



National housebuilders and developers

 **PREMIER
GUARANTEE**
ON YOUR SITE, BY YOUR SIDE

As a large national developer you require a greater level of customer service on both a group and regional level.

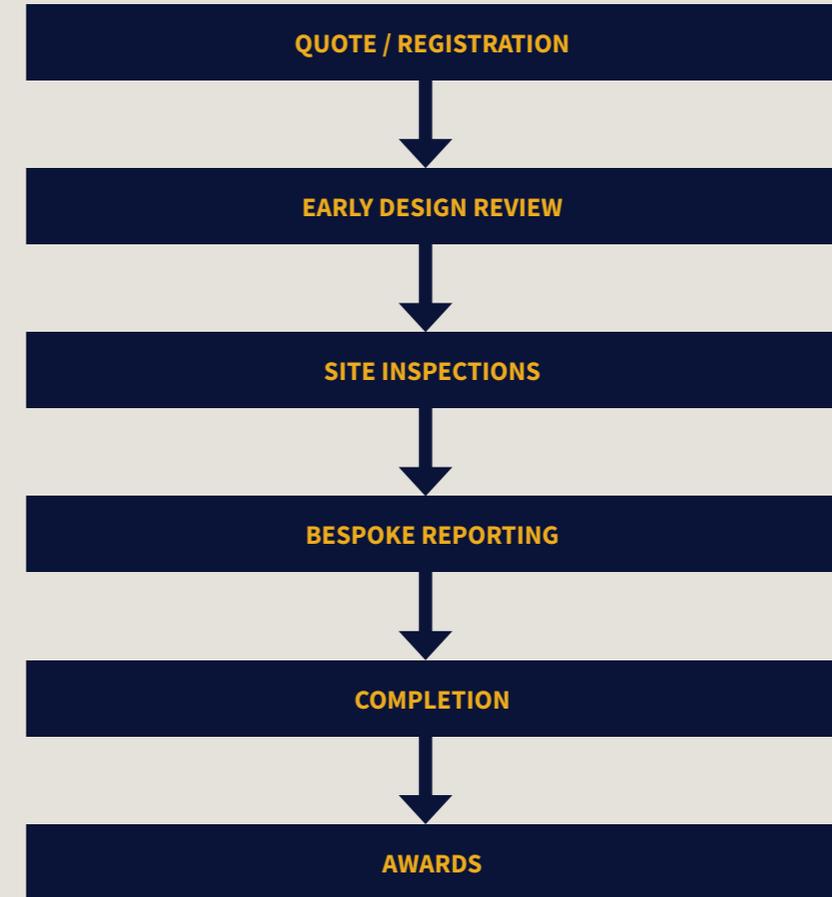
With a dedicated surveying and customer service team for each of our national clients, our service drives consistency across all of your sites whilst reducing your points of contact.

The service includes:

- A your own dedicated account manager working with your group and regional office staff and site teams
- A technical and surveying team assigned to your region, undertaking all your risk management and building control inspections
- A customer service team dedicated to your business
- A bespoke online reporting system giving you real time updates on the progress of your sites

From design to completion, our aim is to help you finish on time and on budget.

How it works





"We have a great professional relationship that is based on excellent communication. We feel very supported by our building inspector."

Project manager, Redrow

Warranty cover from day one

With a Premier Guarantee warranty your development will be covered from the first day of completion.

Cover is available for private residential (for sale and rental), social, commercial and mixed use properties with flexible financial limits.

We understand the transition to a new provider can seem daunting but the process is simple with your dedicated account team guiding you.

We can even help you transfer initial notices that have been lodged for current sites with other suppliers.

Additional benefits include:

- Free Dispute Resolution Service
- Free site marketing materials and homeowner guides
- Dedicated account team to guide you through the application and registration process
- Apply for quotes and track site progress in real time via our online customer portal
- Road and Sewer Bonds (subject to status)
- Training and learning opportunities
- Free access to the New Homes Survey under the HBF star rating scheme



Building control

Drawing on years of building control experience we are able to oversee any size of project to identify areas of potential risk and provide appropriate commentary to help understand the concern.

1

Design Review: a desk and team-based approach to review the proposed design against relevant building regulations; highlighting potential risks and assist in their minimisation

2

Inspection(s): a bespoke, risk-based and co-ordinated inspection plan to ensure risk areas are appropriately evaluated and inspected and complex details are constructed correctly

3

Audit: a multi-tiered audit plan to ensure design reviews and site inspections reflect the individual requirements of all projects

Our multi-tiered service provides design review, site inspection and internal audit, giving you three lines of defence to help your project achieve compliance.

Our building control services are independent of our warranty products but can be easily integrated with them - so you can have the best of both worlds.

We aim to deliver a practical, pragmatic and professional building control service that supports you every step of the way.

Reporting that works for you

With the help of our customer portal, managing your warranty has become a lot simpler.

Communication is key in any effective partnership and our reporting systems were designed for this key purpose.

We will tailor a bespoke reporting system which will evaluate your construction progress on a site, regional and group level, helping you maintain consistently high levels of quality across your company.

The portal gives you real time access to site information across the UK, photo evidence of defects, technical reports and the ability to obtain quotes online.

Reports include:

- Site risk inspection reports
- Unit completion reports weekly, monthly or quarterly
- Builders Report comparing regional construction performance
- Quality Indicator Service
- A Site Quality Review





What else is included in our service?

M&E cover

Our M&E cover is standard on New Homes, Private Rental, Private Rental Select, Social Housing and Commercial warranties. Not all warranty providers offer this type of cover.

Innovation can be risky. That is why the vast majority of our structural warranty policies include additional cover as standard for a vast range of mechanical and electrical services.

Site Quality Review

Our bespoke Site Quality Reviews help you improve your work and exceed the standards your customers expect. Get in-depth assessment of workmanship and site management practices at key stages of construction.

Scale-up good practice and focus on areas to improve and learn from 67 inspection areas across 11 inspection sections.

New Homes Survey

We are part of the Home Builders Federation (HBF)'s Star Rating scheme, the UK's largest customer satisfaction survey in the new build market. HBF members building at least 20 units a year will be able to opt into the HBF's nationwide customer satisfaction study via the Premier Guarantee New Homes Survey.

All survey users will have access to a private dashboard to review and analyse home owner feedback. They can also change the survey questions to meet their specific needs.

Road and sewer bonds

We can set up a one stop facility to cover all of your of your road and sewer bond requirements with no application fee, subject to terms and conditions which includes a financial assessment.

System acceptance

Our system acceptance has been developed to help manufacturers gain accreditation under our technical requirements. This allows them to be promoted as an accepted system provider, giving customers confidence in using their systems onsite registered with Premier Guarantee.

"The site team works tirelessly to deliver exceptional new homes, so it's a great feeling being rewarded for our efforts!"

Senior Site Manager, Dandara

The Excellence Awards

We are proud to celebrate the highest quality developers and builders in our awards programme.

The prestigious Excellence Awards celebrate the very best our industry has to offer.

Winning our awards can help strengthen your brand and build trust with customers and home buyers.

The awards process:

STAGE 1

Quality Recognition Award winners are announced every month from January-December and presented with a certificate on site.

STAGE 2

These winning sites act as a longlist and are automatically put into the pot for the annual Excellence Awards.

STAGE 3

The top sites from each category are then shortlisted for the Excellence Awards and put forward for final judging.

STAGE 4

Winning sites for each category are then chosen from this shortlist. Winners are then presented with the prestigious Excellence Awards trophy.

Warranty overview

	New Home Warranty	Social Housing Warranty	Commercial Warranty	Completed Housing	Build-To-Rent / Private Rental
Cover Period	10 Years	10 or 12 Years (10 years for High Value Scheme)	10 Years*	The balance of 10 years after completion	10 or 12 Years
Defects Insurance Period (Responsibility of Builder/Developer)	2 Years	1 Year	0 Years		1 Year
Structural Insurance Period (Responsibility of Insurer)	8 Years	Up to 11 Years (9 years for High Value Scheme)	10 Years		Up to 11 Years
Financial Limits	Single Unit: New Build - £1,000,000 Conversion - £500,000 Continuous Structure: New Build - £25,000,000 Conversion - £5,000,000	Single Unit: New Build £500,000 Conversion £250,000 Continuous Structure: New Build - £25,000,000 Conversion - £5,000,000 Higher limits are available on request	£10,000,000** Continuous Structure: New Build - £25,000,000 Conversion - £5,000,000 Higher limits are available on request	Single Unit: New Build - £750,000 Conversion - £350,000 Continuous Structure Limit: (Single Structure) £1,250,000	Single Unit: New Build - £500,000 Conversion - £250,000 Continuous Structure: New Build - £25,000,000 Conversion - £5,000,000 Higher limits are available on request
Excess	During Defects Insurance Period £100 During Structural Insurance Period £1,500	During Defects Insurance Period £100 During Structural Insurance Period £1,500	Variable, subject to sum insured	£1,000	During Defects Insurance Period £100 During Structural Insurance Period £1,500
Cover Includes	Machinery Cover Contaminated Land Alternative Accommodation Additional Costs/Fees Removal of Debris	Machinery Cover Contaminated Land Alternative Accommodation Additional Costs/Fees Removal of Debris	Machinery Cover Contaminated Land Additional Costs/Fees Removal of Debris	Machinery Cover Contaminated Land Alternative Accommodation Additional Costs/Fees Removal of Debris	Machinery Cover Contaminated Land Alternative Accommodation Additional Costs/Fees Removal of Debris
Optional Extensions	Deposit Protection Cover (Subject to Approval)	Loss of rent Builder Insolvency †	Loss of Gross Profit Loss of Rent Receivable Loss of Rent Payable		Loss of Rent Builder Insolvency †



Contact your Key Nationals Director David Jones to discuss your next project.
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