





A message from Rob Brighouse, Chair of the New Homes Quality Board...

As we come to the end of another busy year for the New Homes Quality Board, this winter newsletter offers an opportunity to reflect on the progress we have made and to look ahead to 2026 with enthusiasm and a shared commitment to raising standards. Central to our work has been the continued evolution of the New Homes Quality Code. Over the past few months - and continuing into next year - we have been working with registered developers to provide support in preparing for the forthcoming updates to the Code, which come into effect on 2 March 2026. These updates are designed to further strengthen the consumer protections, improve transparency at every stage of the home-buying journey, and ensure the Code continues to set the benchmark for quality, service, and accountability across new-build homes.

Alongside this, we have been deepening our engagement with policymakers, providing evidence, insight, and practical recommendations to support a regulatory environment that prioritises consumer confidence and supports developers to raise standards. Our conversations across government and the wider housing sector remain essential to driving lasting improvement.

IN THIS ISSUE

SUPPORT IN
PREPARING FOR
THE UPDATED CODE

SPOTLIGHT ON SMES

CUSTOMER
COMPLAINTS –
OMBUDSMAN &
CASE STUDIES

EXPANDING OUR REACH TO MORE CUSTOMERS

ENGAGING WITH POLICYMAKERS

NHQB IN THE MEDIA

BOARD & TEAM UPDATE

DECEMBER 2025

CHAIR'S MESSAGE

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In October, the NHQB also formally took on the operation of the Shared Ownership Code. This important milestone extends our reach, so that shared owners also can now benefit from greater transparency, fairness, and a more consistent customer experience.

We hope you enjoy this update, and thank you for your continued support. On behalf of the NHQB, we would also like to wish everyone a joyful Christmas and a prosperous New Year as the festive season approaches.

Rob Brighouse, Chair of the New Homes Quality Board

LATEST DEVELOPMENTS

Support in preparing for the updated Code

In preparation for the Code v2, which comes into effect on 2 March 2026, we are providing you with support to help transition from the current Code v1 (October 2023) to the updated requirements.

Alongside the Transition Guide, Q&As, and our series of webinars, we have also released the new training course on the updated Code, which all customerfacing teams are required to complete before the Code v2 comes into effect. We also recommend all staff complete the training to have a consistent understanding across your organisation.

This course replaces the current version and is available as a web-based resource here, or through your organisation's learning management system.

Here is a recap of other resources available to support you on your journey. Log in to the developer portal to access these resources.

- Transition Guide
- Supporting resources and templates
- Common questions and answers

Our Code update webinars continue to be extremely popular. You can book a place on the next session using the link below. Please note that these sessions are not training; they are an opportunity to ask our industry engagement team questions about implementing the updates to the Code.

<u>29 January 2026, 1000-1100 - click here to book</u>

Spotlight on SMEs

NHQB continues to strengthen its engagement with smaller developers through industry forums and roundtables.

In July, our Chief Executive Emma Toms joined the All-Party Parliamentary Group for SME Housebuilders to explore how policy can better support smaller developers. These events reinforce NHQB's mission: helping developers of all sizes embed quality and service improvements through the Code and protecting customers through the New Homes Ombudsman Service (NHOS).

NHQB's industry engagement team, Amy Wright and Hannah Reid, are on hand to support developers in implementing the Code. With first-hand

LATEST DEVELOPMENTS

experience working within developers and implementing the Code, they understand the challenges organisations can face and can guide developers through to full compliance. If your organisation has applied but has not yet completed the process, you can contact the team at developers@nhqb.org.uk.

Customer complaints - Ombudsman & case studies

From 1 January to 25 November 2025, the New Homes Ombudsman Service received 1,328 customer complaints, with 457 new complaints accepted for investigation. It has issued 129 final decisions. Of those decisions, 20 were upheld, 24 not upheld, and 85 partially upheld.

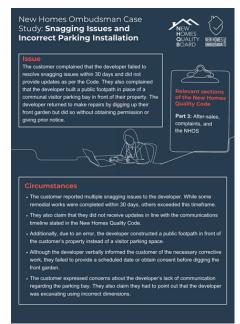
The latest eight <u>case studies</u> were published on our website in October, including issues around:

- Delays in snagging repairs, poor communication, and unapproved changes to gardens and parking areas.
- Attempts to discourage customers from proceeding with purchases.
- Lack of transparency around estate agency fees, ongoing issues, and poor complaint handling.
- Flooding and damage caused by a major leak and poor repair work.

Case studies outline key learnings and recommendations to help developers improve processes and deliver better outcomes for customers. All case studies can be viewed <u>here</u>.







LATEST DEVELOPMENTS

Expanding our reach to more customers

In October, NHQB was appointed to operate the <u>Shared Ownership Code</u> – marking a significant step toward strengthening consumer protections in the affordable housing sector. Under our new role, we will oversee compliance with

the Code, promote greater transparency from providers, and enhance standards for shared ownership customers. Many housing providers and housing-related organisations have welcomed the move, saying it will support fairer, clearer guidance for buyers navigating shared ownership schemes.

The Shared Ownership Code is separate from the New Homes Quality Code. Although NHQC-registered developers offering shared ownership homes are not required to become



Shared Ownership Code Adopters, they are welcome to begin the process if they wish by applying via the Shared Ownership Code website: https://sharedownershipcode.org.uk/adopt-the-code/.

On 2 December, we announced the Shared Ownership Board members, for more information click here.

Engaging with policymakers

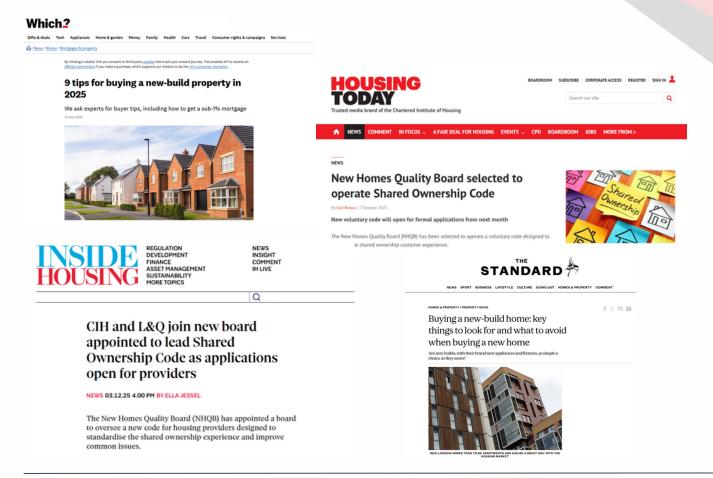
We have strengthened our policy engagement, including productive discussions at this year's Labour Party Conference. Our work was highlighted positively in Westminster, with Mark Garnier MP and Kate Dearden Minister for Consumer Protection referencing NHQB during a debate on rogue builders.

We also met with key Labour figures, including Naushabah Khan MP (Housing Committee, PPS to the Cabinet Office) and members of the Labour Growth Group, including Andrew Pakes MP, Jack Abbott MP, James Frith MP and Jon Pearce MP, as well as several policy influencers.

These conversations support our ongoing mission to raise standards and strengthen protections for all customers of new-build homes.

RAISNG CONSUMER AWARENESS

NHQB in the media



Events presented/attended so far

- Homes for Scotland Annual Conference (September)
- HBF Housing Market Intelligence 2025 (October)
- The Access Group, Coins convention (November)

BOARD & TEAM UPDATE

New NHQB Board member: Paul Turner, Chief Executive Officer, NHBC

Paul was appointed as NHBC Chief Executive Officer and became an industry non-executive director of the NHQB Board on 1 September 2025, following Steve Wood's departure. He has significant experience in the insurance and financial services sector. He began his professional career in 1994 as an Underwriter at Mercantile & General before moving to Swiss Re. Over two decades at Swiss Re, Paul held various senior roles in underwriting, marketing, business relations and regional leadership, including Chief Underwriting Officer, Asia Pacific, and Head of Life & Health, South-East Asia.

New NHQB Board member and Chair of Shared Ownership Code Board: Ann Santry CBE

Ann joined the NHQB Board as an industry non-executive director on 17 September 2025. Ann is also Chair of the Shared Ownership Code Board. Ann has worked in the housing sector for over 35 years. Until June 2018, she was CEO of Sovereign, a top 10 housing association, where she led the growth of the business from 11,000 to 56,000 homes. Until October 2025, she was Chair of the Shared Ownership Council, and she currently holds various NED positions at Simply Affordable Homes and the Hill Group.

New NHQB team member: Ellie Ismail, Senior Communications Executive

Ellie, who joined the organisation earlier this summer, brings a wealth of experience spanning multiple sectors, including the built environment. With a strong background in PR and media relations, she plays a key role in stakeholder communications.

CONTACT INFORMATION

Who to talk to when you need help?



Compliance and audits:

compliance@nhqb.org.uk

If you need assistance with compliance and audits.



Technical support:

developers@nhqb.org.uk

For questions about registration, clarification on the New Homes Quality Code, or assistance with IT related matters.



Finance questions:

finance@nhqb.org.uk

Such as fees, payments or invoices, our finance department can provide clarity on any financial aspect of your involvement with NHQB.



Communications:

communications@nhqb.org.uk

When it comes to communication materials or press releases, our communication team is here to assist you.



General queries:

info@nhqb.org.uk

For general queries about the NHQB.



New Homes Ombudsman Service:

customer.services@nhos.org.uk

The NHOS is available to address any queries regarding the complaints process or the outcomes of previous complaints.