

HFS response to Consumer Code for Home Builders consultation

Homes for Scotland is pleased to submit the following response to the consultation on the Consumer Code for Home Builders:

1) Are you content with the scope of the existing code? Yes/No and why

Yes, our members are content with the scope of the existing code and feel that it gives home builders and customers fairly straightforward guidance of the home buying process.

2) Would you like to see the Code extended in any way? Yes/No and how

No, our members do not think it needs to be extended at present, it would just over complicate the process.

3) Are you content with the governance arrangements for the Code? Yes/No and why

Our members view on this is mixed, given the low levels of experience with arbitration under the scheme most are content with the governance arrangements in place. Comments from those that have had direct experience however include: *“quality of arbiter is poor and arrangements for appointing/engaging with arbiter is too quick”, “from our limited experience, it would seem the arbiters position is to side with the consumer unless the builder can absolutely prove otherwise.”*

4) Is there anything you think could be done to improve awareness of the code....

a) within the industry –

Access to regular training for sales staff – refresh training and induction for new staff – perhaps through an on-line resource to limit impact on budgets and time.

b) with consumers –

No, keeping a copy visible in sales offices and on home builders web site/marketing material seems to be adequate in raising awareness to customers.