PRESS RELEASE
27 May 2020

New Homes Quality Board – interim board announcement:
First step towards creation of New Homes Ombudsman scheme

The first step towards the creation of a New Homes Ombudsman (NHO) scheme has been announced with the appointment of an interim New Homes Quality Board (NHQB) chaired by “New Homes Quality Champion” Natalie Elphicke MP.

As a new independent body, the NHQB will have responsibility for the quality of new build homes and consumer redress. It will be guided by the principles of independence, transparency and integrity, and will comprise a mix of representatives of consumer bodies, home builders, warranty providers, lenders and independents such that it will not be dominated by any one group.

The interim board has ‘met’ for the first time and will now:

- oversee the composition and appointment of a permanent board;
- complete, consult on and adopt a new comprehensive and robust industry code of practice that will place more stringent requirements on all parties involved in the construction, inspection, sale and aftercare of new homes;
- agree a process to appoint a New Homes Ombudsman (NHO) service to adjudicate against the new code.

Nicola Barclay, Chief Executive of Homes for Scotland, said:

“While housing is a matter that is devolved to the Scottish Government, consumer protection remains a reserved matter and so comes under the responsibility of Westminster, making a UK-wide solution crucially important. Working closely with colleagues in the Home Builders Federation in England, we are delighted to see this progression which reinforces our determination to ensure a high-quality home for each and every purchaser. We are also pleased that the stringent requirements will see consumers receive the same level of clarity and consistency wherever they live.”

The ambition is that a permanent chair and board will be in place by Autumn with a view to the new code and ombudsman service being in place by the start of 2021. There will then be a transition period for builders to sign up to the new arrangements. It is anticipated Government will ultimately legislate to improve consumer redress as soon as possible and these new proposals aim to complement such reform.

Natalie Elphicke said:

“This is a welcome move, and a much needed step in the right direction. I am committed to ensuring that the new arrangements will deliver a step change in the quality of new homes and customer
experience. They will be based in the principles of independence, transparency and integrity, values I know Government and the industry are determined to instil. I look forward to working with all parties to finalise and implement these changes as quickly as possible.”

All the new arrangements will be paid for by the industry and once established, the NHO will be free to consumers, with access being through a new portal.

Ends

Enquiries to:

Jennifer Kennedy – Homes for Scotland: [redacted]

Notes to Editors:

1. Homes for Scotland represents 200 companies which together provide the vast majority of all new homes built across the country. Visit www.homesforscotland.com for further information or follow us on Twitter at twitter.com/H_F_S.

2. A high res image of Homes for Scotland Chief Executive Nicola Barclay can be downloaded here.

3. Natalie Elphicke is a qualified barrister and solicitor. In 2015 she was awarded an OBE in the Queen’s Birthday Honours for her services to housing. Natalie’s background is as a national specialist in complex housing and structured finance law and public policy. A former international law firm partner with over £4 billion transactional experience, she had been described as “probably the best in the City” in her specialist area of housing. She has extensive experience structuring and successfully setting up new organisations in her professional capacities, working with a diverse range of stakeholders. This includes most recently at the Housing & Finance Institute. She has a strong reputation as an independent commentator on housing matters ranging from housing policies to building new homes faster as well as in relation to the quality and safety of new build construction. Natalie is a member of the Jaywick Sands coastal community team and a member of the NHBC advisory panel. She is a voluntary worker at her local homeless shelter, having previously volunteered at free legal/advice centres over many years. In December 2019, Natalie was elected as a Member of Parliament for Dover & Deal.

Kind regards
Jennifer

Jennifer Kennedy
Head of Public Affairs
Homes for Scotland

5 New Mart Place, Edinburgh, EH14 1RW
Tel: [redacted]
Mob: [redacted]  
Email: j.kennedy@homesforscotland.com  
Website: www.homesforscotland.com

(Please note my working pattern is Mon/Tues 9am – 3pm, Wed 9am – 4pm and Thurs/Fri 9am – 4.30pm)

Homes for Scotland’s strategy sets out the direction and prioritisation of objectives for our organisation for the period from 2018 – 2023. Our wish is that everyone with an interest in increasing housing supply can unify around our primary purpose: To deliver more homes for Scotland.

This email has been scanned by the Symantec Email Security.cloud service. For more information please visit http://www.symanteccloud.com
From: Nicola Barclay <N.Barclay@homesforscotland.com>
Sent: 28 May 2020 16:44
To: Mott A (Andrew) <Andrew.Mott@gov.scot>
Cc: Fionna Kell <F.Kell@homesforscotland.com>; [redacted] Gilbert B (Brad) <Brad.Gilbert@gov.scot>
Subject: RE: COVID-19 Home Moves in Scotland Working Group

Andrew
Thank you. Tuesday morning would be ideal.
Please just send me an invite for whatever time suits you best.
Please include Fionna as well.
Thanks
Nicola

From: Andrew.Mott@gov.scot <Andrew.Mott@gov.scot>
Sent: 28 May 2020 15:34
To: Nicola Barclay <N.Barclay@homesforscotland.com>
Cc: Fionna Kell <F.Kell@homesforscotland.com>; [redacted] Brad.Gilbert@gov.scot
Subject: RE: COVID-19 Home Moves in Scotland Working Group

Nicola

Thanks very much for this. Yes, it would be good to catch up early next week. Do you have a window later on Tuesday morning?

Andrew

Mobile: [redacted]
Note: message dictated using voice recognition software

From: Nicola Barclay <N.Barclay@homesforscotland.com>
Sent: 27 May 2020 17:24
To: Mott A (Andrew) <Andrew.Mott@gov.scot>; Gilbert B (Brad) <Brad.Gilbert@gov.scot>
Cc: Fionna Kell <F.Kell@homesforscotland.com>
Subject: RE: COVID-19 Home Moves in Scotland Working Group

Andrew
Following our meeting last week, and an earlier call that I had with Brad, I attach a document, plus a number of appendices that I trust you will find useful.

We took the liberty of speaking to all those involved in the home moving process, and have gathered their thoughts, and in some cases, their guidance on how and when they hope to get back to work.

I’ll leave it with you just now, but it would be helpful if we could arrange a call early next week to hear what progress has been made on updating the Moving Home Guidance, following any announcement by the FM tomorrow.

As you know, our Safe Operating Guidance for Sales offices and show homes is with Health Protection Scotland for sign off. Brad was going to chase that up for me, so hopefully you can also provide feedback on that when we speak.

Kind regards
Nicola

From: Andrew.Mott@gov.scot <Andrew.Mott@gov.scot>
Sent: 21 May 2020 18:02
To: [redacted] Nicola Barclay <N.Barclay@homesforscotland.com>; Fionna Kell <F.Kell@homesforscotland.com>; [redacted]
Cc: [redacted]; Brad.Gilbert@gov.scot
Subject: RE: COVID-19 Home Moves in Scotland Working Group

All

Just a short note to thank you very much for participating in the home moves in Scotland working group meeting yesterday. It was a very constructive discussion which will be helpful in progressing Scottish regulations and guidance.

I am sure you are already aware that today we published Scotland’s route map through and out of the crisis setting out how and when we might ease our lockdown restrictions. It does not set exact timescales – that’s because the virus is unpredictable and we will have to take gradual steps to ensure we keep it under control. In Phase 1, we’ll be preparing for the safe reopening of the housing market with your help. As was clear yesterday, you have already made significant preparations. We will want to progress this work quickly to be ready for the earliest possible start to Phase 2, in which we anticipate a relaxation of restrictions on home moves. We will be in touch with you to gather any further information and check drafts as needed.

We do not have a specific date for the start of Phase 2. In order to progress from Lockdown to Phase 1, which we intend to do following our next end-of-cycle review date on 28 May, we will need to have seen evidence of transmission being controlled. If the virus remains suppressed, and the evidence allows us to do so – then gradually, more restrictions will be removed.

Thank you again for all your help, Andrew

Andrew Mott
Head of Housing Markets, Strategy and North Programmes, More Homes Division
The Scottish Government
Area 2-J(N), Victoria Quay, Edinburgh EH6 6QQ
Phone: [redacted]
Note: message dictated using voice recognition software

-----Original Appointment-----
From: Mott A (Andrew)
Sent: 13 May 2020 12:29
To: Mott A (Andrew); [redacted]
Subject: COVID-19 Home Moves in Scotland Working Group
When: 20 May 2020 10:00-12:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.
Where: VIDEOCONFERENCE (VSCENE)
All

E-mail relates

Agenda and papers to follow. Dial in details below. I find the mobile app works well.

Thank you, Andrew

Andrew Mott
Head of Housing Markets, Strategy and North Programmes, More Homes Division
Phone: [redacted]

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DIAL IN DETAILS
[redacted]
From: Nicola Barclay <N.Barclay@homesforscotland.com>
Sent: 29 May 2020 15:13
To: Minister for Local Government, Housing and Planning <MinisterLGHP@gov.scot>
Cc: [redacted]
Subject: Visit to housing site

Mr Stewart
Following this morning’s call, I held a Board meeting where I shared your suggestion of visiting a site to see the Safe Operating Procedures in practice.
Ian Drummond at Taylor Wimpey has offered to show you one of his sites.
I advised that it would need to be in the Edinburgh area and preferably on a bus route.
I believe he has a couple of options in mind.
I have copied Ian in, so that you can make the necessary arrangements between you.
Kind regards

Nicola Barclay
Chief Executive
Homes for Scotland

5 New Mart Place, Edinburgh, EH14 1RW
Tel: [redacted]
Mob: [redacted]
Email: n.barclay@homesforscotland.com
Website: www.homesforscotland.com

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Hi Fionna

As discussed we have now made a small adjustment the SME Housebuilder Liquidity Loan Fund info on our website which is intended to support more firms to meet the headline criteria. The requirement that they had to have completed five or more homes in Scotland per annum has been broadened to now state they must have completed five or more homes in Scotland per annum, or have a minimum of five homes under construction as at the time of application.

Grateful if you could communicate that to your members as you think appropriate.

Link to the webpage attached for ease of reference.


Thanks,

[redacted]
Hi Fionna

Yes- grateful if you can treat as confidential but at close yesterday we had [redacted] applications. I will do an update for Ministers tomorrow with more detail so will give you a ring and update you on the value, locations etc. at that point.

Hope that’s ok. Bit manic with other things running today.

Thanks,

[redacted]
Dear [redacted] and [redacted]

Thanks again for the helpful discussion on Tuesday.

Thanks also for sending your draft SOPs for Homebuilding (Sales activities). As I said in my previous e-mail to the working group, Health Protection Scotland will review the refreshed Scottish Government guidance and, as part of this process, they will consider relevant sector guidance including yours – please do send us the latest copy, if you’ve made changes since you sent it in or want to make any further changes on the back of my e-mail to the wider group. We will let you know if any specific issues are raised as part of this.

Kind regards,

[redacted]

[redacted] | More Homes Division | Scottish Government

[redacted] | [redacted] | I usually work Monday – Thursday.

I am working remotely during the COVID-19 restrictions and can best be contacted via e-mail. I am also available via mobile phone on the number above.
Thank you for responding to this. That timeslot works well for me. As mentioned in my earlier email, I would like to invite a few members to participate on the call. A variety would be helpful so he can hear first hand the range of challenges that different members are facing or expect to face in the coming weeks and months. I have a Board meeting tomorrow morning, so will revert back thereafter with suggested attendees. Kind regards

Nicola

Ms Barclay

Sorry for the delay in responding, Mr Stewart would be happy to have a call with you on the Wednesday 17th at 14:00? grateful if you can let me know if that is suitable.

Kind regards
I am pleased to see work progressing well with your officials on the moving home guidance so we should be in a well-coordinated position to restart when it’s considered safe to move to Phase 2 of the Route Map. Ahead of tomorrow’s Construction call and noting the pressure on your diary that you advised last week, I am keen to get a meeting confirmed over the next couple of weeks so that I, together with some of our members, can outline our thoughts on how we can work collaboratively together on the recovery agenda as we start to look ahead.

I hope that we may be able to include a representative from one of the first successful applicants to the emergency SME fund so that you can hear directly how valuable this has been, the difference it will make to the survival of their company and the importance of such continued industry support.

Please let me know when would suit for a virtual meeting.

Kind regards

Nicola Barclay
Chief Executive
Homes for Scotland
5 New Mart Place, Edinburgh, EH14 1RW
Tel: [redacted]
Mob: [redacted]
Email: n.barclay@homesforscotland.com
Website: www.homesforscotland.com

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PRESS RELEASE 11 June 2020

Return to construction and extension of Help to Buy delivers much needed housing boost

The home building industry has warmly welcomed the First Minister’s announcement that construction can move to Phase 2 of its restart plan which will see sites begin to open up again with workers following strict social distancing and hygiene controls. Providing further confidence for both prospective customers and builders, the First Minister also confirmed the extension of the highly successful Help to Buy scheme for a further year until March 2022.

Chief Executive of industry body Homes for Scotland Nicola Barclay said:

“To get confirmation that home builders can now commence the re-opening of their sites is great news that hasn’t come a moment too soon given the robust safety plans that the industry has developed and put in place. With pent-up housing demand having increased with every day that has passed, we look forward to finishing off the many homes that are already largely complete and that families are desperate to move into as well as starting to get the new homes that are so desperately needed out of the ground.

“Having the extension of the Help to Buy scheme announced at the same time is also a much required confidence booster for the housing market that will help ensure even more younger Scots can benefit from this hugely successful initiative and realise their aspirations of owning their own home.

“The First Minister paid tribute to the very responsible approach that has been adopted by the industry during the lockdown, and this is a sentiment I wish to echo loudly. Home builders have stepped up to the plate supporting their customers, employees and local communities, and this will continue as we look forward to working closely with government and other stakeholders to rebuild Scotland’s economy.”
Ends

Enquiries to:

Jennifer Kennedy – Homes for Scotland: [redacted]

Notes to Editors:

1. Homes for Scotland represents c200 companies which together provide the vast majority of all new homes built across the country. Visit www.homesforscotland.com for further information or follow us on Twitter at twitter.com/H_F_S.

2. Scotland’s home building industry is a major contributor to the country’s social and economic wellbeing. As well as every home built supporting four jobs, new housing delivery results in improved health and education outcomes and generates over £3bn per annum in direct, indirect and induced GVA. Access “The Economic and Social Benefits of Home Building in Scotland” report here.

3. A high res image of Homes for Scotland Chief Executive Nicola Barclay can be downloaded here.

Kind regards
Jennifer

Jennifer Kennedy
Head of Public Affairs
Homes for Scotland

5 New Mart Place, Edinburgh, EH14 1RW
Tel: [redacted]
Mob: [redacted]
Email: j.kennedy@homesforscotland.com
Website: www.homesforscotland.com

(Please note my working pattern is Mon/Tues 9am – 3pm, Wed 9am – 4pm and Thurs/Fri 9am – 4.30pm)

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Part 1

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<td>Meeting (teleconference)</td>
<td>Restart Sub-Group</td>
<td>Construction Industry Restart</td>
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<td>Document 1.2 - Redacted - Building Standards Verification COVID-19 - BS Resilience Group - Meeting 3 - Agenda - 7 May 2020, Document 1.3 - Redacted - Building Standards Verification COVID-19 - BS Resilience Group - MT 3 - Note of the third Meeting on 7 May 2020</td>
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<td>Document 1.10 - Building Standards Verification COVID-19 - BS Resilience Group - MT 5 - Agenda - 21 May 2020, Document 1.11 - Building Standards Verification COVID-19 - BS Resilience Group - MT5 - Note of the Fifth Meeting on 21 May 2020</td>
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Part 2

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<td>Letter from Mr Stewart to CEO Homes for Scotland</td>
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<td>HFS Comments on South Lanarkshire Council's Response for FIR 003</td>
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