

CONSUMER
CODE FOR
HOME BUILDERS

www.consumercode.co.uk



Protection for new-build home buyers



Introducing the Consumer Code for Home Builders

Support for **home buyers** as
you purchase a new home



Buying a brand-new home is an exciting time. But with a new home being one of the largest investments you're likely to make, it's important that you understand the process, what you're buying and what help is available should problems arise. **If you are planning to buy a new home, the Consumer Code for Home Builders is here to support you.**



What is the Consumer Code?

The Consumer Code for Home Builders ("the Code") was developed by the home building industry to make the home buying process fairer and more transparent for home buyers by setting out requirements builders must meet when selling new-build homes.

The Code is designed to help you understand what levels of service to expect from your home builder; feel suitably informed about your purchase; and know your consumer rights before and after you move in. It covers every stage of the home buying process: pre-contract, exchange of contract and the first two years after legal completion.

The Consumer Code for Home Builders covers most homes built in the UK by builders who register with the UK's main new Home Warranty Bodies: NHBC; Premier Guarantee; LABC Warranty and Checkmate. In some cases, other codes apply so check with your builder or warranty provider - you should be given a copy of the relevant Code Scheme with your reservation agreement.

By setting out clear standards of customer service, the Code helps to reduce the likelihood of complications occurring with your purchase. In the unlikely event that problems arise, a speedy and free Independent Dispute Resolution Scheme (IDRS) is available to deal with complaints about breaches of the Code.



What does the Code cover?

The Code covers a range of customer service requirements, and requires your home builder to provide:

- Enough pre-purchase information to help you make suitably informed purchasing decisions including: a hard copy or digital brochure or plan; a reservation agreement; an explanation of the home warranty cover
- A contract which is clear and fair, complies with all relevant legislation and clearly explains your contract termination rights
- An accessible after-sales service, including an explanation of what the service includes, who to contact, and what guarantees and warranties apply to the home.

A full list of requirements is available on our website, where you can also download a copy of the Code - www.consumercode.co.uk



How does the Code help me?

First and foremost, the Code helps to reduce the likelihood of problems occurring with your purchase. Home builders covered by the Code sign up to standards for customer service, including providing home buyers with the right information before they make a purchase, and supporting them appropriately as they move from reservation, through to contract, completion and after sales care.

Our Code clearly lays out home builders' responsibilities so you know what level of service to expect and what steps to take if problems occur.

If you have additional needs or have difficulty in understanding any of the information you have been given, please ask for further support from your builder.



What does the IDRS cover?

The IDRS applies to claims made from the date of signing the reservation agreement until two years after the date of legal completion.

If you believe your home builder has failed to meet the Code's requirements, you can lodge a claim with the Code's IDRS. A trained adjudicator will review written submissions from both parties and decide whether the claim is valid and the extent of any financial loss.



Where can I find out more?

The Consumer Code is supported by independent consumer affairs organisations, and industry representatives from the home warranty and home building industries.

Full details about the Consumer Code, including downloadable copies of the Code itself and summaries of previous cases dealt with by the scheme, can be found on our website - www.consumercode.co.uk



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If you have any queries about the Code, please contact our enquiries team via enquiries@consumercode.co.uk or by telephone 0345 608 9797 or in writing at:

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