



Natalie Elphicke OBE
Chief Executive, Housing & Finance Institute

New Homes Quality Champion

natalie@thehfi.com



“The homeowner has far more consumer rights and protection for a new kettle in their kitchen than they do for the new building that houses it. For the vast majority of people, buying a new home will be the biggest purchase they ever make, and surely we should provide more adequate protection for them.”

Steve Double MP



APPG For Excellence in the Built Environment

4 Key Areas

- Customer Service
- Quality
- Warranties
- New Homes Ombudsman

5 CORE COMPONENTS

- New
- Independent
- Free (for the consumer)
- Fast
- Fair



3 Cornerstones of the Draft Code

- Improved Customer Experience
- Clearer Contracts
- Better Redress and Resolution



The New Ombudsman – Key Principles

- Independence
- Transparency
- Accessibility

**ANY
QUESTIONS?**





Natalie Elphicke OBE
Chief Executive, Housing & Finance Institute

New Homes Quality Champion

natalie@thehfi.com