



**EAGLE EYE®**  
NEW HOME INSPECTIONS



# Customer Information Guide

**Website:** [www.eagleeyesnagging.uk](http://www.eagleeyesnagging.uk)

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**Tel:** 020 3370 4021



We identify issues with new homes before it's too late.

**You deserve a high-quality home**



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**Important note:** Please see our website for our frequently asked questions, Accessibility Statement, Cookie Policy, Privacy Policy, and Terms and Conditions.

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# Snagging Explained

## Defining Snagging

The term snagging is widely used in the construction industry and is the process of checking a newly built home for faults that need to be rectified. These faults can relate to minor cosmetic finishes such as poor paintwork or more serious structural issues such as plumbing leaks.

## Why Snagging is Important

New build homes are inspected throughout the construction process, but that does not always stop them from being defect free when being handed over to home buyers.

Moving into a new home can be an extremely stressful time for home buyers. This experience can be made even more stressful if your new home has been finished to an unsatisfactory standard. Developers can give unrealistic timescales when asking you to give them a snag list and then be unresponsive and slow to resolve defects once reported to them. It can be difficult for homeowners without construction knowledge to identify certain defects, and some homeowners want a professional second opinion on their new home. This is where Eagle Eye can help you.

We can conduct an inspection on your new home to identify issues and create a detailed and easy to understand report supplemented with photographs and supporting technical guidance information that you can provide to your developer so that they can resolve the issues.

Developers are legally obligated under your warranty to resolve defects and allowing a professional to inspect your new home is your opportunity to ensure that your new home is finished to a high-quality standard and to make the experience less stressful, time consuming, and expensive.



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# About Us

## About Eagle Eye

Eagle Eye was founded in 2025 with the vision to help new homeowners to ease the snagging process and ensure that their homes are finished to a high-quality standard.

We combine our knowledge of building regulations and technical standards with modern snagging equipment and software to thoroughly inspect new homes to identify areas of construction non-compliance and inadequate quality.

## Advantages of Partnering with Eagle Eye

- ✓ Our professional inspectors are competent, knowledgeable, and helpful.
- ✓ We use modern snagging equipment and software to inspect new homes and to compile easy to read photographic reports with supplementary technical information.
- ✓ We offer various services including optional add-ons at competitive market rates to suit your requirements.
- ✓ Our services will reduce your snagging process timescale, costs, and identify more snags with your property than if you attempted to snag your property yourself.
- ✓ Local business helping new home buyers.
- ✓ We are fully insured.
- ✓ Incentive schemes offered.
- ✓ Multiple payment methods accepted.





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# Our Services

Here at Eagle Eye, we understand that new build homeowners are at various stages of owning their properties within their warranty period, and that's why we provide multiple inspection services to assist with these different requirements.

## Inspection Services Provided

- Pre-Completion Inspection (PCI)
- Snagging Inspection
- Re-inspection
- Warranty Expiry Inspection

## Optional Add-on Services Provided

- Borescope cavity wall insulation check.
- Thermal imaging photography.
- Window measurements
- Bound hard copy of your inspection report.

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## Pre-Completion Inspection (PCI)

The Pre-Completion Inspection (PCI) was introduced by the Government in 2022 and are guided by the New Homes Quality Board checklist. This inspection is carried out before you move into your new build home. You can appoint us to carry out this inspection on your behalf from five calendar days after notice has been served for completion and before completion.

- Suitable for new homes typically 1-2 weeks before completion.
- Time on site 2-4 hours in addition to 2-5 working days for report write-up.
- We conduct both standard checks in accordance with the New Homes Quality Board checklist, and any optional add-on checks that you may have chosen when booking. (Please refer to optional add-ons in this guide).

### Indicative report cover page:





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**Pre-Completion Inspection costs:**

Property Type	Inspection Cost
Apartment	£295
FOG (flat over garage) or coach house	£325
Maisonette	£325
1 or 2-bedroom house	£345
3-bedroom house	£395
4-bedroom house	£445
5-bedroom house	£495
Larger residential property	Please contact us for a quote.

[Book your Pre-Completion Inspection Online Today](#)

## Snagging Inspection

The Snagging Inspection is our flagship inspection service. This inspection includes a thorough inspection of your new build property externally and internally once you have completed. We check if your property complies with the technical standards and corresponding building regulations that it has been constructed in accordance with.

- Suitable for new homes within 0-9 months since completion.
- Time on site 2-4 hours in addition to 2-5 working days for report write-up.
- We conduct both standard checks and any optional add-on checks that you may have chosen when booking. (Please refer to optional add-ons in this guide).

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## Standard Snagging Inspection checks

(Note – These listed examples are indicative and may not be completely applicable to your property. Aspects to your property that are not listed will be given inspection consideration).

### **Groundwork**

(Asphalt, block paving, channel drainage, cobble stones, DPC/DPM, driveways, inspection chambers, kerbs, land drains, pathways, patios, rodding eyes, shingle stones, soil quality testing using a probe, storm drains, and water meters).

### **Landscaping**

(Garden features, planting, mulch, turf, and trees).

### **Bat and bird boxes, fencing, hedgehog highways, garden gates, and sheds**

### **Brickwork, cladding, render, and stonework**

(Air bricks, cladding, efflorescence, pointing, cill bricks, feature brickwork and soldier courses, stonework, trays, weep holes).

### **Carpentry and joinery**

(Architraves, handrails, dado rails, door linings, door stops, front door chains, internal doors, ironmongery, letterboxes, locks, newel posts, spindles, spyholes, skirting boards, staircases, studwork walls, and window boards).

### **Floor and ceiling levels**

### **Fenestration**

(Apertures, external doors, and windows)

### **Plumbing**

(Appliances, boilers, cylinder tanks, downpipes and guttering, lagging, leak testing, meter boxes, pipework, sanitary ware, showers, radiators including thermal imaging, and taps).

### **Electrical**

(Appliances, carbon monoxide testing, consumer units, EV charging points, extractor fans, light bulbs, meter boxes, solar panels and associated control panels, smoke detectors, sockets including testing, switches, and other electrical points).

### **Fire safety measures**

(Fire rated doors and hatches, intumescent strips, and smoke detectors).

### **Ceramic and porcelain floor and wall tiling**

### **Flooring and worktops** (if provided by your developer)

(Carpeting, granite, laminate, LVT/vinyl, marble, matwells, rugs, silestone, and quartz).

### **Furniture** (if provided by your developer)

(Chests, cupboards, drawers, seating, tables, and wardrobes).

### **Finishing**

(Drylining, plasterwork, paintwork, wallpaper, and mastic/silicon).

### **Lofts and roofs**

(Canopies, chimneys, dormers, eaves insulation, eaves trays, felt, leadwork, hatches, loft insulation, roof tiling, roof trusses, spandrel panels, and tile vents).

### **Garages**

### **Damage and poor design**

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**Snagging Inspection costs:**

Property Type	Inspection Cost
Apartment	£395
FOG (flat over garage) or coach house	£425
Maisonette	£425
1 or 2-bedroom house	£445
3-bedroom house	£495
4-bedroom house	£545
5-bedroom house	£595
Larger residential property	Please contact us for a quote.

[Book your Snagging Inspection Online Today](#)

## Re-inspection

Once you have received your initial Snagging Inspection from Eagle Eye and then you have provided it to your developer, it can be a difficult to ensure that the developer fixes the snags properly.

If you book a Re-inspection, we will return with your initial Snagging Inspection and check whether the snags have been fixed. A Re-inspection is also an opportunity for us to identify any new snags that may have occurred since the first inspection.

We will then provide you with a revised report showcasing the completed, incomplete, and new issues.

The Re-inspection only follows a Snagging Inspection, not a Pre-Completion Inspection or Warranty Expiry Inspection.

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**Re-inspection costs:**

Property Type	Inspection Costs
Apartment	£295
FOG (flat over garage) or coach house	£325
Maisonette	£325
1 or 2-bedroom house	£345
3-bedroom house	£395
4-bedroom house	£445
5-bedroom house	£495
Larger residential property	Please contact us for a quote.

[Book your Re-inspection Online Today](#)



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## Warranty Expiration Inspection

Our Warranty Expiration Inspection is appropriate for homeowners that want their property inspected before their warranty period ends.

This inspection is a simplified version of our Snagging Inspection. We carry out less checks on your property and simply inspect the important elements of your new build home to ensure any serious structural defects are identified and addressed before the end of your initial 2-year warranty period.

We do not carry out Warranty Expiry Inspections on apartments because they have minimal structural areas to inspect compared to FOG, coach houses, and houses, and because some structural elements exist communally to entire apartment buildings. We do not inspect communal external and internal areas of apartment buildings because they are not your sole ownership. The final 8 years of new build warranties solely pertain to structural elements and thus make this inspection type inapplicable for apartments and our policy on this matter as a business.

We do not carry out Warranty Expiry Inspections after your initial 2-year warranty period has expired.

- Suitable for new homes over 10 months since completion.
- Time on site 2-4 hours in addition to 2-5 working days for report write-up.
- Refined version of our standard Snagging Inspection whereby we check your property's main structural aspects.
- Optional add-ons are also applicable with this inspection.





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**Indicative report cover page:**





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## Standard Warranty Expiration Inspection checks

(Note – These listed examples are indicative and may not be completely applicable to your property. Aspects to your property that are not listed will be given inspection consideration).

### **Groundwork**

(Asphalt, block paving, channel drainage, cobble stones, DPC/DPM, driveways, inspection chambers, kerbs, land drains, pathways, patios, rodding eyes, shingle stones, soil quality testing using a probe, storm drains, and water meters).

### **Landscaping**

(Garden features, planting, mulch, turf, and trees).

### **Bat and bird boxes, fencing, hedgehog highways, garden gates, and sheds**

### **Brickwork, cladding, render, and stonework**

(Air bricks, cladding, efflorescence, pointing, cill bricks, feature brickwork and soldier courses, stonework, trays, weep holes).

### **Carpentry and joinery**

(Architraves, handrails, dado rails, door linings, door stops, front door chains, internal doors, ironmongery, letterboxes, locks, newel posts, spindles, spyholes, skirting boards, staircases, studwork walls, and window boards).

### **Floor and ceiling levels**

### **Fenestration**

(Apertures, external doors, and windows)

### **Plumbing**

(Boilers, cylinder tanks, downpipes and guttering, lagging, leak testing, meter boxes, pipework, sanitary ware, showers, radiators including thermal imaging, and taps).

### **Electrical**

(Carbon monoxide testing, consumer units, EV charging points, extractor fans, light bulbs, meter boxes, solar panels and associated control panels, smoke detectors, sockets including testing, switches, and other electrical points).

### **Fire safety measures**

(Fire rated doors and hatches, intumescent strips, and smoke detectors).

### **Finishing**

(Notable settlement cracks and mastic/silicon failures only).

### **Lofts and roofs**

(Canopies, chimneys, dormers, eaves insulation, eaves trays, felt, leadwork, hatches, loft insulation, roof tiling, roof trusses, spandrel panels, and tile vents).

### **Garages**

### **Poor design**



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**Warranty Expiration Inspection costs:**

Property Type	Inspection Cost
FOG (flat over garage) or coach house	£325
Maisonette	£325
1 or 2-bedroom house	£345
3-bedroom house	£395
4-bedroom house	£445
5-bedroom house	£495
Larger residential property	Please contact us for a quote.

[Book your Warranty Expiry Inspection Online Today](#)

## Discount Bundle Inspections Packages

Here at Eagle Eye, we understand that customers may want to book more than one of our inspection services, and that's why we provide a discount if numerous inspections are booked as part of a Bundle Inspections Package. This is the most cost-effective way for our customers to book as you will receive a 10% discount off our normal prices!

**Book either of the following two inspections packages to receive the discount:**

- Pre-Completion Inspection and a Snagging Inspection.
- Snagging Inspection and a Re-inspection.

When booking, the booking date you choose will be for the first inspection only. We will schedule the remaining inspection with you at a later date.

Each individual inspection can take 2-4 hours to carry out depending on the type and size of your property, the quality of its construction, and any add-on services that you also may choose.

We do not offer this package for a Pre-Completion Inspection followed by a Re-inspection, or for Warranty Expiry Inspections because this would not include our core Snagging Inspection service. Additionally, customers do not book alternative combinations as they will be either at the pre-completion or post-completion stage. We do not see our customers at the pre-completion stage booking a Warranty Expiry Inspection without our Snagging Inspection before it. Customers at the post-completion stage do not require a Pre-Completion Inspection.

The discount only applies to the cost of the inspections, not any optional add-on services that are chosen.

[Book your Bundle Inspections Package](#)

## Optional Add-ons

We offer a suite of optional add-ons so that you can tailor our service to your requirements. Add-ons offered include:

### **Borescope cavity wall insulation check:**

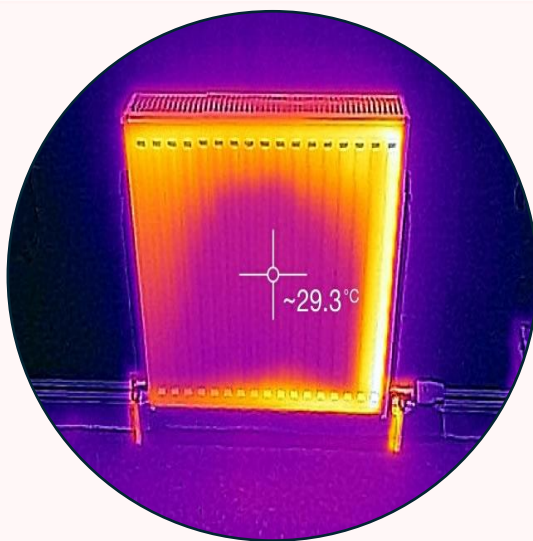
We can check with a borescope that your property's cavity wall insulation has been installed. This ensures that your home is properly insulated and that the cost to heat your home is not excessively expensive. This crucial construction stage is often missed by developers and building inspectors during construction. Optional for traditional brick and block-built FOG, coach houses, and houses only.



### **Thermal imaging photography:**

We can use an infrared thermal imaging camera to take photographs of external and internal walls, radiators, and windows to identify cold spots and areas of heat loss. This establishes if walls aren't sufficiently insulated, if radiators need bleeding, and if windows are keeping heat within your property. Optional for all property types except walls are not photographed externally for apartments, and walls are not photographed externally during the summertime for all other property types.





#### **Window measurements:**

We can measure your window opening dimensions with a laser measure, which is more accurate than reading measurements from a tape measure. This service is suitable alongside the Pre-Completion Inspection because you can order blinds, curtains, and shutters before you move into your new home using the measurements that we've taken for you. It is also suitable for this reason alongside our flagship Snagging Inspection when you've just completed on your new home.



#### **Bound hard copy of your inspection report:**

We can post a bound hard copy of your inspection report to your address.



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**Add-on services costs:**

Add-on	Cost
Borescope cavity wall insulation check (FOG, coach houses, and houses only).	£25
Thermal imaging photography (internal year-round, and external wintertime and FOG, coach houses, and houses only).	£25
Window measurements	£25
Bound hard copy of the inspection report posted to your address.	£50 (for single inspections) £100 (for Bundle Inspections Packages)

# Incentive Schemes

We provide incentives for our customers to say thank you for your custom!

## Customer Referral Reward Scheme

Our Customer Referral Reward Scheme is a two-way positive exchange between Eagle Eye and our previous customers. We will reward you with either £50 cashback or a voucher of your choice to the same value for referring another customer/s to us.

The cashback or voucher reward is honoured to you, once the referred customer's inspection has been carried out and we have received payment in full from them.

There is no limit to how many times we will honour the reward to any single previous customer for referrals, except only until the entire expense of the referrer's payments for our services are fully refunded (either in cashback or voucher value accumulatively). E.g. £350 spent on our services from the referring customer = 7x referrals and rewards maximum ( $7 \times £50 = £350$ ).

The Customer Referral Reward Scheme is separate to our Neighbours' Discount Scheme because the referred customer's inspection takes place on a different date to your inspection. Customers who participate in our Neighbours' Discount Scheme can still participate in our Customer Referral Reward Scheme, but the reward will only be provided to the referrer, not the non-referring neighbour.



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## Neighbours' Discount Scheme

You and a neighbour living on the same new build development (including consortium developments with different developers) can book simultaneous inspections to be carried out on the same day, and you will both receive a 10% discount to the cost of each inspection booked and any add-ons chosen.

Please notify us if you and a neighbour wish to use the scheme so that we can arrange the discounted fees.

The scheme is separate to our Customer Referral Reward Scheme, which you can still participate in regardless of use of the Neighbours' Discount Scheme. The key difference between both schemes is that the Customer Referral Reward Scheme is a cashback or voucher reward for referring another customer to us and their inspection is carried out on a different date to yours and perhaps a different development, whereas the Neighbours' Discount Scheme is a discount for neighbours who book simultaneous inspections for the same day on the same development.



# Resources

## Eagle Eye New Build Blog

Our team are experts on new build homes. Learn more about new builds and what's happening in the industry and news with our blog!

[Explore our New Build Blog](#)

## Example inspection reports

You are welcome to download example copies of our inspection reports to learn more about the defects we typically identify and how our reports are formatted!

- Download an example Pre-Completion Inspection (PCI) report.
- Download an example Snagging Inspection report.
- Download an example Re-inspection report.
- Download an example Warranty Expiry Inspection report.

[Download our example inspection reports](#)

## Gallery of Common Issues

Snags can vary in type and structural severity ranging from minor cosmetic defects such as poor paintwork to major structural defects such as subsidence. Our Gallery of Common Issues showcases the snags that we frequently identify, and which reinforce the importance of having a professional snagging inspection.

[Explore our Gallery of Common Issues](#)





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