

R E F E R E N C E

NHQC v1 vs v2: quick reference.

Every material change to the New Homes Quality Code on 2 March 2026, in one page. For registered developers, sales teams and principal contractors.

REGULATORY REFERENCE

NHQC v1 vs v2: quick reference.

Every material change to the New Homes Quality Code on 2 March 2026, in one page. Verified July 2026.

Version 2 applies to homes reserved on or after 2 March 2026; Version 1 continues for homes reserved before that date. Both versions run in parallel in every developer's book, both fall under the New Homes Ombudsman Service. The character of Version 2 is procedural: many "should give" obligations are now "must give", and several disclosures once left to developer judgement are now prescribed in content and timing.

AREA	VERSION 1	VERSION 2
Applies to	Homes reserved before 2 March 2026	Homes reserved on or after 2 March 2026
Not misleading	Marketing must not be misleading	Extended explicitly to photography, CGI and video
Room and home size	Developer must properly inform customers about size	Every room and the whole home stated in m ² or sq ft
Affordability schedule	Ten-year cost projection	Five-year cost projection
Drip pricing	Not specifically addressed	● Prohibited. All reasonably expected costs in the headline price
Referral commissions	Must be disclosed	Nature, amount, recipient and activity disclosed in writing before purchase
Time-bound sales events	General cooling-off protection	Seven-day cooling-off even where the incentive would otherwise expire
Reservation agreements	Should not sign until relevant facts available	● Must not sign until relevant facts available
Shared spaces and roads	Not specified	Reservation must state how these will be managed
Pre-completion inspection	Customer can appoint a professional	Can appoint a professional, or inspect using the NHQB checklist
Defects at completion	Developer response expected	Warranty-standard breaches: resolve before completion or within 30 days
Excluded claims	Loss of value, blight, personal injury, out-of-scheme	Loss of value excluded only where cause is outside developer control
Systemic failures	Case by case	● Ombudsman has explicit discretion to treat recurring failures as organisation-wide

OPERATING NOTES

The five clusters of change

The changes cluster in five operational areas. Each demands a specific evidence discipline from the developer.

Marketing	Photography, CGI and video are inside the not-misleading rule; sizes stated in m ² or sq ft everywhere. Evidence: one source of truth per house type on the plot record.
Reservation and sales	“Should not” becomes “must not”. Shared spaces disclosed, commissions disclosed in substance, seven-day cooling-off. Evidence: a reservation record of what was communicated, when.
Affordability	Drip pricing prohibited; the schedule shortens to five years. Evidence: an itemised headline price and cost projection on file per plot.
Inspection and defects	Customer can inspect using the NHQB checklist; warranty defects resolved within 30 days. Evidence: an inspection record and defect list with 30-day clocks.
Complaints & Ombudsman	Repeated failures can be treated as systemic; loss-of-value exclusion narrows. Evidence: aggregate response data that reconciles with case records.

The two-year window

NHQC v2 applies for a two-year aftercare period after legal completion. Response times, communication and record keeping all carry regulatory weight throughout. The plot record must carry the evidence from reservation through handover and defects, without a break in the thread.

Applicability check

NHQC v2 applies to any developer registered with the New Homes Quality Board. Version applies by reservation date: a developer's live book after 2 March 2026 holds plots under both versions in parallel for years. The plot record must state which version applies to each home.

Refresh cadence

This reference sheet is refreshed quarterly against the latest NHQB guidance. Check the verification date in the header before relying on it for a live case.

One version. Every plot.

Ubrix carries the sales journey, reservation record and aftercare thread per plot, so every home's NHQC version and evidence trail is a query, not a reconstruction.

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