



WELCOME TO OUR

# CONSISTENT QUALITY APPROACH GUIDE

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**The objective of this guide is to communicate the standard expected during the construction process, to ensure consistency on every home we build and to ensure that our customers are at the heart of what we do.**

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This guide must be communicated to suppliers, subcontractors and direct trades and used by everyone in the business to ensure that our standards are communicated and understood prior, during and after construction.

We are committed to being transparent and delivering a high quality standard for our customers every time.

We have used NHBC's Standard Approach to Finishes as a minimum standard. In some cases we have set our aspirations higher than these standards for our customers and because it is the right thing to do.

The standards we set are practical and achievable.










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# INTRODUCTION



## The Home Quality Inspection (HQI) is undertaken by the Customer Relations Manager (CRM) who will look at the home through the eyes of the customer.

HQI Ready (Build Stage 85) means that the home must be considered complete and ready for occupation. The home must be clean, constructed to specification, all options and extras are fitted as ordered, and expected by the customer. The approach to the home and the surrounding area is safe and the home is ready for the customer to enjoy and live in safely. In order for a CRM to perform their quality inspection, the home should be cleaned and ready. A clean home ensures that all defects can be identified and rectified ready for the customer to move in. If any of this criteria is not met, the home will be classed as 'Not Ready', and this will fall under two categories: 'Nearing Occupancy' and 'Occupancy Delayed'. The two terms relate to the length of time it will take to complete the defects.

A home that is classed as ready for occupation has been checked against the Build Quality Checklist (BQC) and Consistent Quality Approach (CQA) guidelines. The house must be at Build Complete Stage 85, and there must be no works outstanding. The CRM must use the CQA document when undertaking a HQI.



# HQI GUIDANCE



## HOME QUALITY BENCHMARK

The HQI 'Home' will be one of the first properties to be built on every development following the sales centre and show homes. This is to be used by the SM to practically demonstrate the standard required, which may highlight common problems or issues with the components of the home.

The HQI Home standard must be agreed by the Business Unit Management team including the SE, SiteM, PM, SM and the CRM. All direct trades and contractor supervisors, including anyone expected to carry out the HQI should visit the HQI Benchmark Home as a practical and visual

demonstration of the Taylor Wimpey CQA standard. Once the standard has been agreed and actively demonstrated the property can be completed and occupied in the normal manner (assuming it is sold). It may be necessary that the HQI Home process needs to be repeated further into the development dependent on the size of the development and the period of time from the previous HQI Home. This would be good practice to adopt.

## RESOURCE

The CRM will be responsible for carrying out the HQI process. However during periods when there is a higher volume of HQI's, the following resource must be deployed as the hierarchy for the HQI; other CRM's, HoCS, PD / SD and PM / SM. Those who undertake the HQI must have the required level of training, signed off by the HoCS.

## PROCESS FOR THE HOME QUALITY INSPECTION

### FINAL COINS BUILD STAGES

- **Stage 80** – Clean and Council of Mortgage Lenders (CML) – Ticked by the SiteM.
- **Stage 85** – Build Complete (to the HQI standard) including all options and choices – The home is therefore Customer Ready. This is the final stage which will be released within the Build Programmes – This is the final tick by the SiteM. The Build Quality Checklist must also be complete.
- **Stage 90** – Customer Ready – Marked as 'Ready' by the CRM via the electronic inspection application.

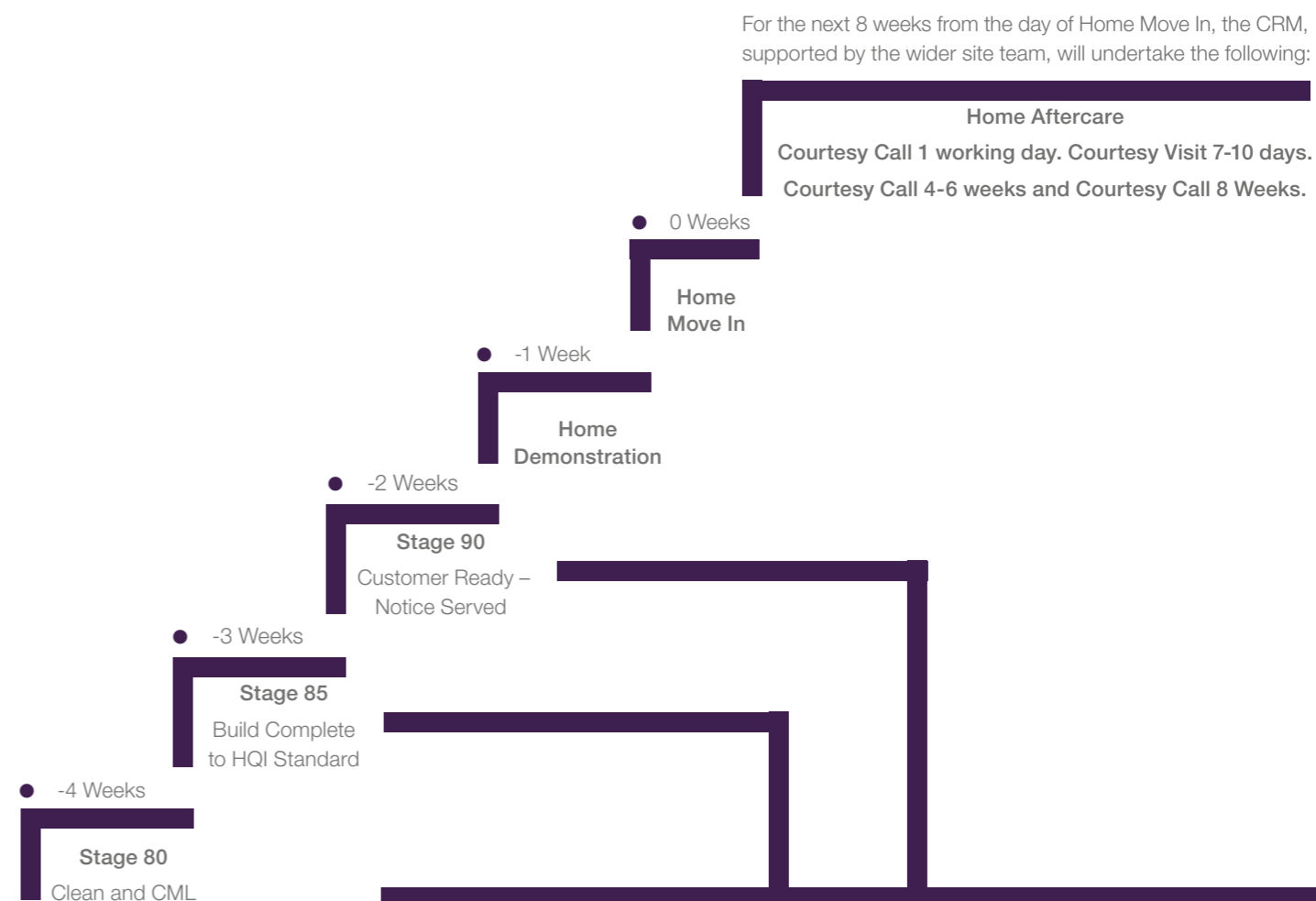
## THE HOME QUALITY INSPECTION EVENT

This event will sit between Stages 85 and 90 and there are two outcomes from this event:

- **If Customer Ready** – Customer Ready Pass event ran with no issues present – Stage 90 released and ticked by the CRM.
- **If Home is Not Ready** – Customer Not Ready event ran with items recorded – Stage 90 remains unreleased and unticked.

If the customer requests to move in on a HQI Not Ready event (with authorisation from the Managing Director) they would be legally completing on a Stage 85 home. In this scenario, customer service should notify the out of hours provider that the home is **now** occupied. This ensures that the home is registered should a customer have an issue outside of normal working hours. Once the items **have been** completed to the required standard Stage 90 will be released and ticked by the Customer Service team.

## WHEN DOES IT ALL HAPPEN?



## BEST PRACTICE GUIDE

**3 Weeks: End of the week** – Production to report Build Complete (COINS Stage 85). This confirms that the home is now ready for the HQI.

**2 Weeks: Beginning of the week** – CRM to conduct

**2 Weeks: End of the week** – allows for any remedial items to be complete within 3 working days.

HQI Customer Ready allows the CRM to communicate with the customer and arrange the Home Demonstration and allows legal notice to be served.



# HQI PROCEDURE

## PROCESS OF CARRYING OUT THE INSPECTION

- The CRM signs in at the site office, collects the keys to the home and confirms the pedestrian route the customer will take to their home.
- The CRM then undertakes the HQI.
- The CRM will complete the HQI checklist on the electronic inspection application as they approach and inspect the home.
- The HQI starts with the customer approach to the home and the external aspects within the home boundary – beginning with the safety of the approach, implications of the surrounding area. The HQI must take into account the general environment and determine such questions as; can the customers children walk safely to school?
- Upon entering the home, the CRM must switch on / run and test all appliances and functional aspects of the home. This includes running baths and sinks to test the overflows (baths, sinks and showers must be observed during the filling process). CRMs should also run the hot water and listen for ticking pipes.
- The inspection of the property will start at the top of the home and the CRM will work their way back to the front door – ensuring everything is switched off / powered down / emptied as required before leaving.
- The CRM will take their time to check the property, giving each point on the checklist their full attention. The methodical inspection must start at the door of each room then from the bottom (flooring and skirting boards) to the middle (walls, sockets, switches and windows) to finally the top of the room (ceiling and lights).
- Sitting on the toilet, looking at the ceiling, sitting on the stairs, filling up the bath and opening the cupboard doors, are all actions which will be undertaken by the CRM to ensure they are checking the property through the eyes of the customer.
- The CRM can give general feedback to the SiteM or relevant person(s) on items relating to the quality of the home.
- The CRM is encouraged to take notes of certain items which may be of interest to the customer; this can then be explained at the Home Demonstration.
- The CRM will conduct the full inspection unless there is a major or technical issue. If the home appears to have a significant number of items requiring remediation, or the home is not of a clean standard, then the CRM should stop the inspection. The issues should then be addressed with the SiteM.
- The CRM will meet the SiteM at the home to point out any remedial items.
- The CRM will then make their way back to the SiteM office and complete the HQI process.
- The visit should take as long as needed, but approximately two hours should be made available to carry out the inspection. This may increase / decrease according to the experience of the CRM and the size of the home.

# PRIOR TO THE HQI

## PRIOR TO THE HOME QUALITY INSPECTION

### ITEMS NEEDED TO UNDERTAKE

#### THE HQI

- The SE must communicate to the customer at a minimum of every two weeks as per the Customer Journey unless stated otherwise by the customer. The customer must be informed of the quality assurance process that all homes go through before legal notice can be served.
- The CML must be achieved and Stage 80 (Clean and CML) must be ticked. In instances where CML can only be achieved once the communal areas have been completed, CRMs should mark 'communal areas' as 'Not Ready' on each properties' HQI inspection form. CRMs may need to do this on all properties which they are inspecting to prevent notice being served. Then, once the communal areas are complete and CML is achieved, CRMs should close the issue which relates to 'communal areas' allowing the HQI to become 'Customer Ready', providing no other outstanding HQI issues remain. This will then allow legal to serve notice as the property will be 'Customer Ready' and COINS Stage 90 with CML received.
- Stage 85 (Build Complete to the HQI Standard) is the final tick by the SiteM which confirms that the home is Customer Ready. SiteM arranges the HQI with the CRM for the following week. The home should be cleaned to specification to allow the CRM to complete their quality inspection. If the home is not clean for the HQI, the CRM may choose to delay the inspection.
- If the home is a 'stock home' the SiteM will only arrange for the CRM to undertake the HQI once the property is reserved. Therefore stock homes will remain the responsibility of the SiteM and SE.
- All keys must be available in the property prior to the HQI.
- CRM must collect the Gas and Electric box key which will be in the property prior to the HQI.
- The CRM must complete any specific Health & Safety (H&S) risk assessments and method statement in regards to the activities they undertake (i.e. step ladders etc).
- CRM's are to be provided with a plug tester to carry out electric socket tests, including USB sockets.
- PPE may be necessary depending on the location of the property or if the CRM needs to leave the home boundary to inspect the roof from a distance.
- The HQI may require the CRM to be alone in the property when carrying out the inspection therefore personal alarms must be worn at all times.





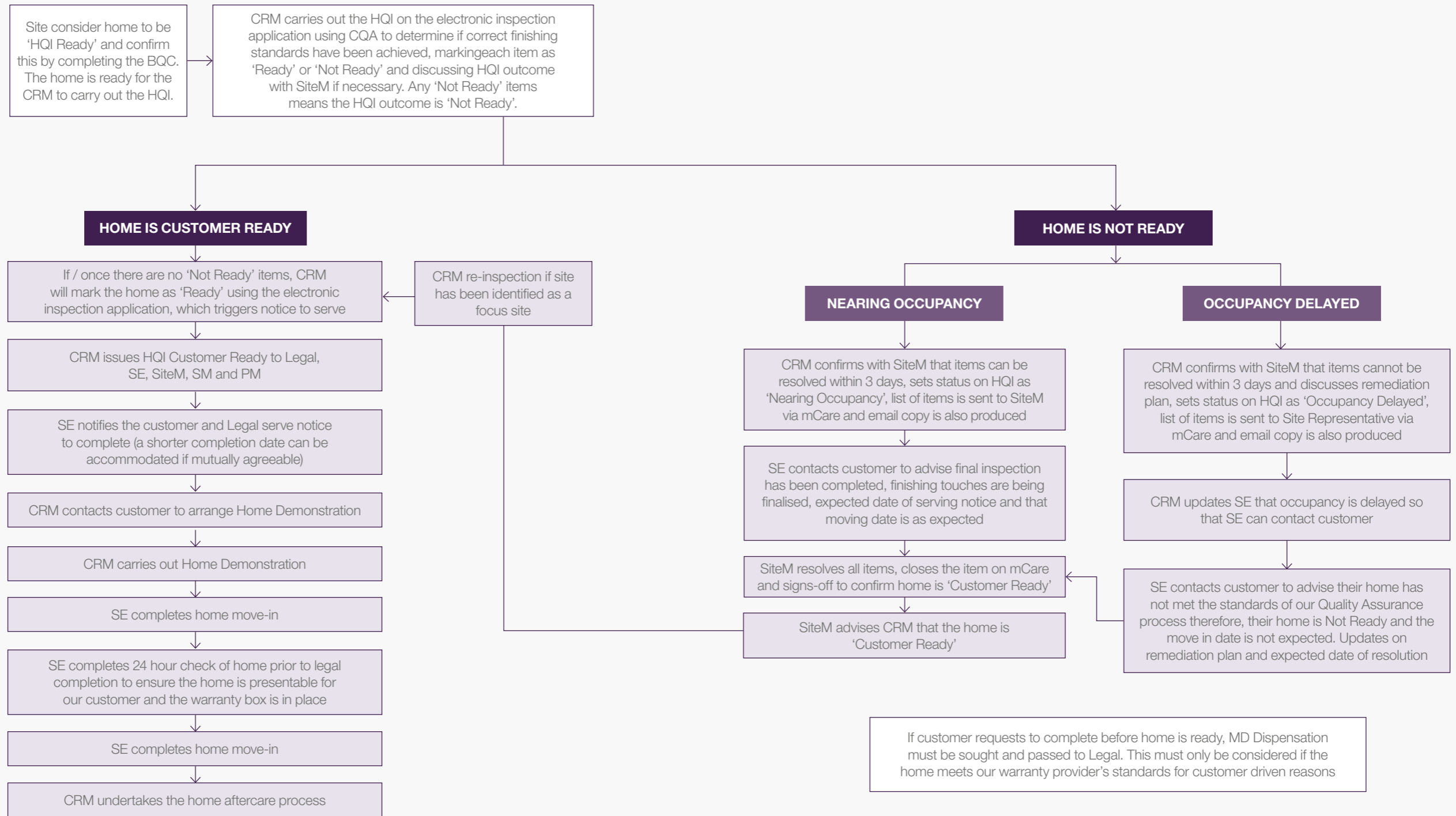
# INSPECTION REPORT

Inspection Report	
Status	Definition
Ready	<ul style="list-style-type: none"><li>No issues</li></ul>
Not Ready	<b>Nearing Occupancy</b> Item(s) identified can be remediated within 3 working days.
	<b>Occupancy Delayed</b> Item(s) identified will take longer than 3 days to remediate.





# HOME QUALITY INSPECTION PROCESS FLOW





# HQI GUIDANCE



## Must be inspected

in daylight and from a minimum distance of 8m

## OUR STANDARD

We have used NHBC's Standard Approach to Finishes as a minimum standard. In some cases, we have set our aspirations higher than these standards for our customers.

## INTERNAL WALLS & CEILINGS

INSPECTION ITEM	TW
1 True vertical alignment wall finish (up to 2.5m)	6mm
2 True vertical alignment wall finish (more than 2.5m)	9mm
3 Level of Ceiling (deviation in 2m)	8mm
4 Wall Corner (deviation of square in 500mm)	8mm
5 Ceiling Corner (deviation in 500mm)	8mm
6 Painting & Decoration inspection distance	1.5m

## EXTERNAL WALLS

INSPECTION ITEM	TW
7 Fairfaced Masonry Inspection Distance	8m

