



Chartered Trading
Standards Institute

Consumer Code for New Homes (CCNH)

Desktop Audit

24 January 2023

Background information

Consumer Code for New Homes Ltd is a company set up for the sole purpose of administering the Consumer Code for New Homes (CCNH). There are now seven warranty companies that are registered as CCNH Code Users.

Consumer complaints process including ADR

Customer satisfaction and how this information will be used to develop and improve the code

Sanctions against members for non-compliance with the code

Member Application Process/New members

The code is

Marketing and Advertising by Member Businesses

The code requires all marketing material to be in plain English, in compliance with all relevant law on misleading advertising and with both the CAP and BCAP codes on media and broadcast advertising.

CCNH have a members' only portal with comprehensive downloadable material, such as Code logo and various standard templates members can use to demonstrate that they are a member of the Code. There is also guidance on what Code information to put on their website.

CCNH and warranty bodies monitor this information via the onsite audits, plus spot checks/desktop audits.

Terms and Conditions and other Pre-Contractual Information

The CCNH code requires that terms and conditions and other pre-contractual information must be assessed for compliance. A number of template documents have been produced and approved as assured advice by Kent Trading Standards Service.

CCNH acts as the Co-ordinator for a Primary Authority Partnership with Kent Trading Standards Service. This agreement also enables members to 'sign up' to a partnership if they wish to.

Customer Service Provisions

CCNH have developed an online training system for members to use, plus estate agents selling properties on their behalf. There are different videos/training for different roles e.g., sales or aftersales. Members can access the training via their member log-in to the CCNH portal. The member can then add their employees to the training portal, who will receive a

