



NHQB Update

Emma Toms

Chief Executive



Agenda

- Progress and next steps
- Supporting developers
- Update on the New Homes Ombudsman
- CMA Housebuilding Study
- What's next?



NHQB Background

2018 HBF working group

2021 NHQB launched

2022 New Code published

2022 New Homes Ombudsman launched

2022 First developers launch

2023 First complaints reviewed by NHOS

Current status



82% of top 50 developers



Over 150 SMEs

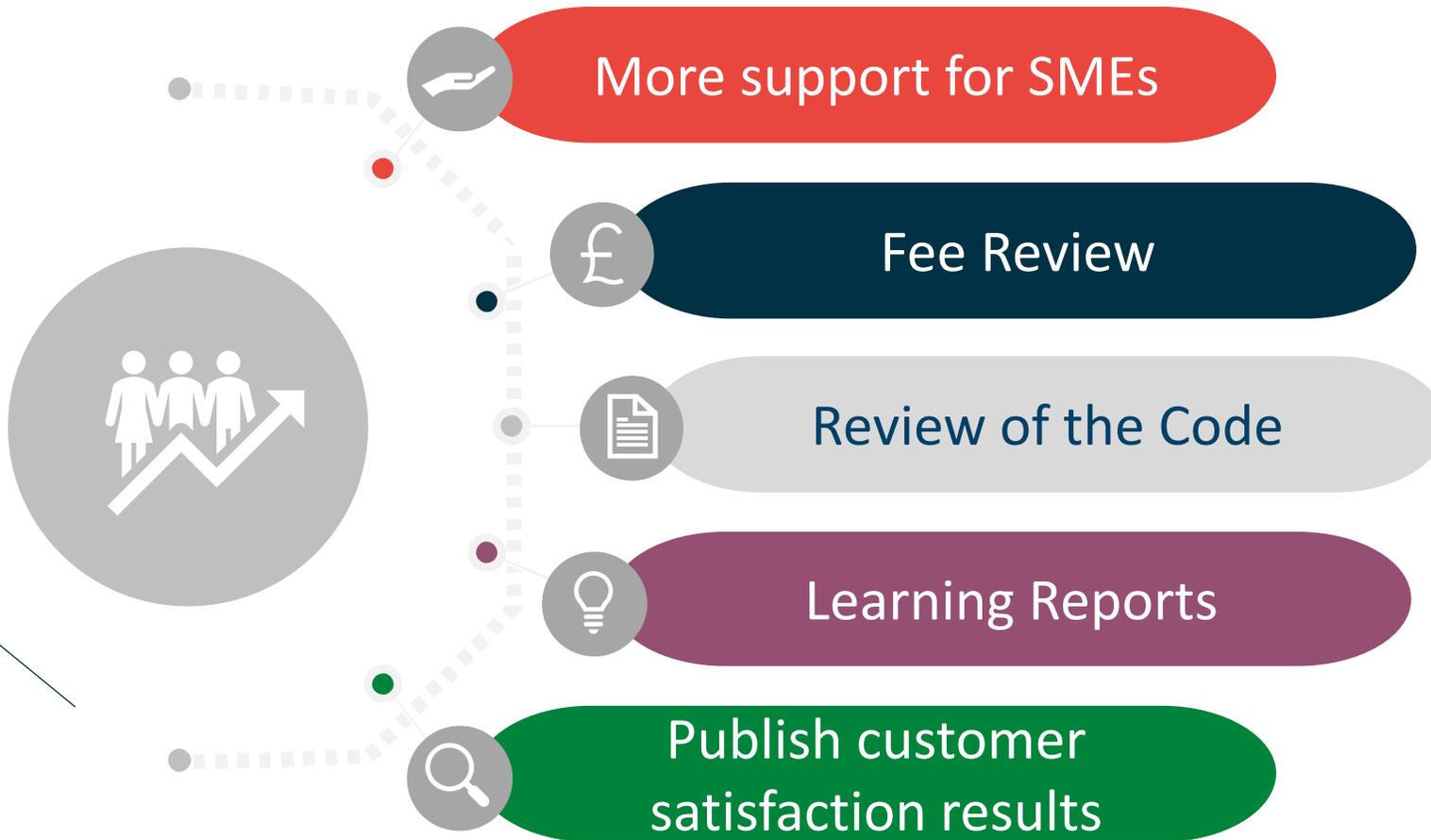


55% of all new homes



Engaging with N.I.

Next steps



How NHQB & the Code supports developers

- 01  Industry designed & endorsed solution
- 02  Protects **developers** as well as **customers**
- 03  Exclusive & tangible benefits
- 04  Reputation enhancing with customers
- 05  Being part of industry exemplary response

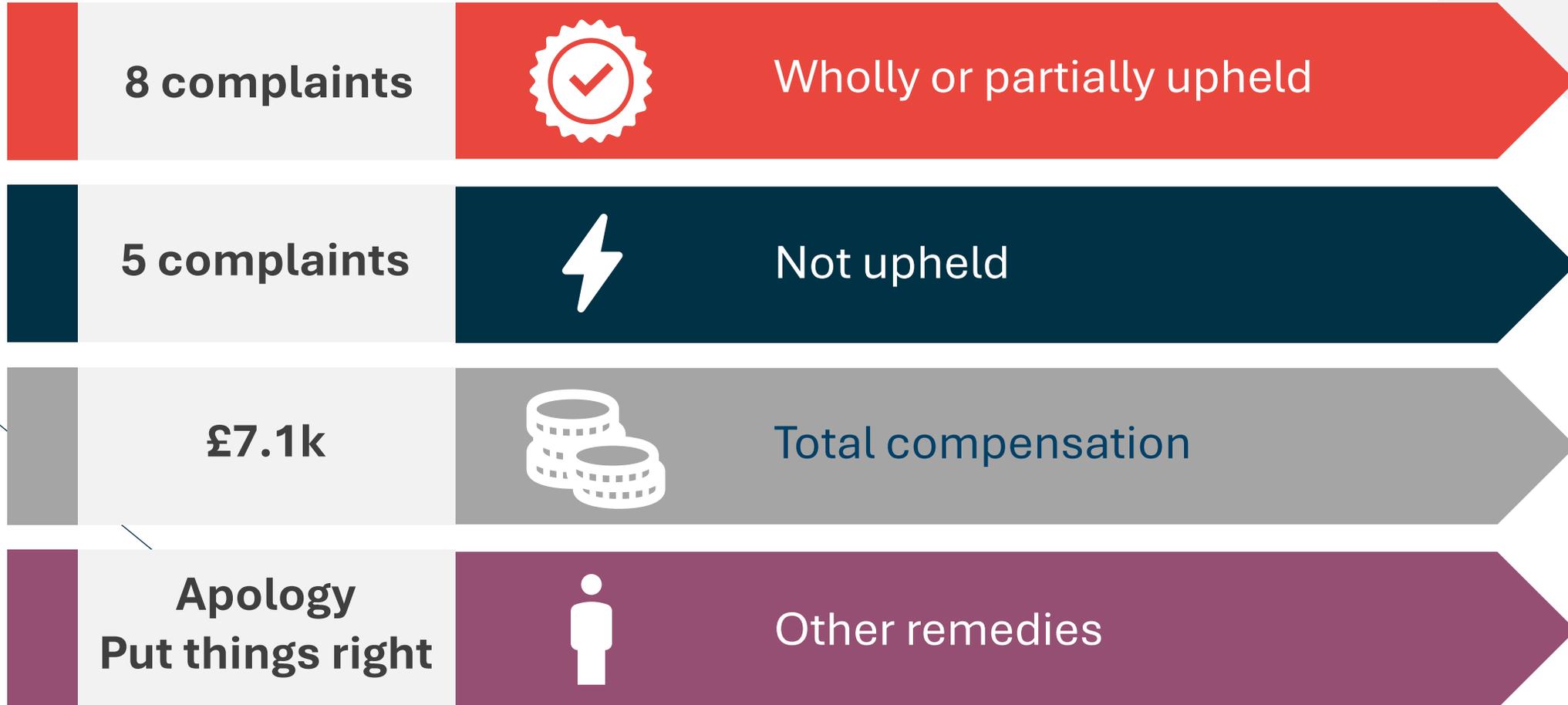
The New Homes Ombudsman

- Developers and consumers are engaging well
- Some overly 'legalese' responses
- Developers are willing to find a resolution
- Consumers generally realistic
- Good take up of early resolution

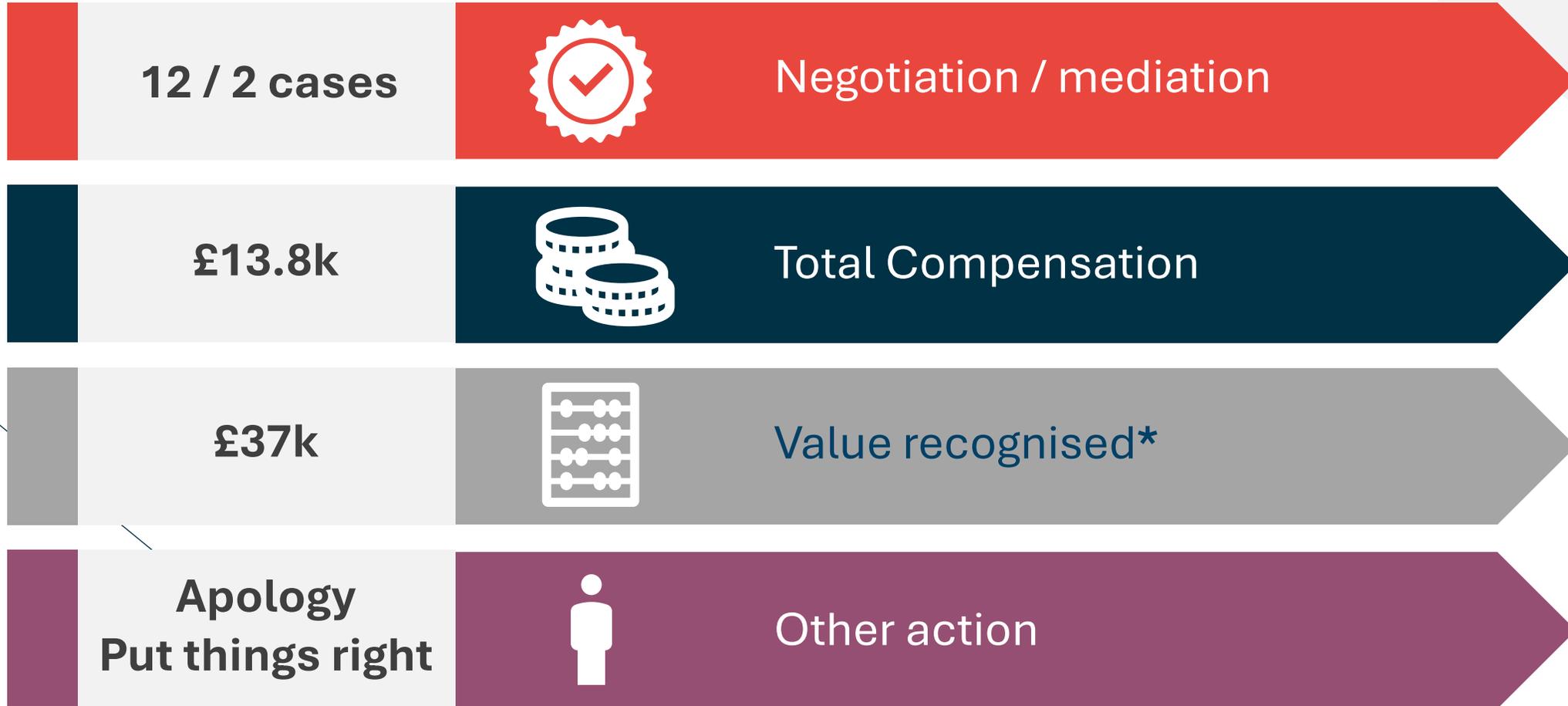


Alison MacDougall, New Homes Ombudsman

Statistics – 13 Final Decisions

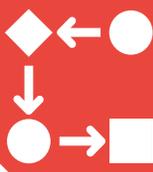


Statistics – 14 Early resolutions



*cases where upgrades offered or incentives transferred from one plot to another

Overarching themes



Developer complaints procedures



Huge amount of trust in sales teams



Enforcement of covenants



Disconnect with conveyancer



Snagging / Defects



Strong sense of feeling let down

CMA Housebuilding Study

Single mandatory consumer code and New Homes Ombudsman

“The NHQB and its work could act as a base from which the UK government could take forward our recommendations”

Pricing transparency

- Prohibition of drip pricing
- Disclosure of optional extras

Customer satisfaction

- Independent survey
- Require developers to take part
- Publish key metrics

