

## Resolving problems

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Building projects often involve a number of people working together for the first time, in an environment that is vulnerable to nature, unforeseen events and potential delays.

Make sure you understand [your rights and obligations \(https://www.building.govt.nz/getting-started/your-rights-and-obligations/\)](https://www.building.govt.nz/getting-started/your-rights-and-obligations/).

Some issues that can arise during a project include:

### Designs

[\(https://www.building.govt.nz/resolving-problems/designs/\)](https://www.building.govt.nz/resolving-problems/designs/)

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### Building consent and sign-off

[\(https://www.building.govt.nz/resolving-problems/building-consent-and-sign-off/\)](https://www.building.govt.nz/resolving-problems/building-consent-and-sign-off/)

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### Councils

[\(https://www.building.govt.nz/resolving-problems/councils/\)](https://www.building.govt.nz/resolving-problems/councils/)

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### Contracts

[\(https://www.building.govt.nz/resolving-problems/contracts/\)](https://www.building.govt.nz/resolving-problems/contracts/)

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### Clients

[\(https://www.building.govt.nz/resolving-problems/clients/\)](https://www.building.govt.nz/resolving-problems/clients/)

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### Resolution options

[\(https://www.building.govt.nz/resolving-problems/resolution-options/\)](https://www.building.govt.nz/resolving-problems/resolution-options/)

## Resolution options

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If you have been unable to resolve a problem by talking to the people involved, you may need to take a different approach or next step. Consider these options.

First steps - self-resolution [\(https://www.building.govt.nz/resolving-problems/resolution-options/first-steps-self-resolution/\)](https://www.building.govt.nz/resolving-problems/resolution-options/first-steps-self-resolution/)

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Activate your consumer rights [\(https://www.building.govt.nz/resolving-problems/resolution-options/activate-your-consumer-rights/\)](https://www.building.govt.nz/resolving-problems/resolution-options/activate-your-consumer-rights/)

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Formal complaints [\(https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/\)](https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/)

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Mediation, arbitration and adjudication (<https://www.building.govt.nz/resolving-problems/resolution-options/mediation-arbitration-and-adjudication/>)

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Disputes Tribunal and courts (<https://www.building.govt.nz/resolving-problems/resolution-options/disputes-tribunal-and-courts/>)

## Determinations

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A determination is a binding decision made by MBIE providing a way of solving disputes or questions about the rules that apply to buildings, how buildings are used, building accessibility and health and safety.

About determinations (<https://www.building.govt.nz/resolving-problems/resolution-options/determinations/>)

## Weathertight Services

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If you own a leaky home in New Zealand, you have options to repair it and may be eligible for funding to help with the costs. It is important you understand your rights and obligations during the repair process.

About Weathertight Services  
(<https://www.building.govt.nz/resolving-problems/resolution-options/weathertight-services/>)



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