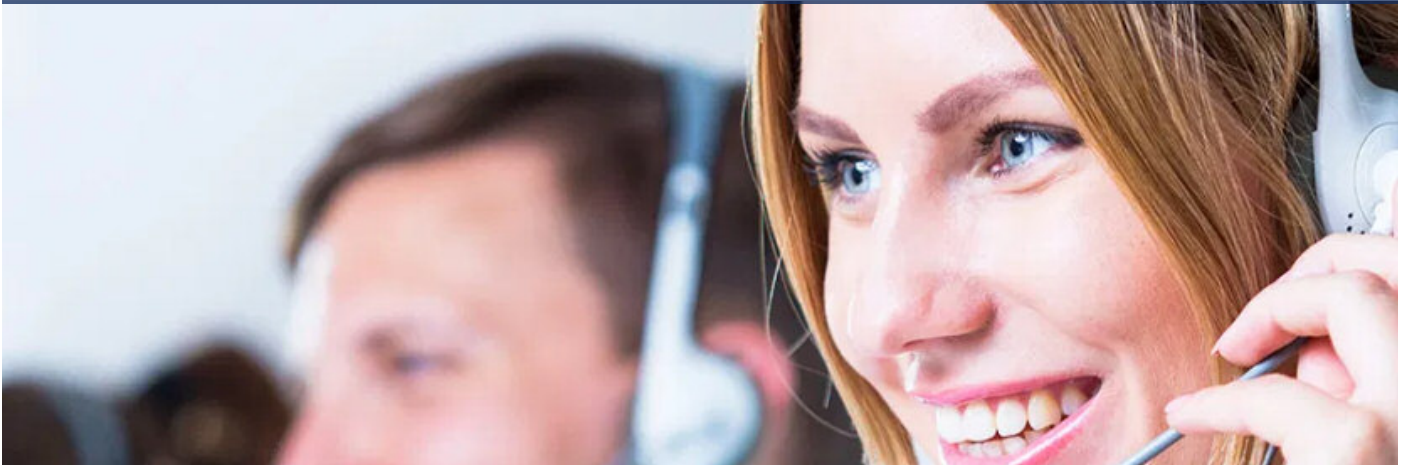


After Care. Not after thought.



A unique fixed-price service,
meeting the house builder's warranty
obligations in accordance with the
New Homes Ombudsman.

After Care

Vital in the new homes market

Until recently, the definition of **After Care** has varied from one new house builder to another.

But the culmination of consumer pressure and the imminent appointment of the New Homes Ombudsman has helped focus service needs.

Today's consumer expects more than ever. They want friendly, informed, professional people who are ready to own their problem, diagnose the cause and deliver the solution.

For almost 20 years After Build has delivered a suite of post-build services, tailored to meet just such a need. Our experience in this field is extensive. We are accustomed to providing services across a wide range of projects, from 'first-time-buyer' to 'high value' and 'high-volume' developments.

Everything revolves around our core offer of a fixed-price **After Care** programme. This has been devised to meet warranty build standards and mirror NHO draft code.

Our approach is based upon a cost-efficient service menu:

- Quality Assurance Inspection
- Home Demonstration
- After Care
- Out of Hours Emergency cover
- Snag Management
- Information Resource
- Complaints Policy

All services are independent of one another and costs are fixed on a plot by plot basis. Our resource is warranty trained and our system uses the latest Cloud technology. If a trade is required to attend a property and carry out remedial work we manage your original contractor(s) to ensure a smooth appointment process.

Our multi-portal system means that homeowners have access to report and track defects. Contractors can manage their job instructions and clients their call reports. In all cases it's secure and available 24/7.

After care

We deliver for you



We manage your obligations

During the 'Builder's Rectification Period' you are required to provide your customers with an **After Care** service (from the date of legal completion).

And the NHO draft code clearly stipulates that a 24 month **After Care** service must be provided to all purchasers. Whilst we utilise technology at every level, to obtain the most cost-efficient use of resource, we never overlook the importance of allowing homeowners to speak to a real live person.

Our coordinators usually call the homeowner to discuss the finer points of anything reported and make sure we have correctly understood their issue. And throughout the process we are always available for questions or concerns. Sometimes there can be no substitute for a conversation.



Fixed-price After Care

We apply a single fixed-price per plot, regardless of how many calls we may receive.

Manage your contractors

Our defect management process utilises your original contractor(s). The After Build system generates detailed job instructions and each trade has secure access through the contractor portal to see and plan their workload, by plot, by site and by housebuilder.

Meet NHO standards

Unlike ever before, the industry is being tasked to deliver a universal standard of **After Care** and other services. Its important that you are adequately covered. But it's not easy for a small or medium size business to resource internally without creating a costly distraction to their day-to-day business.

The professional solution

We have developed systems and processes over nearly two decades and have kept pace with industry legislation to ensure our service mirrors the latest requirements.

This is your assurance that we're capable of handling your obligations, leaving you free to get on with business as usual.

Leading technology

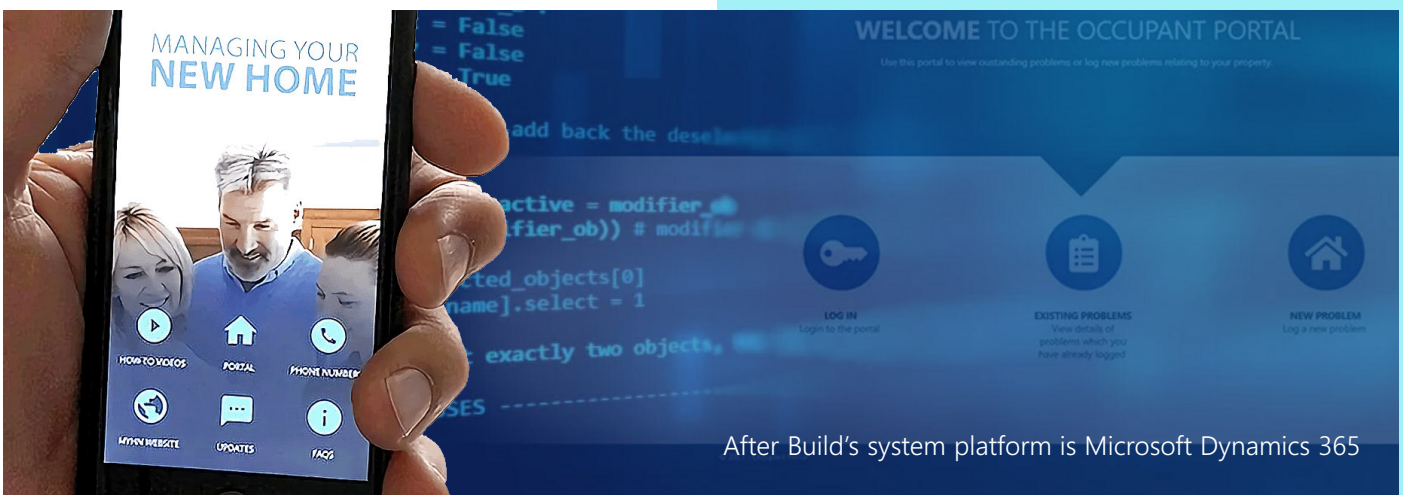
Supported by highly experienced people

Using latest cloud technology, homeowners are invited to report their issues using the occupant portal. This can be accessed from our FREE APP 'Managing Your New Home' - available in Apple Store and Google Play.

Not only does this mean the most convenient route to the occupant portal but a growing range of other homeowner facilities, including hints and tips, general advice plus a warranty checklist.

Homeowners can be signposted to the After Build occupant portal or, we can brand the portal in a clients' corporate ID to provide a truly tailored service. This can be carried forward to include dedicated telephone numbers and email addresses.

Either way, our objective is to provide a friendly, convenient process for resolving defects, supported with many more 'soft' benefits.



After Build's system platform is Microsoft Dynamics 365

**Technology alone
is no solution,
but combined with
smart people
it's an unbeatable
proposition.**

Contractor Portal

Managing over 2,000 UK trades, our contractor portal automatically matches the original contractor with the homeowner and creates a mutually acceptable appointment, confirmed by email. The client can see progress in real time via the client portal, ensuring a clear picture of what's happening without the need for involvement.

Unique to the industry we also promote jobs where the original contractor is not prepared to return, and offer these on a 'Bid for Work' basis.

Services can start at site

Providing invaluable support



Prior to legal completion

At the stage your contractors tell you that a plot is finished and ready to sell we're ready to give it the once over to make absolutely certain that nothing has been overlooked.

Our **Quality Assurance Inspection** will identify any aspect that falls short of either warranty or NHO code and summarise it in a report for your site team to address.

The **Home Demonstration** is where we conduct a thorough walk-through explaining systems, demonstrating appliances and covering the **After Care** programme.

**Our
service suite
provides input
at every
post-build
touch point.**

Snag problems?

Unresolved snags need to become a thing of the past, with few reasonable exceptions.

Our experience of helping a housebuilder tidy this up is significant, so if you need help, ask about our **Snag Management** package.

Information Resource is how we describe our communication tools. MYNH (Managing Your New Home) and HUGs (Home User Guide). There is no better way to explain to a purchaser, how you provide **After Care** and what that comprises.

Why we're successful

- Highly trained coordinators
- Your cost is known from the outset
- It's fixed no matter what
- We're highly flexible
- We take away your daily distractions
- Powerful Cloud technology
- Comprehensive approach
- Detailed reports
- Industry code compliant
- Giving the homeowner what they expect

Our experience

Is your peace of mind

Out-sourced After Care has so many benefits

After Care is no longer an after thought. It requires a considerable degree of skill and experience which is why we invest heavily in technology and resource. So why have the costly distraction this can produce? Leave it with the experts.

Financials

Fixing and knowing your costs at the outset is one of the most popular aspects of our service.

Professionalism

We recognise that we're representing your company, so professionalism is as important to us as friendliness.

Technology

Our CRM system (Data-Build) uses Microsoft's world beating Cloud platform Dynamics 365.

Security

We are ICO registered (No.:Z9846642) and take the matter of people's privacy very seriously.



Proven business case

Our fixed-price approach has been a solid and reliable success from the word go.

Two decades

We launched the business in 2002 and have never looked back.

Grow your company

No more costly distractions! Let us take care of After Care while you grow your business.

Reports on demand

Know what's happening with reports on demand using the secure client portal.

The New Homes Quality Board has published their draft code. Make sure you know what it expects of you!

Who we are

How to contact us



Management team

The Operations team is led by Kerri Mansell, Head of Delivery, a seasoned professional with many years under her belt, having worked at the most senior levels in a number of 'customer service' oriented businesses.

Mark Fawcitt, Director of Customer Development manages the customer relationship with all developers, Housing Associations and major contractors.

Ellie Wickens is our Estate Manager, essentially active at site level for an ever expanding number of schemes and special projects. Her experience working with contractors is second to none.

Training

A comprehensive accreditation programme forms the basis of all internal training. Each coordinator must pass three levels of examination in their first year, the outcome of which is salary linked. We're proud of our technology, but the real upside is the warranty build standards knowledge our coordinators possess. A system alone is no way to provide **After Care** - it only works when teamed with highly qualified individuals who not only know what to ask homeowners, but also how to manage contractors.

Flexibility

We take a very flexible approach to problem solving - what works for one client may not for another, so we tailor our solution to meet specific client needs.

Location

After Build is a national business with clients right across the UK. Our offices are located in the rural peace of West Sussex between Brighton and Haywards Heath where we have operated from a converted milking parlour for the last 16 years.



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