

LABC NHW SUPPORTS INTRODUCTION OF OFT BUILDING CODE OF CONDUCT

The Office of Fair Trading's (OFT) investigation into homebuilding in the UK has been seen as a welcome move by key players in the industry. The report paves the way for the introduction of a voluntary Code of Conduct to be adopted by March 2010, which will ensure best practice within the industry.

Structural warranty provider, LABC New Home Warranty (LABC NHW) has been given the privileged position of being both a key founding member of the Cross Industry Steering Group, as well as acting as a consultee to the OFT for the report. Gary Devaney, Chairman and Managing Director of LABC NHW commented:

'The Code is not something that has been dreamt up overnight to make things even more difficult for developers. It's just what the industry needs to ensure a consistent approach to dealing with customers and providing a service of the highest standards. The biggest names in the industry, including LABC NHW, have taken part in this investigation and been involved in talks with the OFT from the start, discussing issues which will effect us all.

As a company, we believe in providing the highest standards of product and customer care and this attitude is shared with the majority of our customers, so we should not shy away from the introduction of the Code. We see this as a positive move to encourage and reward best practice – giving customers what they actually want!'

LABC Chief Executive Paul Overall also responded to the report:

'Local authority building control has a 70% market share of building works across all building sectors, including domestic projects. We work closely with developers and builders to ensure that the buildings we inspect meet the Building Regulations. Not only will they be safe and sustainable, but by meeting the regulations, we can do our part in decreasing the number of faults in new homes.

Our Business Partner, LABC New Home Warranty, agrees with the introduction of a Code of Conduct to meet the consumer protection concerns raised in the OFT's recent report. By providing both the building control function and 10-year structural warranty through LABC New Home Warranty, LABC offers a full service that demonstrates our commitment to providing a quality product to the householders.'

Further information is available from the Marketing Department of LABC New Home Warranty (T: 0845 054 0505 // E: marketing@labcnhw.co.uk)