

TAI app site managers frequently asked questions

1. My Building Inspector has set me up on the TAI app, what do I do next?

You should receive an email from TAI@tai-nhbc.co.uk. Click on the link within this email and enter the username and password provided. Once entered, you'll be prompted to create a personal password. If you can't locate this email within your Inbox, please check your Junk mail.

2. I have lost my password how do I get a new one?

On the sign in screen click on password reset, if you continue to have problems please contact 01908 746311 lines open 08:30-17:30.

3. Who do I contact if the app is not working?

Please use the number contained within the help section on the TAI app, 01908 746311 lines open 08:30-17:30.

4. Can I get my assistant site manager set up on the app as well?

Yes, please ask your local Building Inspector to get them set up.

5. What happens if I change my phone number?

Please contact your Building Inspector and they will update your details.

6. How long do I have to wait for the photo to be reviewed?

In most instances the Building Inspector will review the uploaded photos within 12 hours of them being submitted. The Building Inspector is sent a reminder for any submissions older than 12 hours. Please remember it is at the Building Inspector's discretion to accept the photo in place of a physical inspection.

7. Can I upload and send the Building Inspector other photos?

You can only upload photos that have been requested by the Building Inspector. Please discuss with your Building Inspector any other photos that are relevant to your build.

8. Following a submission of a photo, why have I received a message requesting a physical re-inspection on site?

On some occasions following the review of a photo the Building Inspector may deem it necessary to re-inspect and will explain the reason for this when they attend site. From time to time, Building Inspectors are prompted to carry out a randomised audit on submissions.

9. How many photos can I upload?

You can add up to five photos to a request, and we encourage you to add more than one photo to help support the review. Please ensure the photos are specific to the plot detailed in the request.

10. What happens if I forget or don't upload a photo?

You will be sent an automatic text and email reminder after five days if you haven't responded to a request. Please do not continue work until a photo has been accepted or physical re-inspection has taken place.

11. What is a 'Moment in Time' and why am I being asked for it?

A request for a Moment in Time is sent to a site manager when photos are required of high-risk construction or elements of construction that is not normally available to inspect. For example, the installation of bed joint reinforcement or the installation of stepped cavity trays when not available to view at a KSI. This helps both NHBC and you to manage the risk of these elements.

12. What do I do if I can't get a good quality photo of the issue?

It is important the photos you upload are of good quality and represent the construction detail or issue clearly, therefore check your settings on your device to enable a clear quality photo.

13. Why can't the app be used for every Reportable Item?

The use of the TAI app is at the discretion of the Building Inspector as not all issues or construction details can be clearly represented in a photo. An example of this would be an installation of guarding where we would need to physically inspect it to ensure the fixings are robust and in accordance with regulations.

14. How many attempts do I get to send photos in response to a request?

If the initial response and upload of photo has been reviewed and more information is required, then you will receive one additional request for more information/photos. If this is unsuccessful, you will be asked to book a physical reinspection.

15. Where can I find the terms and conditions of the app?

Visit nhbc.co.uk/legal and select 'TRM end user licence'.