



2022

Piermont Apartments  
82 Cable Street, Wellington

### **Procedure to deal with complaints about residents behaviour**

All complaints should be sent to the Body Corporate secretary (Thompson Brothers Ltd) in writing. They will enter the complaint into a Complaints Register. This Register will record the Unit no., owner, date of complaint, nature of complaint, date letter to owner sent, date that owners response letter received, date referred back to Body Corporate Committee and date outcome letter from the Body Corporate Committee sent to owner and complainant.

On receipt of a complaint from an owner about a resident or apartment the secretary will:

1. Provide the Body Corporate Committee with a copy of the complaint, a summary of the complaint together with a recommended resolution.
2. After discussion with the the Body Corporate committee, write to the owner setting out the basis of the complaint requesting an explanation within ten working days of the date of the letter.
3. On receipt of the explanation refer to the Body Corporate Committee to consider.
4. Send a response to the owner after the Body Corporate has considered the explanation and agreed the response. This could include:
  - Take no action
  - Reiterate the Body Corporate rules and expectations that there will be no further issues
5. Send a response to the owner and complainant advising what action has been taken.

**If there are further complaints on the same issue the secretary will immediately advise the Body Corporate Committee so that the issue can be escalated as appropriate . This could include suggesting the owner evict tenants or going to the District Court.**