

## **Consumer Code for Home Builders - Protection for New Build Home Buyers Complaints Procedure**

Primoris Homes Limited (PHL) adhere to the Consumer Code for Home Builders to provide protection for new build home buyers (the Code.) The full Code can be found at <https://consumercode.co.uk/> Set out below is the formal Complaints Procedure which applies to all *reservations signed on or after the implementation date of 1<sup>st</sup> January 2024* (apart from exceptions detailed below.)

### **Making a Complaint**

In the first Instance the complaint should be e-mailed to [info@primoris.co.uk](mailto:info@primoris.co.uk) or posted to Unit 1 Bank Top Industrial Estate, St Martins, SY10 7HB and provide the following information.

- Full name and address of the purchaser and plot number if known.
- Contact details – Email and phone number.
- Full details of the complaint.

PHL will provide a written acknowledgement of the complaint within 5 working days and will make a record of it internally.

### **Next Steps**

A detailed written response will be provided within 20 working days of the complaint being made. This will set out whether the complaint is accepted or not, the reasons for not accepting, timescales to remedy it accepted.

We may be required to carry out further investigation in your home and we will advise this within our written response. Your co-operation in facilitating access will be required.

### **Dispute Resolution**

Under the following circumstances the Complaint can be became a Dispute and can be referred to the Independent Dispute Resolution Scheme or the Home Warranty Body (or both) as appropriate.

- If the buyer does not receive any response from the builder within 20 working days of a complaint being made.
- If the buyer can't find an amicable resolution to the complaint within 56 calendar days of the complaint being made.
- If the defective, faulty or incomplete works or issues are not resolved within the timescales agreed between the buyer and builder.

A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since the buyer first raised the complaint and no later than 12 months after the builder final response to the complaint.

### **Where The Code and the Independent Dispute Resolution Scheme do**

**not apply to:**

- homes that at the time of reservation by the first Buyer are covered by the New Homes Quality Code.
- homes bought under a shared ownership scheme.
- second-hand homes (for example, those taken by Builders in part-exchange and re-sold)
- new-build Homes that were not sold by a builder registered with a Home Warranty Body
- new-build Homes for which a New Home Warranty has not been issued by a Home Warranty Body
- homes that remain under the Builder's ownership
- homes acquired by social landlords for rent.
- homes acquired by corporate bodies, partnerships, charitable organisations, commercial landlords or
- other non-consumer purchasers such as individuals acting in the course of trade or business buying a Home for investment purposes.
- homes acquired by a receiver and sold on to consumers.
- homes built by self-builders or under contract between a builder and an individual for their own occupation.
- homes assigned or sub-sold by an investor to a third party before their ownership transfers from the
- Builder to the Buyer
- homes built under a professional consultant's certificate, unless a Home Warranty Body has also issued a New Home Warranty.

**The Code does not cover Disputes that concern:**

- matters that are covered by the New Home Warranty
- damaged or faulty items not caused by the Builder or their Agents.
- Snags not reported to the Builder within the Builder's stated timescales for reporting such matters.
- claims that exceed the Independent Dispute Resolution Scheme's limits unless the complainant opts to restrict their claim to the Scheme limit.
- personal injury claims
- loss of property value or blight
- claims about land conveyed or its registered title.
- complaints already dealt with by an alternative dispute-resolution process including courts and

ombudsman schemes.

Using the Complaints Procedure or Independent Dispute Resolution Scheme does not affect your normal legal rights.

The complaint will be formally closed out in writing.