

# Proposed New-Build Homes (Buyer Protection) (Scotland) Bill

## Introduction

A proposal for a Bill to establish standard missives for the sale of new-build homes, including redress for purchasers in respect of defects in construction. The consultation runs from 5 April 2019 to 27 June 2019. All those wishing to respond to the consultation are strongly encouraged to enter their responses electronically through this survey. This makes collation of responses much simpler and quicker. However, the option also exists of sending in a separate response (in hard copy or by other electronic means such as e-mail), and details of how to do so are included in the member's consultation document. Questions marked with an asterisk (\*) require an answer. All responses must include a name and contact details. Names will only be published if you give us permission, and contact details are never published – but we may use them to contact you if there is a query about your response. If you do not include a name and/or contact details, we may have to disregard your response. Please note that you must complete the survey in order for your response to be accepted. If you don't wish to complete the survey in a single session, you can choose "Save and Continue later" at any point. Whilst you have the option to skip particular questions, you must continue to the end of the survey and press "Submit" to have your response fully recorded. Please ensure you have read the consultation document before responding to any of the questions that follow. In particular, you should read the information contained in the document about how your response will be handled. The consultation document is available here: [Consultation document](#) [Privacy Notice](#)

I confirm that I have read and understood the Privacy Notice attached to this consultation which explains how my personal data will be used

## About you

Please choose whether you are responding as an individual or on behalf of an organisation. Note: If you choose "individual" and consent to have the response published, it will appear under your own name. If you choose "on behalf of an organisation" and consent to have the response published, it will be published under the organisation's name.

on behalf of an organisation

Which of the following best describes you? (If you are a professional or academic, but not in a subject relevant to the consultation, please choose "Member of the public".)

*No Response*

Please select the category which best describes your organisation

Commercial organisation (company, business)

Please choose one of the following:

I would like this response to be published anonymously

**If you have requested anonymity or asked for your response not to be published, please give a reason (Note: your reason will not be published):**

Please provide your name or the name of your organisation. (Note: the name will not be published if you have asked for the response to be anonymous or "not for publication". Otherwise this is the name that will be published with your response).

Please provide details of a way in which we can contact you if there are queries regarding your response. Email is preferred but you can also provide a postal address or phone number. We will not publish these details.

## Aim and Approach

Q1. Which of the following best expresses your view of establishing statutory standardised clauses for builders' missives?

Partially supportive

**Please explain the reasons for your response.**

Agree that there should be some statutory clauses for builder's missives but need to reflect the size of builder. Some builders have a better ability to deliver on this and needs to be reflective of their size too. The top 20 house builders by volume, arguably, account for 70% of all new builds being built.

Q2. Which of the following best expresses your view of providing a statutory route for home buyers to obtain redress for major failings on new-build property?

Fully supportive

**Please explain the reasons for your response**

Buyers of new homes have very little ability to access a redress solution to their benefit.

Q3. What do you think would be the main practical advantages and disadvantages of the proposed Bill?

Create certainty and confidence for the buyer of a new home, greater parity in the relationship between the builder and the customer, may help reduce very stressful situations and customer disruption when things do go wrong.

Q4. What length of time do you think is most appropriate for a builder's warranty for a new-build home?

2 years

**Please explain the reasons for your response.**

New home buyers already get a standard 10 year warranty from the current warranty providers.

Q5. Which of the following best describes your view of having standard missives that provide a right for buyers to carry out a full survey of the property within a specified period, and a right to pull out of the purchase if severe or very serious defects are discovered?

Fully supportive

**Please explain the reasons for your response**

Home buyers have no ability to pull out of a purchase when there are major defects that require disruptive intervention to correct. This causes huge personal and possibly financial stress on the new customer. Drawing on the analogy of a car, if it stops working and no longer road legal a customer would not drive it and would return it to the car dealership to rectify. Customer service offering between a car dealership and house builder very different.

Q6. If you have bought a new-build home in the past, please tell me about your experience, taking care not to name individuals/companies or the location of the property/development.

N/A

## Financial Implications

Q7. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have on:

|   | Significant increase in cost | Some increase in cost | Broadly cost-neutral | Some reduction in cost | Significant reduction in cost | Unsure |
|---|------------------------------|-----------------------|----------------------|------------------------|-------------------------------|--------|
| <b>Government and the public sector</b>               |                              |                       | X                    |                        |                               |        |
| <b>Businesses (including housebuilders)</b>           |                              |                       | X                    |                        |                               |        |
| <b>Individuals (including new-build house buyers)</b> |                              |                       |                      | X                      |                               |        |

**Please explain the reasons for your response.**

Broadly cost neutral for businesses as standardisation across an industry creates a level playing field and will therefore standardise legal costs, legal costs remain fixed. Legal costs do not become a competitive bat. For individuals, should see a some cost reduction as standardisation of legal fees only need to be fixed.

## Equalities

Q8. What overall impact is the proposed Bill likely to have on equality, taking account of the following protected characteristics (under the Equality Act 2010): age, disability, gender re-assignment, maternity and pregnancy, marriage and civil partnership, race, religion or belief, sex, sexual orientation?

Neutral (neither positive nor negative)

**Please explain the reasons for your response.**

A buyer of a property does not discriminate on age, disability, gender etc.

## Sustainability

Q9. Do you consider that the proposed Bill can be delivered sustainably, i.e. without having likely future disproportionate economic, social and/or environmental impacts?

Yes

## General

Q10. Do you have any other comments or suggestions on the proposal?

*No Response*