

Summary of changes to the Code – for Developers



Listed below is a summary of some of the main changes that have been made to the Code Requirements and the Independent Dispute Resolution Scheme. This is not an exhaustive list - full details are available in the detailed Code and Developer Guidance documents.

Meaning of Words

New and updated definitions of some terms which have special meaning within the Code have been updated to align with other codes and be more accessible for consumers. Please note, Common Areas (including communal heating, sewage, and drainage systems) are now included within the Scope of the Code.

Training

All Developers covered by our Code must provide training on the Code requirements for all staff (including those employed by any Agents used) who deal with Customers which must be refreshed annually. The Code's on-line learning tools are a great way to do this and have been updated to reflect the newest version of the Code.

Incentives and Commissions

You must not offer financial incentives to encourage Customers to complete on a New Home which has not yet met warranty quality standards.

Any commission received as a result of recommending suppliers (including financial and legal advisers) must be declared.

Pre-Contract Information

The information that must be provided Pre-Contract has been clarified and expanded to include, for example, the detailed Planning Consent reference number under which the New Home is being built, as well as the New Home's expected energy performance standards.

Buyers' questions should now be acknowledged within five calendar days and responded to within a reasonable period.

Reservation Agreements

Reservations now clearly require a 14-calendar day Cooling-Off Period. Reservation Agreements must now include more detail about certain costs and should be accompanied by a more comprehensive suite of information. The Code's sample Reservation Agreement has been updated to reflect this.

Legal Completion

Buyers now have the right to undertake a Pre-Completion Inspection and identify any snags which should be resolved prior to Legal Completion. Within the Guidance, we have qualified that the inspection should be nondisruptive and non-invasive and should assess fixtures, fittings, and services by way of checks comparable with normal daily use.

Complaints and Disputes

Updated requirements detailed in Section 5.2 of the Code clearly set out what should be included in your Complaints Procedure and the timescales by when Customers can expect to receive a response to their complaint and examples of the type of content the response should contain.

Independent Dispute Resolution Scheme (IDRS)

An Adjudicator may now make a discretionary award for inconvenience up to a maximum of £2,000.

The maximum award remains £50,000, and includes any award for inconvenience.

More details about the IDRS are available on our website.

If you have any questions about the Code or the Guidance, or would like any further support, visit our website at www.consumercodefornewhomes.com, call [0333 900 1966](tel:03339001966) or email admin@ccnh.co.uk.