



NEW HOMES – HOME OWNERS CODE

This was introduced from the 1st April 2010. House Builders cannot offer NHBC Premier Guarantee or LABC Home Warranties without adopting this Code.

In general terms the code is to ensure the home buyers are treated fairly, given reliable information and know what service levels to expect:-

1. Also the marketing materials must be clear and truthful
2. There must be a written reservation agreement with an explanation of the Home Warranty cover, a description of any management services and organisations plus costs estimates and a list of contents
3. There should be brochures or plans which reliably show the layout appearance and condition of the property.
4. There must be a person within the home builders organisation who would deal with questions including their contact details
5. The home buyers choice of legal representation must not be restricted
6. The reservation agreement must set out the reservation fee, the warranty being sold, the purchase price, the deadline date when the reservation agreement comes to an end, how long the price remains valid. It will need to be signed by both parties and the home builder must not sell or attempt to sell the property to another buyer within the period stated in the reservation agreement. The home buyer has the right to cancel the reservation agreement at any time during the reservation period. The reservation fee must be returned if the reservation agreement is cancelled. The agreed practice of non-returnable deposits end.
7. After completion the home builder must provide an acceptable after sale service including contact details for the first two years of the home warranty and an explanation of the process for handling emergencies.
8. Disputes must be dealt with through dispute resolution with the registration fee of £100.00 plus VAT for submitting an application for disputed resolutions.

If you have any queries on the new home owners code please contact:-

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