



A message from Rob Brighthouse, Chair of the New Homes Quality Board...

Welcome to our Spring / Summer newsletter. Already this year has brought a range of challenges and opportunities for NHQB and the wider housebuilding sector. Building more quality new homes remains front and centre of government policy and we are pleased that government preparations for a mandatory Ombudsman for new homes have been launched. This is an important step in the right direction for consumers, and we look forward to helping support government to achieve this.

We were especially pleased to see in the recent National New Homes Customer Satisfaction Survey, that the proportion of customers who are happy to recommend their builder had increased by 4% year-on-year. Neil Jefferson, CEO of the HBF partly attributed this increase to the work of NHQB and the New Homes Ombudsman, which is a fantastic endorsement.

“With thousands of new homes being sold every week, it is inevitable that in some cases there are some, usually minor, issues. What is absolutely key is that when they do arise, issues are dealt with promptly and to the satisfaction of the customer. Industry is now achieving this in the vast majority of instances, and the more exacting New Homes Quality Code and access to an independent Ombudsman who can adjudicate and provide redress, is helping drive positive behaviours.”

- Neil Jefferson, CEO, Home Builders Federation

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CHAIR'S MESSAGE

The NHQB team have continued their focus on supporting customers and helping developers to deliver improved customer satisfaction. These are outlined further on in this edition, but some personal highlights include:

- The first review of the Code is complete, and the updated version will be published later this year.
- We have published customer satisfaction results on our website, enabling customers to have a clearer understanding of housebuilder performance.
- The Approved Code Scheme, run by the Chartered Trading Standards Institute, has approved the NHQB Code of Practice.
- We have published a new consumer guide: *Your Guide to Buying a New Build Home* – the second in our suite of guidance information for customers.
- As part of our commitment to helping developers to improve their customer service, we have published some 'hints & tips' on three areas that most often get raised during the compliance audit process.

A handwritten signature in dark ink, appearing to read 'Rob Brighthouse', written in a cursive style.

Rob Brighthouse, Chair of the New Homes Quality Board

LATEST DEVELOPMENTS

Government notice issued about mandatory Ombudsman

On 30 April, the government announced it will be tendering for a New Homes Ombudsman Scheme to provide redress for new build homeowners. Membership of the scheme will be mandatory for all housing developers, and it will have authority to impose civil sanctions and redress.

We are delighted to see the government is taking steps to introduce a statutory Ombudsman scheme to provide a level playing field for all buyers of new build homes. This is an important step in the right direction for all consumers.

Update on Code review

NHQB has committed to undertake a periodic review of the New Homes Quality Code (the Code), to ensure that it evolves to meet the changing needs of homebuyers. The first review has been completed by an independent Code Council chaired by Lewis Shand-Smith and included representatives from large and small developers, conveyancers, warranty providers and the New Homes Ombudsman, in addition to independent members.

The bulk of the changes relate to providing additional clarity where there were areas of ambiguity or confusion.

To ensure a smooth transition to the updated Code, we have worked with our Industry Panel (including large, medium, and small developers) to classify the Code changes as either major or minor.

We will be communicating with you over the next few weeks about changes and timelines for when changes will come into effect.



LATEST DEVELOPMENTS

Customer Satisfaction Survey Results published on NHQB website

Early on in 2025, we worked with HBF, NHBC and Premier Guarantee to publish customer satisfaction results on our



website. This has made it possible for customers looking to purchase a new build home to view how housebuilders are performing in the areas of quality and customer service, via the NHQB website.

Publishing customer satisfaction survey results was designed to help guide customers with their purchasing decision, and to encourage excellent service and quality across the industry.

The survey results come from the National New Homes Customer Satisfaction Survey of home builders that was launched in 2005. This was in response to recommendations made in the 2004 Barker Review of Housing Supply undertaken for the then Labour Government.

We encourage all eligible developers to embrace this transparency, enabling more customers to gain clear insights into developer performance through the NHQB website.

You can find survey results for eligible house builders by searching on the NHQB's Register of Developers [here](#).

Achieving CTSI stage 2

We are pleased to announce that the Approved Code Scheme, run by the Chartered Trading Standards Institute, has approved the NHQB New Homes Quality Code of Practice for stage 2 accreditation. This marks a significant milestone in our commitment to maintaining the highest standards of consumer protection and service. Becoming a code sponsor means we are part of a respected, independent approval framework that builds trust with consumers, developers, and policymakers.



LATEST DEVELOPMENTS

Stage 2 is only granted to organisations that can clearly demonstrate their dedication to reducing consumer detriment and improving service standards.

2024 Impact Report

In March we published our 2024 Impact Report, detailing key achievements made in 2024 and setting-out priorities for 2025.

Some key achievements made in 2024 include:

- **More customers protected** - over 55% of all new homes built across England, Scotland, and Wales are now protected by the Code and the New Homes Ombudsman Service.
- **More housebuilders trained** - over 4,000 housebuilder employees trained in delivering the Code.
- **Monitoring of the Code** - over 300 NHQB audits taken place to ensure that developers are complying with Code requirements.
- **Increased customer awareness** - enquiries to the Ombudsman increased by over 110% year-on-year, as more customers are aware and using their service to help resolve issues.

Download the full report [here](#).



New resources for developers: Hints and tips for audits

We have published the first in a new series of Hints & Tips guides created for developers outlining top tips about NHQB compliance audits to help demonstrate compliance with the Code and support passing the audit.

We have conducted over 300 self-assessment and on-site audits since being introduced in 2023, and have gained lots of insights into the common challenges developers may face when being audited.



As of February 2025, 90% of on-site audits are compliant upon first attempt which is a great achievement! However, only 62% of self-assessment audits are compliant upon second time attempt. The biggest reason audits fail is a lack of detail and supporting evidence provided in the answers given – especially in these three areas:

- Major Changes
- Incomplete Works
- Complaints Process

Our Hints & Tips guide covers these areas to help your organisation to be compliant. Download the guide and supporting templates in the resources section of the developer portal.

Summary guides for customers

Registered Developers requested we provide a summary of the New Homes Quality Code to help when communicating with customers about the Code. It is available to download from the Developer Portal and is being made available on our website.

Developers should still ensure that the Code is made available to their customers, but this summary document can be included with other pre-contract information to help customers understand how they are protected.

It has been created in editable format so that developers can add their own logos if they wish.

RAISING CONSUMER AWARENESS

NHQB in the media

Since the start of 2025, NHQB has been interviewed/referenced in the following national and regional media: BBC Morning Live TV show, Radio 2 Jeremy Vine show, BBC News Look North TV show and BBC Three Counties Radio.

Events presented/attended so far: HBF Policy Conference (March)

Upcoming events: HBF SME event (May), Homes for Scotland event (June)

Buying a new build home consumer guide

We recently published *Your Guide to Buying a New Build Home*.

The guide helps consumers to navigate through the complexities of purchasing and settling into a new home and to better understand:

- Why a new build could be the right choice
- How to search for a new home
- Getting ready to buy
- Understanding the buying process
- Legal completion and moving in



[Download the guide here.](#)

BOARD & TEAM MEMBERS UPDATE

New Board member: Joanne Prowse

Joanne joined our Board as an independent non-executive director on 1 April 2025. She comes from a background in regulation and her most recent role as CEO and Board member of the Phone-paid Services Authority (PSA), the UK regulator for content, goods and services charged to a phone bill.

Joanne has a 30-year career operating at strategic and Board level. She has extensive experience in strategy execution, governance, risk and financial management, consumer advocacy, complex operations, IT system delivery, stakeholder management and organisational change.

We welcome Joanne to the NHQB Board and look forward to working with her at this exciting time in our evolution.

Curtis Juman departs the Board

Curtis has completed his term as an independent non-executive director with NHQB and left the Board in March 2025. Curtis was a valued member of the team and brought considerable regulatory experience from roles at Ofcom, central government, social housing, and higher education. We thank him for his time and commitment and wish him well.

Hannah Reid joins as Industry Engagement Manager

We have recently welcomed Industry Engagement Manager, Hannah Reid, to our team. Hannah joins us with over 10 years' experience working for a developer and has a wealth of knowledge on our code of practice.

Hannah will play a crucial role in supporting developers to become active with the Code as well as onboarding new developers.

CONTACT INFORMATION

Who to talk to when you need help?



Compliance and audits:

compliance@nhqb.org.uk

If you need assistance with compliance and audits.



Technical support:

developers@nhqb.org.uk

For questions about registration, clarification on the New Homes Quality Code, or assistance with IT related matters.



Finance questions:

finance@nhqb.org.uk

Such as fees, payments or invoices, our finance department can provide clarity on any financial aspect of your involvement with NHQB.



Communications:

communications@nhqb.org.uk

When it comes to communication materials or press releases, our communication team is here to assist you.



General queries:

info@nhqb.org.uk

For general queries about the NHQB.



New Homes Ombudsman Service:

customer.services@nhos.org.uk

The NHOS is available to address any queries regarding the complaints process or the outcomes of previous complaints.