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 4. Dispute resolution

Dispute resolution

Applicants and registered community housing providers (CHPs) may appeal against Community Housing Regulatory Authority (CHRA) decisions.

A dispute with CHRA can be resolved without appealing to the District Court, either by attempting to resolve disputes through negotiation or by mediation.

Attempting to resolve disputes through negotiation

CHRA will attempt to resolve any disputes with CHPs in good faith, and in the first instance through constructive discussion. This includes:

- Agreeing on a target date for settlement of the dispute
- To the extent necessary, agreeing on interim arrangements and
- Using our best endeavours to settle the dispute by the target date.

If there is no agreement on these matters, then:

- Within 10 working days, the parties prepare an agreed written summary (or failing agreement, separate written summaries) of the basis of the dispute, the issues involved, and the reasons for not reaching an agreement and
- The summary (or summaries) is immediately presented to the most senior executive from the CHP and the Regulator within and they will meet as soon as practicable after the summaries are presented, to discuss resolution of the dispute.

If the dispute cannot be resolved, an independent mediator can be appointed.

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