

Appeals Policy (New Zealand)

1. Purpose

HOME in PLACE (New Zealand) Limited (HOME in PLACE NZ) is committed to providing services of the highest standard and respects the right of tenants and clients to seek an appeal on a decision that HOME in PLACE NZ Management has made. The purpose of this policy is to guide tenants, clients and third parties on appealable decisions (in accordance with company policy) and the review and appeals process undertaken by HOME in PLACE NZ when handling appeals. The policy also guides employees on the procedures to be followed when an appeal request is received.

2. Scope

This policy applies to all tenants and clients (including Grow a Star applicants) regarding appealing decisions made by HOME in PLACE NZ.

3. Policy Statement

HOME in PLACE NZ recognise tenants and clients have the right to request a review of a decision made by HOME in PLACE NZ about their tenancy or Grow a Star Sponsorship eligibility.

If a tenant or client believes a decision made by HOME in PLACE NZ is wrong or unfair or if they disagree with the decision and believe it may affect their tenancy or eligibility for a Grow a Star Sponsorship, they may appeal against the decision through our internal review process.

Residential Tenancy or Client Dispute

HOME in PLACE NZ is committed to a transparent and objective review of decisions and will ensure appeals are managed promptly and in accordance with the principles of procedural fairness.

HOME in PLACE NZ's review and appeals processes acknowledges the responsibilities of tenants and clients, respects the rights of tenants and clients, considers HOME in PLACE NZ 's obligations as a landlord and aims to achieve fair and equitable outcomes for tenants, clients, and stakeholders.

The following are not Appealable Decisions:

- Decisions not directly related to the person or household.
- Matters which are the responsibility of other tribunals and courts e.g., New Zealand Tenancy Tribunal or that could be resolved through Fast Track Resolution or Mediation.
- HOME in PLACE NZ's policies.
- Internal administrative and funding matters of the Community Housing Provider; or
- Programs not related to the provision of a Tenancy Management or Grow a Star service.

Appeals

Like the Residential Tenancy Dispute process¹, the appeals review process starts when a tenant or client believes that a decision made by HOME in PLACE NZ is not correct and they have not been able to resolve the issue through discussion with HOME in PLACE NZ staff responsible for making the decision.

The process aims to confirm whether HOME in PLACE NZ has made the right decision.

When reviewing a decision that is not able to be considered by other statutory or legislative bodies, the two stage appeals process should be followed to ensure that:

- There is fair mechanism for decisions to be reviewed for matters that are not covered by Residential Tenancy Legislation; and
- The correct decision has been made in each individual case under review.

The two-stage appeals process is referred to as follows:

1. **First Stage or Tier 1:** Management Review
2. **Second Stage or Tier 2:** Independent review by HOME in PLACE NZ Internal Review Panel made up of New Zealand Board of Directors.

How to Lodge an Appeal

Stage One Executive Review

If a tenant or client seeks a review of a decision made by HOME in PLACE NZ, they must complete a FOR-8001 Appeals Request Form outlining the issue they would like reviewed and why.

The application must be lodged within three (3) months of the original decision being made.

Appeals will be acknowledged by a staff member within two (2) working days.

An internal review of the decision will be conducted by Chief Executive Officer NZ (CEO NZ) within 10 days of having received the Appeal request. As part of the review, the CEO NZ will consider:

- Information submitted by the client or tenant.
- All relevant information on file; and
- Any new information that was not available to the original decision maker.

If it appears that the original decision is likely to be maintained, the CEO NZ will contact the tenant or client to discuss the issue and provide an opportunity for the tenant to produce additional relevant information.

The CEO NZ will consider all the available information to decide whether the original decision should be:

- Maintained.
- Changed in full; or
- Changed in part.

¹ <https://www.tenancy.govt.nz/disputes/disputes-process/>

Stage 2 Internal Review Panel Review

In the event the original decision is upheld by the CEO NZ, the client can make an appeal within 21 working days of the Decision being upheld in stage 1 which will be forwarded to the New Zealand (NZ) Internal Review Panel, who will convene an Appeals Hearing, where all information will be thoroughly investigated independently to ensure the right decision has been made.

A response will be provided within 28 days clearly outlining if the decision has been upheld or not upheld, and the reason for this decision.

Where the CEO NZ or NZ Internal Review Panel identifies any corrective actions arising from an appeal, an action plan will be developed and implemented for the corrective action as soon as is practical.

Quality Focus

HOME in PLACE NZ is committed to a culture of excellence through continuous improvement and regularly reviews and monitors the effectiveness of complaints and appeals process’.

Information about HOME in PLACE NZ’s complaints and appeals process is clearly documented and available to tenants and applicants through GUI-8012 HOME in PLACE (NZ) Tenant Handbook , by request through the [‘Get in Touch’](#) page on the [HOME in PLACE NZ website](#) or contacting their local office.

Privacy

HOME in PLACE NZ manages personal information of applicants and tenants in accordance with the Privacy Act 2020 and the privacy principles and codes of practice regarding the collection, use, disclosure, storage, and access to personal information.

HOME in PLACE’s information systems and data security meets ISO/IEC 27000 series², information security management systems standards to protect personal information.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

‘End of Document.’

² <https://www.iso.org/standard/iso-iec-27000-family>