

Pre-Completion Quality Control and Professional Inspection Report Policy

As a company we pride ourselves on the quality of our houses. In order to maintain that quality, in addition to continually monitoring the build quality throughout the build process, we also operate a very stringent quality control inspection process once the build process is finished. This enables us to achieve our aspiration of eliminating as many minor defects/snags as possible prior to you, our customer, moving in to the dwelling. The quality control process is as follows:

- Build completion of a dwelling must be 14 days before the fixed legal completion date.
- Upon build completion of the dwelling, both our Site Sales Manager and our Site Manager (construction) will, individually, inspect your home thoroughly.
- Once any minor issues/snags/defects that were identified by either the Site Sales Manager and the Site Manager have been rectified, you, our customer, will be invited to inspect the dwelling as well.

In addition to the above we, as a company, are also very happy to accommodate/facilitate for you, the customer, to appoint an independent professional to inspect your future home and provide you with a written report of their inspection, if you would like one for peace of mind. In order, however, to make sure there is clarity we require the following process to be adhered to when a professional inspection report is sought:

- Notification to Norfolk Homes Ltd of your intention for a professional inspection report to be carried out must be provided in writing a minimum of 4 weeks before the legal completion date as agreed.
- The professional you appoint must be provided with a copy of our policy (this document) by you upon their appointment.
- The cost of the professional report is solely the responsibility of you, the customer.
- The date for the professional to carry out the inspection needs to be agreed with the Site Sales Manager and the Site Manager, with a minimum of 5 working dates notice given.
- The professional inspection must only be carried out once build completion has been confirmed by a representative of Norfolk Homes Ltd.
- The professional report must be provided to Norfolk Homes Ltd's Site Sales Manager or Site Manager a minimum of 7 days prior to the legal completion date for the dwelling.
- In the event the professional report is not carried out/or provided within the timeframe as detailed above, Norfolk Homes Ltd reserve the right to not adhere to the contents within it.

Assessment Report Criteria

- The inspection report must be carried out in line with NHBC/LABC standards and the Building Regulations, to which the dwelling has been built to.
- In the event the professional who carried out the inspection includes/identifies items that are over and above the standards to which the dwelling has been built/sold on the basis of, then this needs to be clearly detailed within their report.
- Whilst Norfolk Homes Ltd always aspire to achieve the highest possible standard, in the event the professional who carried out the inspection has identified items that are over and above the standards, as set out above, Norfolk Homes Ltd reserve the right not to address the specific item.
- No report where the inspection is carried out post completion of the sale of the dwelling will be entertained by Norfolk Homes Ltd.

If you have any questions in regard to the above Norfolk Homes Ltd policy and the criteria within it, please don't hesitate to contact the Site Sales Manager for the site you are looking at.