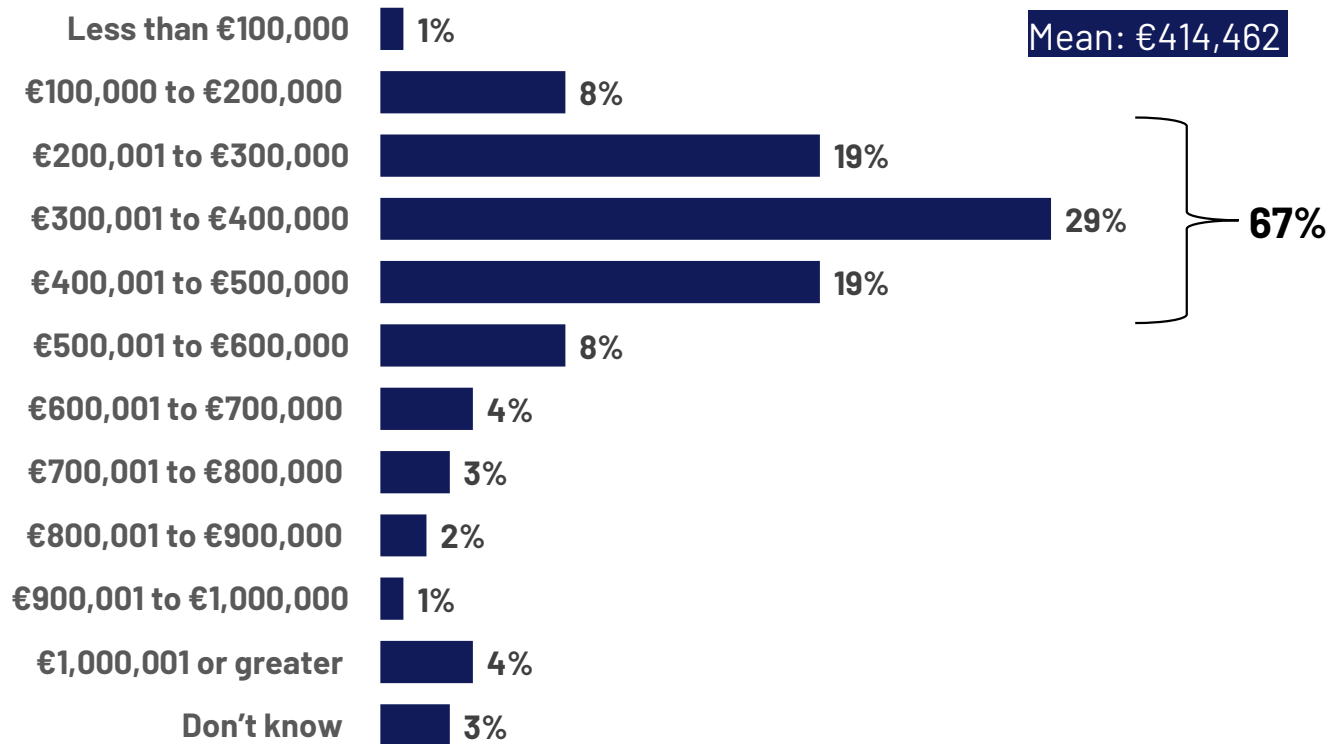


- Around 2 in 3 buyers (69%) purchased a second-hand property: 63% a house and 6% an apartment. The other most popular type of property was new build houses purchased by 30% of buyers.
- 85% of those who both bought and sold properties, bought a second-hand house. This figure is 28 percentage points higher than for those who only bought a property (57%).

Q.4 What type of property did you buy in 2024?
Base: All buyers: 515

Purchase Price

Around 2 in 3 (67%) of the properties purchased were bought for between €200,001 and €500,000. The average price of the property purchased was €414,462.

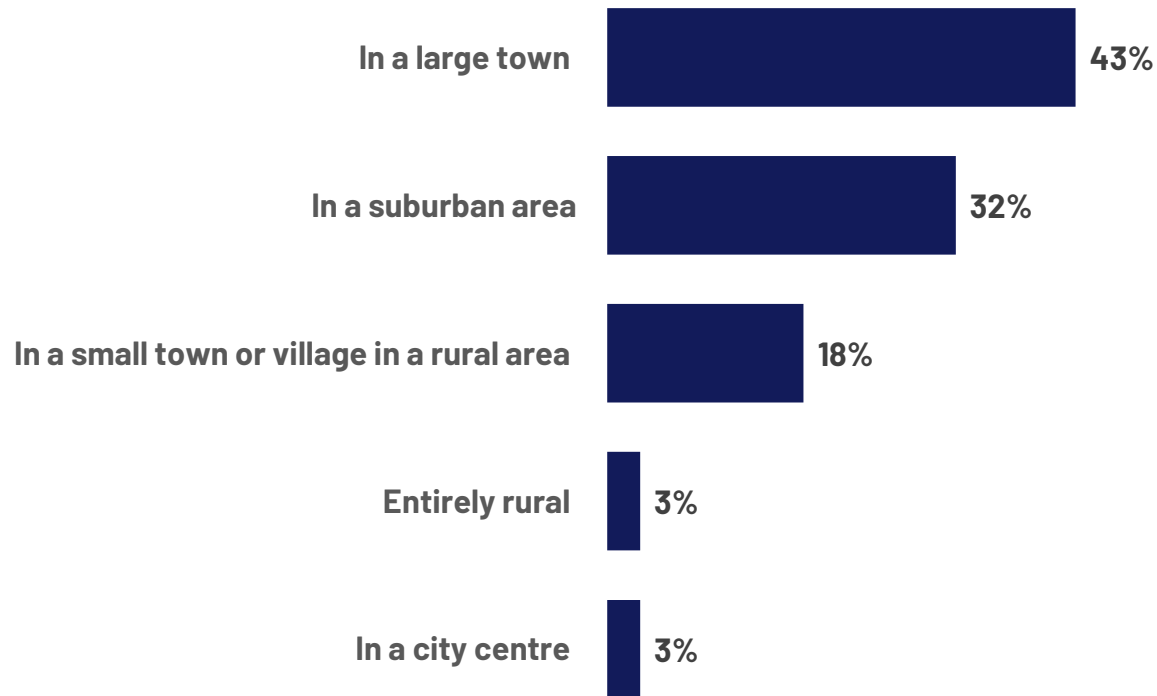


- A little under a third (29%) of the properties purchased were bought for between €300,001 and €400,000.
- 35% of new build houses cost between €400,001 to €500,000 – this figure drops to 13% for second-hand houses in the same price range.
- Only 13% of homes costing €500,001 or more were bought in large towns. In contrast, 45% of the properties bought in a suburban area cost €500,001 or more.
- On average property located in a large town were bought for €363,543 while those located in a suburban area costed on average €547,707.

Q.19b And how much did the property cost when you bought it?
Base: All buyers: 515

Property Location

The most common location for the property purchased by respondents was in a large town (43%).

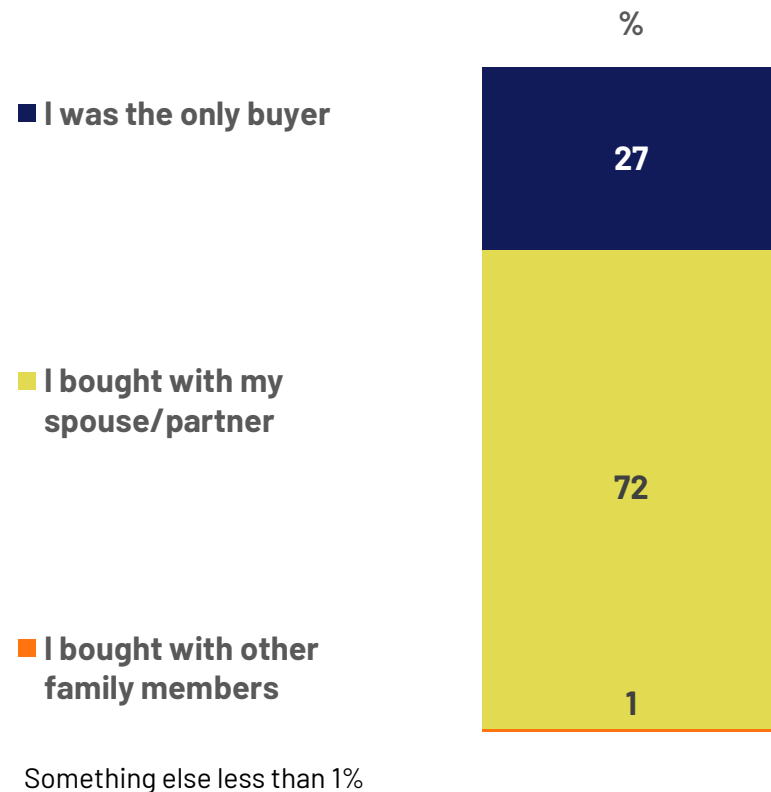


- Three quarters (75%) of respondents purchased a property in either a large town (43%) or a suburban area (32%).
- 43% of those who both bought and sold a property in 2024 bought a property in a suburban area while only 29% of those who solely bought a property did.

Q.19c And which of these best describes the area that that the property is located in?
Base: All buyers: 515

Whether Bought The Property With Someone Else

Most buyers (72%) purchased the property with their spouse or partner.

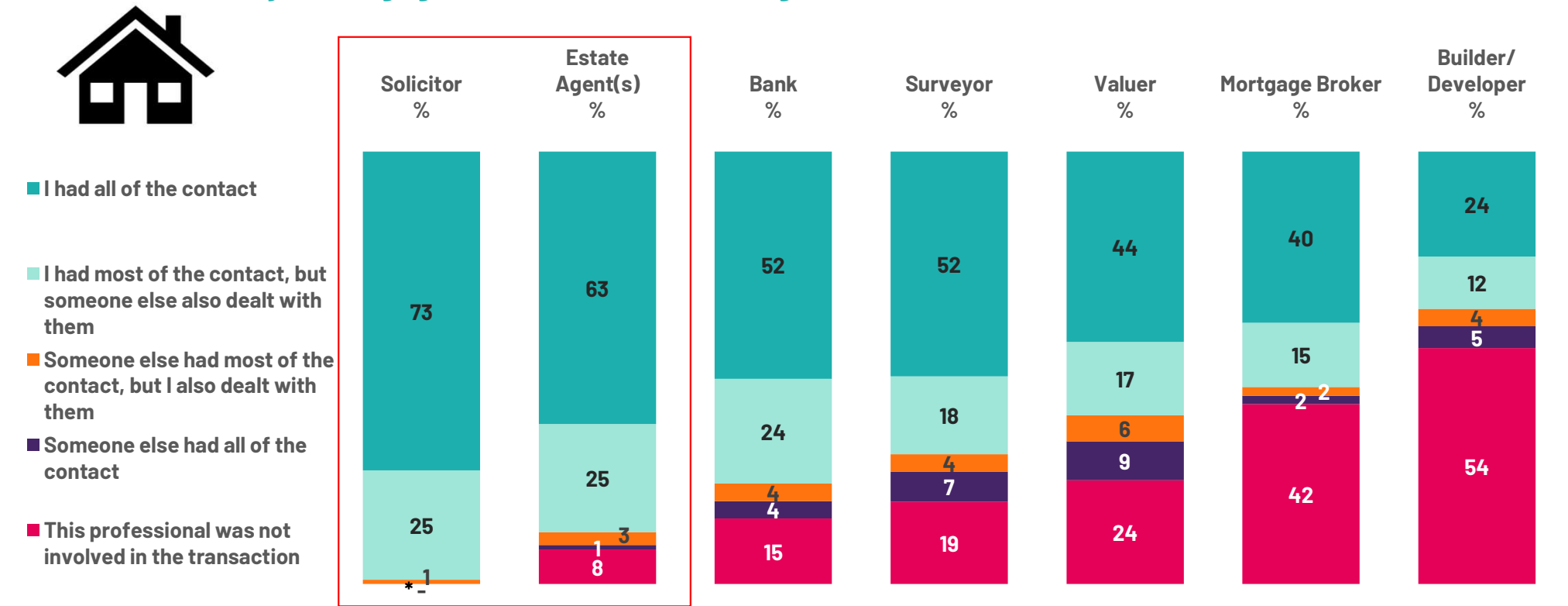


- Nearly three quarters (73%) of those who purchased a property did so with others, either with a spouse/partner (72%) or with another family member (1%).
- 61% of those who purchased a property in a small town or village in a rural area bought it with their spouse/partner, compared to 38% who were the only buyer.
- Of those who had no prior purchase/sale experience, 75% bought a property with their spouse or partner compared to 24% who were the only buyer.
- Nearly four out of five respondents (78%) who bought a new build property bought it with their spouse or partner, compared to 22% who say they were the only buyer.
- Just under a third (29%) of second-hand property buyers bought it on their own, and 69% bought it with a spouse or partner.

Q.19a Thinking of the property you bought, who did you buy it with?
Base: All buyers: 515

Buyers' Involvement With Conveyancing Professionals

Almost all (98%) buyers had most or all of the contact with the solicitor. This figure was 10 percentage points lower (88%) for buyers' engagement with the estate agent.



Q.2 Thinking of the property you bought in 2024. During the period when the purchase was going through how would you describe your own role in dealing with each of these professions. Would you say you had all of the contact with them, or did others you purchased the property with deal directly with them?

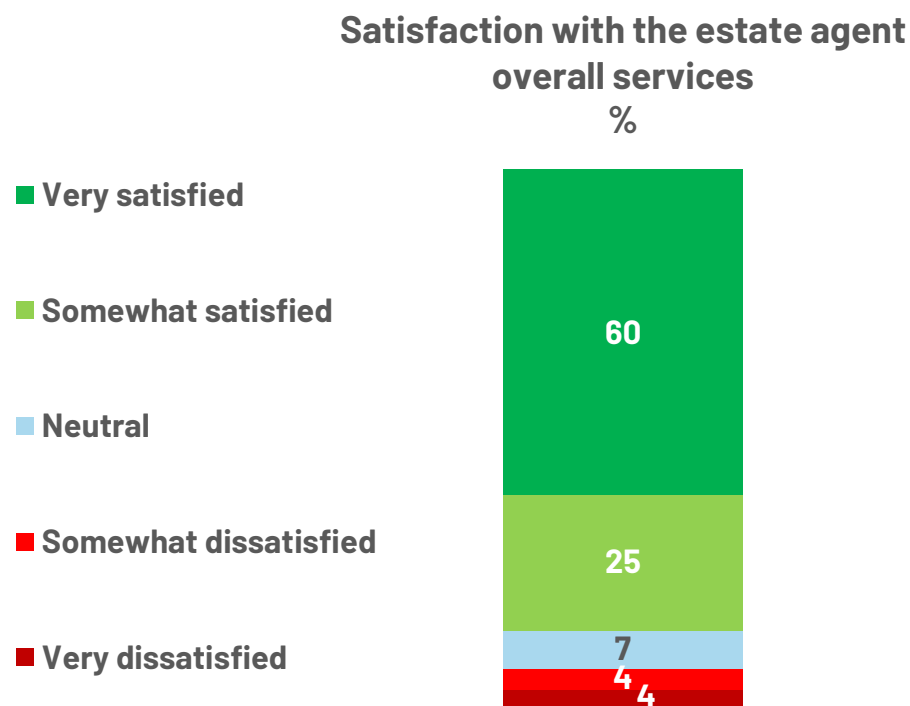
Base: All buyers: 515

BUYERS' EXPERIENCE WITH THE ESTATE AGENT



Buyers' Satisfaction With The Overall Services Of The Estate Agent

Most buyers (85%) were satisfied with the services provided by the estate agent.



- When asked about their overall satisfaction with the estate agent who acted for the seller of the property, most buyers (85%) expressed high levels of satisfaction. There was only a marginal difference between those who both bought and sold a property (80%) and those who only bought a property (86%), and between those with and without prior purchase/sale experience (82% vs. 87%).
- 73% of those who purchased a house for €300,000 or less were very satisfied with the overall services provided by the estate agent. This figure falls to 55% for those who purchased a property bought for between €300,001 or more.

Q.6a Overall, how satisfied were you with the services provided by this estate agent?
Base: All buyers who engaged with the estate agent: 454

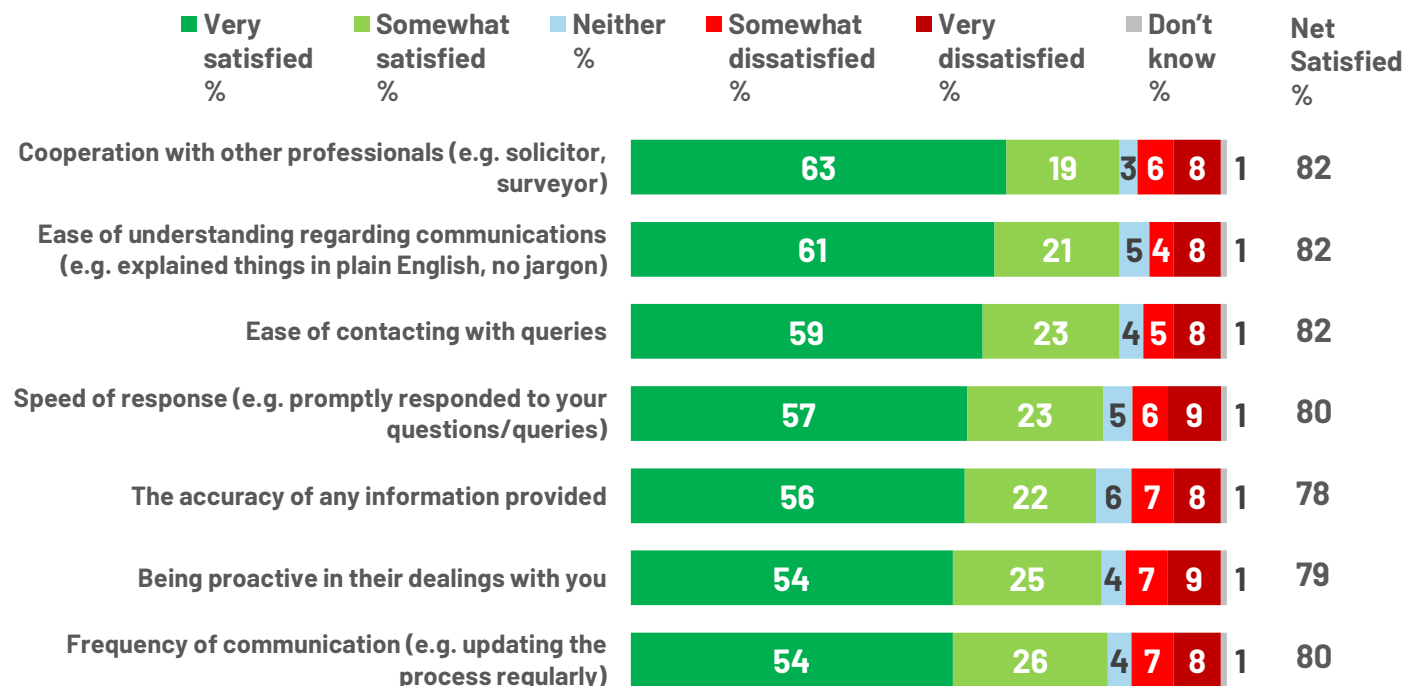
Buyers' Satisfaction With The Overall Services Provided By The Estate Agent By Cost Of The Property When Purchased

	€300,000 or less	€300,001 to €500,000	€500,001 or greater
	(127)	(219)	(96)
Very Satisfied	73%	53%	58%
Somewhat satisfied	18%	31%	24%
Neutral	4%	7%	9%
Somewhat dissatisfied	2%	5%	5%
Very dissatisfied	3%	4%	3%

Q.6a Overall, how satisfied were you with the services provided by this estate agent?
Base: All buyers who engaged with the estate agent (excluding don't knows): 442

Buyers' Satisfaction With The Estate Agent

Around 4 out of 5 buyers say they were satisfied with their interactions with the estate agent. Satisfaction is highest regarding the estate agent cooperation with other professionals, the ease buyers experienced in contacting them with queries and in understanding their communications.



- In general, most buyers were satisfied with their interactions with the estate agent, though those who both bought and sold tended to report lower level of satisfaction (on average 7 percentage points lower) than those just buying.
- Those with prior purchase/sale experience were more likely to be dissatisfied. For instance, they were nearly five times as likely to be very dissatisfied with the ease of contacting the estate agent with queries (14%) than those who had never bought or sold a property previously (3%).

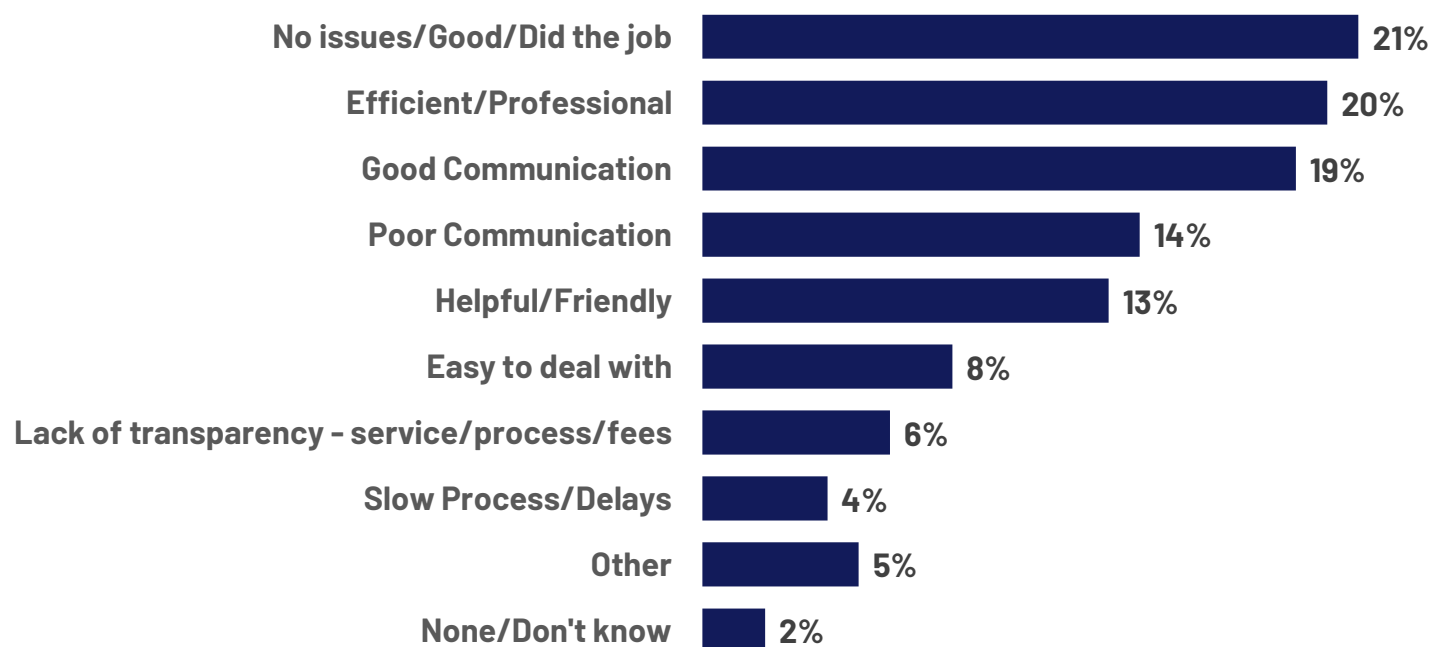
Q.5b Thinking of your interactions with the estate agent who you bought the property through, how satisfied or dissatisfied would you say you were with each of the following aspects of their service.

Base: All buyers who engaged with the estate agent: 454

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Reasons For Buyers' Satisfaction With The Overall Services Provided By The Estate Agent

Beside those who said they had no issue, one in five (20%) reported that efficiency/professionalism was the top reason for their satisfaction with the overall services provided by the estate agent.

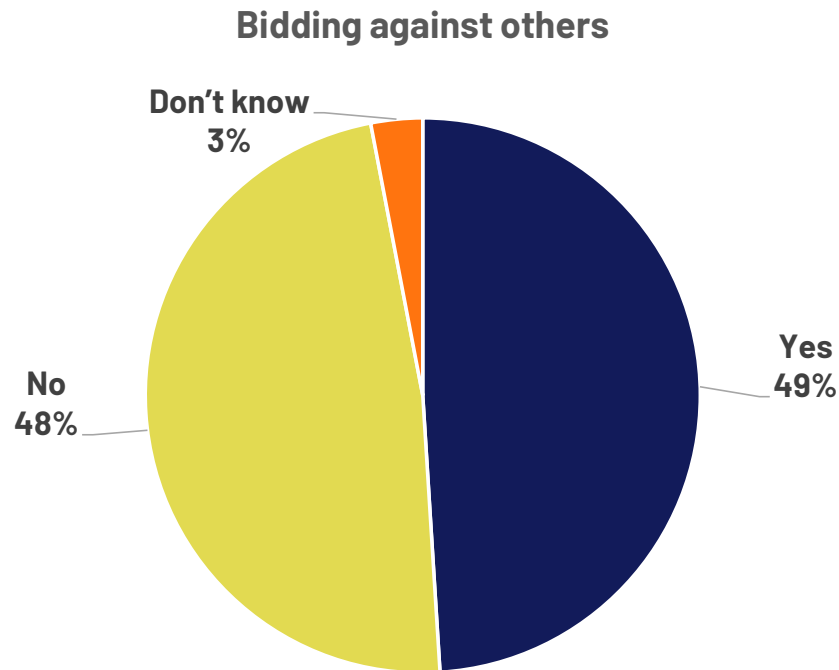


- Those who purchased a new build property were over three times more likely to say communication with the estate agent was poor (26%) compared to those who bought a second-hand property (8%).

Q.6b For what reasons do you say this?
Base: All Who Answered Q.6a: 454

Whether Buyers Bid On The Property They Bought

There is almost an even split between buyers who bid on the property they purchased (49%) and those who did not (48%).

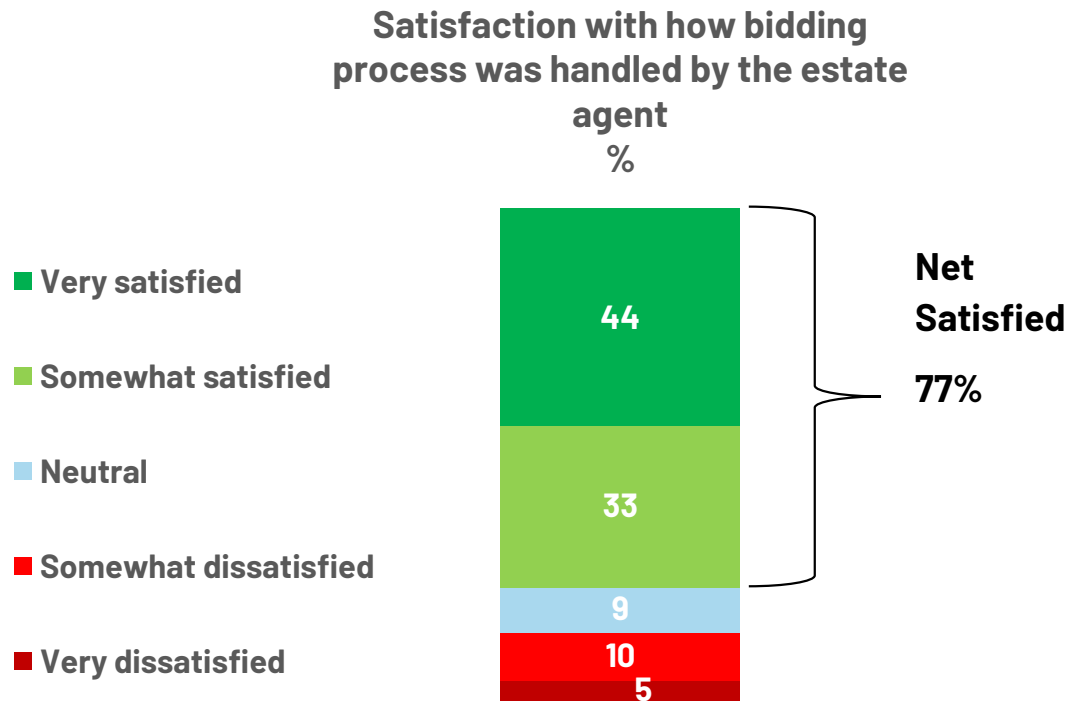


- More than 9 out of 10 (92%) of those who bought a new build property did not bid against others. That is the case for only a little less than a third (29%) of second-hand property buyers.
- 69% of those who purchased a house for €500,001 or more bid against others. This is 26 percentage points higher than for properties that were bought for €500,000 or less (43%).

Q.7 Were you bidding against others on the property you bought?
Base: All buyers who engaged with an estate agent: 454

Buyers' Satisfaction With The Bidding Process

Around 3 out of 4 (77%) were satisfied with how the bidding process was handled by the estate agent in relation to the property they bought.



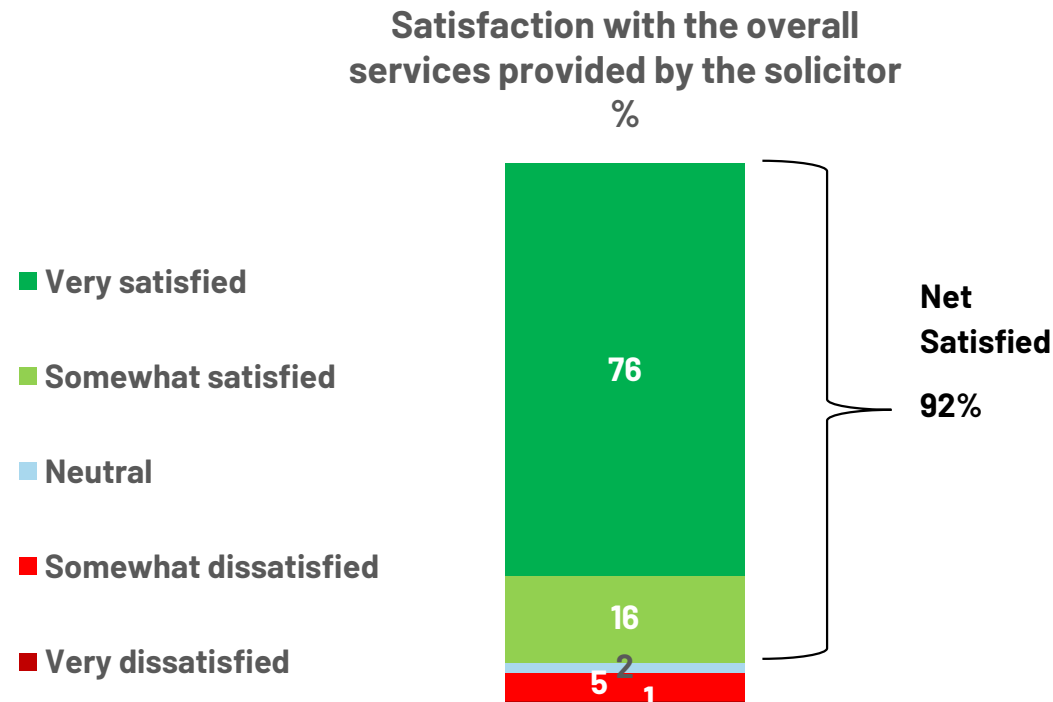
- While satisfaction with the bidding process was high (77%), it was even higher for those who had no prior purchase/sale experience with 83% saying they were satisfied with how it was handled by the estate agent. This figure declines to 69% for those who had some previous purchase/sale experience.

Q.7a Were you satisfied or dissatisfied with how the bidding process in relation to the property you bought was handled by the estate agent?
Base: All buyers who bid against others: 221

BUYERS' EXPERIENCE WITH THEIR SOLICITOR

Buyers' Satisfaction With The Overall Services Provided By Their Solicitor

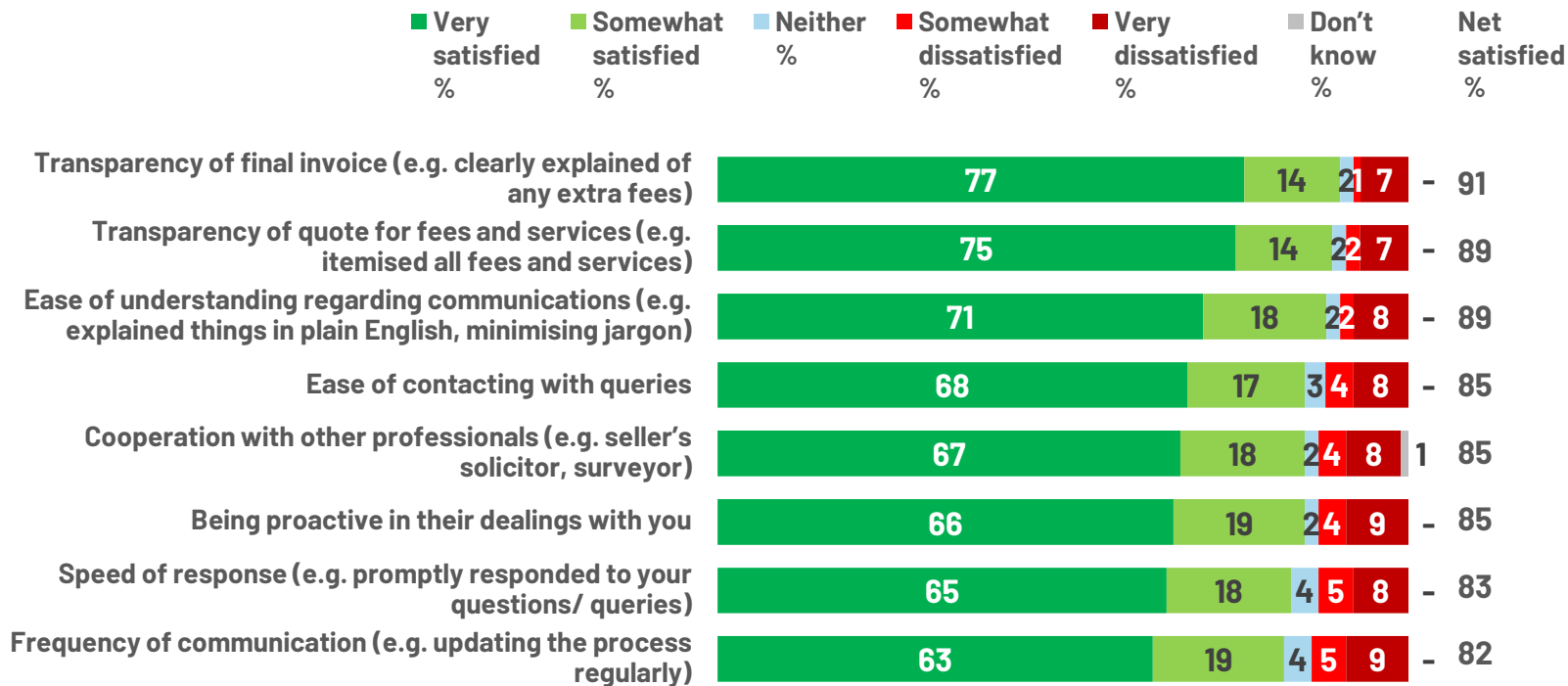
More than 9 out of 10 buyers who engaged with the solicitor (92%) were satisfied with the solicitor's overall services.



Q.8c Overall, how satisfied were you with the services provided by this solicitor?
Base: All buyers who engaged with a solicitor : 507

Buyers' Satisfaction With Their Solicitor

More than 4 out of 5 (91%) buyers were satisfied with the transparency of the final invoice provided by their solicitor. Dissatisfaction was highest regarding the frequency of communication at 14%.

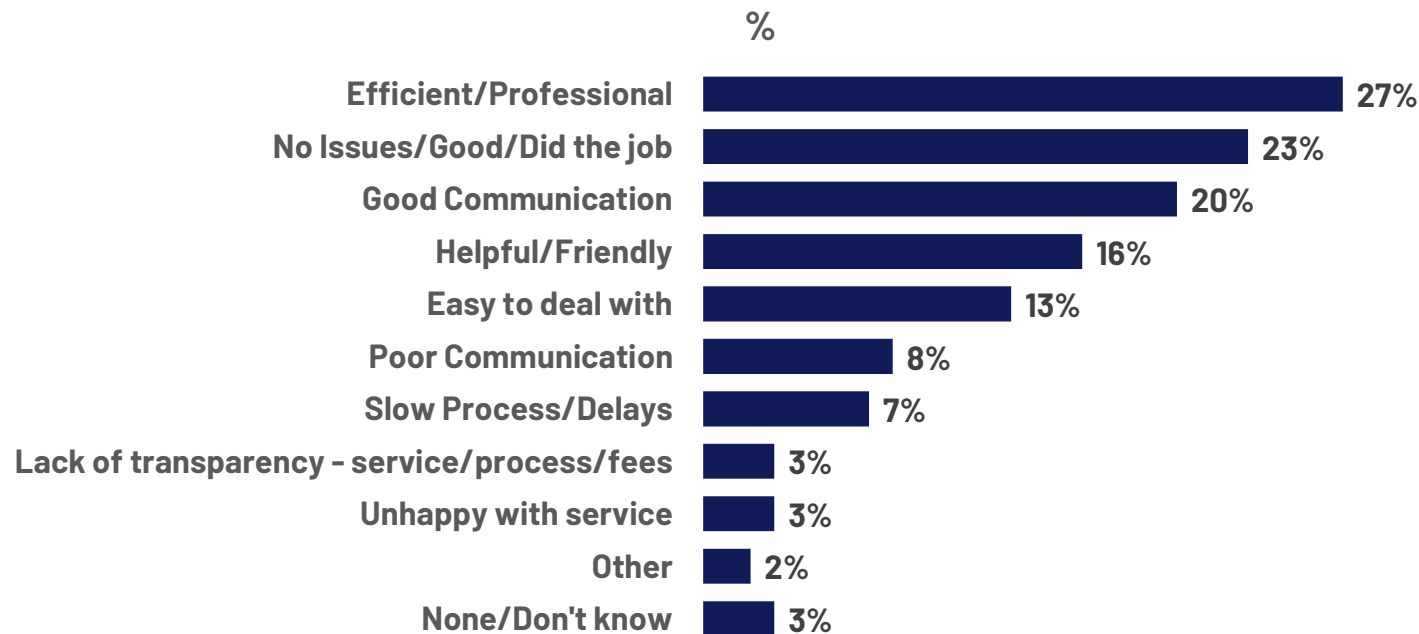


- In general, most buyers were satisfied with their interactions with their solicitor.
- Buyers were most likely to be satisfied with the transparency of the final invoice (91%), of the quote for fees and services (89%) and regarding the ease of understanding their solicitor communications (89%).
- Unlike buyers' satisfaction with the estate agent, no significant difference between those who both bought and sold and sole buyers, nor between those with and without prior purchase/sale experience was observed.

Q.8b Thinking of your interactions with your solicitor who completed conveyancing on the property that you bought, how satisfied or dissatisfied would you say you were with each of the following aspects of their service?
Base: All buyers who engaged with a solicitor : 507

Reasons For Buyers' Satisfaction With The Overall Services Provided By Their Solicitor

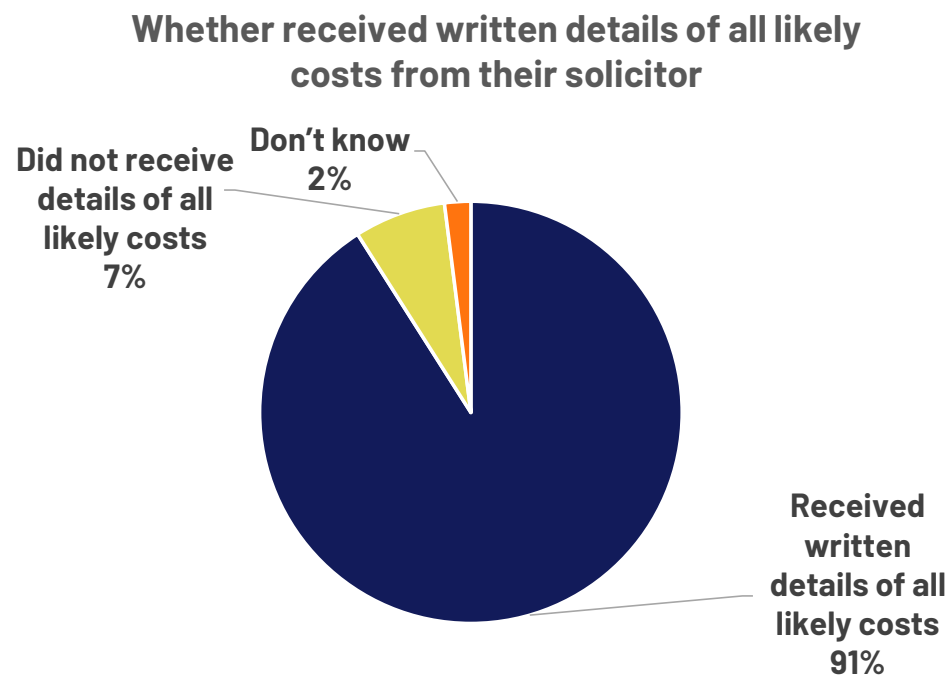
Solicitors' efficiency and professionalism (27%) as well as their good communication (20%) were the most common reasons given for respondents' satisfaction with their solicitor, beside respondents saying that they faced no issue (23%).



Q.8d For what reasons do you say this?
Base: All Who Answered Q.8c: 507

Details Of Costs Provided And Charged By Solicitor

Of the buyers who engaged with a solicitor, more than 9 out of 10 (91%) received written details of all likely costs. 80% were able to report how much they had paid their solicitor and on average paid €4,524.



Mean: €4,524



Q.8e When you engaged your solicitor in the purchase of this property, did they provide you with written details of all likely costs? This would include all legal costs including property registration fees, legal searches, VAT etc. It may have been called a Section 150 notice.
Base: All buyers who engaged with a solicitor : 507

Q.8f And how much were the total legal costs charged by your solicitor in relation to the property you bought? This would include all legal costs including property registration fees, legal searches, VAT etc. If you cannot recall the exact amount, please give me your best estimate.
Base: All buyers who engaged with a solicitor: 507

Whether The Final Total Legal Costs Were As Expected

78% said that the final total legal costs were either the same or almost the same than the estimated cost.



Caution: †Very small base size

- Of the buyers who engaged with a solicitor and said costs were significantly higher than expected (9 respondents)*, each one of them said that the solicitor provided them with a written document outlining these updated costs before the final bill.

Q.8g Were the final total legal costs the same as the estimated costs or to what extent did they differ?
Base: All buyers who engaged with a solicitor and who provided an amount of the legal costs at Q8f: 403

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Q.8h You said the final total legal costs were significantly higher than what was estimated. Did your solicitor provide you with a written document outlining these updated costs before the final bill?

Base: All buyers who said costs were significantly higher At Q.8g: 9†

SELLERS' FINDINGS

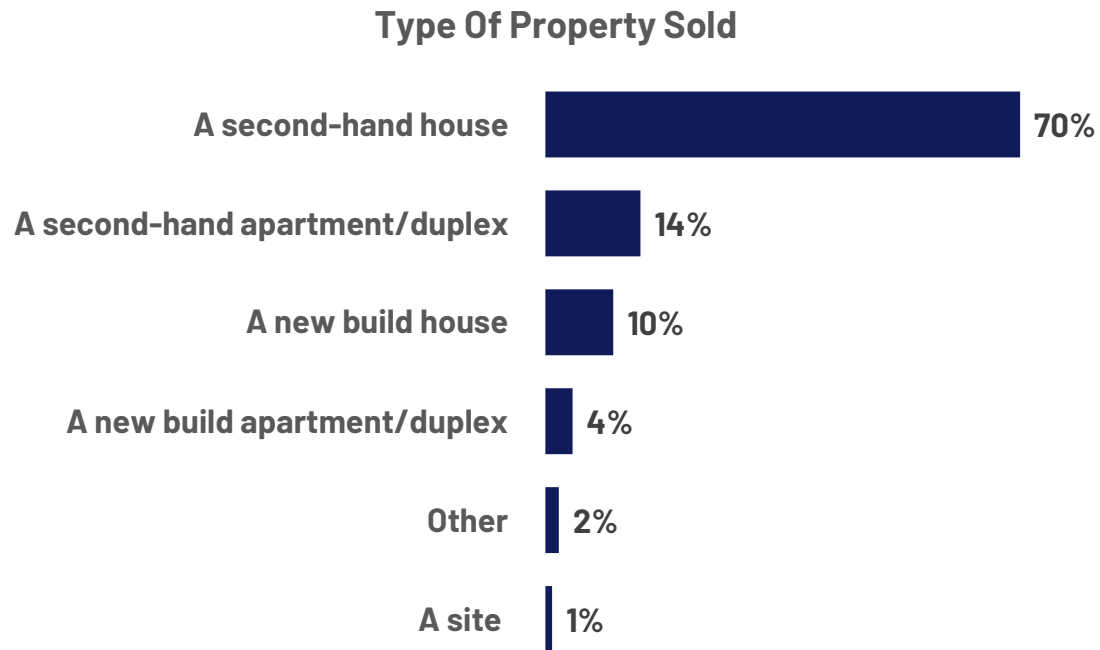
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SELLERS' PROFILE



Type Of Property Sold In 2024

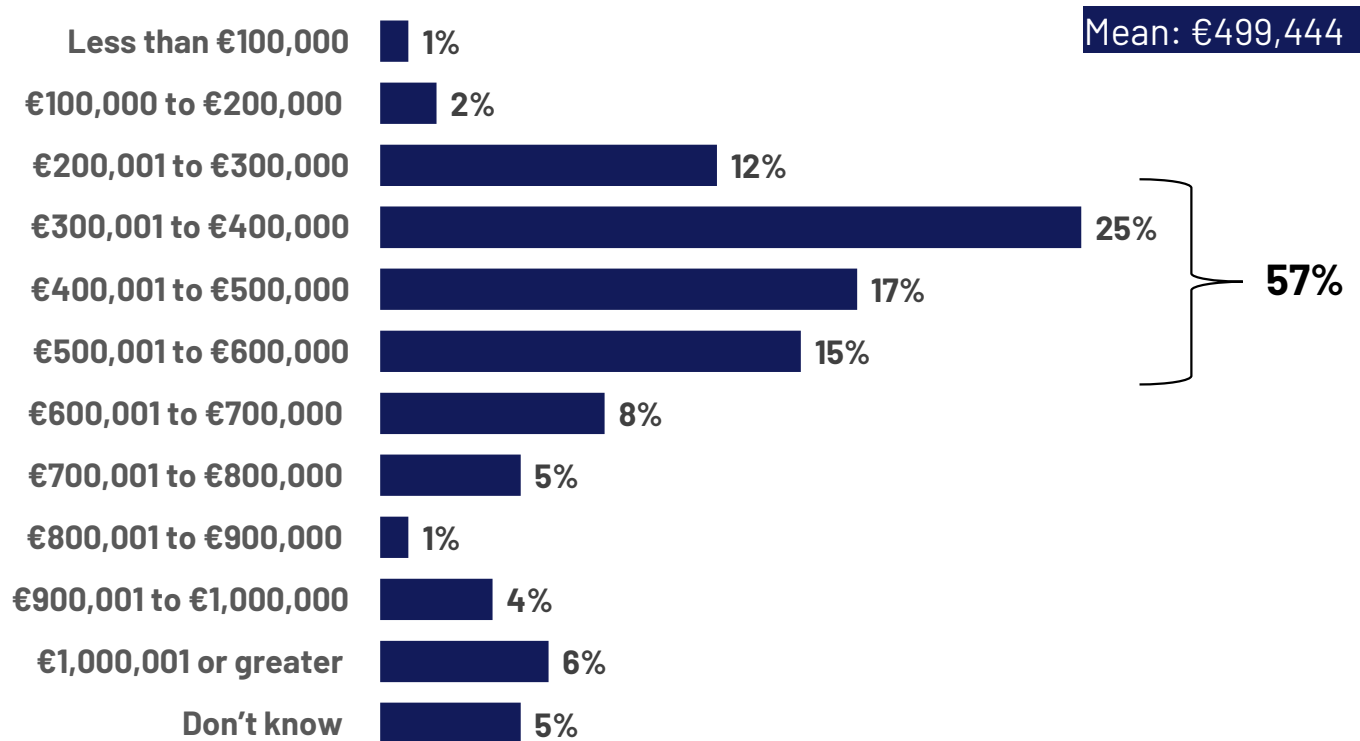
Around 2 in 3 (70%) sellers sold a second-hand house.



- Second-hand houses (70%) were the most popular type of property sold by respondents, followed by second-hand apartments/duplex (14%) and new build houses at 10%.

Sales Price

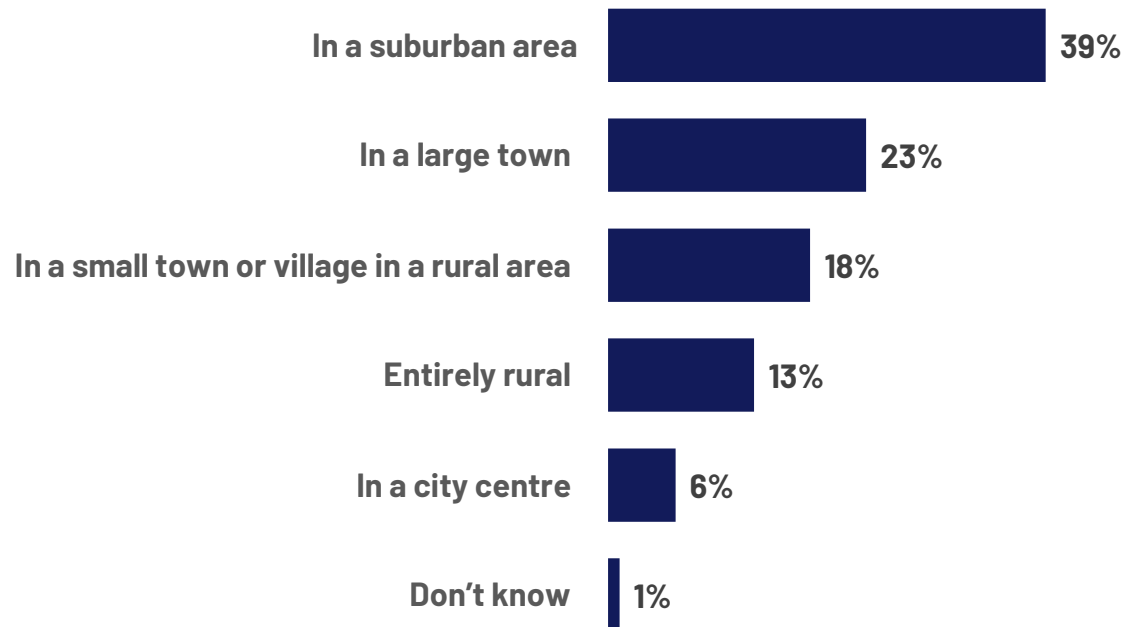
More than half of the properties sold (57%) were sold for between €300,001 and €600,000. On average properties were sold for €499,444.



- 25% of the properties sold were sold for between €300,001 and €400,000.
- A little over half (56%) of second-hand properties were sold for between €400,001 and above.
- One quarter of second-hand houses (25%) were sold for between €300,001 and €400,00.

Area Where The Property Sold Is Located In

39% of those who sold a property sold one located in a suburban area.

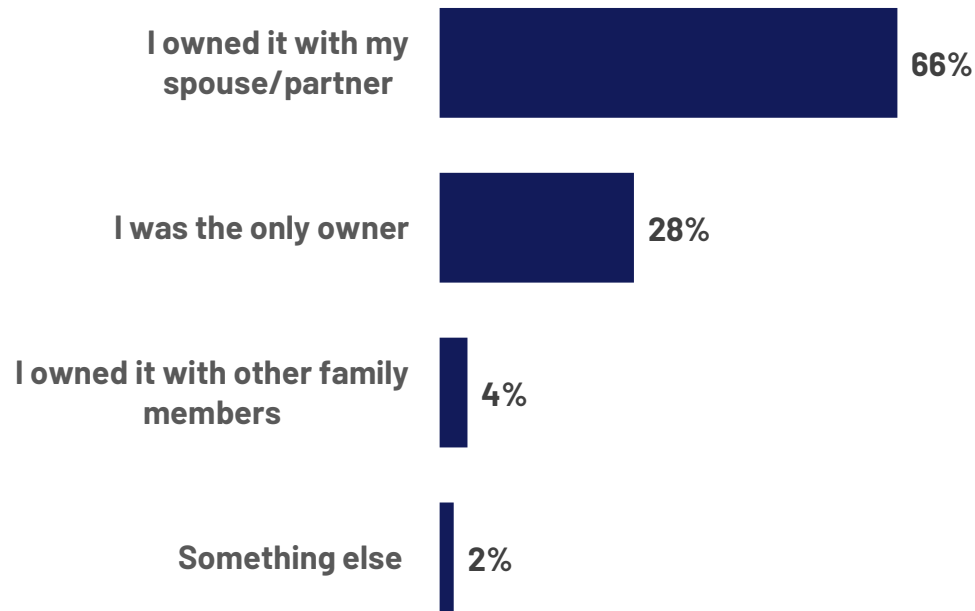


- The most common location of the property sold by respondents was in a suburban area at 39%.
- 36% of second-hand properties sold were located in a suburban area.
- Among those who both bought and sold properties in 2024, 41% sold a property located in a suburban area.

Q.20c And which of these best describes the area that that the property is located in?
Base: All sellers: 114

Whether Sold The Property With Someone Else

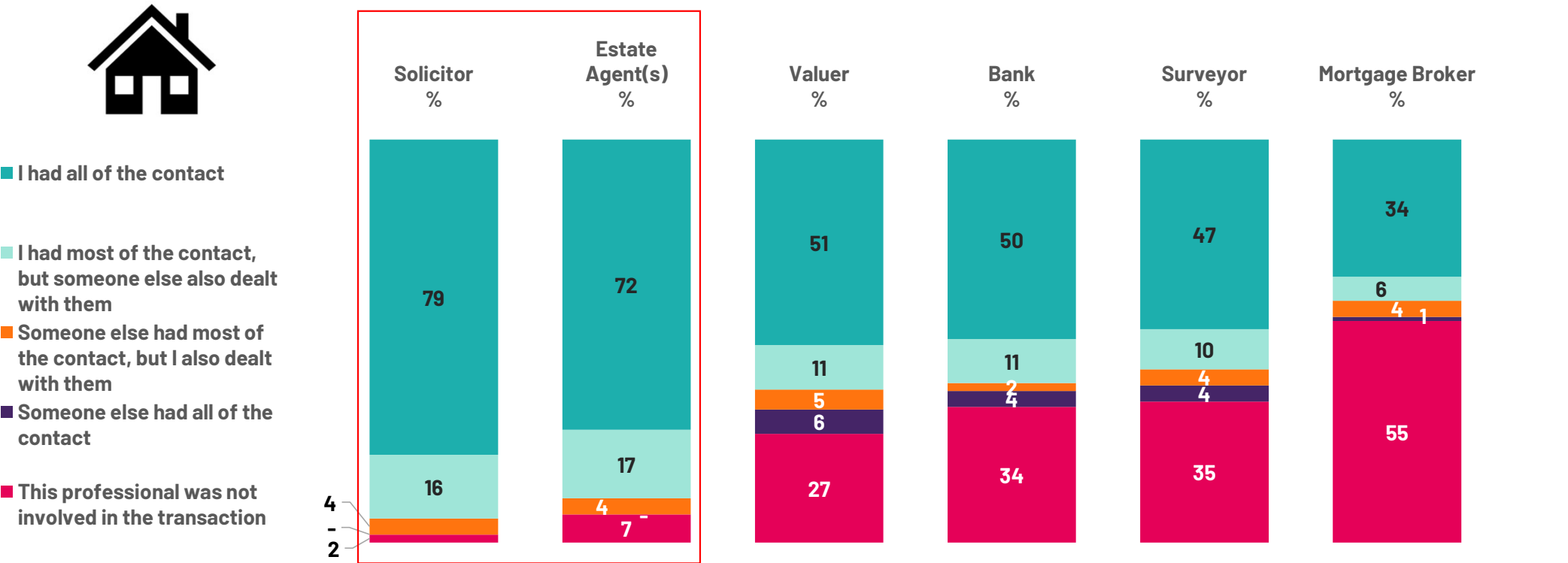
Around 2 in 3 (66%) of those who sold a property had owned it with a spouse/partner.



- 7 in 10 (70%) properties sold were owned by more than one person, 66% owned it with a spouse/partner and 4% with other family members.
- 66% of the second-hand properties sold by respondents in 2024 were owned by the respondent and their spouse or partner.
- 67% of those who both bought and sold a property in 2024 had owned the property they sold with their spouse/partner.

Sellers' Involvement With Conveyancing Professionals

95% of sellers had most or all of the contact with the solicitor and 89% with the estate agent.



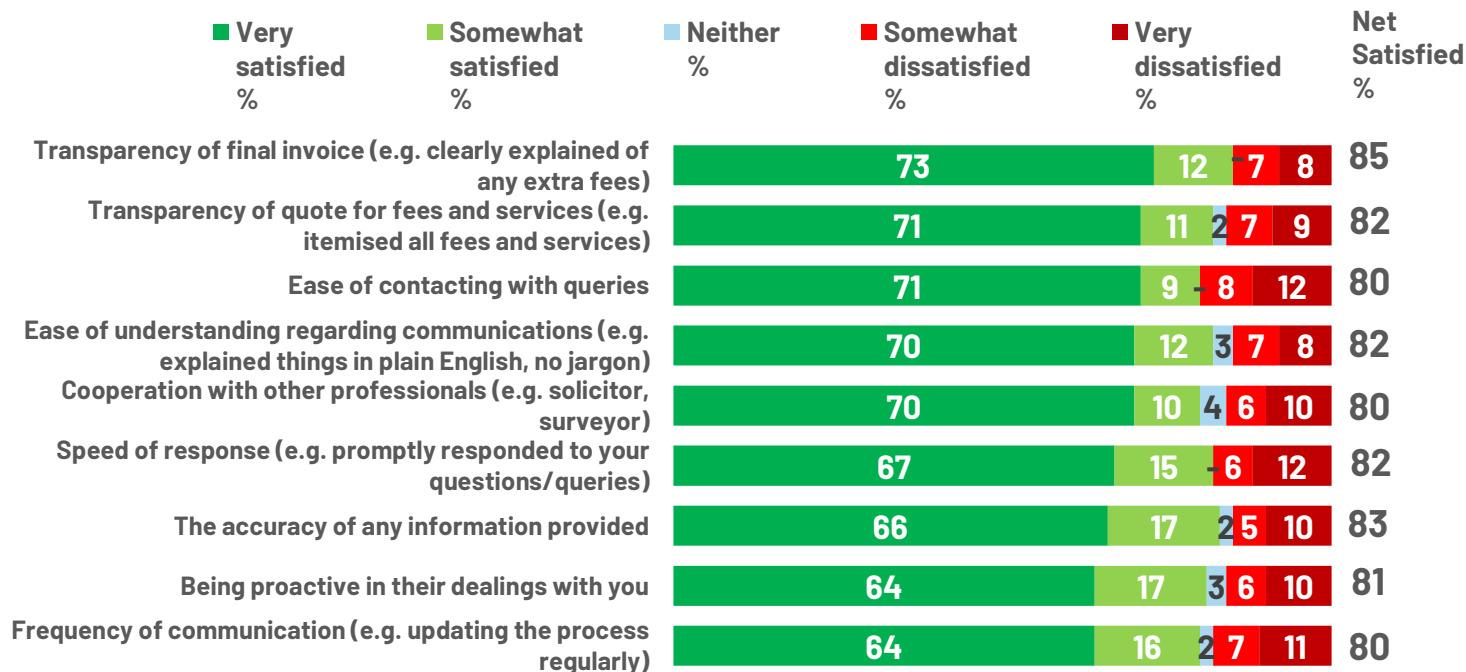
Q.3 Thinking of the property you sold in 2024. During the period when the sell was going through how would you describe your own role in dealing with each of these professions
Would you say you had all of the contact with them, or did others you sold the property with deal directly with them?
Base: All sellers: 114

SELLERS' EXPERIENCE WITH THEIR ESTATE AGENT

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Sellers' Satisfaction With Their Estate Agent

Around 4 in 5 sellers say they were satisfied with their interactions with their estate agent. Satisfaction is highest regarding the transparency of the final invoice (85%). Dissatisfaction is highest (20%) regarding the ease with which sellers were able to contact their estate agent about queries.

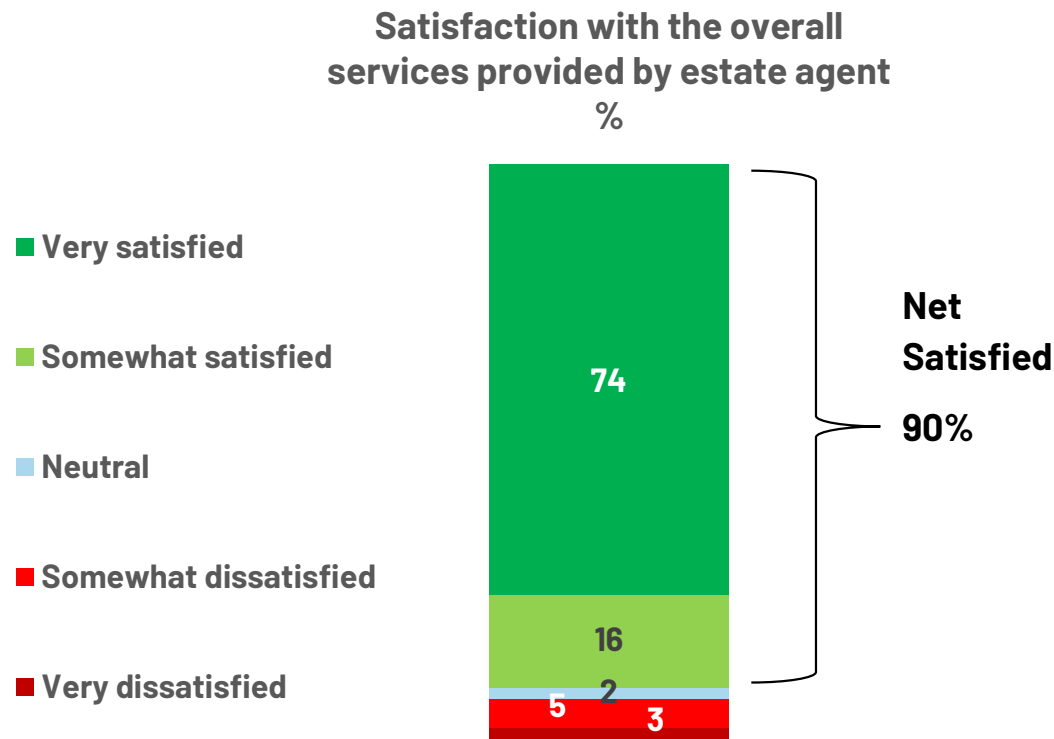


- Most sellers were satisfied with their interactions with their estate agent. 85% said they were satisfied with the transparency of the final invoice and 83% with the accuracy of the information provided.
- However, 20% were dissatisfied regarding the ease of contacting their estate agent with queries, the speed of their response and the frequency of communication, both at 18%.

Q.10 Thinking of your interactions with the estate agent who was responsible for selling that property, how satisfied or dissatisfied would you say you were with each of the following aspects of their service:
 Base: All sellers who engaged with the estate agent: 101

Sellers' Satisfaction With The Overall Services Provided By Their Estate Agent

9 out of 10 (90%) sellers were satisfied with the overall services provided by their estate agent.



Q.11a Overall, were you satisfied or dissatisfied with the services provided by this estate agent?
Base: All sellers who engaged with the estate agent: 101

Reasons For Sellers' Satisfaction With The Overall Services Provided By Their Estate Agent

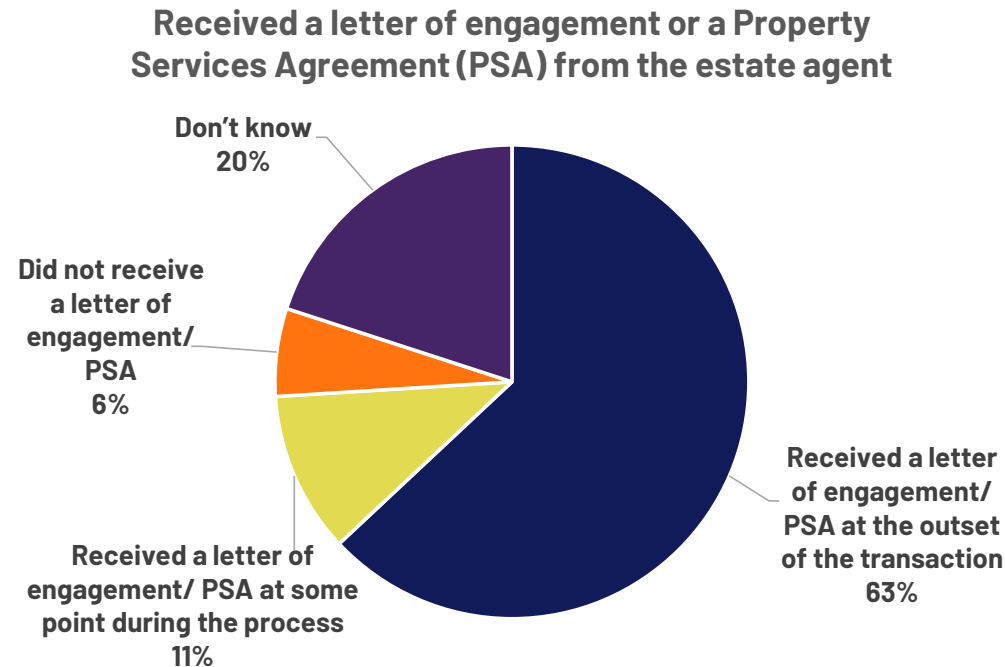
The most common reasons mentioned by sellers as to why they were satisfied with their estate agent were their efficiency and professionalism (27%).



Q.11b For what reasons do you say this?
Base: All Who Answered Q.11a: 101

Whether Sellers Received A Letter of Engagement or a Property Services Agreement (PSA)

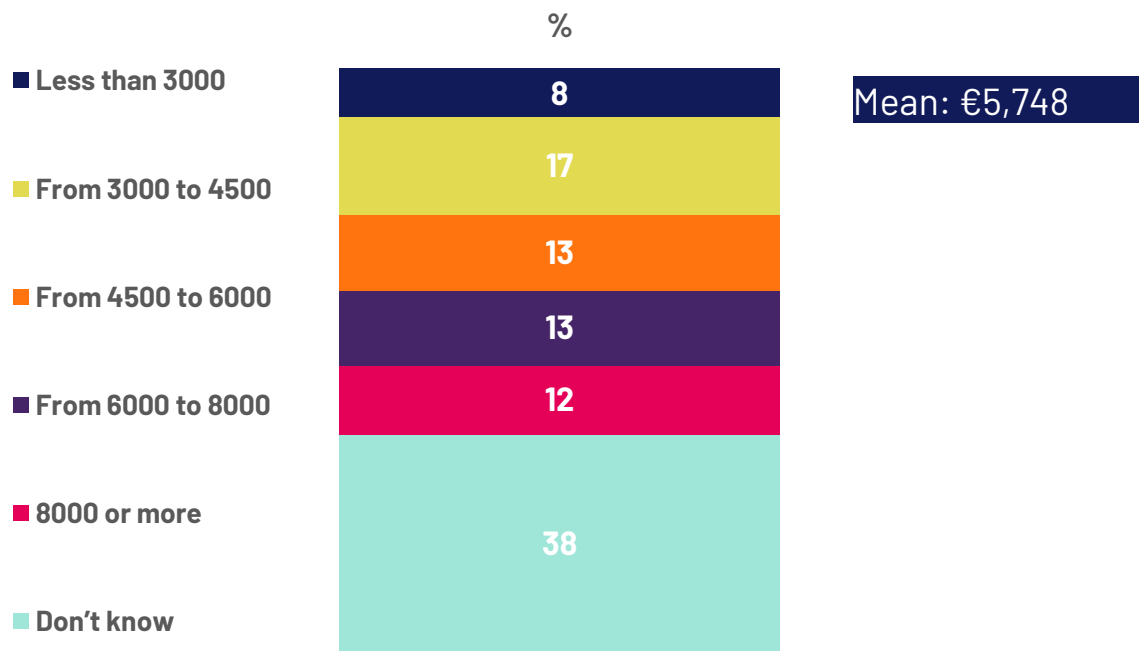
A little less than two-third (63%) of sellers received a letter of engagement or a PSA from their estate agent at the outset of the transaction.



Q.11c In dealing with the estate agent in relation to the property you sold, did you receive a letter of engagement or a Property Services Agreement (PSA) from the estate agent, or not?
Base: All sellers who engaged with the estate agent: 101

Total Costs Charged By Sellers' Estate Agents

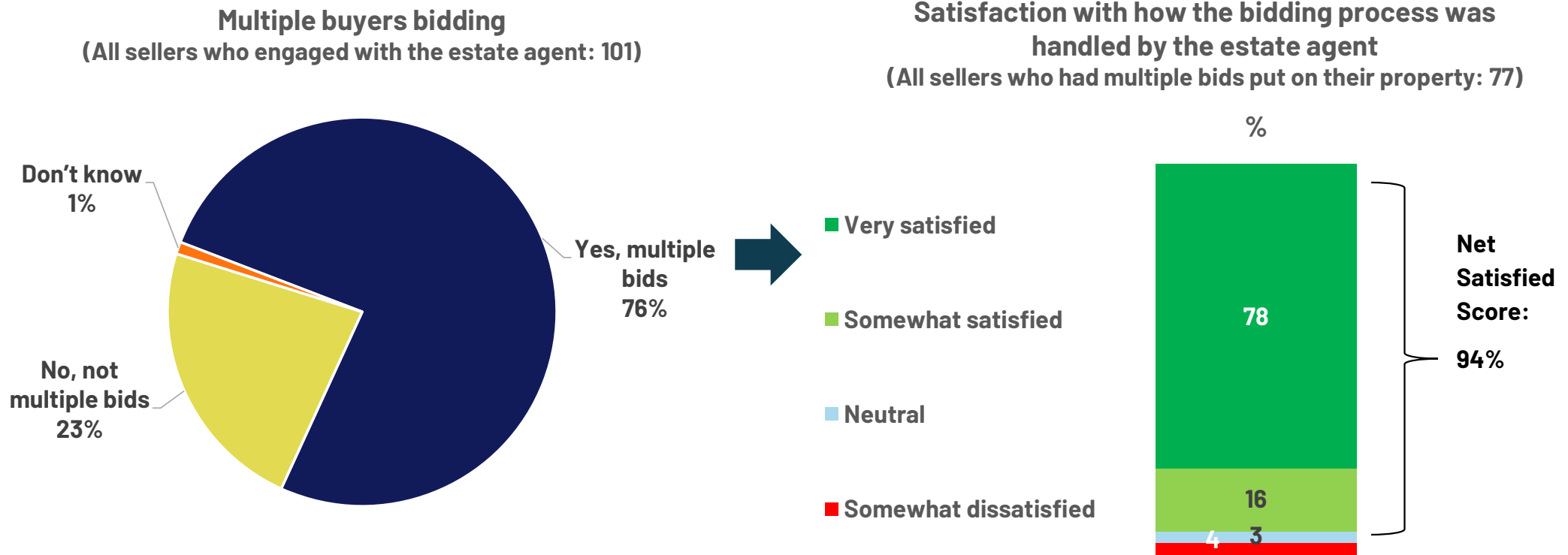
Nearly 2 out of 5 people (38%) said they didn't know how much the costs charged by their estate agent were. The average cost was €5,748.



Q.11cd And how much were the total costs charged by your estate agent in relation to the property you sold?
Base: All sellers who engaged with the estate agent: 101

Sellers' Bidding Process Experience

76% of sellers said there were multiple buyers bidding against each other on the property they were selling. Close to all respondents (94%) were satisfied with how the bidding process was handled by the estate agent.



Q.11d Were there multiple buyers bidding against each other on the property you were selling or not?
Base: All sellers who engaged with the estate agent: 101

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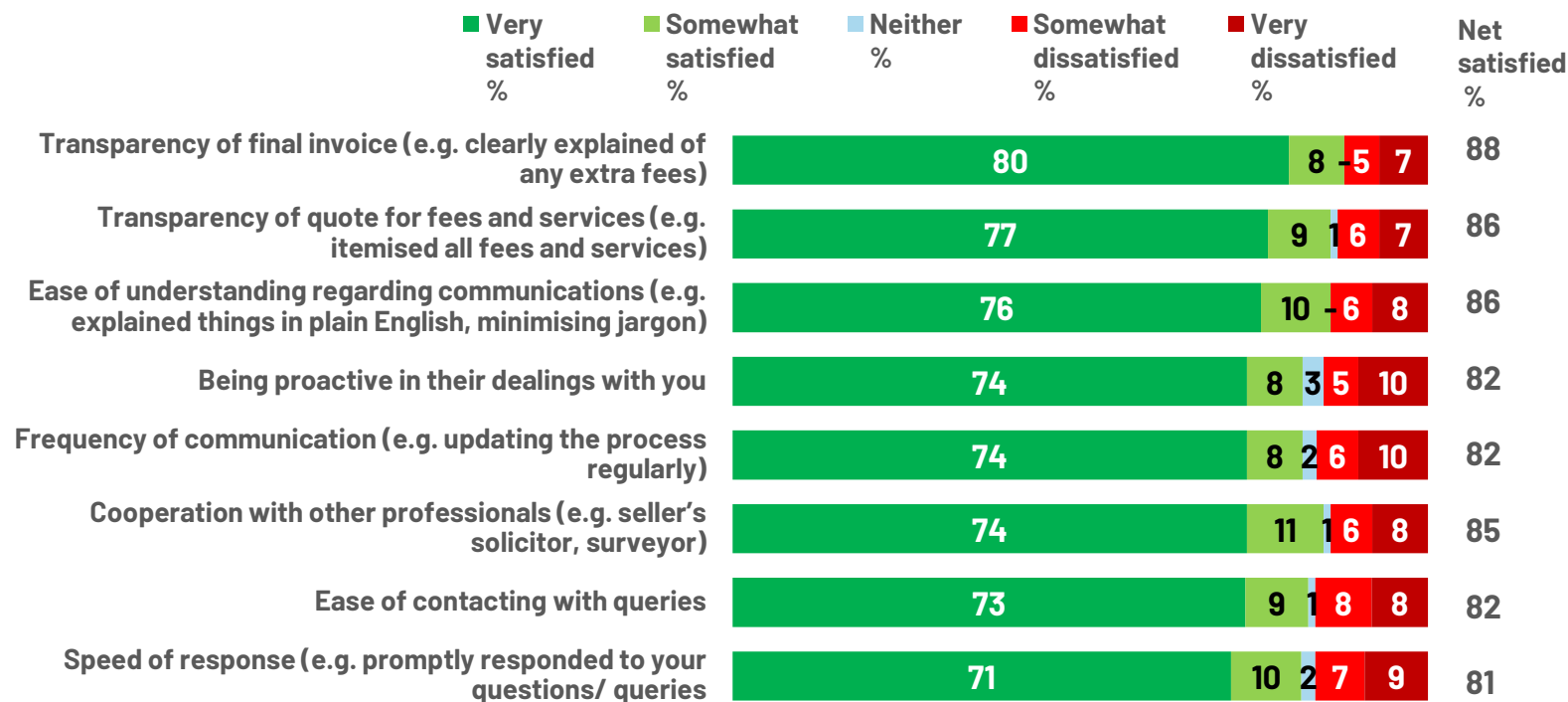
Q.11e Were you satisfied or dissatisfied with how the bidding process in relation to the property you sold was handled by the estate agent?
Base: All sellers who had multiple bids put on their property: 77

Base: All sellers who had multiple bids put on their property: 77

SELLERS' EXPERIENCE WITH THEIR SOLICITOR

Sellers' Satisfaction With Their Solicitor

Around 4 in 5 sellers were satisfied with their interactions with their solicitors particularly regarding the transparency of the final invoice (88%).

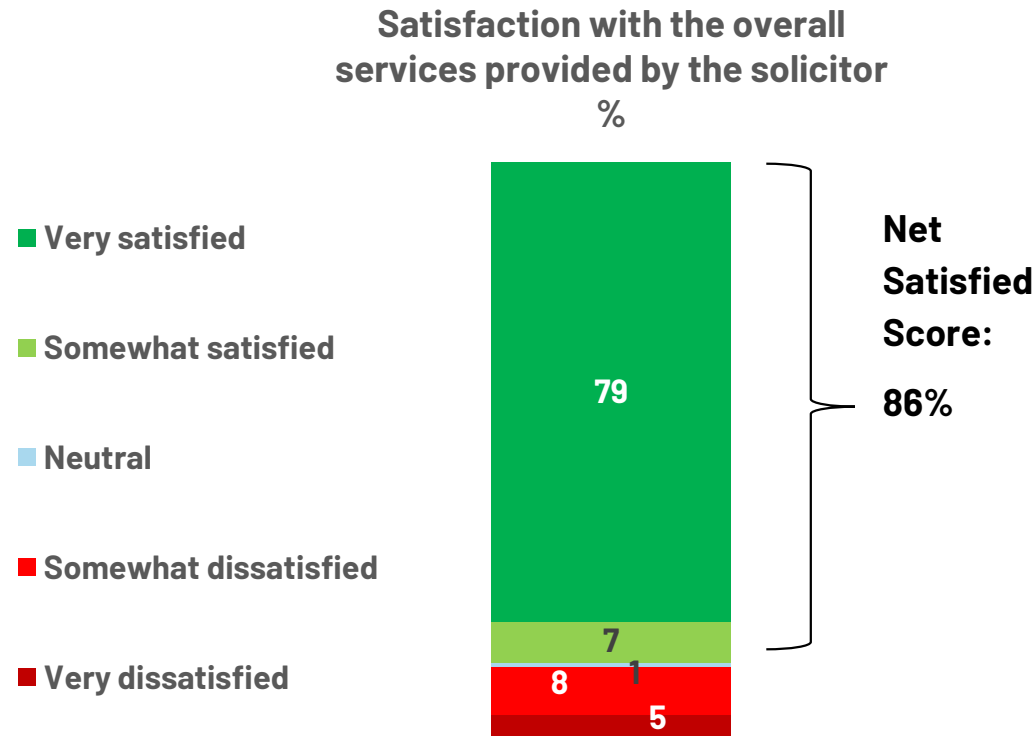


- Sellers were most likely to be satisfied with regards to the transparency of the final invoice provided by their solicitor at 88%, followed by the transparency of the quote for fees and services and the ease of understanding their solicitors' communications, both at 86%.
- Sellers were most likely to express dissatisfaction in relation to the ease of contacting their solicitor with queries, the speed of their responses and the frequency of communication, all at 16%.

Q.12 Thinking of your interactions with your solicitor who completed conveyancing on the property that you sold, how satisfied or dissatisfied would you say you were with each of the following aspects of their service?
Base: All sellers who engaged with a solicitor: 108

Sellers' Satisfaction With The Overall Services Provided By Their Solicitor

Around 4 out of 5 sellers (79%) were very satisfied with the overall services provided by their solicitor.



Q.13a Overall, were you satisfied or dissatisfied with the services provided by this solicitor?
Base: All sellers who engaged with a solicitor: 108

Reasons For Sellers' Satisfaction With The Overall Services Provided By Their Solicitor

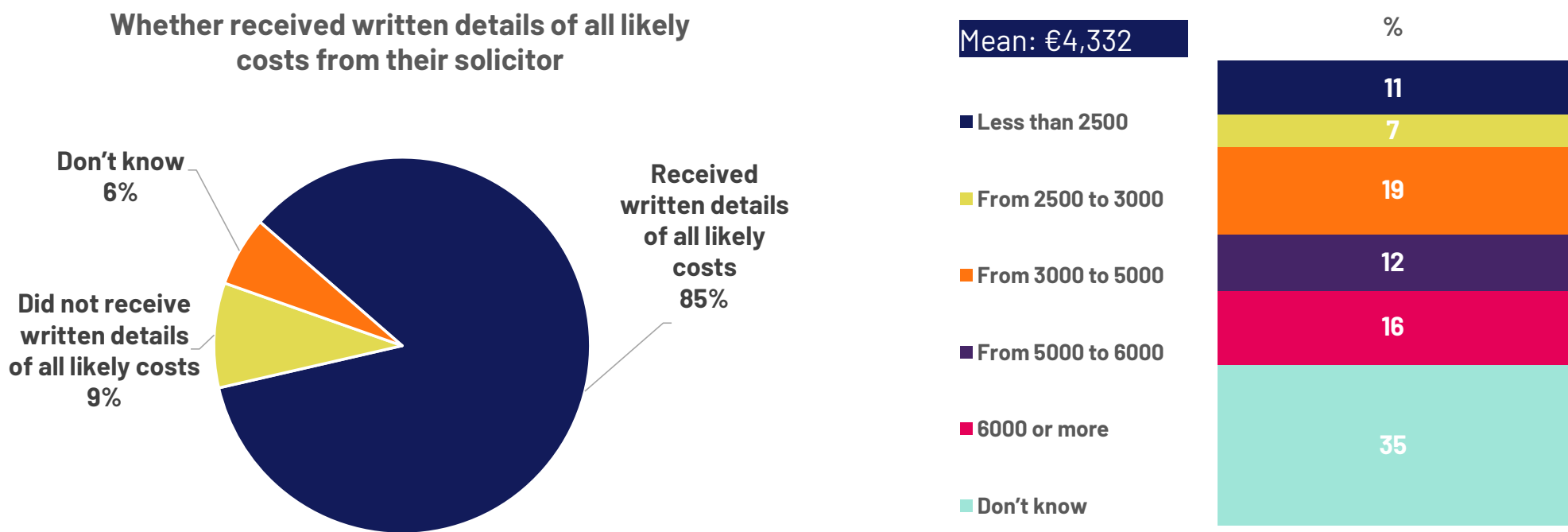
Nearly two in every five sellers (39%) who engaged with a solicitor ranked the solicitor's efficiency and professionalism as the top reason for their satisfaction with the services provided.



Q.13b For what reasons do you say this?
Base: Ask All Who Answered Q.13a: 106

Details Of Costs Provided And Charged By Solicitor

More than 4 out of 5 (85%) sellers said they received written details of all likely costs from their solicitor. Around a third (35%) did not know what the total legal costs were in relation to the property they sold.



Q.13c When you engaged your solicitor in the sale of this property, did they provide you with written details of all likely costs? This would include all legal costs including property registration fees, legal searches, VAT etc. It may have been called a Section 150 notice.
Base: All sellers who engaged with a solicitor: 108

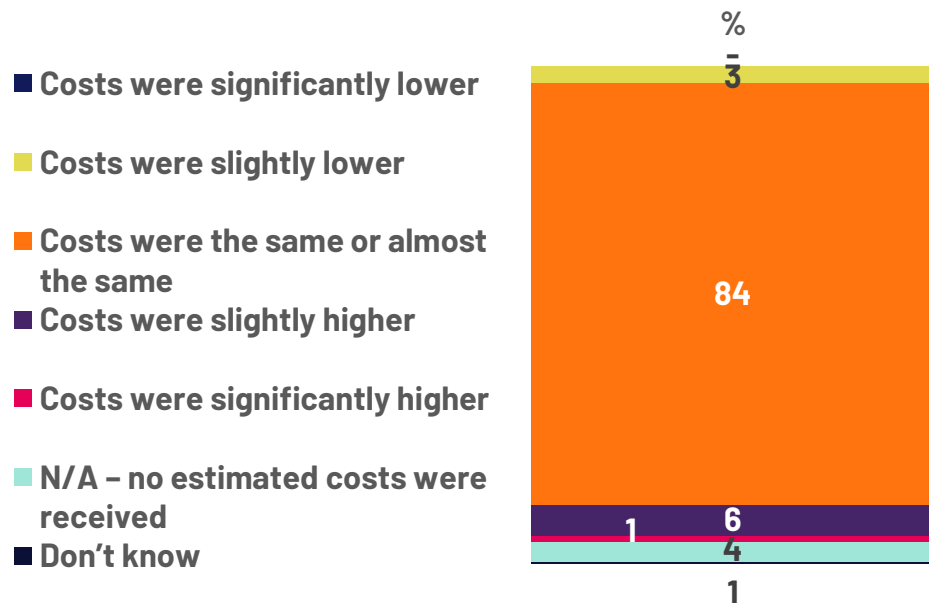
Q.13d And how much were the total legal costs charged by your solicitor in relation to the property you sold? This would include all legal costs including property registration fees, legal searches, VAT etc.
Base: All sellers who engaged with a solicitor: 108



Whether The Final Total Legal Costs Were As Expected

More than 4 out of 5 (84%) said that final total legal costs were the same or almost the same as the estimated costs

Final total legal costs the same as the estimated costs
or to what extent did they differ



Caution: *Very small base size: n=1

- The only seller who engaged with a solicitor and said costs were significantly higher than expected (1 respondent), said that the solicitor did not provide a written document outlining these updated costs before the final bill.

Q.13e Were the final total legal costs the same as the estimated costs or to what extent did they differ?
Base: All sellers who engaged with a solicitor and who provided an amount for the total legal costs at Q.13d : 68

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Q.13f You said the final total legal costs were significantly higher than what was estimated. Did your solicitor provide you with a written document outlining these updated costs before the final bill?

Base: Those who said costs were significantly higher at Q13e: 1*

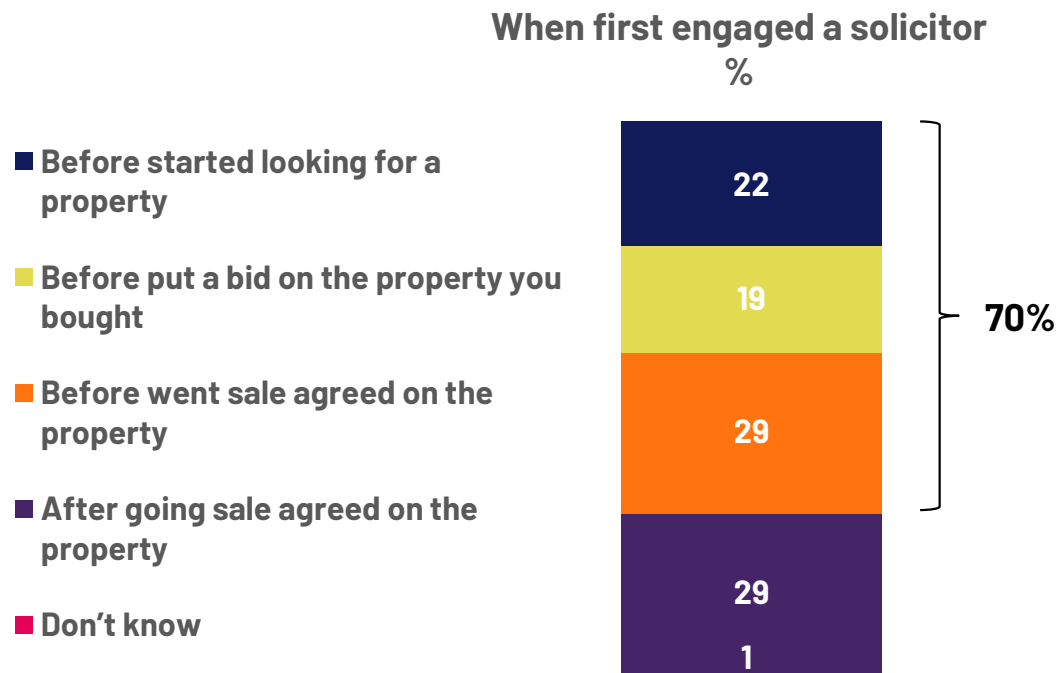
50

THE CONVEYANCING PROCESS

05

When Buyers First Engaged A Solicitor

Around 3 out of 4 (70%) buyers engaged with a solicitor before going sale agreed on the property.



- A little under a third of buyers (29%) engaged with a solicitor after going sale agreed on the property.
- 27% of those who had previous purchase/sale experience engaged a solicitor before they started looking for a property while only 17% of those without any experience did.

Q.8 Thinking of the property you bought, when did you first engage a solicitor in relation to this purchase?
Base: All buyers who engaged with a solicitor : 507

Bought & Sold & Used Different Solicitors: When Engaged Solicitor For Property Sale

Among those who both bought and sold properties, very few used different solicitors for the two conveyancing processes.

When first engaged solicitor in relation to the sale



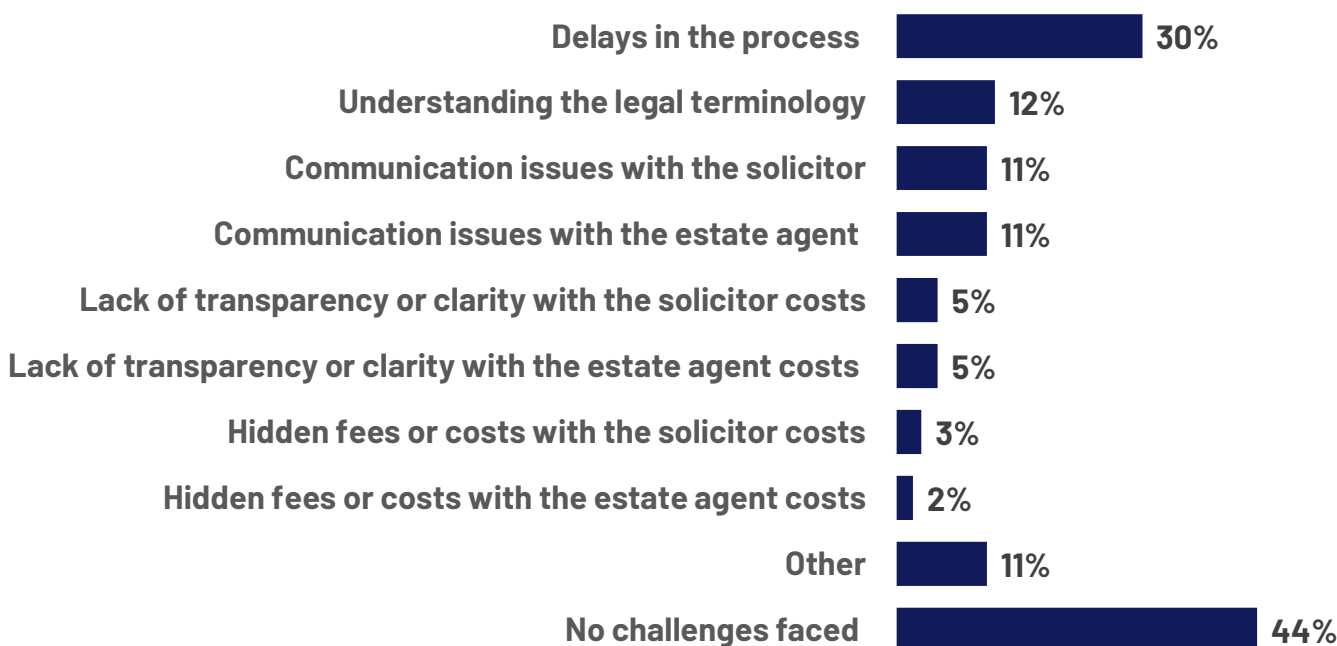
Caution: *Very small base size: n=17

Chart shows raw numbers

Q.18b Thinking of the property you sold, when did you first engage a solicitor in relation to this sale?
Base: Respondents who both bought and sold properties in 2024 and who used a different solicitor to the one they used to buy the property: 17*

Biggest Challenges Faced During The Conveyancing Process In Relation To Property Bought

Nearly one third (30%) of respondents said that delays in the process was the biggest challenge they faced when purchasing a property in 2024.

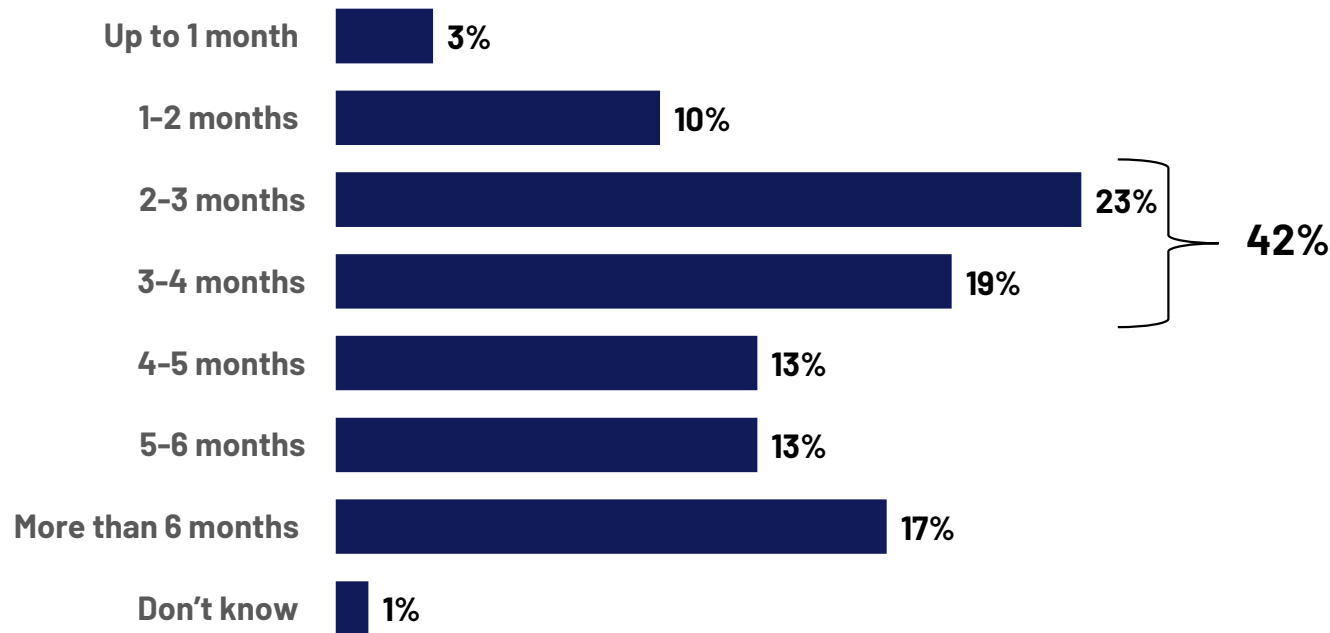


- Just under half of respondents (44%) that bought a property in 2024 said that they faced no challenges during the conveyancing process. For those who did face issues, delays in the process was the most common issue (30%).
- 37% of those who bought a property in a suburban area said they experienced delays, compared to 23% of buyers in a small town or village in a rural area.

Q.15 Thinking of the conveyancing process that you went through in 2024 in relation to the property that you bought, what would you say were the biggest challenges, if any, you faced during the conveyancing process?
Base: All buyers: 515

Length Of Time Conveyancing Process In Relation To Property Bought Took From Offer Acceptance To Completion

42% of the conveyancing processes took buyers between 2 and 4 months from offer acceptance to completion.

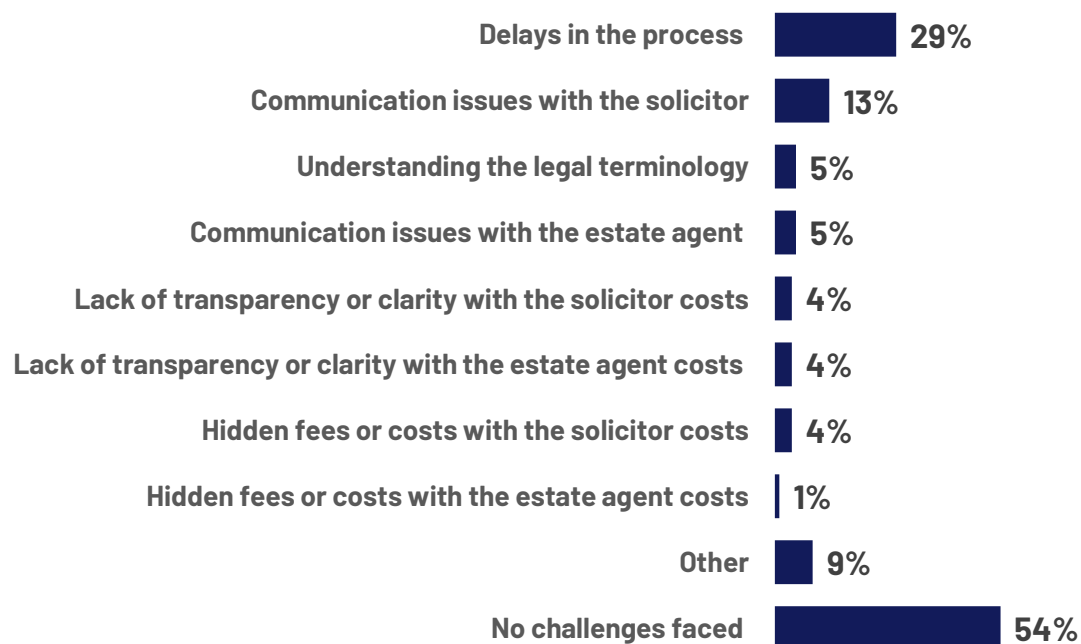


- One in three (33%) conveyancing processes in relation to property purchase took between 1 to 3 months.
- 35% of conveyancing processes for new build properties took more than 6 months to complete. This figure drops to 9% for second-hand properties.
- 49% of conveyancing processes for properties in a large town took 4 months or more to complete, while that is the case for only 37% of those located in a small town or village in a rural area.

Q.15a How long did the conveyancing process in relation to the property that you bought take from offer acceptance to completion?
Base: All buyers: 515

Biggest Challenges Faced During The Conveyancing Process In Relation To Property Sold

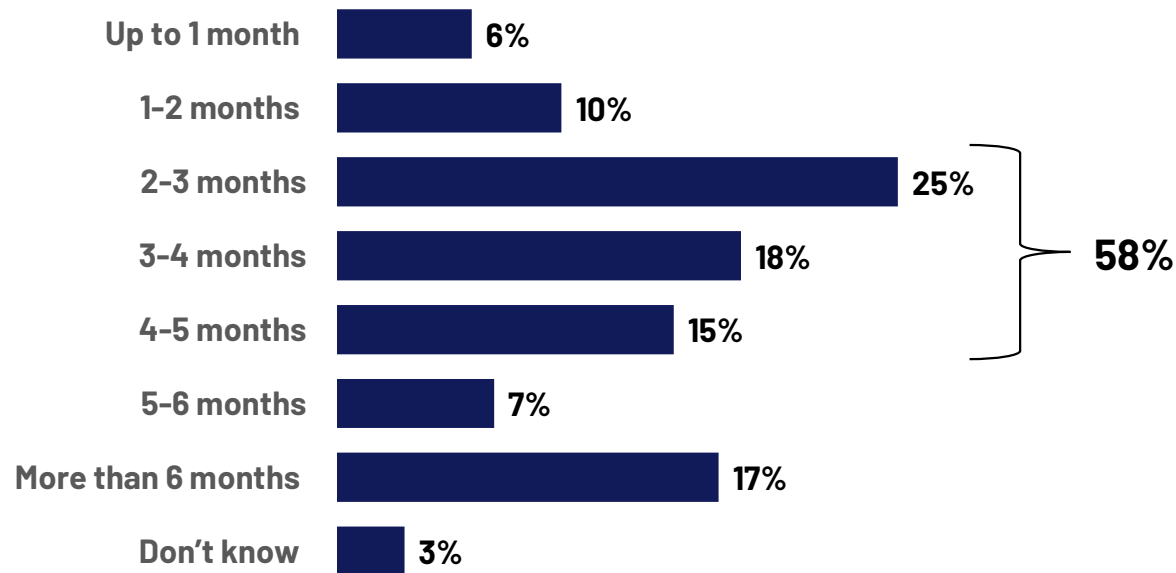
Over one in every two people (54%) said they faced no challenges in relation to the property they sold.



- Just over half of respondents (54%) that sold a property in 2024 said they faced no challenges during the conveyancing process.
- For those who did face issues, delays in the process was the most common issue (29%).

Length Of Time Conveyancing Process In Relation To Property Sold Took From Offer Acceptance To Completion

25% of the conveyancing processes for sellers took between 2 to 3 months.

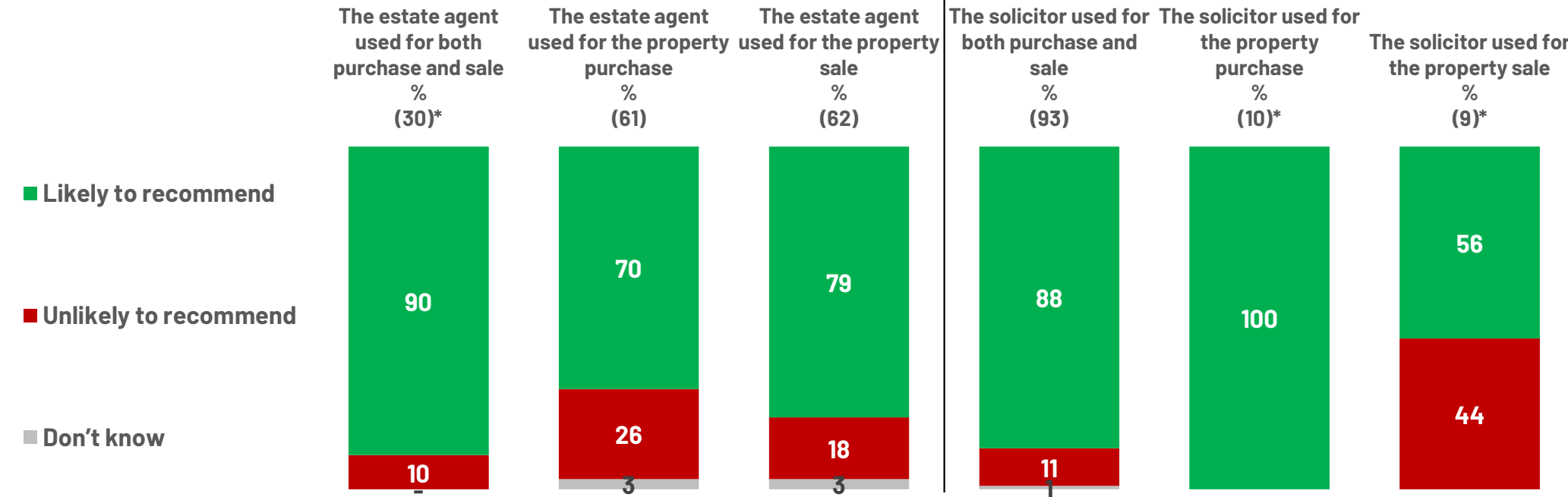


- 58% of conveyancing processes in relation to the sale of properties took between 2 and 5 months.

Q.16a How long did the conveyancing process in relation to the property that you sold take from offer acceptance to completion?
Base: All sellers: 114

Bought & Sold: Likelihood To Recommend

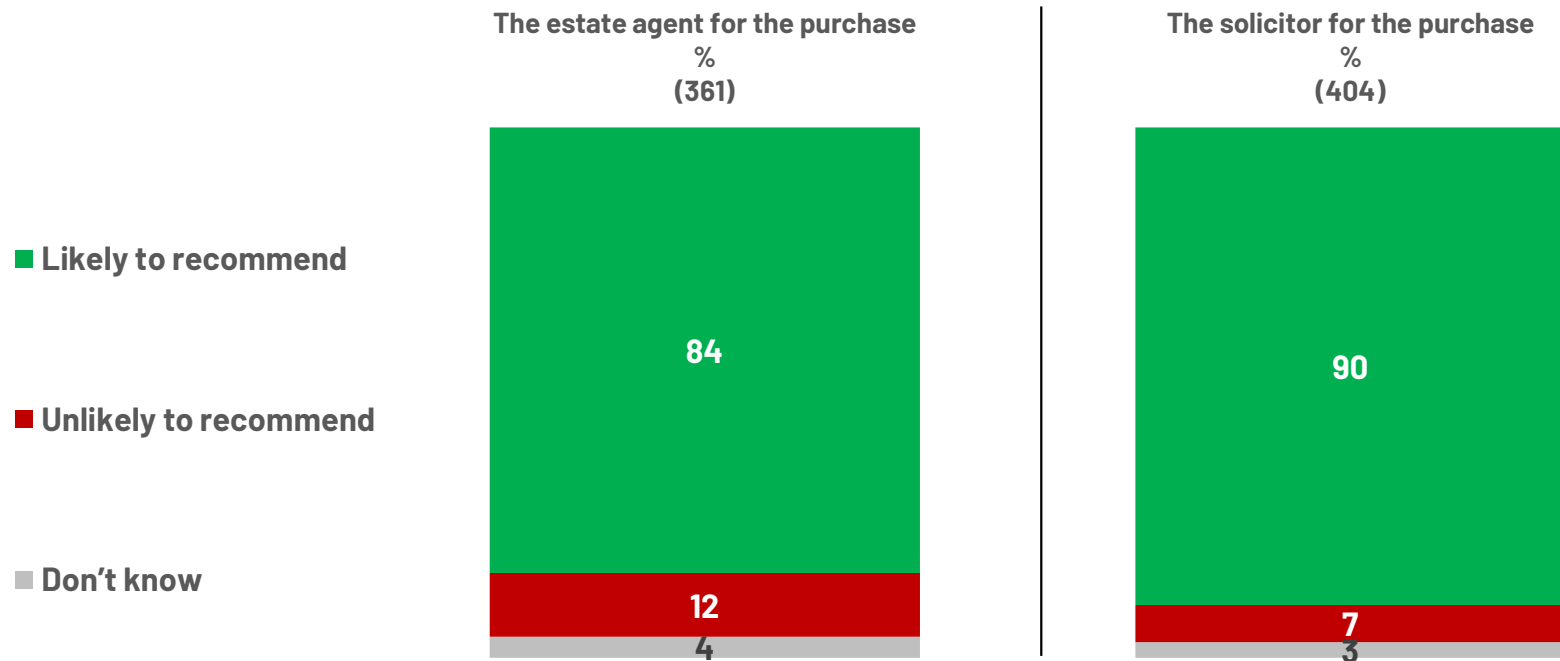
Among those who both bought and sold properties, more than 4 out of 5 (88%) who used the same solicitor for both processes would be likely to recommend their solicitor. However, among those who used different estate agents, around 1 out of 4 (26%) would be unlikely to recommend the estate agent they use for the sale of their property.



Q.14a Thinking of each of the following, would you say you would be likely or unlikely to recommend them to other people?
Base: Those who both bought and sold properties in 2024 (n = 106), the bases depend on whether respondents engaged with the estate agent/solicitor and whether they used the services of same or of a different professional for the sale/purchase.

Solely Bought: Likelihood To Recommend

Among those who solely bought a property in 2024, and who engaged with the estate agent more than 4 out of 5 (84%) are likely to recommend them. With regards to those who engaged with the solicitor, 9 out of 10 (90%) say they are likely to recommend their solicitor.

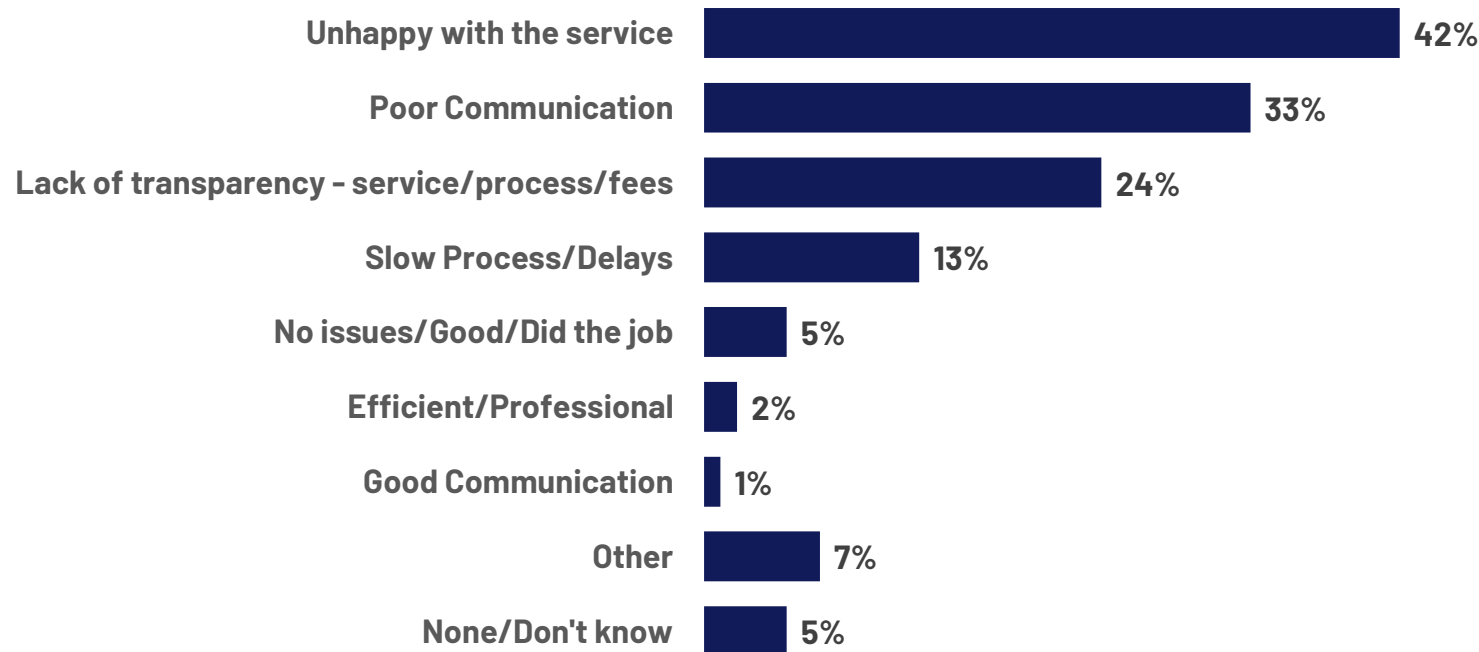


Q.14a Thinking of each of the following, would you say you would be likely or unlikely to recommend them to other people?
Base: Those who solely bought a property in 2024 (n = 409), the bases depend on whether respondents engaged with the estate agent/solicitor.

Note that the breakdown of likelihood to recommend for those who only sold a property in 2024 (n=8) is not shown as the overall base size is too small.

Reasons Unlikely To Recommend Estate Agent And/Or Solicitor

When asked why they would be unlikely to recommend the estate agent and/or the solicitor they used, respondents most commonly said that they were unhappy with the service (42%) and that their communication was poor (33%).



Q.14b For what reasons do you say this?
Base: All who said they were unlikely to recommend either their solicitor or estate agent: 104

Overall Suggestions For Improvements

The most common suggestions for improvements relate to simplifying the conveyancing process and making it easier/quicker.



Q.17 Do you have any suggestions/ comments for improving the conveyancing process?
Base: All respondents: 523

CONCLUSIONS

06

The research highlights a need for simplification and increased transparency in the conveyancing process. Clearer communication, reduced jargon, and readily accessible information are essential for empowering consumers and improving their overall satisfaction with property transactions.

- **High levels of satisfaction:** This survey finds generally high satisfaction levels among property buyers and sellers regarding their interactions with both estate agents and solicitors. However, satisfaction can vary based on the price point of the property, with lower satisfaction among buyers of higher-priced properties when dealing with estate agents.
- **Timing of Solicitor Engagement:** A significant majority of buyers engage a solicitor before going sale agreed, highlighting the importance of early legal advice in the property purchase process. This early engagement allows buyers to be better informed and prepared as they navigate the complexities of conveyancing.
- **Transparency of Costs:** The survey finds that while most solicitors provide written details of likely costs, a small proportion do not receive this information. Ensuring all consumers receive clear, upfront cost details is crucial for fostering trust and preventing unexpected financial burdens.
- **Challenges in Conveyancing:** Delays in the conveyancing process remain a significant challenge for both buyers and sellers. Addressing these delays through improved communication and better coordination among the various parties involved could greatly improve the overall experience for consumers.

THANK YOU

NAME:

Kieran O'Leary

DETAILS:

kieran.oleary@ipsos.com

NAME:

Eleonore Marechal

DETAILS:

eleonore.marechal@ipsos.com

NAME:

John Collins

DETAILS:

john.collins@ipsos.com