

HOMEOWNER PROTECTION

Housing warranty insurance

These properties come with a 10 or 12 year BLP housing warranty insurance policy underwritten by Allianz Global Corporate & Specialty.

Housing warranty insurance is designed to protect the homeowner against structural defects in the property that were not discovered prior to completion; defects that may be expensive to put right. It is similar to traditional 'new homes warranty' products but differs in that a buyer can be compensated for the specific benefits set out in the insurance policy without necessarily requiring the builder to fix the defect first. The BLP Policy will pay for the rectification of the defect evidenced by the physical damage, from day one of the policy. It will also pay for the costs of repairing the resultant physical damage with the exception of water ingress in the first year.

As a prospective buyer of the property, you are not being asked to buy this insurance or to agree to any terms or conditions of insurance. If you buy the property, the benefit of the insurance will be assigned to you without the need for you to agree or pay for the insurance. The developer has purchased it already.

In the course of those arrangements, BLP will have carried out an independent technical review, to ensure that the risks of defects are minimised and that these properties are suitable for insurance.

Added protection

In addition to the BLP housing warranty insurance policy homeowners have the added protection of being covered by the BLP Code for the Sale of New Homes ("Code"). The Code has been established to ensure that best practice is followed in respect of the marketing, selling and purchase of homes and the after sales customer care service which would include the rectification of any snagging.

This home builder has agreed to subscribe to and comply with BLP's Code.

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The objective of the Code is to ensure that buyers:

- Are fairly treated by the home builder;
- Are reassured that the home builder is a legal entity and acting professionally;
- Know what quality of construction to expect for the home;
- Know what service levels to expect from the home builder;
- Are informed on how to manage the home and address any problems that may arise;
- Receive clear and honest information from the home builder at the right time upon which to base their decisions;
- Are provided with a clear procedure for dealing with service calls and any matters of dissatisfaction or complaint;
- Are aware that the home builder complies with guidance on Vulnerable Buyers; and
- Know that if the home builder fails to rectify snagging and the buyer makes a complaint this complaint would be addressed under the terms of the Code.

For those disputes not covered by the BLP insurance policy, the Code provides a Dispute Resolution Scheme for complaints that arise and are made in writing to the home builder within two years of the date of the start of the BLP insurance.

To find out more about how BLP's Code and the Dispute Resolution Service please visit www.blpinsurance.com/homeowners
Citizens Advice Service: www.citizensadvice.org.uk