

NHBC Bespoke Technical Risk Management Plans

Site manager FAQs (External)

What is technical risk management (TRM)?

These are the activities that we use to manage risk, quality and compliance. Activities include: technical drawing reviews, Key Stage Inspections, Risk Based Inspections, Technology Assisted Inspection and Quality Benchmarking.

What changed following the introduction of Bespoke Technical Risk Management Plans (BTRMPs)?

From 1 July 2023, all new sites submitted to NHBC receive a BTRMP. Risk Based Inspections, meetings and requests for photos may be required in addition to Key Stage Inspections.

All non-compliances found during inspections will be recorded as Reportable Items to enable Quality Common Scoring to be applied.

Does NHBC still do Key Stage Inspections?

Yes. Please continue to call your building inspector out for Key Stage Inspections. We will also undertake intermediate inspections between Key Stage and Risk Based Inspections, at the building inspector's discretion.

Who is responsible for creating and updating BTRMPs?

Our technical building consultants will create and update Plans with input from our building inspectors.

How is a BTRMP introduced on a new site?

The plan will be introduced and discussed at pre-start meetings and you will have an opportunity to ask questions, provide feedback and make suggestions. A paper copy of the Plan will be filed in the Site Record Book and available online via the My NHBC Portal. Risk Guides will be discussed and completed during pre-start meetings and this process may help identify additional risks that need to be added to the Plan.

I've just taken over as the site manager on an existing site. How do I know if there's an existing Plan?

Your NHBC building inspector will arrange a brief meeting to discuss the existing Plan. A paper copy of the Plan will be filed in the Site Record Book and will be available in the My NHBC Portal for you to review.

What if I forget to call NHBC for a Risk Based Inspection?

We understand that the introduction of Bespoke TRM plans is a significant change so our building inspectors will work with you to ensure you understand your responsibilities in relation to requesting Risk Based Inspections at appropriate times and responding to requests for geo-tagged photos (via our Technology Assisted Inspections (TAI) app).

Risk Based Inspections are mandatory inspections and are managed by us in the same way as missed Key Stage Inspections.

Is it necessary for NHBC to undertake additional Risk Based Inspections if quality is good on site?

Our team will monitor quality on site and may decide to update the Plan as the project progresses. Any decisions to update a BTRMP rests with NHBC.



NHBC Bespoke Technical Risk Management Plans

Site manager FAQs (External)

Will Reportable Items (RIs) be recorded if non-compliances are found during Risk Based Inspections?

Yes, RIs will be recorded. Risk Based Inspections are requested inspections and you will have an opportunity to check the completed work before requesting the inspection.

Will Risk Based Inspections be scored using Quality Common Scoring?

Yes, Risk Based Inspections will be scored in the same way as Key Stage Inspections.

Will NHBC produce Quality Benchmark Reports for Risk Based Inspections?

The Plan will confirm if a Quality Benchmark Report is required or not. If yes, please request an inspection in the usual way.

Will NHBC send copies of Quality Benchmark Reports to site managers?

Yes, a copy will be emailed to you as we do for benchmarking of Key Stage Inspections. Copies of Benchmark Reports will also be available via My Reports on the My NHBC Portal..

Can I request additional Risk Based Inspections to be added to a Plan if I need more support?

We will consider your request, but we will make a final decision whether to include. Please discuss this with your building inspector in the first instance.

Can I request a replacement paper copy of the Plan if I lose it?

An electronic copy of the Plan is available in the 'Docs from NHBC' section on My NHBC Portal.

Can I access data relating to Risk Based Inspections via the NHBC Portal?

Yes, Risk Based Inspection data can be downloaded as a data extract via My Reports on the NHBC Portal.

When will reportable items (RIs) be used to record non-compliance?

All defects identified on site are recorded as RIs for all inspection types (including Key Stage, Risk Based and Intermediate Inspections).

Work in progress is work that has yet to be completed which follows established good practice and normal build sequence. Work that does not follow established good practice and normal build sequence will be recorded as an RI.



NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP
Tel: 0344 633 1000 www.nhbc.co.uk

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.