

Construction News

FROM THE SITE TO THE BOARDROOM

A new approach to dealing with housing defects

Sir,

We read with some sympathy your reader's letter 'The root cause of defects' (*Letters*, January 27) which identifies a common problem applicable to a large number of developers.

We identified many of the problems your reader has described and have created a business to address the problems experienced by home owners, while providing the developer with a cost-efficient service to deliver total budget control and quality assurance.

When a new home suffers defects the remedial work is traditionally given to any number of small maintenance companies to rectify, often because it is difficult to get subcontractors to return to a site.

The maintenance firms operate on costly day rates and exploit the opportunity to make each job last as long as possible, employing personnel often ill-equipped to function competently in a customer service environment.



While developers understand their obligation to respond to these problems, they equally recognise the difficulty of budgeting for work that is yet to be defined and is difficult to control, given that they will receive calls from home owners over the first two years of the NHBC

Buildmark period. Their response to the maintenance contractor is often to query work carried out where the remedy differed from the original complaint, for example redecorating an entire room when the complaint related to a defect in one wall.

After Build provides a service to rectify specific defects, as defined by the developer during the first two years of occupation.

We charge the developer a fixed price for every house, paid for in full at the point of legal completion.

Call out is unlimited and we conduct all necessary work within 30 days.

Our approach is risk-management based; we calculate the price levied based on the size of unit and range and nature of defects requiring cover.

*Mark Hicklin
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