

# The New Homes Quality Code

## Statement of Principles

This statement of principles (the core principles) sets out the main principles which registered developers agree to follow to benefit their customers.

### 1. Fairness

Treat customers fairly throughout the buying and after-sales process.

### 2. Safety

Carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.

### 3. Quality

Complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).

### 4. Service

Have in place systems, processes and staff training to meet the customer-service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.

### 5. Responsiveness

Have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.

### 6. Transparency

Provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.

### 7. Independence

Make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.

### 8. Inclusivity

Take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including in appropriate formats and languages.

### 9. Security

Make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.

### 10. Compliance

Meet the requirements of the code and the New Homes Ombudsman Service.