

Guidance Notes to Code Subscribers

Questions to Developers

As a AHCI Code Member are you fully aware of your responsibilities and the requirements of the Consumer Code?

Have you, as a Code Member, explained your responsibilities of the Code to your staff and respective consumers?

Are you aware of how to identify vulnerable consumers and how to assist them effectively?

You may be required to provide evidence to show that consumers/home buyers are given sufficient pre-purchase information regarding a plot to enable them to make an informed decision.

You may be required to provide evidence of your advertising that you are a Code member showing that you adhere to the AHCI Consumer Code of Homes for Sale.

You may be required to provide documentary evidence that both you and the home buyer are in possession of a signed copy of the Reservation Agreement if one was required.

You may be required to provide documentary evidence that the Reservation Fee was held in a designated separate client account.

You may be required to provide documentary evidence that all legal documentation was forwarded to the home buyer's independent legal representative at the earliest opportunity after the date of signing the Reservation Agreement.

You may be required to provide documentary evidence that a deposit protection scheme is in place for properties that are covered by the AHCI warranty and that details of this scheme have been relayed to the buyer prior to the Reservation Agreement being signed.

You may be required to provide documentary evidence that a schedule indicating timings of key stages and practical completion was provided to the home buyer and was included within the information provided to them.

You may be required to explain how you provided information on each warranty including your responsibilities which may affect cover as well as the 2-year developer liability period.

You may be required to provide documentary evidence that a "Home Buyers Pack" was issued to the home buyer.

Questions to the Consumers

Has the Developer or their respective sales agent made you aware of the AHCI Consumer Code and were you provided with a copy?

Was there a Reservation Agreement in place with the Developer?

If so, ensure that it is being held in a designated separate client account and ensure that you have formal confirmation and a signed copy in your possession.

Have you reviewed a copy of the plot/unit and are absolutely clear what it is you are purchasing?

Ensure that a copy of ALL legal documentation has been forwarded to your independent legal representative at the earliest opportunity after the date you signed the Reservation Agreement.

Ensure that you are formally consulted if the value of a plot is altered due to a change of design and/or specification and provide written agreement of the changes.

Ensure that you are provided with details of a deposit protection scheme which is in place for properties that are covered by the AHCI warranty and that details of this scheme have been relayed to you prior to the Reservation Agreement being signed.

Ensure that you have been provided with the relevant contact details for the developer along with their regular operating times and with their complaint's procedure.