



NHQC

New Home Quality Control

Free Check List

A basic new homeowner guide to snagging your property 2019

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| Stand a minimum of 5m away from your property and take a close look at the window cills , are they level ? | Y/N |
| Check all walls are plumb. We suggest a straight 6ft spirit level to identify accurately. | Y/N |
| Check all windows doors and utility boxes have weep holes above. There should be at least 2 no. also check they are not blocked. | Y/N |
| Check there are weep vents at dpc level to allow all rainwater to exit. | Y/N |
| Check for damaged bricks and that bricks are level. All perps on the brickwork should be uniform and not differ in size. 10-15mm is the size you would be looking for. | Y/N |
| Check all purpose drilled holes these are for pipework to enter or leave the property any excessive gaps should be mastic sealed this is to prevent any water ingress. | Y/N |
| Take a look at the downpipe is it fixed securely and is the gutter on a slight slope towards the downpipe. Often there are dips and its not straight. | Y/N |
| Check your drains and inspection chambers are clear and free from debri. | Y/N |
| Look at the roof tiling or slate work. Look for missing or broken tiles. | Y/N |
| Are all the dry verges in tact and caps all fitted. Ensure they are not damaged or miss shaped. | Y/N |
| Inspect all flashings around bay windows and conservatories - are there any gaps in the bond - are all joins 450mm apart. There should also be weep holes above. | Y/N |
| Any soil and vent pipe should not be within 900mm of an opening. | Y/N |
| A boiler flue should be within 300mm of any openable window. | Y/N |
| Ensure boiler flue isn't directly underneath the soffit. This will allow ingress to pitched roof spaces. | Y/N |
| Take not of the smoothness of the mortar joint on all hip tiles. If too smooth then it's a weak mix. This would tell you it's a sandy mix and isn't going to last. | Y/N |
| Check that your ground level doesn't raise above damp course. | Y/N |
| Are there any signs of saturated bricks. | Y/N |
| Check the level of all the air bricks these should be higher that your ground level by at least one brick course. This will avoid any water ingress-also allow them not to get blocked. | Y/N |
| Look under windows and doors to ensure they are mastic sealed. | Y/N |

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| Check around all windows doors and even the garage door frames to ensure all have been sealed with no gaps present. | Y/N |
| Check all glass for and scratches or breakdown of sealed units. | Y/N |
| All window and door cills to have end caps present. | Y/N |
| Conduct a cavity check using a borescope cavity camera. Look at the insulation to make sure it is full with no gaps. This will allow air circulation – can also cause heat loss | Y/N |
| Garage check – check all wall plate straps are secure – all sockets are working and that the roof is correctly braced with the correct spacings between the trusses. Look at the membrane on the roof ensure that there is no rips or tears. | Y/N |
| Ensure that if you have an integrated garage door it MUST be a fire door. Also does it have intumescent strip fitted all around the frame. | Y/N |
| If your garage is integrated with a living space above. Please check for insulation in the ceiling.. to do this bore a hole in the ceiling using a borescope camera this will give you minimal damage and a true identification. | Y/N |
| Look at any perimeter wall or fencing check the brickwork as you would on the main build and check fence posts are secure and that all panels are fixed correctly with no protruding nails etc. | Y/N |
| Walk on every flagstone that is on your property to check they are securely fitted any movement isn't acceptable. Also check there is adequate space for any disabled movements. | Y/N |
| After it has rained check that there isn't a pool of rainwater within 3m of and door opening. This check should be after one hour. | Y/N |
| Internally – firstly fill all baths and sinks to check the overflow system – you can now check for any leaks etc. Please make a note of the pressure. | Y/N |
| Check that the lagging is fitted to the cylinder pipework – and that the pressure isn't less than 1.5 bar. | Y/N |
| Turn on heating system to downstairs only check all radiator heat up correctly – the use of a thermo camera is essential this will indicate any loss of heat. | Y/N |
| The radiator that is in the room with the thermostat should not have a TRV {thermostatic radiator valve}. Also no radiator should be in the immediate area of the thermostat. | Y/N |
| The upstairs thermostat should be in the master bedroom again shouldn't have a TRV. | Y/N |
| Check your front door frame is fitted central in the opening and that it has no gaps around the frame. Now check that the door gaps are straight and uniform. | Y/N |
| Ensure all draught excluders are fitted correctly with no daylight showing when the door is closed. | Y/N |
| Check all hallway ceilings are level again we recommend a straight 6ft spirit level. | Y/N |
| Check all architrave joints and margins are correct. | Y/N |
| Check all walls are plumb. Again with the spirit level. | Y/N |
| Check all ironmongery cut outs are neat and that all works correctly. | Y/N |
| Take a close look at the paintwork look for any runs drips or poor brush marks. | Y/N |
| Check all electric sockets are working with a plug in tester. Also check all light switches are fully working and switching on the correct lights | Y/N |
| Check staircase newel posts are plumb and stairs are free from any damage. | Y/N |

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| Check spindle spacings are no more than a 100mm sphere. | Y/N |
| Check all floor finishing is level - a good indicator is a gap under some parts of the skirting board or the bottom of the doors are running out. | Y/N |
| Test smoke detector – this should be mains wired and connected to upstairs. | Y/N |
| Check all doors operated correctly with no rattles etc also is there a requirement for a stop to prevent the door handle damaging the wall. | Y/N |
| Kitchen – ensure all flooring is level again use the same method as previous another in the kitchen it to look at the kitchen plinth. | Y/N |
| Check all spotlights are in line as expected. Its always beneficial to have the lights on when doing this check. | Y/N |
| Check the ceiling levels again the use of the 6ft spirit level is essential for an accurate reading. | Y/N |
| Check all kitchen units for damage – check all door gaps are uniform and all doors and draws are working correctly – check for light scratches the use of a torch light is handy. | Y/N |
| Check the appliances work and that the doors open pay particular attention the dishwasher the plinth need to be cut to allow the door to operate correctly. | Y/N |
| Ensure you test the extractor hood and hob are working – turn them all on to check. For gas hobs blow the flame out to test the cut out. | Y/N |
| Check under units behind the lighting pelmet to ensure its all fixed securely. Check that the wires for the lights are not shown coming through the wall with excessive gaps unfilled. | Y/N |
| Check the sink top is securely fixed with the correct sink top fixings – also that the sink cut out has been sealed when cut out. | Y/N |
| Check the taps are plumbed in correctly and the hot comes out of the hot and cold from cold. | Y/N |
| If an island is present then check its positioned correctly. Equally around the units. | Y/N |
| If the floor is tiled then check all the tiles are uniform with no lipping and all grout is in place with no blemishes. | Y/N |
| Ensure there are no sockets within 300m of the sink. | Y/N |
| Perform the same check on your windows and doors as in previous checks. | Y/N |
| Ensure all worktops and upstands are sealed correctly. | Y/N |
| Check painting as per previous rooms. | Y/N |
| Check all sockets are level. | Y/N |
| Check all appliance doors are fitted straight these are the doors that tend to be fitted incorrectly. | Y/N |
| Utility – check appliance spaces are a minimum of 600m – look for a hole cut out of the panel to allow for any pipework. | Y/N |
| Utility - check as per previous rooms with painting, woodwork, door operations and any damages etc. | Y/N |
| Dining room – check flooring for level, look for any bumps etc you can achieve this with a long straight edge from one side to the other. This way bumps will easily be identified. | Y/N |

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| Check patio door operation and that they are free from damage and scratches these often occur whilst in storage on site or after fitting. | Y/N |
| Ensure all trickle vents operate correctly. Achieve this by opening and closing them without any resistance. | Y/N |
| Inspect all walls are plumb and square with all window reveals are of equal size. | Y/N |
| Inspect all walls for painting issues and blemishes. | Y/N |
| Check all electric socket work using the socket tester explained previously. | Y/N |
| Use a straight edge to run along floor along skirting to check all walls are set out straight. | Y/N |
| All other rooms – check for unlevel ceilings and walls that are not plumb. | Y/N |
| All other rooms – check walls for poor paintwork and any blemishes. | Y/N |
| All other rooms – inspect windows for damage and scratches. | Y/N |
| All other rooms – look closely at the ceiling for nail pops. | Y/N |
| All other rooms – check levels of radiators and window boards and plumbness of walls Use a 4ft and 6ft levels for this as it's the ideal size. | Y/N |
| Check all sockets in all other rooms using the socket tester. | Y/N |
| Staircase is the bannister handrail secure and can you run your hand down it without catching your knuckles. | Y/N |
| Again check the spindle spacings to ensure a 100mm sphere can fit through. | Y/N |
| Check for any damage to staircase and also check the plumbness of the newel posts. | Y/N |
| Are all newel caps fitted. | Y/N |
| All rooms and landing upstairs – walk the full area and check for any creaking sounds. It would be best to move furniture first to give you an accurate reading. We also recommend that someone is downstairs to also listen. | Y/N |
| If you have fitted wardrobe then ensure they operate correctly with no resistance along with checking all door gaps are equal. | Y/N |
| All upstairs rooms – check all door operations are smooth with no rattles all doors and frames are free from damage. | Y/N |
| Check all bedroom sockets work correctly using a socket tester. | Y/N |
| Check all window reveals are equal per window and that windows and glass are free from damage and scratches. | Y/N |
| Bedroom walls are to plumb and straight carry out previous checks to complete. | Y/N |
| Bathroom and ensuite – check that all switches or sockets are a minimum of 600mm from any bath or sink. With shaving sockets the only exception. | Y/N |
| Check floor levels and any tiling as per requirements. No lipping tiles etc. | Y/N |
| Remove bath panel and shower plinth to check for any new or previous leaks. | Y/N |
| The glazed window should be frosted with no damage or scratches. This is for privacy. | Y/N |
| Closely look at the bath, sink, toilet and shower for any scratches or damage. | Y/N |
| Check the levels of the bath and the sink. To ensure no twisting or chance of backfill pooling. | Y/N |

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| Inspect the sealant around the bath is sufficient and make sure there isn't a gap between shower screen and bath the sealant should have been fitted along with the door whilst bath was full and left to go off before emptying. | Y/N |
| Check all tiles are grouted properly with no gaps, if gaps are present this could result in water ingress behind the tiling. Ensure all chinaware is sealed also. | Y/N |
| Loft – look to make sure all roof bracing is in place and securely fixed. | Y/N |
| Make sure all ventilation ducts are connected. | Y/N |
| Check for rips and tears in the roof membrane. | Y/N |
| Look for and damage to gable walls and spandrels {only if safe to do so} check for any gaps in brickwork and that spandrels are sealed correctly where applicable. | Y/N |
| When leaving the loft ensure loft hatch is securely fixed and operated correctly | Y/N |



Quick tips on how to complain and register your snagging items.

Here are a few tips to register and, in some cases, escalate your snagging issues.

In the first instance

Addressing your complaint in the correct manner is vitally important. You must act quickly. The most direct route is to speak to the sales advisor or the site manager in charge. If this approach fails, then the regional office of the builder themselves. In our opinion this will create a reaction. The NHBC and most house builders prefer you to write a letter to record any problems with your new home. This can in some cases give you an advantage if things don't seem to be moving forward you have a timed and dated document to show your complaint ready for the next stage of escalation. However, before you register any complaint ensure you have a full understanding of the defect or defects and how you want them to rectify them.

Collecting evidence to support your claim is vital. Take photographs and keep diaries of events and logs of telephone calls with whom it was you spoke to. Please be aware that it may take a builder several attempts to rectify any issue you have raised. Ensure to log every attempt. This may help and support with later claim.

Make sure you are aware of your rights and the builder's obligations under the NHBC Buildmark cover.

It is very important to give the builder your contact details, so arrangement can be made for access to your property for inspection and to carry out any remedial works.

Tips on how to complain

- Firstly, you must stay in a calm manner, even if you are very angry. Becoming irate about what the builder may see as a trivial problem or issue may alienate you and put them on the defensive.
- Ensure you are assertive without becoming aggressive. Be very clear about what it is you want done whilst remaining very polite and very reasonable.
- Please keep all records of letters, emails, receipts and notes from all telephone calls along with names and times you spoke to that person. ALWAYS back up your telephone conversation with an email and even a letter as extra.
- Always send photocopies of documents NEVER send the original copies. Always mark them as a “copy”
- Never demand any compensation at this stage. Site management and site staff are not authorised to agree any such thing. A [compensation claim](#) can always be escalated the full extent of your misery is known and quantifiable.
- Always consider getting professional advice or a 2nd opinion. NHQC can offer such service.

Arranging a time for work to be carried out

Stay in touch with the site team to arrange an inspection time at your convenience. This will allow the team to attend to start proceedings. Whilst on their visit they will inform you of what they believe needs to be done. Don't be afraid to seek advice. Always be polite and offer a drink this will break the ice.

Arranging access

It is usually considered reasonable that all works are carried out within working hours. These hours are typically between 8am and 5pm weekdays. We advise it is best to arrange within these times. Once arrangements have been made and trades are booked in to attend and if you are not there to let them have access, you will more than likely be dealt with going forward as low priority.

On the day

Ensure all work areas are clear from furniture. Obviously, the extent of this will depend on the scale of work needing carrying out. Its always a good idea to create as much working space as you can. In some case floors may have to be lifted and a clear room will help the builder out massively and in turn create a good working environment. Always offer them a hot drink before they start this id often appreciated. Please be aware that some operations will be messy and may be unavoidable. However, the builder should make every effort to clear up the dirt and dust to an absolute minimum.

Leaving your keys.

On some occasions new home owners leave a set of keys with the sales office in the daytimes and at weekend so that any works or inspections can be carried out in their absence. This can be very help full as quick items can be complete without any family disruption. It can also be a potential source of problems should there be any damage {or loss} to personal possessions, furniture or carpets.

If you are prepared to leave keys, make sure the site manager or the builder's representative always accompanies anyone working in your home. Also request that your keys are always kept secure and not left on the site managers desk or office. Insist that it becomes the builder's responsibility to check that you new home is secure once all works are completed or at the end of each day.

We hope this quick tip guide will give you a slight understanding of how to report your new home snags and give you ideas of what to put in place and look for throughout your snagging process.