

Guide for Homebuyers

 **PREMIER[®]
GUARANTEE**
ON YOUR SITE, BY YOUR SIDE

The homes on this development are protected by a 10 year New Homes Warranty from Premier Guarantee.

All homes covered by our warranty are insured against a wide range of structural issues that could occur to your home during the 10 years after construction is completed. An overview of what is and isn't covered by our warranty is included in this booklet.

Guide to our warranty

Why you need a warranty

A New Homes Warranty provides you with protection against structural faults, or 'defects' which could occur in the structure of your new home. These include faults in your walls, floors, roof or foundations. These faults can be extremely expensive to fix so having adequate insurance protection in place is hugely important.

When buying your new home, mortgage lenders are far more likely to release funds if a warranty is in place from a reputable provider. Premier Guarantee is recognised by UK Finance and the majority of the country's banks and building societies. If you require any further information on Premier Guarantee, please visit our website, www.premierguarantee.com

Insurance product information document

Under the Insurance Distribution Directive, anyone looking to buy insurance will benefit from an Insurance Product Information Document. This is a simple document which aims to provide clearer information on the cover, so that consumers can make more informed decisions. Please speak to your Developer to ensure you have received a copy of this document to summarise your Structural Warranty Cover provided by Premier Guarantee.



Periods of cover explained

During the Defects Insurance Period (first two years after completion), or DIP, the developer is responsible for rectifying any defects. You must report any faults to the developer in writing as soon as possible, making sure you keep a copy of this correspondence. We may be able to help through our Dispute Resolution Service if you have reported these to your developer within the defects period and either they have failed to rectify them within a reasonable time period, or they are unable to rectify them due to their insolvency.

The Structural Insurance Period (remaining eight years of policy), or SIP, is when your home is protected from structural damage. If you feel that there is a structural defect then you're entitled to make a claim through us. If you need to make a claim on your policy, we will assist you in organising any necessary repair work and, if needed, arrange alternative accommodation while work is being carried out.

Contaminated land (years three to 10 of cover). If a statutory notice is served on your property, this section of our policy will cover the costs incurred in removing any substance from the land you own, where the contamination existed before the completion of your home.

Mechanical & Electrical cover (years one to five), or M&E cover, protects you from the cost of repairing or replacing certain mechanical and electrical equipment affected by inherent faults. This can include boilers, lifts and air conditioning systems.

Insolvency of the developer during the building period. This section of cover is only applicable if the property you are buying is incomplete.

Where this cover is in place, a policyholder will be reimbursed for any loss of deposit paid to the developer due to the developer not commencing work on a property due to insolvency or fraud.

Alternatively, if the developer fails to complete a property for the same reasons, cover is in place to either ensure the property is completed to our technical standards, or refund any deposits paid by the policyholder.

Cover is subject to full policy terms and limits.

How else are you protected?

Developers registered have a choice as to which industry Code of Practice they wish to follow – the Consumer Code for Homebuilders (CCHB) or the New Homes Quality Code (NHQC).

These codes seek to give protection and rights to purchasers of new homes.

Ask your developer which code they are registered with as they must be registered to one.

What support do the codes provide?

- The codes provide a programme of training, assessment, and support to encourage continuous improvements in customer service
- Both codes seek to give protection and rights to purchasers of new homes
- To ensure new home buyers are treated fairly
- To ensure new home buyers know how to access free resolution arrangements



Protection for new-build home buyers



Important contacts

From point of sale to year two

Your developer is your main point of contact before, during and after the sales process for the first two years after your new home was built. Your structural warranty certificate of approval will include the date your cover commenced.

If you need information on who your developer is or you wish to access our free Dispute Resolution Service during this period, please call 0151 650 4343 or email drs@premierguarantee.co.uk

Between years three and 10

You should ensure that you are aware of what is covered by your policy by reading the terms and conditions in conjunction with your development initial certificate, home initial certificate and/or your certificate of insurance and any endorsements attached to them.

If you feel you have a valid claim, please check your certificates to ensure that cover is included. You should also refer to the relevant section to obtain full details of what we require if you wish to make a claim.

Once you have done this, and feel you do have a claim, contact our claims team on 0151 650 4343 or email claims@premierguarantee.co.uk

For more information on our claims process go online to www.premierguarantee.com/homeowners/make-a-claim/

Consumer codes

You can contact the Consumer Code for Home Builders or New Homes Quality Board via:

www.consumercode.co.uk

www.nhqb.org.uk

For more information on Premier Guarantee and the cover we provide, visit www.premierguarantee.co.uk/homeowners/, or contact us on 0800 107 8446.



premierguarantee.com

2 Shore Lines Building, Shore Road, Birkenhead, Wirral, CH41 1AU
T: 0800 107 8446 | E: info@premierguarantee.co.uk

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