



Insolvent builders and developers

How we can help

Introduction

On the date the insolvency of a builder/developer is declared, their legal status changes. This has implications for NHBC warranty cover, and any other services we have supplied, since our contract ends on the date of the insolvency. However, through the support of a dedicated case handler, we can still help you complete your projects and sell your stock with the benefit of NHBC warranty.

Completed properties

Where the new home is complete and insurance certificates have been issued to the new home owners, warranty cover remains unaffected and NHBC takes responsibility for any reported claims.

Incomplete or unsold properties

Where properties are not yet built, part built or even complete but as yet unsold, the original warranty cover cannot be used; however, we can quickly provide a solution.

We can help you to:

- take projects through to completion successfully
- sell to new investors, developers, or individual buyers successfully...

...with minimal cost, time and effort.

Dedicated case handler

We offer a service-led approach, which gives access to the

key information held by us, and a dedicated case handler who will answer any of your queries.

Information exchange is key

Your time is at a premium and we are here to assist you. We need just a limited amount of detail from you and we will, in return, provide you with appropriate information from our records to help you fill in the gaps.

You can give us this information by visiting the NHBC website www.nhbc.co.uk/insolvency, emailing insolventbuilder@nhbc.co.uk or calling us on **0844 633 1000** and asking for 'insolvent builder'.

There will always be queries and this is why we think that providing you with a direct contact will make your life easier and the process simpler.

When we have supplied relevant information from our records, your case handler will liaise with you to answer any outstanding queries and, more importantly, establish what your plans may be going forward.

Tell us	We will let you know
Builder/developer name and address Site name/site reference(s) Your contact details and involvement	Properties registered to that company with: <ul style="list-style-type: none">■ policy references (where applicable)■ inspection stage■ payments made/due■ level of cover in place (where applicable). For the site, status on: <ul style="list-style-type: none">■ building control authority■ road and sewer bonds■ claims issues notified. Other NHBC services provided under original contract and/or available to you, such as: <ul style="list-style-type: none">■ energy assessments■ air leakage tests■ contaminated land searches. Contact details for your NHBC designated case handler.

Working with NHBC will give you the best results

Service-led approach

Our databases and files will hold more readily available information regarding the warranty position on a company or development than is likely to be accessible to you on site. We have stepped up our general call handling capacity to ensure a rapid response. For insolvency cases, you will have a dedicated team to help you.

Open to your point of view

We understand that one size does not fit all. This is why we want to talk to you about your plans. By providing a dedicated case handler, we hope to be able to address your initial concerns, and provide continuity in the event that your plans and priorities may change.

Leading brand

To unlock a project's full potential asset value, you will need a new home warranty from the leading brand - NHBC is the recognised industry leader. Accepted by all lenders, our new home warranty will be an advantage when discussing a mortgage.

Most UK developers and house builders are registered with us. If your preferred solution is to find a buyer amongst this group for your sites, it is more than likely that the developer will be known to us and the process of transfer will be quickly and easily managed.

Your customers

NHBC warranty cover has built its reputation on the care it takes of the homeowner's needs from our inspection process through to our claims handling service. No one likes to talk about things going wrong but, when they do, NHBC has a commitment to taking care of the homeowner's interests.

Single supply of cover on site

Complications, confusion and delays can occur if there is more than one warranty supplier for different properties for

any given development. This is most true of apartment blocks, which share the responsibility for common areas, but can also occur for housing developments. We can usually cover the whole site, which will make it easy for you, and also avoids the need for discussion amongst different insurers as to levels of their respective responsibility. Having one supplier also enables consistency in claims handling.

Range of services to assist you

NHBC offers a range of services to its clients, some of which are required to make the sale, such as energy ratings. It is possible that NHBC may already have been paid for some of the services under the original contract. Where this is not the case, and since we are most familiar with the sites, you will find we can help you.

About NHBC

NHBC is the UK's leading warranty and insurance provider for new homes and has nearly 17,000 registered builders and developers. NHBC's Buildmark warranty covers around 80% of new homes built in the UK, protecting approximately 1.7 million homes.

NHBC works in partnership with other bodies, including the Government, using its expertise to influence and provide guidance on the important challenges facing the house-building industry.

Our breadth of expertise enables us to provide fully integrated solutions to our customers.

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NHBC, NHBC House,
Davy Avenue, Knowlhill,
Milton Keynes,
Bucks MK5 8FP
Tel: 0844 633 1000
Fax: 0844 633 0022
www.nhbc.co.uk

