

# How we support you in building high-quality homes

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## Registration

- The site is submitted to NHBC using the Site Notification Initial Notice or the Major Projects form – sites are then registered for Buildmark or Buildmark Choice warranty and insurance. You can also select NHBC Building Control at this point.

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## Review

- Our technical building consultants review the site details, set technical conditions and identify the technical and construction risks.
- They create the site's Bespoke Technical Risk Management Plan.

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## Collaboration

- A pre-start meeting or pre-start Joint Virtual Meeting is held to discuss the Bespoke Technical Risk Management Plan.
- A copy of the agreed plan is put into the NHBC site record book and uploaded to the NHBC Portal.
- Further Joint Virtual Meetings take place as required during the project.

## Some of our terms explained

### Bespoke Technical Risk Management Plan

This document records the bespoke approach we will take to mitigate the risks of defects and improve quality across the site. It will highlight risks that might require extra inspections, extra meetings and/or 'moments in time' (photographic evidence).

### Joint Virtual Meetings

These are meetings between the site manager, members of the builder's technical team and our technical specialists. The attendees and frequency of meetings will vary depending on the complexity of the site.

### Quality Common Scoring

Applied to all Key Stage and Risk-Based Inspections, this is the same scoring we use for Pride in the Job and Construction Quality Reviews. Scores are 1-6 where 4 indicates compliance with NHBC Standards, 1 is very poor and 6 is outstanding work.

### Quality Benchmark Report

Produced for each Key Stage Inspection and, where required, any additional Risk-Based Inspection stages, this report will provide photos and commentary, a score of 1-6 and will highlight good practice and defects.

### Technology Assisted Inspections

This functionality allows you to upload photographs for online inspection or re-inspection by our team, sometimes avoiding the need for an inspection visit.

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## Inspections

- Once work starts on site we aim to inspect every plot at key stages of construction and need at least 24 hours' notice of when a Key Stage Inspection is required.
- We inspect:
  - Housing (plot)**
    - Foundations
    - Basement (where applicable)
    - Superstructure
    - Pre-plaster
    - Pre-handover
    - Drainage\*\*
  - Blocks**
    - Foundations
    - Basement (where applicable)
    - Plot pre-plaster / fire safety inspection
    - Block (common parts)
    - Means of escape (per core)
    - Plot pre-handover
    - Drainage.\*\*
- If parts of the construction present additional risks of defects e.g. bay windows, render, cavity trays or dummy chimneys, we will carry out extra risk-based inspections.
- If a Risk-Based Inspection is required it will be recorded in the site record book (in the Bespoke TRM Plan). We need at least 24 hours' notice ahead of any inspection.
- Defects found during any inspection will be recorded as Reportable Items and issued via a site visit report.
- Each inspection will be scored 1-6 using our Quality Common Scoring.
- A Quality Benchmark Report\* will be carried out on plots or blocks of apartments in the early stages of a project.
- When required, 'moments in time' photographs are requested to be sent via the Technology Assisted Inspection app.

\* We won't benchmark houses on sites with fewer than five plots or where there is only one block on site.

\*\* Sites where NHBC is carrying out Building Control only.

## Handover

- We will complete a pre-handover inspection.
- If all defects and technical conditions have been resolved (and certification provided where required) and a satisfactory pre-handover inspection completed, the final certificate will be issued.

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