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# Welcome to NHBC

Raising standards in house building



Raising Standards. Protecting Homeowners

# Introduction

We have been at the heart of home building since 1936. Builders and developers look to us to inspect, advise and train to support construction excellence at every stage of the project lifecycle.

We work from the very start of new-build projects, advising on the remediation of land for development, reviewing designs, inspecting construction performance, assessing build quality and identifying improvements.

Our work means risks are identified up front through quality assurance and homeowners are then protected through our Buildmark warranty and insurance products.

Working to raise standards in house building is what drives us. Being independent and non-profit distributing means we invest our profits in research, technology, data and new ways of working to help ensure that all new homes are built to ever higher standards.

## Our key business areas

- 1 **Warranty and insurance**
- 2 **Building control**
- 3 **Training and consultancy services**
- 4 **NHBC Foundation research**





## Our partnership approach

### Construction excellence from the very start

We work with builders and developers through early stage engagement to ensure all projects get off to the best possible start. Our Land Quality Service can de-risk and add value to land intended for residential development.

Proactively managing your construction risks from the start ensures that your buyers can enjoy the highest quality product, means your project is more likely to run to schedule, avoids the cost of remedial works and reduces the prospect of future claims.

And, if you're using modern methods of construction, NHBC Accepts can save you time in the procurement of innovative systems.

**1m**  
inspections carried out each year

**400+**  
building inspectors and inspection managers

**15,000**  
delegate training days per year

### Independent expertise throughout the build

The scale of our day-to-day operation and the skills of our people ensures strong partnerships to support you throughout the construction process.

Our regular site inspections are a fundamental part of the service we provide to support you and your site teams in producing homes of the highest standard. As the largest independent Approved Inspector in England and Wales, many customers also choose us to provide Building Control.

The data generated from our site inspections informs our training provision, our inspection programme and our NHBC Standards, driving improvements across the sector.

### Teams equipped with the skills to succeed

The design of our training courses and qualification programmes is informed by direct consultation with leading house builders and by the insights we gain from our inspection service and claims handling. This ensures we are meeting your needs with a clear focus on supporting you to improve construction quality for the benefit of those who will live in the homes you build.

Our purpose-built Training Hubs provide a realistic working environment for apprentices to not only learn their trade but to understand from the very start of their career, how important high-quality workmanship is.



## Building towards a sustainable future

The climate emergency is the challenge of our time. With around 40% of the UK's total carbon footprint coming from the built environment, the house-building sector has the opportunity to be a real force for change. We are ready to help you meet the targets set by Government, working together to deliver a sustainable and responsible future. The NHBC Foundation is very active in this area, providing research, guidance and insights.

## Assurance for every builder and homeowner

We are the UK's leading provider of warranty and insurance cover for new homes. Our Buildmark and Buildmark Choice products are used across multiple housing sectors such as private sale, affordable housing, build to rent and retirement living. The NHBC brand is the one potential buyers and investors recognise and there is confidence in that familiarity.

# 200,000

homeowner questionnaires sent each year.

Our Customer Satisfaction Surveys help you get closer to your buyers.

## Recognising and rewarding excellence in home building

We believe that sharing knowledge and celebrating best practice in house building helps us all in the drive for ever higher standards.

Our Pride in the Job competition has recognised the unique role that site managers play in delivering excellence for home buyers.

We are proud to use this platform to drive competition between site managers to raise their standards and to showcase and share their best practice.

Our technical and house-building sector specialists frequently speak at industry events and third-party awards programmes. They fully engage with partner organisations in traditional construction, modern methods of construction, housing associations, the private rental sector and retirement living, with the common aim of sharing best practice and driving up standards.



# Speak to us to find out more

Get in touch to discover how, together,  
we can raise standards in house building.

## Construction Quality Services

Call **01908 746380** or  
email **constructionquality@nhbc.co.uk**

## Land Quality Service

Call **01908 746380** or  
email **lqs@nhbc.co.uk**

## NHBC Accepts

Call **0344 633 1000** or  
email **accepts@nhbc.co.uk**

## Training

Call **01908 746380** or  
email **training@nhbc.co.uk**



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