

Why do you run the survey?

Premier Guarantee runs the survey to gather feedback from owners of new and newly converted homes shortly after they have moved in. As a structural warranty provider, we encourage builders and developers to construct high quality homes and we feel it is important for builders and developers to know where this is happening and where any improvements may be needed.

Where do you get my details from for the survey?

Builders are required to send details of their purchasers to Premier Guarantee at reservation stage. This data is updated by the builder to reflect the date of legal completion. Once a legal completion date is submitted by the builder this date is used to send out the surveys eight weeks later.

Are surveys sent to all homeowners?

Where builders are part of the New Homes Survey we endeavour to send the survey to all owner/occupiers of all newly built properties and new conversions, but we do rely on the builders to supply us with the required data within a specified time period.

Do I have to complete the survey?

The survey is voluntary and you do not need to respond if you don't want to. This will not have any effect on your Premier Guarantee cover. You can unsubscribe from any further invitations, by sending an email to newhomessurvey@premierguarantee.co.uk

When are surveys sent?

We send out the first survey eight weeks after your date of legal completion and after you have moved in to your new property.

How are the surveys sent?

Surveys are sent by email initially (if we have an email address). If we don't receive a response we will send a further email and text reminder (if we have your mobile phone number). If we don't receive a response to those invitations, a postal questionnaire will be sent out by second class post.

If we only have a postal address for you, we will send out a letter with details of how to complete the survey online. If we don't receive a response a full survey is sent by post 14 days later. These are both sent by second class post.

I've received lots of survey invitations – what should I do?

You are under no obligation to complete the survey, but should you wish to do so, you only need to respond to one of the invitations. Feel free to use whichever way of taking part suits you best.

I can't find the email about the survey/I have lost the postal survey, can you send me another?

Please email newhomessurvey@premierguarantee.co.uk or telephone 0800 107 8446 to request a further survey.

I have received another copy of the survey but I think I have already responded?

Because we use various methods to invite you to participate in the survey occasionally there can be a crossover where you may have responded online and then receive a postal version the next day. If you are not sure you can contact us to confirm we have received your completed survey.

Please email newhomessurvey@premierguarantee.co.uk or telephone 0800 107 8446.

Can I receive an additional copy of the survey if I want to change my responses?

No. The rules of the survey are very strict. Once a completed survey is received by us, the results cannot be amended or retracted for any reason.

Should I liaise with my builder when completing the survey?

No. If you have any queries, please email: newhomessurvey@premierguarantee.co.uk or telephone 0800 107 8446.

Do I need to return the survey within a certain timescale?

Yes. We ask that you complete and return the survey as soon as you can, but you do have up to 12 weeks from the date of the survey invitation to return it to us.

I do not wish the builder to know who I am (I want to remain anonymous) when completing the survey. How can I ensure this happens?

Question 24 on the survey gives you the option to allow your builder to link your responses to your identity or for you to stay anonymous if you prefer. If you cross the box your builder will be able to see your identity, if you leave it uncrossed they will not.

What happens to my survey responses?

To help drive improvement within the house-building industry, your survey responses are combined with responses from other new home owners, and the analysis is provided back to your builder.

If your builder is a member of the Home Builders Federation (HBF) and have requested this from Premier Guarantee, your feedback will be shared with the HBF so that they may calculate an annual Star Rating score. You can find out more about the HBF's Star Rating Scheme [here](#).

We also provide overall customer satisfaction results to the [Consumer Code for Home Builders](#) as part of its monitoring programme.