

**BANK OF ITALY – TECNOBORSA – OSSERVATORIO DEL MERCATO IMMOBILIARE
SURVEY OF REAL ESTATE AGENTS ON THE ITALIAN HOUSING MARKET**

April 2020

Name _____ **of** _____ **respondent**

Tel _____ **Fax** _____ **E-Mail** _____

1. Introduction

This survey is conducted every three months by Questlab Srl on behalf of the Bank of Italy, Tecnoborsa (Chamber of Commerce organization for the development and regulation of the housing sector) and the Osservatorio del Mercato Immobiliare of the Italian Revenue Agency, in order to gather data on Italy's residential housing market.

At the beginning of each section you will find instructions to help you answer the questions. The questionnaire is divided into four sections: (A) the trend in residential housing sales; (B) prices; (C) the short-term outlook; and (D) the rental market.

Most of the questions ask for an opinion and only a few require a numerical estimate.

The questionnaire is addressed to real estate agents and individual property consultants able to provide information regarding the activity of their office as a whole.

The report containing the results of the previous edition of the survey can be downloaded from:

<https://www.bancaditalia.it/statistiche/tematiche/indagini-famiglie-imprese/mercato-abitazioni/index.html>

2. General instructions

- When a percentage change is asked for, please enter a sign (+ for an increase; — for a decrease) in the first box on the left.
- Your answers must refer to situations or changes in the quarter **January-March 2020**, unless otherwise indicated.
- When answering, please refer only to **housing units** and do not include any other units, such as garages, storage spaces and so on.

General information

Name of agency: _____

Legal status SRL SPA SAS SNC Sole proprietor Other
(specify): _____

Is the agency part of a group? No Yes, name of group: _____

N.B.: a group is a set of businesses directly or indirectly controlled through one or more chains of control, such as in franchising, by the same legal persons or the same entity

In the past 12 months, has your agency been active mainly in: Sale of properties on your own account?
 Sale of properties on account of third parties?

NOTE: 'Sales' means mandates to sell that your agency has concluded successfully, referring to the time when the seller accepts the buyer's offer or when a preliminary sales contract is signed. In the case of sales effected in more than one municipality, in all your answers please refer to the municipality in which most of your agency's business is conducted, defined as that in which the largest total number of sales are made

Has your agency done rental business in the past 12 months? No Yes

How many agents work for the agency at present (including you)? |_|_|_|_|

Regarding the **housing market** only in the area in which you operate, how does the situation in **January-March 2020** compare with the previous quarter **October-December 2019**? Worse Same Better

SECTION A – HOUSE SALES

This section asks for information on the trends in house sales completed by you or the agency. Most of the questions ask you to give information for the whole of the reference quarter, which in the present survey covers the period **January-March 2020**.

A1. Please name the town in which you made most sales in **January-March 2020**: POST CODE |_|_|_|_|_| TOWN |_|_|_|_|_|

	Reference quarter January-March 2020	Previous quarter October-December 2019
A2. Did you sell any homes?	Yes, only new builds (*) <input type="checkbox"/>	Yes, only new builds (*) <input type="checkbox"/>
	Yes, only existing homes <input type="checkbox"/>	Yes, only existing homes <input type="checkbox"/>
	Yes, new and existing homes <input type="checkbox"/>	Yes, new and existing homes <input type="checkbox"/>
	No <input type="checkbox"/>	No <input type="checkbox"/>

(*) *New builds includes both new constructions and homes that were gut-renovated*

	Compared with the previous quarter October-December 2019	Compared with the same quarter last year (January-March 2019)
A3. Say whether the number of houses your agency sold in January-March 2020 was ...	<input type="checkbox"/> Lower (by more than 10%) <input type="checkbox"/> About the same (+/- 10% or less) <input type="checkbox"/> Higher (by more than 10%)	<input type="checkbox"/> Lower (by more than 10%) <input type="checkbox"/> About the same (+/- 10% or less) <input type="checkbox"/> Higher (by more than 10%)

A4.1 The number of potential buyers your office assisted in the reference quarter January-March 2020 was... <i>(number of potential purchasers who visited at least one property listed by your office)</i>	<input type="checkbox"/> Lower <input type="checkbox"/> About the same <input type="checkbox"/> Higher	<input type="checkbox"/> Lower <input type="checkbox"/> About the same <input type="checkbox"/> Higher
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A4.2 Considering the **potential buyers your office assisted before the COVID-19 epidemic** that you have been able to contact again after re-opening:

	Percentage of the potential buyers	I cannot answer
A4.2a What percentage of potential buyers intend to postpone the purchase of a property because of the epidemic ?	_ _ _	<input type="checkbox"/>

A4.2b What percentage of potential buyers no longer intend to purchase a property because of the epidemic ?	_ _ _	<input type="checkbox"/>
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If your agency did NOT sell any properties in the reference quarter January-March 2020, go to question A8.

A5. How many **homes** did your agency **sell** in the reference quarter **January-March 2020**?

New Existing

A6. Considering the **total number of homes sold** by your agency in the reference quarter **January-March 2020**, as far as you know, **how many were bought with a mortgage and for what proportion of the price?**

% of homes bought with a mortgage

% of price covered by mortgage

Don't know

A7. Considering the total number of homes sold by you in the reference quarter **January-March 2020**, **how many months passed on average between a house being registered with you and its sale** (signature of preliminary contract)?

months

A8. Considering the **number of homes on your books still unsold at the end of March 2020 compared with the end of December 2019**, indicate whether that number was...
(Please count properties registered with you both before and during the reference quarter)

- Much lower
- Lower
- The same
- Higher
- Much higher

A9. Considering the **number of new mandates** you received in the reference quarter **January-March 2020**, **compared with the previous quarter** indicate whether that number was...
(Please count only properties newly registered on your books during the reference quarter, including any that were sold in the period)

- Much lower
- Lower
- The same
- Higher
- Much higher

A10. Regarding **lapses or non-renewals of agreements** in the reference quarter **January-March 2020**, please select the **main reasons** from the list on the right (*no more than three*)

- Seller thought the offers received were too low
- Owner decided to wait in expectation of a rise in prices
- No offers were made because buyers thought the price was too high
- Too long since the property was put on the market
- Buyer had difficulty getting a mortgage
- Seller encountered unexpected problems (seizure of property, separation, etc.)
- Other (give details) _____

A11.1 Considering the homes brokered by your agency, in your opinion, **has the COVID-19 epidemic caused an increase in the number of buyers withdrawing from a purchase or renegotiating transactions**, such as a previously signed preliminary contract or a pre-accepted proposal.
(Do not include cases where transaction times were extended only because people were unable to move around under the COVID-19 containment measures).

- No
- Yes
- Don't know

If the answer to question A11.1 is NO or DON'T KNOW, go to question B1.1

A11.2 Which of the following situations have you come across most frequently?
(up to three responses possible)

- The buyer withdrew from the transaction because of a change in income or employment situation
- The buyer withdrew from the transaction because of difficulties in obtaining a mortgage
- The buyer withdrew from the transaction for other known or unknown reasons
- The seller withdrew from the transaction because they no longer intend to sell the home
- The seller withdrew from the transaction for other known or unknown reasons
- The parties renegotiated the selling price
- The parties postponed the date of the deed of sale because one of them had temporary difficulties

A12 Considering the **potential sellers who had given your agency a mandate to sell before the COVID-19 epidemic**:

A12a What **percentage of potential sellers** intend to **postpone the sale of a property because of the epidemic?**

Percentage of the potential sellers

I cannot answer

A12b What **percentage of potential sellers no longer intend to sell a property because of the epidemic?**

SECTION B – Prices

This section gathers data on selling prices in the reference quarter **January-March 2020**.

If your agency did NOT sell any properties in the reference quarter January-March 2020, go to question C1.

B1.1. For the **main type of property sold** in the reference quarter **January-March 2020**, compared with the end of the previous quarter **October-December 2019**, indicate whether the average selling price (per sq.m.) was...

- Much lower (more than -5%)
- Lower (between -1.1% and -5%)
- More or less stable (between -1% and +1%)
- Higher (between +1.1% and +5%)
- Much higher (more than +5%)

B1.2. Please quantify the percentage change in **selling prices** (per sq.m.) compared with one year ago

- More than -10%
- Between -5.1% and -10%
- Between -3.1% and -5%
- Between -1.1% and -3%
- Between -1% and +1%
- Between +1.1 and +3%
- Between +3.1 and +5%
- Between +5.1 and +10%
- More than 10%

B2. For the **main type of property sold** in the reference quarter **January-March 2020**, what was the **highest and lowest selling price** (per sq. m.)?

Lowest (€) _____ Highest (€) _____

B3. For the main type of property sold in the reference quarter **January-March 2020**, indicate whether, compared with the original asking price, the price actually obtained was...

- Lower by:**
- More than 30%
 - Between 20% and 30%
 - Between 10% and 20%
 - Between 5% and 10%
 - Less than 5%
 - The same (or higher)

B4 Since your agency re-opened, **have potential sellers asked you to accelerate the sale of the property by lowering the price?**

Yes No If yes, what percentage of mandates to sell? _____
 _____ _____ If yes, by what percentage on average? _____

SEZIONE C – Outlook

This section looks at the short-term and mid-term prospects of the housing market.

C1. Considering the type of property that you sell most often, **how do you think prices** (per sq.m.) in **April-June 2020 will differ from** those in the reference quarter **January-March 2020**?

- Sharp decrease (more than -5%)
- Decrease (between -1% and -5%)
- Fairly stable (between -1% and +1%)
- Increase (between +1% and +5%)
- Sharp increase (more than +5%)

C2. Considering the type of property that you generally sell, can you **quantify this change in selling prices** (per sq. m.)?

- | In the quarter April-June 2020 compared with the same period in the previous year | 12 months from now compared with today |
|---|---|
| <input type="checkbox"/> More than -10% | <input type="checkbox"/> More than -10% |
| <input type="checkbox"/> Between -5.1% and -10% | <input type="checkbox"/> Between -5.1% and -10% |
| <input type="checkbox"/> Between -3.1% and -5% | <input type="checkbox"/> Between -3.1% and -5% |
| <input type="checkbox"/> Between -1.1% and -3% | <input type="checkbox"/> Between -1.1% and -3% |
| <input type="checkbox"/> Between -1% and +1% | <input type="checkbox"/> Between -1% and +1% |
| <input type="checkbox"/> Between +1.1% and +3% | <input type="checkbox"/> Between +1.1% and +3% |
| <input type="checkbox"/> Between +3.1% and +5% | <input type="checkbox"/> Between +3.1% and +5% |
| <input type="checkbox"/> Between +5.1% and +10% | <input type="checkbox"/> Between +5.1% and +10% |
| <input type="checkbox"/> More than 10% | <input type="checkbox"/> More than 10% |

C3. How do you **expect the number of new mandates to sell** in the quarter **April-June 2020** to be compared with that for the quarter **January-March 2020**?

- Much lower
- Lower
- About the same
- Higher
- Much higher

C4. Considering the **housing market only in your area**, how will be like the performance compared with the current situation?

- | In the quarter April-June 2020: | Over the next two years: |
|---------------------------------|---------------------------------|
| <input type="checkbox"/> Worse | <input type="checkbox"/> Worse |
| <input type="checkbox"/> Same | <input type="checkbox"/> Same |
| <input type="checkbox"/> Better | <input type="checkbox"/> Better |

C5. What do you think the **general situation** in the housing market **throughout Italy** will be like compared with the current situation?

- | In the quarter April-June 2020: | Over the next two years: |
|---------------------------------|---------------------------------|
| <input type="checkbox"/> Worse | <input type="checkbox"/> Worse |
| <input type="checkbox"/> Same | <input type="checkbox"/> Same |
| <input type="checkbox"/> Better | <input type="checkbox"/> Better |

C6 How do you think the **COVID-19 epidemic** will influence the national housing market?

	Impact of the COVID-19 epidemic					Expected duration (if there is an impact)				
	Very negative	Negative	No impact	Positive	Very positive	Until the summer	Until end-2020	Until mid-2021	Until end-2021	Even longer
Homes on the market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of potential buyers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selling prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION D – THE RENTAL MARKET

This section looks at the trends in the rental market according to agencies that operate in this market.

D1. Did your agency rent any properties in the quarter **January-March 2020**? No Yes

	Compared with the previous quarter October-December 2019	Compared with the same quarter last year (January-March 2019)
D2. In the quarter January-March 2020 , the number of properties let by your agency...	<input type="checkbox"/> Decreased (by more than 10%) <input type="checkbox"/> Remained stable (between -10% and +10%) <input type="checkbox"/> Increased (by more than 10%)	<input type="checkbox"/> Decreased (by more than 10%) <input type="checkbox"/> Remained stable (between -10% and +10%) <input type="checkbox"/> Increased (by more than 10%)

D3. The number of new rental contracts brokered by your agency in the quarter **January-March 2020**, compared with the previous quarter **October-December 2019**, was:
(Please count only properties newly registered on your books during the reference quarter, including any that were already negotiated in the period)

- Much lower
- Lower
- The same
- Higher
- Much higher

If your agency did NOT let any properties in the quarter January-March 2020, go to question D9.

D4. For the main type of property let in the reference quarter **January-March 2020**, how does the **average rental price** in your area compare with the previous quarter **October-December 2019**?

- Much lower (more than -5%)
- Lower (tra -1.1% and -5%)
- More or less stable (between -1% and +1%)
- Higher (between +1.1% and +5%)
- Much higher (more than +5%)

D5. For the main type of property let in the reference quarter **January-March 2020**, what was the **size of the smallest and largest property** (in sq. m.)?

smallest (sq.m.) | _____ | largest (sq.m.) | _____ |

D6. For the main type of property let in the reference quarter **January-March 2020**, what were the approximate **lowest and highest rents** recorded?

lowest (€) | _____ | highest (€) | _____ |

D7. For the main type of property let in the reference quarter **January-March 2020**, indicate whether, **compared with the owner's first asking price, the rental price was...**

Lower by:

- More than 30%
- Between 20% and 30%
- Between 10% and 20%
- Between 5% and 10%
- Less than 5%
- The same** (or higher)

D8. For the main type of property let by your office, how do you think the **average rental prices** in your area in **April-June 2020** will differ from those of **January-March 2020**?

- Much lower (more than -5%)
- Lower (between -1.1% and -5%)
- More or less stable (between -1% and +1%)
- Higher (between +1.1% and +5%)
- Much higher (more than +5%)

D9 The number of requests for vacation rentals, compared with a year ago, is:

- Much lower
- Lower
- The same
- Higher
- Much higher

If your agency has let property in the quarter January-March 2020, the survey is concluded.

D10 For the property let in the reference quarter **January-March 2020** in the area in which your agency operates, indicate whether, compared with the previous quarter **October-December 2019**, the **average rental price was:**

- Much lower (more than -5%)
 - Lower (between -1.1% and -5%)
 - More or less stable (between -1% and +1%)
 - Higher (between +1.1% and +5%)
 - Much higher (more than +5%)
-