

# NHBC National New Homes Survey (at nine months)

Please mark your answers clearly using black or blue ink as this form is read by optical character recognition (like this ☒ not like this ☐). Apart from Q19, 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

Q1. Would you recommend your builder to a friend?

Yes

☐

No

☒

Q2. On a scale of 0 to 10 how likely would you be to recommend your builder to a friend?

10

☐

9

☐

8

☐

7

☐

6

☐

5

☐

4

☐

3

☐

2

☐

1

☐

0

☒

Extremely likely

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

Q3. The quality of your home?

☐
☐
☐
☐
☒

Q4. The internal design and layout of your new home?

☐
☐
☐
☒
☐

Q5. The provision of storage in your new home?

☐
☐
☐
☐
☒

Q6. The external layout of your new home?  
(e.g. garden, access etc.)

☐
☐
☐
☐
☒

Q7. The external design of your new home?  
(i.e. kerb appeal)

☐
☐
☐
☐
☒

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

Q8. Have you reported any problems with your home (i.e. snags, defects) to your builder since you moved in?

Yes

☒

Continue to Q8a

No

☐

Please skip to Q9

Q8a. Was the number of problems in line with your expectations?

Fewer than I expected

☐

About the same as I expected

☐

More than I expected

☒

Q8b. Approximately how many problems have you reported to your builder in total since moving in?

1-5

☐

6-10

☐

11-15

☐

16 plus

☒

Q8c. Has the repair work:

Been completed within the timescale agreed?

☐

Been completed but took longer than agreed?

☐

Still not been rectified

☒

How satisfied or dissatisfied were you:

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q8d. With the standard of any repair work carried out by your builder?

☐
☐
☐
☐
☒

Q8e. With the time taken to complete your repair work?

☐
☐
☐
☐
☒

Q8f. That your builder minimized the level of inconvenience to you whilst any repair work was carried out?

☐
☐
☐
☐
☒

Q9. Overall, how satisfied or dissatisfied are you with the service provided by your builder since you moved in?

☐
☐
☐
☐
☒

A

Part C: About your development

How satisfied or dissatisfied are you:	N/A	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Q10. With the development as a place to live?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Q11. That your builder kept noise and disruption to a minimum? (N/A if building work not in progress when you moved in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Q12. With the car parking provisions?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Q13. With the landscaping around your property?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Q14. With the public space generally?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Q15. About any unexpected changes to the planned neighbourhood and surroundings to your property?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part D: About your overall experience

	Yes	No
Q16. Have you ever bought a newly-built or newly-converted home before?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Q17. Would you buy a newly-built or newly-converted home again?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Q18. Would you buy a newly-built or newly-converted home again from the same builder?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Q19. Is there anything else you would like to add by way of further explanation of your earlier responses, or otherwise?

BOUIS DO NOT CARE ABOUT THEIR CUSTOMERS ONCE THEY HAVE GOT YOUR MONEY ON COMPLETION. ALL THEY ARE INTERESTED IN IS BUILDING AS FAST AS POSSIBLE TO GET FINANCIAL FIGURES. MY HOUSE WAS BUILT IN TWO WEEKS, I NEVER GOT TO SEE IT AT A FINISHED STATE AND AFTER 9 MONTHS I STILL DO NOT HAVE A FRONT GARDEN AND HAVE TO HAVE BATHROOM WINDOW TAKEN OUT AS DEEP HOLES MISSING. ALSO STILL HAVE CHIPPED TILES.

Part E: About You

	Under 25	25-34	35-44	45-54	55-64	65-74	75-84	85-94	95+
Q20. What is your age group? (please indicate one box only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			1	2	3	4	5	6	7
								8	9+
Q21. How many people usually live at this address including adults and children?			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			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 shown	
Q22. How would you describe your tenure?	<input type="checkbox"/>	<input type="checkbox"/>				<input checked="" type="checkbox"/>			<input type="checkbox"/>
Q23. 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 passed to your builder.									<input type="checkbox"/>

Thank you. Please return the survey in the pre-paid envelope provided or send it to FREEPOST RLXH-GJXL-EXKA, NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP.