











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

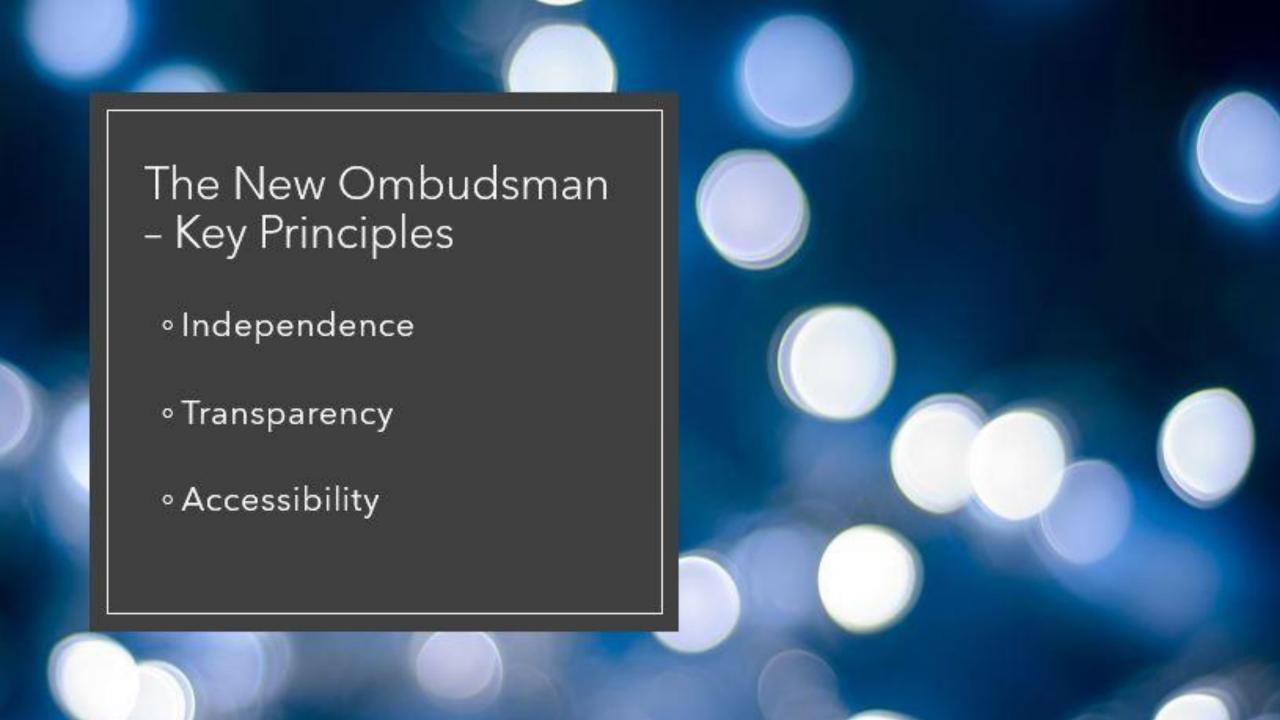
- New
- Independent
- Free (for the consumer)
- Fast
- Fair



3 Cornerstones of the Draft Code

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



















Natalie Elphicke OBE Chief Executive, Housing & Finance Institute

New Homes Quality Champion

natalie@thehfi.com