

Fact Sheet

Disputes between Members

Step 1: Try to resolve it yourself

If you have a dispute with another member, it is your responsibility to attempt to resolve the matter.

Step 2: Housing Manager to mediate

If you are unsuccessful in resolving the dispute yourself, you may contact your Housing Manager. Your Housing Manager will attempt to act as a mediator and try to assist both parties to resolve the dispute.

Step 3: *This Step is Optional*

If you are unable to resolve the dispute with the assistance of your Housing Manager, your Housing Manager may suggest that you contact the Conflict Resolution Service. This stage is optional. You have to decide whether you want to use this service or not.

Step 4: Referral up the Line

If the dispute remains unresolved, your Housing Manager will refer the matter to their supervisor or the General Manager. They will attempt to resolve the matter.

Step 5: Finally - Decision by the Board of Directors

If the dispute is still not satisfactorily resolved by this stage, you may write to the Chairperson of the Board of Directors. The Board will make a decision on the matter. The decision of the Board is binding on all parties.