

A man and a woman are standing in a bright, modern room with light wood flooring and white walls. The man is wearing a purple t-shirt and blue jeans, and the woman is wearing a white top, a plaid jacket, and blue jeans. They are both smiling and looking towards a man in a blue suit who is holding a tablet. The man in the suit is standing to the right of the couple. In the background, there is a large window and a white door. The overall atmosphere is positive and professional.

**CONSUMER  
CODE** FOR  
HOME BUILDERS

[www.consumercode.co.uk](http://www.consumercode.co.uk)

Introducing the  
Consumer Code for  
Home Builders

SUPPORT FOR **HOME BUYERS** AS  
YOU PURCHASE A NEW HOME



Buying a brand new home is an exciting time. But with a new home being one of the largest investments you're likely to make, it's important that you understand the process, what you're buying and what help is available should problems arise.

**If you are planning to buy a new home, the [Consumer Code for Home Builders](#) is here to support you.**



## What is the Consumer Code?

***If you have additional needs or have difficulty in understanding any of the information you have been given, please ask for further support from your builder.***

The Consumer Code for Home Builders (the Code) is a voluntary code developed by the homebuilding industry to make the home buying process fairer and more transparent for home buyers.

The Code is designed to help you understand what levels of service to expect from your home builder; feel fully informed about your purchase; and know your consumer rights before and after you move in. It covers every stage of the home buying process – pre contract, exchange of contract and during occupation.

The Code contains Requirements that all home builders who register homes with the UK's main new home warranty bodies, NHBC, Premier Guarantee and LABC Warranty, must comply with. These warranty bodies represent nearly 90% of the new homes built in the UK.

By setting out clear standards of customer service, the Code helps to reduce the likelihood of complications occurring with your purchase. In the unlikely event that problems arise, a speedy, low cost Independent Dispute Resolution Scheme (IDRS) is available to deal with complaints about breaches of the Code.



## What does the Code cover?

*A full list of Requirements is available on our website, where you can also download a copy of the Code*  
[www.consumercode.co.uk](http://www.consumercode.co.uk)

The Code applies to home buyers who reserve to buy a new or newly converted home built by a home builder under the insurance protection of one of the supporting home warranty bodies. If your home builder is covered by the Code, you should be provided with a copy of the Code Scheme with your Reservation Agreement.

### **The Code covers a range of customer service Requirements, and requires your home builder to provide:**

- Enough pre-purchase information to help you make informed purchasing decisions including: sales brochures; a Reservation agreement; an explanation of the Home Warranty cover
- A contract which is clear and fair, complies with all relevant legislation and clearly explains your contract termination rights
- An accessible after-sales service, including an explanation of what the service includes, who to contact, and what guarantees and warranties apply to the home.



## How does the Code help me?

First and foremost, the Code helps to reduce the likelihood of problems occurring with your purchase. Home builders covered by the Code sign up to standards for customer service, including providing home buyers with the right information before they make a purchase, and supporting them appropriately as they move from reservation, through to contract, completion and after sales care.

Under the Code, home builder's responsibilities are more clearly laid out. Occasionally problems do occur, however, which is why we provide an Independent Dispute Resolution Scheme (IDRS) that you can access if you need to.



## What does the IDRS cover?

The IDRS applies to complaints made up to two years from the date on the home warranty body's insurance certificate, and has a maximum award of £15,000.

If you believe your home builder has failed to meet the Code's Requirements, you can lodge a complaint with the Code's IDRS. A trained Adjudicator will review written submissions from both parties and decide whether the claim is valid and the extent of any financial loss.



**Where can I find out more?**

The Consumer Code is supported by independent consumer affairs organisations, and industry representatives from the home warranty and home building industries.

Full details about the Consumer Code, including downloadable copies of the Code itself and summaries of previous cases dealt with by the Scheme, can be found on our website [www.consumercode.co.uk](http://www.consumercode.co.uk)

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If you have any queries about the Code, please contact our secretariat via [secretariat@consumercode.co.uk](mailto:secretariat@consumercode.co.uk) or in writing at:

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