

Independent Adjudication Service for Customers of Big Yellow Self Storage

Application Form

What is this Application for?

- This application form is for a customer to bring a claim against a company, Big Yellow Self Storage (Big Yellow)
- The application form will ask you for the details needed to understand what you would like the company to do and to help an Adjudicator to decide upon your dispute.
- As part of the process, a copy of your application and all submitted evidence will be sent to the company concerned in order that they may respond to the claims you have made. The company will then submit their own evidence (which will also be sent to you) and then send it to the adjudicator who will issue a written decision.

What do I need to do?

- It is important that you understand the process so please read the guidance notes attached to this form.
- A copy of the Scheme rules has also been attached for your information.
- Before submitting this application, you must first make a formal complaint (by email or letter) to the company. In the event that the matter remains unresolved between you and the company after formally writing to them, you can then refer the matter to CEDR, who will then check that you are eligible to use the Service.
- Please complete this application form providing as much information as you can.
- It may take you some time to go through the application form and to get all your facts together, but having all the information will help us assess your case fairly.
- This process is conducted entirely in writing. You must ensure that you provide sufficient information and supporting evidence to substantiate your claim.
- You are required to pay an administration fee at the time of making an application.

What Happens Next?

- CEDR will acknowledge receipt of your application within 15 working days.
- The entire process will usually take no longer than 90 days.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, another language, etc.). If you require assistance in completing this form please contact CEDR:

By telephone: 020 7520 3800

By email: applications@cedr.com

Website: www.cedr.com/consumer

CEDR opening hours: 9:00am to 5:00pm Monday to Friday

1. About you (the Customer)

Please give us your details.

Full Name:	<input type="text"/>		
Street address:	<input type="text"/>		
Town:	<input type="text"/>	County:	<input type="text"/>
Postcode:	<input type="text"/>	Tel:	<input type="text"/>
E-mail address:	<input type="text"/>		

If you provide an e-mail address, we will send you information by e-mail only.

2. Representation

If you have a representative acting for you, please give details below. This may be a friend, relative, or a lawyer. If you do not have a representative, go to part 3.

Full name:	<input type="text"/>		
Organisation:	<input type="text"/>		
Street address:	<input type="text"/>		
Town:	<input type="text"/>	County:	<input type="text"/>
Postcode:	<input type="text"/>	Tel:	<input type="text"/>
E-mail address:	<input type="text"/>		

If you provide an e-mail address, we will send the representative information by e-mail only.

Continue to page 3

To be signed by the Big Yellow Customer

I hereby give my authority for the above-named person to represent me:

Signature: _____

Print name: _____

Date: _____

3. Company details

Company name:

Street address:

Town: County:

Postcode: Tel:

E-mail address:

4. What does your dispute relate to (tick all boxes that apply):

☐ Storage issue/ experience

☐ Delinquency Procedure, following non-payment of rent or other charges

☐ Customer service

☐ Other (please specify below):

5. Contract details

If you have a copy of the contract please provide some basic information in this section.

Names of the parties on the contract:

Store Address

Room Number:

Date of Contract

Please ensure you provide a copy of the Customer Licence with your application, if possible.

Have there been any variations to the Licence? Please provide full details in the box below.

Please identify the relevant terms of the Licence that you believe relate to your dispute, if applicable.

6. Dispute details

Please explain the nature of the dispute you have with the company.

7. Steps taken and compensation offered

Has the company taken any steps to resolve your dispute? Please provide details including information on any compensation payments the company has already made to you.

8. Financial claims

Please break down your claim by providing a value for each item you are claiming for and provide the reason why you are claiming that amount. The maximum permitted claim under the scheme is the estimate of value that you provided to the Company on your Licence when you started your storage and all items must be properly explained to be considered. This amount should not exceed £10,000.

Item	Claim Reason	Amount Claimed (£)

Please continue on a separate sheet if required but ensure the total amount you are claiming is completed in the next box below.

Total claimed: £

9. Non-financial claims

What other actions would you like the company to take? **Tick all the boxes that apply.**

☐

Give you an explanation

☐

Provide a product or service

☐

Give you an apology

☐

Take some practical action

Please specify:

If the non-financial outcome you are seeking cannot be awarded, you may wish to specify a financial amount in this box as a substitute:

Substitute Amount Claimed: £

You must support the amount you have specified here with evidence. If you do not specify an amount here and support it with evidence, the Arbitrator may not award any remedy to you.

10. Evidence

In order to substantiate the claims you are making you must submit supporting evidence. Please ensure you **tick the boxes** below for each supporting document you intend to provide. This may include anything you consider relevant such as:

☐

Licence / agreements terms and conditions

☐

Photographs

☐

Invoices / receipts

☐

Letters/ Emails

11. Declaration

Data Protection Act

The Data Protection Act 2018 allows CEDR, and Big Yellow to provide information and / or documents about you to CEDR and the adjudicator with your consent. By completing this form you are giving your consent.

Please read the statements below and **tick all the boxes** before signing this form:

- ☐ I apply to CEDR to appoint an independent adjudicator to adjudicate this dispute in accordance with the Scheme Rules.
- ☐ I have tried to resolve this dispute through the company's complaints procedure.
- ☐ I understand that it is my responsibility to provide evidence supporting my claim and I attach my documents / materials, as evidence to support my claim.
- ☐ I understand it is my responsibility to read the Scheme guidance and Rules and, if necessary, seek guidance from CEDR.
- ☐ I have not previously referred this dispute to either the Courts or any other resolution body.

- ☐ I understand that I have to pay an amount of £120 (inclusive of VAT) to bring this claim to CEDR.
- ☐ I understand the claim cannot exceed the limit detailed in the Scheme Rules.

Signature:

Print name:

Date:

Submitting your application with payment

Please submit your application and supporting evidence to us along with your payment for the administration fee of £120 (£100 plus VAT) made payable to CEDR Services Limited.

By post:

CEDR Consumer Adjudication
Centre for Effective Dispute Resolution
70 Fleet Street,
London EC4Y 1EU

By email:

applications@cedr.com