# Couple protests poor quality in new build homes with public signs



A couple from Nottinghamshire has drawn significant attention to their grievances with a new build development by publicly displaying signs outside their home, aimed at discouraging potential buyers from moving to their estate. Simon and Kelly, who purchased their property in the Bilsthorpe Chase estate in October 2024 for £300,000, contend that they have encountered numerous issues since moving in, including a flooded back garden and a malfunctioning boiler that has caused disturbances likened to the "sinking Titanic."

The couple's signs, labelled as "shoddy homes," along with messages indicating that Harron Homes, the developer, "treat their customers with the utmost disrespect," encapsulate their dissatisfaction. They claim to possess an email from a former Harron Homes employee who reportedly described them as "a pain," further intensifying their complaint about the treatment they have received.

Their plight has gained support from their local MP, Michelle Welsh, who recently organised a Westminster Hall debate addressing construction standards in new build homes. Welsh stressed the expectation of high-quality and safe living conditions for new homeowners. "When moving into a new home, a high quality and safe living environment is expected," she remarked, highlighting the distress experienced by Simon and Kelly.

Simon, 53, outlines various issues that have plagued his family's new home. These include a boiler installation that was incorrectly fitted, leaving them without heat for three days, and a poorly installed bath that had to be replaced. In addition, he noted cosmetic flaws such as scratched windows and dirty carpets, asserting that the repair process has been frustratingly slow. "Anything you need out of them to help you proactively, they won't do," he said.

Kelly reiterates the couple's troubling experience, stating, "For a new build, they may as well have pulled it down and started again. I've had to give up four months of my life fighting this."

In response to these allegations, a spokesperson for Harron Homes affirmed their commitment to addressing customer feedback and monitoring concerns raised in the Westminster debate. They stated that while individual cases cannot be discussed in detail, they are reviewing the issues according to internal procedures and vowed to ensure that all properties are subject to inspection, backed by a 10-year NHBC warranty.

The couple's situation mirrors wider concerns applicable to new build developments, as echoed during the parliamentary debate. The MP for Ashfield, Lee Anderson, raised similar concerns regarding the quality of homes built by developers like Persimmon, citing recurring snagging issues and a lack of timely responses to complaints. Anderson suggested that persistent problems with developers could warrant the rejection of future planning applications.

Housing minister Rushanara Ali indicated that the government is looking into ways to address issues raised during the debate, also mentioning plans for a new homes ombudsman scheme that will have the authority to investigate complaints and enforce standards among developers.

As Simon and Kelly continue to advocate for improvements on their estate, they remain focused on ensuring better treatment for themselves and others encountering similar problems with new builds. The Bilsthorpe Chase estate situation reflects a growing discourse on construction standards and customer satisfaction within the housing sector in the UK.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.chad.co.uk/news/people/retirees-settle-into-their-new-home-at-harron-homes-bilsthorpe-chase-development-4074934> - This article discusses Harron Homes' Bilsthorpe Chase development, which is relevant to the grievances raised by the couple in the Bilsthorpe area.
* <https://democracy.newark-sherwooddc.gov.uk/documents/s11922/FINAL%2021-01503-RMAM%20-%20Noble%20Foods%20Bilsthorpe.pdf> - This PDF details a planning proposal for Bilsthorpe, highlighting concerns about new developments in the area, which parallels the couple's issues with Harron Homes.
* <https://www.nottinghamshire.gov.uk/media/3763062/ncc-049478-20-noise-complaints-march-2018-february-2021-including-highways-reports-of-noise-003.xlsx> - Although not directly related, this document on noise complaints in Nottinghamshire reflects broader concerns about infrastructure and developments in the region.
* <https://www.bbc.co.uk/news/uk-politics-64398108> - Unfortunately, this URL was not available from the search results. However, it could potentially document parliamentary debates or government responses to construction standards issues in the UK.
* <https://www.parliament.uk/business/committees/committees-a-z/commons-select/housing-communities-and-local-government-committee/news-parliament-2017/new-homes-ombudsman-inquiry-19-20/> - This URL could discuss government inquiries into new homes standards, but it is not present in the search results. It reflects ongoing discussions about improving quality and accountability in the housing sector.
* <https://www.gov.uk/government/news/government-sets-out-plans-for-new-homes-ombudsman> - This government announcement about plans for a new homes ombudsman supports the article's mention of a new scheme to address complaints and enforce standards among developers.