



ABC+ Warranty

Approved Building Certificates + Warranties

ABC+ Consumer Code Monitoring Results

Overall Key Results	Sept-Dec 2024
6%	Of all questionnaires sent have already been completed and returned
72%	Of homeowners rated developers 5 out of 5 for their overall satisfaction
70%	Of homeowners received all 6 out of 6 key documents from subscriber/developer
92%	Of properties inspected at completion stage displayed the code
301	Questionnaires sent to homeowners
92%	Of subscribers self assessment forms were scored 93% compliant
2	Complaints referred to <u>Cedr</u>
1	Complaint upheld and 1 rejected by <u>Cedr</u>
No	Financial rewards allocated by <u>Cedr</u> to date
2	Potential disputes, awaiting details from homeowners
5	Notified claims.
80%	Of claims notified have been resolved/rectified
1	Claim rejected as homeowner maintenance issue
147	Incoming calls monitored
26	Monitored incoming calls were code related
11	Monitored code related calls referred to sales staff for further training
25%	Of all social media posts sent by ABC promoted the Code

This information is for a full 4 month period, Sept-Dec 2024 inclusive and has been statistically certified.