

Latent defects policy

1. Introduction

- 1.1 This policy explains how A2Dominion manages latent defects, which are issues with the structure or materials of a building that aren't obvious at first but may show up later.
- 1.2 This policy applies to all members of A2Dominion, including contractors, subcontractors, and external partners involved in the construction, maintenance, and inspection of properties within the group's portfolio.
- 1.3 This policy should be read alongside our latent defect procedure and supporting process map (a simple diagram that shows how something gets done, step by step). When fixing confirmed latent defects in a building, we will always focus on what's best for the customer.

2. Policy aims and objectives

- 2.1 We'll make it easy for customers to report latent defects in buildings as soon as they appear. Latent defects can be reported in the same way that a customer reports a repair; by logging it on My Account, via Live chat or by calling us on 0800 432 0077.
- 2.2 What you can expect from us is a thorough and fair review of any reported issues. We'll check how serious they are, what impact they might have, and bring in technical experts or engineers when needed.
- 2.3 We'll make sure any repairs or replacements are arranged and completed as quickly as possible. Here's what you can expect:
 - We'll respond and assess the issue within 24 hours
 - We'll let the contractor or developer know within 10 working days
 - If we need specialist surveys or legal advice, we'll notify them within 30 working days.



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- 2.4 We'll keep clear and detailed records of all reported problems, including updates, reports, and follow-up checks.
- 2.5 We'll regularly review how we fix problems to make sure our approach is working and make sure that we are always improving.
- 2.6 We'll follow a clear process (as outlined in our standard operating procedure for latent defects) to find, assess, and fix these issues, ensuring safety, compliance, and quality standards.

3. Remedial approach

We'll:

- 3.1 Identify, address, and resolve latent defects in a planned and effective way.
- 3.2 Investigate the root cause of a defect or problem (e.g. damp and mould, structural cracks).
- 3.3 Plan how to fix it, with input from our contractors.
- 3.4 Carry out necessary repairs or replacement works.
- 3.5 Monitor and communicate progress to our customers and stakeholders.
- 3.6 Ensure the work complies with legal and safety standards.
- 3.7 Seek to recover the costs of rectifying latent defects from responsible parties, such as contractors, developers, or warranty providers, where possible.

4. Customer impact and communication

- 4.1 We are committed to ensuring our customers are kept fully informed throughout any works, investigations, or remedial works. We will provide clear and accessible communication at every stage, including updates on progress, timescales and any changes that may impact the customer.
- 4.2 Appropriate action will be taken in line with our Decant policy, where required. This may include temporary or permanent relocation to alternative accommodation if it is not safe for the customer to remain in their home.
- 4.3 We'll pay special attention to customers who may need extra support, in line with our Prioritisation Policy, ensuring their circumstances are taken

into account when deciding what work needs to be done and when.

5. Warranty information

5.1 All new homes are protected by a valid new build warranty, typically arranged and provided by the Contractor, Developer, or Housebuilder. This is held by us. Acceptable providers include NHBC, Premier Guarantee, LABC, or other recognised warranty providers.

5.2 Policy documents will be provided to A2Dominion, immediately prior to practical completion*, as part of the handover pack and preparation and maintenance manual – a comprehensive document that includes drawings, manufacturer warranties, manuals, etc.

*Practical completion is the stage when a new building or home is finished to a point where it is ready to move into and use. This is when:

- All major construction work has been completed
- The home is safe and ready to live in
- There might still be a few small things to fix (called *snagging issues*), but they don't stop you from using the home.

5.3 The warranty will clearly set out the following;

- Duration and expiry date of the warranty
- Type and level of cover
- Sum insured
- Claims process and contact details.

5.4 If a warranty is still valid, we will refer any defects that fall within its cover to the relevant contractor.

5.5 We will complete the following checks to ensure the warranty is valid, before progressing a claim:

- **Maintenance compliance** – The property has been maintained in line with the instructions in the operation and maintenance manual.
- **Warranty validity** – no unauthorised works, alterations, or modifications have been done that could invalidate the guarantees on the building or its materials.

5.6 Contractors or developers may request evidence of these checks during the claim process. The relevance of such checks will vary depending on the nature of the defect and should be considered accordingly.

- 5.7 We'll check our asset records to see if any third parties have done any work on the part/s affected. This includes identifying:
- Who carried out the work
 - What work was undertaken
 - When it was completed.
- 5.8 Our due diligence will ensure any claim made is appropriately directed and avoids pursuing abortive or ineligible warrant claims. We'll carry out thorough checks to ensure each claim is sent to the right place and avoid delays caused by claims that aren't covered by warranty.

6. Definitions

- 6.1 **Latent defect** – Faults or imperfections in a building's structure or materials that are not immediately visible and may be seen over time.
- 6.2 **Contractors** – Hired to carry out construction or maintenance work.
- 6.3 **Decant policy** – a policy outlining the procedures for temporarily or permanently relocating customers if their current home is unsafe.

7. Monitoring and reviewing

- 7.1 The effectiveness of this policy will be checked by the Asset Management team. It will ensure that latent defects are identified, managed and resolved in line with legislative requirements and our own timescales.
- 7.2 This policy will be reviewed every three years or sooner if:
- There are significant changes in legislation or regulatory requirements.
 - Feedback from internal stakeholders or customers indicates a need to strengthen our approach.
- 7.3 Carry out regular quality assurance to assess the effectiveness of our approach and identify any gaps in compliance or practice.

8. Consultation

- 8.1 This policy has been consulted with the Customer Board Member, all relevant stakeholders and [Altair](#).

9. Equality, diversity & inclusion statement

- 9.1 A2Dominion Group, colleagues, partners, stakeholders and contractors are committed to providing services which are relevant and appropriate to

the needs of people. We will treat everyone fairly and without discrimination.

- 9.2 We will ensure that all our services relating to this policy are accessible and available for customers as set out in the requirements of the Equality Act 2010.
- 9.3 An equality impact assessment has been completed for this policy.

10. Data protection statement

- 10.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 10.2 A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:
- A2Dominion Housing Group Limited: Z4843307
 - A2Dominion Homes Limited: Z9799978
 - A2Dominion South Limited: Z7835340
 - A2Dominion Housing Options Limited: Z5412073
 - A2Dominion Residential Limited: Z3391351
 - A2Dominion Developments Limited: ZA103931
 - Pyramid Plus London LLP: Z3594227
 - Pyramid Plus South LLP: Z3594230
- 10.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information to provide housing services and meet our contractual and legal obligations. Anyone allowed to access personal data must always handle it properly and follow the relevant laws and regulations at all times.
- 10.4 For information on how we collect, store, process and use customers' personal data, please visit a2dominiongroup.co.uk/privacy-and-cookie-policy.
- 10.5 For employee related privacy statement, please contact our People Services Team at people.support@a2dominion.co.uk.
- 10.6 You can also contact the Data Protection Officer / Data Compliance Team at governance@a2dominion.co.uk