

# Information for shared owners

## Summary of the NHBC warranty and insurance on your new home

### Who are NHBC?

We are the UK's leading independent provider of warranty and insurance for new homes. Our purpose is to raise standards in house building by championing high quality homes and protecting homeowners. We do this through training and quality services and by directly insuring new homes registered with us.

### Buildmark and Buildmark Choice

#### NHBC warranty and insurance policies

This document is a summary of the cover provided by our Buildmark policy and by our Buildmark Choice policy. As a shared owner you could have either one of these policies.

- The type of policy you have will be shown in your policy documents. These consist of a policy booklet, insurance certificate and policy schedule.
- Buildmark and Buildmark Choice both provide a two year builder warranty followed by eight years of insurance cover for newly built or newly converted homes.
- Occasionally, Buildmark Choice comes with 10 years of insurance cover, giving 12 years' cover in total. If your housing provider chose this option, it will be shown on your policy schedule.
- Further terms, conditions and exclusions apply to the cover. These are set out in the policy booklet together with an explanation of the meaning of certain key words used in this summary.



### What is covered?

- Builder warranty – the first two years of the policy, the builder must put right any defect (and any damage caused by the defect).
- NHBC Guarantee – in the first two years of the policy, NHBC guarantees the obligations of the builder under the builder warranty.
- Insurance cover – from the end of the builder warranty period, we provide a further eight years of insurance cover (occasionally 10 if selected for Buildmark Choice). We will either (at our choosing) cash settle or arrange to put right damage resulting from a defect caused by the builder failing to meet the NHBC requirements when building certain parts of the home. Cover also includes costs of alternative accommodation and contaminated land cover.

Examples of what is covered in the insurance cover period:

- water ingress into your home through the roof or walls (due to a defect in certain parts of the home)
- damage resulting from a defect in the foundations, roofs, load-bearing walls, and load-bearing floors
- damage resulting from a defect in the underground drainage that serves the home if the policyholder is legally responsible for it
- damage resulting from a defect in staircases inside of the home.

## What isn't covered?

- Any alteration or addition to the home carried out after our final inspection (for example, extensions or loft conversions).
- Changes in the colour or texture or staining of finishes.
- Lack of maintenance, wear, and tear.
- Loss of use, inconvenience, or distress.
- Reduction in value.

Please refer to the policy documents for a full list of exclusions.

## Are there financial limits?

- Standard limits apply for claims for new-build and converted properties under Buildmark and Buildmark Choice. Please refer to your policy schedule for details of the financial limit specific to your policy.
- During the insurance cover period, there is a minimum claim value, which will be shown in your policy schedule. If we decide that repairs need to be carried out to your home and the cost to us of the repair is below the minimum claim value, the work will not be covered. However, if the cost to us of the repair is at least the minimum claim value, we will pay the reasonable costs (up to the relevant financial limit) or do the work. You will not have to pay anything towards the work.

## Policy documents

- Your housing provider (eg your housing association, local authority or registered provider who is the landlord of your shared ownership lease) will provide you with a copy of your policy booklet, insurance certificate and policy schedule.
- If you or your housing provider are unable to find your policy documents, please contact our Customer Services team for help.

## Need to make a claim?

- Any problems with your home should be reported to your housing provider or landlord of your shared ownership lease.
- Keep a copy of any correspondence and records of any telephone calls when reporting problems to your housing provider or the builder in case you need to refer back to anything.
- Depending on the terms of your shared ownership lease, your housing provider or landlord can decide to make a claim under the policy or arrange for repairs.
- If they do not address the problem you report to them, or make a claim under the policy, within a reasonable time you can contact us directly and we may be able to help if the problem could be covered by the terms of the policy.
- If your housing provider asks you to make a claim directly with NHBC, please use the contact details below.
- If, in the event of a valid claim, we decide to pay the cost of repairs, we will pay a cash settlement to either you or your housing provider/landlord of your shared ownership lease. If we make a payment, we will not owe any further money or other remedy to the other party (you or your housing provider) who didn't receive the payment.

## Stair-casing to full ownership

- If you purchase the full share of your home you will be the sole beneficiary of the policy. Please contact NHBC to notify us that you own 100% of your home.
- If you have increased the share in your home to 100% and need to make a claim, you should contact us directly.

## Contact details

Customer Services phone: **0344 633 1000**  
(Monday to Friday, 09:00-17:00)

Customer Services email: **ccsupport@nhbc.co.uk**

Website: **nhbc.co.uk**

Address: **NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Buckinghamshire, MK5 8FP**

Claims phone: **0800 035 6422**

Online claims form: **nhbc.co.uk/claims**

Complaints email: **consumeraffairs@nhbc.co.uk**