

# Conveyancing Portal.

Full user guide

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# Signing In or setting up a user account





## Welcome to Conveyancing Portal

If you already have a Conveyancing Portal account please enter your username and password below, then click the Sign In button.

[Forgotten password](#)

Sign In

or

Whether your company is already signed up to Conveyancing Portal or not, creating your personal account is quick and easy, click the Sign Up button to get started.

Sign Up

For any assistance please visit our [help page](#).

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](http://nhbc.co.uk) or your NHBC product documentation. Copyright © 2023

# Logging into the Conveyancing Portal

1

If you are an **Existing User** sign in via step 1.

2

If you are a **New User** sign up via step 2.



## Sign up for NHBC Conveyancing Portal

Please provide your details below to sign up for the NHBC Conveyancing Portal. You will then be sent an email with instructions on how to proceed.

Title <input type="text"/>	Contact Number <input type="text"/>
First Name <input type="text"/>	Last Name <input type="text"/>
Email Address <input type="text"/>	
<input type="button" value="Cancel"/>	<input type="button" value="Confirm"/>

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# Sign up

## For new users

The 'Sign Up' link will take you to this page.

All mandatory fields (marked with a red triangle) must be filled in.

Once confirmed an email will be sent with a link to complete the registration process.



### Select a Case

If you have been pre-allocated a conveyancing case, the details will show below. Review the details and click 'Next' to proceed.

If you are signing up for NHBC Portal without being invited by a colleague at your company, you need to provide policy details to proceed.

- Select Case**
- Confirm Company
- Confirm Office
- Create User Profile
- Register

Please enter details of your policy to proceed with your registration.

You will need the policy number and the activation code, without this information you will not be able to complete your registration to the NHBC Conveyancing Portal.

Policy Number

Activation Code

Exit

Next

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# Sign up For new users

The link in the email will take you to this page.

Please Note:

This email could be generated by completing the sign-up form or from a colleague/builder providing your email address.

To continue the registration, you will be asked to provide a policy number and activation code.

It is worth noting this section here: it will show you what steps are left to complete registration.



## Select your Company

If the company you are registering with is known, it will be shown below. If you recognise this company please click 'Next' to proceed.

- Select Case
- Confirm Company**
- Confirm Office
- Create User Profile
- Register

Company Name  
NHBC

Company Address  
NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP, UK

Contact Number

Ext

Company Number

Exit

Next

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# Sign up

## For new users

If your company details are not showing, please fill these in before clicking Next.

If we match your email domain to an existing company this will be displayed.



### Select a Company Office

Please check the office at which you are based below. If this is incorrect, use the selector to choose your office.

If your office is not listed, please select 'My office is not listed' in the office dropdown, and you can create a new office for your company. Alternatively, select any office and you will have the opportunity to create your office once you have registered and assign yourself to that office.

- Select Case
- Confirm Company
- Confirm Office**
- Create User Profile
- Register

Office  
NHBC Head Office

Office Address  
Davey Avenue, Milton Keynes, Bucks, MK5 8FP, UK

Contact Number  
01908 747474

Ext

Dx Number  
DX12345

DX Exchange  
EX9876

Exit

Next

# Sign up For new users

If it is a new company, you can add your office details as per the previous page.

If the company is known the current offices will be selectable.



### Create a User Profile

Please review and update your details as part of your user profile. Your username will be your email address. Your email address can't be changed.

- Select Case
- Confirm Company
- Confirm Office
- Create User Profile**
- Register

Title

First Name  Last Name

Email Address (and Username)

Contact Number

Password

The password must be at least 10 characters long, contain at least 1 number, upper case letter and lower case letter and should not contain your name or username.

Confirm Password

# Sign up

## For new users

Review your details here and update them if needed.

Create a password for your login credentials.

- ✔ Select Case
- ✔ Confirm Company
- ✔ Confirm Office
- ✔ Create User Profile
- **Register**

### NHBC

Company Number

Address

NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP, UK

Contact Number

Ext

### NHBC Head Office

Address

Davey Avenue, Milton Keynes, Bucks, MK5 8FP, UK

Contact Number

01908 747474

Ext

DX Number

DX12345

DX Exchange

EX9876

**Your Username: patricia@test-nhbc.co.uk**

Email Address

Full Name

Patricia Arnott

Contact Number

← Restart

Terms & Conditions

Register

# Sign up

## For new users

All the information you have entered throughout the registration process is visible for you to review.

Please click the 'Terms & Conditions' link to review and accept before registering.

Click Register and then log in to the Conveyancing Portal via the first sign in page.



## Welcome to Conveyancing Portal

If you already have a Conveyancing Portal account please enter your username and password below, then click the Sign In button.

[Forgotten password](#)

Sign In

or

Whether your company is already signed up to Conveyancing Portal or not, creating your personal account is quick and easy, click the Sign Up button to get started.

Sign Up

For any assistance please visit our [help page](#).

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# Conveyancing Portal log in page

Once you have registered you won't need to repeat this again. You will be able to sign in quickly and easily.

# Menus and toggles



# Home page

The screenshot shows the NHBC Conveyancing Home page. The header includes the NHBC logo, the word 'Conveyancing', and user information: 'My Organisation' and 'portal01@dev-nhbc.co.uk'. The main content is divided into two sections: 'My Cases' and 'Office Cases'. The 'My Cases' section has three cards: 'New Cases' (1), 'Active Cases' (1), and 'Archived Cases' (0). The 'Office Cases' section has three cards: 'New Cases' (8), 'Active Cases' (17), and 'Archived Cases' (5). A red '+ Add Case' button is in the top right of the 'My Cases' section. A purple box highlights the 'Office Cases' section. Numbered callouts 1-7 point to various elements: 1 (New Cases), 2 (Active Cases), 3 (Archived Cases), 4 (Office Cases section), 5 (+ Add Case), 6 (My Organisation), and 7 (portal01@dev-nhbc.co.uk).

Section	Category	Count
My Cases	New Cases	1
	Active Cases	1
	Archived Cases	0
Office Cases	New Cases	8
	Active Cases	17
	Archived Cases	5

From here you can:

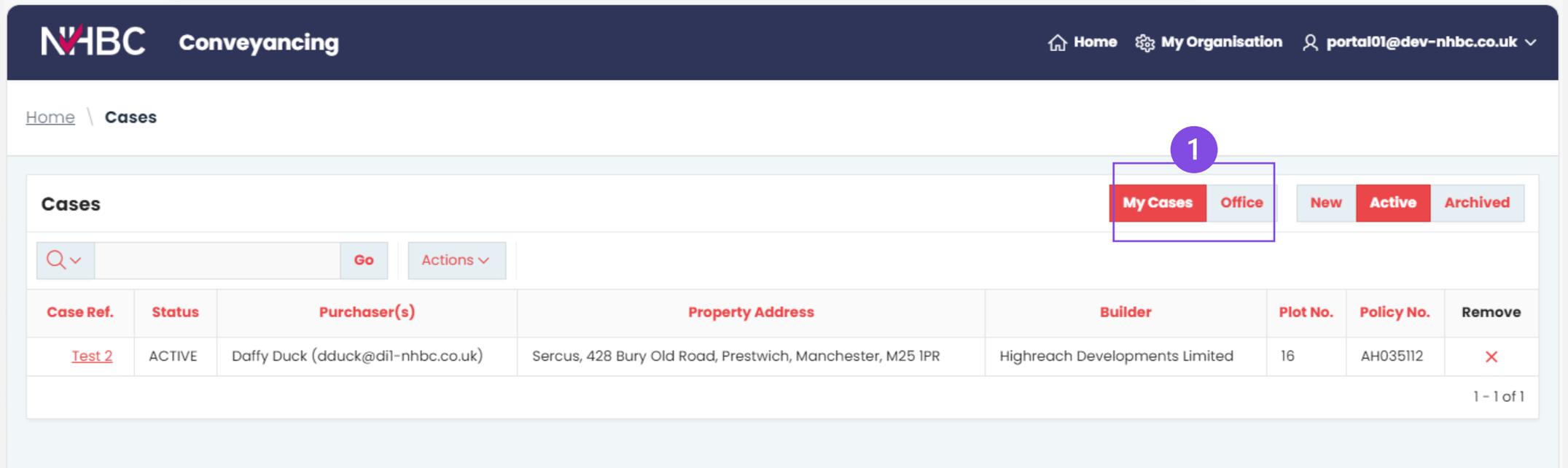
1. view your cases that have not yet been progressed
2. view your cases in progress
3. view your archived cases
4. view your colleagues' cases within the same office
5. add a new case with the policy number and activation code
6. view your organisation's information
  - add users
  - change company/office address
7. access user menu:
  - view and update your profile
  - access help documents
  - sign out

# Toggles – my cases/office cases

There are 2 ways to amend/toggle your views

## 1. By cases owner

- My Cases – shows your own cases.
- Office – shows your colleagues' cases (in the same office).



The screenshot shows the NHBC Conveyancing portal interface. The top navigation bar includes the NHBC logo, the text 'Conveyancing', and links for 'Home', 'My Organisation', and a user profile 'portal01@dev-nhbc.co.uk'. Below the navigation bar, the breadcrumb 'Home \ Cases' is visible. The main content area is titled 'Cases' and features a search bar with a magnifying glass icon, a 'Go' button, and an 'Actions' dropdown menu. To the right of the search bar, there are two toggle buttons: 'My Cases' (highlighted with a red box and a purple circle with the number 1) and 'Office'. Further right, there are three filter buttons: 'New', 'Active', and 'Archived'. Below the search and filter area is a table with the following columns: 'Case Ref.', 'Status', 'Purchaser(s)', 'Property Address', 'Builder', 'Plot No.', 'Policy No.', and 'Remove'. The table contains one row with the following data: 'Test 2', 'ACTIVE', 'Daffy Duck (dduck@dil-nhbc.co.uk)', 'Sercus, 428 Bury Old Road, Prestwich, Manchester, M25 1PR', 'Highreach Developments Limited', '16', 'AH035112', and a red 'X' icon. At the bottom right of the table, it says '1 - 1 of 1'.

# Toggles – new/active/archived cases

There are 2 ways to amend/toggle your views

## 2. By Case Status

- New – recently added cases.
- Active – you have recently actioned these cases.
- Archived – are cases that were completed more than 5 weeks ago.

The screenshot shows the NHBC Conveyancing portal interface. At the top, there is a dark blue header with the NHBC logo and 'Conveyancing' text. To the right of the header are navigation links: 'Home', 'My Organisation', and a user profile icon with the email 'portal01@dev-nhbc.co.uk'. Below the header, the breadcrumb 'Home \ Cases' is visible. The main content area features a 'Cases' section with a search bar and a 'Go' button. To the right of the search bar are three status filter buttons: 'My Cases', 'Office', and a group containing 'New', 'Active', and 'Archived'. A purple circle with the number '2' is positioned above the 'Active' button, which is highlighted with a purple border. Below the filters is a table with the following columns: Case Ref., Status, Purchaser(s), Property Address, Builder, Plot No., Policy No., and Remove. The table contains two rows of data.

Case Ref.	Status	Purchaser(s)	Property Address	Builder	Plot No.	Policy No.	Remove
<a href="#">AH035112</a> <a href="#">wflinstone@dev-nhbc.co.uk</a>	ACTIVE	Elma Fudd (efudd@dil-nhbc.co.uk)	Sercus, 428 Bury Old Road, Prestwich, Manchester, M25 1PR	Highreach Developments Limited	16	AH035112	×
<a href="#">Test 1</a> <a href="#">brubble@dev-nhbc.co.uk</a>	SUBMITTED1	Elma Fudd (efudd@dil-nhbc.co.uk)	85 Stepney Way, London, E1 2EN	Stepney Way 2 LLP	C1.10.02	AV056892	-

# My organisation

**NHBC Conveyancing** Home My Organisation portal01@dev-nhbc.co.uk

Home \ My Organisation 7 + Add User 8 + Add Office

**Offices**

- NHBC** 28 User(s)
  - NH Team**  
N H B C, N H B C  
★ House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP 2 User(s)
  - A & S IRELAND**  
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG 1 User(s)
  - Geeta's Place**  
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF 2 User(s)

**Users** Active Inactive 6

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	4 Profile	5 Cases	
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 09:41	-	Profile	Cases	-
Betty Rubble	NH Team	brubble@dev-nhbc.co.uk	2	1	0	-	-	Profile	Cases	Deactivate
Conveyancer Three	NH Team	nikki03@dev-nhbc.co.uk	1	0	0	-	-	Profile	Cases	Deactivate
Nik Haines	NH Team	nikki01@dev-nhbc.co.uk	4	14	1	01-Dec-2023 10:03	-	Profile	Cases	Deactivate
Wilma Flinstone	NH Team	wflinstone@dev-nhbc.co.uk	0	1	0	-	-	Profile	Cases	Deactivate

1 - 5 of 5

The My Organisation page allows you to manage the organisation details:

1. view and edit the organisation name
2. view office details
3. view users based on the selected office
4. view profile of selected user
5. view cases of selected user
6. user status toggle
7. add a new user to your organisation
8. add a new office to your organisation.

# Profile – change your details/office address

The screenshot shows the NHBC Conveyancing user interface. At the top, the user is logged in as 'portal01@dev-nhbc.co.uk'. A dropdown menu is open, showing options for 'Profile', 'Help', and 'Sign Out'. Below this, a table lists user details for 'Portal User' in the 'NH Team' office. The 'Profile' column in the table has a red profile icon. An arrow points from this icon to the 'Edit Profile' form below. The form contains fields for 'Title', 'Office', 'First Name', 'Last Name', and 'Address'. A 'Change Password' button and a 'Save' button are at the bottom of the form. Three numbered callouts (1, 2, 3) highlight the 'Title' field, the 'Office' dropdown, and the 'Change Password' button respectively.

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 08:28	-	

### Edit Profile

1. Title: - Select

2. Office: NH Team

3. Change Password

Save

Should you need to change your office or details...

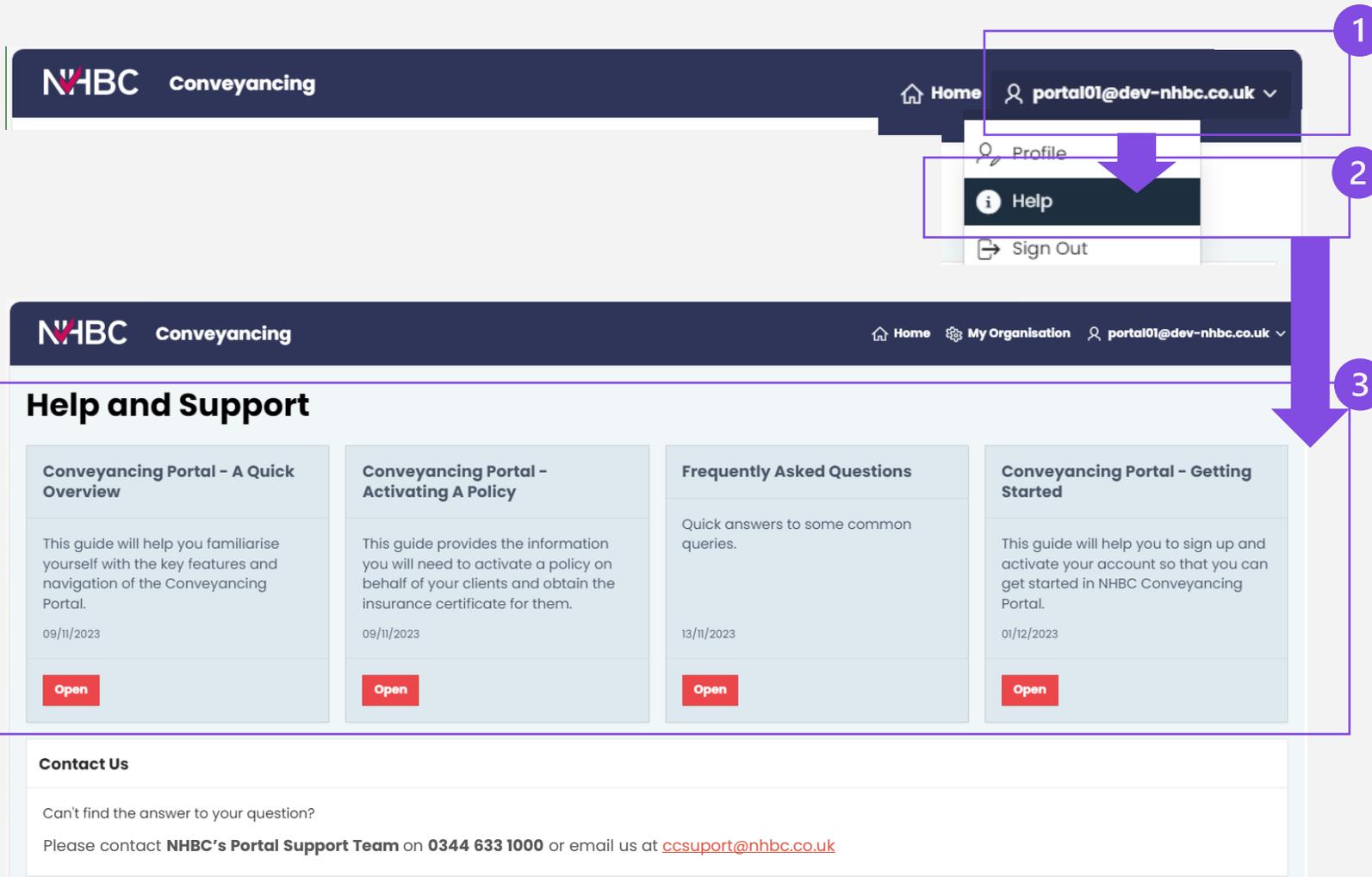
You can view and edit your profile using the 'Profile' option from the user menu in the top right (or clicking the profile button for My Organisation').

You can change your:

1. personal details
2. office address
3. password.

Please Note:  
If you need to change your email address you will need to contact an NHBC Customer Services representative.

# Help



There is a Help and Support page where you can view and download user guides and look at the FAQ section.

1. Click on your user name.
2. Then click on Help.
3. There are a few options to choose from.

# How to add a policy to your cases



# Add a policy to your case

The screenshot shows the NHBC Conveyancing dashboard. At the top, there is a dark blue header with the NHBC logo and 'Conveyancing' text. To the right of the header, there are links for 'My Organisation' and a user profile icon with the email 'portal01@dev-nhbc.co.uk'. Below the header, the page is titled 'Home'. The main content area is divided into two sections: 'My Cases' and 'Office Cases'. The 'My Cases' section contains three cards: 'New Cases' with a count of 1, 'Active Cases' with a count of 1, and 'Archived Cases' with a count of 0. A red '+ Add Case' button is located in the top right corner of the 'My Cases' section, highlighted with a purple box and a purple circle containing the number 1. The 'Office Cases' section contains three cards: 'New Cases' with a count of 8, 'Active Cases' with a count of 17, and 'Archived Cases' with a count of 5.

1. Click the Add Case button on the home page.
2. Enter the policy number and activation code and click Policy Search (you will also be able to check the site details after clicking Policy Search).

The screenshot shows the 'Add new Case' form. At the top, there is a dark blue header with the NHBC logo and 'Conveyancing' text. To the right of the header, there are links for 'Home', 'My Organisation', and a user profile icon with the email 'portal01@dev-nhbc.co.uk'. Below the header, the page is titled 'Add new Case'. There is a 'Back' button in the top right corner. The main content area contains two input fields: 'Policy Number:' and 'Activation Code:'. A purple circle containing the number 2 is positioned to the left of the 'Policy Number:' field. At the bottom right of the form, there is a red 'Policy Search' button with a magnifying glass icon, highlighted with a purple box.

# How to activate a policy



# Locate the policy you added

The screenshot shows the NHBC Conveyancing dashboard. At the top, there is a dark blue header with the NHBC logo, the text 'Conveyancing', and user information: 'My Organisation' and 'portal01@dev-nhbc.co.uk'. Below the header, the page is titled 'Home'. A section titled 'My Cases' contains three summary cards: '1 New Cases' (highlighted with a purple box and a circled '1'), '1 Active Cases', and '0 Archived Cases'. A red '+ Add Case' button is in the top right of this section. Below 'My Cases' is an 'Office Cases' section with a purple arrow pointing down to a table.

1. From the main home screen, click 'New Cases'
2. Locate the policy and click on the red policy number.

The table lists cases with the following columns: Case Ref., Status, Purchaser(s), Property Address, Builder, Plot No., Policy No., and Remove. The first row is highlighted with a purple box and a circled '2'.

Case Ref.	Status	Purchaser(s)	Property Address	Builder	Plot No.	Policy No.	Remove
<a href="#">AZ011441</a>	-	-	-	Taylor Wimpey Bristol A Division of Taylor Wimpey UK Ltd	1	AZ011441	×
<a href="#">AW129163</a>	-	-	-	J A Pye (Oxford) Ltd	9	AW129163	×
<a href="#">AW129160</a>	-	-	-	J A Pye (Oxford) Ltd	6	AW129160	×

# Confirm details

Home My Organisation portal01@dev-nhbc.co.uk

Heathside & Lethbridge (Parkside), Phase 5&6 Lewisham Rd, LONDON, SE10 8FL, UK

Cancel Confirm >

Please review the information below and confirm to continue.

Plot Number:	Ha.90
Site Address:	Heathside & Lethbridge (Parkside) Phase 5&6 Lewisham Rd LONDON SE10 8FL UK
Property Address:	Not yet known
Seller:	Ardmore Construction Ltd
Current Policy Number	AT023581

If there is something wrong, please tell us below.

Something wrong

Here you are reviewing key information about the plot to confirm you have the correct policy for your client's purchase.

Check the details highlighted are correct and match your records.

# Confirm details

Home My Organisation portal01@dev-nhbc.co.uk

Heathside & Lethbridge (Parkside), Phase 5&6 Lewisham Rd, LONDON, SE10 8FL, UK

Cancel Confirm >

Please review the information below and confirm to continue.

Plot Number:	Ha.90
Site Address:	Heathside & Lethbridge (Parkside) Phase 5&6 Lewisham Rd LONDON SE10 8FL UK
Property Address:	Not yet known
Seller:	Ardmore Construction Ltd
Current Policy Number	AT023581

If there is something wrong, please tell us below.

Something wrong

If the details are correct:

Click 'Confirm' and continue to activate the policy.

# Confirm details

Home My Organisation portal01@dev-nhbc.co.uk

leathside & Lethbridge (Parkside), Phase 5&6 Lewisham Rd, LONDON, SE10 8FL, UK

Cancel Confirm >

Please review the information below and confirm to continue.

Plot Number:	Ha.90	1
Site Address:	Heathside & Lethbridge (Parkside) Phase 5&6 Lewisham Rd LONDON SE10 8FL UK	2
Property Address:	Not yet known	
Seller:	Ardmore Construction Ltd	3
Current Policy Number	AT023581	

If there is something wrong, please tell us below.

Something wrong

However, if any of the details are incorrect:

Select the **'Something Wrong'** button.

Examples of incorrect information:

1. plot number is incorrect
2. site address is incorrect
3. seller/developer is incorrect.

# Confirm details

Home My Organisation portal01@dev-nhbc.co.uk

Heathside & Lethbridge (Parkside), Phase 5&6 Lewisham Rd, LONDON, SE10 8FL, UK

Cancel Confirm

Please review the information below and confirm to continue.

Plot Number: Ha.90

Site Address: Heathside & Lethbridge (Parkside)  
Phase 5&6 Lewisham Rd  
LONDON

Property Address: Not y

Seller: Ardmore Constr

Current Policy Number

If there is something wrong, please tell us b

Something wrong

**NHBC Conveyancing**

Policy Number: AT023581 Plot Number: Ha.90 Site: Heaths

**Something wrong**

**Please select a reason:**

- Remove case
- The listed seller is incorrect
- The plot/site address is incorrect
- Plot number is wrong

If any of the details are incorrect:

After clicking the 'Something Wrong' button, this pop-up will appear.

Go ahead and choose the appropriate option.

Depending on the reason you chose, the portal may automatically remove the incorrect policy and replace it with the correct policy.

If this happens, you may need to look back into your 'New Cases' tab to locate it.

# Review builder data

My Organisation portal01@dev-nhbc.co.uk

Heathside & Lethbridge (Parkside), Phase 5&6 Lewisham Rd, LONDON, SE10 8FL, UK

Cancel Confirm >

3

Please review the purchasers below which have been updated by the builder.

All purchasers will be added to your case unless you select 'Not my client' for any purchasers which you do not believe to be associated with the property purchase.

**Note:** Any previously provided occupancy type or purchaser details may get replaced if selections are made which do not conform with existing details. Also, a combination of individual and business purchasers for a case is not permitted.

Newly created or updated purchasers provided by the builder

Purchaser Type	Name	Address	Not my client
Individual	Mr Test Homeowner		<input type="checkbox"/>
Individual	Mrs Test Homeowner	testhomeowner@dil-nhbc.co.uk	<input type="checkbox"/>

1

2

## If the details were correct:

1. If a builder has provided NHBC with purchaser details, the names will be shown here.
2. If the details are not your client, please tick the 'Not my client' box, which will remove them in the next step.
3. Click 'Confirm'.

# Plot details

Policy Number: AH035112 Plot Number: 16 Site: Heaton Park Church, New Town Street, PRESTWICH, GREATER MANCHESTER, M25 1

Step 1 of 6 - Plot Details

**Plot Details**

Your Reference  
Test 2

Property Address: Address Line 1  
Address Line 2  
Town  
POS2 ODE

Occupancy Type  
Owner Occupier

If you update the occupancy type after adding the purchasers details, this could result in those purchasers being removed

Purchaser(s):  
Please review and edit your client details such as their correspondence address by clicking the edit icon

Daffy Duck dduck@dl-nhbc.co.uk

+ Add Purchaser

[Click here if this home is being built for your clients by a builder they have contracted](#)

Due Diligence Cancel Save & Exit Save & Continue >

1. You can add or remove a purchaser's name here.
2. This should be clicked if your clients have contracted their home to be built on land they owned prior to the new build.
3. Allows you to see the plot details, and any downloadable documents.
4. Saves the information you have entered so far and returns to the cases screen.
5. Saves and progresses through the activation

# Due diligence

Due Diligence

**NHBC Conveyancing** My Organisation portal01@dev-nhbc.co.uk

Policy Number: **AH035112** Plot Number: **16** Site: **Heaton Park Church, New Town Street, PRESTWICH, GREATER MANCHESTER, M25 1**

**Due-Diligence** < Back

**1**

Purchasers: **Daffy Duck (dduck@dil-nhbc.co.uk)**

Property Address: **Address Line 1  
Address Line 2  
Town  
PO52 0DE**

Exchange Date: **13/10/2023**

Completion Date: **30/11/2023**

Purchase Price: **£350,000**

**2**

Pre-Completion Cover: **Cover not available**

Post-Completion Cover: **Active from date of Completion subject to the Warranty Release Confirmation being issued**

NHBC Building Control: **Building Control is with a different provider please contact the builder or local authority for more information**

Endorsements: **No endorsements against this policy**

Final Inspection Date: **02/10/2008**

**3**

Name	Download
Buildmark Policy Booklet:	<a href="#">↓</a>
Summary of Cover:	×
Insurance Product Information Document (IPID):	<a href="#">↓</a>
Insolvency Cover Certificate:	×
Warranty Release Confirmation:	×
Buildmark Certificate:	×

1. Populates with the data you have entered for the activation.
2. Shows the NHBC cover and information relevant to the plot.
3. Shows the NHBC documentation relevant to the plot.

# Plot details

NHBC Conveyancing

My Organisation portal01@dev-nhbc.co.uk

Policy Number: AH035112 Plot Number: 16 Site: Heaton Park Church, New Town Street, PRESTWICH, GREATER MANCHESTER, M25 1

Step 1 of 6 - Plot Details

Plot Details

Exchange of Contracts

Insolvency Protection

Completion

Buildmark Certificate

Submit

Your Reference  
Test 2

Property Address:

Address Line 1  
Address Line 2  
Town  
POST CODE

Occupancy Type  
Owner Occupier

If you update the occupancy type after adding the purchasers details, this could result in those purchasers being removed

Purchaser(s):  
Please review and edit your client details such as their correspondence address by clicking the edit icon

Daffy Duck dduck@dli-nhbc.co.uk

+ Add Purchaser

[Click here if this home is being built for your clients by a builder they have contracted](#)

Due Diligence Cancel Save & Exit Save & Continue >

1. A reference of your choice.
2. Location address of the new property.
3. Note that this is a new owner occupier.
4. Update your client's full name and email.
5. Once everything is updated, click the 'Save & Continue' button.

# Exchange of contracts

**NHBC** Conveyancing

Policy Number: **AH035112** Plot Number: **16** Site: **Heaton Park Church, New Town Street, PRESTWICH, GREATER MANCHESTER, M25 1**

**Step 2 of 6 - Exchange**

[Due Diligence](#) [Previous](#) [Save & Exit](#) [Save & Continue](#)

Exchange Date

Purchase Price

Has the completion taken place? \*

1

2

Plot Details

**Exchange of Contracts**

Insolvency Protection

Completion

Buildmark Certificate

Submit

1. We will need to enter the exchange date and purchase price.
2. This question decides the page you move to when pressing 'Save & Continue':
  - if you answer '**No**' you land on the insolvency protection page (to submit for an insolvency protection certificate)
  - if you answer '**Yes**' you go straight to the completion page to activate the Buildmark certificate.

# Submission to NHBC

**Step 3 of 6 - Insolvency Protection** Due Diligence < Previous Save & Exit Submit

**You are about to activate the insolvency protection for this plot. Please review the details and Submit when you're ready.**

**Extent of Cover**  
Insolvency protection is 10% of the selling price of £100,000 whichever is less. Cover for the loss of deposit or having to pay more to complete the building of the home as a result of the builder becoming insolvent. Any agreed variation to the standard cover set out in the Buildmark policy booklet can be found in the endorsements section of the Summary of cover, Insolvency cover certificate and the Buildmark certificate.

**Plot Details**

<b>Property Address:</b>	Address Line 1 Address Line 2 Town PO52 0DE
<b>Occupancy Type:</b>	Owner Occupier
<b>Purchaser(s):</b>	Daffy Duck (dduck@dil-nhbc.co.uk)

**Exchange Details**

<b>Exchange Date:</b>	13/10/2023
<b>Anticipated Completion Date:</b>	30/12/2023
<b>Deposit Amount:</b>	£35,000
<b>Purchase Price:</b>	£350,000

**Progress:** Plot Details, Exchange of Contracts, **Insolvency Protection**, Completion, Buildmark Certificate, Submit

1

## Example:

1. Submission for the insolvency protection certificate.
2. Submission for NHBC Buildmark Certificate.
3. If the submitted application goes well, this pop up with show.

**Step 5 of 6 - Warranty Certificate** Due Diligence < Previous Save & Continue

**You're about to activate the warranty for this plot. Please review the details provided and click Submit when you're ready.**

**Plot Details**

<b>Property Address:</b>	Address Line 1 Address Line 2 Town PO52 0DE
<b>Occupancy Type:</b>	Owner Occupier
<b>Purchaser(s):</b>	Daffy Duck (dduck@dil-nhbc.co.uk)

**Exchange**

<b>Deposit Amount:</b>	£35,000
<b>Exchange Date:</b>	13/10/2023

**Completion**

<b>Completion Date:</b>	30/11/2023
<b>Purchase Price:</b>	£350,000

**Progress:** Plot Details, Exchange of Contracts, Insolvency Protection, Completion, **Buildmark Certificate**, Submit

2

 The case has been Submitted.

# Example if cover is not yet available:

If there is a reason why the cover cannot yet be activated, the system will give you more information about this.

## Example

Policy Number: AZ011441 Plot Number: 1 Site: 14 Hambrook Lane, Stoke Gifford, Bristol, BS34 8QB

Step 6 of 6 - Submit Due Diligence Finish

- Plot Details
- Exchange of Contracts
- Insolvency Protection
- Completion
- Buildmark Certificate
- Submit

**Policy Final Date**  
Our records indicate the final inspection may not have taken place for this plot, therefore there may be a delay in receiving the Insurance Certificate.

The case has been Referred to NHBC for review, and we will contact you within 3 working days.

Purchase price referral	Our system indicates a difference between the anticipated selling price and purchase price for this home, we will require the completion statement
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It is worth making a note of these details and then clicking the Finish button. You can then contact the developer or NHBC accordingly.

# How to locate activated policy documents and download them



# Home page

The screenshot shows the NHBC Conveyancing Home page. The header includes the NHBC logo and 'Conveyancing' text on the left, and 'My Organisation' and 'portal01@dev-nhbc.co.uk' on the right. Below the header, the page is titled 'Home'. The main content area is divided into two sections: 'My Cases' and 'Office Cases'. Each section contains three cards representing different case statuses: 'New Cases', 'Active Cases', and 'Archived Cases'. In the 'My Cases' section, the 'Active Cases' card is highlighted with a purple border. A red '+ Add Case' button is located in the top right corner of the 'My Cases' section. The 'Office Cases' section shows a total of 8 New Cases, 17 Active Cases, and 5 Archived Cases.

Section	New Cases	Active Cases	Archived Cases
My Cases	1	1	0
Office Cases	8	17	5

Click into your active cases.

If you submitted the application more than 30 days ago, it may now show under your archived cases.

# Checking if the policy has been activated

Cases								Filter	My Cases	Office	Case Type	New	Active	Archived
Case Ref.	Status	Purchaser(s)	Property Address	Builder	Plot No.	Policy No.	Remove							
AU061923	1 COMPLETED	Mrs Martha Stewart	16 Edwards Drive, Thorrington, Colchester, CO7 8FE	Scott Residential LTD	1	AU061271	-							
AU061241	5 ARCHIVED	Mr Dolc After Deleted Developer	4 Edwards Drive, Thorrington, Colchester, CO7 8FE	Scott Residential LTD	8	AV001557	-							
AR619237	2 PENDING	Texas Federal Agency	11a Bellamy Drive, Stanmore, Middlesex, HA7 2DD	TE231030175950CPT1	10	AZ004516	-							
AR619791	3 SUBMITTED	Mr Barry Briggs	Braintree College, Church Lane, Braintree, Essex, CM7 5SN	Scott Residential LTD	2	AW113311	-							
AX519766	4 REFERRED	Mr Test Connect	17 France Furlong, Great Linford, Milton Keynes, MK14 5EH	Hill Partnerships Limited	4	AZ011491	-							
AM515262	6 ACTIVE	Mr Damian Francis Cox, Mrs Elisabeth Anneta Cox	11 Hares Leap, Bishopton, STRATFORD-UPON-AVON, WARWICKSHIRE. CV37	Vistry West Midlands- A Business Unit of Vistry Homes	129	AP050246	-							

1. Completed – activation was successful, documents are available.
2. Pending – there is missing information.
3. Submitted – it is still in process.
4. Referred – NHBC may require documentation to clear the referral, due to the information not matching records.
5. Archived – it completed 30+ days ago.
6. Active – query on plot details (not yet submitted).

# Due diligence

**NHBC Conveyancing** My Organisation [ajcrowley@test-nhbc.co.uk](#)

Policy Number: **AU061271** Plot Number: 1 Site: **Avocet Place, Thorrington, CO7 8FE** [Back](#)

### Due-Diligence

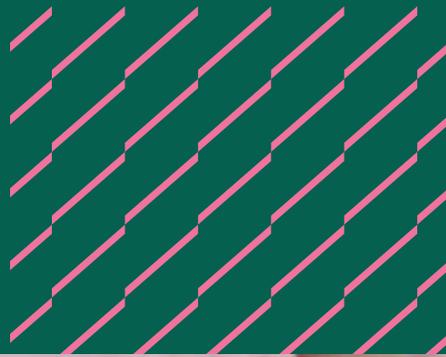
<b>Purchasers:</b>	Mrs Martha Stewart	<b>Pre-Completion Cover:</b>	
<b>Property Address:</b>	16 Edwards Drive Thorrington Colchester CO7 8FE	<b>Post-Completion Cover:</b>	Active from the final inspection date subject to the Warranty Release Confirmation being issued
<b>Exchange Date:</b>		<b>NHBC Building Control:</b>	Building Control is with a different provider please contact the builder or local authority for more information
<b>Completion Date:</b>	19/05/2021	<b>Endorsements:</b>	No endorsements against this policy
<b>Purchase Price:</b>	£178,000	<b>Final Inspection Date:</b>	19/05/2021

Name	Download
Buildmark Policy Booklet:	<a href="#">↓</a>
Summary of Cover:	×
Insurance Product Information Document (IPID):	<a href="#">↓</a>
Insolvency Cover Certificate:	×
Warranty Release Confirmation:	×
Buildmark Certificate:	<a href="#">↓</a>

<a href="#">AJC-129-AP050246</a> <a href="#">ajcrowley@test-</a>	REFERRED	Mr Damian Francis Cox, Mrs Elisabeth Aaneta Cox	11 Hares Leap, Bisnorton, STRATFORD-UPON-AVON, WARWICKSHIRE. CV37	Vistry West Midlands- A Business Unit of Vistry Homes	129	AP050246	-
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1. To locate the activated policy certificate, click the red policy number.
2. Then click the down arrows for any of the documents you require.

# How to deactivate a user and reassign cases



# Deactivate a user

**NHBC Conveyancing** Home My Organisation portal01@dev-nhbc.co.uk

Home | My Organisation + Add User + Add Office

### 1 Offices

**NHBC** 28 User(s)

**NH Team**  
NHBC, NHBC  
House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP 5 User(s)

**A & S IRELAND**  
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG 1 User(s)

**Geeta's Place**  
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF 2 User(s)

### Users

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile	Cases
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 09:41	-		-
Betty Rubble	NH Team	brubble@dev-nhbc.co.uk	2	1	0	-	-		<a href="#">Deactivate</a>
Conveyancer Three	NH Team	nikki03@dev-nhbc.co.uk	1	0	0	-	-		<a href="#">Deactivate</a>
Nik Haines	NH Team	nikki01@dev-nhbc.co.uk	4	14	1	01-Dec-2023 10:03	-		<a href="#">Deactivate</a>
Wilma Flinstone	NH Team	wflinstone@dev-nhbc.co.uk	0	1	0	-	-		<a href="#">Deactivate</a>

1 - 5 of 5

## From My Organisation

1. Choose which office they are in.
2. Locate your colleague's name.
3. If you need to deactivate a user click here.
4. If you need to see what cases a colleague has, click the book icon.

# Reassign a case

**Cases Assigned to nikki01@dev-nhbc.co.uk**

<input type="checkbox"/>	Case Ref.	Purchaser(s)	Property Address	Builder	Plot No.	Status
<input type="checkbox"/>	-	-	117 Ellerman Avenue, Twickenham, TW2 6AB	Taylor Wimpey North West A Division of Taylor Wimpey UK Ltd	30	CREATED
<input type="checkbox"/>	-	-	-	Bellway Homes (Manchester) - A Division of Bellway Homes Ltd	150	CREATED
<input type="checkbox"/>	-	-	-	G L E Estates Ltd	7	CREATED
<input type="checkbox"/>	-	-	-	Taylor Wimpey East Anglia A Division of Taylor Wimpey UK Ltd	11	CREATED
<input type="checkbox"/>	C of O	Barnyard Dawg (bdawg@dil-nhbc.co.uk), Daffy Duck (dduck@dil-nhbc.co.uk), Elma Fudd (efudd@dil-nhbc.co.uk)	5 Lady Margaret Hall Way, Basingstoke, RG24 9NS	Taylor Wimpey West London A Division of Taylor Wimpey UK Ltd	S419	ACTIVE
<input type="checkbox"/>	Test bus own	Property owner1	11 Chaucer Close, Stowmarket, Suffolk, IP14 1GH	Taylor Wimpey East Anglia A Division of Taylor Wimpey UK Ltd	3	ACTIVE
<input type="checkbox"/>	Y flag	Foghorn Leghorn (fleghorn@dil-nhbc.co.uk)	Ivy House, Main Street, Kirby Misperton, Malton, YO17 6XL	G L E Estates Ltd	8	ACTIVE
			67 Cannons Close.	Countryside NH &		

Reassign Selected Cases to:  **Reassign**

After clicking into your colleague's cases, you can then:

1. amend the toggle view accordingly
2. reassign cases to yourself or other colleagues in your organisation.

# Need support?

For more information about My NHBC Portal, please contact NHBC's Portal Support team on 0344 633 1000 or email us at [ccsupport@nhbc.co.uk](mailto:ccsupport@nhbc.co.uk)

