

# HMI Conference

5 October 2023

Steve Wood  
NHBC Chief Executive



A photograph of a modern, multi-story apartment building with a mix of grey and wood-grain siding. The building features numerous balconies with glass railings. In the foreground, there is a well-maintained green lawn with some shrubs and a paved walkway. The sky is blue with scattered white clouds.

**General election**

**Pivot to Affordable Housing**

**Future Homes Standard  
2025**

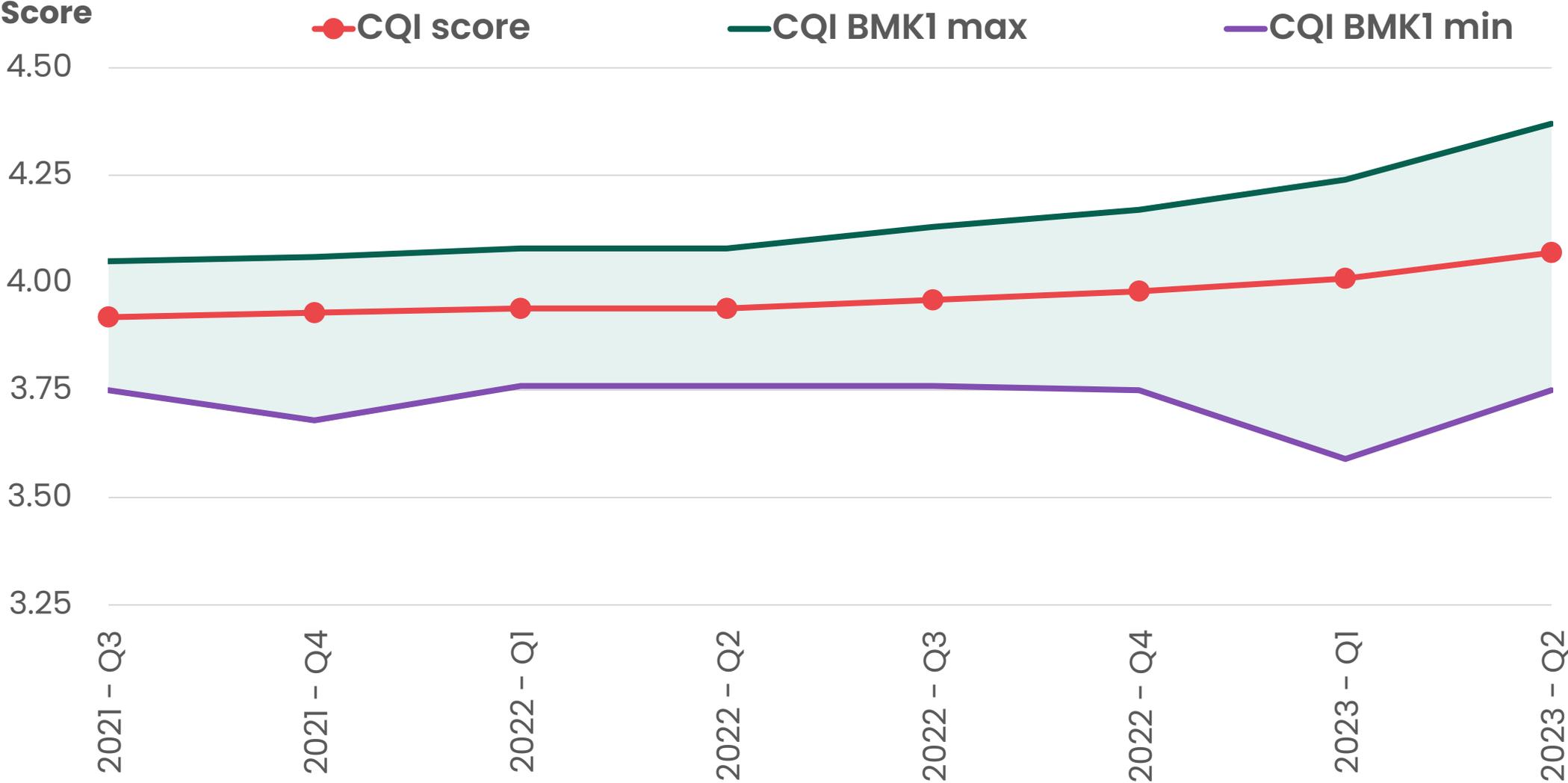
**Building Safety Act and  
Building Control**

# What's ahead?

# Start with quality



# Construction Quality Index



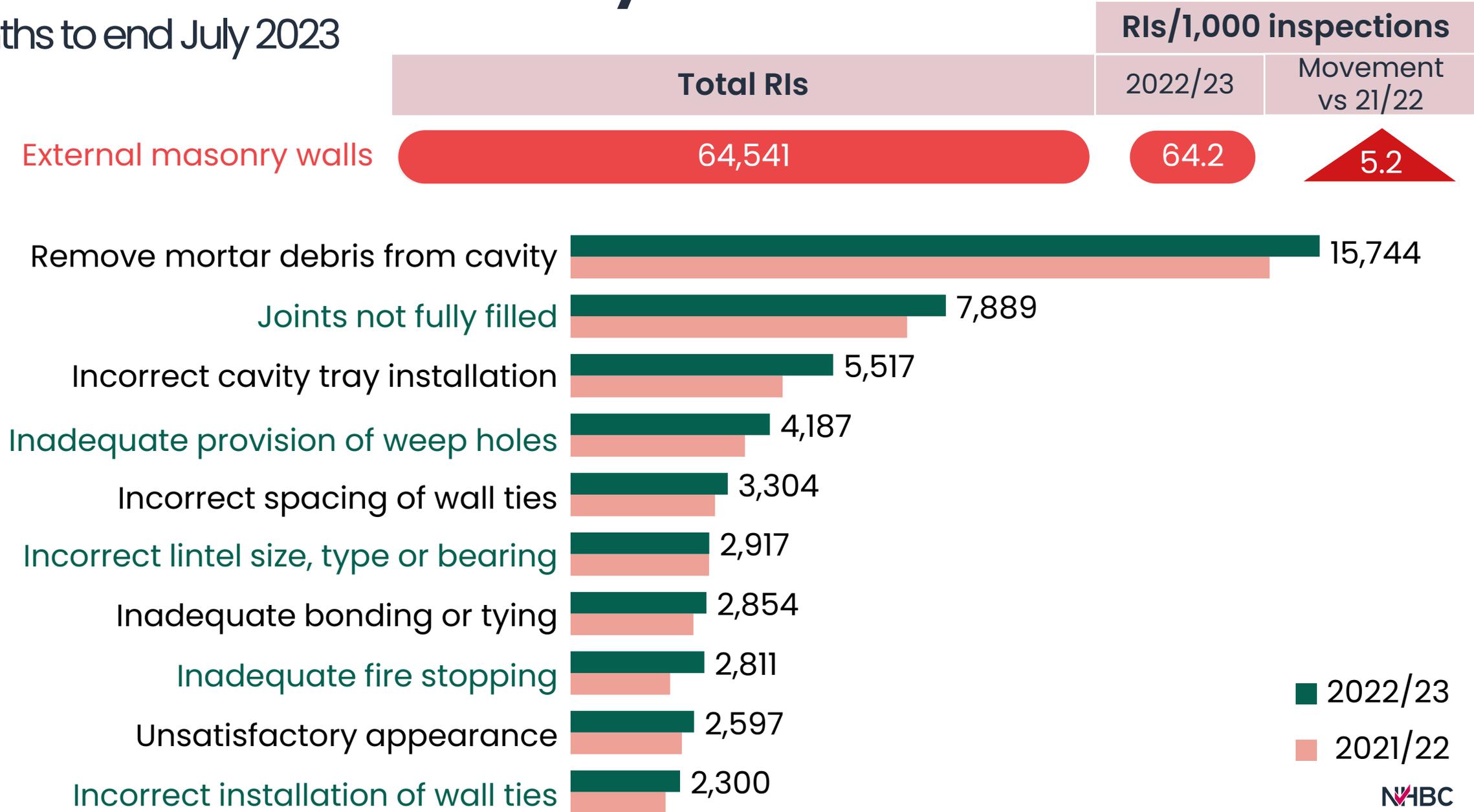
# Reportable Items (RIs)

12 months to end July 2023

	Total RIs	RIs/1,000 inspections	
		2022/23	Movement vs 21/22
External masonry walls	64,541	64.2	5.2
Consistent approach to finishes	57,157	56.8	15.2
Internal services	41,747	41.5	6.5
Pitched roofs	39,216	39.0	6.9
Doors	25,903	25.8	2.7
Painting & decorating	22,389	22.3	2.8
Timber & concrete upper floors	22,251	22.1	2.0
Internal walls	13,658	13.6	2.7
Drainage below ground	13,304	13.2	1.5
Strip and trench fill foundations	13,216	13.1	0.6

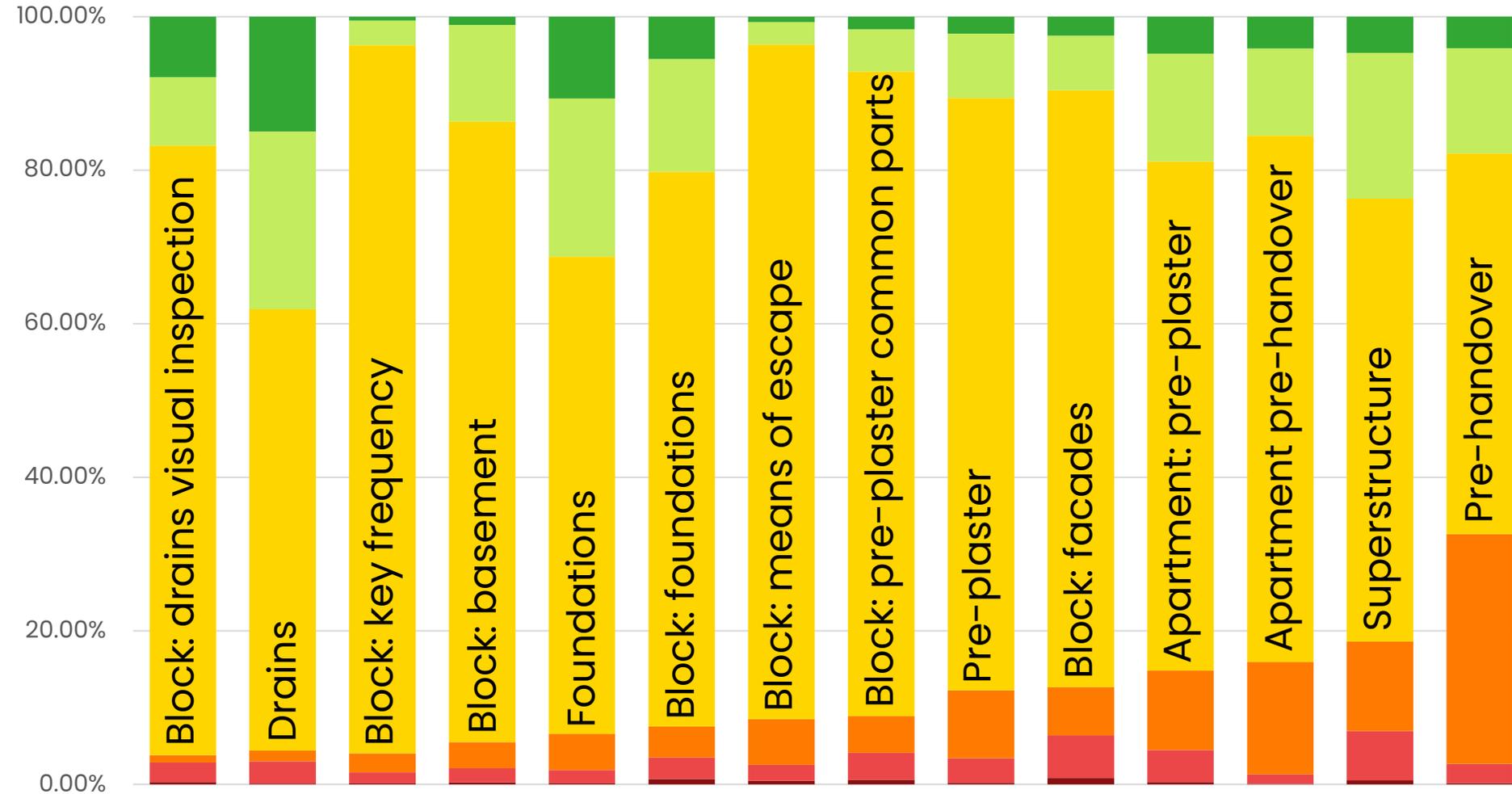
# Top 10 external masonry walls RIs

12 months to end July 2023



# Quality Common Scoring

Industry performance August 2022 to July 2023



- 1** Many significant defects (DPR 37+)
- 2** Many minor or some significant defects (DPR 16-36)
- 3** Some minor defects (DPR 1-15)
- 4** No defects. Meets NHBC Standards & Building Regulations
- 5** Some extra attention to detail over & above requirements
- 6** Much of work seen cannot be improved

# Construction Quality Reviews

Industry average 4.62 from ~61.5k build stages in 12 months to end June '23

+0.15 vs 2021/22 and +0.27 vs 2020/21

Movement in top focus areas showing ongoing improvement:



**Ventilation underfelt and insulation**

+0.13 vs '21/'22



**DPCs and trays**

+0.15 vs '21/'22



**Cavities, insulation and soundproofing**

+0.20 vs '21/'22



**Balconies including fixings and weatherproofing**

+0.19 vs '21/'22



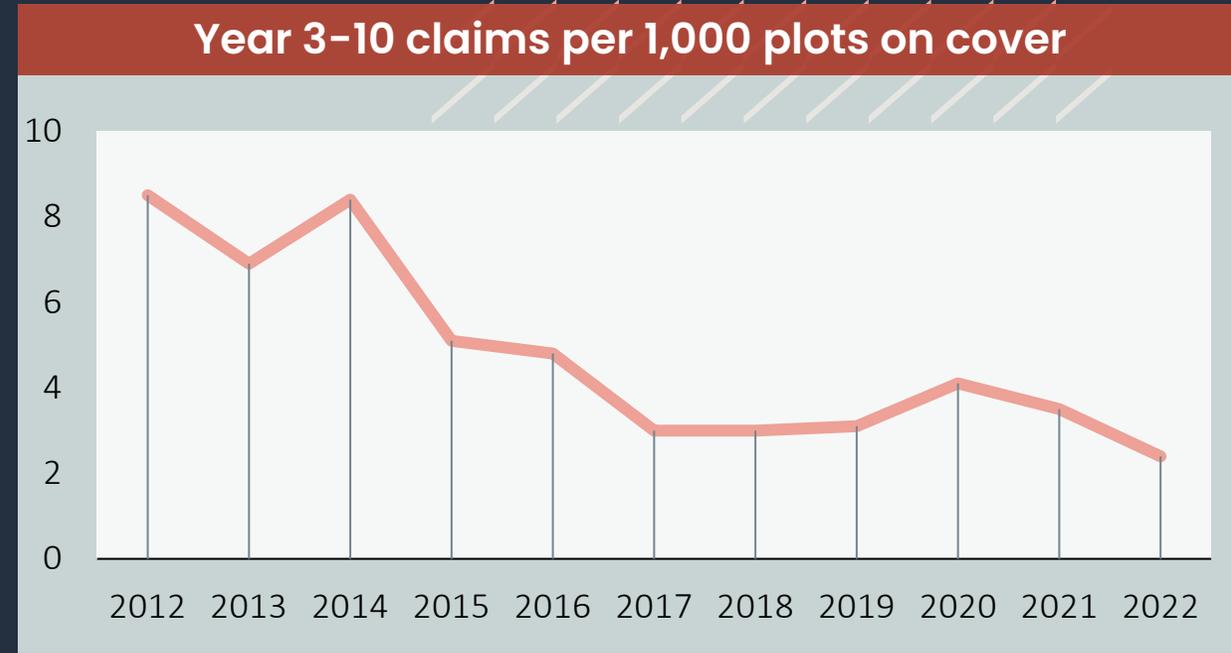
**Plaster and dry lining**

+0.19 vs '21/'22

Claims fell to ~2.5 per 1,000 homes on cover from recent high of ~4.0 in 2020

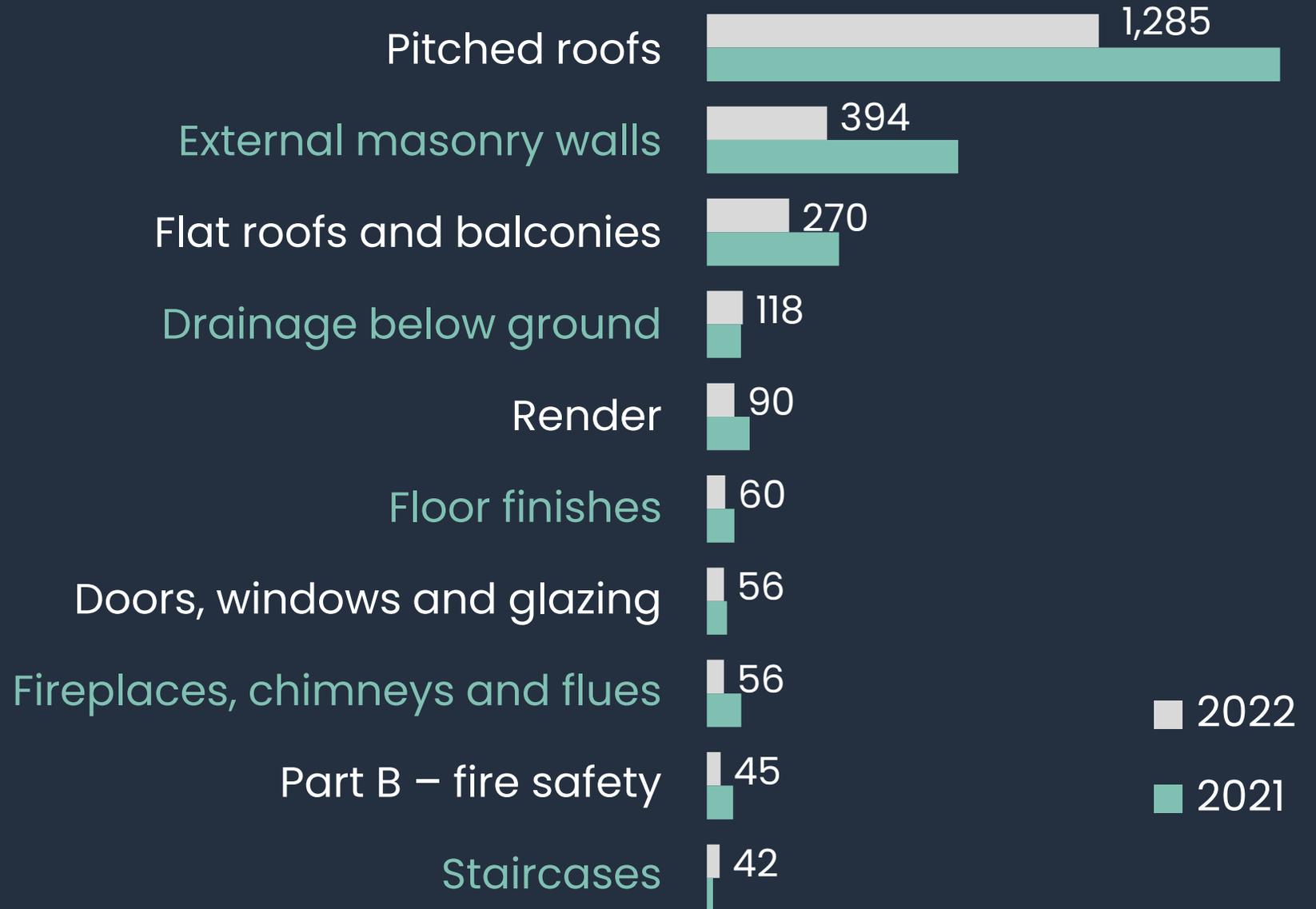
Issues with mortar now recorded on <10% of pitched roof claims, down from >50% in 2012

Abutments/projections and detailing on chimneys/dormers represent ~35% of claims

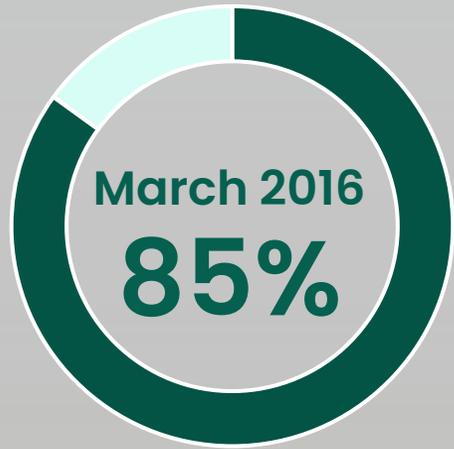


# Claims

# Top 10 claims in years 3-10



**% of new home owners  
who would  
recommend  
their builder to  
a friend**



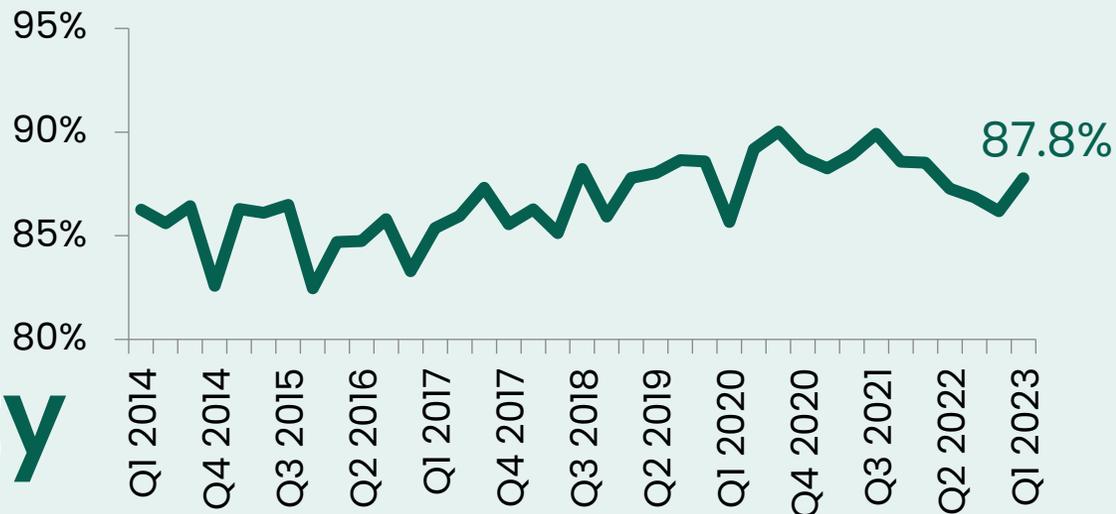
**Homeowner  
satisfaction**



# Homeowner satisfaction

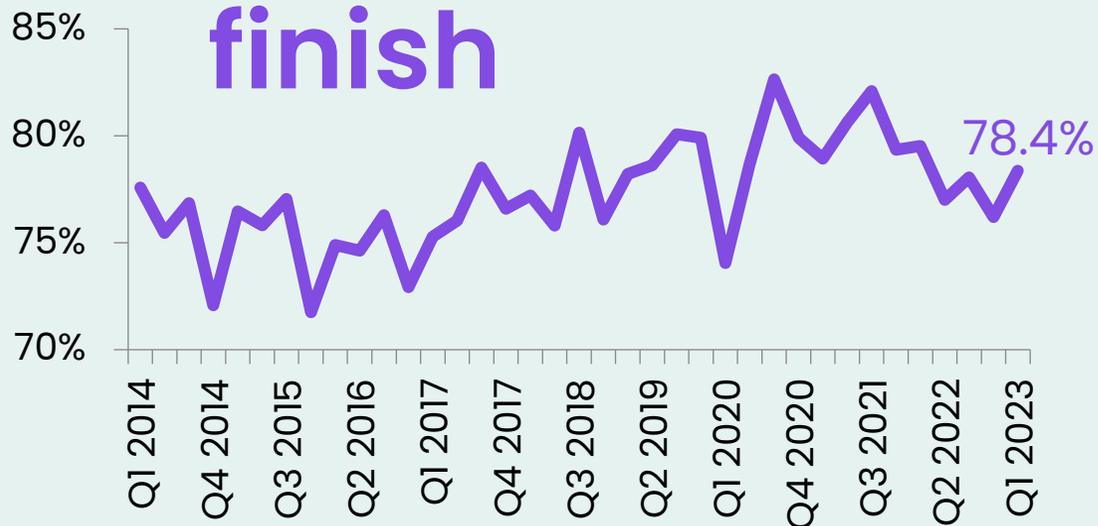
Monthly spread of plot completions

## Build quality



## Standard of finish

% homeowners reporting <11 problems



# Building Safety Act

Changes ahead



# Changes to Building Control

Government has published documents necessary to implement new regime for HRB and regulation of the building control profession:

The Building Regulations etc. (Amendment) (England) Regulations 2023

The Building Safety Act 2022 (Consequential Amendments etc.) Regulations 2023

The Building Regulations (Higher-Risk Building Procedures) (England) 2023

The Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023

The Building (Approved Inspectors etc. And Review of Decisions) (England) Regulations 2023

# Building Safety Act

## Key dates

### 1 October 2023

- BSR will become the building control body for HRBs
- New regime for HRBs submitted after 1 October
- Transitional period begins for existing HRBs under construction
- New requirements for Dutyholders across the built environment
- Changes to BC process for non-HRBs.

### 6 April 2024

- Transitional provisions for existing HRBs under construction expires and those that have not progressed will revert to BSR
- BC to become a registered profession under the BSR.

# How will this impact NHBC?

## Role mapping

- Roles undertaking **restricted functions** and **restricted activities** will require registration
- BC surveyor roles and all inspection roles working in England and Wales\* will require registration
- Work type for each role level will align with relevant class of building inspector under BICoF
- Qualification and experience requirements will be identified for each role.

# How do we demonstrate competency to the BSR?

Third-party accredited assessment schemes provided by professional bodies and training organisations.



**What we  
can do to  
help**



# What we can do to help



Construction Quality Services

Training

Apprenticeship Hubs

Raise awareness

**Thank you**

**NHBC**

