



Summary of cover for Buildmark

Applies to newly built, converted or renovated homes
registered with NHBC from 1 April 2017



The mark of a quality home

Summary of cover

This summary includes the main features of the Buildmark policy provided by NHBC. Buildmark is specially designed for newly built, converted or renovated homes in the UK. It provides varying levels of protection for the first owner as well as any later owners. NHBC and the builder of your home provide Buildmark. Full details of the terms and conditions are in the policy document which is available on the NHBC website, at nhbc.co.uk/findyourdocuments. Actual cover periods and any specific exclusions will be detailed in the documents which will be provided by your conveyancer.



	Insurance before completion (section 1)	Builder warranty period (section 2)	Insurance after the builder warranty period (section 3)	Insurance for Building Regulations (section 4)	Insurance for contaminated land (section 5)
What you are covered for	Loss of deposit or paying more to complete the building of your home because the builder is insolvent or has committed fraud.	Failure by the builder to meet NHBC requirements when building your home or preparing your land.	Physical damage to your home because the builder failed to build specific parts of your home to meet NHBC requirements.	Immediate danger to someone's physical health or safety because the builder failed to meet specific Building Regulations when building the main structure of your home.	Contamination on or in your land on completion date which could have resulted in a statutory notice being issued under the legislation or official guidance in force at that time.
When you can claim	From exchange of contract through to the date of legal completion.	The first two years from completion date, or three years for shared parts.	The eight years after the builder warranty period.	The eight years after the builder warranty period.	The eight years after the builder warranty period.
Who to contact	NHBC.	Your builder.	NHBC.	NHBC.	NHBC.
Limits (The most we will pay for all claims taken together)	The lower of 10% of the original purchase price or £100,000.	The original purchase price, up to a maximum of £1,000,000 (or £500,000 for converted or renovated homes). For sections 2 and 3 combined, we will pay a maximum of £25,000,000 (or £5,000,000 for converted or renovated homes) for all claims on homes in a continuous structure which includes your home.		The original purchase price, up to a maximum of £1,000,000 (or £500,000 for converted or renovated homes). Overall, we will pay a maximum of £25,000,000 (or £5,000,000 for converted or renovated homes) for all claims on homes in a continuous structure which includes your home.	The original purchase price, up to a maximum of £1,000,000 (or £500,000 for converted or renovated homes). Overall, we will pay a maximum of £25,000,000 (or £5,000,000 for converted or renovated homes) for all claims on homes in a continuous structure which includes your home.
What we will do	We will repay your deposit or any reasonable extra cost above the contract price for the work necessary to complete your home to meet NHBC requirements. Or, we may take responsibility for having the work done to complete your home.	The builder must put right anything covered by Buildmark that is not built to meet NHBC requirements. If the builder does not do so, we will offer our free resolution service. Other options are explained in the Buildmark policy document. If the builder still does not put things right after the resolution service or a court judgement, you are protected by the NHBC guarantee. If you tell the builder about a problem during this time, they remain responsible for dealing with it, even after the warranty period ends. You can also claim under the NHBC guarantee.	We will take responsibility for having the work done to put right the physical damage to your home, as long as the cost to us is above the minimum claim value. Or we could choose to pay you what it would cost us to have the work done, as long as it is above the minimum claim value. We will also pay any reasonable cost for us of removing and storing your possessions, and alternative accommodation, where necessary, while this work is being done.	We will take responsibility for having the work done to meet Building Regulations. Or we could choose to pay you what it would cost us to have the work done. We will also pay any reasonable cost for removing and storing your possessions, and alternative accommodation, where necessary, while this work is being done.	We will take responsibility for having the work done to treat, isolate or remove contamination from your land in line with the statutory notice you have received or, if you have not received one, so that the condition of your land improves to prevent a statutory notice from being issued. Or we could choose to pay you what it would cost us to have the work done. We will also pay any reasonable cost for removing and storing your possessions, and alternative accommodation, where necessary, while this work is being done.
Main conditions and exclusions – refer to your policy document for full details	You can claim under this insurance only if the insolvency or fraud happened after you accepted the Buildmark offer. Your conveyancer should be able to help you with this.	We can only help with disputes about the builder's failure to meet NHBC requirements. We cannot help with disputes over boundaries, planning, contractual, financial or other matters.	You cannot claim for: <ul style="list-style-type: none"> ■ damage to roof coverings, unless water is getting into your home ■ cracking, spalling or mortar erosion that does not damage the structural stability of your home or mean that it is no longer weathertight ■ water entering, or dampness or condensation in, an underground garage, where its structural stability is not affected ■ the transmission of sound into, within or from your home ■ damage which only affects floor coverings ■ changes in the colour or texture of, or staining to, external finishes ■ replacing solar roof tiles or panels just because they do not produce heat or electricity. All claims are subject to a minimum claim value (see page 3). You cannot claim for something under this section if you can claim for it under section 2.	You cannot claim for something under this section if you can claim for it under sections 2 or 3.	You can only claim if there was contamination on or in your land on the completion date which could have resulted in a statutory notice being issued. You cannot claim for something under this section if you can claim for it under sections 2, 3 or 4.

Minimum claim value

We do not apply an excess under any section of Buildmark, so you do not have to pay the first part of a claim.

However, we do apply a minimum claim value to section 3. This means that, if the cost of the work you are claiming for is below the minimum claim value, we will not do the work or pay anything towards the cost. If the cost to us of dealing with your claim is above the minimum claim value, we will do the work or pay the cost in full, and you will not have to make a contribution.

Complaints

NHBC is committed to providing excellent service and products, and we always aim to treat our customers fairly. Our claims and customer charters explain how we deal with complaints to ensure a fair outcome. They can be found on our website.

If you are not satisfied with our decision following a review of your complaint, you may be able to refer it to the Financial Ombudsman Service for independent review.

Your right to cancel

Within 14 days of accepting the Buildmark offer, you have the right to cancel the policy. If you want to cancel, tell us in writing (by email or letter). You will not be charged an administration fee if you cancel your policy. If you cancel, you will have no protection provided by Buildmark. If you have a mortgage on the property, you should notify your lender, as this could breach your mortgage terms and conditions.

The Financial Services Compensation Scheme

We are a member of the Financial Services Compensation Scheme. You may be entitled to compensation from this in the unlikely event that we cannot meet our obligations.

How to contact us

For further information about your policy, changes in your circumstances or claims, call us on:

0800 035 6422 or **01908 746 000**
(Monday to Friday 8.30am to 5.30pm)

Or you can email us.

For general enquiries:
cssupport@nhbc.co.uk

For claims:
claims@nhbc.co.uk

For complaints about us:
consumeraffirsteam@nhbc.co.uk

Or visit **nhbc.co.uk**.

Please call us if you would like to receive this information in an alternative format, such as large print, audio or Braille.

Calls may be monitored or recorded for training purposes. Calls to 0800 numbers are free from landlines, but calls from mobiles may cost considerably more. You may want to check this with your service provider.