



# NHQB & the New Homes Ombudsman

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HBF Policy Conference March 2025





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# NHQB Progress



# Progress since launch



# Key achievements



54% new homes protected by the Code



First Code review



Reducing costs for SMEs



Publishing guidance



# Review of the New Homes Quality Code

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- First review of the Code is now complete
- Most changes provide additional clarity
- Other changes to the following areas:
  - Confirmation of what is and isn't covered
  - Time-bound sales offers (e.g. launch weekends)
  - 'Drip pricing'
  - Affordability Schedule
  - Major changes
  - Pre-completion inspection
  - Alternative accommodation



# Timescale for changes

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- Updated Code requires final approval from CTSI
- Expecting to share with Registered Developers in May
- Changes split into **major** and **minor**:
  - 6 months to comply with minor changes
  - 12 months to comply with major changes
- Compliance audits will be updated based on this
- Training and updated guidance to follow



# 2025 Priorities

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Single mandatory consumer code & Ombudsman



Publishing updated Code



Increasing value for developers



Raising consumer awareness





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# New Homes Ombudsman Update



# Introduction to the New Homes Ombudsman Service

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NHOS was established to:

- **Provide independent redress**
- **Hold developers to account**
- **Drive industry-wide improvement**

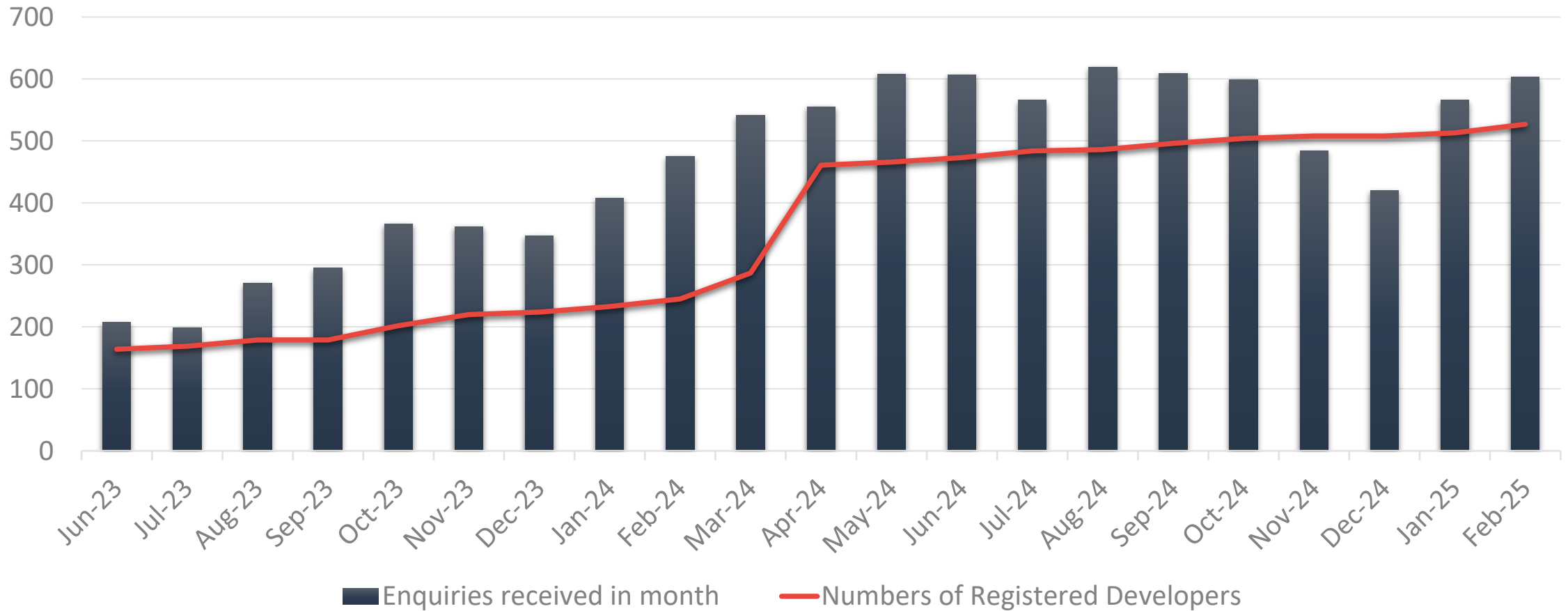
Impartial review of complaints, so that that customers are heard and **concerns addressed promptly and effectively**

Avoids adversarial court processes and significantly improves **overall consumer confidence**

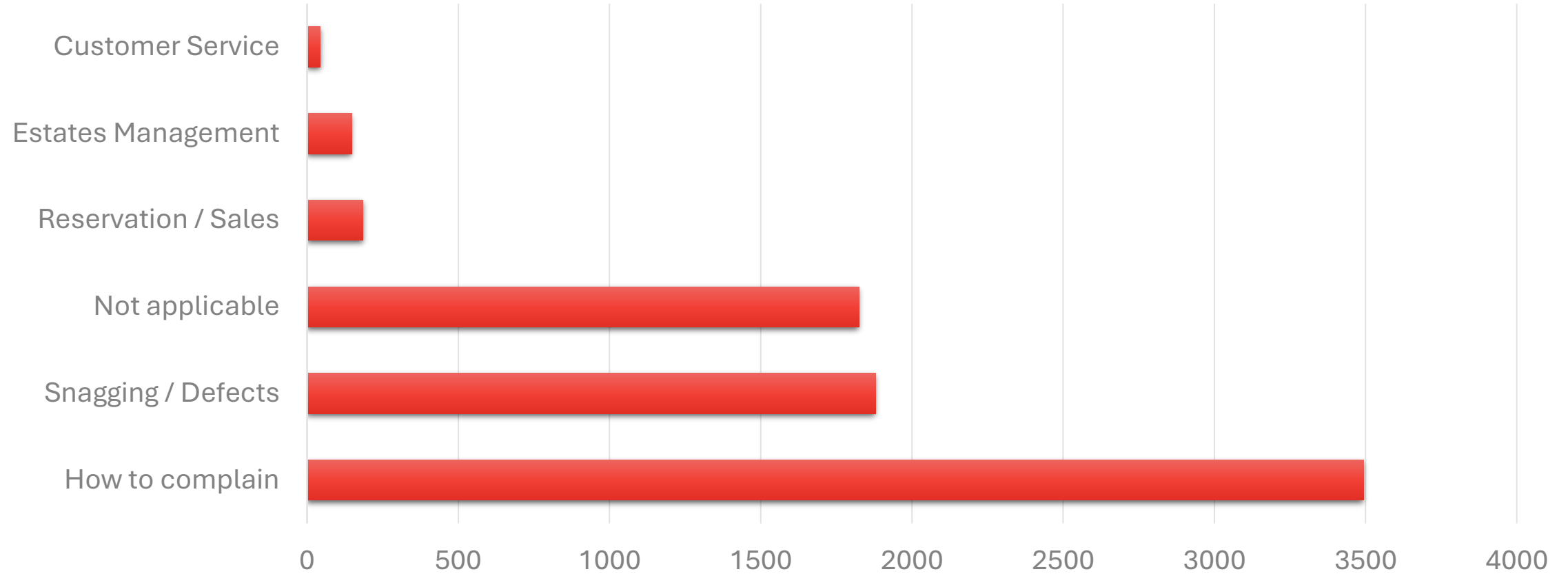
NHOS can award **up to £75k or order remedial work**



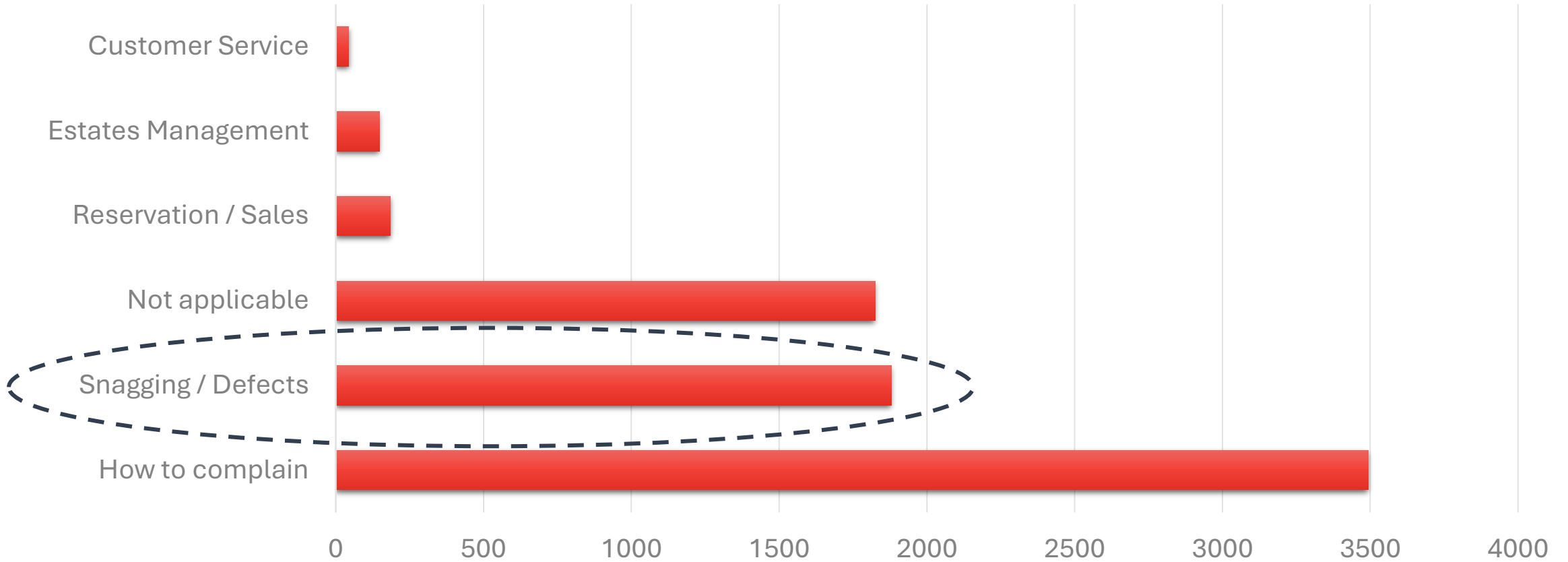
# Enquiries by month



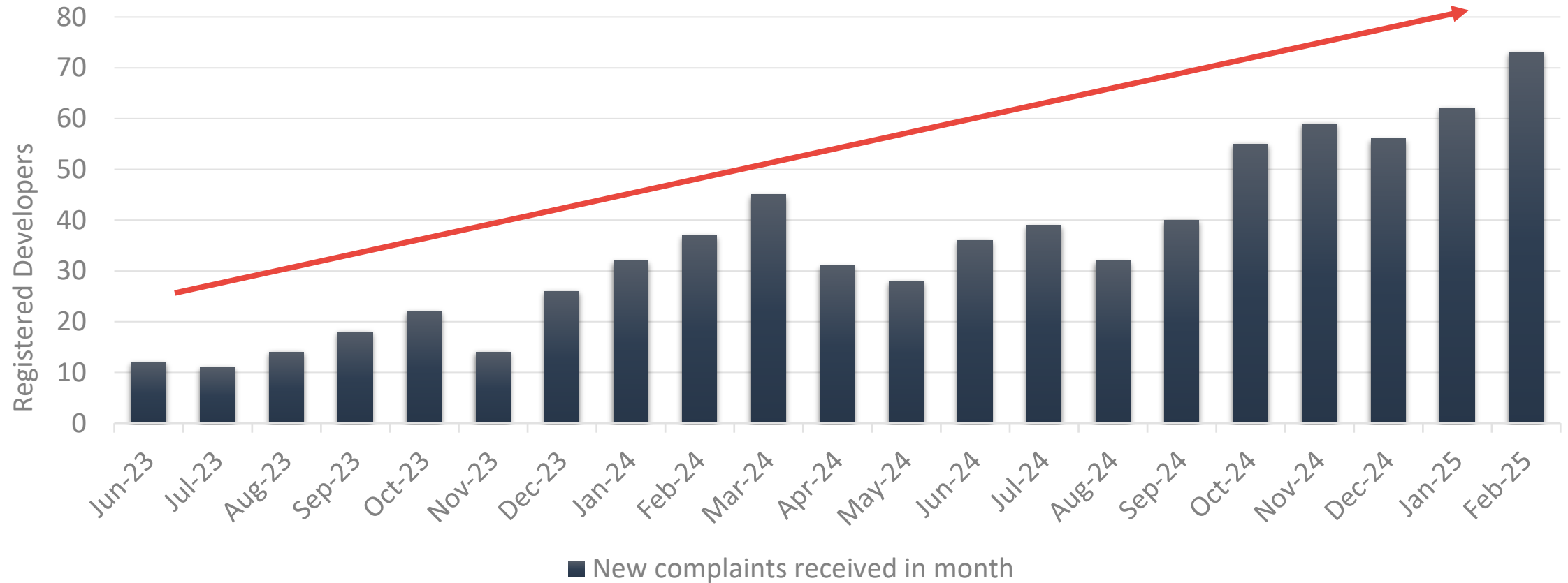
# Theme of enquiries



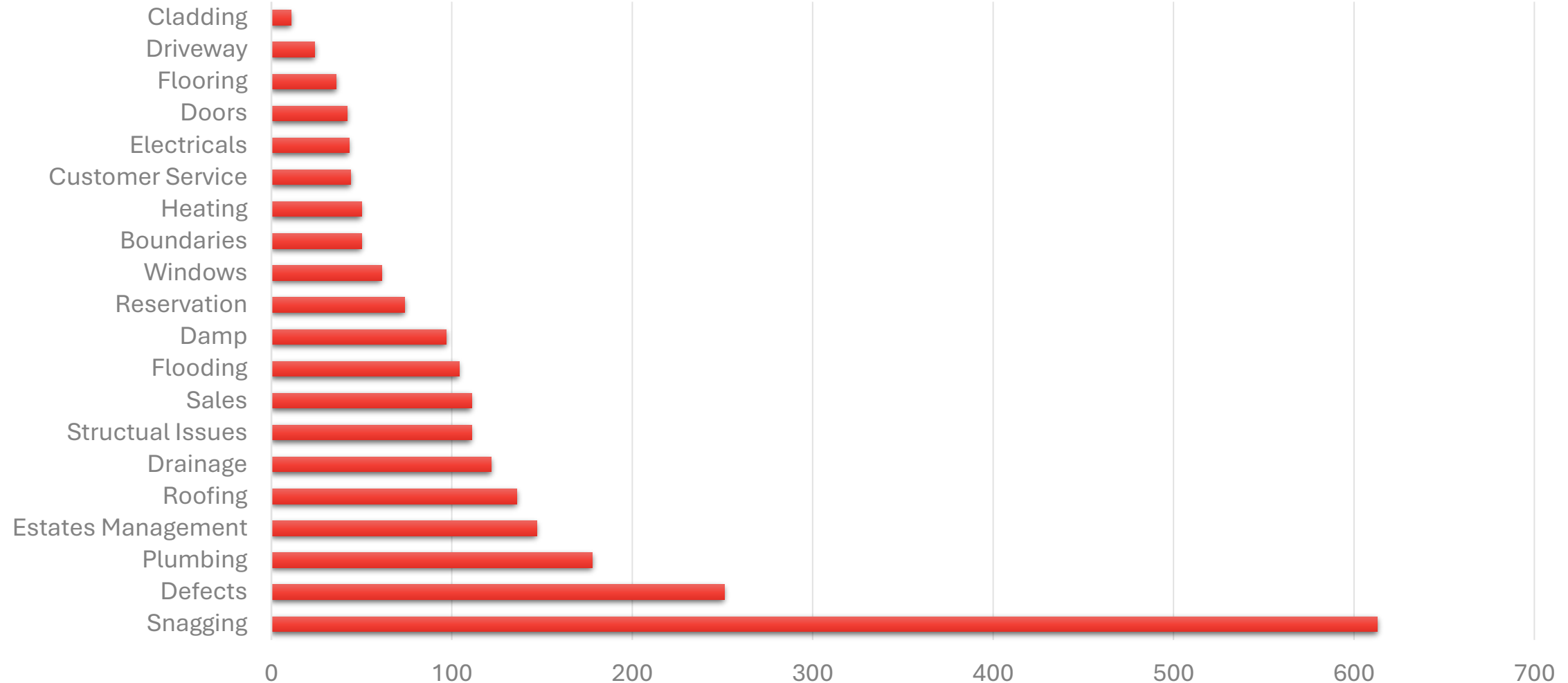
# Theme of enquiries



# Complaints to date



# Theme of complaints



# Customer themes

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- High level of trust in sales staff
- Many issues with defects and snagging
- Confusion over covenants and development amenities
- Issues impacting safety
- Support during the first two months
- Need for customer-focused approach to complaint handling



# Complaints outcomes



Most complaints are resolved informally without the need for an Ombudsman final decision.

Of the complaints which need full investigation and a formal decision, the majority are upheld in part:

Lead Issue	Not upheld	Upheld in full	Upheld in Part	Total
Defects & snagging	21%	18%	61%	28
Sales	35%	24%	41%	17
Affordable housing	10%	0	90%	10
Development environs	30%	30%	40%	10
Customer Service	0	0	100%	3
Flooding	66%	34%	0	3
Estates management	50%	0	50%	2





# Complaints handling

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- Good complaints handling can avoid escalation
- Listening and responding empathetically
- Apologise – it can diffuse the situation
- Keep customers informed
- Complaints provide **valuable insight**





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**Any questions..?**