

# Guide to Services

**premier**  
guarantee<sup>®</sup>

It's a  
Premier  
Guarantee

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# About Us

Building is a complicated process. It takes a lot of time, a great amount of varying expertise and a serious amount of effort to go from the idea of a development, to that glorious moment of stepping over the threshold of a completed project.

Anyone working in the industry knows there will be tough times where things go wrong and all the planning in the world could not have prevented it. And at those moments, when the pressure is on, that's when you gather the team around you and lean on them for support and energy to move onwards.

Building a trusted team is rarely discussed but knowing people are doing what they are supposed to, getting things done and know what they are doing – that is priceless! With our years of experience, no one knows the complexities of this process, the challenges projects face and the issues with the wider industry better than Premier Guarantee.

That's why we see ourselves as part of your team. Our confidence in our ability to deliver projects means we will put our name to it, and when we are satisfied, we give our clients' end product a Premier Guarantee.

A Premier Guarantee means it's a job well done.



**Tailored Cover** - Unlike other providers who use one policy to cover all development types, we offer a comprehensive range of cover tailored to specific schemes. All our structural warranties can be used individually or together for mixed-use projects, including social housing and private rental schemes.



**Our Team** - We employ over 450 staff, over 200 of which are part of our technical team: building surveyors, structural engineers, plan checkers, project managers, façade specialists, basement specialists, technical training staff and claims investigators.



**Our Culture** - of continued improvement is supported by the fact that we have completed development and launched a bespoke software system. This system uses innovative, cutting edge technology and harnesses the global benefits of the internet. This will provide transparency of business information which can be shared and integrated across the business and with staff, clients and insurers alike.

# Approvals & Accreditations

**UK Finance Approved  
Warranty Provider**



[www.cml.org.uk](http://www.cml.org.uk)

**ACAI Approved**



[www.approvedinspectors.org.uk](http://www.approvedinspectors.org.uk)

**Co-founders of the Consumer  
Code for Home Builders**

**CONSUMER  
CODE FOR  
HOME BUILDERS**

[www.consumercode.co.uk](http://www.consumercode.co.uk)

[www.consumercode.co.uk](http://www.consumercode.co.uk)

**CICAIR Approved**



[www.cic.org.uk](http://www.cic.org.uk)

**HCA Approved Warranty Provider**



[www.gov.uk](http://www.gov.uk)

**ACAI Approved Inspectors**



[www.cbuide.com](http://www.cbuide.com)



# Our Insurers

Our policies are underwritten by 'A' rated insurers, giving you and your buyers added security, protection and peace of mind for the duration of your policy. Our panel of insurers gives us the ability to provide flexible, secure solutions regardless of the size of your project.



HSB Engineering Insurance Ltd (HSBEIL) is a leading specialist provider of engineering and technology insurance, and inspection services.

HSB's specialist underwriting in the UK and Ireland covers a broad range of risks including construction, cyber, computer, equipment breakdown and energy.

Built on a foundation of specialist insurance, engineering and technology HSB is a global provider, with over 150 years of technical risk knowledge and experience, that sets the standard for excellence worldwide. Part of Munich Re, HSB is rated A++ (Superior) by A.M. Best Company.

The logo for Lloyd's, consisting of the word 'LLOYD'S' in white, uppercase, serif font centered within a solid black rectangular box.

Lloyd's of London is the world's specialist insurance and reinsurance market.

It is often the first to insure emerging, unusual and complex risks. Lloyd's currently enjoys an 'A' rating from A.M. Best, 'A+' from Standard & Poor's Financial Services LLC and 'AA-' from Fitch Ratings Inc.



A top global insurance brand and one of the 50 largest companies in the world. They operate in 59 countries, representing over 100 million clients.

AXA Insurance have a Financial Strength Rating (FSR) of 'A+' according to Standard & Poor's Financial Services LLC



Aviva provides life insurance, general insurance, health insurance and asset management to 33 million customers. In the UK they are the leading insurer serving one in every four households and have strong businesses in selected markets in Europe, Asia and Canada. Their shares are listed on the London Stock Exchange and they're a member of the FTSE100 index. Aviva has a Financial Strength Rating (FSR) of A+ (Positive) from Standard & Poor's Financial Services LLC

# Our Warranty

Historically Commercial Latent Defects insurance provides building owners with protection for defects caused by faults in the design, materials or workmanship in the main structural and waterproofing elements of an insured property.

Policies are typically 10 years in duration (but can be 12 years), non-cancellable and are transferrable to future property owners within the policy period.

The insurance cover goes hand-in-hand with a Technical Audit, which is undertaken as a pre-requisite to the provision of cover. The audit comprises a check of the design and structural calculations and site visits to assess the quality of construction.

**Each of our policies have different levels, limits and sections of cover, so make sure you fully understand what cover is available to you. Details of cover can be found on our website [www.premierguarantee.com](http://www.premierguarantee.com), or by contacting our team on 0800 107 8446.**

## **The benefits of cover can be summarised as follows:**

- A lender's investment is protected against loss;
- Adequate insurance cover means the property owner is less likely to default on loan payments should a major structural defect be discovered;
- Enhanced owner protection;
- The Technical Audit ensures high quality and consistent building standards;
- Sums Insured can be indexed linked, protecting policyholders against inflation;
- The building owner does not have to prove fault or negligence by third parties in the event of a valid claim as the LD policy will pay first and subrogate against negligent parties;
- Immediate funds are provided to rectify defects and repair damage.

Our policies provide fast, robust and above all secure protection, which as a first party policy provides a superior option against other classes of insurance and provides lenders and building owners with the security of knowing their investment is protected.

# Building Control

Our Building Control team have a broad base of residential and commercial experience, from low rise to high-rise, the team is able to cope with any project requiring building control.

We are a registered approved inspector with CICAIR. As part of the CICAIR registration, we have to confirm the competencies as set out by the CICAIR knowledge Base and provide returns annually.

We can help you keep on track with your project by delivering a building control service that supports you from the early design stages through the development of the project design through the construction phase and beyond.

We can deliver a local consultation and design review service that has the expertise of a national network of experienced Building Regulation practitioners. Members of our team sit on industry specialist panels in a wide range of technical avenues from the BSI to CABE.

With a dedicated team that are there to ensure every step of you journey with us as your Building Control Body is supportive and proactive. Our design evaluation service will support you to maximise your design, enabling you to meet your client's aspirations whilst achieving regulatory compliance.

We will endeavour to remove obstacles and offer viable option throughout the design journey.

We provide a multi-tiered service that delivers Design review, Site inspection and multi-point internal Audit, providing you 4 lines of defence to ensure your project is fully compliant with the relevant requirements for your project.



**Design Review** – A team approach to ensure the proposed design is suitable and risk is minimised.



**Inspection** – A bespoke and co-ordinated inspection plan to ensure risk areas are inspected and complex details are constructed correctly.



**Audit** - A multi-point multi-tier audit plan to ensure that design review and inspections have protected us against future claims.



**Golden Thread** - A final report confirming compliance has been achieved and risks have been minimised. This documents our review and inspection process for the developer.

Drawing on years of experience of warranty claims learning, we are able to advise on areas that are risk of premature failure, leading your design to be robust and fit for purpose throughout the design life of the building.

Our service seeks to keep you informed, from pre application to completion, regular updates and documentation provides you with an overview every step of the way. Our services are independent of the warranty products but are easily integrated with to provide the best of both worlds.

We aim to deliver a service that supports you every step of the way!

# Our Products

We recognise that as developers you require excellent customer service when working with a structural warranty and building control provider. We are delivering a service specifically designed to meet your warranty and building control needs.

With a dedicated surveying and customer service team, we ensure consistency across all of your sites whilst reducing your points of contact. Ultimately, our aim is to help you finish on time and on budget with our support from design to completion.

## **New Homes**

This covers the building, converting or refurbishing private residential developments

## **Social Housing**

Our Social Housing Warranty provides Housing Associations with up to 12 years cover on new build developments and conversions.

## **Commercial Buildings**

Our Commercial Buildings Warranty has been designed for Developers working on commercial projects and mixed-use developments.

## **Completed Housing**

Our Completed Housing scheme can provide cover for properties, which have been built without the benefit of a warranty in place (subject to scheme criteria). Cover is provided up to the balance of 10 years.

## **Simple Completion**

For any company or individual who is selling completed or partially completed homes which they have acquired through developer insolvency and require cover to meet the criteria of mortgage lenders, allowing them to sell their properties on the private market.

## **High Value**

As the size of development projects continue to increase, so does the requirement for higher limit structural insurance which can be difficult to obtain. Our specialist high value scheme offers residential, commercial and social housing cover for large single blocks and large scale developments.

## **Private Rental / Build-to-Rent**

Our Private Rental Scheme (PRS) provides the latent defect / warranty backing required by funders and institutional investors in purpose-built private rental schemes. Such investments are expected to be built to the correct standards and properly indemnified should structural defects occur.



## Machinery Inherent Defects Insurance (MIDI)

Modern buildings are becoming increasingly complex with up to 40% of construction costs relating to the mechanical and electrical services that support them. These mechanical and electrical services can be plagued by defects caused by poor design, materials or workmanship and this can be highly problematic for the owners and occupiers of affected buildings

Available for periods of up to 12 years(2), our MIDI policy covers damage caused by an inherent defect in insured property that existed prior to practical completion of the building.

Our MIDI policy can provide a number of advantages for developers, investors and occupiers of new buildings, including:

- The removal of reliance on collateral warranties
- The removal of reliance on professional indemnity insurances
- Cover that is fully transferable to future owners of the building
- Cover that complements structural building defects insurance
- The availability of funds for repairs following the discovery of a defect
- No aggregate claims limit over the lifetime of the policy
- A building that can be easier to sell or rent due to enhanced purchaser/tenant confidence

## Product Approval

As part of our warranty application process, developers and builders must ensure that the products and systems they use on site are approved by us in line with the requirements of our Technical Manual. Using products and systems that are not approved by Premier Guarantee may lead to lengthy delays on-site and could result in the development being rejected for structural warranty cover. Our product and system approval process has been developed to help manufacturers gain accreditation under our technical requirements, allowing them to be promoted as an approved system provider, giving customer's confidence in using their products and systems on sites registered with Premier Guarantee.



# Quotation Indication

Contact our team, who will be happy to provide you with a quote indication over the telephone.

To calculate your indication, we will require some basic information:

- If you are not registered with Premier Guarantee, but are registered with another warranty provider, please have your Developer rating to hand.
- A basic overview of your development, such as the number of units you are planning to build and the type of construction you are undertaking.
- If you are requesting a quote indication on our New Homes scheme, we will require the estimated total sale price of the properties you are building.
- If you are requesting a quote indication for any of our other schemes, we will need the estimated total reconstruction cost of the properties you are building.

**Please note that a full application form must be completed in order for a formal, binding quote to be issued.**

# Full Quotation

Simply complete and return our application form and let us do the rest of the work for you.

Quotations usually take no more than five days to process and should we need any additional information with your application, we will contact you to discuss exactly what we need.

We have one form for all warranty and building control requirements and this can be found on our website [www.premierguarantee.com](http://www.premierguarantee.com), or by contacting our team on 0800 107 8446. You don't have to complete any additional forms for registration.

**Please ensure that you fully complete all relevant sections.**

## **How long do quotations take to process?**

A completed application form can be sent via post, email or fax. We respond to all our standard quotes within 5 days with the majority being responded to in less than 2 working days. We recommend you submit the form at the earliest possible opportunity prior to starting on site.

## Your Quotation Conditions

Once you have your quotation from us, there may be some conditions we need you to satisfy before your warranty order can be completed. It's important to note that failing to satisfy the conditions on your quotation will mean we will be unable to release documentation to you – including Certificates of Insurance – once your site is completed.

Remember, you can proceed with your quote acceptance before you satisfy the conditions that are applied to your quotation.

There are two main types of conditions.

First, our underwriters may have specified technical conditions relating to the type of development you are building. These could be requests for additional documentation, such as plans or certification or further clarification on certain aspects of your build. Whatever the condition, it is important that you provide this information as soon as possible to ensure you do not experience delays in your application.

Secondly, our underwriters may require administration conditions which can include security in the form of Escrow deposits or indemnities.

Each application we receive is reviewed by our underwriters to ensure that the parties involved in the development are in a financial position to meet their obligations under our policy. If your financial accounts, company credit score or trading history does not provide a level of certainty additional security may be required in relation to insolvency cover during the build period and/or claims during the Defects Insurance Period.

Types of indemnity and financial security we will typically ask for:

- ASSOCIATE COMPANY INDEMNITY AGREEMENT (ACIA)
- ESCROW DEPOSIT

Please refer to the table on page XX for further information on types of indemnity and security.

Scenarios under which escrows will be retained:

1. If an escrow is required to cover insolvency during the build period, escrow amounts will be returned to the Builder / Developer once the Certificate of Insurance has been issued on the final unit to be completed on the development.

2. If an escrow is required to cover the Builder / Developers responsibilities during the Defects Insurance Period, escrow amounts will be refunded 12 months after the completion of the Builder / Developer's period of liability, based on the date of the last Certificate of Insurance issued on the development.

In both cases any interest accrued, calculated at the Bank of England's base rate of interest, will be included in the amount returned to the Developer.

## How do I accept my quotation?

Please complete and return the final page of the quote (Quotation Acceptance Form) and return it to us. We will then send you an invoice and your Risk Management Surveyor will contact you within 48 hours.

Please note, we can only accept a Quotation Acceptance Form if it is signed by the owner of the land to be developed at the time of acceptance.

## What happens once I have accepted my quotation?

Once your acceptance has been processed, you will receive an email containing your order details, key contacts and details of any additional information that we require. An invoice will be attached to your email which will include details of your payment plan.

Your Account Handler, who is your main point of contact will contact you within 5 days of your order and will explain how our processes work.

## What affects the cost of my warranty?

There are three main elements that will affect the cost of your warranty:

- **Your Developer rating** – this is calculated using your past experience and claims history, along with any rating scores you have from other warranty providers.
- **Your financial strength** – this will dictate whether we need to request any additional security from you.
- **The size of your development** – either the total reconstruction or sale price of your development.

# Registration & Standards

If you are a Developer and/or Builder working on projects to be covered by our New Homes and Social Housing schemes and you are not already registered with Premier Guarantee, you will need to register with us.

Full details are provided on our application form or you can visit the registration section of our website: <http://bit.ly/PGBuilderReg>

## Your Registration Pack

When applying to join the Premier Guarantee Register, you will receive a pack of documents which need to be read and signed where appropriate to allow us to complete your application. Based on the criteria of our registration process, your pack will contain some of the following documents:

Each pack will always include the following documents:

- Rules of Registration (ROR)
- Acceptance of the Rules of Registration

And depending on the criteria of our registration process, your pack will contain some of the additional following documents:

- Company Indemnity Agreement (CIA)
- Associate Company Indemnity Agreement (ACIA)

Please refer to the table on page 28 for further information on types of indemnity and security.



## What standards do I need to work to?

When you choose a Premier Guarantee Warranty, the following steps will take place:

### Step 1. Initial Assessments

**When you register with Premier Guarantee, you will undergo an assessment to make sure you are able to build to the required technical standards.**

You will be assessed on key areas of construction management, including site supervision, use of sub-contractors, site facilities and safety policies. Current and past work can be used to demonstrate your competency.

Once you have successfully completed your assessment, our Risk Management Surveyor will notify our customer service team and they will add this to your registration details. This will be valid as long as you are registered with us.

### Step 2. Refurbishment Assessments

**Refurbishment Assessments will only be completed when your development includes retained structural elements and waterproof envelope of any existing building.**

Our Risk Management Surveyor will carry out a Refurbishment Assessment of the existing fabric to determine if we can accept it as a standard risk under our policy.

Depending on the condition of the existing building elements, an expert survey may be required. If deemed acceptable, we will then follow the Technical Audit process as outlined opposite.

### Step 3. Technical Audits

**Our Technical Audit process has been designed to support a bespoke inspection plan for each development we work with, focusing on critical areas of construction in today's built environment.**

Our Risk Management Surveyors will undertake this process with your Site Manager to ensure clear understanding between your site team and Premier Guarantee.

Each site inspection plan follows a similar process with individual visits tailored to the needs of your development:

1. Following your initial assessment, your surveyor will talk through the information we need throughout the build and agree your inspection plan.
2. Your Risk Management Surveyor will then visit your site based on the tailored inspection plan, and you will be given a Site Record Book to keep on site. We keep the notes of each inspection in this book so we can track progress and identify any potential issues.
3. After each site visit, a Site Inspection Report will be completed and sent to you to identify your progress.
4. When you have completed the build, we will have a final handover inspection, following the application of the Logic Test on New Homes, Social Housing and Private Rental schemes as outlined in the Technical Manual.

### What else is included?

- Premier Guarantee Excellence Awards
- New Homes Review (NHR)
- Free branded merchandise | Literature for Homeowners

# The Extranet

As our client, you will have access to our Extranet platform, allowing you to manage everything in relation to your sites from responding to outstanding actions to downloading your documentation and fast-tracking quote applications.

Extranet features and benefits include:

- View and respond to conditions / actions and follow progress via a 'WhatsApp'-style conversation for a complete audit trail
- Filter plot-related urgent actions to help you prioritise work
- Intelligent online quote application with improved response times
- View technical documents you have submitted to us or we have shared with you
- Print or request certificates or see at-a-glance what you need to do for certificates to be issued
- Export all outstanding technical and non-technical actions into an Excel file to review or share
- View, add or update any individual office or employee details and grant Extranet access
- View outstanding payment information
- View and download site inspection reporting

# Excellence Awards

As a leading Structural Warranty provider, assisting you to build high quality developments is very important to us. And for the buildings that go above and beyond what is expected, we want to give you the credit you deserve.

The Premier Guarantee Excellence Awards has been designed to recognise the UK's best developments, and site management, covered by our schemes. Winning is a great opportunity to add value to your properties when selling to prospective purchasers and a mark of quality.

# Types of Indemnity and Financial Security

Document Type	What Is It?	Why It's Needed	When We Need It	Applicable Schemes
Rules of Registration (ROR)	This document outlines the rule which Developers and Builders must follow during their registration with Premier Guarantee.	These rules are linked to the indemnities and is used to outline the obligations of the Developer and Builder which should be followed in all circumstances.	Required for all New Homes, Social Housing and Private Rental schemes must be signed and returned to us before we can provide cover.	Developers and Builders for New Homes, Social Housing and Private Rental
Acceptance of the Rules of Registration	A document requiring signature to confirm acceptance of the rules of Registration. One per Developer or Builder only.			
Company Indemnity Agreement (CIA)	A legally binding document in the form of an indemnity which is signed by a party registered with us to develop or build.	This document confirms that the Developer or Builder agrees to rectify any defects that occur during the defects insurance period.	This document must be signed on behalf of both parent company and the company that is registered with Premier guarantee and is only needed when requested by us.	New Homes/ Social Housing and Private Rental
Associate Company Indemnity Agreement (ACIA)	It is a legally binding document in the form of an Indemnity which is signed by another company (normally in the group of companies of the Developer / Builder) to 'guarantee' that company for the defects insurance period.	A guarantee normally by a parent company on behalf of its subsidiaries who are acting as Developer / Builder on one or more sites to ensure that the performance under the requirements of our policy and Rules of Registration will be honoured.	This document must be signed on behalf of the 'Associate Company' and lists the various subsidiaries included under the guarantee. It is only needed where requested specifically by us.	New Homes/ Social Housing and Private Rental
Escrow Deposit	This is an amount of money that will be held as a bond to be used in the event that a Developer / Builder not being able to fulfil their obligations under the policy.	Typically, this is to reclaim deposits paid, or for work to be completed on site in the event of insolvency.	This is required when the financial security falls below our insurers requirements.	New Homes/ Social Housing and Private Rental

# Warranty Overview Table

	New Home Warranty	Social Housing Warranty	Commercial Warranty	Completed Housing	Build-To-Rent / Private Rental
Cover Period	<b>10 Years</b>	<b>10 or 12 Years</b> (10 years for High Value Scheme)	<b>10 or 12 years ** 10 years for High Value Scheme</b> 12 years available if contract under seal	<b>The balance of 10 from the date of building control approved, or occupation whichever is earlier</b>	<b>10 or 12 Years</b>
Defects Insurance Period (Responsibility of Builder/Developer)	<b>2 Years</b>	<b>1 Year</b>	<b>0 Years</b>		<b>1 Year</b>
Structural Insurance Period (Responsibility of Insurer)	<b>8 Years</b>	<b>9 or 11 Years</b> (9 years for High Value Scheme)	<b>10 or 12 Years</b> (10 years for High Value Scheme)		<b>9 or 11 Years</b>
Financial Limits	<b>Single Unit New Build</b> £1,000,000 <b>Single Unit Conversion</b> £500,000 <b>Continuous Structure New Build</b> £25,000,000 <b>Continuous Structure Conversion</b> £5,000,000 Higher limits are available upon request	<b>Single Unit New Build</b> £500,000 <b>Single Unit Conversion</b> £250,000 <b>Continuous Structure New Build</b> £25,000,000 <b>Continuous Structure Conversion</b> £5,000,000 Higher limits are available on request	<b>£10,000,000</b> Higher limits are available on request	<b>Single Unit New Build</b> £750,000 <b>Single Unit Conversion</b> £350,000 <b>Continuous Structure Limit</b> (Single Structure) £1,250,000	<b>Single Unit New Build</b> £500,000 <b>Single Unit Conversion</b> £250,000 <b>Continuous Structure New Build</b> £25,000,000 <b>Continuous Structure Conversion</b> £5,000,000 Higher limits are available on request
Excess	<b>During Defects Insurance Period</b> £100 <b>During Structural Insurance Period</b> £1,000 (for High Value Schemes this is £1,500)	<b>During Defects Insurance Period</b> £100 <b>During Structural Insurance Period</b> £1,000 (for High Value Schemes this is £1,500)	<b>Variable, subject to sum insured</b>	<b>£1,250</b>	<b>During Defects Insurance Period</b> £100 <b>During Structural Insurance Period</b> £1,000 (for High Value Schemes this is £1,500)
Cover Includes	<b>Contaminated Land Approved Inspector Building Control function*</b> <b>Alternative Accommodation Additional Costs Professional Fees Removal of Debris</b>	<b>“Right to Acquire” Warranty Extension Contaminated land Approved Inspector Land Control function*</b> <b>Alternative Accommodation Additional Costs Professional Fees Removal of Debris</b>	<b>Cover for Building Control function*</b> <b>Cover for ingress of water**</b> <b>Cover for contaminated land Professional fees Additional costs Removal of debris Architect Waiver of Subrogation Rights for RIBA or CIAT members</b>	<b>Alternative Accommodation Additional Cost Professional Fees Removal of Debris</b>	<b>Alternative Accommodation Additional Cost Professional Fees Removal of Debris Cover for Contaminated Land Cover for Approved Inspector Building Control Function*</b>
Optional Extensions		<b>Loss of Rental Income Insolvency of Builder</b>	<b>Seepage Loss of rent receivable Loss of rent payable Business interruption</b>		<b>Loss of Rental Income Insolvency of Builder</b>

\* Cover only available if an Approved Inspector is used on your development.  
 \*\* Waterproof envelope is covered in years 2 to 10 or 12.



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Premier Guarantee is a trading name of MD Insurance Services Limited. Registered in England No: 03642459. MD Insurance Services Limited is the scheme administrator for the Premier Guarantee range of structural warranties. MD Insurance Services Limited is authorised and regulated by the Financial Conduct Authority.  
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