



Consumer Code for Home Builders Independent Dispute Resolution Scheme

Application Form

The Code Requirements (fourth edition) apply to homes reserved up to 31 December 2023. Updated requirements will be introduced for homes reserved from 1 January 2024 under the fifth edition of the Code, accessible [here](#).

The following information needs to be obtained from your Home Warranty Body prior to submission:

Ref Number:

Date of Issue:

Home Warranty Policy
Number:

Home Builder's
Registered Office

What is this Application for?

- This application form is for a Home Buyer to bring a complaint against a Home Builder if they have not been able to resolve the complaint directly with the Home Builder or via the Home Warranty Body.
- 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.
- Fill in this application form giving as much information as you can, along with all of your supporting evidence.

What do I need to do?

- Please read the Scheme Rules carefully before you fill in and return this form. These can be found on the CEDR website at: www.cedr.com/consumer/cchb/help-guides/
- 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 our case
- More details on the Code can be found at: www.consumercode.co.uk

Before you can make an application

You must first raise your complaint with the Home Builder directly through their own complaints procedure or ascertain that they do not have a complaints procedure.

You can only make an application after 56 calendar days have passed from the date you first complained to the Home Builder, and no later than 12 months after the date of the Home Builder's final response to your complaint. The Home Warranty Body must have provided you with a reference number so that you can complete the information at the top of this page.

If you have any questions about the form or process, please contact us directly.



1. About you (the Home Buyer)

Please give us your details.

Full name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

If you provide an e-mail address, all contact will be done via e-mail. If the address of the property subject to the complaint is different from the above, please note that under 'Issues in Dispute' section.

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:

Email:

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

To be signed by the Home Buyer

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

Signature:

Print name:

Date



3. Home Builder's details

Builder's name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

4. Issues in dispute

In the space below, please tell us what service or event you complained to the Home Builder about.

Date the property was reserved/ purchased:

Date you first complained to the Home Builder:

Date of Home Builder's final response:



5. Which part(s) of the Code do you consider the Home Builder to have breached?

Please state which section(s) of the Consumer Code for Home Builders you consider the Home Builder to have failed to comply with and why. Please note you will need to submit evidence to prove why the Home Builder has not complied with the Code.

Section of Code breached:

Reason for breach:

Section of Code breached:

Reason for breach:

6. What impact has the Home Builder's failure to follow the Code had on you?

Please list the specific financial losses or the other impacts that the Home Builder's actions have had on you. This includes any sums of money you have had to spend and any inconvenience or distress you have suffered. Remember that in order for the adjudicator to give you something, you must provide evidence wherever you can to support each of the items you list below.

6.a. Have you either claimed under your home warranty policy cover and/or used your home warranty dispute resolution service? If so, what was the outcome. Please state if the claim is still ongoing.

7. What do you want the Home Builder to do?

(Tick all the boxes that apply)

Give you an apology

Give you an explanation

Take some practical action

Please specify:

Pay you money

How much?* £

(including VAT)

* This amount is to cover the cost of putting right the matters you are complaining of and to cover any expenses you have reasonably incurred. Please provide evidence to assist the adjudicator when assessing your case by providing information showing that you have incurred the loss.

Please be aware that once the case has been accepted, you cannot change the amount claimed at a later date. Please take note of the scheme's financial limits, being either £15,000 or £50,000 inclusive of VAT (for complaints where the 5th edition of the Code applies).

If you are unsure whether your claim may exceed this amount, you should seek legal advice. Please note that without supporting documents the adjudicator may not be able to consider your claim for financial loss.

8. Evidence

In order to support your claim, you may wish to provide any of the following documents:

- A copy of the reservation agreement or contract of sale
- Invoices and/or receipts for all losses and expenses you wish to claim for
- Letters and/or email communications with the Home Builder
- Photographs

As part of the adjudication process, a copy of your application and all submitted evidence will be sent to the Home Builder concerned in order for them to respond to the claims you have made and to submit their own evidence in defence. A copy of that evidence will then be sent to you.



9. Declaration

By completing this form, you are agreeing to CEDR saving and processing the information provided. CEDR Ltd will share your personal information with the home builder to which your dispute relates. CEDR Ltd may share your personal information with the Consumer Code for Home Builders ("the Code") and your Home Warranty Provider (NHBC, Checkmate, Premier Guarantee or LABC Warranty) for use in monitoring compliance with the Code Requirements and for data/trend analysis. For more information, consult CEDR Ltd's Privacy Policy at cedr.com/consumer/privacy.

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

I have read and understood the Consumer Code for Home Builders Independent Dispute Resolution Scheme Rules.

I am applying for you to appoint an adjudicator, in line with the Rules of the Consumer Code for Home Builders Independent Dispute Resolution Scheme, to settle my dispute.

I have tried to settle this matter through the Home Builder's own Complaints Procedure and the Home Warranty Body has invited me to use the Scheme.

I have not previously referred this dispute to the Courts, other redress scheme or Home Warranty Body's dispute resolution scheme.

I understand the financial limits of the scheme and confirm my claim does not exceed this.

I confirm that I have attached my documents / materials as evidence to support my claim, including any financial losses I have suffered.

I understand that it is my responsibility as Home Buyer to provide sufficient evidence to prove my claim and the losses I have suffered. I also understand that if the adjudicator does not consider that sufficient evidence has been provided to prove either of these, my claim may not succeed.

I understand that the adjudicator's decision is binding on the Home Builder if I accept it within six weeks from the date of the decision and notify in writing, of my acceptance.

If the Home Builder asks me to pay back any amount it has previously paid to settle the matter, I will do so before I send in this application.

Signature:

Print name:

Date:



Better conflicts, Better outcomes, Better world

Submitting your application

Now please submit your application and supporting evidence to us:

By email: applications@cedr.com

By post:

Consumer Code for Home Builders Independent Dispute
Resolution Scheme
100 St Paul's Churchyard, London, EC4M 8BU

**PLEASE ENSURE THAT YOU SAVE A COPY OF THIS DOCUMENT ON
YOUR COMPUTER BEFORE SENDING**