



NHBC Customer Charter

| Our customer service standards |



What is NHBC?

NHBC is the standard setting body and leading warranty and insurance provider for new and newly converted homes in the UK. Providing risk management services to the house-building and wider construction industry, NHBC has approximately 18,000 registered builders who agree to comply with our Rules and Standards.

NHBC registers more than 85% of new homes in the UK and around 1.6 million homeowners currently benefit from our 10 year warranty and insurance cover. NHBC has protected over 30% of the existing homes in the UK.

Established over 65 years ago as a non-profit distributing company, NHBC's primary purpose is to help raise standards in the house-building industry and provide consumer protection for new home owners.



Our approach to customer service

Our customers are not just new home owners. They also include house builders, developers, solicitors and licensed conveyancers, central and local government departments and MPs, financial institutions, consumer organisations and a wide range of other organisations.

If individuals from any of these groups contact us for any reason, we want to give them a professional, effective and efficient service. We have therefore drawn up guidelines to set out clearly how we approach any contact with our customers.

We believe in:

- being polite and helpful
- explaining our actions and decisions clearly
- getting it right first time. If we don't, we will admit our error and put things right quickly
- measuring our performance against targets and standards and making this information available
- continuously seeking ways to improve the service we provide to all our customers.

We acknowledge the particular needs of homeowners who have problems which may lead to a claim. Please note we have developed a specific Claims Charter to cover the concerns of this group. If you would like to receive a copy of the Claims Charter, please contact us on 0870 241 4329.

Performance standards and targets

We have set performance standards for our levels of service so our customers will know what to expect from us, and our staff will know what we expect from them. We work to the following standards:

When you telephone us:

- we will have our switchboards open from 8:30am to 5:30pm Monday to Friday
- we will answer at least 90% of calls within 20 seconds

- if we cannot answer your enquiry immediately, we will phone you back within 2 working days

Many NHBC staff are not office based. This may mean that messages must be left for them with our switchboard operators or on voicemail or answering machines.

- Voicemail messages will be kept up to date and will be answered within one day unless the message makes it clear that this is not possible.
- Messages left with switchboard operators will be passed on as soon as possible. If the appropriate person is unable to phone you back within a day we will call you back to inform you of this.

When you write to us:

We will respond to all written enquiries with a clear and full reply. In most cases this will be in writing but, where appropriate, a telephone reply may be provided.

Additionally, we aim to respond in full within 10 working days of receiving your letter.

If this is not possible, we will acknowledge your letter and explain why there is a delay and when you can expect a full reply.

Keeping appointments

We aim to be punctual in keeping any appointments we make. If we are due to meet you and there is likely to be a delay of more than 20 minutes we will do our best to contact you.



Complaints about our service

We hope our customers do not have cause to complain about our standards of service. However, if things do go wrong we believe it is important to remedy any problems quickly and effectively.

NHBC has an established process for dealing with complaints from homeowners about our claims procedures. Our Claims Charter gives information about this process and who to contact.

If you wish to complain about any other aspect of our performance, please speak to the manager concerned.

We will always:

- take the complaint seriously
- try to deal with complaints as they arise.

Written complaints will:

- be reviewed by a senior member of the management team
- be answered in full within 10 working days. If this is not possible we will tell you why and keep you informed of the progress of your complaint.

If you are still unhappy with any aspect of the service you have received, having followed the normal processes, please contact Corporate Communications who arrange for complaints to be reviewed on behalf of the Chief Executive. Staff here can also give you information about other ways of resolving outstanding matters.



Publishing performance statistics

We know that it is important to inform our customers of our performance against the targets we have set. We will therefore collect and make public statistical information that provides this information.

We will ensure that any data made public has been reviewed and verified by NHBC's Consumer Committee which comprises people who have expertise in consumer affairs and are not employed by NHBC. Further details about the workings of this Committee can be found on our website.



How to contact us

Customer Services:
01494 735363

To request a Claims Charter:
0870 241 4329

Corporate Communications:
Buildmark House, Chiltern Ave,
Amersham, Bucks, HP6 5AP

www.nhbc.co.uk

