

# The Consumer Code for Home Builders

Since our last update on the Consumer Code for Home Builders (CCHB), a date has been formalised for the introduction of the Code – the 1<sup>st</sup> April 2010.

For those of you unfamiliar with the CCHB, the Code was set up following an Office of Fair Trading (OFT) review of the UK house building industry in 2008. The OFT concluded that home buyers can experience problems relating to delays in moving in, faults in new homes and issues around sales processes. In response to this, the CCHB was developed by Premier Guarantee, LABC New Home Warranty and the NHBC. Developers registered with any of these warranty providers will be obliged to comply with the requirements of the Code.

The purpose of the Code is to ensure that homebuyers:

- are treated fairly
- are given information with regard to the property, reservations, completion dates, after sales service, etc
- have access to a speedy, low-cost, independent Alternative Dispute Resolution facility where the homebuyer believes the Code requirements have been breached

We will be holding a series of seminars across the UK along with LABC New Home Warranty and NHBC during November and December, with further dates scheduled for early 2010 to give developers guidance on the Code and information on how it will affect you and your companies. Invitations to attend will be distributed shortly.

It is important that you attend these training days to make sure that you are fully aware of the impact the Code will have on you and your company and will allow you to ask any questions you might have.

An e-learning course will also be made available to developers to allow you to distribute this information throughout your staff.

For further information on the Consumer Code for Home Builders, visit the CCHB website [www.newhomesconsumercode.com](http://www.newhomesconsumercode.com), or contact our team on 08444 120 888.

## NEW APPOINTMENTS

### Mike Swatton

Business Development Director

We're delighted to welcome Mike Swatton to Premier Guarantee, who has joined us after 26 years with the NHBC. Mike will be responsible for supporting our clients in the South of England, providing them with technical support and surveying expertise.

On his appointment, Mike said...

"I'm delighted to have joined Premier Guarantee at what is an exciting time in the development of the company. Premier Guarantee gives developers real flexibility in the choice of products they provide, which is backed up by high levels of technical expertise, both internally and externally"

**Stewart McArthur** has also been appointed Business Development Director for the North of England, Scotland and Northern Ireland.

Other appointments this quarter include **Ossie Belshaw** who has joined our ever expanding surveying network in the North of England.