Dear Malcolm McLeod,

Thank you for your email of 13 June, providing further information on consumer protection provided by NHBC, in advance of the Committee’s evidence session which took place on 14 June. You can read the Official Report of that session here:


During the session, the Committee sought information on what data was held on the number of claims made by dissatisfied home-buyers in relation to issues caused by building defects. Those present confirmed that local authorities would not have this information, given that they would not necessarily be involved in the notification process.

They did confirm, however, that this is something that would be reported to NHBC (where it provided the Buildmark Insurance Policy) and that it was likely that you would have a record of all minor and major claims and defects found against building companies. (Cols 11-12)

Given that NHBC is the biggest provider of these policies and to assist the Committee in understanding the scope of the problem, the Committee would welcome further detail on what data is held by NHBC on claims made by dissatisfied home-buyers in relation to defects caused by building providers. In doing so, it would be helpful if you could provide information on the number of claims made, the nature of defects and the amount and value of compensations payments made over the last ten years.

The Committee has agreed to undertake some further work in relation to this issue and will continue its inquiry in September following the Summer Recess. I would therefore be grateful if you could provide this information by close on 21 July 2017,

22 June 2017
so that it can feed into forthcoming work. Should you have any further questions in relation to this request and the Committee's forthcoming work, then please get in touch with the Clerks using the contact details provided above.

Kind regards,

Bob Doris MSP
Convener of the Local Government and Communities Committee