



AFTER BUILD. PROFESSIONAL AFTER CARE FOR NEW HOMES

The most cost-effective After Care available!



After Care. Not after thought!



AFTER BUILD. PROFESSIONAL AFTER CARE FOR NEW HOMES

Market growth.



- Market has been challenging
- Outlook positively charged
- Housing is government priority
- Interest rate reduction already
- More to follow
- Ambitious targets
- Committed to achievement

“Now there’s a real political will to expand UK housing output”



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Our objective.

- Professional After Care
- Homeowner support
- Fixed price
- Highly cost-effective
- Warranty compliant
- Satisfy industry codes





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After Care.

- National coverage
- Highly cost-effective
- 1/2 years cover options
- We manage your contractors and your occupants
- 20+ years successful service
- Highly trained resource
- Warranty knowledge
- Understand questions to ask
- Customer facing soft skills
- Speak contractor's language
- Highly developed dedicated IT systems



“Consumer expectations for a great service have never been higher”



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Site services.

OOH EMERGENCY



- Plots registered
- Manage contractors
- 4 Hours attendance

HOME DEMONSTRATION



- Explain appliances, heating and hot water
- Ventilation
- Introduce and explain After Care

QUALITY ASSURANCE INSPECTION



- Eradicate snags
- Full non-technical survey
- Detailed report

“High value, low-cost options”



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Managing your contractors.

- Manage contractors
- Issue job instructions
- Organise appointments
- Answer technical questions
- Provide them with valuable planning tools to help optimise their resource
- Got a problem with your contractors? ... If necessary, we can help you to find alternative contractors.



“We’re only as good as your contractors so compliance is critical”



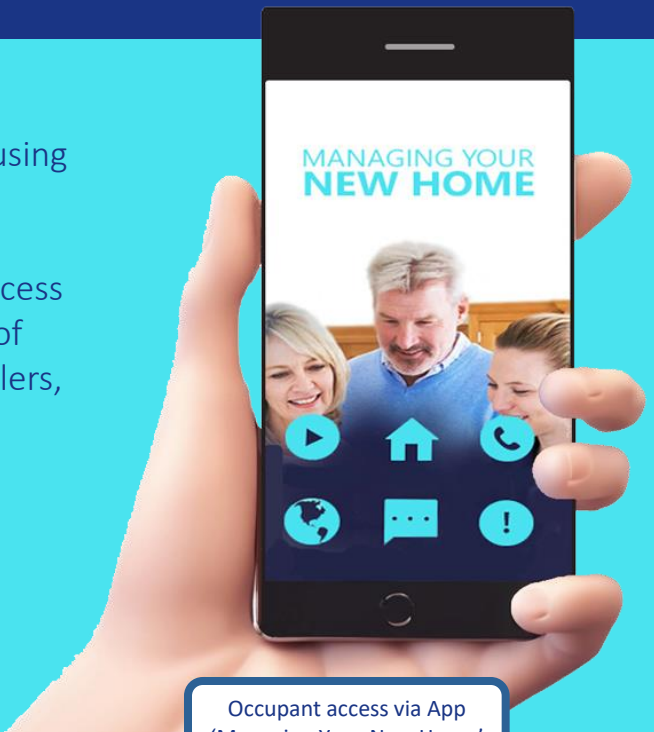
AFTER BUILD. PROFESSIONAL AFTER CARE FOR NEW HOMES

Exceptionally smart technology.

The homeowner/occupant reports issues using the **'Managing Your New Home'** FREE App.

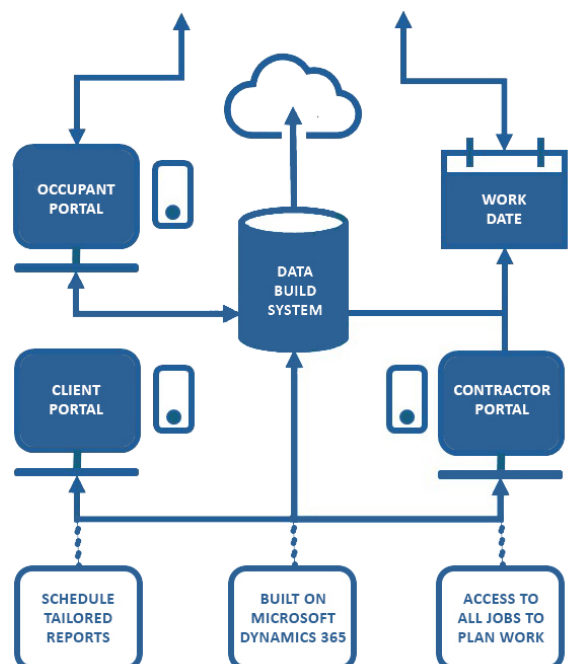
This unique platform provides real-time access to our system and is supported by a team of highly trained After Care Warranty Controllers, who deal with questions and manage the process to resolve defects.

We have all the expertise you'll ever need!



Occupant access via App
'Managing Your New Home'

- Latest Cloud based technology
- Built on world beating Microsoft Dynamics 365 platform
- Occupant /client apps
- 3-way portal access
- Real time reporting
- Client analysis tools
- Most comprehensive system available





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Cost versus value.

It's false economy to think that saving on After Care will save you money, because it won't.

The cost of 'no After Care' often leads to complaints. This in turn creates reputational damage disrupting sales and leaving a lasting digital stain on the internet, acting against your business in future developments.

So, how much does it cost to provide 2 years After Care?

From as little as

0.08%

of the retail value of the
average UK home

Source: UK House Price Index February 2024

It's so reasonable, you can't afford not to do it.



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Case studies.

CASE STUDY #1



DERE STREET HOMES



Formed in 2001, Durham based Dere Street Homes have built up an enviable reputation for the creation of not only small and exclusive developments, but also larger developments using house designs ranging from two-bedroom starter homes up to six-bedroom executive homes.

Just 5 years ago we were approached by Dere Street Homes who were keen to identify a cost-effective, professional, outsourced after care provider. Following discussions and a detailed brief we created a branded package to support all their developments (now and future):

- Branded After Care
- Out of Hours Emergency

"We wanted a friendly resource that reflected the warm family feel of our own business, but that could provide all the latest technology advantages, professionalism and capability of top-notch after care."

Joanne Kelly
CUSTOMER LIAISON LEAD
Dere Street Homes



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Case studies.

CASE STUDY #2

T.T

TT GROUP



TT Group is one of the UK's largest, privately owned property investment and development firms. In the last 25 years they have completed some of the largest, complex UK property deals and built a £9bn portfolio.

After Build were introduced to TT Group in 2018 and quickly began work, providing after care across multiple sites in the southeast. Over the last 5 years, we have broadened our services, providing a structured after care approach, operating at almost 400 properties to date, offering:

- Quality Assurance Inspections
- Home Demonstrations
- After Care / OOH Emergency
- Home User Guides

“We have adopted After Build's structured approach to After Care because they have been able to demonstrate to us the value of their business in delivering a comprehensive and highly professional service to our customers. Not only do they understand what we require in our high volume, fast moving operations, but they are able to communicate clearly to our contractors and integrate substantial knowledge and experience in the execution of their duties.”

Mike Roberts
DELIVERY DIRECTOR
TT Group



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Clients.



WHO WE'VE BEEN ENGAGED BY

10M Group - Asprey Homes - Barclay Firth - Barley Homes
- Beattie Passive - Belmont Property - Beaufort Homes
BoKlok - Bowmer and Kirkland - Brierley Homes
Buxton Homes - City Sanctuary Developments
Clarus Homes - Dere Street Homes
Donnington New Homes - Edgefold - Galion
Generator Group - Gravel Rock Construction - Henry Boot
Hive Homes - JP McGuire - Liddon - LIDL – Lightbox

100,000 defects resolved **1,500** developments engaged
30,000 homeowners supported **2,000** contractors managed

Every client is different ...
so, we work with them
to tailor a solution that
meets their specific needs.

MMM - Maven Plan - Life Less Ordinary - London Green
MUSE - Oakwood Residential - Orbit - Paradigm
Piper Homes - Rippon Homes - Rockwell
Rodborough House - Royal London - Sigma Homes
Sixty Bricks - Stratfield Homes - Swinhay - TA Fisher
Tesco (Spenhill) - TT Group - The Good House Company
This Land - TopHat - UKI
Waltham Forest Borough Council - Wates
West Hampstead - West India Investments - Wharfdale
Wiggett Homes - William George



AFTER BUILD. PROFESSIONAL AFTER CARE FOR NEW HOMES

Summary.

- Affordable solutions
- Tailored packages
- After Care and Site services
- We manage your contractors and your occupants
- Emergency cover options
- Smart technology
- Warranty trained resource
- 20+ years successful service





AFTER BUILD. PROFESSIONAL AFTER CARE FOR NEW HOMES

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