



Resolving problems

We would like to assist in resolving issues quickly, cost effectively, and fairly.

Informal resolution

Issues can often be resolved informally by communicating directly with the parties involved about problems and reaching an agreement or compromise.

There are three simple steps to resolve a dispute:

Check your facts

Review the quotes, invoices or contracts you have to date.

Communicate

Talk with the other party as soon as possible and attempt to come up with a range of options to resolve the matter, including possible compromises.

Record any agreement in writing

It is important to record any agreements in writing to ensure that details of what has been agreed to can be recalled at a later date and prevent future disputes.

Legal advice

If the matter cannot be resolved informally, you may wish to consider seeking legal advice.

Citizen's Advice Bureau

Website: www.cab.org.nz

Phone: 0800 367 222

The Citizen's Advice Bureau provides free, confidential and independent information and advice relating to consumer rights. Their volunteers can assist with speaking on your behalf as an intermediary, communications for English as second language speakers, and in some cases prepare claims for the Disputes Tribunal.

Community Law Centre

Website: www.communitylaw.org.nz

The Community Law Centre can assist with legal help and assistance.

Billing/invoicing

The Board does not deal with contractual or invoicing disputes and cannot order a tradesperson to complete or rectify work, or pay money to the consumer. If you are unable to resolve these issues through informal resolution, you should consider filing a case with the Disputes Tribunal.

Disputes Tribunal

Website: www.disputestribunal.govt.nz

Phone: 0800 268 787

The Disputes Tribunal can assist with settling disputes outside of court for small claims up to \$30,000. Disputes can be about:

- Goods that don't work properly
- Whether a tradesman has done work properly
- The amount of money charged for work done
- Loss caused by misleading advertising
- Disputed debts

Obtaining documents

Council documents

These documents are enforced and regulated by the Council.

The Board does not have any power to force a Plumber, Gasfitter, or Drainlayer to hand over this documentation.

We recommend that you [contact your local council](#) regarding this matter, as they may have further advice on how you can obtain this documentation. If there is a contractual obligation to provide this documentation, you can take this matter to the Disputes Tribunal (details above).

You can read more about producer statements here: www.building.govt.nz/projects-and-consents/apply-for-building-consent/support-your-consent-application/producer-statements

Gas certificates

A Certifying Gasfitter must provide a signed gasfitting certificate to a consumer within 20 working days of the gasfitting work, and provide a copy upon request.

If the work is high-risk, you can search the Electricity and Gas High-Risk Database to check if a gas certificate has been issued but not sent to you:

www.portal.worksafe.govt.nz/search-highrisk

Energy Safety is the agency that regulates gas certificates and safety, and where you can lodge a complaint regarding a gas certificate not being issued.

You can contact Energy Safety on 0800 030 040 or through www.energysafety.govt.nz.

Workmanship guarantee

Master Plumbers

Website: www.masterplumbers.org.nz

Master Plumbers is a membership organisation that ensures that all members undergo an ongoing Quality Assurance review of their business practices and have a Certifying tradesperson on staff. All Master Plumbers must comply with a code of conduct as a fundamental condition of membership, and follow a code of good practice.

If your plumber, gasfitter or drainlayer is a member of Master Plumbers, you are covered under the Master Plumbers Guarantee, which protects you in the event of substandard workmanship and loss of an advance payment to a contractor should they go into liquidation or bankruptcy. You can read more about the guarantee here:

www.masterplumbers.org.nz/homeowner-info/master-plumbers-guarantee

Complaints about other trades

If you have a complaint about an individual carrying out other types of work please see relevant regulatory bodies below you can contact:

Electrical Workers Registration Board

Website: www.ewrb.govt.nz

You can make a complaint about any person or company that has carried out prescribed electrical work that you believe to be unsatisfactory.

Licensed Building Practitioners

Website: www.lbp.govt.nz

You can make a complaint about a LBP that has carried out work that you believe to be unsatisfactory.