



Case study

Consumer Code for New Homes

The Buyer complained that the Developer applied unfair terms in the Contract of Sale and did not comply with its obligations in relation to notification of delays to the date of Anticipated Legal Completion. The Buyer also claimed the Developer changed the heating method and the construction material for the windows without consulting her. The Buyer claimed a refund of deposits paid and reimbursement of solicitor's costs and interest totalling. £14,855.40.

The Developer was found to be in breach of section 5.1 of the Code, and the Buyer entitled to a reimbursement of the deposit of £13,400.00

You can find more information about the Consumer Code for New Homes here - <https://www.tradingstandards.uk/commercial-services/code-sponsors/consumer-code-for-new-homes>

ENDS

Notes for Editors:

For press queries, email CTSI Press Office: pressoffice@tsi.org.uk, or call 01268 582240.

The Consumer Codes Approval Scheme is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

Chartered Trading Standards Institute (CTSI)

The Chartered Trading Standards Institute (CTSI) is a training and membership organisation that has represented the interests of the trading standards profession since 1881, both nationally and internationally. It aims to raise the profile of the profession while working towards a safer, fairer, and better-informed society for consumers and businesses. CTSI's members deliver frontline trading standards services in local authorities. www.tradingstandards.uk.