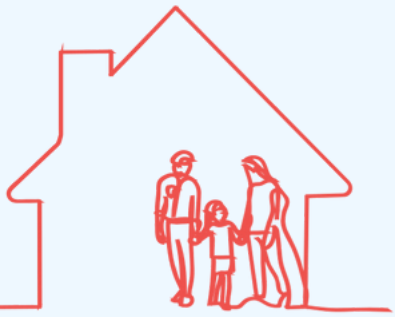
A quick guide to the New Homes Quality Code

Buying a new home is a big decision, so it is important to understand your rights and what you should expect from your developer. The **New Homes Quality Code (the Code)** sets clear standards for fairness, transparency, and customer service when buying a new build home. This quick guide explains what the Code is and how it protects you as a customer when buying from a **registered developer.**



What is the New Homes Quality Code?

The New Homes Quality Code **(the Code)** sets out the responsibilities of developers when selling new build homes. It helps ensure you are treated fairly, given clear information, and supported before, during, and after your purchase.

Am I protected?

If you have reserved a new home from an active developer on or after their NHQB registration start date, your new home is protected by the New Homes Quality Code. This means the developer has agreed to comply with the Code's requirements and principles, and you can raise issues regarding the quality and customer service you have received with the independent New Homes Ombudsman Service.

Check if your developer is registered on our website.

How long does the Code provide protection?

Your protection lasts from the moment you reserve your new home until two years after legal completion.

Top protections when buying a new home under the Code

1. **The right to fair treatment** – You must be treated fairly, with no misleading information or high-pressure sales tactics.

2. **Clear, upfront information** – You must be provided with all the information you need to make a fully informed decision about purchasing your new home, including details like size, tenure, costs, and warranties.

3. **Vulnerable customer support** – Developers must consider extra support for vulnerable customers, considering individual circumstances and requirements for a fair and transparent experience.

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4. **Written Reservation Agreement** – Any reservation must be in writing, in plain language, with clear terms and conditions.
5. **14-day cooling-off period** – You can cancel your reservation within 14 days for any reason and receive a full refund.
6. **Your money is protected** – Reservation fees and deposits must be protected and repaid within set timescales if a sale is cancelled.
7. **Independent advice** – You can choose your own solicitor and advisers, and are not required to use someone recommended by the developer.
8. **Inspect your home before completion** – You can appoint a qualified independent inspector to carry out a pre-completion inspection (PCI).
9. **Cancel if there is a major change** – If a major change affects the size, appearance, or value of your home, your developer must communicate this with you, and you can cancel and receive a full refund.
10. **Move into a completed home** – You cannot be asked to complete on a home that is unfinished or does not meet building and safety standards.
11. **Fix any snags or defects** – Developers must fix snags or defects within 30 days or explain the reason for any delay.
12. **After-sales support and redress** – You are entitled to at least two years of after-sales support, a clear complaints process, and access to the New Homes Ombudsman for two years after completion if issues are not resolved.

What do I do if I have a complaint?

First, contact your developer about your complaint. If you are not satisfied with the response or it has not been resolved within 56 days, you can raise a complaint with the New Homes Ombudsman Service here.

Key takeaways

- Ask for a copy of the New Homes Quality Code or view/download it from our website.
- Do not feel pressured to make any quick decisions – take your time.
- Keep all paperwork and emails.
- If something does not feel right, raise concerns early.
- Ask for regular updates about progress and when you will be moving in.