

# Services from NHBC

Helping you to raise standards  
from pre-planning through to handover



“We have used NHBC for many years for warranty, building control and many other services. Thorough and dependable, we rely on them for their technical expertise and knowledge, helping us to stay compliant and reduce costs.”

Neil Goodwin, Managing Director, Barratt Manchester



# NHBC

## Raising standards to protect homeowners

**For over 70 years, NHBC has been working to raise home building standards. We are the standard setting body and leading home warranty provider for new homes and our warranty covers over 80% of new homes built in the UK. More than 20,000 registered builders and developers comply with our Technical Standards.**

Home building today is more challenging than ever. Increased regulation has added complication and compliance has never been more technically demanding. NHBC can provide technical support and assistance to help at every stage of your development, from land buying, planning, design and build through to customer handover. Our specialists include surveyors, engineers, experts in sustainability, building control, health and safety, training, energy and more. We have a team of building inspectors working across the UK who carry out inspections at key stages of home construction. These inspections, undertaken on every home covered by our warranties, continue to raise the standards of new homes.

Our breadth of expertise enables us to provide fully integrated solutions to our customers. Whether you need warranty cover for new homes, help meeting regulatory requirements or assistance with new home quality, NHBC will be able to provide you with the very best in the industry. Our informed customer and market analysis can also help you make the right land purchasing and marketing decisions. Thousands of builders and developers throughout the UK use our products and services to help them with the challenges they face.

If you require further information on our services, then call 0844 633 1000 and ask for 'Sales' or visit our web site at [www.nhbc.co.uk](http://www.nhbc.co.uk).

### Four areas where NHBC can help

#### Warranty

A true partnership,  
reducing risk

#### Regulatory Compliance

Making it simple,  
saving you money

#### Technical Standards and Quality

Technical excellence,  
thorough and dependable

#### Information Services

Providing clarity  
and insight

# Warranty

A true partnership, reducing risk

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**NHBC is the leading warranty and insurance provider for new and newly converted homes protecting more than 1.7 million homes in the UK. Our rigorous approach to risk management and our comprehensive range of warranties protect homeowners, tenants, housing associations and commercial schemes alike.**

NHBC's home warranties are recognised by homebuyers, homeowners and housing associations as the UK's leading brand. They provide comprehensive cover and reassurance for your customers. And unlike some other warranties, the cover provides your customers with protection against the loss of their deposit.

Working in partnership with you, we take a rigorous approach to raising standards and preventing defects. Our approach is to get involved at the earliest stage in the project, providing free technical advice on ground conditions, engineering and modern methods of construction. This can often deliver considerable benefit for you, including avoiding costly claims and identifying potential cost savings in designs. And throughout the build process, we will inspect the new property at key stages, helping you to make sure that it is the best quality for your customer.

Every year NHBC conducts around 1 million inspections. These are an integral part of our home warranty and building control service and generate data on construction defects and problems encountered during construction. We use this invaluable data to develop best practice advice and guidance for our registered builders. This guidance is delivered through our Technical Standards, inspectors and industry training initiatives. If and when problems do arise, we provide an impartial and timely resolution claims handling service to resolve disputes between homeowners and builders. Our Claims Charter sets out exactly how we do this.

## **There are four major products:**

### **Buildmark**

More than 80% of new private homes benefit from our 10-year warranty and insurance policy designed to protect homeowners. We also provide warranties for newly converted private housing.

### **Buildmark Choice**

Our 10-year home warranty for affordable housing is specifically designed to help manage building risks and to protect Registered Social Landlords and homeowners of shared-ownership housing against major financial loss as a result of building defects. Buildmark Choice can be extended to cover a 12-year period and is available for both newly built and newly converted homes.

### **Buildmark Connect**

NHBC's 10-year warranty and insurance cover is designed to protect owners of non-residential premises that form part of a mixed-use development.

### **Solo for Self Build**

Our 10-year warranty and insurance policy designed specifically for self-builders.

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“We believe the success of the project was due in no small part to NHBC’s very professional involvement and efficient work as part of the construction team. Their involvement was very much as a key member of the design team, working closely with us.”

David Farrell, Associate, Assael Architecture



“Working with NHBC as a single supplier has reduced the number of different consultants that need coordinating, making communication a much easier process. ”

Steve Toghill, Managing Director, Wainhomes North West

# Regulatory Compliance

Making it simple, saving you money

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**The growing burden of regulation, often overlapping, is causing confusion making it increasingly difficult to comply. Failure to achieve the required regulatory standards can mean costly remedial works. By integrating a number of services, NHBC addresses these issues and reduces risk.**

You will benefit from consistent, expert advice and timely delivery of compliance services. Our simple processes will give you a regular point of contact and an efficient flow of communication, ensuring you have the right information in the right place at the right time. The NHBC Extranet will help in this regard, providing an easy-to-use facility that allows all members of the design team to submit documents online and monitor project progress. This, together with having fewer consultants to deal with, will save you time and money.

## **Building Control**

With more than 20 years' experience, NHBC is the largest Building Control body in the UK. We offer a complete service for all building and development types, including residential, social housing, mixed use, retail, education, healthcare and industrial, ensuring a consistent approach across all sectors. Our technical expertise is unrivalled and our highly qualified staff provide a flexible and efficient service throughout England and Wales.

If you regularly use a particular design, building system or construction feature we can undertake a comprehensive check for Building Control compliance and provide a Type Approval. Once agreed, these Type Approvals will be accepted by NHBC without the need for further clarity (except for site specific conditions), saving you time and money.

## **Sustainability**

NHBC leads the way in helping clients achieve higher levels of performance for the demanding targets within Code for Sustainable Homes, EcoHomes and other BREEAM assessments. We also offer pre-planning reports and a full Site Waste Management Plan service.

## **Energy Ratings and**

### **Energy Performance Certificates (EPC)**

Energy efficiency is a major aspect of both sustainability and forthcoming step changes in the Building Regulations. We help identify cost-effective solutions at an early stage and deliver assessments and advice in a timely manner.

### **Testing Services**

We provide UKAS accredited air leakage pre-completion testing - which you need to complete the EPC - and acoustic tests. Our practical advice on acoustics at design stage can help reduce construction specifications and reduce the risk of failure when testing the finished development. We also provide environmental and traffic noise surveys to help you with planning applications and to discharge planning conditions. These services are available throughout England and Wales.

## **Health and Safety**

As well as ensuring compliance, you need to ensure your workers stay safe in what can be a high-risk construction environment. As the UK's leading provider of health and safety services to the home building industry, NHBC delivers a range of services from CDM Co-ordination, pragmatic best practice advice, through to site assessment and training. We can also tailor the service to meet the needs and size of your business.

## **Home Information Packs**

NHBC has a detailed knowledge of the very latest HIPs regulations and can ensure that you avoid time-consuming and costly errors or unnecessary work - typically for around 50% of the price of a HIP in the resale market.

We offer an integrated solution for compliance, tailored to meet your specific requirements, which can include some or all of our compliance services. Get us involved right at the start of your development to take full advantage of the breadth of our skills and technical knowledge.

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# Technical Standards and Quality

Technical excellence, thorough and dependable

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**NHBC's Technical Standards are regarded as the first point of reference for the house building industry and before any new methods or materials are accepted, they are thoroughly evaluated by our experts. That's why our standards provide the benchmark for workmanship, design and material specification for newly built homes. Over 20,000 registered builders and developers comply with them across the UK.**

For advice and guidance on compliance with our Technical Standards, please contact 0844 633 1000, and ask for 'Standards and Technical' or email [technical@nhbc.co.uk](mailto:technical@nhbc.co.uk).

## Technical Services

Whether you are building a large or a small development, we will act as your single point of contact for expert construction advice. Throughout the build process, our surveyors and engineers offer free advice on materials and techniques that will satisfy our Standards.

Our approach is consultative, encouraging our registered builders to get our surveyors and engineers involved early on in a project. At pre-tender stage for larger projects, we provide preliminary checks and design advice at no cost to you.

## Training

Our comprehensive training programme, designed specifically for home builders and industry professionals covers NVQs, open courses and in-company training courses. We run a free professional development programme of workshops and seminars to keep our clients' staff up to date with regulatory changes and technical skills.

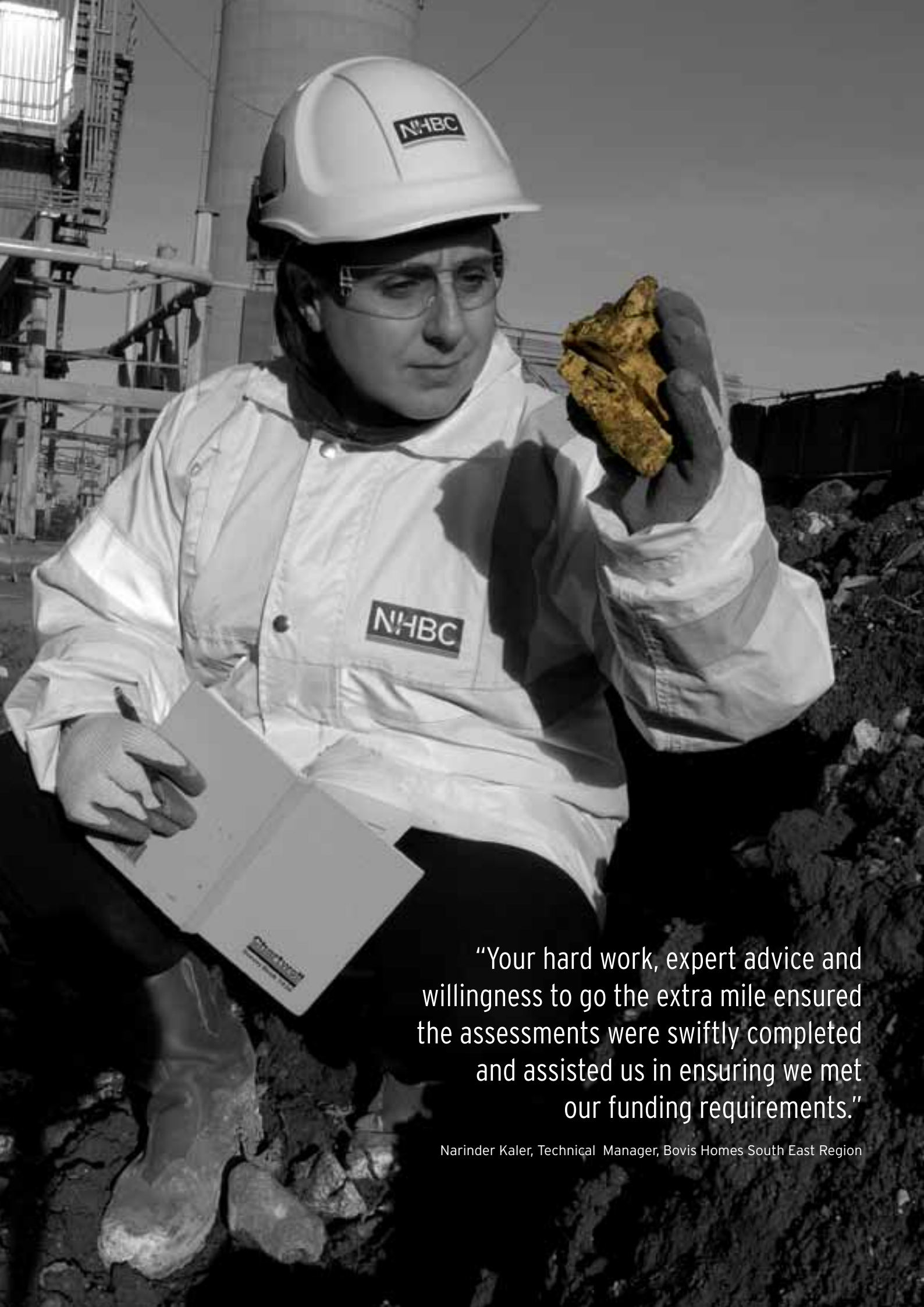
## Land Quality Endorsement

Our Land Quality Endorsement (LQE) service provides pre-development assessment of in-ground risks on contaminated and brownfield sites. Developing brownfield sites can be inherently risky, with significant costs associated with resolving contamination and geotechnical issues. As part of the service, the site is assessed against NHBC Standards to check it is suitable for residential and commercial warranty cover. When buying land, it is worth asking for the LQE certificate - it will identify in-ground risks and reduce the risk of any surprises when you come to start developing the site.



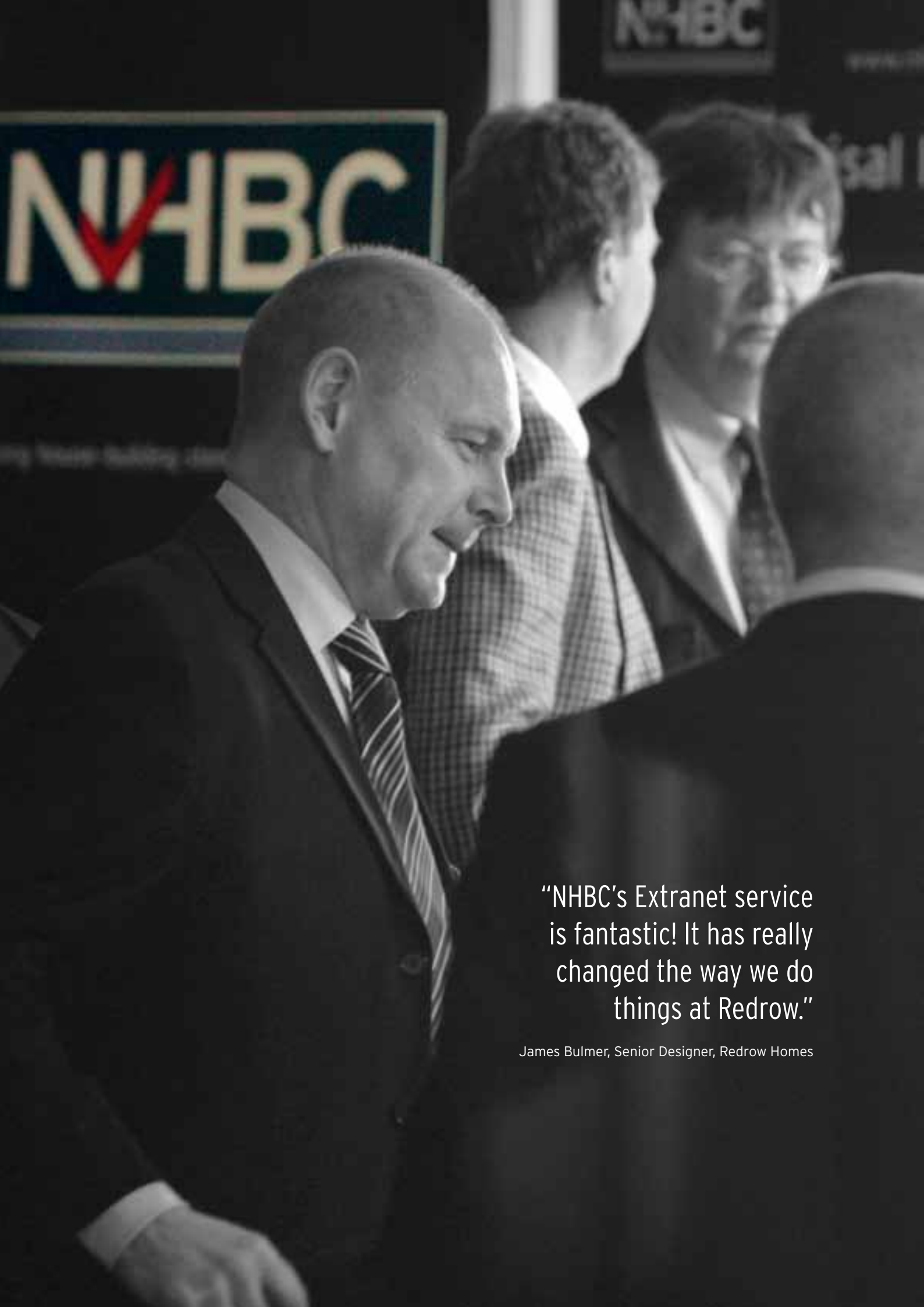
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“Your hard work, expert advice and willingness to go the extra mile ensured the assessments were swiftly completed and assisted us in ensuring we met our funding requirements.”

Narinder Kaler, Technical Manager, Bovis Homes South East Region



“NHBC’s Extranet service is fantastic! It has really changed the way we do things at Redrow.”

James Bulmer, Senior Designer, Redrow Homes

# Information Services

Providing clarity and insight

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**The data that NHBC collects as part of its day-to-day operations puts us in a unique position of knowing exactly what is happening with the construction of new homes. We make this information available to builders and industry stakeholders to help them make better informed decisions.**

We provide management information to our registered builders on operational performance, reporting on inspection, resolution and claims data, and on homeowner satisfaction, which we measure using our industry wide surveys. We can benchmark your performance against similar builder groups and help you improve the quality of new homes for your customers.

We publish monthly UK and regional statistics as a free service (visit <http://www.nhbc.co.uk/enews> to register) and we can provide more detailed market information as a chargeable service.

Our Site Appraisal Reports provide information on nearby developments, school performance indicators, average house prices (new and resale) and flood risk data. This is compiled in conjunction with our property specialist partner Hometrack.

Another report provided in conjunction with hometrack, The Research and Market Appraisal report, has been designed to help with valuation issues, by providing a comprehensive assessment of recent comparable valuations together with demographic lifestyle profiling to help you target prospective buyers.

Other information services we offer include free research reports from the NHBC Foundation, which was founded in 2006 to share best practice and industry knowledge. A full range of these reports, covering topics such as Innovation in Housebuilding, A Review Of Microgeneration and Renewable Energy Technologies, is available from the Foundation website at [www.nhbcfoundation.org](http://www.nhbcfoundation.org).

We have developed close affiliations with the Zero Carbon Hub and The Housing Forum and we will continue to develop these industry relationships and others to the benefit of our customers, by providing access to their work and events, where appropriate.



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