

# Frequently asked questions

## Q: What is NHBC Accepts?

**A:** NHBC Accepts is a comprehensive review service for innovative construction systems. From the UK's leading new homes warranty and insurance provider, NHBC Accepts is the fast-track route to approval for building systems used in homes covered by our Buildmark warranty product.

NHBC Accepts provides acceptance, in writing, that a construction system can meet the NHBC Standards. It also demonstrates that, subject to appropriate design and installation, the system can be used in homes covered by Buildmark.

NHBC's Innovation Team, carries out a review of the system and, if deemed satisfactory, will provide a certificate to the system owner, allowing use of the NHBC Accepts logo and inclusion in the NHBC searchable database of Accepted Systems.

## Q: Who is eligible for NHBC Accepts?

**A:** NHBC Accepts is for system owners - typically manufacturers of innovative building systems.

## Q: What criteria must system owners/manufacturers meet to receive NHBC Accepts certification?

**A:** Systems reviewed under NHBC Accepts must demonstrate that they meet NHBC Standards. The requirements are set out in the NHBC Accepts Technical Document, available on [www.nhbc.co.uk/Accepts](http://www.nhbc.co.uk/Accepts)

## Q: How much does it cost to receive NHBC Accepts certification?

**A:** A bespoke fee is charged for each assessment to address the variety or form of innovative construction we review. A fee will also be charged for review of information, inspections and renewal of the NHBC Accepts certificate.

## Q: How long does the NHBC Accepts process take from submission to certification?

**A:** We try to respond to information received within three weeks of receipt. The system owner should then respond

to information requested and this time is outside of our control. At the moment, it takes on average 105 days to review and accept a system, but this range encompasses simple system assessment as well as complex MMC systems.

## Q: Is the warranty cost additional?

**A:** The cost of warranty is paid for by the developer for the warranty and insurance of a home. The NHBC Accepts services is a fee charged to system owners (typically manufacturers) who would like to demonstrate that their system has been reviewed and accepted by NHBC.

## Q: Will a company that doesn't use this service still be able to obtain an NHBC warranty?

**A:** A review under NHBC Accepts is not mandatory. There are many ways that a construction system can be shown to meet NHBC Standards. In general, most construction products are certified by a notified body or assessed by an independent technical approvals authority **see technical guidance 2.1/20**

## Q: What is the benefit of the NHBC service to the manufacturer?

**A:** The benefit of the NHBC Accepts service is that it provides confidence to a developer that the system has been thoroughly reviewed by NHBC in advance. This is particularly valuable for innovative systems that are not frequently seen on site.

Following a satisfactory review of the system, NHBC Accepts will provide a certificate to the System Owner, allowing use of the NHBC Accepts logo and inclusion on the NHBC searchable database of Accepted Systems. Without this, the system can only be checked on an individual project basis with the risk that it does not meet NHBC Standards.

## Q: Will NHBC Accepts help obtain warranties from other providers or just NHBC?

**A:** NHBC Accepts is a review against NHBC Standards only.



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**Q: If I want to use the NHBC Accepts service how do I get in touch?**

**A:** Please visit [www.nhbc.co.uk/Accepts](http://www.nhbc.co.uk/Accepts)

**Q: How much are the renewal fees?**

**A:** The periodic review is carried out annually and the fee is bespoke to each system and reflects the number of factory and site inspections required each year as well as the extent of any changes to the system.

**Q: I have a letter from NHBC stating that my system meets standards. Can I use this instead of NHBC Accepts?**

**A:** NHBC surveyors, inspectors and engineers will review and accept systems used on individual projects. However, NHBC Accepts is the only way to demonstrate that a system has been thoroughly reviewed and is the only formal way that we will confirm acceptability to meet the NHBC Standards.

**Q: Can inspection on the factory be done by camera?**

**A:** In most cases, our Innovation Specialists visit the place of manufacture so that we can understand how the system is assembled and the quality procedures are in place. We follow this up with ongoing surveillance (where required) both on site and in the factory, even after the system is accepted.

**Q: Can an NHBC site use a material which is not listed under NHBC Accepts?**

**A:** Yes, materials and systems must meet NHBC technical requirements as set out in the NHBC Standards. However, NHBC provides a bespoke review of innovative systems so that they can be assessed before getting onto site, giving confidence in their quality as well as allowing a fast track assessment on site by the NHBC inspectors and project managers.

**Q: Why do I need a warranty since I have NHBC Accepts?**

**A:** A warranty is provided on a completed home, including external works, substructure, superstructure and finishes and is for the benefit of the home owner. The NHBC Accepts service reviews the quality of elements of construction that form part of the overall home.

