



Consumer Code for Home Builders

The Consumer Code for Home Builders, which came into force across the UK on April 1, sets out requirements that house-builders registered with certain home warranty providers must meet. Under the new initiative, builders' responsibilities are more clearly defined. These include giving reliable information upon which house purchasers can make the decision to buy and ensuring minimum service levels at all stages of the process, reinforcing industry best practice. The code also provides redress where a business is found in breach of the guidelines. The warranty bodies can apply a range of sanctions, including removal from approved registers. Callum McDonald, Head of Commercial Property at Raeburn Christie Clark & Wallace, said: "This is a self-regulated code, aimed at addressing a number of concerns levelled at the industry across the UK and the sector has reacted by putting robust requirements in place to offer consumers as much information and safeguards as practical when buying a new house. While many house builders already provide good levels of customer service, we believe the code represents a positive move forward and should help boost consumer confidence - that can only be good for the building sector and the local economy generally, given current economic conditions."



Callum McDonald
Partner

This legal briefing is intended to provide the recipient with a brief outline of the main areas of law to which it applies. It is not to be regarded as an exhaustive overview of the area of law in question. Readers are advised not to apply or rely on any of the information contained therein without first seeking legal advice. Should you have any queries in relation to this briefing or would like clarification on any particular area covered please feel free to contact us.