



ANNUAL REPORT 2019

Consumer Code for New Homes - www.consumercodefornewhomes.com

Foreword

It gives me great pleasure to introduce the first annual report for Consumer Code for New Homes.

The journey started back in 2015 when our three founding warranty bodies Global Homes Warranties, Protek and Q Assure Build had a shared vision to create a new Consumer Code that was operated separately to them as new home warranty bodies, and so Consumer Code for New Homes was created. Since then BLP Insurance, FMB Insurance and One Guarantee have joined us as Code Supporters.

The Code membership has grown considerably since inception and the Code has developed and expanded in the last five years, providing advice and guidance to developers and consumers.

This report contains baseline data for our activities for 2019. This was the first year we had sufficient information and data to warrant an annual report and will be used for comparison for future year's data.

We have stayed true to our core values of improving standards of construction and raise customer service standards in the new homes market; we want to see well-built new homes that people want to buy and make their home now and in the future.

I hope you find the report an interesting read.



Sarah Langley
Managing Director

About Us

Following a government review and findings relating to service quality in the house-building industry, it was apparent improvements were required to improve customer services and protection for customers, and so the development of a code of conduct for new house sales was recommended.

Consumer Code for New Homes has been established to be of maximum benefit to consumers and its ultimate aim is to provide a genuine commitment to consumers, to improving standards of construction and raise customer service standards in the New Homes market.

Consumer Code for New Homes Ltd was founded in 2016 and received Chartered Trading Standards Institute code approval in 2017.

Consumer Code for New Homes is supported by six Warranty Bodies whose site surveying activities help to improve quality of construction in house-building:



Code of Practice

The Consumer Code for New Homes, approved by the Chartered Trading Standards Institute, has been established to ensure that best practice is followed, and higher standards set, in respect of the marketing and selling of new homes and to set expected standards for after sales customer care service.

The ultimate aim of Consumer Code for New Homes is to provide a genuine commitment to consumers, to improving standards of construction and customer service in the new homes market. Consumer Code for New Homes wants to ensure buyers of new homes are treated fairly by developers.

Consumer Code for New Homes establishes mandatory requirements that apply to all developers registered with the Code when they sell their new homes to consumers. The Code applies from the marketing stage through to two year post completion of sale. The Code also benefits second and subsequent buyers of the new home but only in respect of after sales matters reported within two years of the date of the completion of the new home purchase.

Nothing contained within the Code affects a buyer's existing legal rights and does not replace any existing legislation regarding the sale and marketing of new homes to consumers.

Code Membership

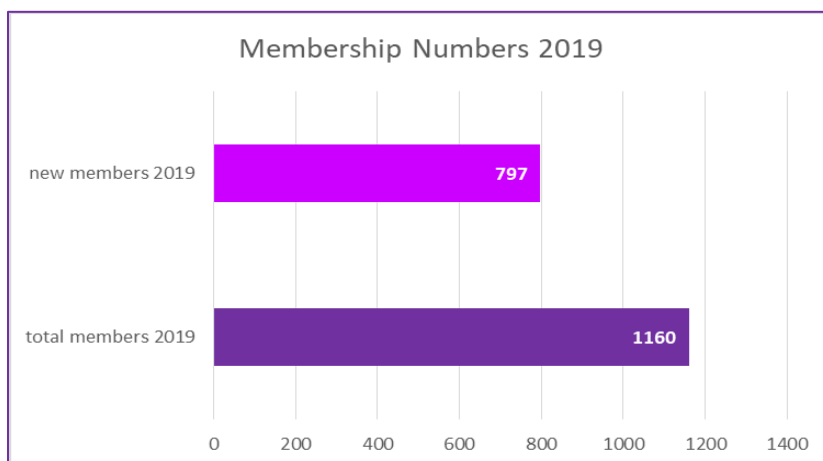
Developers which work with the one of the Warranty Bodies which support the Code, sign an agreement directly with Consumer Code for New Homes and agree to be bound by the terms of the Code of Practice. This agreement must be signed annually.

A Developers' obligations under the Code start when the new homes are marketed for sale, and last until two years post completion of sale for each home.

To help Developers comply with the Code, we have produced comprehensive guidance on the Code, along with providing standard templates and procedures covering the requirements of the Code. All this information is available in the Members' Area of our Code portal.

We provide online training for all staff involved in consumer facing marketing and after sales roles, regardless of whether employed by the Developer or an Agent.

Code compliance audits are completed throughout the year by both the Warranty Bodies and Consumer Code for New Homes. Audits are a mix of site audits and remote audits.



Social Media hits 200



Website hits 70,000




Consumer Advice

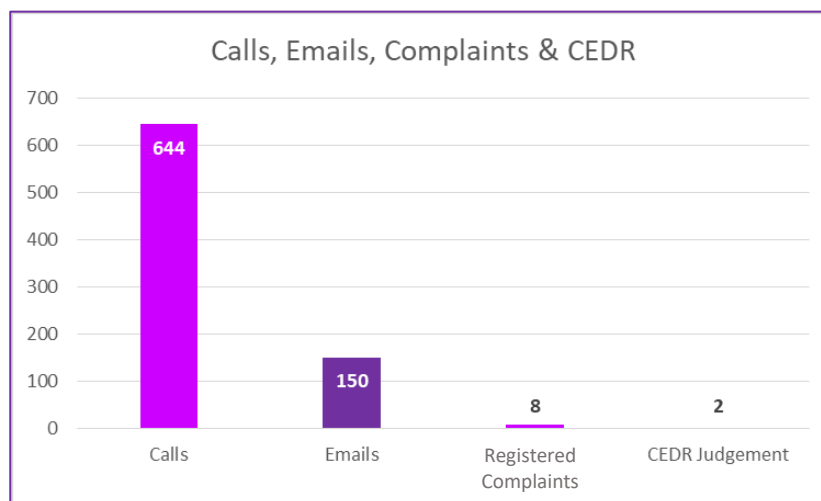
A key part of the Consumer Code for New Homes is providing advice and guidance to consumers. We provide pre-purchase advice relating to Developers who are members of our Code, and support for Buyers who have purchased a new home registered with the Code who are looking for advice and guidance on resolving issues with a Developer.

We pride ourselves on being accessible and offering prompt support to Buyers. We are contactable via email or telephone during working hours.

We do monitor complaints types for trends and feed this back to the Consumer Code for New Homes Board of Directors. We would provide guidance to Developers if there were emerging trends in complaints and if necessary, consider changing the wording of the Code, to address any significant changes in selling or buying behaviour. To date, this has not been necessary.

Typical enquiries and complaints relate to:

-  Cancelling the reservation agreement
-  Completion timescales
-  Snagging and defects not covered by the structural warranty



Dispute Resolution Scheme

One of the fundamental aspects of the Consumer Code for New Homes is the provision of access to a free and effective dispute resolution scheme in the event that a dispute arises between a Buyer and a registered Developer that cannot be resolved informally. This can help to avoid costly and protracted legal action.

The Consumer Code for New Homes Dispute Resolution Scheme is operated by the Centre for Effective Dispute Resolution (CEDR). The scheme is independent of the Developer and the Warranty Bodies and any matter referred to this scheme concerns disputes under the Consumer Code for New Homes only. The adjudication will be independent and conducted by a trained independent Adjudicator.

We support both Developers and Buyers through the formal complaints process providing answering any procedural questions and providing advice on what evidence they need to submit to support either their formal complaint or their defence. After the final adjudication decision report has been issued, we follow up on any awards made as part of the adjudication and ensure they are honoured. We also complete an audit of the Developer if any Code non-compliance issues are highlighted by the Adjudicator.

Disciplinary & Sanctions Panel

Consumer Code for New Homes takes Code compliance seriously.

The Disciplinary and Sanctions Panel act as a decision making panel in relation to disciplinary hearings for Developers which have signed up as members of the Consumer Code for New Homes. Panel members are independent of the housebuilding industry and Warranty insurance industry.

Where a Developer is found to be in serious breach of the Code, Consumer Code for New Homes can apply a range of sanctions, including financial penalties and removal from the Code's register of members. This will also result in removal from the registers maintained by the Warranty Bodies which support the Code. These sanctions shall be extended to exclude the registration of statutory Directors of any Developer which is sanctioned under the Code.

Any Developer removed from the registered members list of the Warranty Bodies will not be permitted to re-join the lists for a minimum period of three years and must be able to demonstrate that they have taken all the necessary improvement steps to comply with the Code in the intervening period.







In 2019, the panel met for the first time. A Developer was expelled from the Code for not honouring a dispute resolution award made against them, and for not engaging with Consumer Code for New Homes when Code non-compliances were raised with them.

The list of banned companies and Directors is displayed on our website at:

www.consumercodefornewhomes.com/exclusions-list

Priorities for 2020/2021

As a Code we are continuing to evolve and develop new ways in which we can support both Developers and consumers. Our priority areas for development in 2020/2021 include:

-  Move to free alternative dispute resolution for consumers
-  Grow membership and support members of the Code
-  Launch new website
-  Develop the Code portal further based on feedback and business needs
-  Continue to support consumers
-  Engage with and support the New Homes Quality Board work to establish a New Homes Ombudsman and a single Consumer Code

How can I find out more?

You can find out a lot more about the Consumer Code for New Homes on our website: www.consumercodefornewhomes.com

If you would prefer to contact us, you can use one of the following methods:

Call: 0333 900 1966

Email: admin@ccnh.co.uk

Write: 11 Milbanke Court, Milbanke Way, Bracknell, Berkshire, RG12 1RP