

Method Consulting

Intelligent engineering,
sustainable buildings

Camp Field, Havant

Home Quality Mark ONE

Design Stage Assessment Sheet for Planning

Revision P01, April 2022



Camp Field HQM Pre-Assessment

Introduction

The Home Quality Mark (HQM) is a customer-focused assessment and certification scheme, designed to recognise new homes where performance meets best-practice standards that are often much higher than those required by regulation. It is used to rate the environmental and well-being, and cost benefits of new housing for the owner. A HQM rating can be awarded where sufficient credits have been gained on the basis of meeting environmental performance criteria in each of the technical categories:

Home Quality Mark Standards	
Total required for '1 Star'	Min. req'ts
Total required for '1.5 Star'	90
Total required for '2 Star'	100
Total required for '2.5 Star'	120
Total required for '3 Star'	150
Total required for '3.5 Star'	190
Total required for '4 Star'	240
Total required for '4.5 Star'	300
Total required for '5 Star'	400

Home Quality Mark Categories	
1 - Transport and Movement	7 - Space
2 - Outdoors	8 - Water
3 - Safety and Resilience	9 - Quality Assurance
4 - Comfort	10 - Construction Impacts
5 - Energy	11 - Customer Experience
6 - Materials	

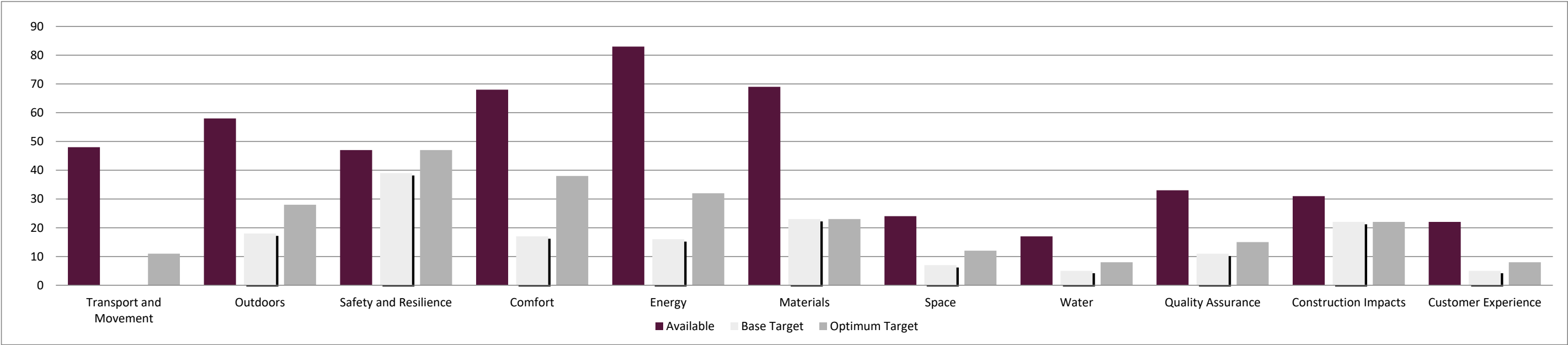
This pre-assessment has been carried out based on the Home Quality Mark Design Stage Criteria. The Home Quality Mark is assessed on a home-by-home basis, so each dwelling in a development of multiple homes can achieve a different rating. This summary sheet encompasses the "best" and "worst" case targets (optimistic and base) for a development where multiple homes are to be provided.

Please note that this pre-assessment includes a summary of the requirements for each credit, but the Home Quality Mark Technical Manual should be referred to for full details.

Scoring and mandatory requirements

Home Quality Mark requires the achievement of a minimum number of credits in order to achieve a particular rating. This is determined by a scoring system in which credits are assigned to issues under each of the sections above. These sections are each weighted identically, so one credit is worth the same towards the overall rating regardless of the issue. However, many issues are worth more than one credit.

In addition to the achievement of a minimum score, HQM also contains mandatory minimum credits/requirements which MUST be achieved in order to obtain a particular rating. If these are not achieved, the required rating cannot be obtained regardless of the total score achieved. In HQM, there are also 'minimum requirements' which do not carry a score, but must be achieved in order to award any rating. Where a minimum requirement or mandatory credit is present, this is clearly highlighted in the main summary spreadsheet below. A list of the mandatory credits can be found on the next page.



Stage of Assessment: Interim design stage	Lead Assessor(s): Natasha Fox 01793 836607 - Natasha.Fox@methodllp.com
Scheme Registration Number: TBC	Assessor Support: Ross MacGregor 01793 836619 - Ross.MacGregor@methodllp.com

RIBA Stage 1&2 Credits	Complete?	Site Address: Camp Field, Bartons Road, Southleigh	Contents Amendment Record
1.2: Cycle Networks	N/A	Meeting Record: 23/06/2021 - HQM workshop	P01: Planning copy (11/04/2022)
2.1: Ecology Pre-requisite	N/A		
2.1: Survey and Evaluation	N/A		
2.1: Determining Ecological Outcomes	N/A		
2.1: Wider Site Sustainability	N/A		
2.2: Liaison, Implementation and Data	N/A		
3.3: Security Needs Assessment	N/A		
3.3: Security Features	N/A		
6.1: Procurement (Responsible Sourcing)	N/A		
6.2: Procurement (EPDs)	N/A		
6.3: Occupant's Life Cycle Cost Report	N/A		
7.2: Accessible and Adaptable Design	N/A		
9.1: Feedback from Previous Projects	N/A		
9.1: Minimum Requirement - Delivery Plan	N/A		
10.4: Product Procurement Policy	N/A		

Mandatory Requirements for Specific Ratings		Project Targets	
Total required for '1 Star'	Minimum requirements	MINIMUM HQM RATING REQUIRED: Not specified.	
Total required for '1.5 Star'	90	It should be noted that until sufficient evidence is provided by the project team to the HQM Assessor to demonstrate that the full requirements have been met, none of these scores can be assumed to have been achieved, but remain as targets until the assessor confirms otherwise. This pre-assessment is based on discussions and correspondence, and other discipline's reports.	
Total required for '2 Star'	100		
Total required for '2.5 Star'	120	The base target shows the minimum credits anticipated to be achieved by the Worst Case dwelling. This equals 163 which is a rating of 3 Stars.	
Total required for '3 Star'	150	The optimum target shows which credits could potentially be gained, although the feasibility of achieving some of these will require further investigation. This equals 244 which is a rating of 4 Stars.	
Total required for '3.5 Star'	190		
Total required for '4 Star'	240		
Total required for '4.5 Star'	300		
Total required for '5 Star'	400	The table below shows the mandatory minimum requirements to achieve a 1 Star rating. For higher ratings, additional mandatory standards must be met - these are detailed in each credit.	
Expected Scores		Minimum Requirements for Any Rating	Summary of minimum requirements
Minimum required	N/A	3.1: Flood Risk Assessment	A site-specific flood risk assessment must be undertaken for any rating.
Worst Case Target	163	4.5: Temperature - 02 Temperature Analysis	Thermal analysis, and results shared in Home Information pack for any rating.
Best Case Target	244	4.6: Ventilation - Information Sign	Fixed sign providing information about the ventilation system for any rating.
Key Facts Number of Dwellings: 70 Heating System: Gas boilers Cooling Strategy: N/A Ventilation Strategy: Natural Ventilation LZC Technologies: TBC		4.6: Ventilation - Ventilation Rates	The home must achieve the ventilation rates for System 3 and 4 for any rating.
		4.6: Ventilation - Maintenance and Controls	Ventilation systems must be able to boost during increased humidity for any rating.
		9.1: Project Preparation - Project Delivery Plan	A project delivery plan is required for any rating. See credit for further information.
		9.1: Project Preparation - Product Procurement	A product procurement and substitution policy must be in place for any rating.
		9.1: Project Preparation - Dissemination of Information	Processes must be in place to disseminate information to relevant parties.
		9.2: Commissioning and Testing - Commissioning Building Services and Control Systems	Commissioning must be carried out according to best practice guidance.
		9.3: Inspections and Completion - Visual Defects Inspection	A visual defects inspection is required, and any defects must be rectified.
		9.3: Inspections and Completion - Construction Inspections	Inspection details are agreed and carried out at appropriate stages.
		9.3: Inspections and Completion - Construction Record	A record of all quality assurance measures carried out must be kept.
		11.1: Aftercare - Building Warranty	The home must be covered by a compliant building warranty.
		11.1: Aftercare - Handover Visit	Operation and maintenance demonstrations must be given to occupants.
		11.2: Home Information - Home Information	The developer must give occupants key information in an accessible way.

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Section 1: Our Surroundings							
1. Transport and Movement							
1.1 Public transport availability (p10-13)							
Accessibility Index (AI)	12	0	4	Frequency of buses and trains, and distance to the bus stops and stations. Credits awarded based on Accessibility Index scores using a HQM calculator.	Accessibility Index thought to be low due to semi-rural location. 0-4 credits assumed but to be confirmed by Transport Consultant.	Transport Consultant	
Improving the local service	3	0	0	3 credits for contacting transport companies, with an increase in local service provision negotiated and resulting in an increase in the AI of at least 1.	It was agreed that this would not be targeted due to the limit scale of the development.	-	
1.2 Sustainable transport options (p14-19)							
Pre-requisite	Pre-requisite	Y	Y	Home information to be provided - see credit 11.2 Home Information	It was agreed that this pre-requisite would be met.	Redrow	
Cycle storage	6	0	6	Either 3 or 6 credits for cycle storage per home, based on dwelling size. E.g. for a two bedroom house, 1 cycle space is needed for 3 credits, or 2 cycle spaces for 6 credits. There must be a safe walking route from the storage to the home entrance (communal entrance for an apartment block).	It was discussed that each dwelling type will have different levels of cycle storage, so some dwellings may achieve more credits than others. 0-6 credits targeted with credits to be awarded on a dwelling-by-dwelling basis.	Architect	
Cycle networks	4	0	0	Consult with the local authority during preparation of the brief (very early) , on the state of the local cycling network. Identify improvements this development could make, and implement one of those improvements. The home should be connected to a safe cycle route via a safe walking route.	It was agreed that this would not be targeted as there is no compliant cycle network within a close enough proximity to the development.	-	
Electric vehicle charging points	4	0	1	Up to 4 credits for electric car charging points. For private parking: 1 credit for slow charging (3kW), 2 credits for fast charging (7kW), 4 credits for fast charging (22kW). For communal parking, at least 10% of parking spaces must have EVC, plus: 1 credit for an EVC score of ≥7.5, 2 credits for ≥15, 3 credits for ≥30, 4 credits for ≥50. Refer to guidance for EVC calculation method.	It was discussed that there will be provision of active EV charging points where homes have off-street parking in the form of a 3kW unit. One credit can be achieved where provided.	M&E	
Car clubs	3	0	0	2 credits if there is a compliant car club within 650m of the home, via a safe walking route. Extra credit available where in addition, at least 60% of the vehicles from the car club are hybrid or electric.	It was agreed that no car clubs will be located within close proximity of any of the homes, and none are to be provided. Credit not targeted.	-	
1.3 Local amenities (p20-22)							
Key local amenities	11	0	0	3 of the following to be in close proximity (650m by a safe pedestrian route): post office, bank, ATM, GP/medical centre, pharmacy, supermarket or grocery store.	It was agreed that as there are no suitable amenities within close proximity to the site, these credits would not be achievable. Credits not targeted.	-	
Beneficial local amenities	5	0	0	In addition to the above, 2 of the following to be within 1.5 miles of the home via safe walking routes or 30 mins by public transport: recreation or leisure facility, childcare facility or school, large scale retail, community facilities.	It was agreed that these credits would not be targeted as the previous credits have not been targeted.	-	
Total number of credits achievable versus targeted:	48	0	11				

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
2. Outdoors							
2.1 Identifying Ecological Risks and Opportunities (p24-31)							
Pre-requisite	Pre-requisite	Y	Y	Determine the assessment route by using Guidance Note 34 (Ecology Risk Evaluation Checklist) AND the client or contractor should confirm compliance is monitored against all UK, EU and international ecology legislation. Foundation Route 1, or Comprehensive Route 2.	HQM ecology report received and confirms that Route 2 will be targeted, and that Redrow has committed to complying with the relevant UK and EU legislation.	Redrow	
Survey and evaluation	3	3	3	This is a prerequisite for using the Foundation Route 1 or provides 3 credits for the Comprehensive Route 2. Foundation: To complete the prerequisite, GN34 should indicate that Route 1 can be used. Comprehensive: For the 3 credits, a Suitably Qualified Ecologist (SQE) is to be appointed early enough to ensure involvement with site configuration and strategic planning decisions. The ecology survey must be carried out during RIBA Stage 1 to determine the ecology baseline (current and potential ecology value, condition of the site and zone of influence, direct and indirect risks to current ecological value, and capacity and feasibility to enhance the site and areas within the zone of influence).	HQM ecology report confirms this was undertaken in November 2020, and that timing was appropriate to be able to influence the final design in favour of biodiversity. Credits awarded at Design Stage.	-	
Determining ecological outcomes	3	3	3	2 credits for using the foundation route or 3 credits for the comprehensive route. Foundation: For the 2 credits, at RIBA Stage 2, the team must liaise and collaborate with stakeholders to identify, appraise and agree actions to achieve optimum ecology performance in line with the first two points of the mitigation hierarchy (avoidance and protection). Comprehensive: For the 3 credits, in addition to the above the team should cover the remaining three mitigation hierarchy points (reduction or limitation of negative impacts, on site compensation, and enhancement)	HQM ecology report confirms that discussions have been held in relation to ecology at an early stage to inform design. Mitigation and enhancement plan has been developed in 2018, and recommendations for on-site compensation, etc. have been recorded. Credits awarded at Design Stage.	-	
Wider site sustainability (comprehensive route 2)	1	0	0	If the Comprehensive route has been taken for three credits, then this credit is achieved when the team considers wider site sustainability related activities, and the potential for ecosystem service related benefits. Refer to the guidance for more details.	It was agreed that this credit would not be targeted due to the significant scope of this credit which increases beyond the works being completed on-site.	-	
2.2 Managing impacts on ecology (p32-35)							
Pre-requisite	Pre-requisite	Y	Y	To achieve any credits, the previous issue 2.1 must have been achieved (via either route 1 or 2) AND the client or contractor should confirm compliance is monitored against all UK, EU and international ecology legislation.	HQM ecology report confirms that the pre-requisite has been achieved.	-	
Liaison, implementation and data	3	3	3	Define, allocate and implement roles and responsibilities to deliver the outcomes for optimal ecological outcomes agreed in issue 2.1, by RIBA Stage 2. The site preparation and construction works must be planned for early enough to deliver the outcomes. The team must collaborate with stakeholders and implement actions during site preparation and construction works.	HQM ecology report confirms that the recommendations etc. have been provided to the team for implementation, and that this was done at an early enough stage to deliver the required outcomes.	Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Routes of rigour - managing negative impacts	6	3	3	Foundation Route: 3 credits where negative impacts from site preparation and construction works have been managed to minimise their effect and ensure that no net impact has resulted. Comprehensive Route: Up to 6 credits where a Suitably Qualified Ecologist (SQE) confirms that the negative impacts from site works are managed according to the mitigation hierarchy, and either there is no overall loss of ecological value (6 credits) or the loss of value has been limited as far as possible (3 credits).	HQM ecology report confirms that the loss of value has been limited as far as possible. Three credits awarded at Design Stage.	-	
2.3 Ecological change and enhancement (p36-40)							
Previously occupied land	2	0	0	2 credits awarded where at least 75% of the proposed development's footprint is on an area of land which has previously been occupied.	It was agreed that this credit would not be achievable as the land was previously agricultural use.	-	
Ecological risks and opportunities for the project	Pre-requisite	Y	Y	To achieve any credits below, the previous issue 2.1 must have been achieved (via either route 1 or 2) AND the client or contractor should confirm compliance is monitored against all UK, EU and international ecology legislation.	Achieved as per previous credit sections.	-	
Routes of rigour - liaison, implementation and data	2	2	2	Foundation Route: The project team should collaborate with stakeholders (as part of credit 2.1) and implement actions to enhance the ecology of the site. The recommendations implemented should be based on local ecology expertise, specialist input and guidance, so that the team adopts locally relevant actions to enhance the site. Comprehensive Route: As above, but with also implementing actions off site within the zone of influence, if on-site is not feasible, in line with the SQE's role. The data collated should also be provided to the nearest environmental records centre.	HQM ecology report confirms that the principles of these credits have been achieved, based on a separate report detailing the impacts of the development on the SSSI.	Redrow	
Measuring the change in ecological value (comprehensive route 2)	8	0	0	Comprehensive Route Only: Up to 8 credits awarded depending on the change in ecological value: 2 credits for minimising loss of ecology, 4 credits for no net loss of ecology, 6 credits for net gain of ecology, 8 credits for exceeds net gain.	RPS report confirms that no credits are achievable as the post-development site is set to be <75% of the pre-development site value. Credits removed from targets accordingly.	-	
2.4 Long term ecological management and maintenance (P41-44)							
Pre-requisite 1: Roles & responsibilities, implementation, statutory obligations	Pre-requisite	N	N	The client or contractor should confirm compliance is monitored against all UK, EU and international ecology legislation AND from issue 2.3 'liaison, implementation and data' must be achieved (via either route 1 or 2). If following route 2, 2 credits must have been achieved under 2.3 for minimising loss of ecology.	HQM ecology report confirms that this section is unachievable as no credits are achieved for the 'Measuring the change in ecological value' issue. Credits removed from targets accordingly.	-	
Pre-requisite 2: Home information	Pre-requisite	N	N	Information is provided to the home occupier detailing the long term ecological management actions and requirements part of 11.2 Home Information.	As the above pre-requisite has not been achieved, no credits are achievable.	-	
Pre-requisite 3: Liaison, review and management	Pre-requisite	N	N	The project team liaise and collaborate with representative stakeholders, taking into consideration data collated and shared, to determine and implement the actions made and structures required for the ' <i>Landscape and ecology management plan</i> ' and ' <i>Monitoring and update</i> ' criteria, where pursued.	See above.	-	
Landscape and ecology management plan	4	0	0	A management plan should be in place, accessible to the home, that is appropriate to the type of home and site, and builds on the actions carried out for protecting and enhancing ecology, to ensure commitments made and efforts during development, are retained and continued during handover and as far as possible, in-use.	See above.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Monitoring and update	4	0	0	To achieve this, the home information pre-requisite plus the landscape management plan credit must be achieved. In addition, formal commitments must be in place so that the following can be carried out: a) monitor and report on the actions implemented during the project, and the outcomes b) arrangements for ongoing management c) maintaining the ecology value of the site and its relationship or connection to its zone of influence. d) maintaining the site in line with any sustainability linked activities, such as ecosystem benefits e) Remedial or other management actions are carried out which related to those identified in issues 2.1, 2.2 and 2.3. The landscape and ecology management plan must also be updated to support maintenance of the ecological value of the site.	See above.	-	
2.5 Recreational space (p45-50)							
Pre-requisite	Pre-requisite	Y	Y	Home information to be provided - see credit 11.2 Home Information	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Accessible recreational space	4	4	4	The home is in within walking distance of recreational space: Green park spaces, woodland, etc. (over 1ha in size), within 1km of the home, OR: Play parks, sports fields, tennis courts, etc., within 650m of the home.	It was agreed that these credits would be targeted. Significant recreation ground is nearby (Bartons Green, etc.).	Architect	
Private space	6	0	6	Private space to be clearly associated with the home, and if a balcony or roof terrace, must be min 1.5m depth. Apartments: Up to 2 bed - 4sqm for 1 credit, 6sqm for 3 credits, 8sqm for 6 credits. 1sqm added per additional bedroom. 1-2 bed house: 20sqm for 1 credit, 30sqm for 3 credits, 50sqm for 6 credits. 3-4 bed house: 25sqm for 1 credit, 40sqm for 3 credits, 65sqm for 6 credits. 5+bed house: 30sqm for 1 credit, 60sqm for 3 credits, 100sqm for 6 credits.	It was agreed (23/06/21) that some homes would not have private space, whilst others would have suitably sized gardens. Credits will be varied by house type. It was noted that the largest house size is a 4 bed. Credits are awarded accordingly by plot.	-	
Communal space	7	0	4	Where the entrance of the home is no more than 100m from communal space. The space required for communal space is based on the development Gross Developmental Area (GDA), and a minimum of 20sqm is required in all cases. Flats and apartments (urban centre): 5% of the GDA for 4 credits, 7.5% for 7 credits. Flats and apartments (other): 10% of the GDA for 4 credits, 15% for 7 credits. Houses (urban centre): 7.5% of the GDA for 4 credits, 10% for 7 credits. Houses (other): 15% of the GDA for 4 credits, 20% for 7 credits.	It was agreed that these credits would be reviewed, as some communal space is provided.	Architect / Landscape Architect	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Growing space	3	0	0	Up to 3 credits for providing growing space no more than 100m from the home entrance. Management plans must be in place for communal spaces. The LA and local growing groups should be consulted to determine the demand and suitable types of space. The output of the consultation should feed into the final provision of the growing space. The amounts required (per home) are: Apartment: 0.5sqm for 1 credit, 1sqm for 2 credits, 1.5sqm for 3 credits. House (urban centre): 2sqm for 1 credit, 3sqm for 2 credits, 5sqm for 3 credits. House (other): 2sqm for 1 credit, 4sqm for 2 credits, 6sqm for 3 credits. For communal growing space, refer to the guidance for % of GDA (ranging from 1.5% to 10%).	It was agreed that these credits would not be targeted as no growing space is to be provided.	-	
Expert input	2	0	0	Credit awarded when the previous issue is achieved and growing space is provided, plus expert advice is sought at the design stage for the growing space. The space should be planted with low maintenance species in part of the area, in accordance with the expert input.	It was agreed that these credits would not be targeted as the previous credits have not been targeted.	-	
Total number of credits achievable versus targeted:	58	18	28				
3. Safety and Resilience							
3.1 Flood risk (p52-57)							
Minimum requirement	Pre-requisite	Y	Y	Flood Risk Assessment (FRA) to be undertaken for the site, taking into account current and future sources of flooding and in line with current best practice guidance.	It was confirmed that an FRA has been prepared by Charles and Associates.	-	
Pre-requisite	Pre-requisite	Y	Y	Home information to be provided if medium/high risk - see credit 11.2 Home Information	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Flood risk	19	19	19	17 credits for medium/high risk, 19 for low risk from all sources. For medium/high risk, the ground level of all habitable parts of the home and access to both the site and the homes, must be above 600mm threshold above the design flood level OR the design must be in accordance with recommendations of the appropriate professional in line with section 5 of BS8533:2015.	FRA from C&A confirms that the site is at a low risk of flooding from all sources including an allowance for climate change. Credits awarded at Design Stage.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
3.2 Managing rainfall impacts (p58-64)							
Pre-requisite	-	-	-	Information on rainfall management is to be included in the home information provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Managing the rate and volume of run off	14	11	14	Foundation Route (up to 3 credits): The reduction of the impermeable area of the development site must be calculated. 1 credit is awarded if this is a >25% reduction, and 3 credits if this is a >50% reduction. Comprehensive Route (up to 14 credits) A qualified professional must advise on the change in impermeable area, and reducing the peak rate and volume of run-off. Peak Runoff Measures must be specified to ensure that the peak rate of runoff is either: - No greater than the pre-development site (3 credits), or; - No greater than an equivalent greenfield site (5 credits) Volume of Runoff Drainage design must be such that the post development volume of runoff for the 100-year 6-hour storm event is no greater than: - The pre-development site (6 credits), or; - An equivalent greenfield site (9 credits).	It was agreed that at least 11 credits would be targeted. It was noted that the drainage statement confirms that the site will achieve peak runoff no greater than the equivalent greenfield site (5 credits). The volume of runoff is to be reviewed. It was noted that MJA have been appointed by Redrow for these works.	MJA	
Water quality	3	3	3	At least 3 credits in the ' <i>Managing the rate and volume of runoff</i> ' issue have been achieved using the Comprehensive Route . An appropriately qualified professional must then demonstrate that the appropriate pollution prevention and treatment measures are incorporated into the design of surface water drainage systems, in accordance with C753 'The SuDS Manual'.	It was agreed that these credits would be targeted. The drainage statement confirms that these measures will be implemented.	MJA	
Designing for maintenance and operation	2	2	2	Ownership, long term operation, and maintenance agreements must be put in place for any SuDS during the design life of the development.	It was agreed that these credits would be targeted.	Redrow	
3.3 Security (p65-68)							
Pre-requisite	Pre-requisite	Y	Y	Information on security features is to be included in the home information provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Security appointment & security needs assessment pre-requisite	Pre-requisite	Y	Y	A Suitably Qualified Security Specialist (SQSS) must conduct a Security Needs Assessment (SNA) during or prior to RIBA Stage 2.	A compliant SNA has been produced and sets out a series of recommendations for implementation. Pre-requisite achieved at Design Stage.	-	
Security features	9	4	9	The SQSS must develop a set of recommendations during or prior to RIBA Stage 2, with the aim of ensuring that the homes and external areas within the site's boundary are designed and specified to address the issues identified in the SNA. These must then be implemented in the design: - 50% of recommendations implemented for 4 credits - 100% of recommendations implemented for 9 credits	A compliant SNA has been produced and sets out a series of recommendations for implementation. Redrow to confirm which of these will be implemented (50% for 4 credits, 100% for 9 credits).	Redrow / Architect	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Total number of credits achievable versus targeted:	47	39	47				
Section 2: My home							
4. Comfort							
4.1 Indoor pollutants (p71-78)							
Home information pre-requisite	Pre-requisite	Y	Y	Home information must be provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Minimising emissions from space and water heating	Pre-requisite	Y	Y	All combustion appliances within a home must have flues that discharge outdoors.	It was agreed that this would be achieved.	M&E	
Minimising the effects of cooking	2	1	1	Cooker Hood (1 credit): -Naturally ventilated homes must have an extractive cooker hood -Mechanically ventilated homes must have a re-circulating cooker hood, and home information must be provided in the Home Information Pack (see issue 11.2). Cooking Fuel (1 credit): Only cooking appliances with zero in-home emissions are specified (e.g. electric appliances).	It was agreed that homes are naturally ventilated, so an extractive cooker hood will be required. Gas hobs are provided so the second credit is not achievable.	M&E	
Minimising emissions from building product types	4	1	1	Credits are awarded where building product types meet the emission limits, testing requirements, and additional requirements listed in the HQM manual (Table 17). 1 credit where 1 product type complies 2 credits where 3 product types comply 4 credits where all product types comply	It was agreed that one credit would be targeted for specification of one product type that complies with the emissions requirements. At this stage the products are unknown but recommended for low VOC where possible. As an example, paints should not exceed 0.06 mg/m ³ of formaldehyde, 1.0 mg/m ³ of TVOCs, and 0.001 mg/m ³ of Cat 1A and 1B carcinogens. These levels should be tested against BS EN 16402 or similar approved as listed in the HQM manual.	Architect	
Minimising airborne formaldehyde from all sources	3	0	0	The formaldehyde concentration in indoor air is measured post construction (but pre-occupancy), and must not exceed 0.1 mg/m3 (100 µg/m3) averaged over 30 minutes. Where levels are found to exceed this limit, measures must be undertaken to reduce the levels to within the above limits.	It was agreed that these credits would not be targeted as this would require pre-completion testing, which is not allowed for in the programme.	-	
Minimising airborne TVOCs (total volatile organic compounds) from all sources	3	0	0	The TVOC concentration in indoor air must be measured post construction (but pre-occupancy) and not exceed 0.5 mg/m3 (500 µg/m3) averaged over 8 hours. Where levels are found to exceed this limit, measures must be undertaken to reduce the TVOC levels to within the above limits.	It was agreed that these credits would not be targeted as this would require pre-completion testing, which is not allowed for in the programme.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
4.2 Daylight (p79-83)							
Average daylight factor (kitchens)	5	0	0	All kitchens must achieve an average daylight factor of at least 2%.	Daylighting results have been received and unfortunately some dwelling types do not achieve the average daylight factor of at least 2% in kitchens (BROMS L and BROMS R are not compliant). As these dwellings do not achieve the minimum standards, these credits are unfortunately lost for all dwellings on the site. Credits removed from best-case scenario for now, pending review.	Redrow	
Average daylight factor (living spaces)	5	0	0	Credits are awarded based on the minimum average daylight factor achieved for all living rooms, dining rooms, and studies: 1 credit for a minimum average daylight factor of 1.5% 3 credits for a minimum average daylight factor of 1.8% 5 credits for a minimum average daylight factor of 2.0%	Daylighting results have been received and unfortunately many dwelling types do not achieve the average daylight factor of at least 1.5% in habitable rooms. As these dwellings do not achieve the minimum standards, these credits are unfortunately lost for all dwellings on the site. Credits removed from best-case scenario for now, pending review.	Redrow	
View of sky	3	0	3	80% of the working plane in each kitchen, living room, dining room & study must receive direct light from the sky.	Modelling results from Stroma indicate that these credits should be achievable, though it is unclear if they have considered the working plane in living rooms, dining rooms, and studies - as well as the kitchens. Best-case score has been increased to reflect this information for now.	Stroma	
4.3 Noise Sources (p84-89)							
Internal noise levels	2	0	2	A Suitably Qualified Acoustician (SQA) must be appointed to confirm that the home has been designed and build to meet the internal noise requirements outlined in the HQM manual (Table 20).	It was confirmed that an acoustician is on board to advise on external site noise levels. It was noted that Redrow may be able to amend scope to pick this up. This would require additional instruction.	Acoustician	
External noise levels	2	0	2	A Suitably Qualified Acoustician (SQA) must be appointed to confirm that the noise levels of external functional spaces do not exceed the requirements outlined in the HQM manual (Table 21): 55dB limit between 07:00 - 23:00 for 1 credit 50dB limit between 07:00 - 23:00 for 2 credits	It was agreed that due to the adjacent road, which is moderately busy, these credits may be difficult to achieve.	Acoustician	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
4.4 Sound Insulation (p90-94)							
Sound insulation between homes	5	0	5	Up to 5 credits are achievable where pre-completion testing shows airborne and impact sound insulation meets relevant targets listed in the HQM manual (Table 22), OR compliant Robust Details are used.	Standard specification received and confirms that Robust Details are typically specified. Architect to confirm that the details listed achieve the standards listed in Table 22 of the HQM guidance.	Architect	
Sound insulation levels for internal walls and floors	4	0	0	Up to 4 credits are available where targets set in the HQM manual (Table 23) are met, and demonstrated through testing within an acoustics laboratory. The SQA must pass on critical information to relevant construction professionals outlining key issues that have the potential to reduce sound insulation during the construction process, including as a minimum: - Information on the means to ensure that sockets, switches, down lights and other services or other perforations maintain the acoustic performance where it may otherwise be compromised, and; - Guidance relating to appropriate junction details at the head, foot, and perimeter of the partition of floor.	It was agreed that this would be reviewed if needed, though it is an extensive credit requiring laboratory testing and advice. Credit not targeted for now.	-	
4.5 Temperature (p95-100)							
Home information pre-requisite	Pre-requisite	Y	Y	Home information must be provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Minimum requirement: Temperature Analysis	Pre-requisite	Y	Y	Thermal analysis must be carried out using either the Foundation or Comprehensive routes, with a summary of the results and recommendations on the control of internal temperatures provided as part of the home information pack.	It was agreed that this mandatory minimum requirement would be achieved. This must be carried out as a minimum, either using the HQM SAP XML outputs, or via dynamic modelling (IES). IES modelling is recommended.	Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Temperature Analysis	17	7	11	Foundation route (up to 11 credits): Credits can be awarded based upon the HQM SAP XML outputs, where a threshold temperature less than 22 degrees C is achieved in line with: - Using current weather data files (7 credits), and; - Using projected climate change weather data and the above has been met (4 credits) Comprehensive route (up to 17 credits): Current Conditions (11 credits): Thermal modelling must be carried out using CIBSE TM59 compliant modelling software. The software must provide full dynamic analysis, and the modelling must demonstrate that: - For air conditioned buildings, summer operative temperature ranges in the home are in accordance with CIBSE Guide A Environmental Design, Table 1.5; - For homes that are naturally ventilated or free-running, the home should be designed in accordance with Section 4.2 of CIBSE TM49; - For homes that are mechanically ventilated, the home should be designed in accordance with Section 4.3 of CIBSE TM59. Predicted Climate Change Environment (6 credits): The modelling should demonstrate that the relevant requirements of the 'Current Conditions' issue are achieved for a suitable projected climate change environment. Where the criteria are not met, the team should demonstrate how the building has been adapted, or has been designed to be easily adapted in the future, using passive design solutions in order to subsequently meet the requirements.	A range of credits have been assumed pending results from thermal comfort analysis.	Redrow	
4.6. Ventilation (p101-107)							
Minimum requirement: Information Sign	Pre-requisite	Y	Y	An information sign (written in plain English) is securely fixed to the rear of a boiler, meter or airing cupboard door covering: - Location of all components of the ventilation system and its controls, and their design intent; - How to operate the system, including any automatic or manual control functions and guidance on using systems during summer and winter; - How to maintain good Indoor Air Quality and impacts of not doing so; - The purpose of boost ventilation; - Details for the occupant on planned maintenance requirements for mechanical systems; - "Do Not Remove" must be printed on the sign.	It was agreed that this mandatory minimum requirement would be achieved.	M&E	
Ventilation air intakes	4	4	4	The home's ventilation air intakes should avoid drawing in pollution in accordance with CIBSE TM21.	It was agreed that the requirements would be reviewed, but that this should be achievable.	M&E	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Minimum Requirement: Ventilation Rates	Pre-requisite	Y	Y	For System 1 and 2 ventilation, this is achieved by default. For System 3 and 4 ventilation, this requires that the ventilation system has the capacity to achieve: - The minimum ventilation rate according to the size of the home during continuous operation (Table 26 of the HQM manual) - The boost flow rate from Table 27 of the HQM manual	Standard specification received and confirms that houses are to be ventilated via System 1 ventilation. Apartments are to be ventilated via Envirovent OZEO (System 3) units - the datasheet of this system shows that it is capable of extracting at 61 L/s, which exceeds the maximum needed in any case across this development. Pre-requisite achieved at Design Stage.	-	
Ventilation rates	5	0	5	In addition to the above, the relevant higher rates of ventilation and ventilation control should be provided in line with Tables 25, 26 and 27 of the HQM manual.	It was agreed that these credits would be reviewed, as all wetrooms have openable windows for purge vent.	M&E	
Minimum Requirement: Maintenance and Controls	Pre-requisite	Y	Y	For System 1 and 2 ventilation: - Extract fans in wet rooms must be controlled by a humidity sensor, in addition to a light switch control where required by the Building Regulations. For System 3 and 4 ventilation: - The ventilation system must have the ability to be manually boosted in wet rooms, with an information sign explaining when to do so, OR; - The ventilation system must automatically activate boost mode when there are increased humidity levels.	It was agreed that this mandatory minimum requirement would be met. It was noted that humidity sensors not generally included in Redrow's standard spec. Method noted that humidity sensors needed for any HQM rating.	M&E	
Maintenance & controls	4	4	4	In addition to all of the above, the ventilation systems must be designed and installed such that: - Any maintenance intended to be carried out by the occupant can be carried out safely (e.g. with no specialised tools required), - Any maintenance intended to be carried out by a building services engineer can be carried out safely, - For mechanical continuous ventilation systems (e.g. MVHR, MEV), controls must be provided that enable the background ventilation rate to meet varying occupancy levels without having to enable 'boost' mode.	It was agreed that these credits would be targeted.	M&E	
Total number of credits achievable versus targeted:	68	17	38				

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
5. Energy							
5.1 Energy and cost (p109-117)							
Home information pre-requisite	Pre-requisite	Y	Y	Home information must be provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Energy performance	40	9	13	Each dwelling's Home Energy Performance Ratio (HEPR) must be calculated. SAP calculations must be undertaken, and the HQM XML files provided for use in the HQM calculator.	Initial SAP results have been received at dwellings achieve between 9 and 13 credits. Credits have been awarded per dwelling at Design Stage.	-	
Towards carbon negative	6	0	0	The home must have zero net CO ₂ emissions and a HEPR of ≥0.9. Credits are awarded according to the output of the HQM calculator, and require that unregulated energy consumption be generated by carbon neutral sources.	It was agreed that this would not be targeted.	-	
Cost	14	0	9	Credits are automatically awarded according to the cost output generated by the HQM XML files, based on the anticipated running costs of the home.	An example calculation has been run using Plot 18, assuming some energy-efficient fittings. This specification achieved 9 credits in the sample, so this should be reviewed. Best-case score increased to 9 for now, pending further review.	Redrow	
5.2 Decentralised energy (p118-121)							
Home information pre-requisite	Pre-requisite	N	N	Home information must be provided to occupants (see issue 11.2 Home Information)	It was agreed that as no renewables are to be provided, this would not be targeted.	-	
Feasibility study	Pre-requisite	N	N	An independent assessment prepared by an appropriately qualified professional (AQP) is carried out to establish the most feasible recognised local (on-site or near-site) low or zero carbon (LZC) energy source(s) for the building/development, as well as any suitable infrastructure for future retrofit.	It was agreed that as no renewables are to be provided, this would not be targeted. Dwellings are to be energy-efficient with low running costs through efficient systems and fabric.	-	
Implementation of feasibility study findings	8	0	0	EITHER Infrastructure (4 credits): Where the feasibility study confirms that installation of LZCTs is not currently a viable option, appropriate infrastructure must be installed to allow the future retrofit of at least one suitable LZCT. OR Installation (8 credits): Where LZCTS are designed and installed in line with the feasibility study findings, and: - There is a direct supply of energy produced to the home under assessment - The certification requirements listed in Table 34 (see HQM manual) are met.	It was agreed that as no renewables are to be provided, this would not be targeted. Dwellings are to be energy-efficient with low running costs through efficient systems and fabric.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
5.3 Impact on Local Air Quality (p122-125)							
Impact on local air quality	15	7	10	Electric Heating and Hot Water (15 credits): Where all heating and hot water within a home is supplied by non-combustion appliances, 15 credits are awarded by default. Combustion-fed Heating and Hot Water (up to 10 credits): All installed combustion plant must meet the emissions levels in Tables 35 and 36 of the HQM manual. Credit are awarded based upon the emission levels met by the relevant plant.	It was agreed that gas space heating and hot water would be provided. This will need to be in line with the NOx emission standards listed in the HQM manual (less than 27mg/kWh for 7 credits, or 24mg/kWh for 10 credits).	M&E	
Total number of credits achievable versus targeted:	83	16	32				
6. Materials							
6.1 Responsible Sourcing (p127-134)							
Legally harvested and legally traded timber pre-requisite	Pre-requisite	Y	Y	All timber and timber-based products are to be legally harvested and legally traded.	Timber procurement policy received and is compliant.	-	
Product procurement policy	2	2	2	By the end of RIBA stage 2, the Client/ Developer has a documented policy and procedure that: - Sets out procurement requirements for all suppliers and trades to adhere to relating to the responsible sourcing of construction products - Is disseminated to all relevant internal and external personnel - Is included within the construction contract - Encourages the specification of products with responsible sourcing certification over similar products without.	It was agreed that these credits would be targeted.	Redrow	RIBA Stage 2
Responsible sourcing of construction products assessment	23	11	11	Credits awarded for the percentage of points achieved relating to the responsible sourcing accreditation for products, such as FSC, BES 6001 and ISO 14001.	It was agreed that 11 credits would be targeted as an estimation, though that the exact credits would be reviewed as the design progresses.	Architect / Structural Engineer	
6.2 Environmental Impact of Materials (p135-143)							
Product procurement policy	2	2	2	By the end of RIBA stage 2, the Client/ Developer has a documented policy and procedure that: - Sets out procurement requirements for all suppliers and trades to adhere to relating to the responsible sourcing of construction products - Is disseminated to all relevant internal and external personnel - Is included within the construction contract - Encourages the specification of products with an Environmental Product Declaration (EPD) over similar products without.	It was agreed that these credits would be targeted.	Redrow	RIBA Stage 2
Product environmental information	4	1	1	Up to 4 credits can be achieved for specifying and installing products with EPDs. Only two EPDs per material type can be counted. - 4 EPDs for 1 credit - 6 EPDs for 2 credits - 8 EPDs for 3 credits - 10 EPDs for 4 credits	It was agreed that one credit would be targeted for specification of at least 4 products with Environmental Product Declarations.	Architect	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Building life cycle assessment	19	0	0	EITHER Foundation Route (up to 7 credits): The home is assessed using the HQM Environmental Impact of Construction Products tool, with credits awarded based upon the home's impact benchmark as detailed in Table 41 (see HQM manual). OR Comprehensive Route (up to 19 credits): The home has been assessed using an IMPACT-compliant tool. Credits are awarded based on the impact benchmark as detailed in Table 41 (see HQM manual).	It was agreed that these credits would not initially be included in the targets, but that these could be reviewed. Credits here will depend on the level of analysis to be undertaken.	Redrow	
6.3 Life Cycle Costing (p144-147)							
Occupant's life cycle cost report	6	0	0	At the end of RIBA stage 2, a life cycle cost (LCC) analysis (to PD 156865:2008) is produced by a suitably qualified cost consultant at a level of detail suitable to inform the occupier of key maintenance and operational costs. This should be updated until the end of RIBA Stage 4. An Occupant's Report based on the LCC analysis must be made available to potential occupants prior to a commitment to purchase the home. A final version of the Occupant's Report must be included within the 'Home Information' (see 11.2 Home Information).	It was agreed that these credits would not be included in the targets, though that Redrow would confirm if an LCC study was undertaken at Stage 2.	Redrow	RIBA Stage 2
Component level life cycle cost optimisation	6	0	0	By the end of RIBA stage 4, a component level LCC appraisal (to PD 156865:2008) should be carried out and appropriate examples are provided by the design team to demonstrate how the component level LCC optimisation has been used to influence building and systems design/specification to reduce the overall maintenance and operational costs to the homeowner. The analysis should be provided as a report to the Client.	It was agreed that these credits would not be targeted unless the above credits are targeted.	-	
6.4 Durability (p148-151)							
Integral elements	5	5	5	Appropriate measures to limit degradation must be incorporated into the design and specification of integral building elements at risk of severe material degradation.	It was agreed that these credits would be targeted.	Architect / Structural Engineer / M&E	
Finishing elements	2	2	2	In addition to the above, appropriate measures to limit degradation must be incorporated into the design and specification of surface building elements at risk of cosmetic material degradation.	It was agreed that these credits would be targeted.	Architect	
Total number of credits achievable versus targeted:	69	23	23				

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
7. Space							
7.1 Drying Space (p153-154)							
Adequate external drying space	1	0	0	Where external drying facilities are provided, such as a rotary dryer. The drying space must be a secure space, with a minimum drying length of: - 30m for houses - 20m for flats	It was agreed that external drying lines would not be provided as part of the base spec.	-	
Adequate internal drying space	2	0	0	Where an energy-efficient tumble dryer or washer-dryer is installed prior to handover. - 2 credits for a tumble dryer with a minimum A+ EU energy rating - 1 credit for a washer-dryer with a minimum A EU energy rating	It was agreed that the specification of tumble driers/washer driers would be reviewed.	Redrow	
7.2 Access and Space (p155-157)							
Home information pre-requisite	Pre-requisite	Y	Y	Home information for <i>all criteria in this issue</i> must be provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Nationally described space standards	5	0	5	It must be demonstrated that the home meets the Technical Housing Standards - Nationally Described Space Standard, and that built-in storage provided has a 0.5m2 improvement over the requirements stated in the Technical Housing Standards.	It was agreed that NDSS will be met, though additional review of storage space within each home is required to determine if these credits are achievable. It was noted that affordable units tend to be more detailed with potential for more storage. Redrow noted that a fair amount of storage is usually provided.	Architect	
Accessible and adaptable design	3	0	0	It must be demonstrated that the internal functional space and external space associated with the home meet the requirements of the Building Regulations in Approved Document M, Category 2 OR Category 3. An Accredited Access Consultant must be appointed prior to RIBA Stage 2. The AAC must advise on nationally recognised design guidance relating to accessible and inclusive design. They must: - Conduct an assessment and provide advice on the concept and detailed design stages (RIBA Stages 2 and 3), and; - communicate and agree necessary changes within the design team where the assessment shows that requirements are not fulfilled.	It was agreed that these credits would not be targeted as an accredited access consultant is not appointed. These credits go above and beyond the typical scope for a design team.	-	
Accredited Access Consultant confirmation	3	0	0	The AAC must confirm that homes have been built following the advice given in the criterion above via at least one of the following: - Confirmation from the developer that homes have been built to the final design, - Completion of a site inspection, - Completion of an as-built evidence review.	It was agreed that these credits would not be achievable as the above credits are not targeted.	-	
7.3 Recyclable Waste (p158-160)							
Home information pre-requisite	Pre-requisite	Y	Y	Home information must be provided to occupants (see issue 11.2 Home Information)	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Consultation with the waste collection authority	2	2	2	The waste collection authority must be consulted to determine the waste collection patterns, to find out the number of recyclable streams, including composting, and the type & size of waste collection containers.	It was agreed that these credits would be targeted.	Transport Consultant / Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Internal waste storage	5	5	5	Each home must be provided with dedicated internal space with fixed units to store recyclable waste. The number of these should reflect the type of streams collected by the authority, and each must be a minimum of 10L in volume. As a minimum, a combined 30L for homes with 1-2 bedrooms, or 40L for homes with 3 or more bedrooms, must be provided. All homes with internal food waste storage must be at least 10L.	It was agreed that these credits would be targeted.	Architect	
Composting facilities and management	3	0	0	Provide all homes with composting facilities, for garden/ food waste, including at least one of: - Individual home-composting facilities - Local communal facilities within close 50m of the home's entrance - Composting collection services run by the waste collection authority	It was agreed that this would not be targeted as no composting facilities are to be provided on site.	-	
Total number of credits achievable versus targeted:	24	7	12				
8. Water							
8.1 Water Efficiency (p162-)							
Water efficient fittings	11	5	8	Credits are awarded where the requirements in Table 50 in the HQM manual are met. - 5 credits where at least 6 water fitting categories in the Optional fittings standard are met, along with a modelled 110 L/person/day consumption - 8 credits where all water fitting categories in the Optional fitting standard are met, along with a modelled 110 L/person/day consumption - 11 credits where all water fitting categories in the Advanced fittings standard are met, along with a modelled 100 L/person/day	It was agreed that at least 5 credits would be targeted. An initial review of proposed sanitaryware fittings has been undertaken and advice has been provided by Method in order to help with compliance.	Redrow	
Water recycling	6	0	0	Where the above criterion has been achieved, and rainwater or greywater recycling systems have been specified and there is sufficient water supplied by these systems to offset the demand for WC flushing. - 3 credits for at least 50% of total WC flushing demand - 6 credits for 100% of total WC flushing demand	It was agreed that these credits would not be targeted as rainwater harvesting will not be used for WC flushing demand.	-	
Total number of credits achievable versus targeted:	17	5	8				

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Section 3: Delivery							
9. Quality Assurance							
9.1 Project Preparation							
Feedback from previous projects	4	0	0	It should be demonstrated that lessons learnt from previous projects have been incorporated into the assessed home. During RIBA Stage 1, an Outline Delivery Plan must be developed, and kept up-to-date as the project progresses.	It was agreed that this would not be targeted as the evidence for these credits could not be collated at the appropriate time, but that the principles of these credits had been achieved through Redrow's internal policies.	-	
Minimum requirement: Project delivery plan	Pre-requisite	Y	Y	Prior to detailed design (RIBA Stage 3), the project delivery stakeholders must meet to discuss: - Project design and client requirements relating to HQM compliance, - Roles and responsibilities of each team member to meet the above, - HQM performance targets to be achieved (i.e. the star rating). Before any activities start on-site: - A set of actions to manage the construction process and build quality must be established, with a set inspection routine and format of the construction record, - A set of actions must be established for managing risks of poor performance, including how to manage these risks, - A schedule of commissioning and testing must identify a suitable time scale for commissioning all building services and controls, and testing the building fabric, - The principal contractor must account for the commissioning and testing programme within their budget and main programme of works, - A target for the home's air permeability must be agreed, with a suitable strategy for achieving the target set, - A set of actions must be established to manage fabric commissioning and testing, and commissioning of building services and controls, - The project delivery stakeholders must discuss and agree on the project's post-construction and handover requirements.	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	RIBA Stage 2
Minimum requirement: Product procurement and substitution policy	Pre-requisite	Y	Y	The client or principal contractor must have a product procurement policy that: - Sets out performance requirements for products and specifications to be procured for the project, and should encourage products and specifications to be procured according to best practice standards, and to encourage specifications that lead to high build quality. - Sets out instances where substitutions will be allowed, and what should be taken into account when considering substitutions. - States clearly that any substitution of products or specification will need to meet the performance requirements set out for the project.	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Minimum requirement: Dissemination of information	Pre-requisite	Y	Y	Processes must be in place to ensure communication of information covered in the above criteria, and key considerations to all relevant trades as appropriate. The content should: - Promote good practice of workmanship - Explain processes for ensuring quality on-site - Explain what the construction record is and how to contribute to it - Clarify the process for making design and material substitutions - Highlight areas where work can be impact other elements of the building (e.g. energy performance, health and wellbeing, etc).	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	
Site worker feedback	2	2	2	The client or principal contractor should have a documented policy and procedure in place to enable staff to make protected disclosures. The policy should cover criterion 8a through 8i in the HQM manual. The principal contractor must display the policy and relevant contact details on the construction site, and ensure all workers and the client have been made aware of the policy.	It was agreed that these credits would be targeted.	Redrow	
9.2 Commissioning and Testing (p173-177)							
Minimum requirement: Commissioning building services and control systems	Pre-requisite	Y	Y	Appropriate team members must be appointed to conduct and manage commissioning activities. All systems are to be commissioned in line with manufacturer's guidance by individuals who were not involved in the installation process, for: - Heating and hot water systems - Ventilation systems - Comfort cooling systems - Low and zero carbon technologies For buildings with complex services (e.g. with communal systems), a specialist commissioning manager must be appointed to conduct and manage commissioning activities.	It was agreed that this mandatory minimum requirement would be achieved.	M&E	
Fabric pre-testing	4	0	0	A member of an appropriate body should be appointed to determine the appropriate inspection and pre-testing methods for the site, provide quality assurance of the home's fabric performance, outline recommendations to help meet the designed fabric performance standards, and broaden the sample size and carry out additional pre-testing if there is evidence of potential causes for targets not being met. - 1 credit for pretesting 25% of homes for each dwelling type - 2 credits for pretesting 50% of homes for each dwelling type - 3 credits for pretesting 75% of homes for each dwelling type - 4 credits for pretesting 100% of homes for each dwelling type	It was agreed that these credits would not be targeted due to implications on programme and cost.	-	
Post-construction testing	7	3	7	Post-construction testing and inspecting of the home's building fabric should be carried out. - 3 credits for airtightness testing - 4 credits for thermographic survey - 7 credits if both are completed	It was agreed that 3 credits would be targeted as a minimum with all homes being air tested before completion. It was noted that thermographic surveys can be conducted on a representative sample if targeted.	Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
9.3 Inspections and Completion (p178-184)							
Minimum requirement: Visual defects inspection	Pre-requisite	Y	Y	Before the occupant moves in, an appropriately qualified person who is independent from site activities must: - Carry out a visual defect inspection - Identify, monitor and report on any remedial work that is needed - Ensure the home is finished and habitable, covering items c.i through c.vi in the HQM manual. The results of the visual defects inspection must be reported to occupants before they move in as part of their home information.	It was agreed that this mandatory minimum requirement would be achieved. It was noted that the Customer Service team would undertake this, which should be fine as they are separate from site team.	Redrow	
Minimum requirement: Construction inspections	Pre-requisite	Y	Y	An appropriately qualified person should be based on-site and: - Outline and agree how to meet these criteria as part of the Project Delivery Plan (see 9.1. Project Preparation) - Carry out scheduled inspections of build quality for all assessed homes, checking compliance with design specifications, warranty standards, and Building Regulations, planning, and local authority requirements. - Ensure any design variations or materials substitutions are appropriately managed	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	
Minimum requirement: Construction record	Pre-requisite	Y	Y	An appropriately qualified person should be appointed to ensure a construction record is kept throughout the construction stage, to demonstrate the quality assurance measures taken to meet the target performance characteristics. The record should be available to site operatives throughout construction, and occupants on request. This must be made available for the duration of the building warranty (see 11.1 Aftercare).	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	
Right to inspect	2	0	0	Potential owners should be given the right to have their own independent representative carry out their own visual inspection or snagging check. The home's specification and construction record should be made available to the potential owner or their representative. Any snagging issues, defects or inconsistencies with the home's specification must be resolved within 28 days after completion of the property purchase. Any activities referred to in the occupant's right to inspect should not impact the statutory rights of the developer.	It was agreed that this would not be targeted as a specific policy will not be in place for this. However, the principles of this credit would be pursued.	-	
Feedback dissemination	1	1	1	Where the Appropriately qualified person for the ' <i>Construction inspections</i> ' criteria provides feedback on any lessons learnt and examples of good practice, regarding quality assurance from activities on the assessed site, to the developer, client, consultants and designers, to inform future projects via recorded meetings or an easily accessible platform.	It was agreed that this credit would be targeted as best practice.	Redrow	
Third party verification	5	5	5	Where the appropriately qualified person appointed to carry out the role in the ' <i>Construction inspections</i> ' criteria is an Independent third party.	It was agreed that these credits would be targeted. It was noted that NHBC is appointed for Building Control so this should be achievable.	Redrow	
Early inspection visit	4	0	0	Where a contracted commitment is in place for a visit to be made, between four and six weeks after occupants have moved in, that includes criteria 12.a through 12.c in the HQM manual.	It was agreed that these credits would not be included in the targets, pending review.	Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Seasonal inspection visit	4	0	0	Where a contracted commitment is in place for a visit to be made, between eight and twelve months after the occupant has moved in, to cover items 13.a through 13.d in the HQM manual.	It was agreed that these credits would not be included in the targets, pending review.	Redrow	
Total number of credits achievable versus targeted:	33	11	15				
10. Construction Impacts							
10.1 Responsible Construction Practices (p186-190)							
Responsible construction management	5	2	2	Up to 5 credits where: - 2 credits for achieving all items checked in Table 57 of the HQM manual - 2 additional credits for achieving the above, and an additional six items listed in Table 57 - 1 further credit for achieving all of the above, and all remaining items listed in Table 57	It was agreed that two credits would be targeted as a minimum.	Redrow	
10.2 Construction Energy Use (p191-195)							
Contractor's energy efficiency checklist	2	2	2	The contractor's energy efficiency checklist (see Table 58 of the HQM manual) should be completed with a full record of decisions actions or justifications for all points.	It was agreed that this would be targeted.	Redrow	
Energy monitoring and reporting	2	2	2	Target, monitor and report data on the principal contractor's and subcontractors' metered energy consumption as a result of the use of construction plant, equipment (mobile and fixed) and site accommodation.	It was agreed that this would be targeted.	Redrow	
Weekly detailed monitoring and reporting of metered energy	1	0	0	Conduct the monitoring and reporting of data above on a weekly basis.	It was agreed that this credit would not be targeted.	-	
10.3 Construction Water Use (p196-199)							
Contractor's water efficiency checklist	2	2	2	The contractor's water efficiency checklist (see Table 58 of the HQM manual) should be completed with a full record of decisions actions or justifications for all points.	It was agreed that this would be targeted.	Redrow	
Water monitoring and reporting	2	2	2	Target, monitor and report data on the principal contractor's and subcontractors' potable water consumption as a result of the use of construction plant, equipment (mobile and fixed) and site accommodation.	It was agreed that this would be targeted.	Redrow	
Weekly detailed monitoring and reporting of metered water use	1	0	0	Conduct the monitoring and reporting of data above on a weekly basis.	It was agreed that this credit would not be targeted.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
10.4 Site Waste Management (p200-206)							
Product procurement policy	1	1	1	The client or developer should have a documented policy and procedure in place by the end of RIBA stage 2 (or equivalent), covering opportunities for minimising construction waste on-site for all suppliers and trades. The documented policy and procedure must be disseminated to all relevant internal and external personnel, and be included within the construction contract. The documented policy and procedure must encourage the specification of products which can help to minimise waste arisings.	It was agreed that this credit would be targeted.	Redrow	RIBA Stage 2
Construction resource efficiency	8	4	4	A pre-demolition audit of any existing buildings, structures or hard surfaces to be demolished, should be completed, if feasible. A Resource Management Plan (RMP) should be developed covering the non-hazardous waste related to on-site construction and where applicable, dedicated off-site manufacture or fabrication. Credits can be awarded where construction waste levels meet the requirements listed in Table 60 of the HQM manual. - ≤13.9m3/≤8.5 tonnes per 100m2 GIFA for 2 credits - ≤8.1m3/≤4.9 tonnes per 100m2 GIFA for 4 credits - ≤4.8m3/≤2.9 tonnes per 100m2 GIFA for 6 credits - ≤3.5m3/≤1.9 tonnes per 100m2 GIFA for 8 credits	It was agreed that four credits would be targeted as an assumption, to be confirmed later on in the assessment process.	Redrow	
Diversion of construction waste from landfill	4	4	4	Waste materials should be sorted into separate key waste groups. This can be either on-site, or through a licensed contractor for recovery. Credits are awarded for the project’s performance concerning the diversion of non-hazardous construction and demolition waste from landfill. 70% volume/ 80% tonnage of Construction waste and 80% volume/ 90% tonnage of Demolition waste for 2 credits 85% volume / 90% tonnage of Construction waste and 85% volume / 90% tonnage of Demolition waste for 4 credits	It was agreed that four credits would be targeted as an assumption, to be confirmed later on in the assessment process.	Redrow	
Diversion of excavation waste from landfill	3	3	3	Where 4 credits are achieved for Diversion of Construction Waste from Landfill, and at least 95% (either by volume or tonnage) of excavation waste is diverted from landfill.	It was agreed that these credits would be targeted subject to achieving the credits above.	Redrow	
Total number of credits achievable versus targeted:	31	22	22				
11. Customer Experience							
11.1 Aftercare (p208-211)							
Minimum requirement: Building warranty	Pre-requisite	Y	Y	The home must be covered by a building warranty, from a warranty provider who is a member of and fully complies with 'The Consumer Code for Home Builders' or is recognised by the Trading Standards Institute.	It was agreed that this mandatory minimum requirement would be achieved. NHBC will provide the building warranty.	Redrow	
Minimum requirement: Handover visit	Pre-requisite	Y	Y	Where a contracted commitment is in place for the following to be met, as agreed with the first occupants before or after they move in (within 4 weeks), covering items 2.a through 2.d in the HQM manual.	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
On-call support	4	3	4	Up to four credits where a contracted commitment has been made to provide on-call support, to the occupants of the home being assessed, covering items 3.a through 3.d in the HQM manual. - 3 credits are available where support is available for two years - 4 credits are available where support is available for three years	It was agreed that three credits would be targeted as aftercare support is provided.	Redrow	
11.2 Home Information (p212-218)							
Minimum requirement: Home information	Pre-requisite	Y	Y	Where it is demonstrated that all applicable home information will be provided to occupants of all homes from the first day of moving in and the home information meets the following: - Available in an accessible format - Available in both a hard and soft copy - Written in Plain English, which is jargon free and uses simple illustrations as appropriate - Clearly communicates items 1.d.i through 1.d.iv in the HQM manual.	It was agreed that this mandatory minimum requirement would be achieved.	Redrow	
11.3 Smart Homes (p219-223)							
Home information	Pre-requisite	Y	Y	Home information needs to be provided as part of or all of the criteria in this issue (see 11.2 Home Information).	It was agreed that the required information would be included. See 11.2 Home Information.	Redrow	
Connectivity to the home	2	2	2	A network infrastructure provider should be contacted during the planning stage in order to achieve items 2.a through 2.d in the HQM manual. - 1 credit is achievable for providing access to 24Mbit/s broadband - 2 credits are achievable for providing access to 100Mbit/s broadband	It was agreed that two credits would be targeted as a preference, though that this will be limited by the availability of high-speed connections in the local area. It was noted that HyperOptic operates nearby, so this should be achievable.	Redrow	
Connectivity within the home	1	0	0	The home should have a primary home distribution space (PHDS) containing a patching panel for all wiring to be run. - Cat 5e or above ethernet should be routed to all principal rooms in the home with provision for new cables in the future. - Cable ducting should be provided in secondary rooms. - Cable ducting must have curved inside and outer corners if at angles of 90 degrees or less. - Installation and commissioning should be in accordance with PAS 35491 2017. - Where subsequent credits are targeted, installed devised must not reduce the number of electrical sockets that are legally required, or designed for occupant use, or impede the access or functioning of any other switches or control devices.	It was agreed that this credit would not be targeted.	-	
Basic smart heating	1	0	0	Where all of the above has been achieved, and accessible smart home devices have been installed at no additional cost to the occupant that achieves items 11.a through 11.d in the HQM manual.	It was agreed that this credit would not be targeted.	-	
Advanced smart heating	1	0	0	Where all of the above has been achieved, and smart heating also has the additional functionality listed in items 13.a through 13.e, with occupancy sensing that can be used to trigger heating schedules.	It was agreed that this credit would not be targeted.	-	
Basic smart lighting	1	0	0	Where all of the above has been achieved, and accessible smart home devices have been installed at no additional cost to the occupant that achieves items 16.a through 16.c in the HQM manual.	It was agreed that this credit would not be targeted.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Smart energy management	1	0	0	Where all of the above has been achieved, and accessible smart home devices have been installed at no additional cost to the occupant that achieves items 18.a through 18.c in the HQM manual.	It was agreed that this credit would not be targeted.	-	
Additional smart solutions	1	0	0	Where all of the above has been achieved, and accessible smart home devices have been installed at no additional cost to the occupant that achieves at least three of items 20.a through 20.g in the HQM manual.	It was agreed that this credit would not be targeted.	-	
11.4 Post Occupancy Evaluation (p224-)							
Occupant satisfaction feedback and bill data	2	0	2	Where a commitment has been made for an appropriately qualified professional to carry out the following: Within 6 weeks of occupation: - Occupants are formally offered to be involved with the POE, in an accessible format or in person - The formal offer must include details of the actions to be carried out with the occupant's permission, benefits of the POE to the occupants, including any services available to them as part of the POE, broader reasons for POEs to be carried out and the importance for house building, approximate timescales for any home visits or opportunities for occupant feedback (such as questionnaires, interviews or focus groups), contact details for the company and persons responsible for carrying out POEs, and details of how occupant feedback and any performance data will be used. - Request occupant contact details including an up-to-date phone number and e-mail address, to help encourage their involvement. - Contact occupants after the 6-week period, prior to when the POE is scheduled to be carried out, where the first offer has not been accepted or declined. Between 12 and 18 months after occupation: - Collect occupant feedback - Request the annual energy and water bills for the first year of occupation. - Analyse occupant feedback, and energy and water bills to evaluate the performance of the home in practice, compared to its design intent, to improve future projects. - Disseminate the POE results and lessons learnt to key stakeholders in order to share good practice. - Send POE data to BRE for each POE method.	It was agreed that the requirements of these credits would be reviewed.	Redrow	
Energy and temperature monitoring	3	0	0	In addition to the above, where an appropriately qualified professional has also been appointed to collect and monitor energy consumption and internal temperature, compare actual and predicted energy costs against the EPC, and analyse results for future learning.	It was agreed that these credits would not be targeted.	-	
Advanced POE	2	0	0	As well as the above, where the appropriately qualified professional will also undertake at least one other POE method as part of the data being collected and analysed for the above issues.	It was agreed that these credits would not be targeted.	-	

List of credits	Credits available	Base target	Optimistic target	Brief summary of requirements Refer to HQM technical standard manual for full detail, available at http://www.homequalitymark.com/	Notes	Actionee	Action Deadline
Independent third party	3	0	0	Where an independent third party (see definitions) has been appointed as the appropriately qualified professional and is contractually obliged to fulfil any POE commitments referred to in the above issues.	It was agreed that these credits would not be targeted.	-	
Total number of credits achievable versus targeted:	22	5	8				

Target Score:		Percentage	Rating
Base target	163	32.6%	3 Star
Optimistic target	244	48.8%	4 Star

	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star
Minimum total credits	Minimum requirements only	90	100	120	150	190	240	300	400
Percentage		18	20	24	30	38	48	60	80

Completed by: RDM 11/04/2022
Checked by: RDM 11/04/2022