



**April
2025**



**TAMAKI
MAKAURAU
RECOVERY**



A guide to disputing Recovery Office decisions

This guide is to help property owners who disagree with certain decisions about their property category, property valuation or their special circumstances.

You can only dispute some specific decisions, and you need to follow the process below to have the decision(s) reviewed.

Property owners can dispute:

- the property category assigned to the property
- the market valuation (as at 26 January 2023) we provided for the buy-out offer
- the result of an application to consider special circumstances
- the decision about an uninsured homeowner's individual circumstances.

Please note: Once Category 3 homeowners have opted into the buy-out process, they cannot dispute their property category.

Category 2P homeowners who want to be a Category 3, need to go through the 2P process to investigate the likely cost of mitigation works in greater detail than the original council estimate. In the event that the cost is more than 25 per cent of your CV, council will re-categorise your property to Category 3, without the need for a dispute.

How to raise a dispute

If you want to dispute your property category, you must send us the dispute application form within three months from receiving the property category. This allows you to thoroughly consider the category we have given your property, and to seek independent advice about it.

To raise a dispute, please complete the application form available on the Auckland Council website (aucklandcouncil.govt.nz/review) and email it to recoveryreview@aucklandcouncil.govt.nz.

There is no set time for completing a dispute because every dispute is different. We will respond to your application as soon as possible.

If you want to dispute your property's valuation, discuss this with your assigned property advisor. You need to raise a dispute with them within one month of receiving the market valuation.

How we manage disputes

Property category: When you raise a category dispute, the council will complete an internal technical review about the decision and provide a response as soon as possible. If you are still unhappy with the outcome, we will try to resolve the matter with a 'without prejudice' meeting. This meeting will usually be between the homeowner's technical experts and the council technical leads but may involve others. You have one month to request this meeting after receiving your category review.

If the dispute can't be resolved by this meeting, homeowners can seek a further external review by an independent expert. Homeowners can request this within 25 working days of receiving the outcome of the 'without prejudice' meeting. That independent decision is then final.

Property valuation: If you are unhappy with the market valuation (as at 26 January 2023) you can provide another valuation from a registered valuer for Auckland Council to consider.

If the council declines to change the valuation, you have one month to apply to have the valuation dispute determined by an independent valuer. You must choose a valuer from council's panel of experts, and this will depend on their availability. The independent valuer's decision is final.

Dispute Resolution Framework and application forms

You can find the full Dispute Resolution Framework and application forms on the Auckland Council website (aucklandcouncil.govt.nz/review).

The framework is also included in the Category 3 Homeowner Handbook.

Do you still have questions?

You can find a full set of recovery questions and answers in the recovery section on the Our Auckland website (ourauckland.aucklandcouncil.govt.nz/recovery).

You can also send questions about the disputes process to us at recoveryoffice@aucklandcouncil.govt.nz.



Need help?



Visit: aucklandcouncil.govt.nz/recovery
Enquire: recoveryoffice@aucklandcouncil.govt.nz



Phone: 09 301 0101



Write: Auckland Council, Private Bag 92300
Victoria Street West, Auckland 1142 | DX CX 10032

