

My NHBC Portal.

A quick overview

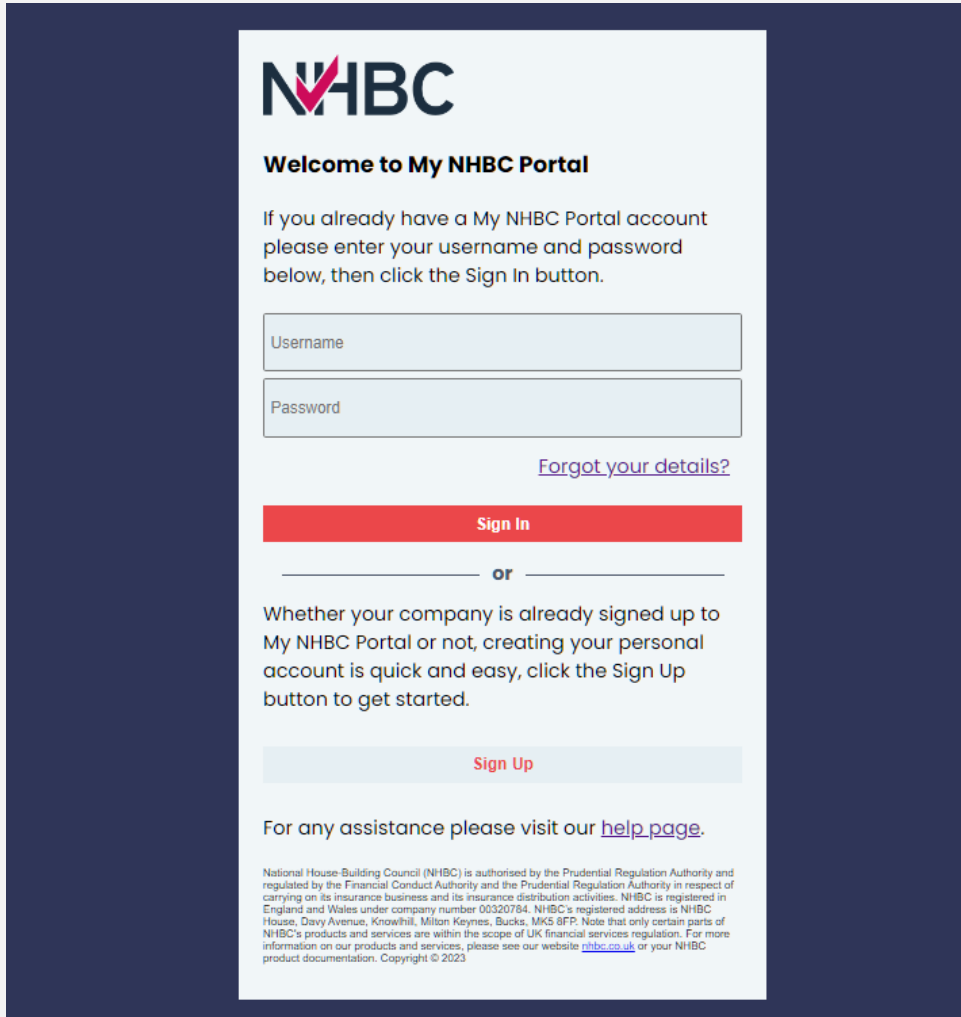




My NHBC Portal is an online application which consolidates all your important NHBC site and plot information in one place.

Designed in collaboration with our customers, it greatly simplifies the administration of your NHBC warranty and building control sites.

Sign in

A screenshot of the NHBC Sign In page. The page has a dark blue background. At the top left, there is a decorative pattern of green diagonal lines. The main content is in a white box. It starts with the NHBC logo (a red checkmark above the letters 'NHBC'). Below the logo is the heading 'Welcome to My NHBC Portal'. The text says: 'If you already have a My NHBC Portal account please enter your username and password below, then click the Sign In button.' There are two input fields: 'Username' and 'Password'. Below the password field is a link 'Forgot your details?'. A red button labeled 'Sign In' is below that. A horizontal line with 'or' in the center is below the button. The text says: 'Whether your company is already signed up to My NHBC Portal or not, creating your personal account is quick and easy, click the Sign Up button to get started.' Below this is a light blue button labeled 'Sign Up'. At the bottom, it says 'For any assistance please visit our [help page](#).' There is a small disclaimer at the very bottom: 'National House-Building Council (NHBC) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in respect of carrying on its insurance business and its insurance distribution activities. 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. Note that only certain parts of NHBC's products and services are within the scope of UK financial services regulation. For more information on our products and services, please see our website [nhbc.co.uk](#) or your NHBC product documentation. Copyright © 2023'.

To sign into the portal, enter your username and password and click '**Sign In**'.

Select your organisation

The screenshot shows the NHBC My NHBC Portal interface. At the top, the user is logged in as 'portaluser01' and is currently viewing the 'Fabulous Properties Ltd - 888921' organisation. A purple callout box with a white border points to the hamburger menu icon in the top navigation bar, with the text 'Click here to open the list'. The 'My Organisations' modal is open, displaying a search bar and a list of organisations. The list includes: 'Amazing Properties Ltd - 90338', 'Bobbington Builders Limited - D39878', 'Castle Construction Co - 42809', 'Digital Structures -', 'Easy & Best (Builders) Ltd - 41903', 'Fabulous Properties Ltd - 888921' (highlighted in dark blue), and 'Great Places -'. A 'Load More Rows' button is at the bottom of the list. The background shows a 'Home' dashboard with 'Sites' (2 Not yet submitted) and 'Reports' (Site Reports, My Reports) sections.

When you sign in, your preferred organisation will be selected.

If you have access to more than one organisation you can change your selection using the **My Organisations** list.

You can set your preferred organisation in your profile.

Home page

The screenshot shows the NHBC My NHBC Portal home page for the organisation 'Fabulous Properties Ltd - 888921'. The page is annotated with numbered callouts (1-9) and a purple instruction box. The callouts point to various features: 1. View All Sites button; 2. Add New Site button; 3. Site Reports button; 4. My Reports button; 5. Upload Organisation Documents button; 6. Alerts icon; 7. Manage Account button; 8. User menu icon; 9. My Tasks button. The purple box contains the text: 'Click on one of these cards to view your sites filtered by status'. Below this, there are four site status cards: 'Not yet submitted' (2), 'Waiting for NHBC' (0), 'Active' (5), and 'Completed' (0). The Reports section includes 'Site Reports' and 'My Reports'. The System Messages section is empty. The footer contains links for Terms and Conditions, Privacy Policy, NHBC Website, and NHBC Technical Standards, along with a disclaimer about Prudential Regulation Authority authorization.

This is your **Home** page for the selected organisation.

From here you can:

1. view your sites*
2. add details of a new site*
3. run or schedule site reports*
4. view My Reports dashboards*
5. upload and view organisation documents
6. view alerts
7. manage your portal account
8. open your user menu:
 - update your profile details
 - manage email notifications
 - access help documents
 - sign out
9. view your approval tasks*.

*Access will depend upon your permissions for the organisation

Sites

Organisation: Fabulous Properties Ltd - 88921

Manage Account portaluser01

Back

In this section you can find all of the sites you have access to for the selected organisation. You can view your site access and request changes using the 'Manage Account' at the top of the page.

Status: Active

Card View Report View + Add New Site

Card view

Report view

Switch view

Site Address	NHBC Site Reference	Your Site Reference	Site Name	Status	No. of Plots	Favourite	Warnings	Delete Site	Conditions & Ris	Docs To NHBC	Docs From NHBC	Plot Registrations	NHBC Contacts
New Site, Milton Keynes, MK5 6	0006150390	New1	New Site	Active	10	☆			View	View	View	View	View
South View, Milton Keynes, MK5 6	0006150160	N/A	South View Site Phase 1	Active	11	☆			View	View	View	View	View
North View, Milton Keynes, MK5 6	0006150159	N/A	North View Site Phase 1	Active	20	☆			View	View	View	View	View
West View, Milton Keynes, MK5 6	0006150158	N/A	West View Site Phase 1	Active	15	☆			View	View	View	View	View
East View, Milton Keynes, MK5 6	0006150137	N/A	East View Site Phase 1	Active	10	☆			View	View	View	View	View

row(s) 1 - 5 of 5

Here you can see the NHBC warranty and building control sites that you have access to for your organisation.

There are two views:

1. Card view.
2. Report view.

In either view you can:

- see key information and warning messages
- search and filter the list
- mark favourite sites for easy access
- click the card or the site address to view the site overview
- click quick links to view more detailed information about each site
- delete unsubmitted sites
- export sites as a list to Excel.

Site details

Organisation: Fabulous Properties Ltd - 888921

Manage Account portaluser1

New Site, Milton Keynes, MK5 6

NHBC Site Ref: 0006150390 Site Name: Not added Your Site Ref: Not added

Site Overview

Site Pages

Site Overview Conditions & Ris Docs to NHBC Docs from NHBC Plot Registrations NHBC Contacts

Site Details

Plot Info

View Summary	Plot Number	Plot Usage	Product	Dwelling Type	Policy Number	Registered For Warranty	Registered For BC	Most Advanced Inspection Stage	Outstanding Conditions	Outstanding Ris	Finalised For Warranty	Finalised For BC	UPRN
🔗	1	Private Sale	Buildmark Newbuild & Building Control	Detached House	N/A	×	×		4	0	×	×	
🔗	2	Private Sale	Buildmark Newbuild & Building Control	Detached House	N/A	×	×		4	0	×	×	
🔗	3	Private Sale	Buildmark Newbuild & Building Control	Detached House	N/A	×	×		4	0	×	×	
🔗	4	Private Sale	Buildmark Newbuild & Building Control	Detached House	N/A	×	×		4	0	×	×	
🔗	5	Private Sale	Buildmark Newbuild & Building Control	Detached House	N/A	×	×		4	0	×	×	
🔗	6	Private Sale	Buildmark Newbuild & Building Control	Semi-Detached House	N/A	×	×		4	0	×	×	
🔗	7	Private Sale	Buildmark Newbuild & Building Control	Semi-Detached House	N/A	×	×		4	0	×	×	

You can view details for each of your sites using these buttons:

Site Overview

Summary information and details of each plot on the site.

Conditions & Ris

Details of outstanding and cleared conditions and reportable items at site and plot level.

Docs to NHBC

Upload and send documents to NHBC (eg to clear conditions) and view documents already sent.

Docs from NHBC

View and download documents from NHBC (eg Buildmark Certificates, Warranty Release Confirmation docs).

Plot Registrations

Enter and send plot details, request quotes and register plots.

NHBC Contacts

Your NHBC contacts for this site.

Add new site

+ Add New Site

My NHBC Portal

Organisation: Fabulous Properties Ltd Site Name: Not added NHBC Site Reference: Not added Your Site Reference: Not added

Cancel Save Save & Continue >

Are you registering the site for Fabulous Properties Ltd?
 No Yes

This is the party that NHBC will correspond with on technical matters. If the party populated below is not correct please amend accordingly.

Organisation Name
Fabulous Properties Ltd

Organisation Address
Fabulous House, Milton Keynes, MK5 8ZZ

Site Name
New Site

Your Site Reference
New1

Site Start Date
26/02/2024

Site Address Line 1
New Site

Site Address Line 2

Site Address Line 3

Town/City

Postcode

Local Authority (sites in England & Wales only)

Site Details
Plots & Blocks
Site Contacts
Builder
Developer & Landowner
Site History & Construction Details
Site Documents
Confirm & Submit

View your progress

Save & continue to move to the next page once all mandatory information has been entered

Terms and Conditions | Privacy Policy | NHBC Website | NHBC Technical Standards

NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Click the **Add New Site** button on the Home page or Sites page to start to enter your new site details.

You can complete your site details online, uploading the necessary supporting documents and submit them together.

For more information, see the "Add New Site" user guide.

Site reports

The screenshot shows the 'Site Reports' section of the NHBC My NHBC Portal. At the top, a red box labeled 'Site Reports' has a purple arrow pointing to the page header. The header includes the NHBC logo, 'My NHBC Portal', 'Manage Account', and a user profile 'portaluser01'. A '< Back' button is visible in the top right. Below the header, a welcome message states: 'Welcome to Site Reports. In this section you can run or schedule reports for organisations and sites that you have been given permission to view. You can see the reports you're able to run via the 'Permissions' section within Manage Account.'

The main content area is titled 'Run / Schedule a Report' and includes a sub-header 'Run / Schedule a Report' with a red button. Below this is a section for 'Scheduled Reports' with buttons for 'Expand All', 'Collapse All', and 'Delete'. A purple box with the text 'Select and delete a scheduled report' has arrows pointing to the 'Delete' button and a specific report entry 'West View, Milton Keynes, MK5 6'. Another purple box with the text 'Run or schedule a new report' has an arrow pointing to the 'Run / Schedule Report' button.

At the bottom of the page, there are links for 'Terms and Conditions', 'Privacy Policy', 'NHBC Website', and 'NHBC Technical Standards'. A footer note states: 'NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.'

Site Reports gives you access to a suite of reports that you can run on demand or schedule to receive regularly.

The reports provide you with operational site and plot level data in Excel or PDF format.

If you have access, you can run reports for multiple organisations at the same time and can choose to include one, some or all your sites.

For more information, see the "Site Reports" user guide.

My Reports

My Reports

Organisation: Fabulous Properties Ltd - 888921

Click links to change the main section you are viewing

Open the menu for additional options

Some sections have multiple tabs

Overview Construction Claims & Resolutions Bonds

Overview Construction

Average Ris per Inspection: 0.36 ▲ 0.01

Average BRIs per Completed Plot: 3.06 ▲ 0.50

Key Stage Inspections: 99... ▼ -0%

Successful Pre-handovers: 83.5% ▼ -10.3%

Quality Common Score

Completed Plots: 397 ▲ 39

Claims and Resolutions

Current Resolutions: 4 Total (Valid: 1, Not Valid: 0, Rule 27: 0, Under Inv: 3)

Current Claims: 8 Total (Sec. 3: 8, Sec. 4: 0, Sec. 5: 0, Under Inv: 0)

Actual & Estimated Payments: £11.3K ▲ £11.26K (Claims Estimate Outstanding: £436.5)

Bonds

Current registered builder bond value: £2.07M (Group) £2.07M

Current registered builder bond limit: £1.40bn (Group) £1.40bn

Agreed group bond limit: --

New Bonds: £661.29K ▼ -£2.51M

Reductions: -£2.77M ▼ -£1.59M

Quarterly overrun fees: £104.33K ▲ £104.33K

Initial status - bonds value: --

Pending status - bonds value: --

Summary Page

Terms and Conditions | Privacy Policy | NHBC Website | NHBC Technical Standards

NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

My Reports provides you with online dashboards showing your latest NHBC inspection, claims and bonds information.

You can drill into detailed information, benchmark your performance and export data into Excel.

Organisation documents

Organisation Documents

Use this area to view and upload documents for this organisation. Please DO NOT put documents specific to a site here.

Upload to New Bundle

Please Select a Document Category
- Please Select -

Select a document category to start uploading a new bundle of documents

Uploaded Bundles

The following bundle(s) of files have been uploaded for this organisation:

Search...

Search for specific documents

Windsor House Type
Uploaded but not yet sent

1 doc(s)
House Type Approval

Download Delete

You can delete bundles that haven't yet been sent

Click anywhere on a card to view details of the bundle and its documents

House Type Approval Drawings

3 doc(s)
House Type Approval

Download

Download a zip file containing all the documents in the bundle

If you need to send documents to NHBC that don't relate to a specific site, use the '**Organisation Documents**' buttons at the top of the Home page.

Here you can upload and send documents without selecting a site, such as Type Approval information or correspondence relating to your organisation or NHBC registration.

For more information, see the "Uploading Documents" user guide.

Alerts

The screenshot shows the top navigation bar with the NHBC logo, 'My NHBC Portal', and the organization name 'Fabulous Properties Ltd - 888921'. Below the navigation bar, there are buttons for 'Upload Organisation Documents', 'View Organisation Documents', and 'My Tasks'. The main content area is titled 'Alerts for Selected Organisation' and contains a single alert: 'You have been granted Administrator access for Fabulous Properties Ltd'. A bell icon is on the left of the alert, and a red 'x' icon is on the right. A red 'Acknowledge All' button is in the top right corner of the alert box. The text 'row(s) 1 - 1 of 1' is at the bottom right of the alert box.

This screenshot shows the same home page as above, but with an 'Alert' modal open on the right side. The modal contains two alerts: 'You have been granted Administrator access for Fabulous Properties Ltd' and 'Changes have been made to your organisation access'. Both alerts have a bell icon on the left and a red 'x' icon on the right. A red 'Acknowledge All' button is at the bottom right of the modal, and a 'Close' button is at the bottom left. The text 'row(s) 1 - 2 of 2' is at the bottom right of the modal.

Alerts are created if your access or permissions have been changed by an administrator.

The alerts for the organisation you have selected are displayed at the top of the home page.

Alerts for all your organisations can be accessed by clicking the alert button (bell icon) on the top bar.

These are no longer shown once they have been acknowledged.

For more information about access and permissions, see the "Manage Account" user guide.

Manage Account

The screenshot shows the 'Manage Account' page in the NHBC My NHBC Portal. The top navigation bar includes the NHBC logo, 'My NHBC Portal', the current organisation 'Fabulous Properties Ltd - 888921', and a 'Manage Account' button. Below the navigation bar, there are buttons for 'Home', 'Upload Organisation Documents', 'View Organisation Documents', and 'My Tasks'. The main content area is divided into three panes:

- Left Pane (People with Access):** Lists users with access to the organisation. Callouts include 'Edit your profile' pointing to the 'Edit' icon and 'Remove your access to this organisation' pointing to the trash icon.
- Center Pane (Selected user has access to all sites for this organisation):** Lists sites with access. Callouts include 'Request access to an additional organisation' pointing to the '+ Request Organisation Access' button and 'Request changes to your site access' pointing to the 'Edit' icon.
- Right Pane (Permissions):** Lists permissions for the selected user. Callouts include 'Request changes to your permissions' pointing to the 'Edit' icon.

At the bottom of the page, there is a footer with links for 'Terms and Conditions', 'Privacy Policy', 'NHBC Website', and 'NHBC Technical Standards'. A note states: 'NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.'

To view and manage your account details click **Manage Account** in the top menu bar.

The left pane shows users with (or awaiting) access to the selected organisation. You can see which users are portal administrators for the organisation.

Select a user in the list to see the site access and permissions for the selected user and organisation.

The central pane shows the sites the user has access to.

The right pane shows the permissions the user has.

Requests for additional access or permissions need to be approved by a portal administrator.

For more information, see the "Manage Account" user guide.

Profile

The screenshot illustrates the user profile management process. On the left, the 'Manage Account' menu is open, showing options like 'Documents', 'View On', 'Notifications', 'Help', and 'Sign Out'. The 'Profile' option is highlighted. On the right, the 'People with Access' section shows a search bar and a list of users. The user 'Portal User' (Fabulous Properties Ltd) is listed with a profile edit icon. A purple arrow points from the 'Profile' menu item to the 'Edit Profile' form. Another purple arrow points from the profile edit icon in the 'People with Access' list to the 'Edit Profile' form.

Manage Account portaluser01

- Documents
- View On
- Notifications
- Help
- Sign Out
- Profile**

People with Access

Search by first name, last name or username

★ **Portal User**
(Fabulous Properties Ltd)

Edit Profile

Title: - Select -

Business Role: Administrative

Forename: Portal

Surname: User

Contact Number: 01111 222333

Primary Organisation: Fabulous Properties Ltd - 888921

Preferred Organisation: Fabulous Properties Ltd - 888921

Email: portaluser01@dev-nhbc.co.uk

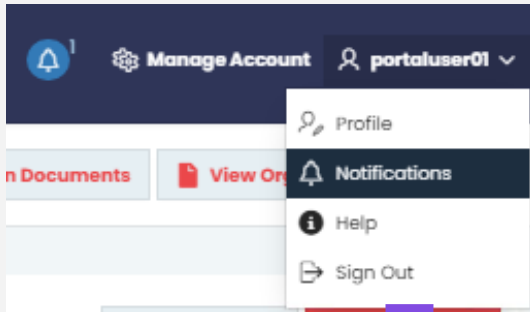
Close Change Password Change Email Save

You can view and edit your profile using the **'Profile'** option from your user menu in the top right corner of each page or clicking the profile button for your user in 'Manage Account'.

You can change your personal details, email address, password.

If you have access to more than one organisation you can change your Primary Organisation (the company you work for) and Preferred Organisation (selected by default when you sign in to the portal).

Notifications



Notifications

Search...

Organisation	Site Address	NHBC Site Ref.	Your Ref.	Status	Notification	Remove
Fabulous Properties Ltd - 888921	ALL SITES				New conditions added	
Fabulous Properties Ltd - 888921	ALL SITES				New Building Control certificates from NHBC	
Fabulous Properties Ltd - 888921	ALL SITES				New reportable items added	
Fabulous Properties Ltd - 888921	ALL SITES				Buildmark Warranty certificates	
Fabulous Properties Ltd - 888921	East View, Milton Keynes, MK5 6	0008150137		Active	Anticipated final date approaching	
Fabulous Properties Ltd - 888921	North View, Milton Keynes, MK5 6	0008150159		Active	Anticipated final date approaching	

1 - 6

Close

Remove + Add

Remove individual notifications

Remove all your notifications

Add new notifications

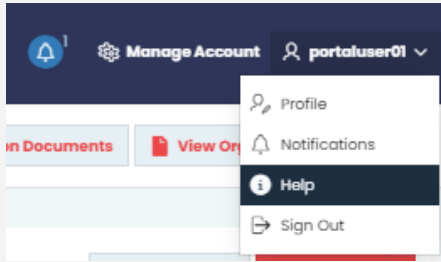
You can view and edit your notifications using the **'Notifications'** option from your user menu in the top right corner of each page.

Notifications enable you to request personal email notifications for a range of key events relating to your sites and plots.

If you use this facility, you will receive an email at the start of each day listing all your notifications.

For more information, see the "Email Notifications" user guide.

Help



On **the Help and Support** page you can view and download user guides and FAQs and find out how to contact NHBC if you require further support.

NHBC My NHBC Portal Manage Account portaluser01

Help and Support

Frequently Asked Questions Quick answers to common queries. 10/08/2023 Open	MY NHBC Portal – A Quick Overview This guide will help you familiarise yourself with the key features and navigation of My NHBC Portal. 31/08/2023 Open	Manage Account This guide will help you to manage your own personal details in My NHBC Portal and to make or request changes to your organisation and site access and permissions. 15/11/2023 Open	Portal Administrators This guide will help Portal Administrators to understand how to use the Manage Account and My Tasks modules to manage their company's My NHBC Portal accounts, including creating new Administrators, approving new account requests, managing users' access and permissions, and removing users who should no longer have access. 15/11/2023 Open	Add New Site This guide will help you to use My NHBC Portal to enter details of a new site, attach supporting documents and submit the site to NHBC. 15/11/2023 Open
Plot Details, Quotes and Registrations This guide will help you to use My NHBC Portal to enter details of the plots and NHBC products you require on your sites, obtain quotes and re-request plot registration. 15/11/2023 Open	Conditions and Reportable Items This guide will help you to use My NHBC Portal to view details of the outstanding and cleared conditions and reportable items for your sites and plots. 15/11/2023 Open	Uploading Documents This guide will help you to use My NHBC Portal to upload and send documents to NHBC in relation to your sites and organisation. 15/11/2023 Open	Documents from NHBC This guide will help you to use My NHBC Portal to view correspondence from NHBC and access Warranty Release Confirmation documents, Building Control certificates, etc. 15/11/2023 Open	Contacting NHBC This guide will help you to use My NHBC Portal to contact us quickly and easily about your sites and organisation. 15/11/2023 Open

Contact us

Can't find the answer to your question?

Please contact **NHBC's Portal support team** on **0344 633 1000** or email us at onlinesupport@nhbc.co.uk.

[Terms and Conditions](#) | [Privacy Policy](#) | [NHBC Website](#) | [NHBC Technical Standards](#)

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Need support?

For more information about My NHBC Portal, please contact NHBC's Portal Support team on 0344 633 1000 or email us at onlinesupport@nhbc.co.uk

