



Joint virtual meetings

The next stage in our new technical
risk management strategy



What are Joint Virtual Meetings (JVMs)?

JVMs are a new and important part of the way we will work with you to help prevent defects in construction on your site(s). As the name suggests, these will be online meetings between your technical and onsite teams with relevant in-house NHBC technical specialists such as our engineers, surveyors, technical building consultants, geo-environmental engineers and our building inspectors. They will take place at key points in the project as detailed below. During the pilot phase of JVMs, 90% of our customer felt that the meeting improved clarification of site risks and communication overall.

The purpose of JVMs is:

- to better support projects by delivering a 'virtual team' of all our relevant in-house experts to work more collaboratively with our builder customers without the need to be in one physical location. This will improve communication, as well as allow all those who attend to get a greater understanding of the project and manage expectations.
- to enhance our existing Quality Control service with more Quality Assurance – helping you get it right first time by discussing the project earlier on with our technical experts to ensure designs align with the NHBC Standards and providing support with potential site issues as early as possible.

What are the benefits for you?

- improved access to relevant technical specialists for your project. Depending on the complexity of the site, this could include surveyors, engineers, technical building consultants, major project managers, geo-environmental engineers, our underwriting team, and our NHBC Standards specialists.
- increased visibility, communication and collaboration between NHBC, your onsite and technical teams
- a chance to discuss design issues/outstanding conditions at an earlier stage with our staff to help you resolve issues
- a chance to discuss the content and requirements of the Bespoke TRM plan for your site(s); explain the additional inspection activity that NHBC will implement to support you in building high-quality homes.
- a chance to discuss construction issues and any areas requiring additional support
- improved clarity of NHBC requirements
- identifying areas where additional support may be required (we can help with Risk Guides, toolbox talks, training)
- improve your project assessments and acceptance and potentially avoid the need for last minute clearance of conditions.

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Who needs to attend? When will they start?

Joint Virtual Meetings will take place on new sites registered with NHBC after 1 November and only at key milestones (pre-registration, pre start or at critical points within the build) in a project.

Meeting type	When	Why?	NHBC		Customer		Start date
			Technical Operations	Inspection	Your technical team	Your site manager	
Consultation	Pre-registration - before the site has been registered	To provide support and highlight key considerations from an NHBC perspective	✓	✓*	✓	N/A	January 2022
Pre start	Site has been registered. Meeting prior to site start	To discuss the specifics of the project and risk mitigation	✓**	✓	✓*	✓	November 2021
**In-flight	Construction has commenced on site	To resolve a design or construction issue, or discuss complex areas of construction	✓*	✓*	✓*	✓*	

*If required ** When required

How will these meetings be held? How long will they last?

- The majority of these meetings are likely to be held virtually via MS Teams or similar, where an invite will be sent via email. Not office based? You will still be able to join the meeting by phone. We aim for each meeting to last 30-60 mins, depending on the complexity of the project.

What is going to change?

- We have previously held pre-start meetings but moving forward on certain projects the NHBC project lead (surveyor, engineer, technical building consultant) and other members of the reviewing team will also attend the pre-start meeting to discuss the project.
- On some more complex projects inflight meetings might be arranged to discuss upcoming commencement on complex areas of construction (for example basements and cladding).

Feedback

Feedback from a pilot of JVMs has been very positive. We trialled the use of the meetings extensively during the Covid-lockdown period in particular and in the months since and they have proved to be very beneficial to all involved. These are just a few of the comments received:

‘The pre-start meeting with all parties was very good’

‘We were able to constructively update the technical risk management plan to reflect the risks on site.’

‘I can see that the virtual meetings and assisted inspections will be very useful throughout the build process.’

‘The virtual meeting enables you to discuss and resolve issues collectively there and then or outline a clear way forward. The technology is easy to use.’