

## Developer Audit FAQ

AHCI Ltd strive to ensure any developers that wish to apply for and/or take out a warranty on a development with AHCI comply with the Consumer Code. To enable us to do this we audit our developers to ensure that those who meet the criteria set out within the Consumer Code, continue to meet the standards met within and to remain Code Compliant.

Like most if not all warranty companies for home builders/developers of new homes for sale, we advise that if you have received an audit request and are not exempt from the audit, it must be completed in full. This is usually done after all warranty policy certificates have been issued and will be requested with the view of the information which should have been or will be due to be sent to the home buyers.

We usually audit developers every 2 years however, there may be some instances where we may be required to audit in 12 months.

### How do we do this?

We issue the audit to developers via email with a link to access your online account which will be created for you once your development has been completed, the log in details will also be included within the email.

Within your account you will be directed to an online questionnaire which must be completed in full. The form comprises mainly of short questions which may require a brief explanation and in the final stage we request some documentary evidence be submitted. Details of what documents which will be required are listed at the bottom of each section in blue so that you can pre-empt ready for your form to be submitted in full.



## How Long Will It Take?

The audit is a simple step by step form, which if you have the documents already prepared, shouldn't take longer than 5-10 minutes to complete.

## What If Some of the Answers are NOT Applicable to me as a Developer?

The audit is aimed at both large and small developers, and we can appreciate that some of the questions and/or documents may not be applicable to every project, with that in mind, we just ask that you supply those of what are relevant including the documents which were or will be supplied to your consumers when they purchased their property.

## How Do I Know If I Am Exempt?



Within the first section of the audit, there is a list advising what the audit exemptions are. If any are applicable to you or your project, select "yes" on the question which says "does your project relate to any of the above exemptions" and on the second page, detail the exemption which is relevant and submit your response. This answer will be submitted to us automatically for review and if we will contact you.

Section 6 of the Code also provides this list so that you can review the exemptions at any time along with details of all obligations which developers should adhere to.

## What If I Need Help With The Audit ?

If you have any questions, we are happy to help and provide any explanation or guidance that may be needed. Just send an email to [code@ahci.co.uk](mailto:code@ahci.co.uk). If you prefer to speak with someone, please send your telephone number along with a preferred time to call and we will aim to speak with you when convenient to you.



## What Happens Next?

When you have completed your audit and have submitted your form, a member of the team will contact you via email to confirm if your audit was successful or if we require any further information. If we highlight that there are any areas of concern, we will provide you with some advice and may request a further audit within 12 months.

## What Documents Are Required and What If I Can't Upload Them?

Documentary evidence which are required to be sent to us are as follows:

- Home Buyers Pack

Please upload a copy of the home buyers pack plus any of the following additional information which may not be included mainly:

- Evidence of the reservation agreement
- Advertising material for the site
- Pre-purchase information
- Reservation fee
- Legal documentation
- Valuation or change of variation
- Schedule of dates for key stages

There is an upload button where you can upload the documents online however if this doesn't work for any reason then you are welcome to email them to us instead ([code@ahci.co.uk](mailto:code@ahci.co.uk)). Your answers will save to the form when you reach section 5 and we will then save both the answers and your documents to file so that we can mark your audit as complete.

# What If I Don't Complete The Audit?

If you don't complete the audit, we may need to arrange an on-site visit to your office address to complete an on-site audit.

If we are unable to complete a remote or on-site audit then there may be an issue with you obtaining any future warranty policies with AHCI Ltd in the future as we won't be able to verify that you are a Code Compliant developer, you may also have issues in being provided with any warranty certificates which have not yet been issued for other projects.

In addition to this, we are obligated to inform CTSI of any Code members who are none-compliant to the Code, and they may then further share this information with other warranty providers.

We want to make the process with you as easy as possible so if you do have any concerns or queries, please contact us at: [code@ahci.co.uk](mailto:code@ahci.co.uk).

Further details of the Consumer Code and a Guidance document is available for you to view and download on our website via the following URL: [www.ahci.co.uk/consumer-code/](http://www.ahci.co.uk/consumer-code/)



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