



NEW HOMES SURVEY PORTAL

YOUR GUIDE TO ACCESSING, INTERPRETING,
AND USING NEW HOMES SURVEY DATA

INTRODUCTION

Welcome to your New Homes Survey. This document will introduce you to the New Homes Survey Portal, the data and analysis available to you, and how to use it.

There is a wealth of valuable feedback available through New Homes Survey, and we are looking forward to helping you get the most out of it.

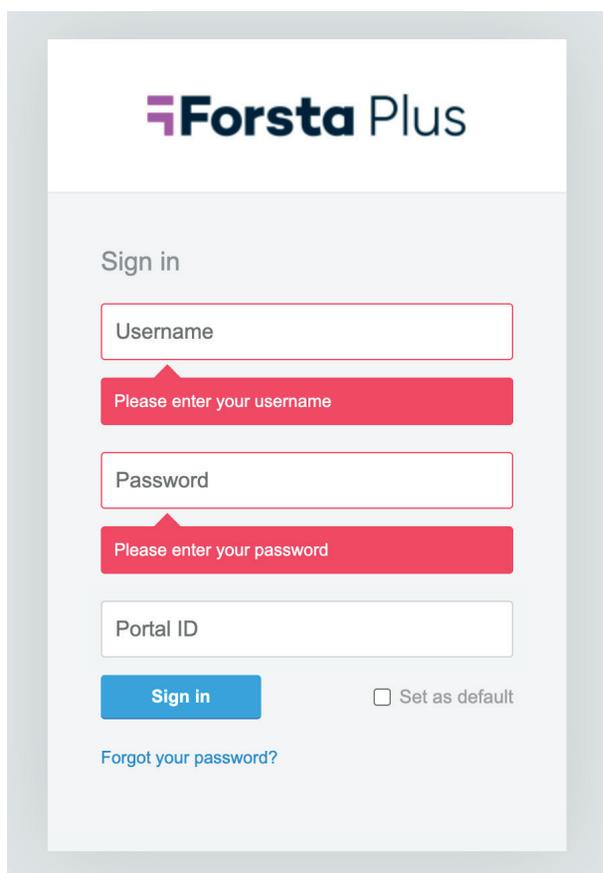
Let's get started by logging in.

Logging in to the portal

The log in details for your portal are supplied to the key contacts nominated by your business while signing up to the New Homes Survey.

To locate these details, search a key contact's inbox for "New Homes Survey Welcome Pack", and you will find a copy of your log in details, along with a link to the portal itself.

If your log in details do not work, try using the password reset function on the portal log in page. If you have any difficulties resetting your password, contact newhomessurvey@labcwarranty.co.uk.



The screenshot shows the Forsta Plus login page. At the top is the Forsta Plus logo. Below it is the 'Sign in' heading. There are three input fields: 'Username', 'Password', and 'Portal ID'. The 'Username' and 'Password' fields have red error messages below them: 'Please enter your username' and 'Please enter your password' respectively. Below the 'Portal ID' field is a blue 'Sign in' button and a checkbox labeled 'Set as default'. At the bottom left, there is a link that says 'Forgot your password?'.

THE NEW HOMES SURVEY DASHBOARD

Your survey dashboard presents visualisations of all the data collected by the New Homes Survey, presented in one convenient spot.

These charts are automatically generated by the survey feedback that your home buyers submit, and will be continually updated as surveys are completed.

What we mean by valid responses

In your dashboard, you may see the term “valid responses” pop up. A valid response is defined as a finished survey, returned by an owner and occupier of a property, completed and returned within 140 days of a home’s legal completion date.

If you are using the New Homes Survey to build your Home Builders Federation (HBF) Star Rating, this rating will be generated exclusively by valid responses.

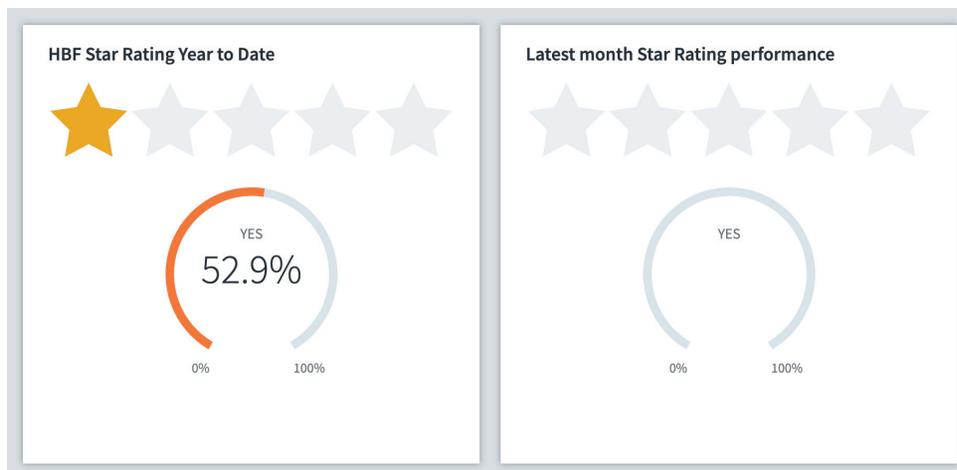
YOUR DASHBOARD EXPLAINED

The Reporting Period

In the top left of the dashboard you can choose a Reporting Period. Adjusting this period will change the data reflected in the visualisations and charts on your dashboard.

This is useful for generating month-by-months reports, or for reflecting on your performance from previous months and years.

Your HBF Star Rating



If you are using the New Homes Survey to build your HBF Star Rating, Valid Responses will be used to generate this visualisation.

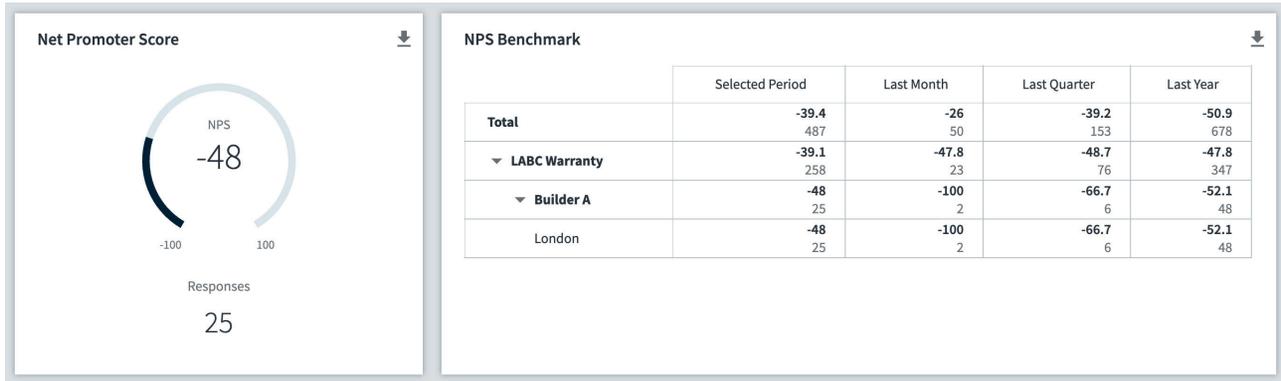
On the left, you will see your HBF Star Rating from your survey year-to-date, and the previous month's data in the visualisation on the right.

Please note that while the system shows the calendar year-to-date, the HBF Star Rating is gathered from October 1 to September 30 the following year, and your rating will be informed by results gathered in that period.

What these numbers mean:

- 1 star = 50-60% would recommend
- 2 stars = 60-70% would recommend
- 3 stars = 70-80% would recommend
- 4 stars = 80-90% would recommend
- 5 stars = 90-100% would recommend

Your Net Promoter Score

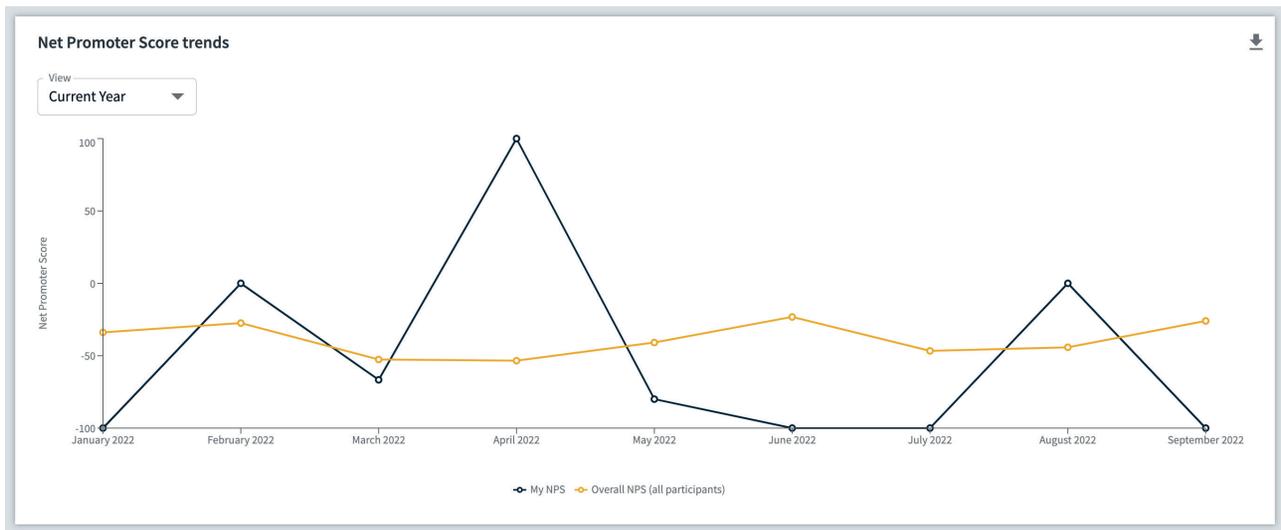


Net Promoter Score (NPS) is a measure of how likely your customers are to recommend you to others. Measured on a scale of -100 to +100, an NPS of zero indicates that your home buyers are just as likely to recommend you as not recommend you to a friend.

Your NPS is measured from all responses, not just valid responses, even if they were returned outside the 140-day window.

The visualisation on the left shows your NPS for the Reporting Period you have selected. On the right, you can see your NPS benchmarked against regions, against individual builders, and against years and quarters.

Net Promoter Score benchmark



This visualization charts your NPS over time, and provides an industry benchmark for that score.

The dark blue line is your data, and the yellow line is averaged from all the other builders and developers using the New Homes Survey, letting you compare your performance against similar businesses.

Month-by-month performance

Latest Overview ↓											
View Current Year ▼											
	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	Year Score	Previous Year
Survey Status (Green=open)											
The build quality?	50%	20%	66.7%	50%	60%	100%	0%	50%	0%	44%	43.8%
Service provided by your builder during the buying process?	50%	40%	33.3%	50%	60%	0%	50%	0%	0%	36%	37.5%
Your builder in relation to completing the construction of your home on time? (If construction was already complete when you reserved your home please mark 'NA')	50%	40%	0%	50%	80%	50%	100%	0%	0%	44%	45.8%
The cleanliness on the day you moved in?	0%	80%	33.3%	50%	60%	0%	50%	50%	0%	44%	54.2%
The content and format of the information provided by your builder?	50%	80%	33.3%	0%	60%	50%	100%	0%	50%	52%	47.9%
The handover process on the day you moved in?	50%	40%	33.3%	0%	40%	0%	50%	50%	50%	36%	45.8%
The standard of finish?	0%	80%	33.3%	50%	40%	0%	0%	100%	0%	40%	25%
The internal design and layout?	100%	20%	0%	50%	40%	100%	50%	50%	100%	48%	31.3%
The provision of storage?	50%	40%	0%	0%	80%	100%	0%	50%	100%	48%	31.3%
The external layout (e.g. garden, access etc.)?	100%	20%	0%	50%	20%	0%	50%	50%	100%	36%	41.7%
The external design of your new home (i.e. kerb appeal)?	50%	80%	0%	100%	40%	50%	0%	50%	50%	48%	50%
Zero problems reported	0%	60%	0%	50%	40%	100%	50%	0%	0%	36%	43.8%

The month-by-month module reports your performance in individual questions. This performance is expressed as a percentage score, displaying the percentage of respondents who returned a “satisfied” or better response for that specific question.

This lets you quickly identify areas in which you are excelling, areas in need of improvement, and evaluate your performance in specific areas over time.

The field “Year Score” shows your performance in a specific question year-to-date, with “Previous Year” showing your performance from last year.

The months highlighted with a green field indicate ‘open’ months. Open in this context means that a respondent may still submit a Valid Response for that month, and homes finished in this period may still affect your HBF Star Rating.

EXPORTING DATA

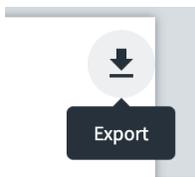
If you would prefer to take your data or visualisations out of the New Homes Survey Portal, you can do this at any time.

Download responses

The responses to your survey are available for download in the Data Export tab on your portal, and on any tables in your dashboard.

To download your data, visit the Data Export tab or find a table, and set your reporting period. Then, click the download button in the top right of the table, and the portal will generate and download an Excel file of your data.

Download images



To download a PNG image of the individual visualisations or graphs in the New Homes Survey Portal, click the download icon in the top right, and the portal will automatically generate and download your image.

Download a PDF



To download a PDF of your dashboard page, click the page PDF export button in the top right, and the portal will automatically generate and download a PDF of your dashboard. You may also choose to print a copy of the dashboard page.

QUESTIONS? TALK TO US

You can find a further FAQ on our New Homes Survey resource page <https://www.labcwarranty.co.uk/survey-resources>.

If you have any difficulties with your New Homes Survey Portal that cannot be answered here or through the FAQ, you are more than welcome to get in touch.

Contact us with a message outlining the issue you are experiencing, and we will be in touch as soon as possible.

Email: newhomessurvey@labcwarranty.co.uk

