

# Template Letters Pack

The words to use — from first complaint to escalation.

Getting a new-build defect fixed is often about putting it in writing, clearly and calmly. These templates give you a starting point. Fill in the parts in [square brackets], keep it factual and unemotional, send by email (and keep a copy), and always date it.

## Tip

Keep it factual: describe what the defect is, where it is, and when you first noticed it. Avoid anger or insults — a calm, dated, evidence-backed letter is far harder to dismiss.

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## Letter 1 — Report defects (first formal complaint)

*When to use: you have snags to report to your builder, ideally within your warranty/defects period.*

[Your name] · [Your address] · [Email / phone]

[Date]

To: [Builder / developer name], Customer Care

Re: Defects at [plot number / address]

Dear [Builder],

I am writing to formally report the following defects at [address], which I identified [at handover on DATE / since moving in on DATE]:

- [Defect 1 — what it is and where]
- [Defect 2 — what it is and where]
- [Defect 3 — what it is and where]

These fall within my [two-year defects period / warranty]. I should be grateful if you would arrange an inspection and provide a written schedule of works to remedy them within [14 days / a reasonable timescale].

I have kept dated photographs of each item. Please confirm receipt of this letter and your proposed timescale in writing.

Yours faithfully,

[Your name]

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## Letter 2 — Chaser / escalation (no response)

*When to use: your builder has not replied, or not given a proper schedule, after a reasonable time.*

[Your name] · [Your address] · [Date]

To: [Builder / developer name], Customer Care

Re: Unresolved defects at [address] — follow-up

Dear [Builder],

I wrote to you on [DATE] reporting defects at [address] and have not received [any response / a satisfactory response or schedule of works]. It is now [X] days.

I am formally escalating this matter. Please provide a written schedule of works, with dates, within [7 / 14] days of this letter.

If I do not receive a satisfactory response, I will escalate to [my warranty provider / the New Homes Ombudsman] and place a record of these unresolved defects on the public register.

Yours faithfully,  
[Your name]

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### Letter 3 — Disputing the ‘maintenance’ excuse

*When to use: the builder claims a genuine build defect is your maintenance responsibility.*

[Your name] · [Your address] · [Date]

To: [Builder / developer name]  
Re: Defect at [address] — your reference [REF]

Dear [Builder],

Thank you for your response of [DATE]. I do not accept that the defect at [address] is a maintenance issue.

The defect was [present at / shortly after handover] / [has recurred despite repair] / [is the result of poor workmanship or materials], and [an independent survey dated DATE / building regulations / NHBC standards] support that it is a build defect rather than wear and tear.

Please confirm precisely what maintenance you consider was required, and how it would have prevented this fault. In the meantime, I ask you again to remedy the defect under [my warranty / the defects period].

Yours faithfully,  
[Your name]

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### Letter 4 — Escalate to warranty provider / Ombudsman

*When to use: the builder still won't resolve it and you're ready to escalate beyond them.*

[Your name] · [Your address] · [Date]

To: [Warranty provider / New Homes Ombudsman]  
Re: Unresolved new-build defect — [address] — builder [name]

Dear Sir or Madam,

I am escalating an unresolved defect at my new-build home. I first reported it to [builder] on [DATE]. Despite [X] days / the eight-week period, it remains unresolved.

I enclose: dated photographs, my correspondence with the builder, [and an independent survey dated DATE].

I request that you [investigate this under the warranty / accept this referral and review the matter]. I am happy to provide any further information required.

Yours faithfully,  
[Your name]

**Being pressured?**

Received an intimidating letter from your builder about a review? Don't panic, and don't reply in anger. Snag Scout's Legal Shield can help you generate a calm, rights-based response — and if you are genuinely threatened with legal action, take your own advice.

These are general templates to help you communicate clearly. They are not legal advice and should be adapted to your own situation. If a matter becomes serious or you are threatened with legal action, take professional advice.