



# Welcome to Buildmark

# Buying a new home with NHBC Buildmark

Congratulations on reserving your new home. At this exciting time, you probably don't want to be thinking about protecting your home if things go wrong. However, it's important to make sure that your Buildmark policy is set up correctly.

We want to make sure you understand the cover available to you before you exchange contracts.

## Who are NHBC?

We were established in 1936, as the National House Builders Registration Council (NHBR), to tackle substandard building practices.

In 1973 we were renamed the National House-Building Council (NHBC), and we are the UK's leading provider of warranty and insurance for new homes. Our purpose is to raise standards in housebuilding by championing high-quality homes and protecting homeowners. We do this through providing training and quality services, and by inspecting and directly insuring new homes registered with us.

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

### What is Buildmark?

Buildmark is a 10-year builder warranty and insurance policy for newly built or converted homes. It is an agreement for your builder and NHBC (us) to provide cover for your new home. The Buildmark policy is split into three sections, each providing cover for a different period.

- Between exchange of contracts and completion – Buildmark provides cover against your builder becoming insolvent and failing to finish your home.
- During the first two years after completion (the builder warranty period) – Buildmark provides a builder warranty under which your builder must put right defects in your home. We guarantee the builder's obligations under the warranty.
- During the eight years after the builder warranty period ends – Buildmark provides insurance cover against damage to your home caused by your builder failing to build certain parts of your home to meet NHBC requirements.

Buildmark does not cover you against every problem that may arise with your home. It provides cover only for the problems described in the Buildmark policy documents.

This welcome booklet provides an overview of the cover provided by the Buildmark policy. The full terms, conditions and exclusions (things that aren't covered) will be set out in the policy documents. The Buildmark policy booklet also sets out the meanings of the specific words used in this overview. Please read through your policy documents, as soon as you receive them, to understand the cover provided.

### NHBC Requirements

In the policy documents, we refer to your builder's responsibility to build your home to meet 'NHBC requirements'. These are the technical requirements contained in the NHBC Standards. Those technical requirements are mandatory, so they must be met by the builder.

The NHBC Standards also set out performance standards and guidance for the design and construction of homes registered with us.

We have a team of inspectors who carry out spot-check inspections at certain key stages of the building work to help make sure your home is being built to the NHBC requirements. However, these inspections do not guarantee that your home meets the NHBC requirements. It is not possible for the inspections to look at every aspect of your home. Your builder remains responsible for making sure your home is built correctly.



# Your NHBC Buildmark policy

## Builder insolvency before completion

Buildmark includes cover against you losing your deposit, or having to pay more for the building work to be completed, because your builder is insolvent (as defined in the policy booklet). This section of your policy begins when you exchange contracts (or, in Scotland, conclude missives) and will continue until the day you become the legal owner of your home.

When you become the legal owner of your home, builder insolvency cover will end and your conveyancer should activate the rest of your policy. You will receive your Buildmark certificate and policy schedule. These documents confirm that your Buildmark cover is in place on your home.

## Builder warranty

If you discover any problems with your home during the builder warranty period (typically the first two years after completion), contact your builder and they should put things right.

If your builder does not put things right to your satisfaction and you have been through their full complaints process, you can ask us for help. We may be able to offer our resolution service to help settle the dispute between you and the builder.

## Our resolution service

If our resolution service is suitable for your circumstances, we will investigate the matter and decide whether the builder must take any action to put right the problem with your home. We will give you and the builder our decision in a report (the resolution report).

## NHBC Guarantee

In certain circumstances, the NHBC guarantee covers you if your builder fails to take the action set out in our resolution report or a court judgment. Under the guarantee, if the builder does not put right the problem, we will decide to either pay you what it would cost us to put the problem right or carry out the work to put the problem right.

## What happens after the builder warranty period?

When the builder warranty ends, we provide insurance cover against damage to the home caused by your builder failing to build specific parts of your home to NHBC requirements. We will choose to either carry out repair work for the damage covered by the policy or pay you the cost of that, unless the cost is less than the minimum claim value (see the explanation on page 8).

This cover is typically in place for eight years, beginning after the builder warranty period has ended and continuing until the end of the policy.

## Alternative accommodation or loss of rent

Buildmark provides cover for alternative accommodation if you need to move out of your home so that necessary repairs can be carried out. We will also provide cover for removing and storing possessions during this time.

If your home is rented out, we also provide cover for lost rent that you cannot recover from elsewhere.

## Contaminated land

Buildmark provides cover against work that is needed to improve the condition of the land beneath and immediately surrounding your home if you receive a statutory notice (legal notice which requires you to treat, isolate or remove contamination) or a statutory notice could be issued because of the condition of the land.

## What's not covered by Buildmark?

Buildmark only provides cover for the problems set out in your Buildmark policy document. There are some things that are not covered, including (but not limited to):

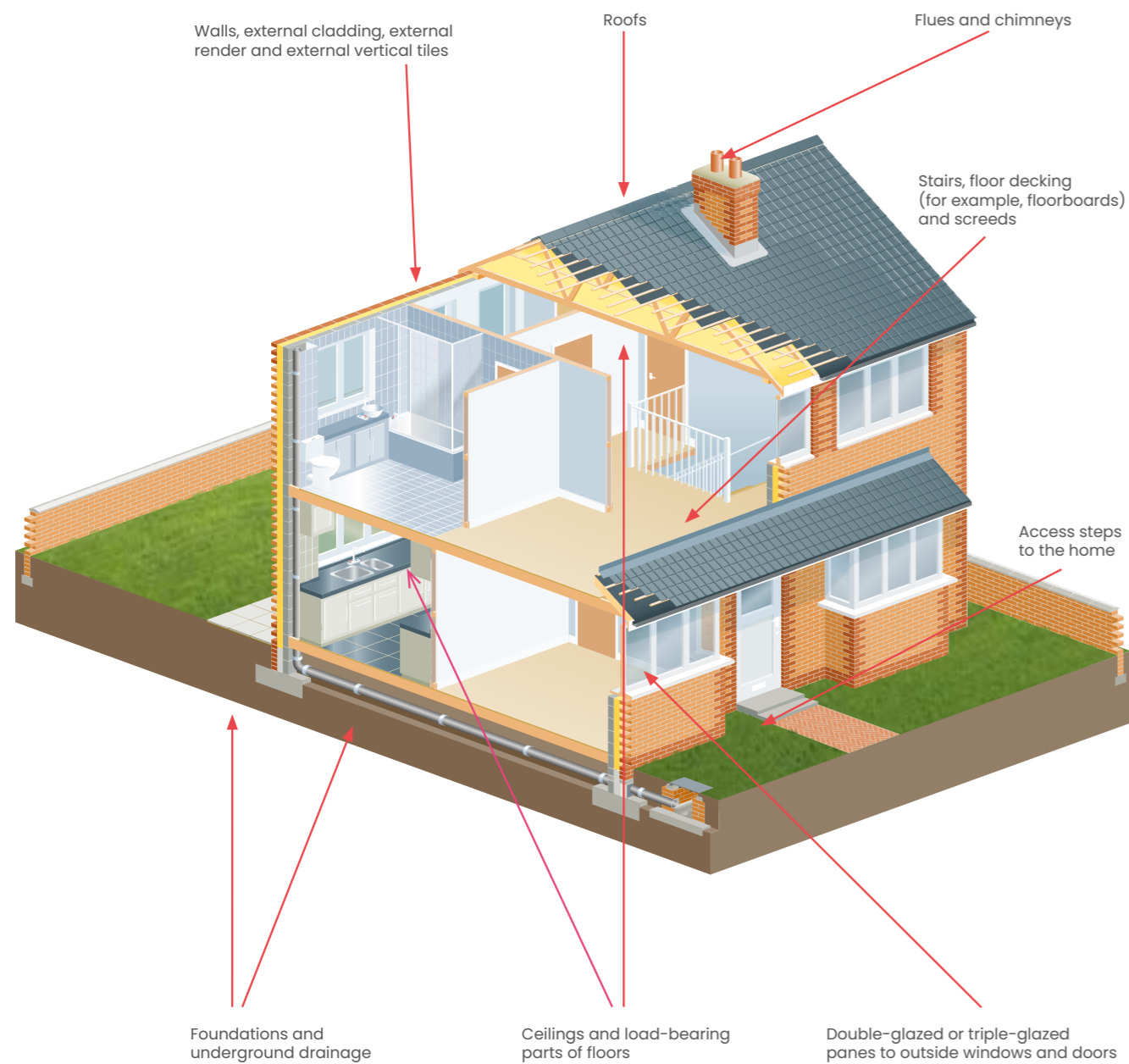
- wear and tear
- incidents covered by other insurance policies or warranties
- neglect and failure to carry out appropriate maintenance
- damage caused by storms and other severe weather conditions
- fire and smoke damage, and
- damp, condensation and shrinkage which is not a result of the builder failing to meet NHBC requirements.

For more information about what is not covered under Buildmark, please read through the policy booklet, Buildmark certificate and policy schedule, which contain the full terms, conditions and exclusions that apply to your home.

# An illustration of what's covered

During the insurance period after the builder warranty has ended, Buildmark is designed to insure your home against damage caused because specific parts of your home were not built to NHBC requirements. The following diagrams show you the parts of the home that are usually covered. The diagrams are for illustration purposes only.

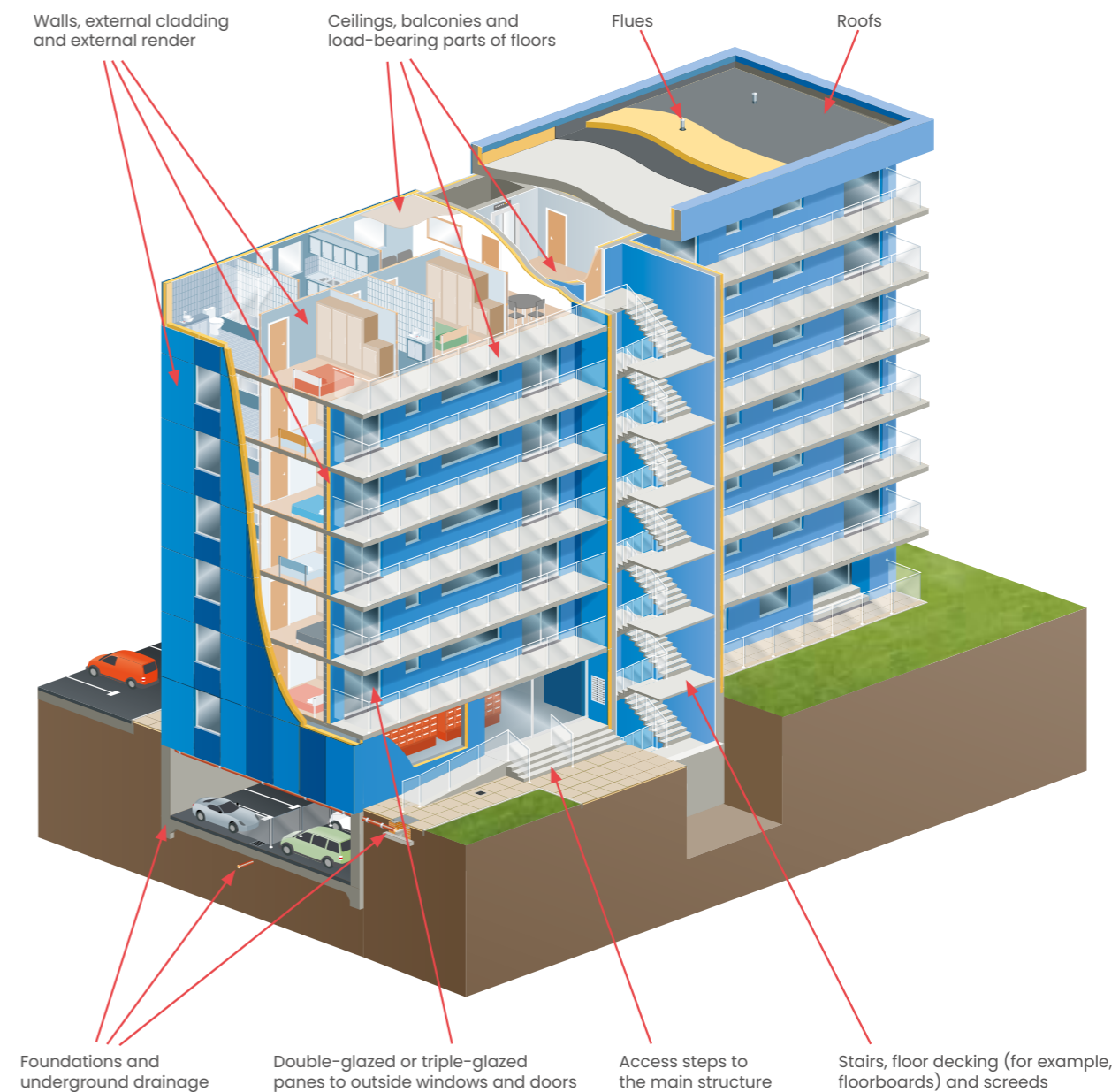
If your home is in a continuous structure (that is, a structure that contains two or more homes), the cover provided by Buildmark may differ from the maintenance and repair responsibilities set out in your lease agreement.



**Whether your new home is a house or an apartment, there are some things that you should be aware of.**

- The Buildmark policy does not take the place of buildings or contents insurance.
- There are certain conditions, limits and exclusions that apply.
- Different conditions of cover apply to shared parts (for example, the shared parts of a block of apartments).

Please read the Buildmark policy booklet, your Buildmark certificate and the policy schedule for full details about the cover on your home.





## Are there financial limits?

For new-build properties, the total financial limits for all claims are as follows.

### Claims for builder insolvency before completion

10% of the original purchase price of your home, up to a maximum of £100,000.

### Claims for builder warranty and insurance cover

The original purchase price of your home, up to a maximum of £1 million.

Limits can vary and are different for conversions and properties in continuous structures. Please check your Buildmark certificate and policy schedule, and the Buildmark policy booklet, for more details.

## What is a minimum claim value?

The insurance cover provided after the builder warranty period has a minimum claim value (MCV), which is shown in your policy schedule.

If we decide repair work is needed to your home and the cost for us to complete the work is equal to or more than the MCV, we will do the work or pay you the cost in full. You will not have to make a contribution to the cost of the work. If the cost of us completing the repair work would be less than the MCV, then we will not do any work or pay you any costs.

There is no MCV during the builder warranty period. The MCV only applies to claims for damage made after the builder warranty period ends. Full details, including the amount of the MCV, are in your policy schedule.

## Consumer Code

Builders registered with NHBC must choose to follow either the Consumer Code for Home Builders or the New Homes Quality Code.

The main aim of both schemes is to make sure builders treat homebuyers fairly throughout the sales process and for the first two years after completion.

Your builder will let you know which scheme applies to your new home.

To find out more about the protection offered by each code, visit the following websites.

New Homes Quality Code: [www.nhqb.org.uk](http://www.nhqb.org.uk)

Consumer Code for Home Builders: [www.consumercode.co.uk](http://www.consumercode.co.uk)

## What happens now

We, your builder and your conveyancer all play a role in making sure you have the right information about your Buildmark policy and that it is set up correctly.

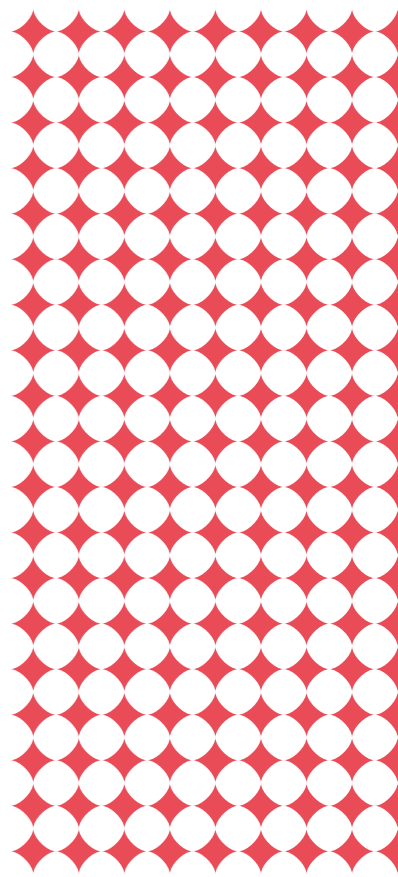
Your builder will have given us your name and contact details as soon as you reserved your home. We will contact you about your Buildmark policy pack, which contains:

- the Buildmark policy booklet, which sets out the general terms and conditions of the cover
- an insurance product information document (IPID), which explains the main terms, exclusions and benefits of the cover, and
- a personalised summary of cover, which gives policy details specific to your home.

## What you need to do

To help understand the cover provided for your home, please read through the documents in your Buildmark policy pack.

Once you have exchanged contracts (or, in Scotland, conclude missives), builder insolvency cover for your new home will start. At completion, your conveyancer will give you your Buildmark certificate and policy schedule and the builder warranty period will start. If you do not receive any of these documents, please contact us and we will help you.






# Who to contact and when

If you have any questions about your home, speak to your builder first. They are your main contact point before you move in and for the first two years after completion.

**If you need our help, you can contact us using the details below.**

 **0344 633 1000**  
(Monday to Friday, 9am to 5pm)

 **ccsupport@nhbc.co.uk**

 **nhbc.co.uk**

 **NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Buckinghamshire, MK5 8FP**

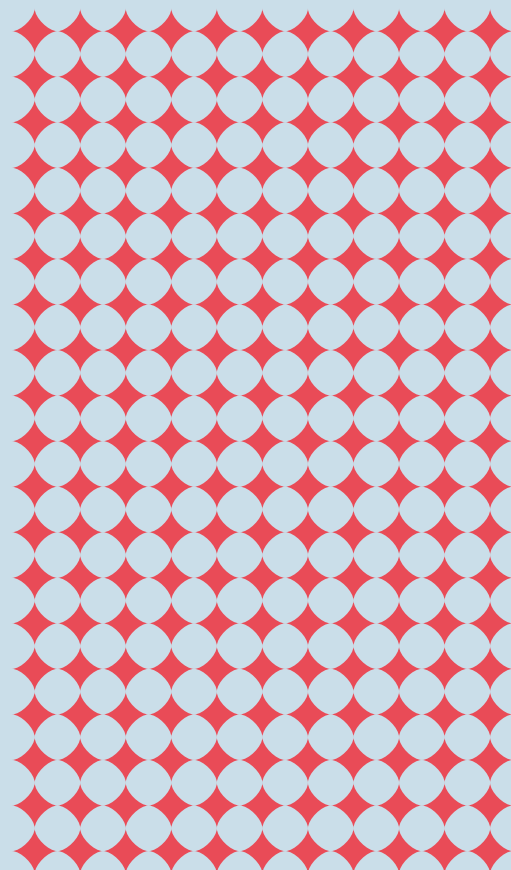
We have lots of information to help you before, during and after your move into your new home. Details can be found on our website at [www.nhbc.co.uk/homeowners](http://www.nhbc.co.uk/homeowners), which is a great starting point for helpful information and guidance.

## Accessibility

Please call us if you would like to receive this information in an alternative format, such as large print, audio or Braille. Further information can also be found by scanning the QR code below.

Calls may be monitored or recorded for training purposes.

Calls to 0800 numbers are free from landlines and calls from mobiles may cost considerably more. You may want to check this with your service provider.



**NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP**  
Phone: **0344 633 1000** Website: **nhbc.co.uk**

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