Consumer Code of Practice

Advantage Home Construction Insurance (AHCI) Ltd

Structural Defects Insurance

Desktop Audit

18th November 2026

Background information

AHCI Limited was formed in 2014 and provides Structural and Latent Defect Warranties to the building trade. AHCI Achieved Stage two approval for its Consumer Code in February 2016 and from May 2016 new members who fall within the scope of the Code must sign up to it to obtain insurance cover. AHCI believe the Code ensures that their members provide the highest levels of customer service and protection along with their structural defects insurance policies.

AHCI have members across the UK. From 3rd January 2026 – 3rd November 2026, AHCI have 373 new members that are applicable to the Code and 120 renewed Code members.

Audit Process

The focus of the audit was on:-

- Code management, processes and procedures
- Guidance to support members to implement the code
- Documents provided by members relevant to the code
- The mechanisms in place for dealing with consumer feedback
- Support for vulnerable consumers
- Issues relating to pressure selling
- Mediation and ADR
- The disciplinary and sanctions process

Summary

AHCI members are keenly aware of the requirements to comply with the code. Their members understand that if they are found to be not compliant with the Code, the buildings insurance is not provided and the consequences on their business of non-supply of the new home warranty, is significant.

Member Application Process

AHCI confirmed that there has been no change to the application process since the last audit.

All applications are assessed by the AHCI team. The application process includes checks of the validity of the company with HMRC, a company report is requested from Credit Safe – if the company scores below 25 then company accounts are requested for examination and assessment of fluidity. AHCI records are checked for behaviour in relation to previous projects. The same checks are made each time the member applies for insurance for a new project. Appropriate credit and HMRC checks are completed within the initial application/quote stage of the warranty along with sanction checks.

Prior to issue of final certificate(s) the developer is required to provide evidence of sufficient financial resources to meet claims for defects during the excess period. If these can't be evidenced, further security will be required.

When signing up a home builder to the Code, their build details are reviewed to establish whether they are exempt. Some members of AHCI, due to the type of project they are working on e.g., build-to-let, projects covered by an Architects Certificate, investment properties (not for sale) are exempt from compliance with the Consumer Code.

Two completed application forms were supplied for review. Neither company has a website.

Member Monitoring

Since 2019, the members Consumer Code audits are wholly on-line. Each time AHCI are notified that a build is complete and the Home Construction Insurance is agreed, the member is made aware of the requirement to complete the audit and the log-in details for the audit are sent by email. In 2026, approximately **172** audit requests were sent to members with completed projects. Including chase reminders and the transfer to our new audit questionnaire, a combined total of new audit requests and chases amounted to **354** in 2026. From the total 172 individual initial requests, AHCI estimate that that they have had a return of **48.8%** (from the total 84 responses**)**.

Upon receipt of completed file notification, an online account is created on the AHCI website and an audit request is sent for completion. A reminder is sent if the audit is not completed after 30 days. There were **186** completed files in 2026. **172** of these had audits requested **(92.47%)**, **182** chases were issued throughout the year. **19** confirmed the property had not yet sold and the remote was postponed accordingly with a 3-monthly update request.

Of the remaining **65, 15 (8.72%)** were completed scoring 100% and **10 (5.8%)** of these were identified to require further guidance and information was provided scoring 75% or lower, a new audit will be requested of them next year.

40 exempt (**23.25%) 19** responded but not completed **(11%), 2** completed all questions but didn't provide documents to enable audit completion (**1.1%)** (note we do not mark these cases without documentation evidence as as complete).

If the member claims to be exempt from compliance with the Code and, therefore, does not have to complete the audit, they are prompted to call the Compliance Team for this to be assessed and agreed.

As the member progresses through the audit, it is possible for them to 'Save and Continue Later'. The compliance team have sight of how the audit is progressing and has a process in place to chase members to ensure completion. The audit includes the up-loading of up to seven documents.

If a member fails a remote audit, an on-site audit is required to confirm compliance with the Code. In 2026 no on-site audits were required.

AHCI employ 20 internal surveyors. They also hold SLA contracts for 24 independent surveyors and 18 external surveying companies, all with appropriate Professional Indemnity Insurance, experience, and qualifications. The surveyors carry out multiple inspections which cover up to five key stages visits during the period of the build. The five stages are foundations; ground floor oversight, first floor joist/roof; pre-plaster and completion depending on build type. If all these inspections are satisfactory and necessary documents are received as per the insurers requirements, then the insurance documentation can be issued if approved.

Details from five audits were supplied and reviewed for this audit. The website for the members were checked and just one showed the AHCI logo. The folders provided for the audit contained up to to 47 documents relating to the member, with some of the documents relating to the Code audit, but many of them related to the build and the checks carried out by the surveyors so were superfluous.

Again, no analysis was supplied of any assessment of the compliance of the uploaded documents.

Recommendation

No analysis/trend spotting of compliance of members was provided for the audit or in AHCI the Annual Report. This analysis should be carried out each year and the outcomes reported.

Withdrawal from membership and non-compliant businesses

In the event of any dispute or complaint by a homebuyer regarding the member's conduct, AHCI contact the developer on behalf of the consumer to remind them of their obligations under the Code.

If this fails to resolve the homebuyer's complaint, then the issue can be escalated to the AHCI Ltd ADR service where a full investigation will be conducted. It is hoped that the mediation service can resolve matters preventing any court/legal intervention.

AHCI has a Disciplinary and Sanctions Panel who are responsible for considering allegations of any serious breach of the Consumer Code. The panel would consider in the first instance whether the member has received any previous guidance or further training in the matter at hand. After any additional training and if no progress has been achieved and/or continued complaints are received the panel will consider removal of membership, their details will be placed on the AHCI website under the list of removed members and their details will be shared with CTSI.

Marketing and Advertising by Member Business

Code promotion is essential to the success of the Code as it informs the consumer of their enhanced protection.

When the developer signs up to the Code, a Code information pack which contains branding guidelines and associated logos is sent. Also, when the remote audit is completed, if the developer's website has no branding applied, they are reminded of the AHCI and the logos are re-supplied if necessary. Site banners are provided to sites which feature the Code and CTSI logos.

The AHCI website has a dedicated Consumer Code page with sections for developers and consumers.

Within the developer's section, it contains the AHCI complaints process, Developer Audit FAQs, a training manual and some marketing guidelines of how to include mention of the CTSI and Consumer Code within their existing advertising and where to provide information materials for distribution to consumers.

Within the consumer's section it includes details of the AHCI complaints process, some guidance notes for consumers about what to expect from Code members and a downloadable copy of the Code.

Terms and Conditions and other Pre-Contractual Information

The Code requires that terms and conditions and pre-contractual information must be supplied for assessment. Template Ts&Cs are provided.

Customer Service Provisions

Providing support for vulnerable consumers is a key requirement of the Consumer Code Approval Scheme. The AHCI Code includes this requirement.

Recommendation:

AHCI previously stated that their Code is under review to provide a more updated definition of what might make a consumer vulnerable. This still needs to be progressed. An amended version of the Code is currently with CTSI for review.

Developers are now provided with Code training documents that have a section relating to supporting vulnerable consumers and includes a hyperlink to the CTSI Business Companion Guidance on consumer vulnerability which provides more in-depth material. This link and training materials are available to view on the AHCI website.

Consumer Complaints Process

AHCI Ltd are ADR approved, so they can facilitate mediation between developer and consumer where necessary. As this service is provided in-house, the process is quicker than previously when provided by a third party.

If a complaint received is within the scope of Code and the AHCI warranty, the claimant will be advised that the complaint details will be passed to the developer, with a reminder of their obligations under the Code. AHCI then request that the developer contact the consumer direct in order to address the matters raised. If after a maximum period of 56 days, there is either no response or no resolution, AHCI will review the complaint to see if it is suitable for ADR so that escalation may proceed.

Where the complaint is outside of the scope of the Code, the consumer is advised that they can contact either Citizens Advice, Trading Standards or seek legal advice.

A list of complaint exemptions along with valid complaint examples are provided on the Consumer Code sections of the website to ensure transparency in the capabilities of the complaints and ADR process.

Customer Satisfaction and Feedback

Upon completion of a name change request for the property (from the developer to the homeowner) via the buyer's solicitor, an email is sent to the buyer with the amended policy certificate. The email also includes a request for the Customer Satisfaction Questionnaire to be completed at https://ahci.co.uk/consumer-code/

Upon receipt of any completed questionnaires, AHCI check to ensure that the form relates to a code member and reviews the answers submitted. If the questionnaire contains negative feedback, the developer will be reviewed and cross referenced with their remote audit answers, if completed, and appropriate action taken.

On the AHCI website there is now a consumer questionnaire form which is available to complete online. AHCI have further plans to extend the ways in which the consumer will be made aware of this form, to hopefully prompt a higher return rate.

No details have been provided from any consumer feedback.

Conclusion

A review of the Code has been completed, it has been reviewed by AHCI Directors and legal advisor and the proposed revised Code has been submitted to CTSI for agreement.

Responses to the developers remote audit remails low. Since the new website has gone live developers are reporting that the audits are a lot easier to complete and a continuing increase in completed audits is anticipated.

No details were supplied relating to the quantity or content of Customer Feedback.