

PREPARED FOR • CALA HOMES

Every Home. Every Inspection. One Record.

How Sablono gives CALA Homes structured quality and progress management across its premium housebuilding portfolio — supporting the evidence-based handover processes now expected by buyers, funders and regulators.

Premium homes. New owners. Higher bars across the board.

Buyers paying a premium expect quality evidenced at handover. New funders expect consistent delivery across nine regional businesses. Regulators increasingly expect structured documentation.

A note for CALA Homes

CALA's reputation is built on quality of design, construction and customer service — at an average selling price well above the market. That quality standard is real. The question is whether it is being captured and evidenced consistently across nine regional businesses, on every active site, in a form that buyers, funders and regulators can access and rely on. Sablono gives CALA the structured quality and progress management platform that makes that evidence systematic — built during construction, not assembled after completion.

Who this is for

CALA Homes project directors and senior delivery leads

What it covers

Risk areas, current opportunities and how to close the gap

What comes next

A conversation with a Sablono specialist to help you streamline your workflows

Three Audiences Now Expecting Evidence at Handover

The expectation of structured, retrievable quality evidence at handover is now coming from three directions simultaneously. CALA's quality is real — the challenge is making it systematic, consistent and demonstrable.

01 Buyers

Paying a premium,
expecting proof

At an average selling price of ~£495,000, CALA's buyers have high expectations and legal rights. The New Homes Quality Code requires housebuilders to demonstrate quality of construction. Buyers increasingly expect a structured, evidenced handover — and defects identified after legal completion are CALA's liability to resolve.

02 Funders

New owners, new
operational scrutiny

Sixth Street Partners and Patron Capital acquired CALA in October 2024. New PE ownership brings renewed focus on operational consistency, delivery quality and risk management across the group's nine regional businesses. Evidence of structured QA is increasingly expected at board and investor level.

03 Regulators

Building Regulations,
NHQC, planning
conditions

The New Homes Quality Board, Building Regulations sign-off and planning conditions all increasingly require structured documentation of construction quality. As the regulatory environment tightens, the evidence record produced during construction — not assembled retrospectively — is what matters.



Sablono

What's at Stake for CALA Homes

02 WHAT'S AT STAKE

~£495k

average private selling price — buyers at this level have high expectations and legal recourse if quality is not evidenced

~3,000

homes per year across nine regions — quality consistency cannot depend on individual site team discipline

9

regional businesses — each producing its own quality documentation, with no shared standard or platform

Defects and warranty costs

Defects identified after legal completion — particularly where inspections weren't properly recorded during build — are costly to resolve and damage the customer relationship that drives referrals and repeat reservations.

Customer satisfaction scores

CALA's quality positioning depends on customer satisfaction scores under the New Homes Quality Code. Inconsistent quality sign-off across sites directly affects scores and NHQC standing.

Handover disputes

Without a structured, timestamped inspection record, disputes about what was built, when and to what standard are hard to defend. The burden falls on CALA's regional teams to reconstruct evidence that was never formally captured.

Regional inconsistency

Across nine regional businesses, quality documentation standards vary. CALA's brand promise is national — but the evidence of quality delivery is currently as consistent as each regional team's paper trail.

Funder and investor scrutiny

New PE ownership means delivery quality and operational consistency are under fresh scrutiny. Structured QA evidence across the portfolio is increasingly expected at investment committee level, not just site level.

Regulatory tightening

The NHQC, planning conditions and Building Regulations sign-off increasingly require structured documentation. A quality record assembled retrospectively at completion is less reliable than one built continuously during construction.

Where the Gaps Typically Appear

- 01 Quality evidence built retrospectively**
Inspection records, sign-off sheets and snagging documentation are compiled at or after completion — not captured during build. By then, gaps are hard to fill, disputes are harder to defend, and the record is inevitably incomplete.
- 02 No shared standard across regions**
Each of CALA's nine regional businesses manages quality documentation differently. The quality of the handover record a buyer receives varies by site and by site manager — not by CALA's standard.
- 03 Snagging managed informally**
Defect lists are maintained in spreadsheets and on paper, ownership is informal, and close-out is managed reactively. Pre-completion snag resolution depends on site manager discipline rather than a structured, tracked process.
- 04 Progress invisible above site level**
Regional and group management have no live view of quality or progress status on active sites. Issues are escalated when they become serious, not flagged when they are still easy and cheap to resolve.

The Question to Ask.

On any active CALA site right now — could the regional team produce a complete, plot-level inspection and sign-off record for a specific plot or phase? And would the same record exist on every other active site across the nine regions?

One standard or nine?

How Sablono Gives CALA Homes Structured Quality Management

Sablono gives CALA's site teams structured inspection workflows and progress tracking embedded directly in the build sequence — so quality evidence is captured plot by plot as construction progresses, snags are managed systematically, and the handover record is complete before the buyer takes their keys.

01

Plot-level quality evidence during build

Inspection checklists and sign-off workflows are embedded in the build sequence for every plot. Site teams record quality evidence as construction progresses — not compiled afterwards. The record is built from foundations to handover, not assembled in the final week.

02

Systematic snag management

Snagging is raised, assigned and tracked in Sablono from first identification through to close-out. The open list is always current, trade ownership is always clear, and pre-completion snag resolution happens systematically — not reactively in the days before legal completion.

03

A consistent standard across all nine regions

Inspection templates and quality workflows built for one CALA region become the group standard across all nine. Every buyer gets the same quality evidence at handover — not whatever the local site team's paper trail produced.

Four Ways Sablono Strengthens CALA Homes' Position

For a premium housebuilder with nine regional businesses, ~3,000 homes per year, and three audiences now expecting structured quality evidence — from the buyer on the doorstep to the investor reviewing portfolio performance:

01 Evidence that matches the premium

Quality buyers can see, touch and verify at handover

CALA's buyers pay a premium. Sablono means the quality they paid for is captured in a structured record — inspections completed, snags closed, sign-offs confirmed — that the buyer receives at handover as evidence, not just assurance.

02 Fewer defects, lower warranty costs

Quality caught during build, not after completion

When inspection workflows are embedded in the build sequence, defects are identified and resolved during construction — before trades move off site. Fewer defects reach legal completion. Warranty costs fall. Customer satisfaction scores improve.

03 Investor-grade operational visibility

Group-level view of quality across all nine regions

Sixth Street and Patron Capital have invested in a business where quality is the core proposition. Sablono gives group and regional management a live view of quality and progress status across every active site — the kind of operational transparency new PE ownership expects.

04 A national quality standard

CALA's standard, not each region's paper trail

Across nine regional businesses building ~3,000 homes per year, Sablono gives every site team the same structured quality workflows — so the handover record a buyer receives in Scotland is as complete and consistent as the one received in Surrey.

Let's Have a Conversation

We work with premium housebuilders on structured quality and progress management — helping site teams capture inspection evidence during build, manage snagging systematically, and produce the complete handover record that buyers, funders and regulators now expect. We'd welcome a conversation with the CALA team.

WHAT A FIRST CONVERSATION COVERS

- How Sablono maps to CALA's existing build programme and site inspection processes — plot-by-plot inspection workflows, hold points and sign-off sequences — and how site teams use it without disrupting the way they already work.
- How systematic snag management works in practice — raising, assigning and tracking defects through to pre-completion close-out — and how it reduces the defects that reach legal completion.
- What the handover evidence record looks like — what the buyer receives, what CALA retains, and how it supports NHQC compliance and warranty management.
- How a group standard works across nine regional businesses — starting with one region, proving the model, and rolling it out as the CALA quality benchmark.

Get in touch.

30 minutes with a Sablono specialist to get a clear view of your quality and progress documentation exposure and how to address it.

[Book a specialist call →](#)

Building the future of construction compliance.



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