

News release
23 February 2018



Consumer Code for Home Builders appoints external auditors to boost customer service standards

The Consumer Code for Home Builders (CCHB) has appointed an independent firm of auditors to monitor compliance with customer service standards, as part of ongoing efforts to maintain and improve service quality across the home building industry. Specialist consultants, Quincetree Limited, have been appointed to carry out compliance monitoring, beginning with housing developments in the North East.

The CCHB is the leading provider of service standards for the new homes market, covering over 90% of homes built in the UK. Home builders covered by the main warranty bodies, NHBC, Premier Guarantee and LABC Warranty, must comply with the Code's requirements which are designed to make the home buying process fair and transparent. Compliance monitoring allows the CCHB to encourage continuous improvement in standards, rather than focusing solely on handling complaints if things go wrong.

Noel Hunter, Chairman of the CCHB, said: "Monitoring compliance with the Code is an essential part of the CCHB's role, which is why we have taken the important step of bringing in external auditors with strong credentials to deliver robust and knowledgeable assessments of our members. This is not about catching builders out, but more about identifying where the gaps are and what support our members need to ensure full compliance."

Quincetree is run by John Lawrance, an experienced consultant with over 30 years' experience of working in the public sector, including senior roles within Trading Standards.

Assessment visits are being piloted in the North East from February 2018, with further rollout planned following a review of the initial site visits. The CCHB is confident that increasing the focus on compliance will lead to customers getting a better service when they purchase a new home.

Ends

For further information, please contact:

Carol Brady, Code Secretariat:

E: secretariat@consumercode.co.uk

www.consumercode.co.uk

Notes to editors:

The Consumer Code for Home Builders (“the Code”) was established in 2010 in partnership with the leading home warranty providers, the Home Builders’ Federation and consumer rights organisations.

The Code sets mandatory Requirements that all Home Builders registered with the supporting Home Warranty Bodies, (which cover 90% of the new homes market) must meet in their marketing and selling of new Homes and their after-sales customer service. The Code also provides access to an Independent Dispute Resolution Scheme, provided by the Centre for Effective Dispute Resolution (www.cedr.com).