

PRECINCT PROPERTIES MANAGEMENT LIMITED / PRECINCT PROPERTIES RESIDENTIAL LIMITED - COMPLAINTS PROCEDURE

Our complaints procedure is designed to provide a simple process for resolving any concerns that you may have about the service you have received. If you have a complaint, we will work with you to try and resolve the matter.

Please see the below steps to follow if you have a complaint.

STEP 1

Contact us to tell us what your complaint is and what you would like done about your complaint. We may ask you to put your complaint in writing so it can be investigated.

Company Secretary
Precinct Properties Management Limited / Precinct Properties Residential Limited
Level 12
188 Quay Street
Auckland 1010

PO Box 5140,
Wellesley Street
Auckland 1141

email: companysecretary@precinct.co.nz

STEP 2

Please allow 10 working days for us to respond to your complaint. We will need to talk to the team members involved in order to respond properly. We may invite you to attend a meeting with the person or persons involved in order to discuss your concerns. If for any reason we can't respond within 10 working days, we will let you know what our expected timeframe to respond will be.

STEP 3

Our written response will include a proposed resolution to your complaint. If you accept our proposal, we will attempt to implement that resolution as soon as reasonably practicable. If you do not accept our proposal, please tell us how you would like the complaint resolved. Either way, please let us have a response within 10 working days.

STEP 4

If we accept your proposed resolution, we will attempt to implement that resolution as soon as reasonably practicable. If we decline your proposed resolution, we may invite you to mediate the dispute in order to try and resolve your complaint.

If we do not invite you to attend mediation, or you do not accept our invitation to attend mediation, then that will be the end of our process.

STEP 5

If the parties agree to mediate the complaint and an agreement is reached, we will attempt to implement that resolution as soon as reasonably practicable. If no agreement is reached at mediation, then that will be the end of our process.

Important Note

You can make a complaint to the Real Estate Authority (**REA**) at any time, whether you choose to use our complaints procedure or not.

Details of how to make a complaint to the REA can be found on their website:

<https://www.rea.govt.nz/make-a-complaint/>

The Real Estate Authority
PO Box 25371, Wellington, 6140
Phone 0800 367 732
Email: info@rea.govt.nz