



NHBC

NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP

Tel: 0844 633 1000 Fax: 0844 633 0022 www.nhbc.co.uk

Direct Tel: 01908 747317

Our Ref: NHBC/

22 October 2013

Dear

**Re:**

Thank you for your emails dated 8 and 16 October 2013, sent to our Chief Executive, Mr Quinton, which has been passed to me for reply. I am sorry to learn of the problems you have been experiencing with your home.

Initially I believe that it would be useful to explain that builders and developers registered with NHBC agree to comply with our Rules of Registration and to ensure that the new homes they build or sell are constructed in accordance with NHBC Technical Requirements ("Standards"). NHBC provides protection to new homeowners under the Buildmark policy should they experience problems with their home following construction which is in addition to any other contractual, statutory or common law rights a homeowner may have against the builder.

Briefly, the policy is divided into two main parts. During the first two years (known as the builder's liability period) it is the builder's responsibility to rectify any defect or damage that does not comply with NHBC Standards that has been notified to them during that period. In years three to ten, we provide insurance cover as detailed in the policy booklet provided to the homeowner during the conveyancing process. In addition we can assist homeowners under our Resolution Service.

The Resolution Service can help resolve a dispute however; it can't help with non-technical matters, such as financial or contractual issues, disputes about boundaries, or any other matters that are not covered by our Standards or the Buildmark policy. I attach a leaflet which further explains the Resolution Service and how it can assist should a dispute arise.

I understand that you contacted our Claims Department on the 24 September 2013 because your property had been independently inspected which highlighted many snagging issues. I understand that you have notified the builder, Taylor Wimpey Southern Counties Ltd ("TW") of these issues and they are currently in contact with you in order to resolve them.

In relation to the 'independent electrical inspection' you had carried out, I understand that Part P of the Building Regulations relate to electrical safety and requires that reasonable provision shall be made in the design and installation of electrical installation in order to protect persons operating, maintaining or altering the installations from fire or injury.

Approved Document P contains guidance on complying with this requirement, and states that the electrical installation certificate should be completed by someone "qualified" to do so, in that they have the appropriate qualifications, knowledge and experience to carry out

Raising standards to protect homeowners



the inspection and testing procedures and to complete the relevant electrical installation certificate.

I am advised that it is not mandatory for the person who completes the certificate to be registered with NICEIC, or any other professional body. Additionally, the building control body, whether it is the Local Authority, NHBC or another Approved Inspector is not required to validate the information on an electrical installation certificate.

Whilst we note your comments regarding the person who completed the electrical certificate for your property, there was no reason based upon our role as an Approved Inspector to challenge the information on the certificate, or to believe that the person who completed the certificate was not suitably competent as required by the Building Regulations.

Turning to the "Pride in the Job" competition, all site managers of builders registered with NHBC are eligible for entry. The judging process involves site managers being assessed against a very wide range of site management skills from technical knowledge and consistency in the build process to leadership and organisational ability. Some properties on a site will be randomly inspected and consequently this does not guarantee that every home built by a winning site manager will be without issues. The responsibility to ensure the construction of properties rests with the builder. Where a property is covered by our 10 year Buildmark warranty and insurance cover we can assist the homeowner under the protection it provides.

Should TW fail to fulfil their obligation to you under the Buildmark policy please contact the Claims Department so that we can arrange a visit under our Resolution Service.

I am sorry that you have felt it necessary to raise concerns about NHBC. I can assure you that we will always assist homeowners as much as we can under the ambit of the Buildmark policy. I trust my letter confirms NHBC's position. However, should you wish to discuss matters further please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J P Hastings', with a large, stylized initial 'J' and a long, sweeping tail.

**Mr J P Hastings**  
**Company Secretary**