

Weathertight Services

If you own a leaky home in New Zealand, you have options to resolve issues under the Weathertight Homes Resolution Services Act 2006.

If you think you have a leaky home, the Ministry of Business, Innovation and Employment (MBIE) provides options to resolve issues under the Weathertight Homes Resolution Services Act 2006. This will involve an assessment of your home, and you will need to meet the eligibility criteria under the Act to progress your claim.

If your claim is eligible, the resolution options available to you include negotiation, mediation or adjudication.

The Financial Assistance Package (FAP) scheme was another resolution option to assist eligible claimants in repairing their leaky homes. The FAP opened on 23 July 2011 and expired on 23 July 2016. New claims received after this date cannot access the scheme.

If you think your property may be eligible, complete the [Declaration of Interest Form \[PDF 190 KB\]](#) (<https://www.building.govt.nz/assets/Uploads/resolving-problems/weathertight-services/weathertight-claim-declaration-interest.pdf>) and we will contact you to discuss options for your property. Alternatively, you can contact us for more information on Weathertight Services.

Contact us

Contact Weathertight Services for more information (<https://www.building.govt.nz/about-building-performance/contact-us/#WeathertightServicesContactDetails>)

Monthly Weathertight Homes Resolution Service claim statistics (<https://www.mbie.govt.nz/building-and-energy/building/weathertight-homes-resolution-service-claims-statistics/>) are available on the MBIE Corporate website.

Official Information Act requests

If you would like information in relation to a Weathertight Claim you can request it under the Official Information Act 1982 (the OIA).

Make a request for official information (<https://www.mbie.govt.nz/about/open-government-and-official-information/make-a-request-for-official-information/>) on the MBIE Corporate website.

In this section

Signs of a leaky home

If you think you have a leaky home, there are a few things you need to know.

<https://www.building.govt.nz/resolving-problems/resolution-options/weathertight-services/signs-of-a-leaky-home/>

How to make a Weathertight Claim

There are strict eligibility criteria for making a claim. Find out what information you'll need to provide.

<https://www.building.govt.nz/resolving-problems/resolution-options/weathertight-services/make-a-weathertight-home-claim/>

Property assessments for Weathertight Claims

If your Weathertight Claim is accepted as eligible, your property will be assessed for the extent of damage.

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

[Resolving a Weathertight Claim](#)

Find out about the dispute resolution options that can help you resolve a leaky home claim.

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

[Financial Assistance Package for weathertight claims](#)

The FAP scheme has expired, but existing claims may still access FAP financial contributions.

[\(https://www.building.govt.nz/resolving-problems/resolution-options/weathertight-services/financial-assistance-package-for-weathertight-claims/\)](https://www.building.govt.nz/resolving-problems/resolution-options/weathertight-services/financial-assistance-package-for-weathertight-claims/)
