



Professional Snagging Inspection Report

Pre-completion inspection

Sample Development - Plot XX

Customer: Private Client

Inspection date: Sample date

Inspector: South Wales Snagging Co

Helping homeowners take control

Executive summary

Development: Sample Development | Plot XX | Developer: Anonymised | Total defects: 95

8**HIGH URGENCY****83****MEDIUM URGENCY****4****LOW URGENCY**

Overall view

The inspection identified 95 defects and incomplete items. Many items relate to finishing, decoration and workmanship. A smaller number of items should be prioritised before completion because they may affect durability, usability, water management, access or require further review by the developer.

Key concerns before completion

Issue 17: Lounge - A crack is present to the lounge floor slab.

Issue 18: Lounge - Step in floor to rear of lounge beneath skirting. Previous attempts to make good have not achieved an adequate finish.

Issue 28: Hallway - Cracks and floor the hallway

Issue 29: Kitchen - Kitchen is being replaced therefore not been inspected.

Issue 30: Kitchen - Floor out of level left hand side and right hand side of induced movement joint

Issue 55: Landing cupboard - Sprinkler head missing and patching not decorated

Issue 77: Loft - Damaged felt

Issue 81: Garage - A crack is present running through the garage slab.

Issue 82: Bedroom 1 - Inadequate clearance beneath plastic sill to stone sill for differential settlement

Issue 83: External - Damage to GRP canopy

Issue 93: Hallway - Threshold stepdown exceeds 15mm

Recommended next step

Send this report to the developer and request a written response confirming how and when each item will be resolved. High urgency items should be prioritised before legal completion or occupation where possible. A re-inspection is recommended once remedial works are complete.

Defects by trade

The chart below shows how the identified defects are distributed across the main construction trades. Each defect has been allocated to one primary trade for summary purposes only. Some items may require coordination between more than one trade.

TOTAL DEFECTS

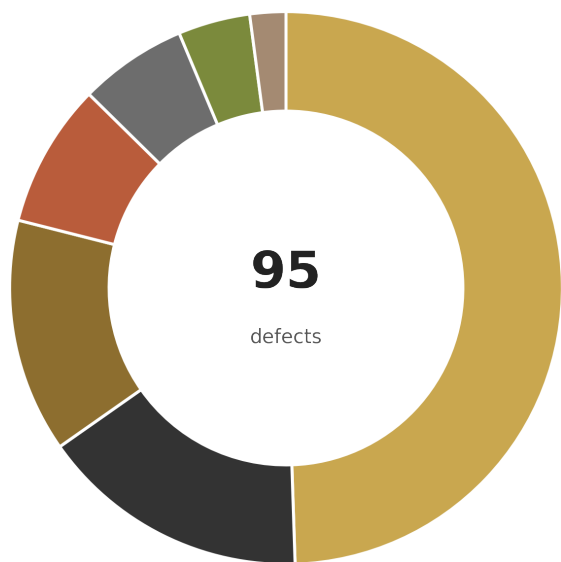
95

TRADE GROUPS

7

HIGHEST GROUP

Decoration and finishing



Trade group	Defects	Share
Decoration and finishing	47	49.5%
Joinery and carpentry	15	15.8%
Electrical and services	13	13.7%
External masonry and envelope	8	8.4%
General site and completion	6	6.3%
Groundworks and drainage	4	4.2%
External works and landscaping	2	2.1%

How to read this page

This summary is designed to help the homeowner and developer understand where the main remedial workload sits. It does not replace the detailed defect pages, which remain the controlling record for each individual item.

How to read this report

HIGH URGENCY

Items that should be prioritised because they may affect completion, safety, durability, use of the home, access, water management or require further review before occupation.

MEDIUM URGENCY

Items requiring remedial work but not normally preventing occupation. These should still be completed by the developer.

LOW URGENCY

Minor finishing, cleaning or cosmetic items. These are still valid defects but are generally lower risk.

Inspection limitations

This was a visual, non-invasive inspection. Concealed areas, specialist systems and areas not accessible at the time of inspection were not opened up or tested unless specifically stated. The kitchen was undergoing replacement works and was not fully inspected. This report does not replace Building Regulations approval, warranty inspection, electrical certification, gas certification or specialist structural advice.

Standards and references

The NHBC Standards and Building Regulations references are included as guidance to help the homeowner understand the nature of each issue. They are not a substitute for the developer's approved design, warranty provider assessment, Building Control approval, electrical certification, fire safety commissioning or specialist structural advice. The developer should confirm the applicable standard, design detail and remedial method for each item.

Customer action points

- Send the report to the developer and request a written response.
- Ask for target completion dates for the high urgency items.
- Keep written evidence of all correspondence and agreed actions.
- Ask for confirmation where further review or engineer input is required.
- Consider re-inspection before completion or shortly after remedial works.

Defect 2

Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Carpenter



OBSERVATION

The left-hand side of the front door is more than 5mm out of plumb.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should adjust and secure the front door so that it is plumb, level and operates correctly.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 3

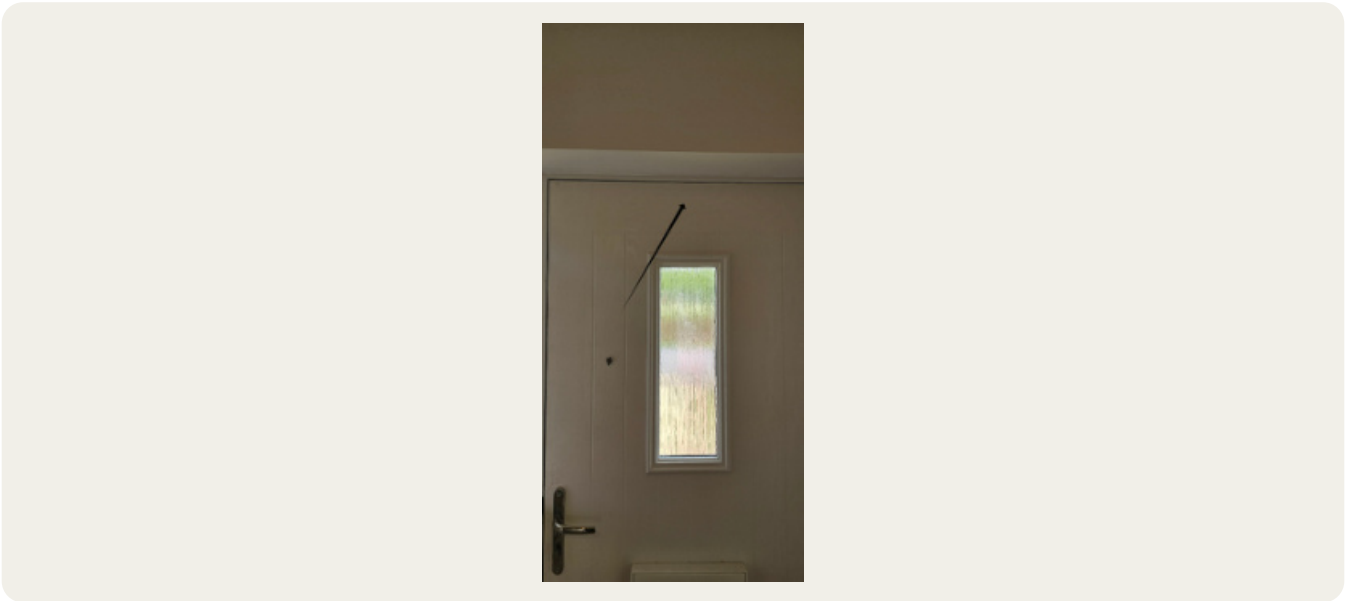
Low urgency

LOCATION

Hallway

RECOMMENDED TRADE

Carpenter



OBSERVATION

The margin at the head of the door is visibly uneven and reduced.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should adjust the door or frame to achieve consistent margins.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.4: finishings and fitments where internal joinery is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 4

Low urgency

LOCATION

Hallway

RECOMMENDED TRADE

Decorator



OBSERVATION

Paint contamination is present on the front door ironmongery.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the ironmongery without damaging the finish.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 5

Low urgency

LOCATION

Hallway

RECOMMENDED TRADE

Mastic applicator



OBSERVATION

Sealant has been left with a poor and uneven finish.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should remove and reapply the sealant, tooling it to a neat and consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 6

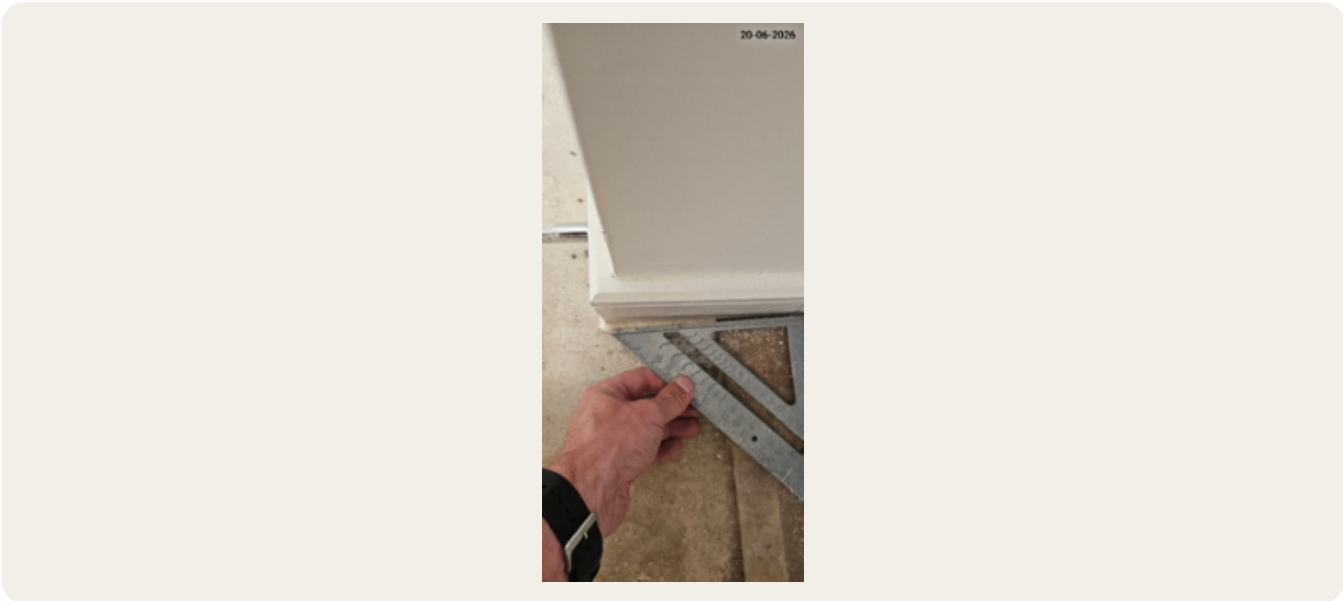
Low urgency

LOCATION

Hallway

RECOMMENDED TRADE

Carpenter



OBSERVATION

The front door reveal is more than 5mm out of square and the adjacent skirting requires adjustment.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should make good the reveal and adjust the skirting so the finish is within acceptable tolerance.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 7

Medium urgency**LOCATION****Hallway****RECOMMENDED TRADE****Decorator****OBSERVATION**

The paint finish to the window sill adjacent to the front door is poor.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should sand, prepare and redecorate the affected sill area to achieve a consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

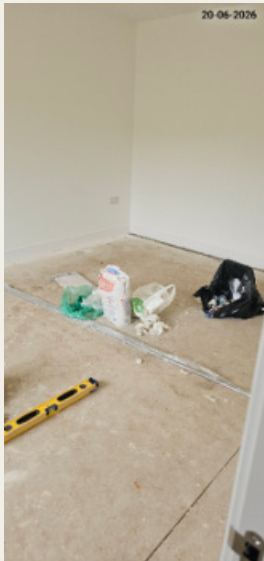
Request written confirmation from the developer once this item has been rectified.

Defect 8

Medium urgency

LOCATION
Lounge

RECOMMENDED TRADE
Site team



OBSERVATION

Access materials and construction debris remain within the property.

WHY THIS MATTERS

The area should be clean, safe and free from construction debris before handover to the customer.

RECOMMENDED ACTION

The developer should remove all access materials and construction debris and complete a final clean before handover.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including protection and handover. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 9

Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish to the hallway cupboard door frame is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should fill, make good and redecorate the affected door frame.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 10

Medium urgency

LOCATION
Stairs

RECOMMENDED TRADE
Decorator



OBSERVATION
The stair string finish is incomplete and requires making good.

WHY THIS MATTERS
The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION
The developer should fill, make good and touch up the affected stair string.

REFERENCE
NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 11

Medium urgency

LOCATION
Stairs

RECOMMENDED TRADE
Decorator



OBSERVATION
The decorative finish to the stair woodwork is poor.

WHY THIS MATTERS
The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION
The developer should redecorate the affected stair woodwork.

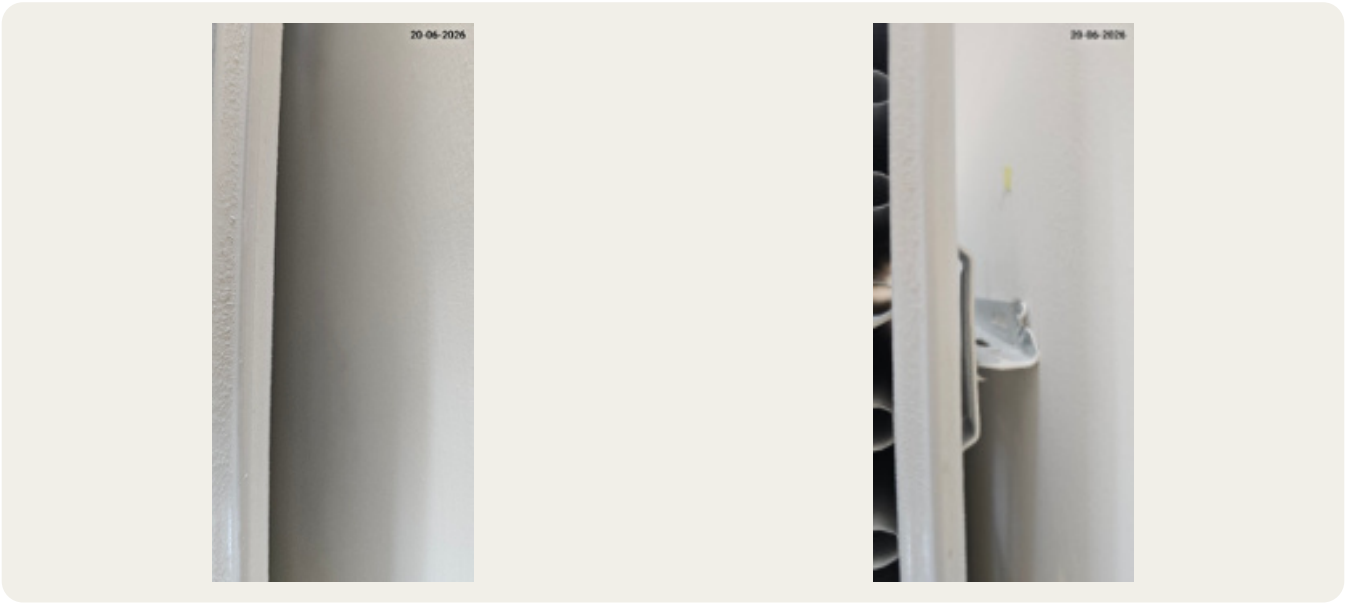
REFERENCE
NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 12

Medium urgency

LOCATION	RECOMMENDED TRADE
Hallway	Decorator



OBSERVATION
Decoration behind the radiator is incomplete, with pencil marks and paint contamination visible to adjacent brackets.

WHY THIS MATTERS
The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION
The developer should complete decoration behind the radiator, remove pencil marks and clean paint from the radiator brackets.

REFERENCE
NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 13

Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Electrician



OBSERVATION

Screw cover caps are missing from the light switch.

WHY THIS MATTERS

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should install the missing screw cover caps.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services and electrical installations. Chapters 9.1 and 9.5 where the issue relates to visible finish or paint contamination.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 14

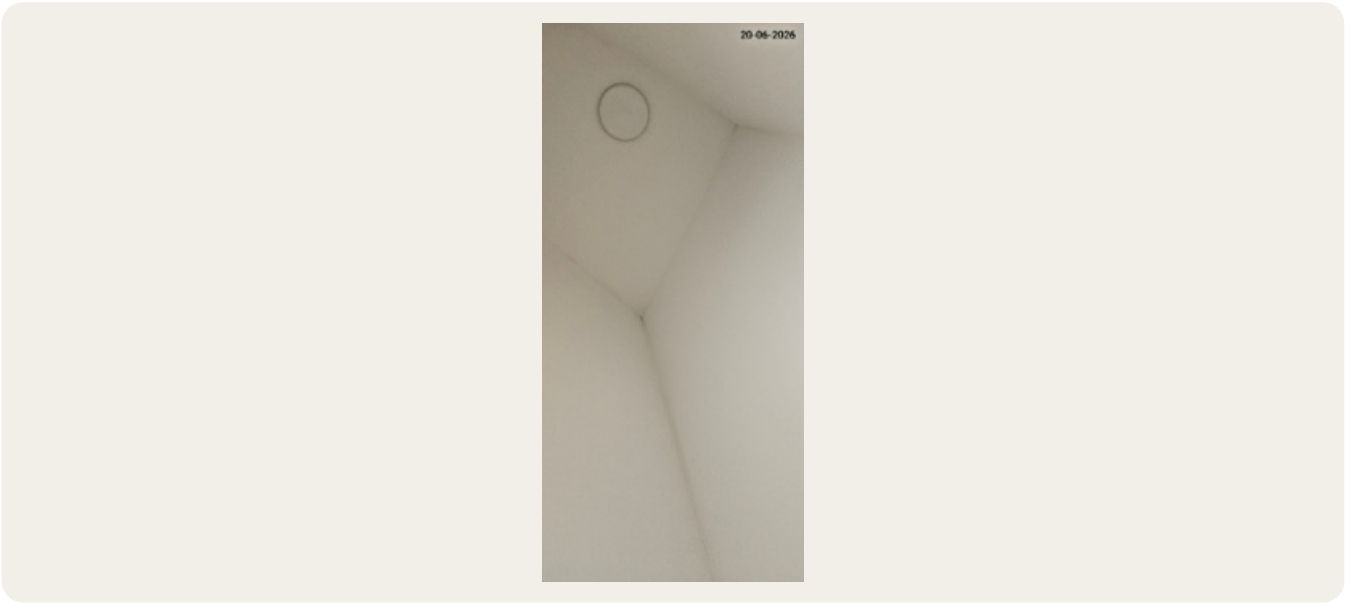
Medium urgency

LOCATION

Hallway Cupboard

RECOMMENDED TRADE

Decorator



OBSERVATION

The ceiling finish is poor and requires making good.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should make good the affected ceiling areas and redecorate to achieve a consistent finish.

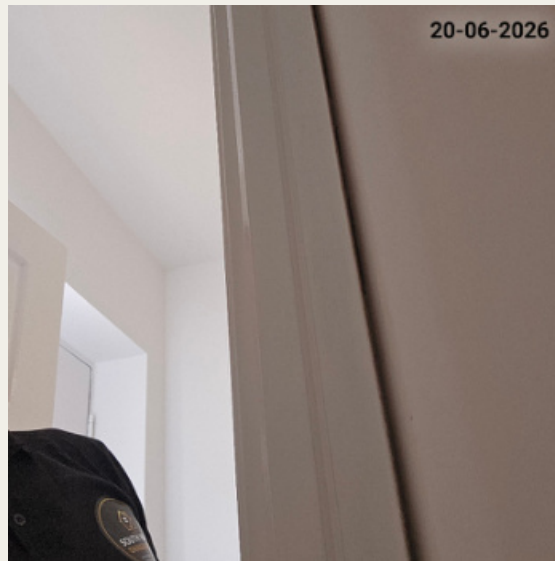
REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes. Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 15

Medium urgency**LOCATION****Hallway Cupboard****RECOMMENDED TRADE****Decorator****OBSERVATION****Decoration to the hallway cupboard architrave is incomplete.****WHY THIS MATTERS**

The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION

The developer should caulk and decorate the affected architrave.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 16

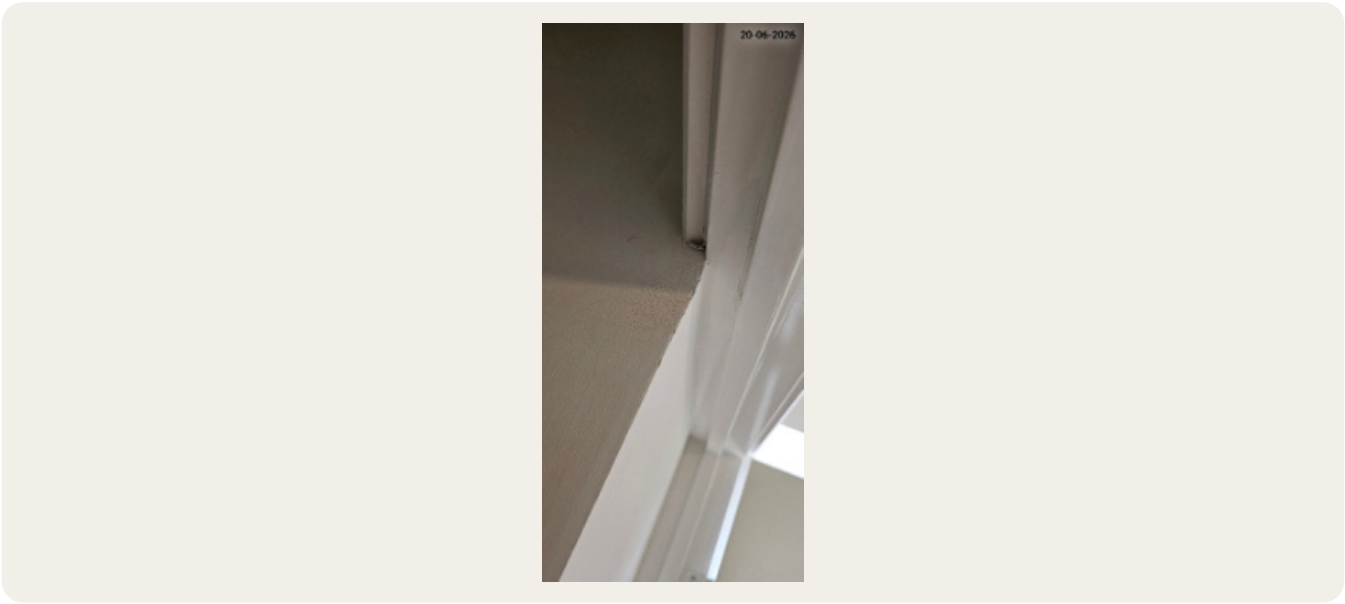
Medium urgency

LOCATION

Hallway Cupboard

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish to the head of the hallway cupboard architrave is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should make good and redecorate the affected architrave.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 17

High urgency

LOCATION
Lounge

RECOMMENDED TRADE
Site team



OBSERVATION
A crack is present to the lounge floor slab.

WHY THIS MATTERS
This may affect the suitability of floor finishes, the performance of the completed floor and the homeowner acceptance of the property. Where cracking or significant level change is present, the developer should confirm the cause and appropriate remedial action.

RECOMMENDED ACTION
The developer should review the concern, complete suitable remedial works and provide written confirmation where engineer or technical review is required.

REFERENCE
NHBC Standards 2026, Chapter 5.1: substructure and ground-bearing floors. Chapter 2.1: Technical Requirements R2, R4 and R5 where further review is required.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 18

High urgency

LOCATION
Lounge

RECOMMENDED TRADE
Groundworker



OBSERVATION

A step is present in the rear lounge floor beneath the skirting, and previous remedial attempts have not achieved an acceptable finish.

WHY THIS MATTERS

This may affect the suitability of floor finishes, the performance of the completed floor and the homeowner acceptance of the property. Where cracking or significant level change is present, the developer should confirm the cause and appropriate remedial action.

RECOMMENDED ACTION

The developer should review the floor levels, complete suitable remedial works and provide written confirmation where technical review is required.

REFERENCE

NHBC Standards 2026, Chapter 5.1: substructure and ground-bearing floors. Chapter 2.1: Technical Requirements R2, R4 and R5 where further review is required.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 19

Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish to the window reveal is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should fill, make good and redecorate the window reveal.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 20

Medium urgency

LOCATION

Lounge

RECOMMENDED TRADE

Decorator



OBSERVATION

The window sill paint finish is pitted and requires attention.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should prepare and redecorate the window sill.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

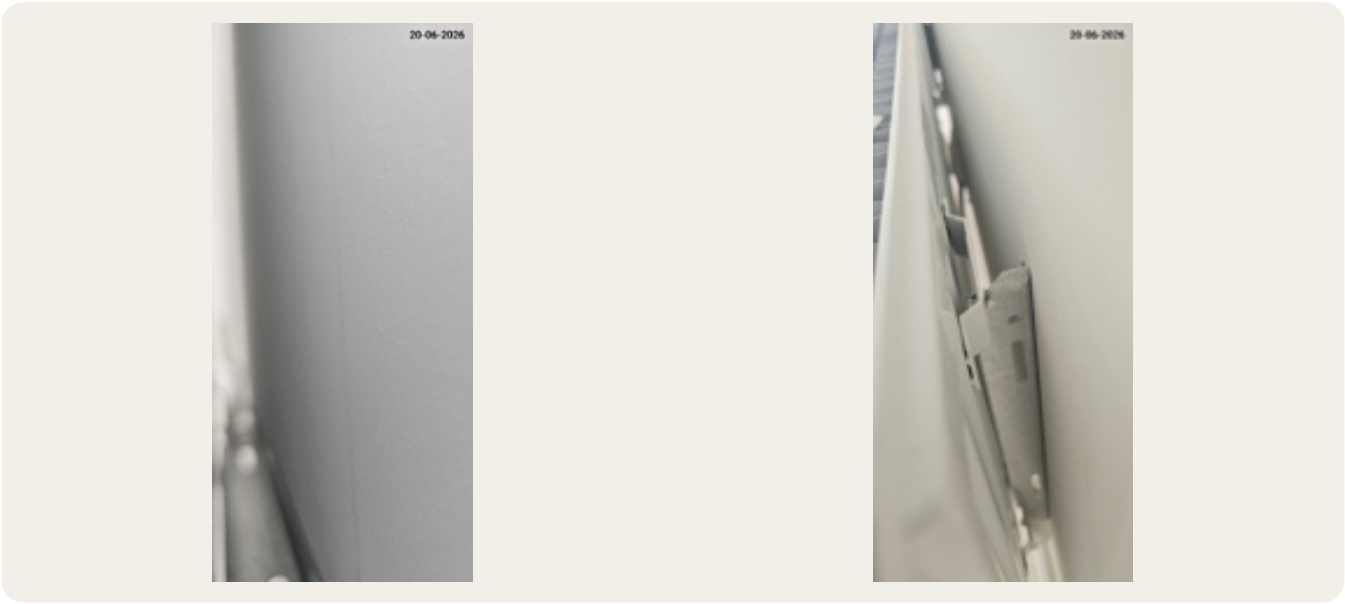
Request written confirmation from the developer once this item has been rectified.

Defect 21

Medium urgency

LOCATION
Lounge

RECOMMENDED TRADE
Decorator



OBSERVATION
Decoration is incomplete behind the radiator.

WHY THIS MATTERS
The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION
The developer should complete decoration behind the radiator and remove any pencil marks or paint contamination.

REFERENCE
NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 22

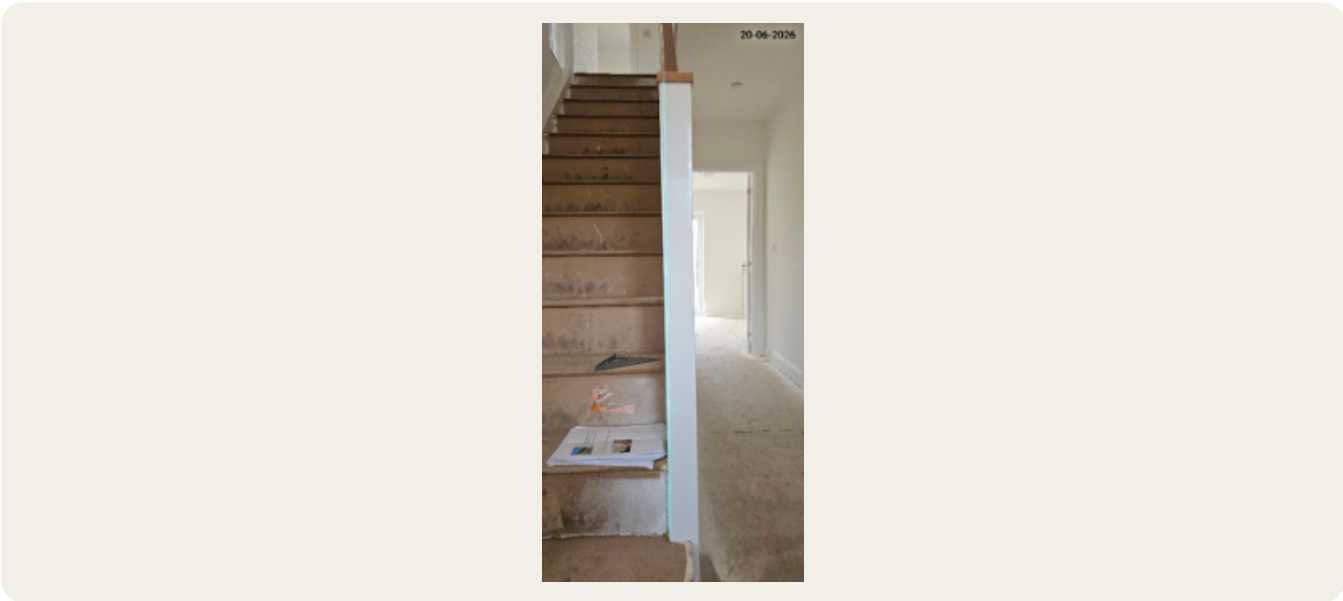
Medium urgency

LOCATION

Stairs

RECOMMENDED TRADE

Carpenter



OBSERVATION

The newel post at the bottom of the stairs is out of plumb.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should adjust and secure the newel post so that it is plumb.

REFERENCE

NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments.

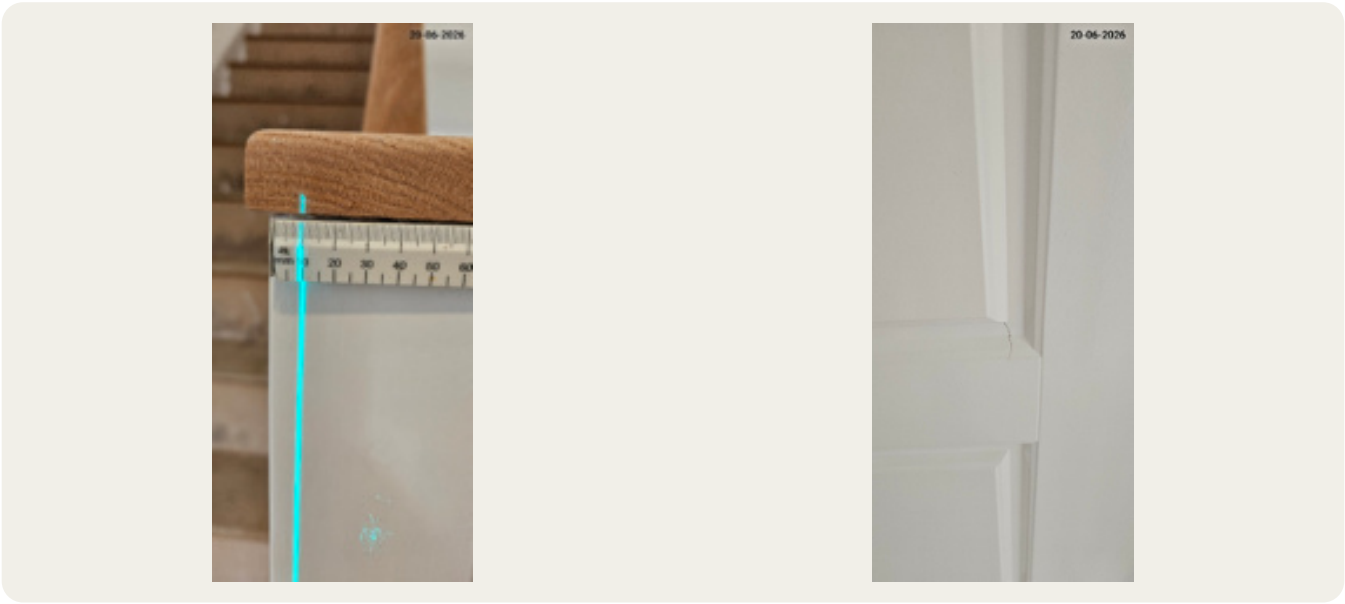
Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 23

Medium urgency

LOCATION	RECOMMENDED TRADE
WC	Carpenter



OBSERVATION
Damage is present to the WC door.

WHY THIS MATTERS
Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION
The developer should repair the door or replace it if an acceptable finish cannot be achieved.

REFERENCE
NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 24

Medium urgency

LOCATION

WC

RECOMMENDED TRADE

Wall tiler



OBSERVATION

The grout colour is inconsistent in several areas.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should re-grout the affected areas to achieve a consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes, including tiling and grout. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 25

Medium urgency

LOCATION
WC

RECOMMENDED TRADE
Plumber



OBSERVATION
The toilet seat is missing.

WHY THIS MATTERS
Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION
The developer should install the missing toilet seat.

REFERENCE
NHBC Standards 2026, Chapter 8.1: internal services. Chapter 9.4: finishings and fitments where sanitaryware, waste fittings or fitted items are affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 26

Medium urgency

LOCATION
WC

RECOMMENDED TRADE
Groundworker



OBSERVATION
A localised poor floor finish was identified behind the wash hand basin.

WHY THIS MATTERS
Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION
The developer should prepare, level and make good the affected floor area to achieve a suitable finish.

REFERENCE
NHBC Standards 2026, Chapter 9.3: floor finishes. Chapter 9.1: a consistent approach to finishes. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 27

Medium urgency

LOCATION

WC

RECOMMENDED TRADE

Mastic applicator



OBSERVATION

Sealant above the tile edge has been left with a poor finish.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should remove and reapply the sealant, tooling it to a neat and consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes, including tiling and grout. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 28

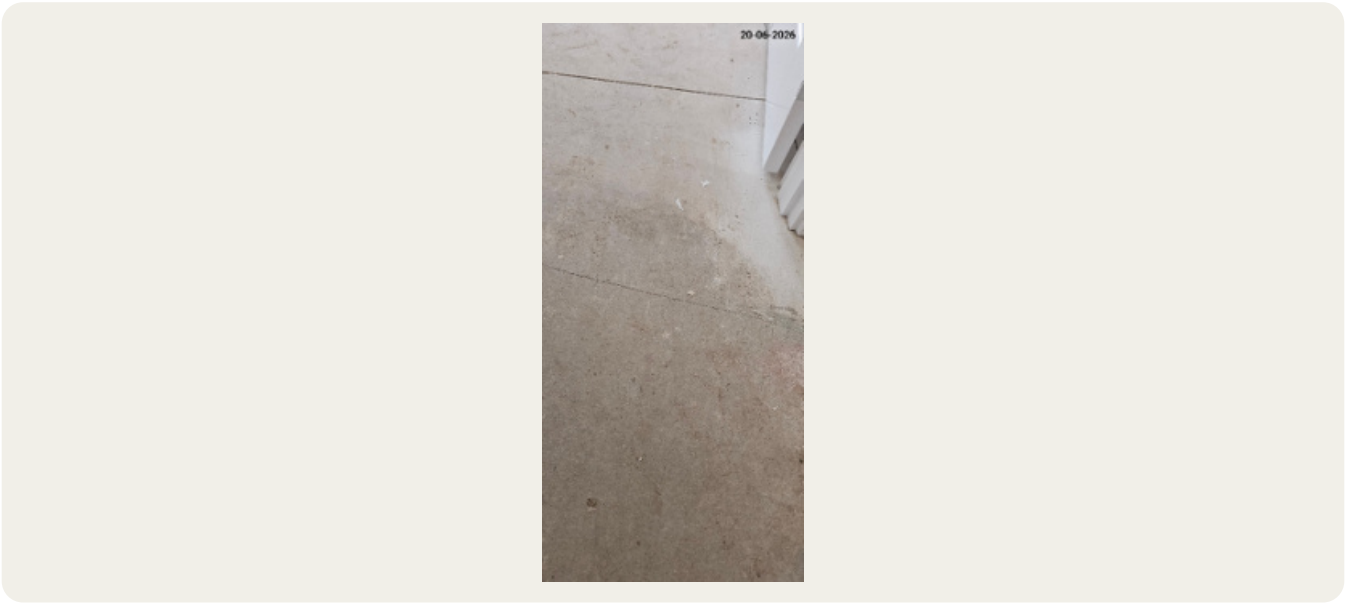
Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Site team



OBSERVATION

Cracking was identified to the hallway floor.

WHY THIS MATTERS

This may affect the suitability of floor finishes, the performance of the completed floor and the homeowner acceptance of the property. Where cracking or significant level change is present, the developer should confirm the cause and appropriate remedial action.

RECOMMENDED ACTION

The developer should review the cracking, complete suitable remedial works and provide written confirmation where technical review is required.

REFERENCE

NHBC Standards 2026, Chapter 5.1: substructure and ground-bearing floors. Chapter 2.1: Technical Requirements R2, R4 and R5 where further review is required.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 29

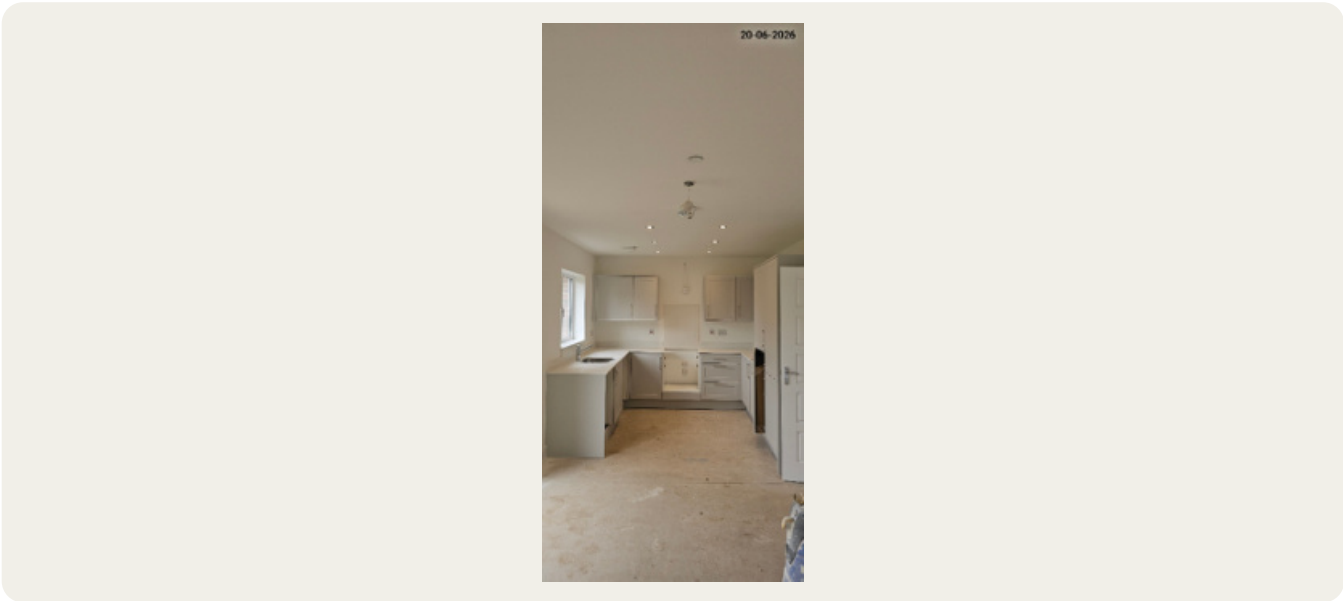
High urgency

LOCATION

Kitchen

RECOMMENDED TRADE

Site team



OBSERVATION

The kitchen was being replaced at the time of inspection and could not be fully inspected.

WHY THIS MATTERS

This area could not be fully assessed at the time of inspection. Any completed kitchen installation should be inspected before handover so that workmanship, fit, services and finishes can be checked.

RECOMMENDED ACTION

The developer should complete the kitchen replacement and allow the finished installation to be inspected before handover.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including kitchens and handover. Chapter 8.1 applies where internal services are affected. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 30

High urgency

LOCATION

Kitchen

RECOMMENDED TRADE

Groundworker



OBSERVATION

The kitchen floor is out of level on both sides of the induced movement joint.

WHY THIS MATTERS

This may affect the suitability of floor finishes, the performance of the completed floor and the homeowner acceptance of the property. Where cracking or significant level change is present, the developer should confirm the cause and appropriate remedial action.

RECOMMENDED ACTION

The developer should review the concern, complete suitable remedial works and provide written confirmation where engineer or technical review is required.

REFERENCE

NHBC Standards 2026, Chapter 5.1: substructure and ground-bearing floors. Chapter 2.1: Technical Requirements R2, R4 and R5 where further review is required.

Customer note

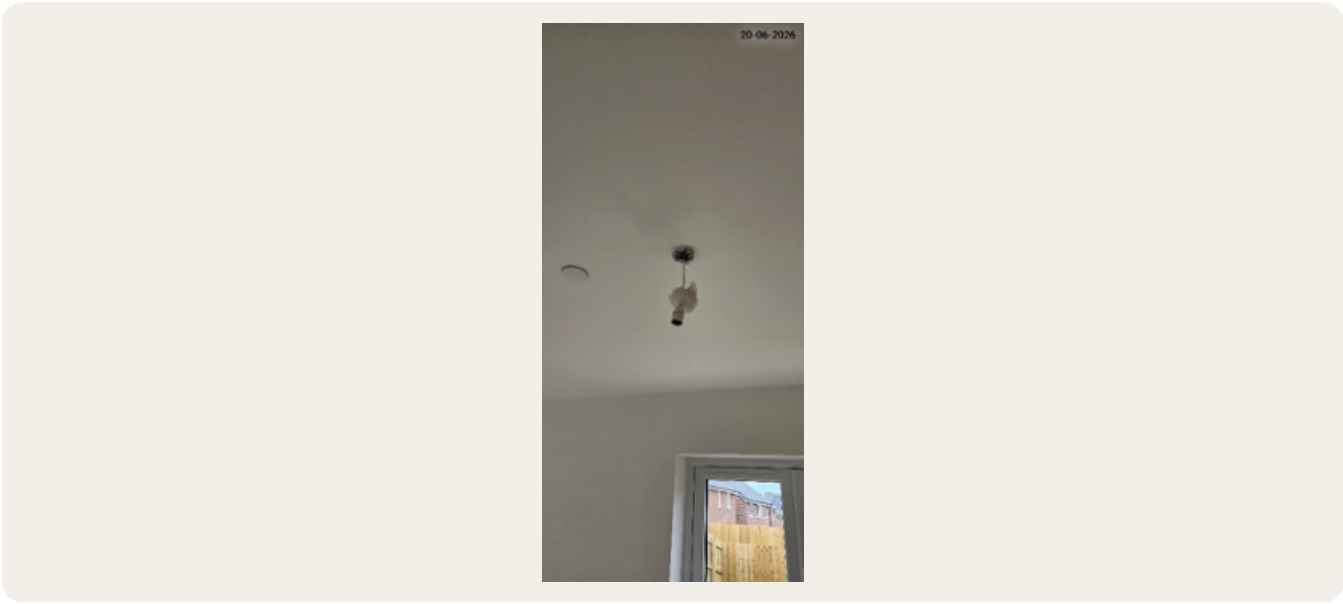
Request written confirmation from the developer once this item has been rectified.

Defect 31

Medium urgency

LOCATION
Kitchen

RECOMMENDED TRADE
Electrician



OBSERVATION
An electrical accessory or fitting issue was identified: Bulbs missing and ceiling roses not fitted.

WHY THIS MATTERS
Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION
The developer should install bulbs and fit the ceiling roses.

REFERENCE
Building Regulations (Wales), Approved Document P: electrical safety. NHBC Standards 2026, Chapter 8.1: internal services and electrical installations.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 32

Medium urgency

LOCATION

Stairs

RECOMMENDED TRADE

Decorator



OBSERVATION

A poor finish was identified beneath the newel post cap at the bottom of the stairs.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should make good and redecorate the affected newel post cap detail.

REFERENCE

NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 33

Medium urgency

LOCATION**Stairs****RECOMMENDED TRADE****Decorator****OBSERVATION**

The finish is poor where the balustrade is fixed to the newel post.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should make good and redecorate the affected area around the balustrade fixing.

REFERENCE

NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 34

Medium urgency

LOCATION

Stairs

RECOMMENDED TRADE

Decorator



OBSERVATION
Numerous chips are present to the newel post at the bottom of the stairs.

WHY THIS MATTERS
The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION
The developer should fill, make good and redecorate the chipped areas.

REFERENCE
NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 35

Medium urgency

LOCATION	RECOMMENDED TRADE
Stairs	Carpenter



OBSERVATION
Excess glue is present to the bullnose detail.

WHY THIS MATTERS
The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION
The developer should remove excess glue without damaging the adjacent finish.

REFERENCE
NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 36

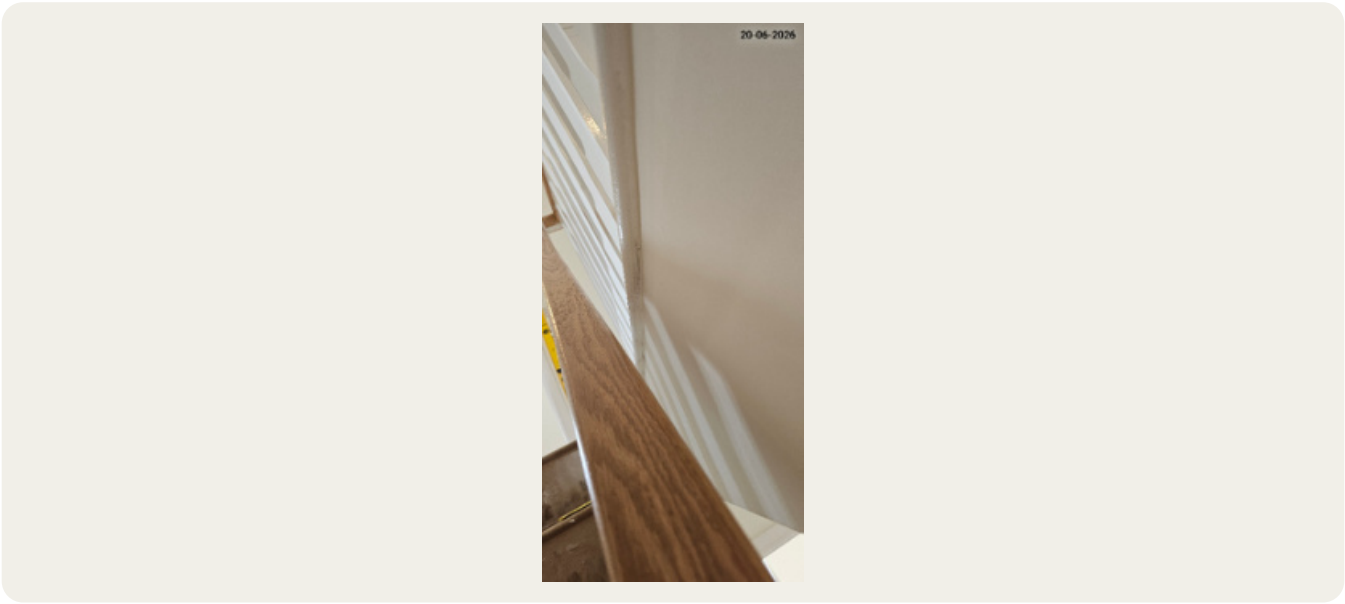
Medium urgency

LOCATION

Stairs

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish to the stair nosing is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should prepare and redecorate the affected stair nosing.

REFERENCE

NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 37

Medium urgency

LOCATION

Stairs

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish at the handrail to newel post joint is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should make good and redecorate the joint to achieve a neat finish.

REFERENCE

NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 38

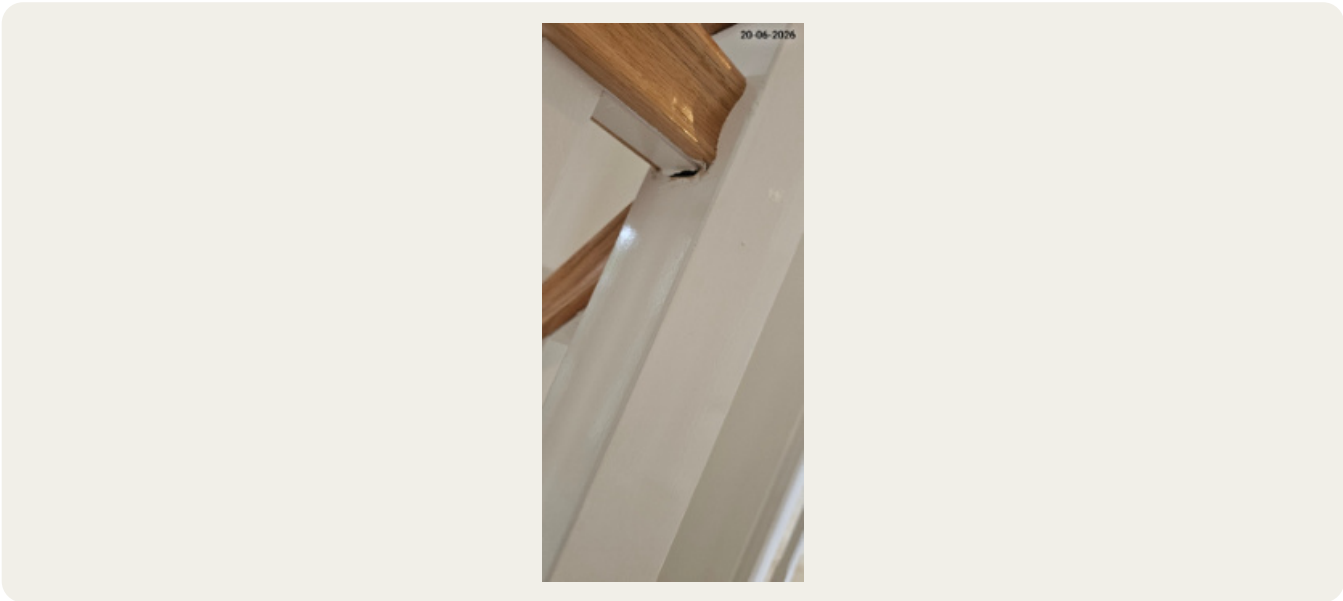
Medium urgency

LOCATION

Stairs

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish at the handrail to newel post joint is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should make good and redecorate the joint to achieve a neat finish.

REFERENCE

NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note

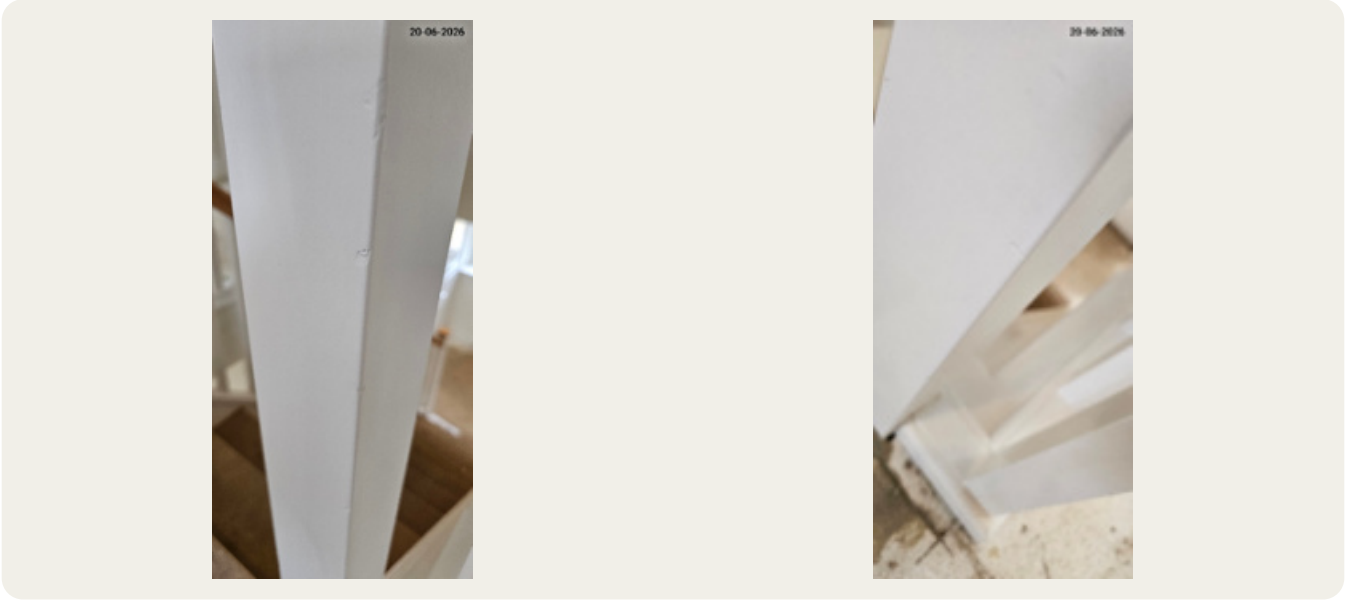
Request written confirmation from the developer once this item has been rectified.

Defect 39

Medium urgency

LOCATION
Stairs

RECOMMENDED TRADE
Decorator



OBSERVATION
Damage is present to the newel post at the top of the stairs in several locations.

WHY THIS MATTERS
Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION
The developer should fill, make good and redecorate the damaged areas.

REFERENCE
NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments. Chapter 9.5: painting and decorating where finish is affected.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 40

Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Cleaner



OBSERVATION

Paint contamination is present on the vinyl flooring.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the vinyl flooring without damaging the floor finish.

REFERENCE

NHBC Standards 2026, Chapter 9.3: floor finishes. Chapter 9.4: finishings and fitments, including protection and handover. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 41

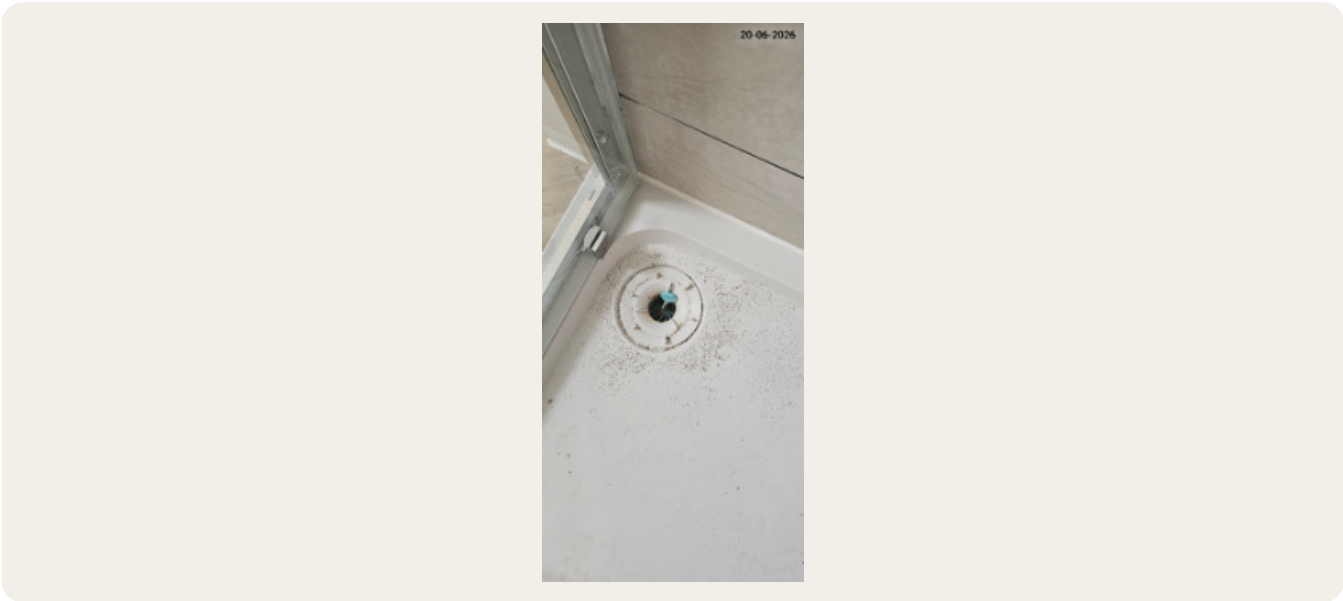
Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Plumber



OBSERVATION

The shower waste cup or cap is missing.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should install the missing shower waste cup or cap.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services. Chapter 9.4: finishings and fitments where sanitaryware, waste fittings or fitted items are affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 42

Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Wall tiler



OBSERVATION

Grout discolouration is present in various areas within the shower.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should re-grout the affected areas to achieve a consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes, including tiling. Chapter 8.1: internal services where sanitary fittings or wastes are affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 43

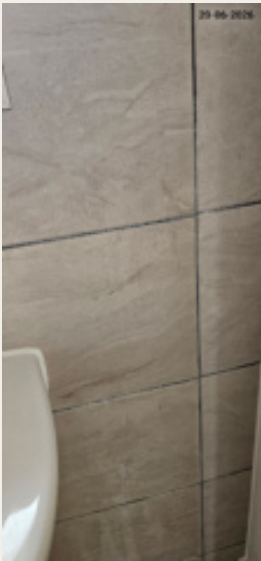
Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Wall tiler



OBSERVATION

Grout discolouration is present to the en suite wall tiling.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should re-grout the affected areas to achieve a consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes, including tiling and grout. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 44

Medium urgency**LOCATION****En suite 1****RECOMMENDED TRADE****Plumber****OBSERVATION****The toilet seat is missing.****WHY THIS MATTERS**

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should install the missing toilet seat.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services. Chapter 9.4: finishings and fitments where sanitaryware, waste fittings or fitted items are affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 45

Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Wall tiler



OBSERVATION

The finish around the toilet waste where it passes through the boxing is poor.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should complete the required tiling or making good around the toilet waste boxing.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes, including tiling. Chapter 8.1: internal services where sanitary fittings or wastes are affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 46

Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Decorator



OBSERVATION

The wall finish between the architrave and tiling bead is poor.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should make good the wall finish and complete any required touch-ups.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes. Chapter 9.4: finishings and fitments where joinery is affected. Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 47

Medium urgency

LOCATION**En suite 1****RECOMMENDED TRADE****Cleaner****OBSERVATION****Paint contamination is present on the toilet pan.****WHY THIS MATTERS**

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should remove paint contamination from the toilet pan without damaging the surface.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including protection and handover. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 48

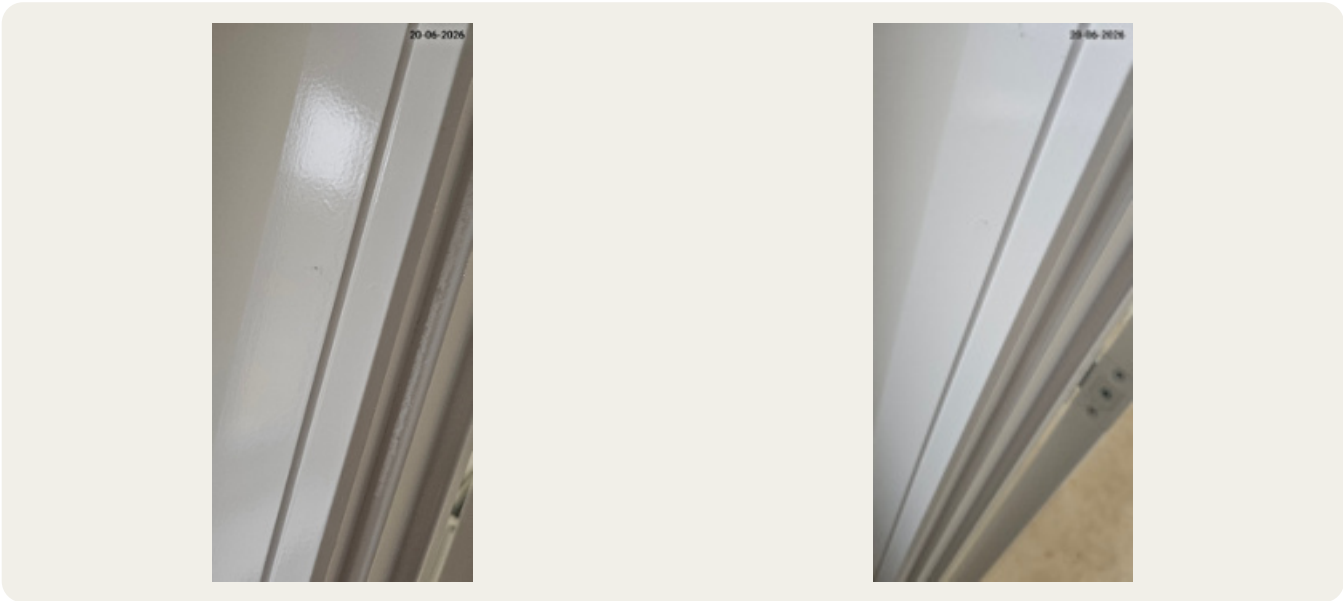
Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Decorator



OBSERVATION

Pin holes are visible to the left-hand architrave.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should fill the pin holes and redecorate the affected architrave.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 49

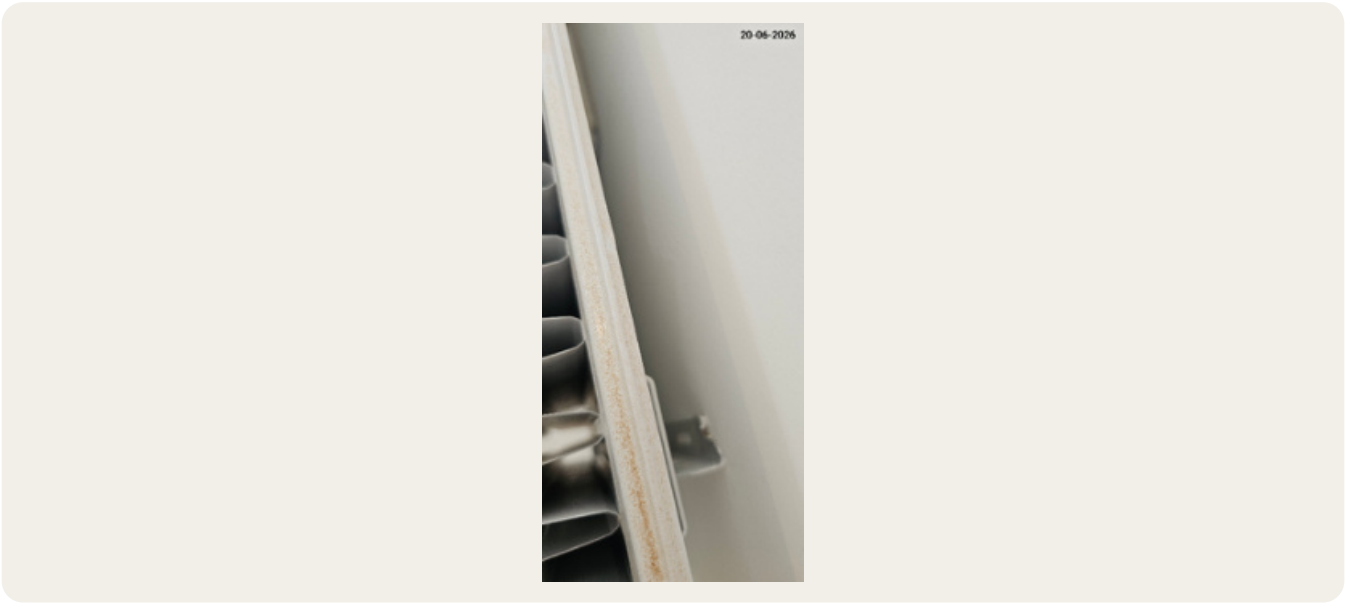
Medium urgency

LOCATION

Bedroom 1

RECOMMENDED TRADE

Decorator



OBSERVATION

The wall behind the radiator has not been decorated.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should complete decoration to the wall behind the radiator.

REFERENCE

NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 50

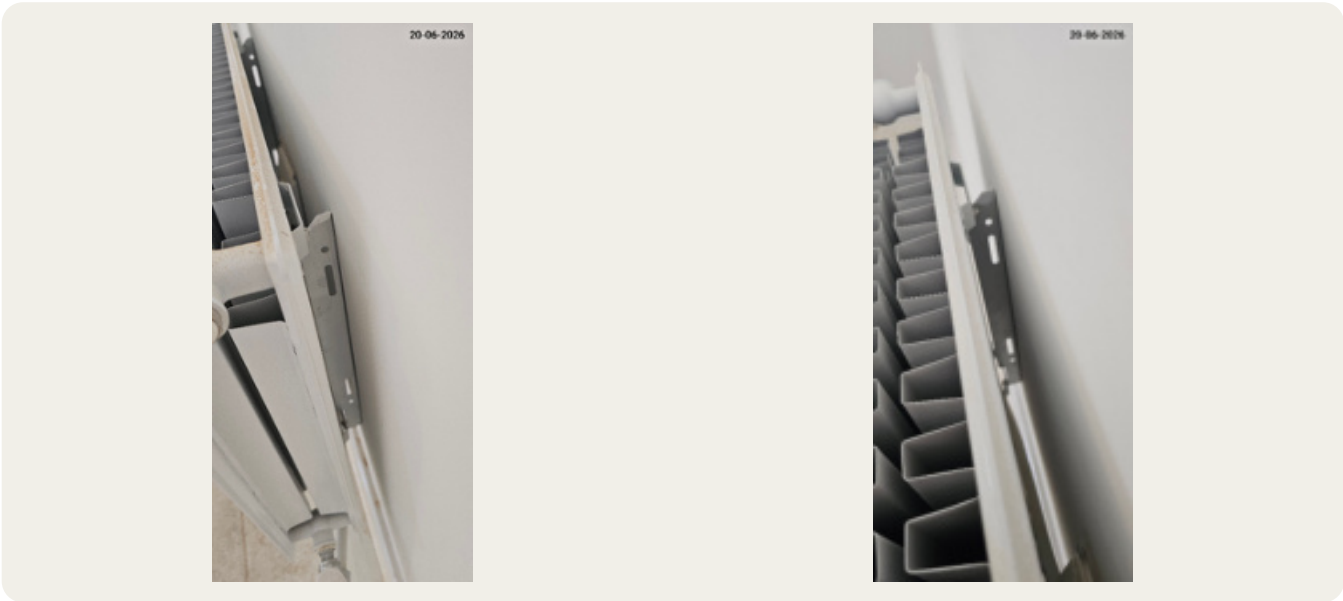
Medium urgency

LOCATION

Bedroom 1

RECOMMENDED TRADE

Decorator



OBSERVATION

Paint contamination is present on the radiator brackets.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the radiator brackets.

REFERENCE

NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 51

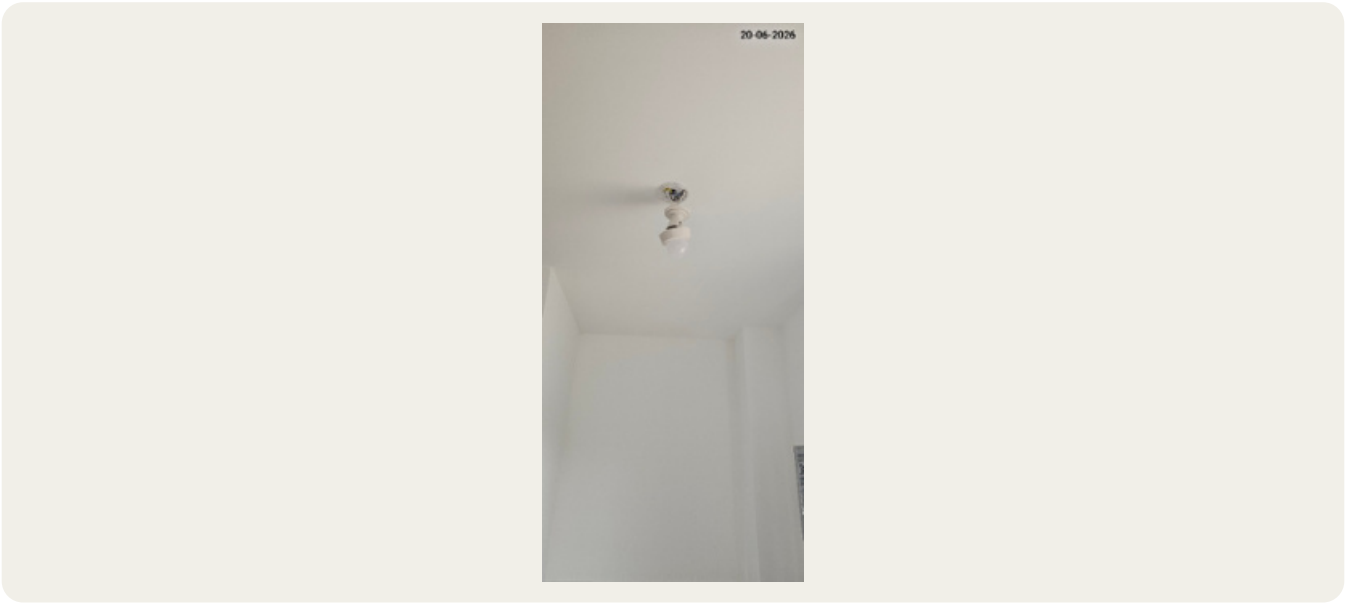
Medium urgency

LOCATION

En suite 1

RECOMMENDED TRADE

Electrician



OBSERVATION

The light fitting has been incorrectly installed.

WHY THIS MATTERS

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should correctly install the light fitting.

REFERENCE

Building Regulations (Wales), Approved Document P: electrical safety. NHBC Standards 2026, Chapter 8.1: internal services and electrical installations.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 52

Medium urgency

LOCATION

Bedroom 1

RECOMMENDED TRADE

Cleaner



OBSERVATION

Paint contamination is present on the fan isolator switch.

WHY THIS MATTERS

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should remove paint contamination from the fan isolator switch.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services and electrical installations. Chapters 9.1 and 9.5 where the issue relates to visible finish or paint contamination.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 53

Medium urgency

LOCATION

Bedroom 1

RECOMMENDED TRADE

Decorator



OBSERVATION

Paint contamination is present on the door hinges.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the door hinges.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 54

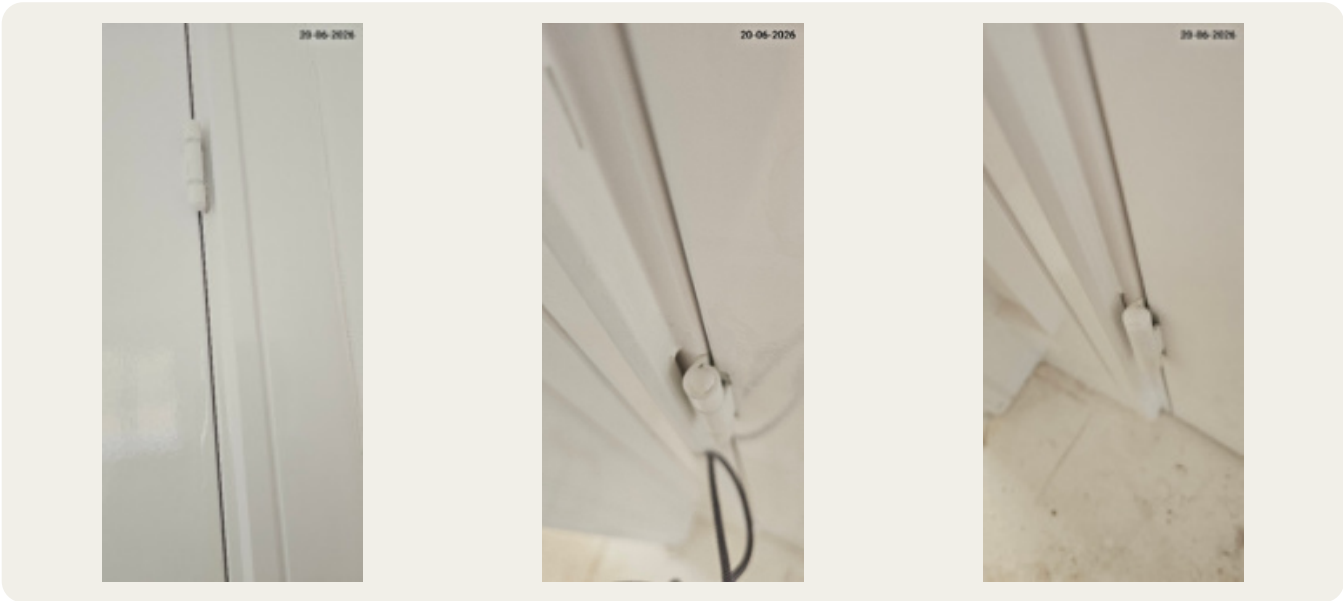
Medium urgency

LOCATION

Landing cupboard

RECOMMENDED TRADE

Decorator



OBSERVATION

Decoration is incomplete behind the hinges, and paint contamination is present on the hinges.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should complete decoration behind the hinges and remove paint contamination from the hinges.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 55

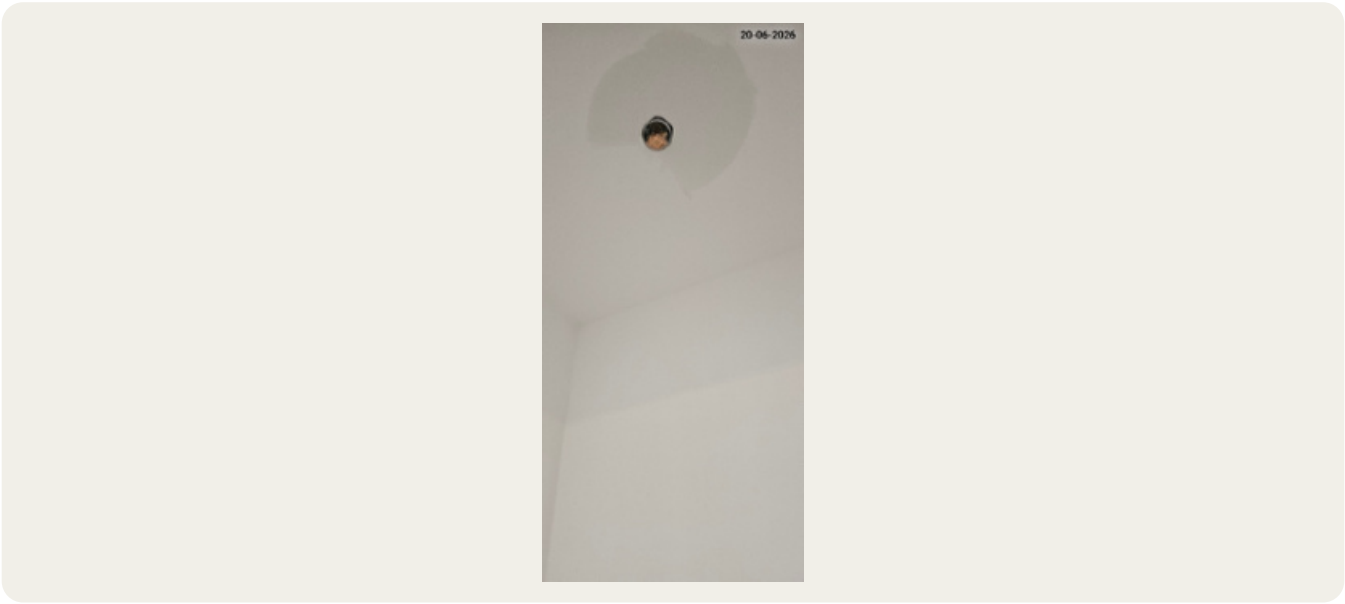
Medium urgency

LOCATION

Landing cupboard

RECOMMENDED TRADE

Sprinkler Installer



OBSERVATION

The sprinkler head is missing and the surrounding patching has not been decorated.

WHY THIS MATTERS

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should install the missing sprinkler head, complete decoration and confirm the system remains correctly commissioned.

REFERENCE

Building Regulations (Wales), fire safety requirements and approved sprinkler design/commissioning information. NHBC Standards 2026, Chapter 8.1: internal services, where applicable.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 56

Medium urgency

LOCATION

Landing cupboard

RECOMMENDED TRADE

Decorator



OBSERVATION

The sides of the architraves have not been decorated.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should decorate the sides of the architraves on both sides of the door.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 57

Medium urgency

LOCATION

Bedroom 3

RECOMMENDED TRADE

Decorator



OBSERVATION

Wall patching has not been decorated.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should complete decoration to the patched wall area.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes. Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 58

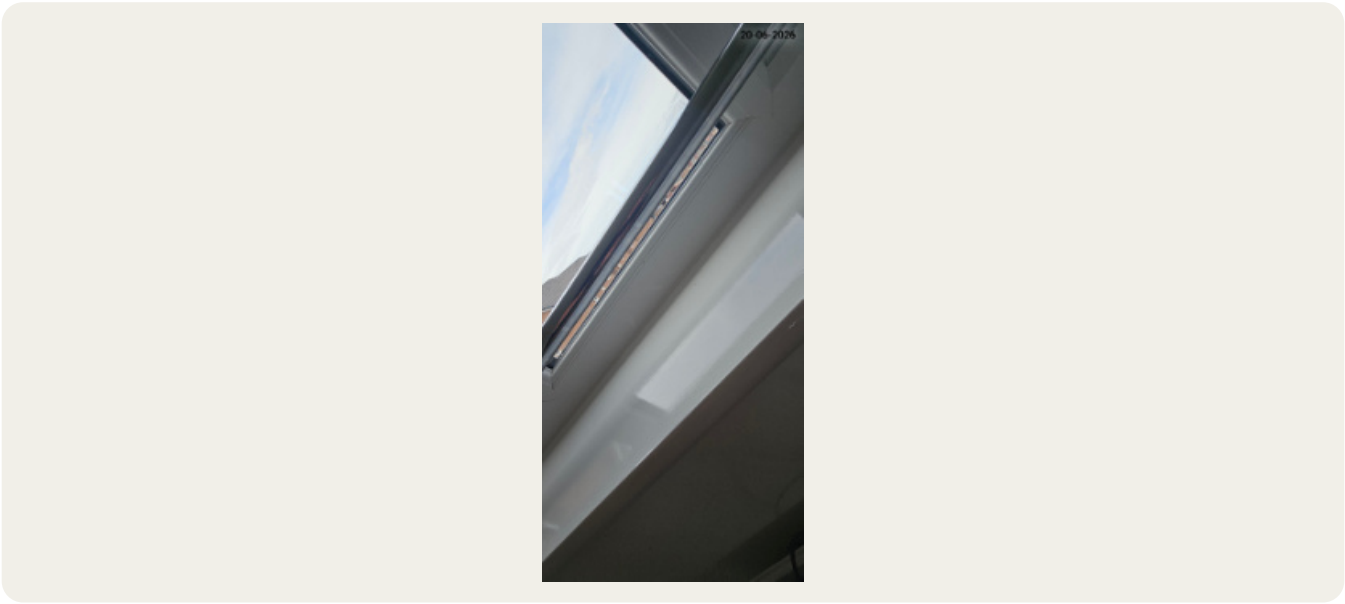
Medium urgency

LOCATION

Bedroom 3

RECOMMENDED TRADE

Cleaner



OBSERVATION

Paint contamination is present on the window frame.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the window frame without damaging the frame finish.

REFERENCE

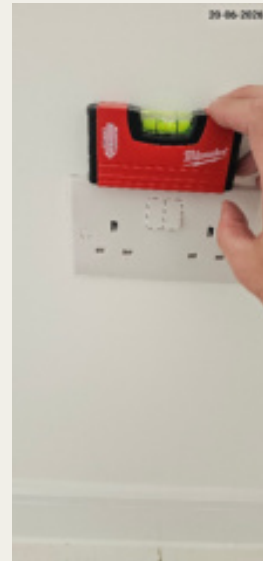
NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 59

Medium urgency

LOCATION**Bedroom 3****RECOMMENDED TRADE****Electrician****OBSERVATION****A socket faceplate is out of level.****WHY THIS MATTERS**

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should level and secure the socket faceplate.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services and electrical installations. Chapters 9.1 and 9.5 where the issue relates to visible finish or paint contamination.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 60

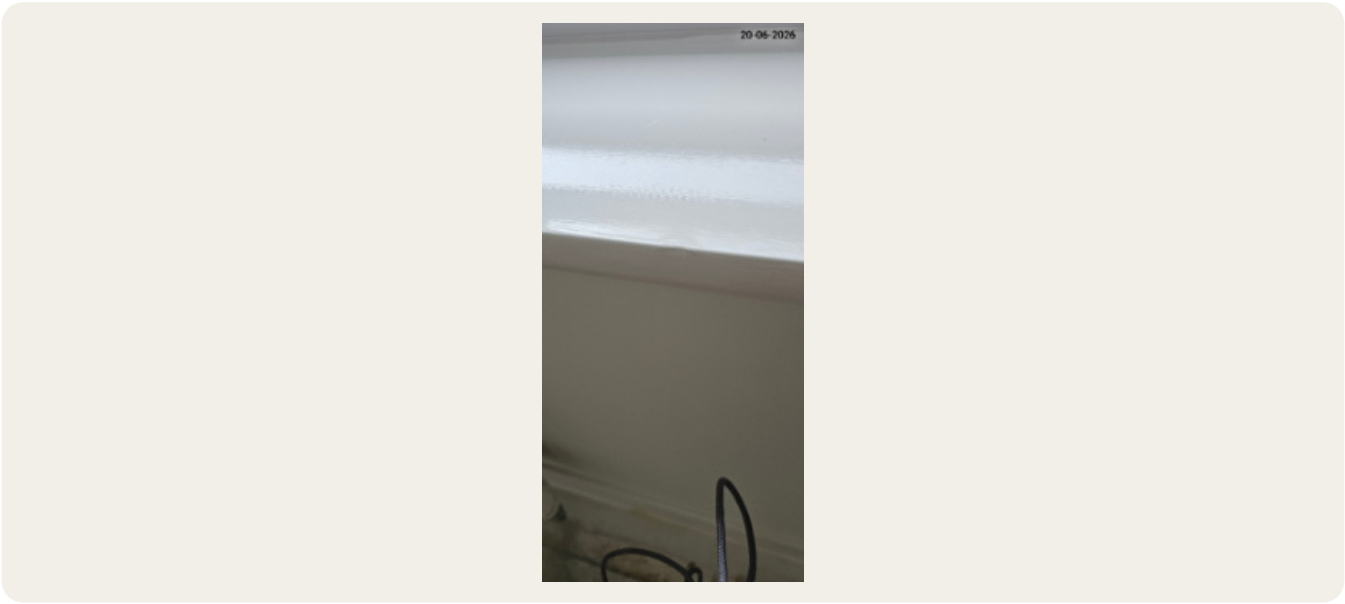
Medium urgency

LOCATION

Bedroom 3

RECOMMENDED TRADE

Decorator



OBSERVATION

A dent is present to the window sill.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should fill, make good and redecorate the affected sill area.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 61

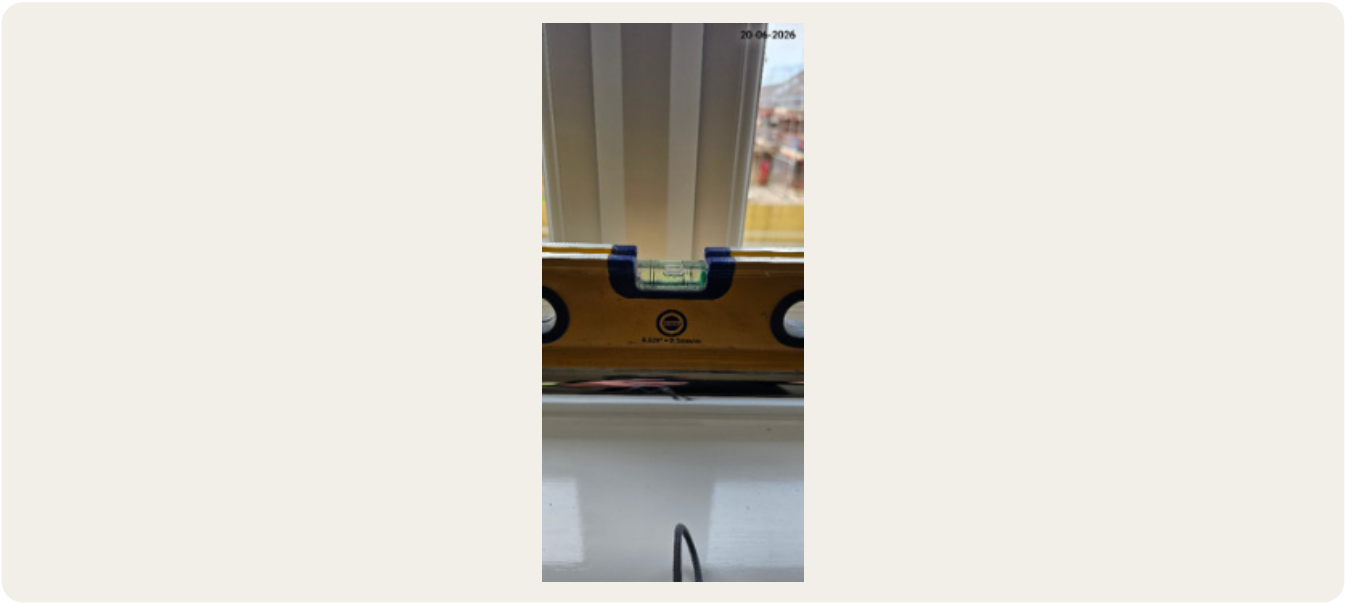
Medium urgency

LOCATION

Bedroom 5

RECOMMENDED TRADE

Carpenter



OBSERVATION

The window safety rail is not level.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should adjust and level the window safety rail.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.4: finishings and fitments.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 62

Medium urgency

LOCATION

Bedroom 3

RECOMMENDED TRADE

Decorator



OBSERVATION

Paint contamination is present on the radiator brackets.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the radiator brackets.

REFERENCE

NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 63

Medium urgency

LOCATION

Bedroom 5

RECOMMENDED TRADE

Decorator



OBSERVATION

Paint contamination is present on the radiator brackets and pencil lines remain on the wall behind the radiator.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint from the radiator brackets and decorate over the pencil lines.

REFERENCE

NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 64

Medium urgency**LOCATION****Bedroom 5****RECOMMENDED TRADE****Decorator****OBSERVATION**

Architraves have not been caulked behind the hinges and paint contamination is present on the hinges.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should caulk the architraves and remove paint contamination from the hinges.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 65

Medium urgency

LOCATION

Bedroom 5

RECOMMENDED TRADE

Carpenter



OBSERVATION

A pin head is visible in the door frame.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should drive the pin fully home, fill and redecorate the affected area.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 66

Medium urgency

LOCATION

Bedroom 5

RECOMMENDED TRADE

Electrician



OBSERVATION

A socket faceplate next to the door is out of level.

WHY THIS MATTERS

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should level and secure the socket faceplate.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services and electrical installations. Chapters 9.1 and 9.5 where the issue relates to visible finish or alignment of accessories.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 67

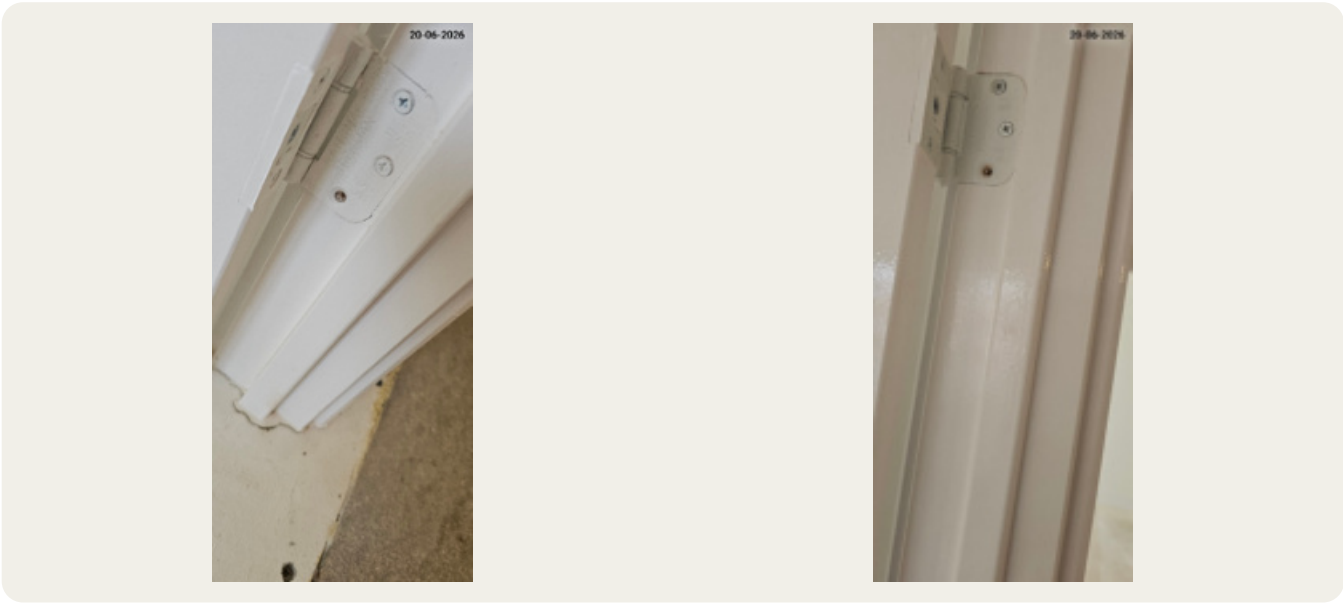
Medium urgency

LOCATION

Bedroom 4

RECOMMENDED TRADE

Carpenter



OBSERVATION

Screws are missing from the door hinges.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should install the missing hinge screws.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 68

Medium urgency**LOCATION****Bedroom 4****RECOMMENDED TRADE****Carpenter****OBSERVATION****Excessive movement was identified to the safety rail.****WHY THIS MATTERS**

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should adjust or extend the safety rail so it is secure and fit for use.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 69

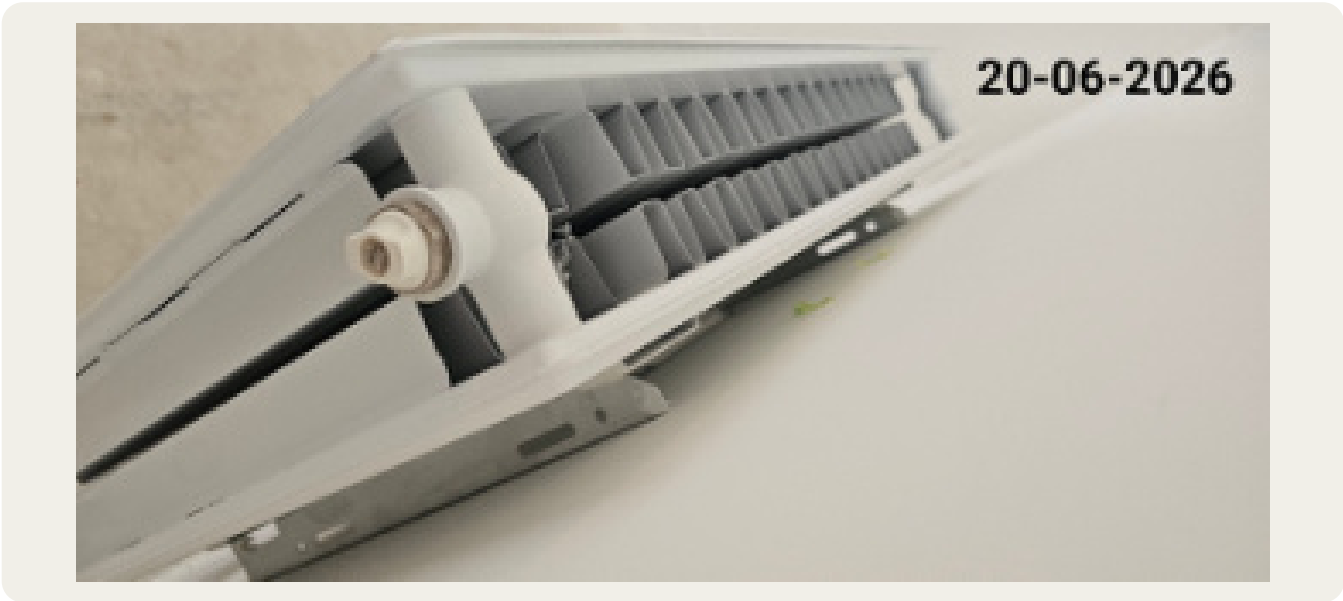
Medium urgency

LOCATION

Bedroom 5

RECOMMENDED TRADE

Decorator



OBSERVATION

Paint contamination is present on the radiator brackets.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should remove paint contamination from the radiator brackets.

REFERENCE

NHBC Standards 2026, Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes. Chapter 9.4: protection and handover where cleaning or handover condition is affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 70

Medium urgency

LOCATION

Bedroom 5

RECOMMENDED TRADE

Electrician



OBSERVATION

Socket faceplates are out of level.

WHY THIS MATTERS

Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION

The developer should level and secure the socket faceplates.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services and electrical installations. Chapters 9.1 and 9.5 where the issue relates to visible finish or paint contamination.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 71

Medium urgency

LOCATION

Bathroom

RECOMMENDED TRADE

Decorator



OBSERVATION

The architrave has not been caulked behind the hinge.

WHY THIS MATTERS

Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION

The developer should caulk the architrave and remove paint contamination from the hinge.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 72

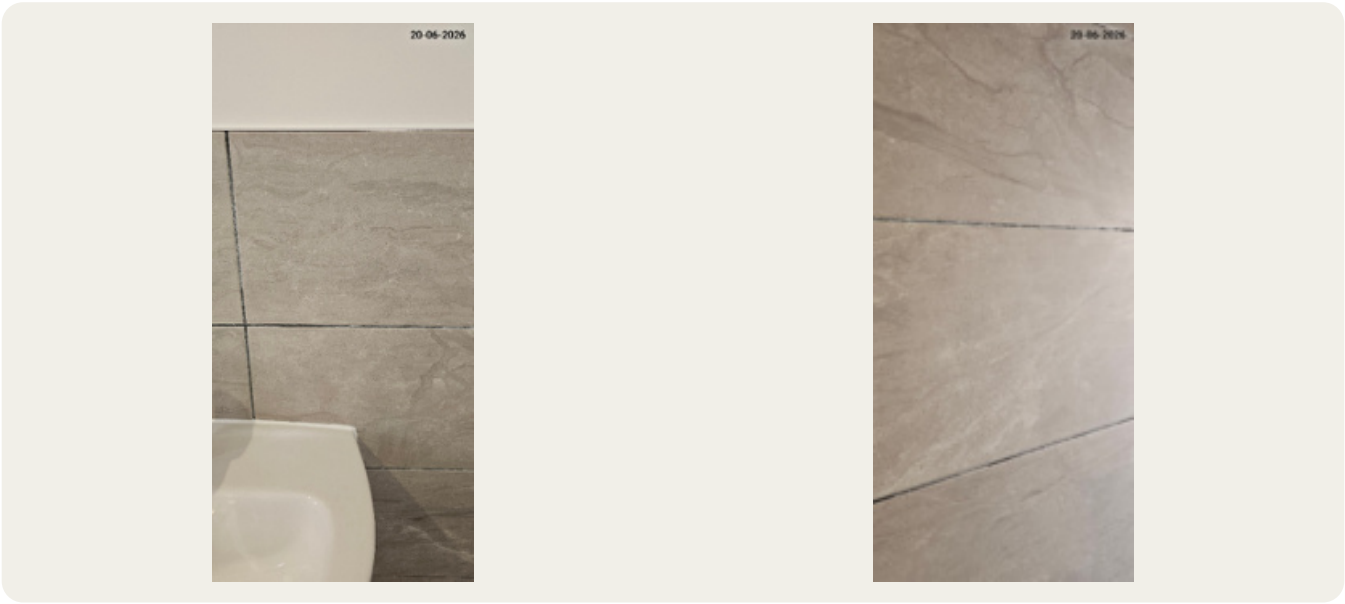
Medium urgency

LOCATION

Bathroom

RECOMMENDED TRADE

Wall tiler



OBSERVATION

Grout discolouration is present throughout the bathroom.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should re-grout the affected areas to achieve a consistent finish.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes, including tiling and grout. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 73

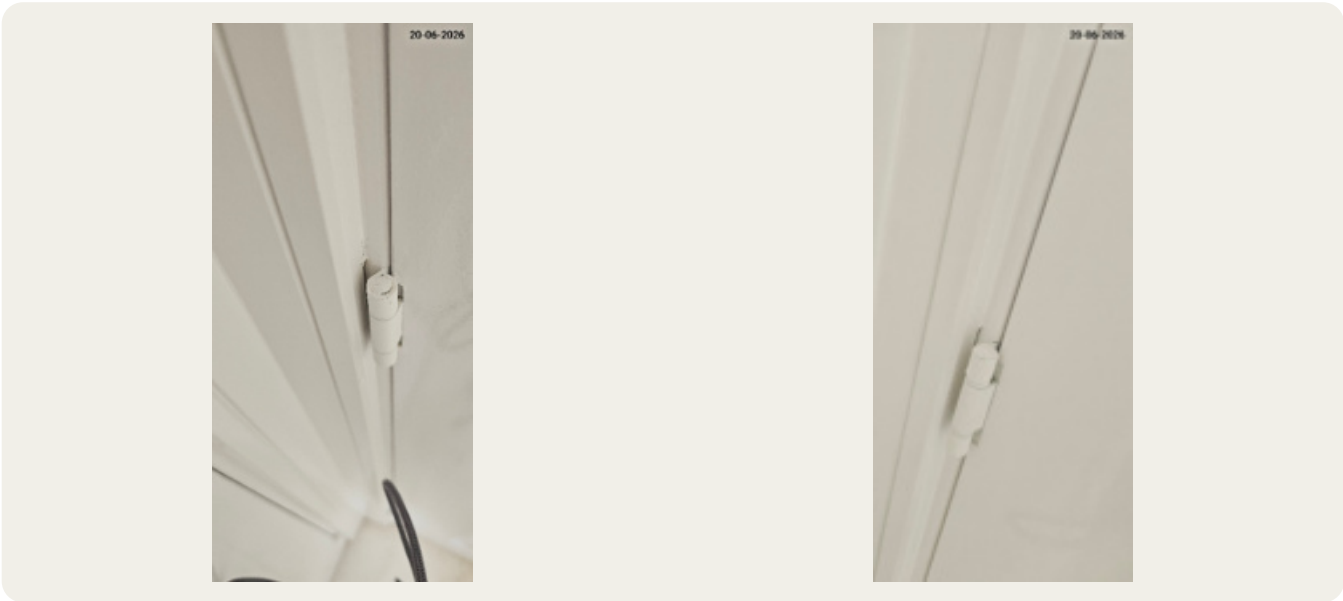
Medium urgency

LOCATION

Bedroom 2

RECOMMENDED TRADE

Decorator



OBSERVATION

Architraves have not been decorated behind the hinges.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should fill and decorate behind the hinges.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 74

Medium urgency**LOCATION****Bedroom 4 Cupboard****RECOMMENDED TRADE****Decorator****OBSERVATION****The top of the door has not been decorated.****WHY THIS MATTERS**

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should decorate the top edge of the door.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including internal joinery and ironmongery. Chapter 9.5: painting and decorating where finish is affected. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 75

Medium urgency

LOCATION

Bedroom 4 Cupboard

RECOMMENDED TRADE

Decorator



OBSERVATION

The finish to the walls and architraves between the architrave and bulkhead is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should complete decoration and make good the affected wall and architrave areas.

REFERENCE

NHBC Standards 2026, Chapter 9.2: wall and ceiling finishes. Chapter 9.4: finishings and fitments where joinery is affected. Chapter 9.5: painting and decorating. Chapter 9.1: a consistent approach to finishes.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 76

Medium urgency

LOCATION

Loft

RECOMMENDED TRADE

Site team



OBSERVATION

Excess materials and construction debris remain within the loft.

WHY THIS MATTERS

The area should be clean, safe and free from construction debris before handover to the customer.

RECOMMENDED ACTION

The developer should remove all excess materials and construction debris from the loft.

REFERENCE

NHBC Standards 2026, Chapter 9.4: finishings and fitments, including protection and handover. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 77

High urgency

LOCATION

Loft

RECOMMENDED TRADE

Roofer



OBSERVATION

An external envelope or roof related defect was identified: Damaged felt.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should repair the damaged felt using an approved remedial detail.

REFERENCE

NHBC Standards 2026, Chapter 7.2: pitched roofs. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 78

Medium urgency

LOCATION

Bathroom

RECOMMENDED TRADE

Plumber



OBSERVATION

The finish behind the toilet is poor and the pipe collar is not correctly fitted.

WHY THIS MATTERS

Wet areas and sanitary fittings should be complete, secure and neatly finished to reduce the risk of water ingress, staining, poor hygiene or early deterioration.

RECOMMENDED ACTION

The developer should correctly install the pipe collar and make good the surrounding finish.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services. Chapter 9.4: finishings and fitments where sanitaryware, waste fittings or fitted items are affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 79

Medium urgency

LOCATION**External****RECOMMENDED TRADE****Carpenter****OBSERVATION****Damage is present to the fascia.****WHY THIS MATTERS**

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should repair the damaged fascia or replace it if an acceptable finish cannot be achieved.

REFERENCE

NHBC Standards 2026, Chapter 7.2: pitched roofs, including fascias and roof trim. Chapter 9.1: a consistent approach to finishes. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 80

Medium urgency

LOCATION
Garage

RECOMMENDED TRADE
Electrician



OBSERVATION
The ceiling rose is damaged.

WHY THIS MATTERS
Service fittings should be complete, secure and correctly installed before occupation. Incomplete or damaged fittings should be addressed by the relevant competent trade.

RECOMMENDED ACTION
The developer should replace the damaged ceiling rose.

REFERENCE
Building Regulations (Wales), Approved Document P: electrical safety. NHBC Standards 2026, Chapter 8.1: internal services and electrical installations.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 81

High urgency

LOCATION
Garage

RECOMMENDED TRADE
Site team



OBSERVATION
A crack is present running through the garage slab.

WHY THIS MATTERS
This may affect the suitability of floor finishes, the performance of the completed floor and the homeowner acceptance of the property. Where cracking or significant level change is present, the developer should confirm the cause and appropriate remedial action.

RECOMMENDED ACTION
The developer should review the concern, complete suitable remedial works and provide written confirmation where engineer or technical review is required.

REFERENCE
NHBC Standards 2026, Chapter 10.1: garages, including garage floors. Chapter 2.1: Technical Requirements R2, R4 and R5 where further review is required.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 82

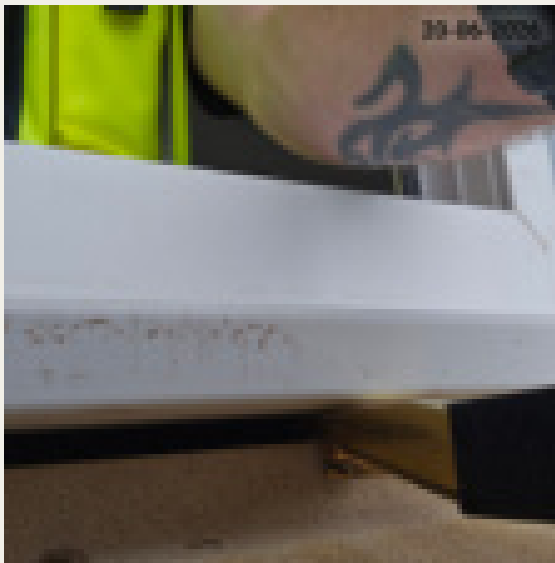
High urgency

LOCATION

Bedroom 1

RECOMMENDED TRADE

Bricklayer



OBSERVATION

There is inadequate clearance beneath the plastic sill and the stone sill for differential settlement.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should provide appropriate clearance to allow for differential movement and prevent water tracking.

REFERENCE

NHBC Standards 2026, Chapter 6.2: external timber framed walls, including differential movement and settlement detailing. Chapter 6.7: doors, windows and glazing where the opening interface is affected. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 83

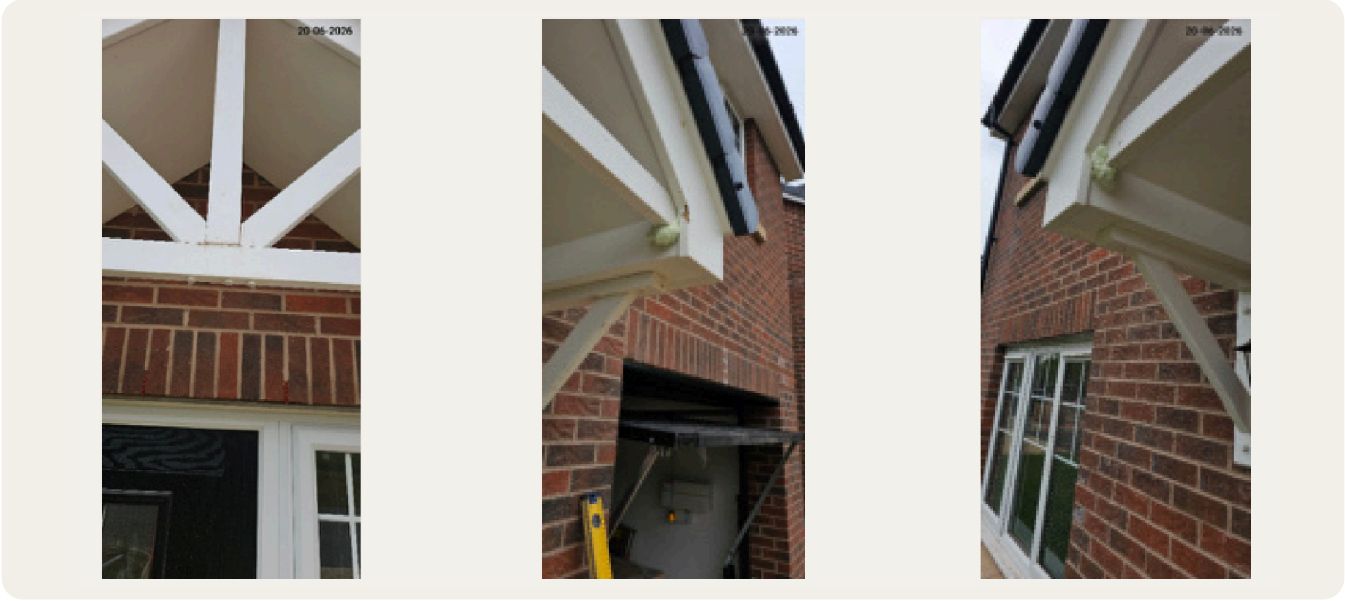
High urgency

LOCATION

External

RECOMMENDED TRADE

Carpenter



OBSERVATION

Damage is present to the GRP canopy.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should replace the damaged GRP canopy or complete a manufacturer-approved repair.

REFERENCE

NHBC Standards 2026, Chapter 9.1: a consistent approach to finishes. Chapter 2.1: Technical Requirement R4 workmanship. Where the canopy forms part of a weathering detail, the developer should confirm the approved design or manufacturer remedial detail.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 84

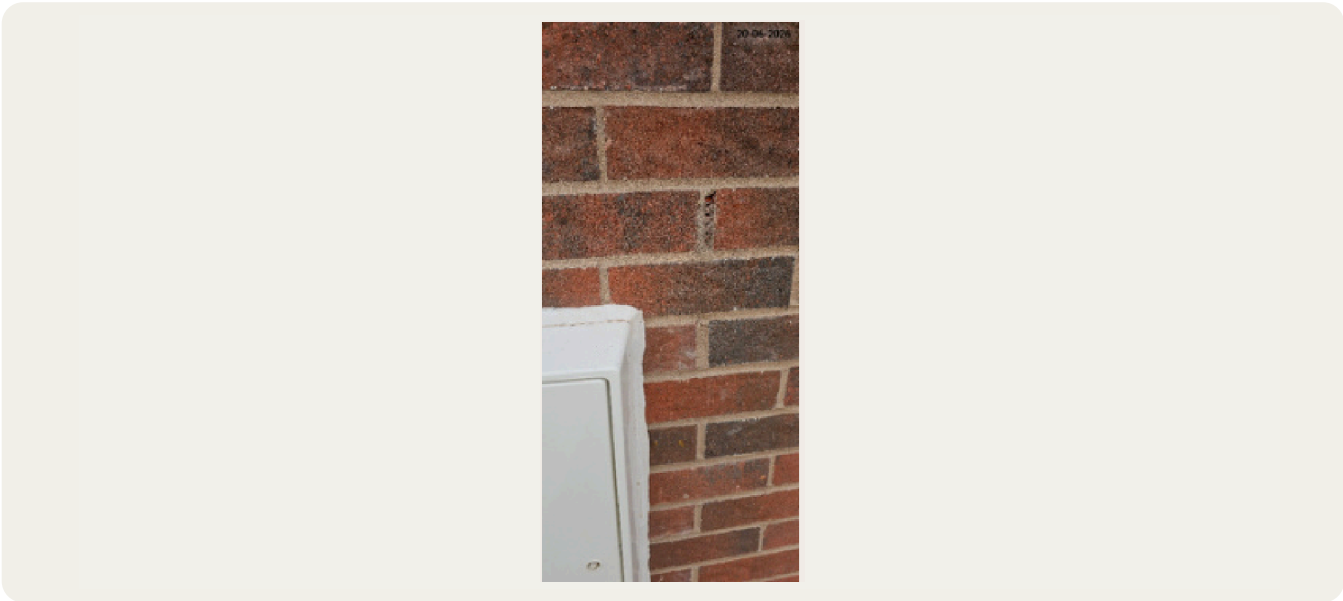
Medium urgency

LOCATION

External envelope

RECOMMENDED TRADE

Bricklayer



OBSERVATION

The weep vent above the meter box is blocked.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should clear or replace the blocked weep vent above the meter box.

REFERENCE

NHBC Standards 2026, Chapter 6.1: external masonry walls. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 85

Medium urgency

LOCATION

External envelope

RECOMMENDED TRADE

Bricklayer



OBSERVATION

The mortar finish beneath the front sill is poor.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should rake out and repoint the affected mortar to achieve a neat and durable finish.

REFERENCE

NHBC Standards 2026, Chapter 6.1: external masonry walls. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 86

Medium urgency

LOCATION

External

RECOMMENDED TRADE

Landscaper



OBSERVATION

Landscaping to the front of the property is incomplete.

WHY THIS MATTERS

The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION

The developer should complete the front landscaping before handover.

REFERENCE

NHBC Standards 2026, Chapter 10.2: drives, paths and landscaping. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 87

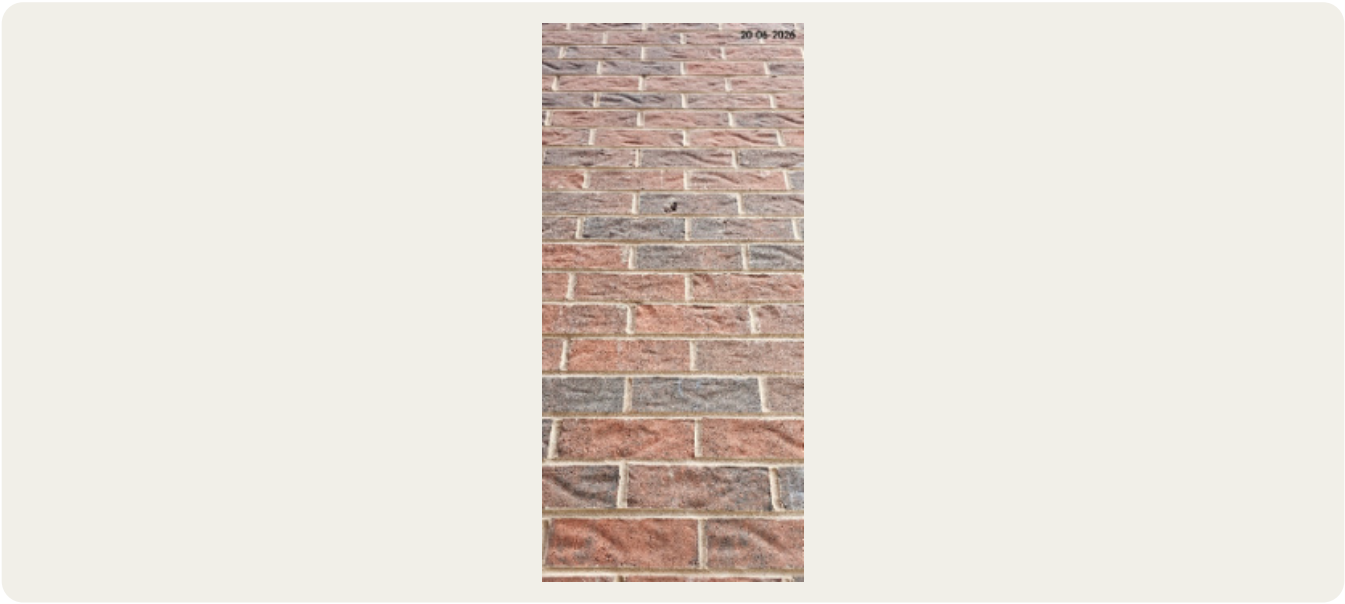
Medium urgency

LOCATION

External envelope

RECOMMENDED TRADE

Bricklayer



OBSERVATION

Damage is present to the brickwork at the left-hand end of the wall.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should replace the damaged brick where the damage exceeds acceptable tolerance.

REFERENCE

NHBC Standards 2026, Chapter 6.1: external masonry walls. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 88

Medium urgency

LOCATION

External

RECOMMENDED TRADE

Bricklayer



OBSERVATION

Mortar or construction residue remains on the external waste pipes.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should clean the external waste pipes and remove all residue.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services, including soil and waste systems. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 89

Medium urgency

LOCATION

External envelope

RECOMMENDED TRADE

Bricklayer



OBSERVATION

Redundant wall plugs are present to the external brickwork.

WHY THIS MATTERS

The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION

The developer should remove redundant wall plugs and replace any damaged bricks where required.

REFERENCE

NHBC Standards 2026, Chapter 6.1: external masonry walls. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 90

Medium urgency

LOCATION

External

RECOMMENDED TRADE

Plumber



OBSERVATION

A bracket is missing from the soil and vent pipework.

WHY THIS MATTERS

The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION

The developer should install the missing bracket to secure the soil and vent pipework.

REFERENCE

NHBC Standards 2026, Chapter 8.1: internal services, including soil and waste systems. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 91

Medium urgency

LOCATION

External

RECOMMENDED TRADE

Landscaper



OBSERVATION

Garden arisings and debris have been left on the patio.

WHY THIS MATTERS

The area should be clean, safe and free from construction debris before handover to the customer.

RECOMMENDED ACTION

The developer should remove the garden arisings and debris from the patio area.

REFERENCE

NHBC Standards 2026, Chapter 10.2: drives, paths and landscaping. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 92

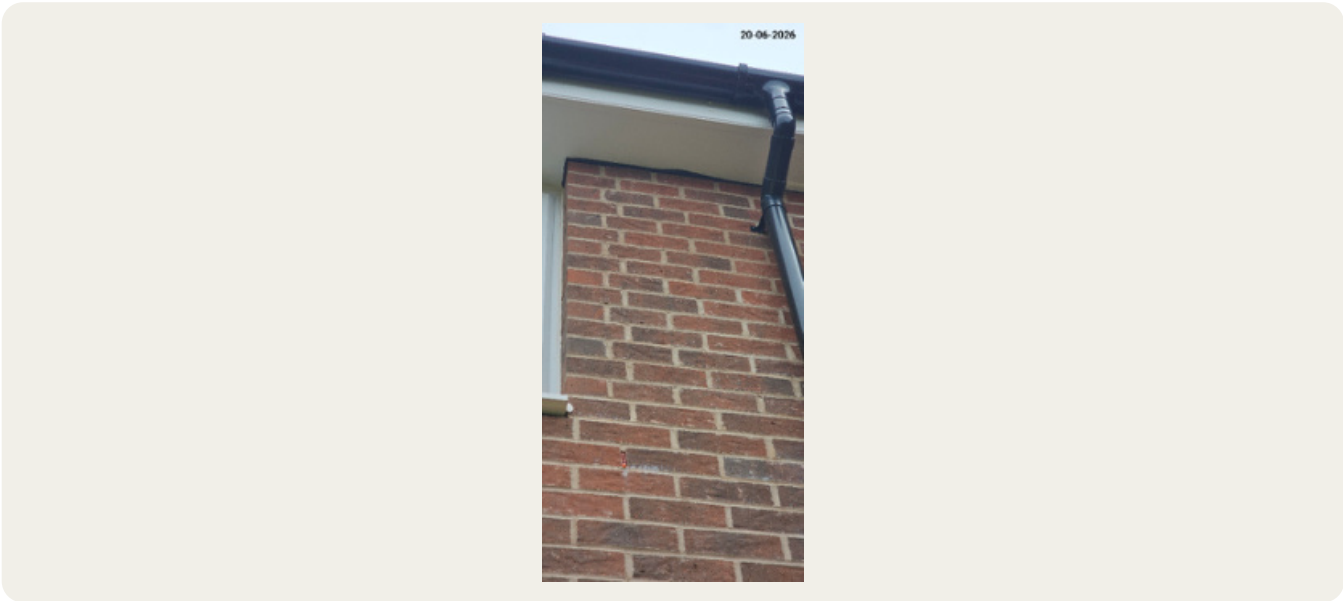
Medium urgency

LOCATION

External envelope

RECOMMENDED TRADE

Bricklayer



OBSERVATION

The compression seal tape has been installed untidily.

WHY THIS MATTERS

External envelope defects can affect durability, weather resistance or the finished appearance of the home if not corrected before handover.

RECOMMENDED ACTION

The developer should reinstall or make good the compression seal tape so it is neat and continuous.

REFERENCE

NHBC Standards 2026, Chapter 6.1: external masonry walls. Chapter 2.1: Technical Requirement R4 workmanship.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 93

Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Carpenter



OBSERVATION

The entrance threshold detail requires attention: Threshold stepdown exceeds 15mm.

WHY THIS MATTERS

Threshold defects can affect safe access, weathering and compliance with the intended accessible entrance detail.

RECOMMENDED ACTION

The developer should ensure the threshold stepdown does not exceed 15mm.

REFERENCE

Building Regulations (Wales), Approved Document M: access to and use of buildings. NHBC Standards 2026, Chapter 6.7: doors, windows and glazing.

Customer note

Request written confirmation from the developer once this item has been rectified.

Defect 94

Medium urgency

LOCATION

Hallway

RECOMMENDED TRADE

Carpenter



OBSERVATION

The finish to the front door transition strip is poor.

WHY THIS MATTERS

The item falls below the finish expected at handover and should be corrected to provide a clean, complete and consistent new home finish.

RECOMMENDED ACTION

The developer should replace the front door transition strip.

REFERENCE

NHBC Standards 2026, Chapter 6.7: doors, windows and glazing. Chapter 9.1: a consistent approach to finishes where visible finish is affected.

Customer note

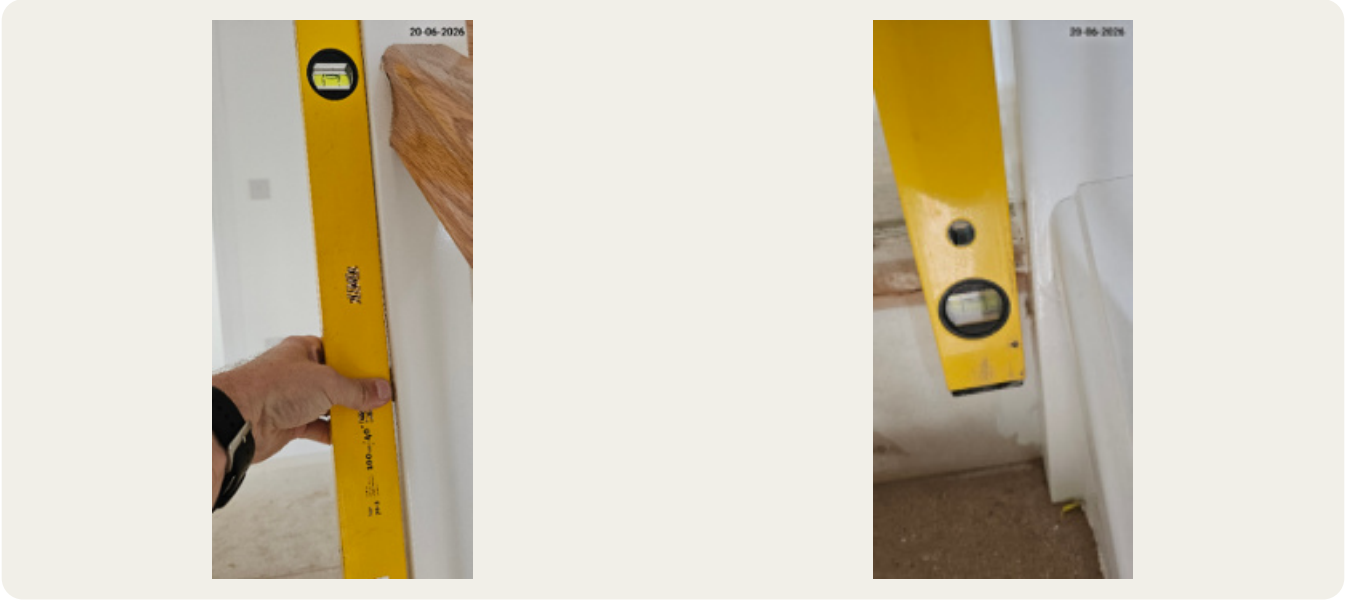
Request written confirmation from the developer once this item has been rectified.

Defect 95

Medium urgency

LOCATION
Stairs

RECOMMENDED TRADE
Carpenter



OBSERVATION
The newel post at the top of the stairs is out of plumb.

WHY THIS MATTERS
Joinery and ironmongery should be secure, aligned and properly finished to allow correct use and reduce the risk of damage or early failure.

RECOMMENDED ACTION
The developer should adjust and secure the newel post so that it is plumb.

REFERENCE
NHBC Standards 2026, Chapter 6.6: staircases. Chapter 9.4: finishings and fitments.

Customer note
Request written confirmation from the developer once this item has been rectified.

Defect 96

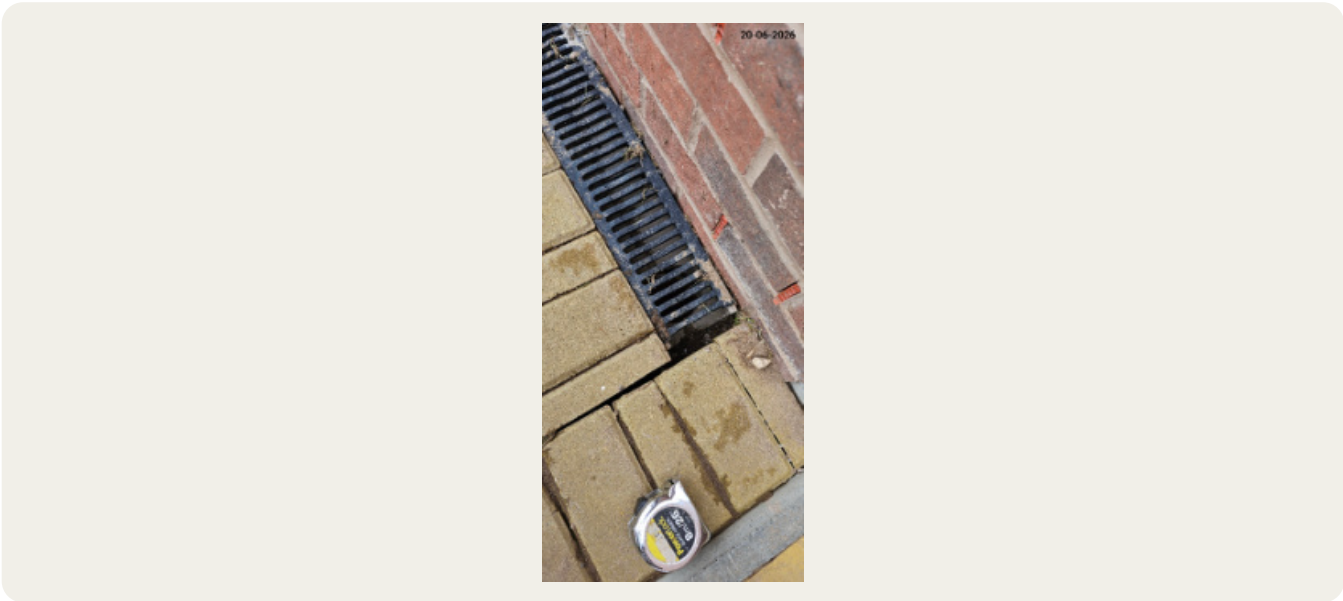
Medium urgency

LOCATION

External

RECOMMENDED TRADE

Groundworker



OBSERVATION

The ACO drain has been cut short and does not terminate correctly.

WHY THIS MATTERS

The item should be rectified to ensure the property is handed over in a complete, workmanlike and acceptable condition.

RECOMMENDED ACTION

The developer should extend the ACO drain to a suitable termination.

REFERENCE

NHBC Standards 2026, Chapter 10.2: drives, paths and landscaping. Chapter 5.3: drainage below ground where drainage or channels are affected.

Customer note

Request written confirmation from the developer once this item has been rectified.

Final recommendations

At the time of inspection, the property contained a significant number of outstanding defects and incomplete items. The developer should review this report, confirm responsibility for each item and provide a clear plan for completion. High urgency items should be addressed before legal completion or occupation where possible.

BEFORE COMPLETION

Ask the developer to confirm how the high urgency items will be resolved and whether any further investigation or written confirmation is required.

AFTER REMEDIAL WORKS

Request confirmation that all items have been completed and keep photographic evidence where possible.

RE-INSPECTION

A re-inspection is recommended to confirm that remedial works have been completed to an acceptable standard.

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