



Stephen Stone

CEO, Crest Nicholson



All Party Parliamentary Group for Excellence in the Built Environment



appg

HOUSE OF COMMONS
LONDON SW1A 0AA

More homes, fewer complaints

Report from the Commission of inquiry into the
quality and workmanship of new housing in England

July 2016





New home nightmare for 300 families every week: Buyers' complaints soar as properties riddled with faults are increasingly sold by builders cutting corners to meet 200,000-a-year target

- Families are being forced out of shoddily built new homes
- It's claimed buyers are finding leaks, mould and water-logged gardens
- One report estimates 15,500 buyers a year are 'dissatisfied' with their property
- A Warwickshire couple claims their house should not have been sold to them

By VICTORIA BISCHOFF, MONEY MAIL DEPUTY EDITOR FOR THE DAILY MAIL
PUBLISHED: 22:51, 12 March 2017 | UPDATED: 06:17, 14 March 2017

Share 984 shares View comments



The new house from hell! Cracks in the walls, no loft insulation and a £3,000 kitchen worktop that doesn't fit: Homeowner finds 140 problems with his brand new £580,000 house

- Luke and Alison Mahon hoped five-bedroom home near Reading, Berkshire, would be perfect place to start family
- But the couple soon uncovered major faults and have catalogued 140 since moving in just five months ago
- Mr Mahon, 45, grew so frustrated with homebuilder Taylor Wimpey he set up Twitter account to document problems

By STEPHANIE LINNING FOR MAILONLINE
PUBLISHED: 15:34, 12 February 2015 | UPDATED: 02:15, 13 February 2015

Share 2.8k shares View comments

Your new house nightmares: Black mouldstains, builders' mugs left behind and leaks EVERYWHERE as buyers of new build homes reveal their property horrors

- Nearly 300 families a week are forced to move into shoddy newly built homes
- Buyers discovering over 170 faults and waiting months for a builder to fix them
- Some 15,500 buyers a year - or 298 a week - are 'dissatisfied' with their property
- Have you had a nightmare with a new build home? Email us your story at tips@dailymail.com

By ALEXANDER ROBERTSON and AMIE GORDON FOR MAILONLINE
PUBLISHED: 11:02, 14 March 2017 | UPDATED: 09:35, 24 March 2017

Share 235 shares View comments



APPG – More homes fewer complaints

10 Recommendations

1. New Homes Ombudsman
2. Standard sales contracts
3. Customer right to inspect their home
4. Comprehensive information pack
5. Review of purchasing new homes laws
6. Thorough review of warranties
7. Adoption of new quality systems
8. Increase of skills training programmes
9. Compliance inspection minimum standards
10. Independent annual customer satisfaction survey

Much work has been done

- An independent review of the customer satisfaction survey
- Template customer information pack
- Industry standard sales contract
- Development of a new inspections regime
- Submission to CITB for funding of 'quality' training
- Home Building Skills Partnership: accelerating recruitment and training
- An industry charter, demonstrating a commitment to customers
- A road map to deliver an industry ombudsman



Customers should have a clear route to resolution

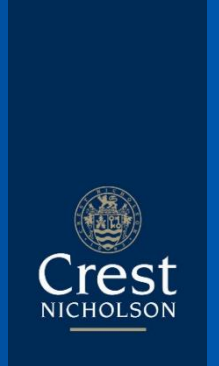
Ombudsman ('ɒmbʊdzmən)

[an official appointed to investigate individuals' complaints against a company or organization]



Quality must be the focus





As an industry we need to leave a legacy of development which the next generation will be proud to call home.