



Snagging Checklist

Snagging.org
Empowering New Home Owners

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 **New Build
Inspections**



Introduction

This checklist will allow you to carry out your snagging inspection in a methodological fashion without requiring any specialist knowledge ensuring that defects are identified as early as possible in the new build home purchasing process. This is extremely beneficial, especially if the defects can be identified and fixed before you move in. If you were able to manage this you would not have to worry about arranging for workmen to access your property, you would not have to spend time and energy chasing the developer to get problems resolved and you would be able to start to fully enjoy your new house and would have a lot less stress in your life. Unfortunately, this is unlikely, but this document will help you strive towards this goal.

This checklist can be used during the official snagging inspections organised by the developer or during your first two years in your new home. After two years you are usually not able to make a claim relating to the finish of your property.

The developer will have their own customer care process which will typically involve a snagging inspection a week or so before you move, a demonstration on the day you move in and another snagging inspection a week or so after you move in. The developer is likely to have documents that they will use to record your snags. They may give you copies and ask you to sign these, but do not rely on these, however official or organised they appear they do go missing, and their systems may not be as robust as they appear.

How To Use This Document

The form is designed for anybody to use and does not assume any specialist knowledge. However, if you do not feel confident, ask a friend or family member to help you complete it. Alternatively, post a request for snagging assistance on the [snagging.org](https://www.snagging.org) website. This has the added advantage of putting you in control as you will probably outnumber the developer's representatives.

If you are using the checklist as part of one of the official snagging inspections, you will be asked to move from room to room during the inspection. Rather than doing this, take control of the situation and tell the site representative that you want to look at each aspect of the house in turn - windows, wall, ceilings etc. This will entail walking around the whole house a number of times looking at a specific area each time, and will allow you to stay focused on one aspect of your new house rather than being overwhelmed by all the different checks that need to be made in a particular room.

If this is done correctly, it will take two or three hours depending on the size of the property. If you are planning to use it during one of the official snagging inspections, make sure that the site representative is aware that this is how long you expect it to take.

When a defect is found, tick the 'Not Met' column and report it to the site representative, if you are doing it with them, or Customer Care, if you are doing it on your own, making a note of who you reported the problem to and when in the 'Reported' column. In the notes section include detailed information about the location of the defect and the precise nature of the problem.

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Once the form is complete make two copies and post one to customer care and give another copy to the site representative, if they are still on site.

As the snags are dealt with, update the form and send it to customer care. If additional snags have been identified and recorded, highlight these in a covering letter.

Monitor how long it is taking for problems to be resolved using the 'Reported' column. If a problem has not been fixed within three months, write to customer care telling them what your complaint is and ask them who you should address your complaint to. If this does not lead to a satisfactory resolution, then you should write to the warranty provider. The NHBC (National House Builders Association), for example, provides a complaints resolution service.

There is a template at the back of this document which can be used for recording snags which do not fall within the framework of this document.

Tools Required

The main tool is your eyes, binoculars for the roof would be useful, a spirit level or at least a marble for checking levels, a measure for checking heights and a socket tester for checking power sockets. These can be purchased from shops such as Wickes, Screwfix, or Amazon.

You will also need to familiarise yourself with the specification of your house and the plans.

Need Further Help?

Should you require a more thorough examination or simply prefer a professional touch, our sponsors at **New Build Inspections** are available to assist. Their seasoned inspectors bring a wealth of experience and meticulous attention to detail, ensuring that every aspect of your new build home is scrutinised to the highest standards.

Opting for a professional snagging inspection can provide an array of benefits including uncovering hidden defects, ensuring compliance with building standards, and providing peace of mind that your investment is sound and secure. It's an invaluable step towards making your new home as perfect as it can be.

Contact them today to arrange your professional snagging inspection:

- **Phone:** [01788 494400](tel:01788494400)
- **Email:** info@newbuildinspections.com
- **Website:** newbuildinspections.com

With **New Build Inspections** on your side, gain the assurance that your new home is built to last, with every corner meticulously checked for quality and safety.

Book now and we will refund the cost of this checklist!



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Exterior – External Walls

Standard	Met	Not Met	N/A	Reported	Fixed
1.1 There should be no cement (mortar) on the brickwork or stonework.					
Notes:					
1.2 The mortar should be a consistent colour.					
Notes:					
1.3 The mortar should be hard and should not crumble easily when rubbed, use a coin to check this.					
Notes:					
1.4 There shouldn't be areas of significant efflorescence (a white salt deposit), small amounts are normal.					
Notes:					
1.5 Brickwork or stonework should be a consistent colour, assuming they are supposed to be like this.					
Notes:					

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1.6 Brickwork or stonework should not be chipped or cracked.					
Notes:					
1.7 There should be no gaps in the cement between the bricks or stones.					
Notes:					
1.8 There should be no gaps around pipes coming out of the walls.					
Notes:					
1.9 The rows of bricks (courses) should be straight and run in parallel.					
Notes: If this is not the case, get professional advice.					
1.10 The vertical gaps between the bricks should be aligned – you should not have wandering perpendiculars					
Notes:					
1.11 Airbricks which allow ventilation should not be blocked or damaged.					

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Notes:					
1.12 There should be no gaps in the brickwork or stonework between the roof and the exterior walls.					
Notes:					
1.13 Check that the gap between the roof (soffits) and the brickwork or stonework has been sealed.					
Notes:					
1.14 There should be no nails protruding from the exterior walls.					
Notes:					
1.15 There should be no cracks or chips in exterior rendering, if present, and the surface should be finished consistently.					
Notes:					
1.16 If the property has any sections of cladding, check for damage and a consistent finish.					

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Notes:					
1.17 If an expansion gap has been cut into an exterior wall check that it has been filled.					
Notes:					
1.18 There should be two layers (courses) of bricks between the damp proof membrane and ground level (150mm). The damp proof membrane is just under the bottom of the exterior doors.					
Notes:					
1.19 Meter boxes should be undamaged, securely fitted and should be clean. A key should be provided.					
Notes:					