

# Training course fact sheet

## Effective Snagging and Handover 1 day

### Brief outline / aims

The course is split into two distinct areas. The first being a site visit to a suitable site where the attendees would be asked to snag two plots. These plots should be at pre handover stage and pre plaster stage. It is not important that these plots are complete, as the reason for the visit is to identify what the attendees would be looking for during a snagging inspection. This would not necessarily be confined to snags, but also any area that could be presented in more aesthetically pleasing way. During the visit the trainer will take photographs of the plots.

The second part of the course would take place in a suitable training room. The photographs taken on site would be reviewed to establish what had been witnessed to show existing good practice and give guidance on how other areas could be improved.

There is a unit on the House Building Federation Home Buyers Scheme, where the builder's recent figures would be reviewed to establish what the builder's home buyers are saying about their properties. This is to give a focus on how important the home buyer is to the star system and the importance that the home condition would be to them.

There is a unit on the NHBC pre handover inspection to clarify the process at pre handover and to give guidance on what NHBC would be inspecting and how the certificate is issued. This section also covers any reportable items that may be discovered at pre handover and how this can affect the issue of the cover note.

There are then some workshops where the attendees are split into groups of 3 or 4 to discuss the following questions:

- What are the barriers to handing over the perfect property
- What can you do to overcome these barriers
- What can others do to assist you in overcoming these barriers.

The attendees would write down comments on the first question and these would be collated by the trainer and discussed with the attendees to establish the areas of concern.

The second question is to discuss what the attendees as individuals and groups can do to improve the areas. The trainer will discuss these areas with the attendees and may give guidance on some areas that would assist the attendees to overcome the issues.

The third question is to ascertain what assistance the site personnel may need from others as some areas would be beyond the control of the site staff.

These comments would be collated by the trainer and placed in a brief report which will be issued to the builder to give feedback on what the attendees regard as site issues.

The day completes with a section on systematic snagging, where guidance is given on how to prepare for the pre handover inspection and a finally discussion on the demonstration visit and how to make this successful.

### Suitability

The course is designed for site management teams and anyone who would be snagging a completed property.

### Numbers

It is recommended that there is a **maximum of 16** delegates.

### Delegate pre-requisites

No direct pre-requisite but it is recommended that delegates do have a knowledge of snagging houses.



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## Outline programme

- **Aims** - to explain the NHBC Pre Handover inspection and give guidance on preparation the inspection.
- **Objectives** - by the end of the course the delegates will be aware of the importance of preparing the property for the NHBC pre handover inspection

## Course Content

- Benchmarking 'what good looks like'
- Be able to describe the key issues that customers comment on
- Exploring the barriers to delivering high quality homes
- Developing a consistent approach to finishes
- The importance of effective handover and after sales.

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## Timing

09:00 to 16.30 with two, 15 minute tea/coffee breaks and 45 minutes for lunch.

## Refreshments

(Timings shown are flexible and should be agreed with the trainer on the day)

- 08:30 Tea/coffee available on arrival
- 10:30 Tea/coffee, biscuits
- 12:30 Lunch
- 14:30 Tea/coffee, biscuits

## Training room

The first part of the day will completed on a suitable building site where there are plots which are at, or near handover, and, if possible a plot at pre plaster level. The rest of the day will be spent at a suitable venue with a meeting room. This venue must have the facility for power point presentation that would be visible to attendees (please consider travel distances 15-20 minutes max)

## AV equipment

Projector, Projector screen (or blank wall) and flip chart. If a projector is not available NHBC must be informed 3 weeks before the training day.

## Site visit/site facilities required

Candidates will require the relevant site PPE for the site visit.