

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 at plot and block level, focusing on quality of workmanship.

By focusing the scoring system on the quality of plots and blocks, we can help you maintain the highest standards in homebuilding, and offer you a more insightful, granular look at your site performance while identifying risks before they have a chance to become defects.

This includes offering you:

- Data on the performance of every plot or block on your site.
- Photographic evidence of every single plot and block inspected by your Surveyor.
- A 1-6 scoring system to make performance comparison across sites easier.

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

No. Although only Key Stage scores at each plot are used to calculate the overall site score, Risk Management Surveyors will continue to undertake risk-based inspections, provide guidance, and deliver additional value services where required, throughout the build. This ensures ongoing quality monitoring and technical support beyond the staged scoring framework.

At each Key Stage, the work completed within each plot up until that point will be scored and evaluated against the Technical Manual, highlighting any potential risks that are evident on works that are in flight, to prevent them becoming defects on the next stage inspection.

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 non-compliances with our Technical Manual and/or Building Regulations (if relevant). Significant risk of a claim. |
| 2 | Poor | Several minor non-compliances and/or some significant non-compliances with our Technical Manual and/or Building Regulations (if relevant). |
| 3 | Requires improvement | Some minor non-compliances with our Technical Manual and/or Building Regulations (if relevant). |
| 4 | Good | Complies with both our Technical Manual (Functional Requirements and Performance Standards) and Building Regulations (if relevant). |

| | | |
|---|-------------|--|
| 5 | Very good | Complies with technical standards and show good attention to detail beyond requirements. |
| 6 | Outstanding | Fully compliant with technical standards, work exceeds requirements and 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 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.

What is a risk?

A 'risk' is something that your Risk Management Surveyor sees on site that does not yet meet the criteria to be considered a 'defect' but, unremedied, would likely develop into a defect.

Risk Management Surveyors will highlight and log these risks in the course of their inspection.

How are awards affected?

Following our scoring approach, awards will also grade quality in construction as the primary focus.

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

Yes, although unlikely – the inspection regime is planned to cover all key stages once. Plots may be scored multiple times as works progress, where the need arises. However, an individual plot's score for a Key Stage can only be registered once. The key stage score would be the lowest score recorded within the stage to ensure consistency, fairness and transparency surrounding stage performance.

Will photos accompany scores?

Yes. Each score will include a site photograph to illustrate why that score was earned, improve clarity, and inform 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, 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?

Scores captured at the Key Stage inspections are the only scores that contribute to the overall site score. While surveyors continue to carry out risk inspections throughout the build where required, Key Stage-based scoring provides a clear and consistent reporting structure for developers.

Where can I view my new scores?

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

Please note, however, that the new scoring starts fresh from zero. You will not see any new scores until an inspection has been completed under this system.

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.