

NEW HOMES QUALITY BOARD

The New Homes Quality Board (NHQB) is an independent, not-for-profit organisation that was set up to oversee reforms in the quality of new homes and the customer service new house buyers receive from developers like us.

THE NHQB AND YOU

We're signed up to the NHQB's new homes code of practice. This gives you even more protection as a new house buyer.

The code protects every part of your home-buying experience, from your first visit to our sales office, to after you've moved into your new Wain home.

THE 10 FUNDAMENTAL PRINCIPLES OF THE CODE

- 1 Fairness:** treat customers fairly throughout the buying and after-sales process.
- 2 Safety:** carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.
- 3 Quality:** complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).
- 4 Service:** have in place systems, processes and staff training to meet the customer service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.
- 5 Responsiveness:** have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.
- 6 Transparency:** provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.
- 7 Independence:** make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.
- 8 Inclusivity:** take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including inappropriate formats and languages.
- 9 Security:** make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.
- 10 Compliance:** meet the requirements of the code and the New Homes Ombudsman Service.

You can find out more about the new homes code of practice by visiting nhqb.org.uk

