

This document outlines the Buildmark policy, provided by NHBC (National House-Building Council), for newly built and newly converted homes in the UK and Isle of Man. Full policy details can be found at [www.nhbc.co.uk/homeowners](http://www.nhbc.co.uk/homeowners).

### What is this type of insurance?

Buildmark is specially designed for newly built and newly converted homes. It provides varying levels of protection for the first owner and any later owners too. NHBC and the builder of your home provide Buildmark.

Buildmark helps protect you against certain problems with your home and your land resulting from the builder: becoming insolvent; or failing to meet the NHBC Technical Requirements (R1 - R5). All builders registered with us must meet the NHBC Technical Requirements which are contained in the NHBC Standards. These are published and are available on our website at [www.nhbc.co.uk](http://www.nhbc.co.uk).



### What is insured?

- ✓ **Before completion (section 1):** Loss of deposit or having to pay more to complete the build of the home because the builder is insolvent.
- ✓ **Builder warranty period (section 2):** Failure by the builder to meet NHBC Technical Requirements when building the home or preparing the land.
- ✓ **After the builder warranty period (section 3):** Damage to the home because the builder failed to build specific parts of the home to meet NHBC Technical Requirements. We also provide cover if a statutory notice for the land has or could be issued, because of the condition of the land.



### Are there any restrictions on cover?

- ! **Minimum Claim Value:** We will not pay for claims below a minimum value as stated on the policy documents. This only applies to section 3 of the policy.
- ! **Financial limits:** There are financial limits to how much we will pay which are detailed in the table on the next page.
- ! **Policy acceptance:** Cover will not be in place until the policy has been accepted.
- ! **Conditions:** There are general conditions and exclusions that apply (see policy booklet for details).



### What is not insured?

There are some things that are not NHBC's responsibility, such as, but not limited to:

- ✗ Wear and tear, neglect and failure to undertake appropriate maintenance.
- ✗ Storms and other severe weather conditions.
- ✗ Fire and smoke.
- ✗ Damp, condensation and shrinkage which is not a result of the builder failing to meet NHBC Technical Requirements.
- ✗ Theft or accidental damage.

Separate insurance should be considered for the above.

Full details can be found in the Buildmark policy booklet.



### Where am I covered?

- The United Kingdom and Isle of Man only.



### When and how do I pay?

- The Buildmark policy premium is paid by the builder of the home.



### What are my obligations?

- Take all reasonable steps to minimise loss and damage to the home, including contacting NHBC as soon as possible to discuss the claim. We will advise of any other obligations in relation to the claim.
- To allow access to the home and the land, or get permission to access neighbouring land and get any other permission needed in order to carry out investigations and work.
- Provide any information and help that is reasonably needed for us to deal with the claim, for example we may ask you to carry out some initial investigations, such as sending us photographs of the problem.

# Warranty and insurance for newly built and newly converted homes

## Insurance Product Information Document

Company: NHBC Product: Buildmark - for plots registered from 1 October 2019 Prefix: AU

### Summary of financial limits

	Limits that apply to your home and land*		Overall limits for the continuous structure that includes your home (where this applies)*	
	New build	New conversion	New build or a mixture of new build, and newly converted	New conversion
<b>Pre completion deposit and builder insolvency protection (section 1)</b>	10% of the original purchase price up to £100,000			
<b>Builder warranty period, and insurance after the builder warranty period (section 2 &amp; 3 combined)</b>	The original purchase price up to £1,000,000	The original purchase price up to £500,000	The cumulative total of the individual home limits, up to a maximum of £25,000,000	The cumulative total of the individual home limits, up to a maximum of £5,000,000

\* In some cases, higher limits may have been agreed. If this is the case, it will be shown on your policy certificate and schedule.



#### When does the cover start and end?

- Deposit protection cover typically starts from the date of exchange of contracts (or missives) and ends on the date of legal completion (or date of entry).
- The builder warranty period typically starts from the date of legal completion (or date of entry) and expires two years after or, for shared parts, three years after.
- After the builder warranty period ends you are covered for a further eight years.
- Your conveyancer or NHBC will provide you with a copy of your insurance documents and certificates for the relevant sections of cover at, or after, the exchange of contracts (or missives) and again at, or after, the date of legal completion (or date of entry). However, if you haven't received these by this point, please let either us or your conveyancer know.



#### How do I cancel the policy?

- You can cancel in writing (by email or letter) within 14 days of accepting Buildmark.
- If you choose to cancel the Buildmark policy, the premium paid by the builder is not refundable to you.
- Before you decide to cancel the policy it is important to check with your mortgage lender that you will not breach any conditions of your loan. You may also want to consider whether cancellation could affect the ability of any subsequent buyer to obtain a mortgage. Any home and contents insurance you purchase will not provide the same cover.

For further information about the policy:

**Call:** 0800 035 6422 or 0344 633 1000 (Monday to Friday 8.30am-5.30pm)

**Visit:** [www.nhbc.co.uk](http://www.nhbc.co.uk)

**Email:** [cpsupport@nhbc.co.uk](mailto:cpsupport@nhbc.co.uk)

**For claims:** [claims@nhbc.co.uk](mailto:claims@nhbc.co.uk)

**For complaints about NHBC:** [consumeraffairs@nhbc.co.uk](mailto:consumeraffairs@nhbc.co.uk)



Raising Standards. Protecting Homeowners

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• NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 202261). You can check these details on the Financial Services Register at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

• NHBC is registered in England and Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP.