

HBF Policy Conference 2013

Mike Quinton

NHBC Chief Executive



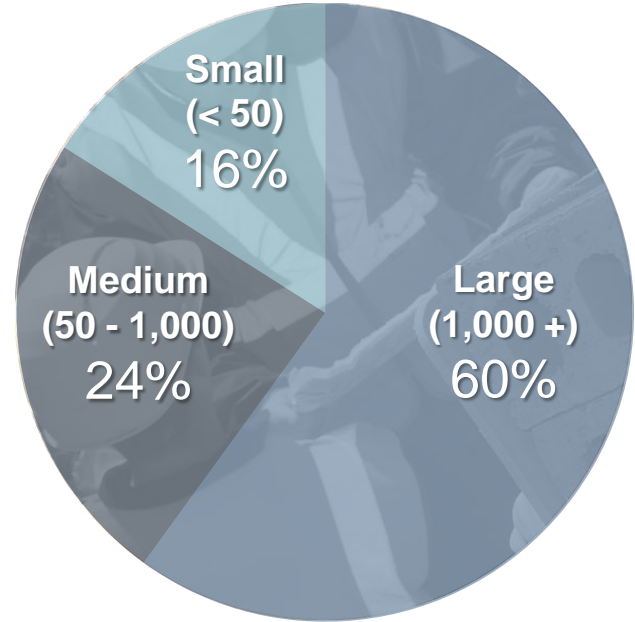


What is our
Core Purpose?

Industry Structure



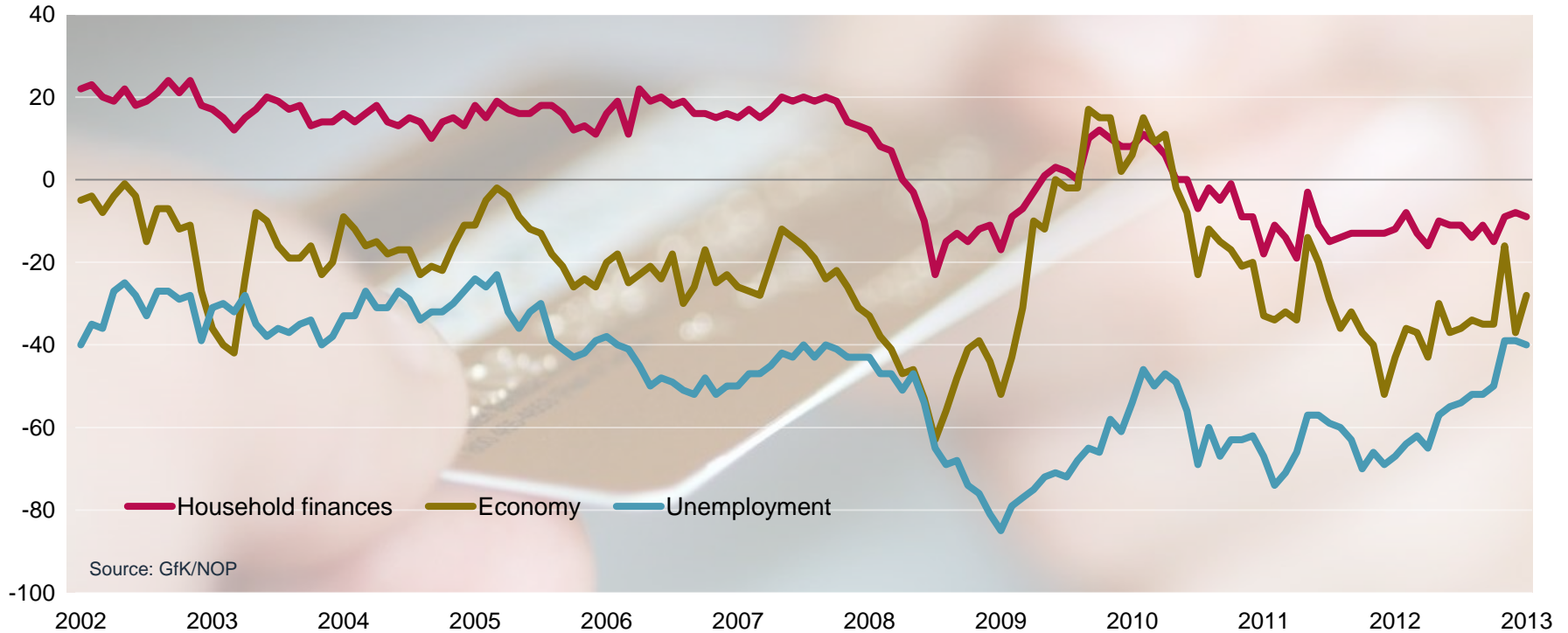
Warranty Business by Size of Builder:



NHBC Quarterly Rolling Registrations



Consumer Confidence



NHBC Supporting the Industry

- Price freeze
- Reduced road & sewer bonds overrun fees
- Charges removed for Resolutions
- Re-investing in the industry

Re-investing in the Industry

STANDARDS

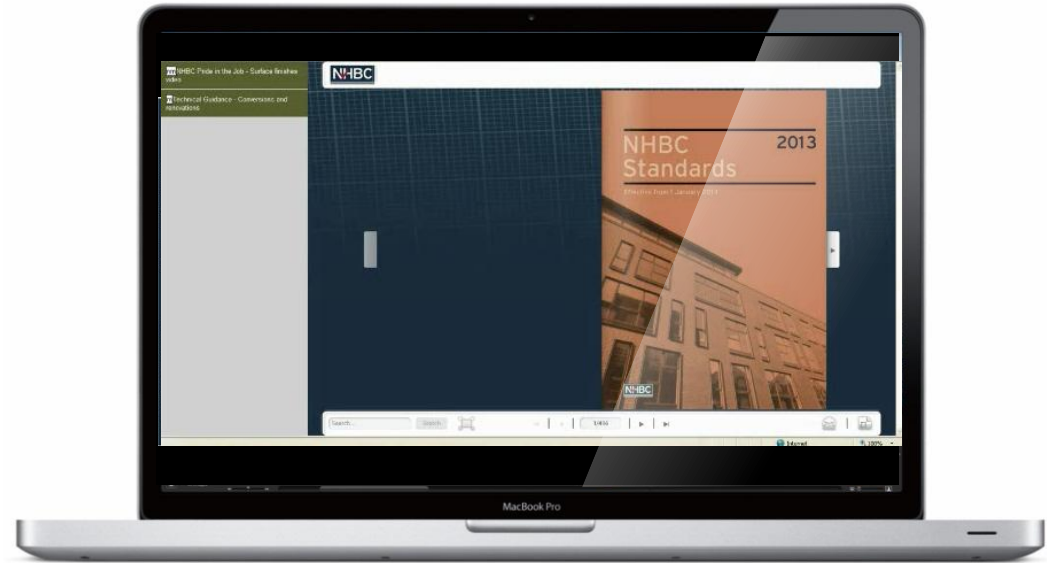
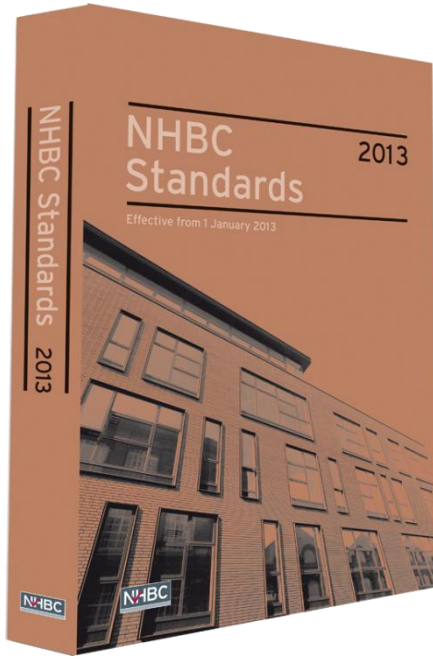
**CUSTOMER
SATISFACTION**

**ZERO
CARBON**

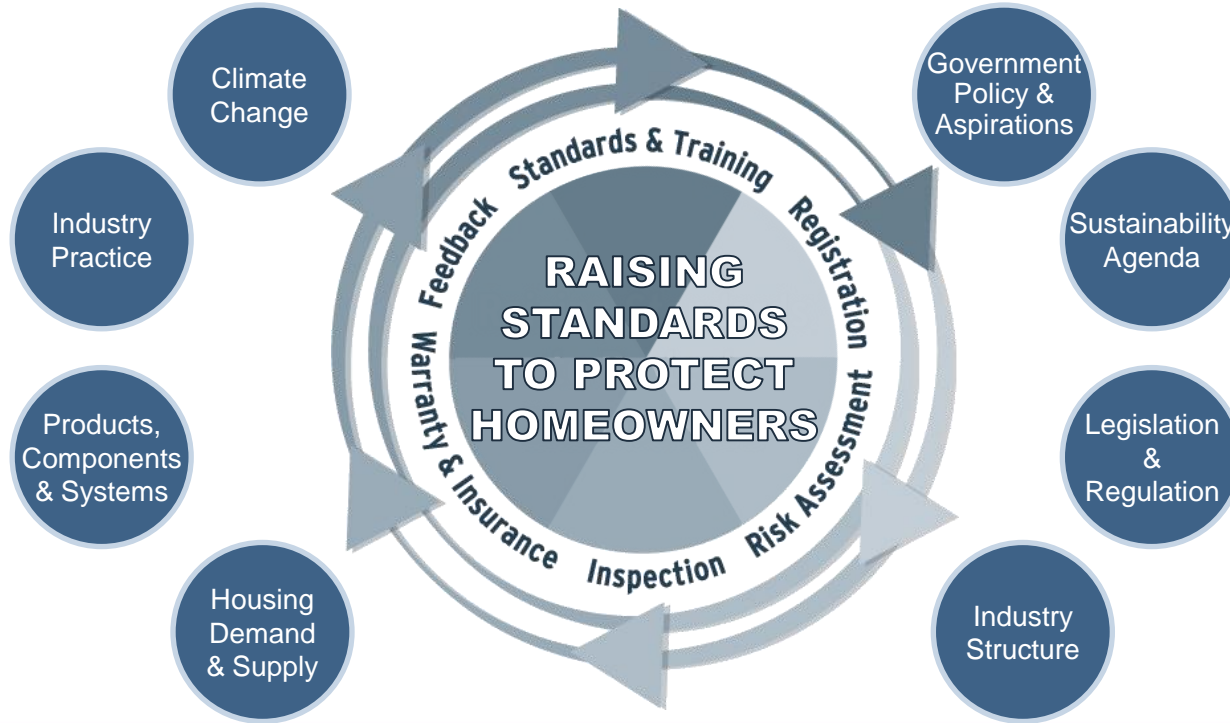
**NHBC
FOUNDATION**

SKILLS

Standards



The Virtuous Circle



Emerging Issues

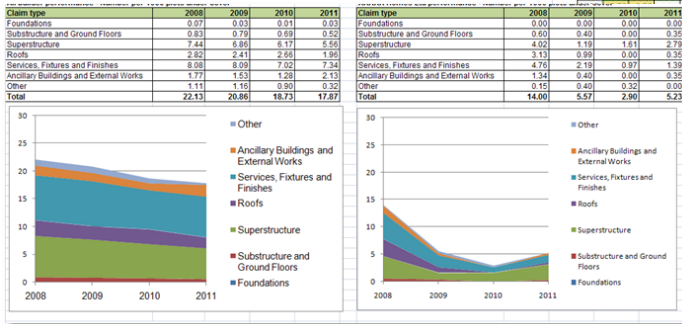
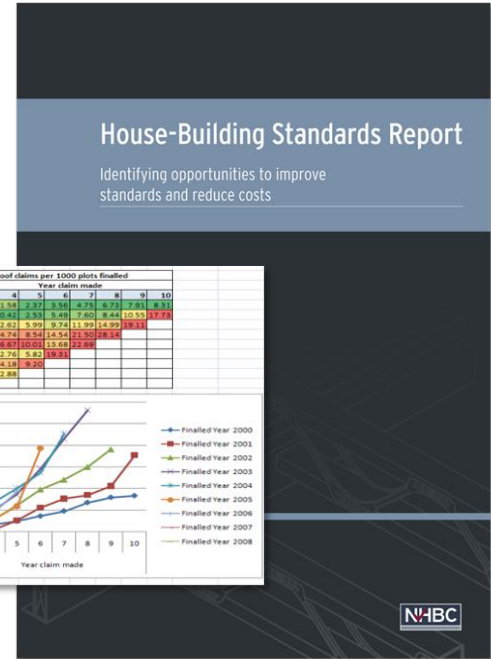


	Current	1-5 years	>5 years
Claim	<ul style="list-style-type: none"> • MVHR • FWMA – drainage under buildings • Recycled & Secondary Aggregates • Cement / Lime Soil Stabilisation 	<ul style="list-style-type: none"> • Building Regulations • Full fill cavity insulation • Skills Availability 	<ul style="list-style-type: none"> • Climate change
Consumer	<ul style="list-style-type: none"> • Indoor Air Quality • Overheating • Services – controls • On-going maintenance 	<ul style="list-style-type: none"> • CO2 Performance Gap 	

House-Building Standards Reports

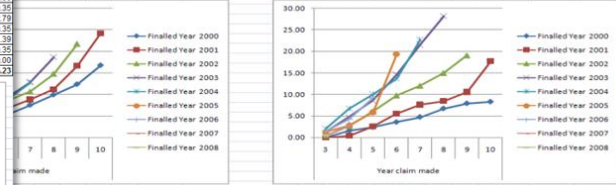


- Claims analysis & development plans
- File review
- Suggested focus
- Details of how we can help



Finished Year	Year claim made									
	3	4	5	6	7	8	9	10		
2000	0.77	1.73	3.44	5.27	7.50	9.93	13.36	16.77		
2001	0.79	2.40	4.15	6.03	8.61	11.98	16.44	20.93		
2002	0.89	2.77	5.59	8.55	10.66	14.77	21.10			
2003	1.03	4.30	6.75	9.19	12.80	18.64				
2004	0.74	3.97	6.01	8.05	12.74					
2005	1.20	2.59	4.78	7.66						
2006	0.82	2.10	3.91							

Finished Year	Year claim made									
	3	4	5	6	7	8	9	10		
2000	0.00	1.58	2.97	3.54	4.75	6.71	7.81	8.93		
2001	0.00	0.43	2.33	3.51	7.60	8.44	10.53	12.59		
2002	0.37	2.62	5.99	9.74	11.99	14.97	19.11			
2003	1.26	4.74	8.54	14.54	21.50	28.38				
2004	2.00	6.07	10.01	13.69	18.69					
2005	1.33	2.76	5.82	9.31						
2006	1.39	2.48	5.05							
2007	0.52	2.88	5.03							
2008	0.55									



Technical Information, Guidance & Support



On-line Drill Down



Understanding your customers

Unrivalled and cost-effective homeowner feedback



Since 2004, we've been carrying out large-scale surveys, giving house builders customer satisfaction insight on an unrivalled scale. We offer online reports that are flexible, cost effective and easy to use.

Star Rating Indicator

Recommend

91.2%

Benchmark Group: 89.7%

Enhanced features available:

- Standard surveys can be customised with up to 12 of your own questions, giving the opportunity to gather opinions on specific issues like sales or customer care team performance. This feature is an extremely cost-effective way of harnessing information that can help your company to deliver the best quality product and customer service.
- Email alerts to a poor satisfaction score, to help you quickly identify individual customer problems and take swift action to put things right.
- Attributed customer comments. Customers can opt to allow you to see their free text comments, so you can then use to identify areas for improvement or reward.
- Multiple user licenses enable divisional, subsidiary and site staff access, saving time and money on distribution. This also achieves staff buy-in, making them more likely to act on the results.
- Benchmarking and comparison between divisions and subsidiary operating companies or regions.
- Site-level reporting allows you to see how each individual NHBC site is performing. Request survey service. Significant cost benefits when NHBC manage all aspects of a complete customised survey for you.

Why choose NHBC?

NHBC offers great value for money, and house builders who have achieved to using our surveys and reports tell us that they have achieved significant cost savings.

The standard package delivers:

- Quick and easy set-up, with support and training during implementation.
- Quarterly minute online reporting available within 24 hours of customer feedback, ensuring problems are identified and can be fixed quickly.
- Flexible filtering. You choose how the data is presented, whether by month, response method, respondent age and other criteria.
- Standard dashboard, including a recommended star rating dial. Fully identify what star ratings they are on track to reach.
- Single licence access to company level online reports.
- Reports can be accessed from any internet-enabled computer or tablet while in meetings or whenever required. Excel format.

Customer service is at the heart of everything we do, and the NHBC customer satisfaction experience goes in a few steps with the customer experience. Continuous improvement is supported by us as a business and our customers, which is why we've been able to get a better understanding of their real needs and their expectations.

Henry Jenkins, Group Marketing Director
NHBC Development PLC

Visit www.nhbc.co.uk/cssurveys for further information, or contact the team on 01908 747906 for a personal presentation.



Home User Guide



Welcome back Pascoe Sign out

NHBC **HUG**
HOME USER GUIDE

My house Moving in Help & advice Community My account Keyword search

My home information

Nightingdale Woods
Wendover,
Aylesbury,
Bucks,
HP22 5PW
by [Lorem ipsum](#)

[Property overview](#)





IMAGE MAP




How to do it







eature video
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Sed pulvinar commodo erat vitae lobortis.

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Latest 'how to' guides

-  Plumbing
-  Drainage
-  Electrical

My home information

-  **Local area**
Adipiscing elit sed pulvinar commodo erat
-  **Interior**
Adipiscing elit sed pulvinar commodo erat
-  **Exterior**
Adipiscing elit sed pulvinar commodo erat
-  **Tenure**

What you can do



Take our tour
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Zero Carbon Hub & NHBC Foundation

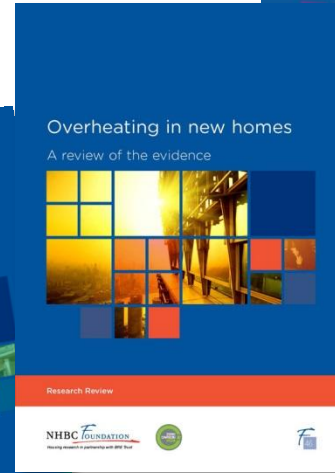


Awaiting clarity on key decisions:

- Part L 2013
- Allowable solutions



Performance Challenge



Recent research looked at:

- Skills/knowledge implications as growth returns
- Zero carbon agenda & performance gap

Findings show:

- Skills shortage *now* – calibre & numbers
- Major constraint on growth
- Pressure on build standards
- Zero carbon & performance challenge



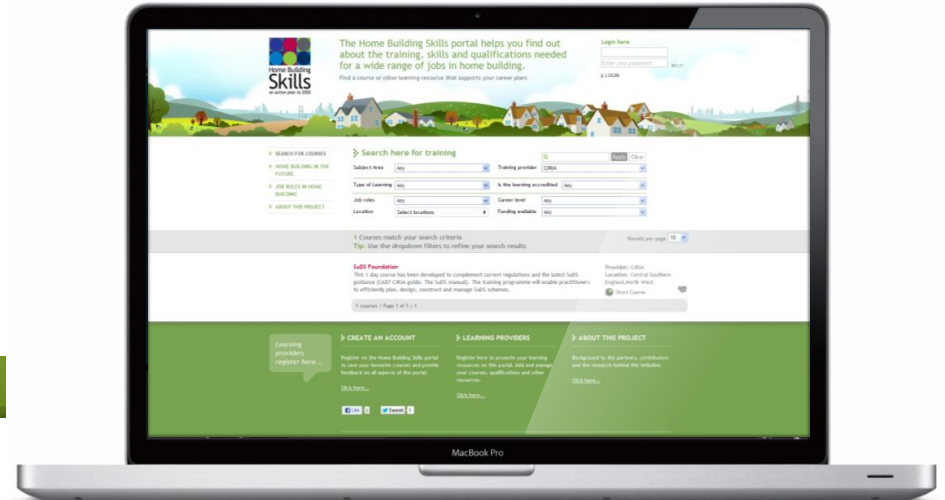
Skills – Next Steps



- Publication launch
- New training portal
- Working with others



The Green Construction Board



Summary

- Supporting the industry
- Setting Standards
- More for consumers – your customers
- Investing back into the industry
- Managing future risk