

Your New-Build Journey

What to do — wherever you are. Find the path that matches you.

1. Moved in and it's going well

Few or no snags, and your builder sorted them promptly? Great — say so.

1. Do a snagging walk-through anyway (use our checklist) and report anything within your warranty period.
2. Keep all your handover, warranty and building-control documents safe.
3. Leave a positive review on Snag Scout — praise a builder who got it right and help the next buyer.
4. Things can change later — see path 3. You can update your review at any time.

2. Problems from the start

Lots of snags, or a builder who's gone quiet? You're not alone — and you don't have to accept it.

1. Document every defect with dated photos (our checklist helps).
2. Report them to your builder in writing — dated, never just a phone call.
3. Log them on Snag Scout: a verified, public record, with a ghosting timer if they don't respond.
4. If they fix it, update the status — resolved cases earn a success badge. If they ignore you, your timeline builds toward the 56-day New Homes Ombudsman point.
5. Export your free Ombudsman-ready dossier and escalate.

3. It was fine — but issues have appeared since

Latent defects — damp, cracks, settlement — often surface after a winter or two (6–24 months+). That doesn't make it your fault.

1. Don't assume 'lack of maintenance' — check our 'Is this the builder's responsibility?' guide.
2. Consider a professional snagging survey or a chartered surveyor to document it properly.
3. Report it to your builder or warranty provider in writing, within your cover period.
4. Already left a review? Update it — add the new issues and evidence, so your record reflects what's really happened over time.
5. Escalate via your warranty provider or the New Homes Ombudsman if needed.

Remember

Your review isn't frozen in time. Whatever stage you're at, you can update it as your situation changes — that's what makes Snag Scout an honest record over the life of your home, not a one-off snapshot.

Wherever you are, there's a next step.

Free · anonymous · South West England · snagscout.co.uk

This guide is general information, not legal or professional advice, and does not override your warranty terms or contract. If in doubt, take professional advice.