

Independent Adjudication for Customers ICW Consumer Code for New Homes Application Form

What is this Application for?	What do I need to do?
<ul style="list-style-type: none">• This application form is for the home buyer (the customer) to bring a claim against an ICW Insured Home Builder if they have not been able to resolve the complaint directly with the Home Builder and after checking with ICW.• The application form will ask you for the details needed to understand what you would like the Home Builder to do and to help an adjudicator decide your dispute.• The outcome of this adjudication will be contractually binding on both parties if the customer chooses to accept the findings of the adjudicator.	<ul style="list-style-type: none">○ Please read the Scheme Rules carefully before you fill in and return this form. They should be attached to this application form and can also be found on the CEDR website.○ Fill in the application form giving 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.

Before you can make an application you must:

- First follow the procedures set out in the ICW Code for making a complaint to the Home Builder/ Developer.
- Refer the matter to ICW and get a referral notice to the scheme.
- Ensure you have understood the adjudication process fully.

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: 0207 536 6150

By email: applications@cedr.com

Visit the website: www.cedr.com/consumer

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

IMPORTANT: SAVE A COPY OF THIS PDF ON YOUR PC BEFORE COMPLETING AND UPLOADING THIS FORM. IF YOU COMPLETE THIS FORM IN YOUR BROWSER YOU WILL NOT BE ABLE TO SAVE IT AND IT WILL APPEAR BLANK WHEN UPLOADED.

1. About you (the Customer/ Home Buyer)

Please give us your details.

First name:

Last Name:



Town:

Country:

Postcode:

Tel:

E-mail address:

If you provide an e-mail address, all information will be sent via e-mail only

2. Representation

If you have a representative acting for you, please give details below.
If you do not have a representative, go to part 3.

Full name:

Organisation:

Street address:

Town:

County:

Postcode:

Tel:

E-mail address:

(If you give the address of a representative, this is the address we will write to about this application.)

To be signed by the customer

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

Signature:

Print name:

Date:

3. Home Builder/Developer details

Home Builder:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:



Issues in dispute

In the space below, please tell us what your complaint is about and what has happened so far.

Date of completion for the property:

Date first complained to the Home Builder/Developer:

Date you referred the matter to ICW:

Date ICW referred you to the Scheme:

ICW Claim Reference Number:

4. What actions would you like the Home Builder/ Developer to take?

(Tick all the boxes that apply)

Give you an apology Take some practical action Provide you with a product and/or service

Please specify:

5. What Redress are you claiming and why?

Please break down your claim by providing a value for each item you are claiming for and the reason why you are claiming that amount. The maximum permitted amount is specified in the Scheme Rules. If you are asking the adjudicator to direct the Home Builder/Developer to carry out work, then you must specify the details and the likely cost. If you are asking the adjudicator to give you compensation, then you must specify the amount you would like and why. You should provide evidence to justify the redress you are claiming. Please ensure you include everything you would like to claim in this application as you cannot change these details at a later date. If the adjudicator makes a decision in your favour, you should note that they will only be able to direct remedies up to a total value that does not exceed the monetary limit of the Scheme.

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:

6. Declaration

Data protection act

The Data Protection Act allows ICW and the ICW Insured Home Builder/ Developers to provide information and/or documents about you to CEDR Case Officers 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 adjudicator to settle this dispute in accordance with the Scheme Rules.
 - I have the authority to commit to this adjudication.
 - I have tried to resolve this matter through the Home Builder/Developer's complaints procedure and contacted ICW.
 - I accept that it is my responsibility to understand how the Scheme works. I understand that guidance and information on how the Scheme works can be found on CEDR's website and/or by making contact with CEDR.
 - I accept that the Scheme Rules will apply to my case. I understand that the Scheme Rules can be found on CEDR's website or I can request a copy of these Rules by making contact with CEDR.
- I have not previously referred this dispute to either the courts or any other Redress Scheme.
- I understand the claim cannot exceed the limit detailed in the Scheme Rules.
 - I confirm that I have attached my documents / materials, as evidence to support my claim.
 - I understand that the adjudicator's final decision will be contractually binding on both parties if I accept it. I also understand that the decision is final and not subject to any appeal or further review.

Signature:

Print name:

Date:



Submitting your application

Now please submit your application and supporting evidence to us after completing initial eligibility checks with ICW.

By post:

ICW Adjudication
Centre for Effective Dispute Resolution
100 St. Paul's Churchyard,
London EC4M 8BU

By email:

applications@cedr.com

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