

Introduction

Feedback

Training:

- Consumer Protection Regulations
- Webinars
- Continual Professional Development

Lawyers

Trading Standards Consumer Codes

Approval Scheme

Code review

**CONSUMER
CODE FOR
HOME BUILDERS**

Stakeholder Update Summer 2015

Introduction

Since 1st April 2010, the Consumer Code for Home Builders (the Code) has been providing protection and rights to purchasers of new homes, ensuring that all new home buyers are treated fairly and are fully informed about their purchase before and after they sign the contract.

This second of our quarterly newsletters aims to keep our stakeholders in touch with the developments and progress on the Consumer Code over the past few months and previous copies can be obtained through contacting Carol Brady, our Code Secretariat at secretariat@consumercodeforhomebuilders.com

Feedback

We are always keen to hear from our stakeholders on what information they find useful about the Code and how we can help Home Builders or their Agents to comply. If you have suggestions on what you would like to see in further editions, then please let us know via secretariat@consumercodeforhomebuilders.com.



Training

- **Consumer Protection Regulations**

The Consumer Protection from Unfair Trading Regulations 2008 (known as the CPRs) places statutory responsibilities on the Home Building Industry and their Agents when selling new homes. They create criminal offences for anyone who breaches them and in particular around the advertising and sales material used to sell a new home. The Regulations look at '*misleading actions*' and '*misleading omissions*' that may be considered unfair to the Home Buyer and this should be upmost in mind at the point of sale.

Given the severity of these Regulations, and the challenge for Home Builders and their Agents to comply, we are keen to offer support. Therefore, over the coming months, will be working with the Industry and their representative bodies to strengthen our training and e-learning packages which are currently available on our website: <http://consumercodeforhomebuilders.com/homebuilders/>.



- **Webinars**

As part of our learning package, we are preparing to host our first of a series of webinars in the Autumn, on the requirements of the Code. This will allow for an interactive approach for learners and if you are interested in taking part, or simply wish to know more, then please register your interest via secretariat@consumercodeforhomebuilders.com

- **Continual Professional Development**

Having listened to feedback from our stakeholders, we have understood the importance of continual professional development. As part of our discussions with Industry representatives, we will look to accredit all our training with CPD hours in the future so as to encourage as many as possible to take it and to receive the benefit for doing so.

Lawyers

Lawyers remain important players in the home buying process and we continue to work closely with the three United Kingdom Law Societies in relation to training on the Code, with a practice guidance note being available for solicitors instructed in the conveyancing of a new property.

Trading Standards Consumer Codes

Approval Scheme

As part of the facilitated self-regulation, we are continuing to progress an application to the Trading Standards Institute to join their Consumer Code Approval Scheme. This will help to embed the promotion of consumer interests within our own Code as well as promoting the home building industry - and in particular those Home Builders registered with the Code's supporting Home Warranty Providers - as one that consumers can trust.

As a result of our application, and from feedback from the Industry, we are aware that the Code will require some amendments and on which we plan to consult over the coming months.

Code Review

After its launch in 2010, the Code was originally reviewed two years later and changes were made as a result of the feedback received. The Code is now in its third edition.

In light of a further two years' experience of operating the Code and feedback from our mystery shopping; adjudications from our Independent Dispute Resolution Scheme and discussions with stakeholders, the Code's Management Board have committed to a further review this year, expecting the implementation of any changes required to take place in 2016.

An independent Chairman will be appointed to lead the Review who can bring external scrutiny to the process and who will ensure that we are not only listening to stakeholders, but that we are managing the review appropriately.

If you are interested in being consulted, please let Carol Brady know at secretariat@consumercodeforhomebuilders.com and she can ensure the documentation is sent to you at the appropriate time.