

Annual Report at a glance

Supporting consumers	Dispute resolution	Supporting the industry
Free guide to buying a new build home including what to expect, questions to ask and useful resources Video guides to consumer protection and home buying resources Informative articles about contract exchange, legal completion, warranty inspection and more	336 cases 9% decrease the first significant drop in case volumes since the Scheme began 57% 57% of IDRS cases were found fully or partially in favour of the home buyer 96% 96% reached a Proposed Decision within eight weeks	✓ Two new Right First Time factsheets ✓ Guide to lessons learned from site audits ✓ Site audits and desktop assessments ✓ Informative articles and guidance
Consumer satisfaction		Sanctions
93% Homeowners willing to recommend their home builder		Eight home builders were contacted for failing to comply with an adjudicator's decision One home builder was removed from the registers of all the Code's supporting home warranty bodies 21 potential non-compliance issues avoided through new early alert process
Website	Non-compliance	Code contact centre
14 news stories 14 blogs 3 videos 27k website visitors 151k page views	£385 additional recompense awarded to home buyers via builder non compliance charge	Contact centre has retained the Customer Service Excellence Award
Case studies	Enquiries	LinkedIn
24 case studies published	over 1,970 enquiries received	13% increase in LinkedIn followers
Protecting consumers in England, Scotland, Wales and Northern Ireland		