



Protection for new-build home buyers

Raising disputes about breaches of the Code

If you complaint was not made within two Was your complaint about a breach of the years of legal completion, it falls outside NO Code made between the date of reservation of the Code. Check our guide for other and two years after legal completion? sources of support. Contact your Home Warranty Provider* Complete and return the application *That issued the warranty on your home which form to the IDRS. Disputes can only be can be found on your reservation agreement. raised 56 calendar days after raising with Your Home Warranty provider will confirm your builder and within 12 months of the whether the complaint falls under the Code builder's final response. and will advise you to refer your complaint to the Code's IDRS. They will issue you with an application form and reference number. An adjudicator will review the submission and issue a proposed decision. Subject to any inaccuracies or missing information identified by either/both parties, the adjudicator will issue a final decision. Has the adjudicator found The adjudicator will advise the next steps. YES a breach of the Code? NO You can contact a solicitor or the Please note disputes will be assessed against the version Citizens Advice Consumer Helpline of the Code applicable at the time of reservation. for further guidance.