

MAYOR OF LONDON

Homes for Londoners: Construction Quality Charter

The homebuilding industry is committed to building quality homes and making great places.

In London the industry has delivered some landmark schemes and world class developments but we must strive to do more and ensure the entire industry meets high standards. This includes ensuring that increasing demands in terms of delivery and density of development do not have a negative impact on Londoners' experience of their new homes.

As homebuilders, developers, housing associations and contractors, we can drive forward the construction quality agenda in the capital through effective collaboration.

This voluntary charter commits us to working to achieve Zero Defects in new homes in London over the next five years, delivering the highest standards of construction and consumer care.

By supporting it, we will:

Construction

- Ensure effective communication between all parties during the build process to minimise defects during construction and agree clear timescales to resolve problems, resulting in Zero Defects in new homes at the time of completion.
- Invest in skills and training to create a culture where quality matters and be an active supporter of the Mayor of London's skills strategy.
- Explore how to improve the consistency and implementation of quality management plans, for example through the use of ISO standards.
- Work with the Mayor of London and the industry to explore how pre-manufacture can help to reduce defects and share best practice across the industry.
- Commit to a minimum level of independent, third-party inspection, such as by clerks of works.
- Commit to prioritising good design, attention to detail and the use of quality materials.
- Share best practice and lessons learnt regarding design, product selection, and the causes of and solutions to preventing defects.

- Commit to a more transparent approach to data sharing to drive industry-wide improvement in construction quality.

Compliance

- Adopt only the highest standards of building warranty and commit to greater stringency in issuing cover notes and completion certificates.
- Ensure compliance with the Consumer Code for Home Builders (or equivalent schemes) and relevant consumer legislation and provide appropriate staff training to facilitate this.

Consumers

- Work towards all consumers experiencing Zero Defects with their new homes at the time of completion.
- Commit to the highest standards of consumer care through the implementation of service level agreements, ensuring that any issues raised by consumers are addressed swiftly and there is an effective complaints process in place.
- For every scheme ensure there is a single point of contact to facilitate aftercare with purchasers, implemented from exchange of contracts onwards.
- Provide purchasers with a comprehensive information pack setting out in plain English details of the build and regulations complied with, information on the warranty and building control inspections, operating and maintenance instructions for technology within the home and contact information to raise issues following completion. This will be provided as early in the purchase process as possible and will be complemented by a tour of the new home in advance of completion.
- Work together and with consumer groups to produce a model home sales contract so that Londoners, whoever they are purchasing from, benefit from the same rights and commitments.
- Commit to providing the highest standards of estate management, working only with partners who have a similar commitment to highest standards of quality and customer service.
- Engage positively with, and promote the use of, social media as a valuable source of information on faults and means of providing consumers with a voice and a swift solution to problem.