



Complaint Process

Summit Property Management Ltd aims to act in accordance with the REINZ code of practice for Residential Property Management. If at any stage you feel our service has fallen short of this code or you have any other concerns, we would appreciate the opportunity to put things right. The following process is designed to provide a simple and personalised process for resolving any complaint.

1

Contact Your Property Manager

Speak to your Property Manager and explain the issue or problem to them and give them the opportunity to find an acceptable solution.

2

Contact Their Manager

If you are not satisfied with the assistance from your Property Manager, contact their Area Manager locally. The Area Manager may ask you to put the details of the complaint in writing and advise you of anything else that may be needed.

3

Investigation & Solutions

The Area Manager will investigate the complaint and contact the property manager with the details, the process will take between 5 and 10 days after which the Area Manager will contact you with a solution or solutions to resolve the complaint.

4

Your Response

You respond to the Area Manager as to whether you are happy with the resolution and we ask that you try to respond within 5 working days.

5

Acceptance or Alternatives

If you accept our resolution we will implement the resolution terms as soon as practically possible. You can of course offer and alternate solution.

6

Further Options

For Tenant

You can apply to the Tenancy Tribunal for a mediation or an order.

For Landlord / Property Owner

You can ask us to arrange a mediation however if we do not settle the complaint at the mediation then that will be the end of our complaints process. *

* The Real Estate Authority does not deal with Property Management Complaints. You can make an application to the Disputes Tribunal to make an order.