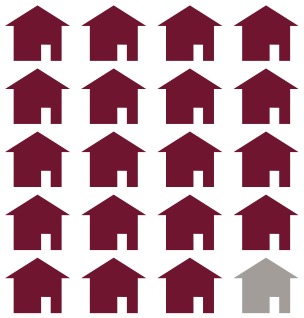


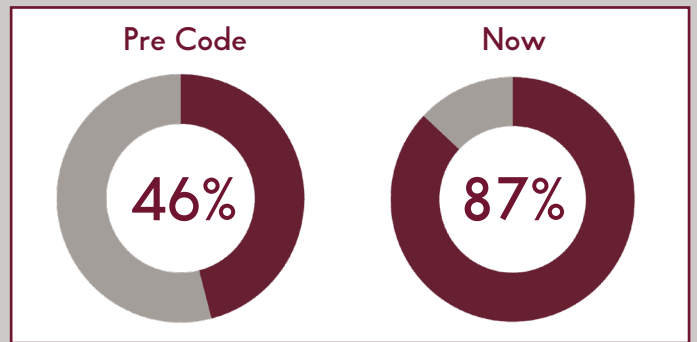


The Consumer Code for Home Builders was launched in 2010 to improve service standards in the buying and selling of new-build homes. In ten years, we have achieved the following:



**95%**  
of all new-build homes now covered by the Code. Over 12,600 developers covered.

Proportion of home buyers who would recommend their builder:



Nearly 500 cases handled by our Independent Dispute Resolution Scheme

Free access for consumers from 2019



Lessons learned shared with industry to improve standards

All complaints, sanctions and penalties judged completely independently

**STRENGTHENING COMPLIANCE:**



Over 2,000 site compliance activities including mystery shopping and site visits

**GROWTH IN AWARENESS**



of the Code through our contact centre, website, social media and promotional activity.

- Approx 4,000 web visitors per month
- New consumer helpline set up in 2019
- Over 700 general enquiries received in 2018/19

**FREE ON-LINE CUSTOMER SERVICE TRAINING**  
for developers, lawyers and estate agents



Approximately 8,000 people trained

**THE FUTURE:**



Sharing learning with the New Homes Quality Board to support them in strengthening redress, including setting up a single Code and New Homes Ombudsman



Continuing to raise awareness and understanding of the Code and any future service standards among consumers

THE CODE IS SUPPORTED BY:

