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«PRO_P «Policy_No»

V09 8STDI 1015

«PRO_HO_Recent_Name»
«PRO_Post_HO_Recent_Address1»
«PRO_Post_HO_Recent_Address2»
«PRO_Post_HO_Recent_Address3»
«PRO_Post_HO_Recent_Town»
«PRO_Post_HO_Recent_County»
«PRO_Post_HO_Recent_PostCode»

Dear «PRO_HO_Recent_Name»,

What do you think about your new home?

NHBC operates the National New Homes Survey to gather feedback from purchasers/occupants of new and newly converted homes. We strive to improve house-building standards and to protect homeowners and would be very grateful if you could take a few minutes to complete this survey to tell us about your recent experience.

This survey relates to - «DER_Plot_Address»

- To ensure your views are included in the results, could I please ask you to complete and return this questionnaire directly to NHBC within seven weeks of the date of this letter. A reply paid envelope has been enclosed for you to return your completed questionnaire.
- Alternatively, you are able to complete this survey online using the unique details printed below. If you complete the survey online there is no need to return this printed questionnaire.

Complete online: www.nhbc.co.uk/survey8



User Name:«Policy_No»
PIN:«CONF_Password»

- We would like you to answer the questions as openly and honestly as possible. We are interested in your experience and ask that you don't discuss how you should respond with others, such as your builder or your neighbours. Your responses will be fed back to the house-building industry and you can choose to keep your identity anonymous if you prefer.

For more information about how your feedback will be used please see: www.nhbc.co.uk/surveyresults

Should you have any concerns with your property please refer to your warranty provider's website for further information and contact details.

Thank you for your feedback which is greatly appreciated.

Yours sincerely



Mike Quinton
Chief Executive, NHBC

NHBC National New Homes Survey (at eight weeks)

Please mark your answers clearly using black or blue ink as this form is read by optical character recognition (like this ☒ not like this ☐).

Any text written on this form will not be automatically captured or reported on. Only one response per question unless otherwise stated.

Part A. About your new home and the service you received from your builder/developer

Yes

No

Q.1

Would you recommend your builder to a friend?

☐

☐

Q.2

On a scale of 0 to 10 how likely would you be to recommend your builder to a friend?

extremely likely

10

9

8

7

6

5

4

3

2

1

0

not at all likely

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

Taking everything into account overall, how satisfied or dissatisfied were you with

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q.3

The quality of your home?

☐

☐

☐

☐

☐

Q.4

The service provided by your builder during the buying process?

☐

☐

☐

☐

☐

Q.5

Your builder in relation to completing the construction of your home on time? (Construction was already complete when I reserved my home - please mark here)

☐

☐

☐

☐

☐

Q.6

The condition of your new home on the day you moved in?

☐

☐

☐

☐

☐

Q.7

The information provided on the day you moved in?

☐

☐

☐

☐

☐

Q.8

The handover process on the day you moved in?

☐

☐

☐

☐

☐

Q.9

The standard of finish of your new home?

☐

☐

☐

☐

☐

Q.10

The internal design and layout of your new home?

☐

☐

☐

☐

☐

Q.11

The provision of storage in your new home?

☐

☐

☐

☐

☐

Q.12

The external layout of your new home (e.g. garden, access etc.)?

☐

☐

☐

☐

☐

Q.13

The external design of your new home (i.e. kerb appeal)?

☐

☐

☐

☐

☐

Part B. About any problems there have been with your new home

0

1 to 5

6 to 10

11 to 15

16+

Q.14a

Approximately how many problems (i.e. snags, defects) have you reported to your builder in total since moving in?

☐

☐

☐

☐

☐

Fewer than expected

About the same as expected

More than expected

Q.14b

Was the number of problems in line with your expectations?

☐

☐

☐

Part C. About your overall experience

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q.15

Overall, how satisfied or dissatisfied are you with the service provided by your builder since you moved in?

☐

☐

☐

☐

☐

Q.16

Have you ever bought a newly-built or newly-converted home before?

☐

☐

Q.17

If you were to buy another property, would you buy a newly-built or newly-converted home again?

☐

☐

Q.18

If you were to buy another property, would you buy a newly-built or newly-converted home again from the same builder?

☐

☐

Part D. About you

Yes

No

Don't recall

Q.19

Were you given a copy of the Consumer Code for Home Builders?

☐

☐

☐

Q.20

What is your age group? (please indicate one box only)

Under 25

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75 to 84

85 to 94

95+

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☐

Q.21

How many people usually live at this address including adults and children?

1

2

3

4

5

6

7

8

9+

☐

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Q.22

How would you best describe your tenure?

Tenant

Shared owner (e.g. with Council or Housing Association)

Owner-occupier (incl. shared equity, FirstBuy, NewBuy, Help to Buy)

Owner, but not living at the address above

☐

☐

☐

☐

Q.23

Your builder may ask to see your actual responses, including your identity and may contact you to help resolve any issues raised. Please indicate with an 'X' in this box if you do not give consent for your identity to be shared with your builder.

☐

Q.24

As the occupier of a newly built home your views are invaluable to NHBC and the wider house-building industry. We'd like to seek your opinion, through the occasional survey, on matters that are relevant to your home. We promise not to swamp you with surveys and you will be able to opt out at any time. If you would be willing to be part of our new-build panel please provide your email address here:

Thank you. Please return the survey in the pre-paid envelope provided.