Structural Warranty Inspection Requirements

Your **Self Build Structural Warranty Policy** is subject to a **Technical Audit**. This guide is designed to help you understand that process and enable you to familiarise yourself with your responsibilities during the build period.
Protek's Technical Auditor has been instructed to provide the Technical Audits on your project. The site surveyor will contact you within three working days to introduce themselves and to arrange the first visit to site. Please ensure you return any messages left by the surveyor at your earliest convenience to prevent delays.

How do I receive the results of the site inspection?

Following the inspection, the site surveyor will compile their site report and update the Development Tracker for submission to the Technical Auditor for review. The inspection report and **Development Tracker** will be audited, 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, (eg your project manager) 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 Technical Audit. A 'Defect' is an item that the surveyor or Technical Auditor believes does not meet the Technical Manual. A Request For Information tracks items such as design or product application details that we require 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 your site inspection, please conatct 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.** If the culmination of the 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.

Where do I upload information?

Any information and/or Defect remediation evidence should be uploaded via your customer profile by logging in at:
www.protekselfbuild.co.uk

If you experience any problems with uploading information, please contact our Customer Service team at:

customerservice@protekwarranty.co.uk

0333 456 0404

Who is the Technical Auditor, what do they do?

Surveyorlink

The audit function is carried out by Surveyor Link Limited. Their role is to appoint a surveyor to carry out the site inspections, liaise with the appointed surveyor and audit their reports 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 raised defects:

0333 456 0303

Key Inspection stages

Your quotation will detail the number of key inspections that have been allocated. If additional inspections are required (due for example to a change in build programme or design, defect reinspection purposes, or a failed inspection visit) these will become chargeable.

A typical project will be inspected at:

- Foundation Excavations
- DPC/DPM
- Cavities
- Completion

If the project includes an element of timber frame then the cavities inspection will be replaced by a Roof On inspection.

Due to the variation of project and construction types, property sizes and design complexity, these stage may change and will be communicated on your inspection report.

Next Inspection – Please provide 5 working days' notice

It is your responsibility to contact the surveyor at the appropriate times for the next inspection stages. The next inspection stage will be recorded on the site inspection report.

If 5 working days' notice is not provided, the inspection will depend on the surveyor's availability and there may be an additional fee charged for attending the site earlier.

Short notice site visit cancellations

Less than 24 hours notice of cancellation of a pre-arranged survey visit will result in the full cost of the inspection being chargeable.

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 further site 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 Developer Tracker, you will also be asked to supply Protek with a copy of the following documents where relevant:

Certificates

- 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.

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 audit 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

Protek Group Limited | First Floor Marlbridge House I Enterprise Way I Edenbridge I Kent I TN8 6HF | T: +44 (0) 333 456 0404 I E: info@protekwarranty.co.uk
Protek Group Ltd is authorised and regulated by the Financial Conduct Authority - Reg. No. 999394. Registered office: First Floor Marlbridge House, Enterprise Way, Edenbridge, Kent, TN8 6HF. Registered in England and Wales. Company Number 09616620.