

COUNCIL 18 SEPTEMBER 2025
AGENDA ITEM 7- NEW HOMES OMBUDSMAN
AMENDMENT

New Homes Ombudsman and Consumer Code for New Homes

This council notes that

1. The New Homes Ombudsman Service exists to help customers resolve issues with their new homes, which the registered developer has been unable or unwilling to fix.

~~2. The remit of the New Homes Ombudsman Service covers the whole period from the reservation and legal completion of a property through to after-sales and complaints management for issues during the first two years of a new home purchase.~~

~~3~~2. The primary purpose of the service is to provide a free and independent redress service to customers, which can impartially assess and adjudicate on issues that have arisen that fall within the Ombudsman's scope. This includes complaints around the reservation, legal completion and complaints management processes, or issues or defects that have arisen at or after occupation and which are not major defects.

~~4~~3. The New Homes Ombudsman Service can resolve complaints through early resolution, negotiation, mediation, and adjudication.

~~4. The Consumer Code for New Homes, approved by the Chartered Trading Standards Institute, has been established to ensure that best practice is followed by registered developers in respect of the marketing and selling of new homes to consumers. The Code also sets expected standards for after sales customer care service.~~

~~5. The Council's own development company, East Cambs Trading Company trading as Palace Green Homes is a member of the Consumer Code for New Homes.~~

~~6. The Building Safety Act 2022 makes provision for the New Homes Ombudsman to be mandatory. However, the secondary legislation is not yet in place.~~

This council further recognises that

a) If a developer is not on the register of developers, or the customer reserved their property before their registration date, the Ombudsman will be unable to help.

b) The New Homes Ombudsman is also unable to help with homes that are sold as affordable homes, or those under a shared ownership scheme or bought as part of a buy-to-let scheme.

This council expresses concern that a number of developers are not registered with an independent resolution service.

- i.—~~Its own developer Palace Green Homes is not a registered developer for the purposes of this scheme, meaning that its customers will not be able to make use of the New Homes Ombudsman Service should they need to:~~
- ii.—~~ii. A number of other developers building homes locally are also not registered developers under the scheme:~~

This council therefore

~~A. Calls upon its wholly-owned company East Cambridgeshire Trading Company to register its developer arm Palace Green Homes as a registered company with the New Homes Quality Board and agree to accept the New Homes Quality Code, thereby entitling their customers to use the services of New Homes Ombudsman:~~

~~B. Resolves resolves~~ to encourage developers building in East Cambridgeshire to register under this scheme with an independent resolution service, for example, the New Homes Ombudsman or the Consumer Code for New Homes.

Proposer: Cllr Anna Bailey

Seconder: Cllr Julia Huffer