

Audit Process

Each member warranty body has its own system, developed in conjunction with the

Any action taken is in accordance with the Code's non-compliance procedure. It is overseen and agreed via the Disciplinary and Sanctions Panel and reported to the full Code Management Board.

Marketing and Advertising by Member Business

Code promotion is essential to the success of the Code as it informs consumers of their enhanced protection. Home builders are required to display the Code logo in their site sales offices and on their sales brochures. As many developers have moved to on-line interactions with their customers, they are encouraged to display details of the Code on their websites, this will become a requirement under the new version of the Code.

Home builders are provided with the Code logo in a variety of formats (free to download from website), along with the branding guidelines. They are also able to obtain, free of charge, window clings to use in their site sales offices.

The promotion of the Code is audited both in the desktop self-assessment audits and during site visits.

Terms and Conditions and other Pre-Contractual Information

The Code website has template reservation agreements that can be adopted by builder members of the Code. The Code does not provide standard Terms and Conditions but does list requirements of what needs to be included in them. There have been ADR rulings in the past due to shortcomings in builder members Ts&Cs e.g., non or insufficient details of rights of termination.

Customer Service Provisions

During the year, there were 2,587 general enquiries made to the Code which represents a 26% increase on the previous year. Most of these contacts are from home buyers (87%). CCHB work with an established and independent contact centre to provide this service. The contact centre team provide help with general queries about what the Code covers and how its requirements apply in the purchasing process. Though the helpline team do not advise consumers on Code breaches or individual cases, it will advise on how to raise a complaint through the Code's Independent Dispute Resolution Scheme.

Since April 2019 there has been no fee for bringing a complaint Š Š 'á

Consumer Complaints Process

In 2021 there was a total of 307 cases referred to the Code's Independent Resolution Scheme, this is an increase of 24% compared to 2020. CCHB are not overly concerned by this increase stating that a similar pattern is observed by other providers of ADR as the usefulness of the service becomes more widely understood by consumers. Further as the profile of the Code is raised this is an inevitable consequence.

The Code CEO follows up on all ADR rulings with a letter to the CEO of the company in question. Each year a document is produced b

