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Code for New Homes

The Consumer Code for Homebuilders is an industry led code of conduct for builders, which was developed to make the home buying process fairer and more transparent for purchasers.

The aim of the Code is to ensure that all new home buyers are:

- treated fairly
- know what levels of service to expect,
- given reliable information about your purchase and your consumer rights before and after you move in, and know how to access speedy, low-cost dispute resolution arrangements to deal with complaints.

The Code reinforces best practice among home builders to make sure the level of information and customer service provided by all builders is consistently high. It builds on successful efforts already made by the industry to improve consumer satisfaction in recent years.

If you believe you have a dispute because a home builder has failed to meet the requirements of the Code, you can refer your dispute to an independent Dispute Resolution Scheme.

For more information visit <http://consumercodeforhomebuilders.com/>