# Structural Warranty Inspection Requirements

Your policy is subject to a **Building Control Assessment**. This guide is designed to help you understand the process and enable you to familiarise yourself with your responsibilities during the build period. The Building Control Assessment is only available through a Building Control provider partnered with Protek and is designed to enable a single provider of site inspections.

**You MUST instruct your Building Control provider to upload their inspection reports, photos and inspection tracker to Protek's Technical Auditor, Surveyor Link Limited.**

**Your Building Control provider may make a charge to you for providing the additional service of uploading their reports to the Technical Auditor's system.**

**Should your Building Control provider decline to upload this information to Surveyor Link, or fails to do this in a timely manner, alternative technical audits will need to be arranged by Protek and charged to you to complete the technical audit process. Your insurance quotation makes this a Condition and failure to comply will result in cancellation of the warranty.**

## Do I need to comply with the Protek Development Tracker and my Building Control provider's tracker?

Yes. Once the Building Control report/tracker is uploaded, an independent Building Control Assessment will be carried out for the purposes of your Structural Warranty. It is completely separate to your Building Control provision. Following the assessment, Protek's Technical Auditor will update the **Development Tracker**. It will be released and emailed to you directly from SurveyorLink Limited. If you wish for any additional people, contractors, architects or other parties involved in the project to also receive copies please email customerservice@protekwarranty.co.uk with your written instructions to do so, quoting your policy reference and project address.

## What is the Development Tracker?

The Development Tracker is an important document and will detail any defects or requests for additional information (RFI) identified during the Building Control Assessment. A 'Defect' is an item the Technical Auditor believes does not meet the Technical Manual. A 'Request For Information' (RFI) tracks items such as design or product application details we require inorder to substantiate the design and/or workmanship. Each entry on the Development Tracker will highlight what's been identified or requested, the risk to the insurer and what you need to do to resolve it. The status will indicate whether or not it has been resolved.

## What if I have not received my Development Tracker?

If the Development Tracker has not been received within 5 working days following a your site inspection, please contact Protek Customer Services.

## What information will I need to provide?

You will need to provide construction drawings and a site investigation report. You will also need to supply any information requested on the Development Tracker to resolve Defects and Requests For Information. **It is critically important YOU address any items identified on the Development Tracker in a timely manner to avoid exclusions in cover or possible withdrawal of the warranty down the line. Your Building Control provider will not do this for you**. If the culmination of the technical audit process does not confirm the project to be a normal risk for insurance, then Protek will be unable to issue a Certificate of Insurance.

Any information and/or remediation evidence should be sent with your policy reference and the defect/RFI number to: customerservice@protekwarranty.co.uk

## Who is the Technical Auditor, what do they do?

Surveyorlink

The Technical Auditor function is carried out by Surveyor Link Limited. Their role is to audit the site reports, photographs and any remediation evidence to satisfy the insurer that the project represents a normal risk and meets with the requirements of the Technical Manual.

**This is separate to Building Control.**

## Technical Helpline

You can speak to a technical auditor to assist you in understanding the raised defects:

**0333 456 0303**

## How long do I get to provide the information requested?

Any requested evidence, information and documents communicated via the Development Tracker should be submitted to Protek as soon as available and before works progress or can no longer be seen or accessed.

**Following the final inspection of each Housing Unit, you will have up to 90 days to satisfy any outstanding Defects and Requests For Information in order to achieve the policy certification. If outstanding matters are not resolved during this time, a separate Technical Audit inspection may be required, before cover can be incepted and policy certification issured. Any additional inspection will be at an additional charge to you.**

## The phasing or schedule has changed, what do I do?

If you have multiple housing units on the site, and the phasing of the works changes compared to that originally confirmed during the quotation process, you should contact Protek as soon as possible to provide the new phasing details.

Changes to the phasing may result in additional inspections being required, which will be at an additional charge to you.

## What else do I need to provide?

Following receipt of the final inspection report; in addition to dealing with any matters which remain outstanding in the Development Tracker, you will also be asked to supply Protek with a copy of the following documents where relevant:

**Certificates**

- Pre-completion Sound Test – (where applicable)
- Boiler Installation Test and Commissioning Certificate
- HETAS Certificate (if applicable)
- As Built SAP
- EPC Certificates
- Electrical Certificates
- Slate declaration Of Performance (if applicable)
- Building Control Completion Certificate

**Subjectivities**

Any other items requested in the Subjectivities shown on your Building Period Certificate.

Any information and/or defect remediation evidence should be sent with your policy reference and the defect/RFI number to: customerservice@protekwarranty.co.uk

## Additional Inspections

Additional inspections may be required in circumstances that are outside of the key stages. Eg.,

- a failed inspection
- to reinspect remediated defects on site
- as a result of a change to the phasing of the works
- changes in design
- 90 days elapsed since the completion inspection

If additional inspections are required, Protek will try to inform you at the earilest oportunity. Any additional inspections, over and above the original inspections allowed for, will be charged to you accordingly.

## Need assistance?

Protek's customer service team are on hand to help you throughout the Building Control Assessment process and will contact you shortly after receiving your first inspection report to ensure everything is running smoothly.

You can contact the team at:

customerservice@protekwarranty.co.uk

**0333 456 0404**



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