

# TRANSITIONAL HOUSING ACCOMMODATION

## SUPPORT FOR WHĀNAU AND HOUSING PROVIDERS WHEN DISPUTES ARISE

Transitional housing provides temporary accommodation for individuals and whānau who don't have anywhere to live and urgently need a place to stay. It also offers tailored support to help these individuals and whānau into longer-term housing.

Sometimes, issues happen. The first step is to raise it with your provider and give them a chance to work through it. If you can't sort it out together, you can talk to Fair Way for independent help to resolve it.

### ABOUT

Fair Way provides the Independent Dispute Resolution Service (IDRS) to resolve issues about the accommodation provided as transitional housing.

The IDRS is a process to resolve issues between households and their housing providers when you can't work it out together directly.

If you raise an issue with your housing provider and have not been able to find an acceptable solution for both sides, you can talk to Fair Way and use the IDRS.

### WHAT TO EXPECT

Our friendly and experienced team are here for you, every step of the way. We listen and find out more about you and your needs.

We will guide you through the process. The first option is mediation where you and your housing provider come together to talk it through. If you can't agree together, then Fair Way can make a decision on the matter.

Our service is free to use. Talk to our team to find out how we can support you.

**P** 0800 77 44 08

**W** [WWW.FAIRWAYRESOLUTION.COM](http://WWW.FAIRWAYRESOLUTION.COM)

**E** [HOUSING@FAIRWAYRESOLUTION.COM](mailto:HOUSING@FAIRWAYRESOLUTION.COM)



**kia tau**  
YOUR EXPERTS  
IN DISPUTE  
RESOLUTION

# WHAT YOU NEED TO KNOW

## WHEN WE CAN HELP

We can help with accommodation issues. For example, if you have a complaint about:

- a breach of your housing agreement
- if a term in your agreement is valid.

## FREE AND EASY

There is no cost to use the service. It's a free, easy and quick way to sort out issues. We can help in one of two ways, both are free. It is available nationwide so we can help wherever you are.

## WHEN WE CAN'T HELP

We can only assist if it is about accommodation. We can't help if the issue relates to something else – such as the security deposit, household's housing contribution or monetary compensation.

# THE PROCESS



### GET IN TOUCH

You can get in touch by phone, email or online.



### HAVE A CHAT

Share your details, ask questions, and find out more.



### SET-UP

We will gather information and arrange next steps



### PREPARATION

You can join a coaching session to help you prepare.



### RESOLUTION

Resolve it through mediation or adjudication.

## HOW WE HELP



### MEDIATION

#### Find a way forward together

The mediator leads the meeting and helps you explore the issues and options. The aim is to find a lasting agreement that works for everyone.

*For example, we can help you agree on a solution to resolve the complaint together.*



### ADJUDICATION

#### We make an independent decision

If you can't agree through mediation, we will weigh up all the information and make an independent decision on the matter.

*For example, we can consider whether the terms of a Housing Agreement have been breached or if a rule of stay is valid or not.*

# GET STARTED

It's easy to get started. Simply get in touch by freephone, email or online and we will guide you through the process.

**P** 0800 77 44 08

**W** [WWW.FAIRWAYRESOLUTION.COM](http://WWW.FAIRWAYRESOLUTION.COM)

**E** [HOUSING@FAIRWAYRESOLUTION.COM](mailto:HOUSING@FAIRWAYRESOLUTION.COM)