

Enhanced site scoring and quality framework

Frequently asked questions

Why has the scoring system changed?

The scoring system has been updated to improve clarity for developers and align scoring to key construction stages, while still supporting visibility of workmanship quality.

Is this an end-of-stage only inspection process?

No. Although scores are presented only at the Key Stages, surveyors will continue to undertake risk-based inspections, whole-site reviews, and plot-level checks throughout the build. This ensures ongoing quality monitoring beyond the staged scoring framework.

Which stages will be scored?

You will see scores for:

- Foundations.
- Superstructure.
- Pre Plaster.
- Pre Handover.
- Roof stages (for apartment blocks).

These stages offer a clear, consistent view of build progress (additional inspections may be undertaken where risks are identified).

How does the scoring work?

The updated numerical scoring now runs on a 1–6 scale, replacing the older 1–5 system.

- 1–3 = not compliant with technical standards.
- 4–6 = compliant with technical standards.

Surveyors assign a score based on the quality they observe against the relevant stage of works. Plot or block scores are generated individually and stage scores reflect the averaged output of the units inspected.

What do the scores mean?

The table below shows how workmanship on your site is evaluated during a warranty inspection, helping to highlight strengths and recognise the quality demonstrated across individual plots or blocks.

1-6	Quality	Definition
1	Very poor	Significant number of non-compliances with our Technical Manual and/or Building Regulations. Significant risk of a claim and imminent danger in regard to health and safety.
2	Poor	Many minor non-compliances and/or some significant non-compliances with our Technical Manual and/or Building Regulations.
3	Requires improvement	Some minor non-compliances with our Technical Manual and/or building regulations.
4	Good	Complies with our Technical Manual and building regulations.
5	Very good	Complies and shows extra attention to detail beyond requirements.
6	Outstanding	Complies and the work seen cannot be improved upon.

Will my scores go down?

We do not anticipate that scores will go down as we move to a 1-6 scoring system, but we must also stress that your scoring data pre May 2026 will not migrate into the new 1-6 system.

Your first inspection under the new system will generate scores against new criteria, and your site will start accruing new scores from scratch.

There is no continuity between your old 1-5 score and your new 1-6 score.

How are awards affected?

Very little is changing with awards, and you should not notice any awards-related changes as we shift from one scoring framework to another.

Adherence to the Technical Manual and the Good Practice Guide will always pay dividends when it comes to awards judging, and putting the construction of quality homes first will always be our joint aim.

An award-winning site today will still be in awards contention after this change is deployed.

Can a plot be scored more than once in the same stage?

Yes. Plots may be scored multiple times as works progress.

However, the lowest score recorded within that stage becomes the compliance score, used for formal reporting and performance tracking. Subsequent scores provide additional insight on quality, but do not replace the compliance score.

Will photos accompany scores?

Yes. Each score will include a site photograph to illustrate why that score was given, improve clarity, and support discussions between site teams and surveyors.

How does this affect previous scores?

Legacy 1–5 scores will remain available on the Extranet but will not be used going forward.

Under the updated scoring approach starting from April 2026, all sites begin building scores fresh under the 1–6 scale.

You will be able to view and download your historical scoring data from within the reporting suite.

When will I be scored?

Scoring is captured at the key construction stages only. While surveyors continue to carry out risk inspections throughout the build, stage-based scoring provides a clear and consistent reporting structure for developers.

Where can I view my scores?

In the same place you have always found them. Your new scores will be available on our Extranet, alongside historical records and associated site photographs.

How can I view my old scores?

Your 1-5 scores will be available to view or download from our Extranet at your convenience.

What should I do if I have questions?

Your first port of call for questions should be your assigned Risk Management Surveyor. They would be happy to answer questions about scoring specific to your site.