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NGĀ TIKANGA MATATIKA

NGĀ ARATOHU MĀ NGĀ KAIHANGA
WHARE WHAI RAIHANA



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

Ministry of Business, Innovation and Employment (MBIE) Hīkina Whakatutuki – Lifting to make successful

Ko tā MBIE he whakawhanake, he tuku kaupapahere, ratonga, tohutohu me ngā waeture hei tautoko i te tipunga ā-ōhaoha me te houkura me te oranga o ngā tāngata o Aotearoa.

He mea hanga te tuhinga o Ngā Aratohu Tikanga Matatika mā ngā Kaihanga Whare Whai Raihana e te peka o Building System Performance.

He mea tuku tēnei tuhinga hei aratohu i raro i te wāhanga 175 o te Building Act 2004.

Ahakoia i āta whakarite a MBIE i te tuhinga, me kua e whirinakitia hei whakatātūtanga tūtohu ki ngā aho hāngai o te Building Act, te Tikanga Hanga Whare rānei i ngā take katoa ka pupū ake. Ka whakahoutia pea tēnei tuhinga i ētahi wā, ā, ko te putanga hou rawa e wātea ana i te paetukutuku a MBIE i www.building.govt.nz

He mōhiohio anō

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0800 24 22 43

Ka kitea ngā mōhiohio, ngā tauria me ngā whakautu ki ō pātai mō ngā kaupapa kua kōrerotia i konei, i tā mātou paetukutuku www.building.govt.nz, mā te waea koreutu rānei i a mātou i te 0800 24 22 43.

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Ka kitea Te Tikanga Matatika i te paetukutuku Ture o Aotearoa.

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Ko ngā kōrero kei roto i tēnei tuhinga kei raro i te maru manatārua o te Karauna, māna kua rerekē te tohu ake. Ka taea ngā kōrero kei raro i te maru manatārua o te Karauna te whakaputa anō mō te koreutu ahakoia te momo hoputu, arapāho rānei, me te kore e whai whakaaetanga tauwhāiti. Engari me tika te whakaputa anō, ā, me kua whakamahia i roto i te horopaki hahani, kotiti rānei. Mēnā kei te whakaputaina ngā kōrero, ka tukuna ki ētahi atu rānei, me whakahua nā wai te kōrero me te tūnga manatārua. Kāore e toro atu te whakaaetanga ki te whakaputa anō i ngā kōrero e whakamarutia ana e te manatārua Karauna ki ngā kōrero kei tēnei pūrongo kei raro i te manatārua o tētahi atu kē. Me whai whakamanatanga ki te whakaputa anō i aua kōrero mai i ngā kaupuriri manatārua.

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TE KAUPAPA

Ko te kaupapa o tēnei tuhinga aratohu ko te āwhina i a koe ki te urungi haere i te Tikanga Matatika mā ngā Kaihanga Whare Whai Raihana (LBP) mā te tuku whakamārama me ngā tauira whaihua.

Ka noho ngā ihirangi (me ngā tauira) o tēnei tuhinga hei aratohu anake, ā, tērā pea ka kitea he āhuatanga ahurei e rerekē ana i ngā tauira āmiki.

E kore ēnei aratohu e whakawhāiti i te whakamahinga, te tikanga rānei o Te Tikanga Matatika, e kore hoki e whakarato i tētahi whakaahuatanga whānui o ō takohanga.

He aha te tikanga o ēnei tohutohu?

- › Ngā Kaihanga Whare Whai Raihana
- › Te iwi tūmatanui nā rātou i tono i tētahi LBP ki te kawea, ki te tiroiro rānei i ngā mahi hanga
- › Ngā Mana Whakaae Hanga.

E rapu ana ēnei tohutohu ki te whakamārama i Te Tikanga Matatika:

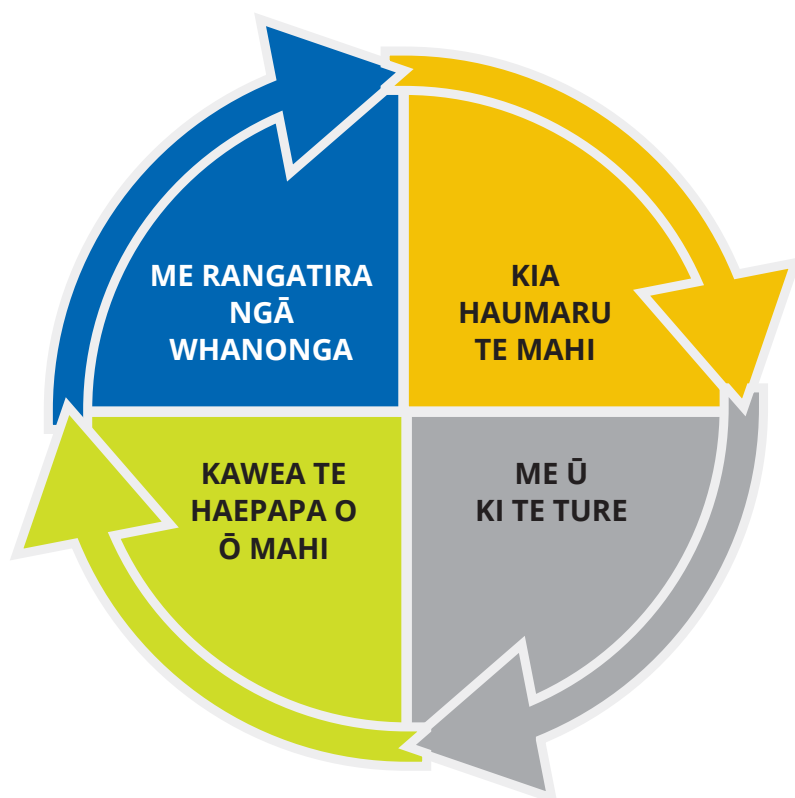
I te 26 o Ōketopa 2021 i whakaurua mai e te Kāwanatanga Te Tikanga Matatika mā ngā LBP me te wā whakawhiti o te kotahi tau.

Ko te tikanga kia mahi ngā Kaihanga Whare Whai Raihana ki te whakarite kia tika te tirohanga a te iwi whānui i te mahi. Ko ngā whāinga o Ngā Tikanga Matatika ko te:

- › pupuri i te ngākaupono o ngā LBP me te kaupapa tuku raihana, ā,
- › te whakamaru i te iwi tūmatanui me te hāpai ake i tō rātou whakaupono ki ngā LBP.

Ka whakamārama Ngā Tikanga Matatika i ngā paerewa o ngā whanonga matatika e manakohia ana ki ngā LBP puta noa i Aotearoa. Mā te tūtohu ki Ngā Tikanga Matatika e noho taurangi ai te iwi tūmatanui kua kuhu koe ki tētahi kaupapa hanga me tētahi paerewa pai o te tiaki me te whanonga matatika.

Tekau mā iwa ngā paerewa a Ngā Tikanga Matatika, e noho ana i raro i ngā mātāpono matua e whā:



He mea nui tonu kia mārama koe ki ō takohanga i raro i Ngā Tikanga Matatika.

Pā ai ngā takohanga o Ngā Tikanga Matatika ki ngā mahi ka kawea e koe, ka tirohia rānei e koe. Engari e herea ana koe e ētahi takohanga kia noho haepapa mō ngā whanonga a ētahi atu ina tae te rongō ki a koe i roto i ō kawenga mahi.

E aro ana ētahi takohanga o Ngā Tikanga Matatika ki te whakawhiti kōrero ki ngā kiritaki. Mēnā ehara nāu te haepapa ki te whakawhiti kōrero ki te kiritaki, kāore pea he pānga o ēnei takohanga.

Āhea mana ai Ngā Tikanga Matatika?

Mai i te 25 o Ōketopa 2022 ka whai mana Ngā Tikanga Matatika, ka uruhitia hoki e Te Poari Mātanga hanga.

Ka pā Ngā Tikanga Matatika ki ngā mahi hanga katoa i kawea e koe, tirohia rānei e koe i muri i taua rā, tae atu ki ngā mahi hanga i kawea e tētahi kaitūao.

Te kī a te ture

E takoto mai ana Ngā Tikanga Matatika i roto i te Whakahau (Ngā Tikanga Matatika mō ngā Kaihanga Whare Whai Raihana) Hanga 2021.

› Ka kitea Te Tikanga Matatika katoa i te paetukutuku Ture o Aotearoa.

Ki te takahia Ngā Tikanga Matatika, ka noho pea hei take hāmene e Te Poari Mātanga hanga (Wāhanga 317(1) (g) o te Building Act 2004).

Ka kitea ētahi atu mōhiohio e pā ana ki te takahi i Ngā Tikanga Matatika i te wāhanga [*Te Takahi i Ngā Tikanga Matatika*](#) o tēnei tuhinga.

Ka kitea ngā mōhiohio mō te ture o ngā mātanga hanga i te [*Wāhanga 4 o te Tikanga Hanga Whare 2004*](#), i roto hoki i [*Ngā Waeture Mātanga Hanga \(Ngā Hātepe Tuku Amuamu, Hāmene hoki\) 2008*](#).

Me whai koe i ngā mahi whaihua kia kore ai ngā mahi ka kawea e koe e whakamōrearea i tō hauora, tō haumaruru rānei, o ngā hoa mahi, ētahi atu rānei, tae atu ki te hunga e mahi ana māhau, o kiritaki, me tētahi atu ka toro atu ki te wāhi mahi e kawea ana ngā mahi hanga.

Kāore e whakawhāitihia e te mātāpono o Kia Haumaruru Te Mahi te [Health and Safety at Work Act 2015](#), tētahi atu ture rānei i raro i te Ture.

1.1 Ngā haepapa mō te hauora me te haumaruru

He haepapa tāu hei LBP, i te wā e kawea ana koe, e titiro ana rānei koe ki ngā mahi hanga, ka whāia e koe ngā āhuetanga tiaki whaihua o tō ake hauora me te haumaruru, me te kaupare anō i ngā mahi ka whai pānga pea ki te hauora me te haumaruru o ētahi atu.

Ko te tikanga o tēnei, ko te whai i ngā mahi whaihua ki te tautuhi i ngā mōrearea ki te hauora me te haumaruru, me te whakakore, te whakahaere tika rānei i ēnei.

Te kī a te ture

Ka whai hua pea te wāhanga F (Te Haumaruru o ngā Kaiwhakamahi) o te Tikanga Hanga Whare ki a koe, otirā e aro ana ki te tiaki i te tangata mai i te wharanga, te māuiui rānei.

He kawenga īnakinaki hoki āu i raro i te Health and Safety at Work Act 2015 (HSWA), otirā me mātau koe ki tēnei. Ka taea e koe te kimi mōhiohio anō mō o haepapa i www.worksafe.govt.nz/managing-health-and-safety/businesses/general-requirements-for-workplaces/.

1.2 Pūrongotia ngā whanonga haumaruru-kore a ētahi atu i te wāhi mahi

Mēnā, i te wā e mahi ana koe, ka kite koe i ētahi e uru ana ki ngā whanonga, tikanga mahi haumaruru-kore rānei i te wāhi mahi, he takohanga tāu ki te whakaara i tēnei take ki te tangata tōtika. Ākene pea ko te tangata whanonga haumaruru-kore tonu, te kaitirotiro, te kaiwhakahaere wāhi mahi rānei, te tangata rānei e noho haepapa ana mō te wāhi mahi. Ki te kore koe e whakapono i whakatauhia ngā whanonga, me whai i tētahi atu huarahi. Kei te āhua o te āhuetanga te huarahi tika. Hei tauira, ka whai whakaaro pea koe ki te kōrero anō ki te tangata rā, ki te whakamōhio rānei i a Worksafe ki te take.

Te kī a te ture

He whakamaru hoki āu i raro i te HSWA, otirā me mātau koe ki tērā. Ka taea e koe te whakamutu i āu mahi, te whakahē rānei ki te mahi, ina whakapono koe kei whakaraerae koe, tētahi atu rānei ki tētahi mōrearea nui ki te hauora me te haumaruru. E whakamarua ana koe i taua wā. He takahi ture ki te whakahāwea tētahi tangata, pakihi rānei i a koe, ki te whakakore rānei i tō tūranga mahi, ina whakaara koe i tētahi take hauora me te haumaruru, ki te whakamutu rānei i ngā mahi haumaruru-kore.

He tauira

I kite a Matiu i a Colin, tētahi atu LBP i te wāhi mahi, e mahi haumarukore ana, ā, e āwangawanga ana ia kei whara a Colin, tētahi atu rānei/hoki i te wāhi mahi. Ka whakaara ia i tēnei take ki a Kyle otirā ko ia te kaituku mahi, me te kaiwhakahaere wāhi mahi. He hipanga tuatahi pai tēnei, i raro i Ngā Tikanga Matatika. Kia mōhio hoki, he haepapa hoki tā Matiu i raro i te HSWA hei kaimahi ki te kōrero i te take mēnā he āwangawanga hauora me te haumarutāna. Kua tutuki i a ia tēnei takohanga.

Ka kōrerotia hāngaitia e Kyle ngā āwangawanga ki ngā whanonga a Colin ki a ia, engari ahakoa tērā, ka pērā tonu āna mahi. Ka whakaara anō a Kyle i te take nei ki a Colin, engari i tēnei wā i tutuki. Kātahi ka kōrero a Kyle me ngā kaimahi o te wāhi mahi ki te whakarite i ētahi tukanga me ngā tikanga mārama ake, ki te whakahaere i te hauora me te haumaru i te wāhi mahi, ki te whakaiti i te tūponotanga o aua momo whanonga anō. Kua tutuki i a Kyle āna takohanga i raro i Ngā Tikanga. Kia mōhio hoki, he PCBU a Kyle (he Tangata Whakahere Pakihi, Mahi rānei) i raro i te HSWA, ā, he kawenga tāna ki te whakahaere i ngā mōrearea hauora me te haumaru i te wāhi i kawea ai ngā mahi.

Ka taea hoki te whakamōhio i Te Poari Mātanga Hanga ki ngā mahi a Colin.

1.3 Te karo i te tūkinotanga taiao

I a koe e kawea ana, e tiro ana rānei i ngā mahi hanga, me whai koe i ngā mahi whaihua ki te karo i te tūkinotanga i te taiao.

Me mataara ki te hiranga o te pānga o te mahi ki te taiao, tae atu ki te āhua o te porowhīu para me te whakahaere para i te wāhi mahi. Ka uru pea ki tēnei te whakarite kāore ngā matū e maringi, e porowhīua rānei mā te putu ki ngā rerenga wai, e tino herea ana ngā rauemi māmā pēnei i te kirihou kia kore ai e pūrere, ā, kia mā tonu te āhua o te wāhi mahi ina oti ngā mahi.

Te kī a te ture

Me whai whakaaro hoki koe ki te takohanga i raro i ngā [Waeture Hauora me te Haumaru i te Mahi \(Matū Kino\) 2017](#) me te [Hazardous Substances and New Organisms Act 1996](#).

He tauira

Ka kite a Angela i āna hoa mahi e tata tango ana i te ukutea me te tāpare kaitara o tētahi tuanui o tētahi whare o ngā tau 1970, ā, e whakaaro ana ki te putu ki te ipu para i te wāhi mahi. Ka pūrongo ia i tēnei ki te kaitiro wāhi mahi a Tim, i te mea he nui te tūpono he tēpoko kei ngā tuanui ukutea, kāore nei ngā kaimahi i te mōhio. Ka wawe te wawao ake a Tim ki te aukati i tēnei mahi, kia kore ai e hua ake he tūkinotanga. Ka whakamōhio a Tim i ngā kaupupuri ki te hiahia ki te tango i te tēpoko mai i tō rātou whare, ā, mā tētahi tangata whai raihana rā anō e tango.

I tēnei tū āhuatanga, kua tutuki i a Angela rāua ko Tim tā rāua takohanga i raro i Ngā Tikanga Matatika mā te mōhio ki te pānga o te tango hē i te tēpoko ki te taiao, te whai i ngā huarahi ki te karo i tērā, me te mōhio anō ki te pānga ki te hauora o ngā kaimahi.

Hei LBP me whai koe i te ture.

2.1 Me ū koe ki te ture

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, ki te tangata nāna koe i tiki ake (hei taura, te tangata i utu i te mahi).

E takoto ana i roto i te [Building Act 2004](#) me ngā waeheere i raro i te Ture, ngā ture mō te rāngai hanga e pā ana ki te waeture o te mahi i runga i ngā whare hou, kua tū kē rānei i Aotearoa (pēnei i te hanga, te whakarerekē, te turaki, te whakapaipai). Ka mahi tēnei i te taha o ētahi atu wāhanga ture matua e pā ana ki te hauora, te haumarū, te whakamahi whenua me te tiaki kiritaki.

Ka noho te [Tikanga Hanga Whare](#) i roto i te ture hanga, ā, ka whakatakoto i ngā herenga mahi mō ngā whare. Ko ngā mahi hanga katoa ka whāia, ahakoa hiahiatia he whakaaetanga hanga, karekau rānei, me ū ki te Tikanga Hanga Whare. Ko te tikanga o tēnei kia mātua whakarite i te haumarū, te hauora me te tōtōpū o ngā whare.

E whakatakoto ana te [Wāhanga 4A](#) o te Building Act 2004 i ngā mōtika kiritaki me ngā rongoā e pā ana ki te mahi hanga whare. Ka akiaki ngā [tikanga tiaki kiritaki](#) i te hononga ngaio, marutau hoki i waenga i a koutou ko ō kiritaki.

Te kī a te ture

Me mātua whakarite i te wā e kawe mahi ana koe, me ū ki te [Building Act 2004](#), te [Tikanga Hanga Whare](#), [Ngā Waeture Hanga \(Ngā Mōtika Wharenoho Kiritaki me ngā Rongoā\) 2014](#), me ētahi atu ture, ture ā-rohe rānei e whai pānga ana. Ka uru ki tēnei:

- › te [Resource Management Act 1991](#)
- › te [Hazardous Substances and New Organisms Act 1996](#)
- › te [Construction Contracts Act 2002](#)
- › te [Fair Trading Act 1986](#)
- › te [Consumer Guarantees Act 1993](#)
- › te [Health and Safety at Work Act 2015](#)
- › me ētahi atu waeture whai pānga i raro i ēnei Ture.

2.2 Te haepapa ki te pūrongo i ngā takahitanga o te ture

Mēnā, i te wā e mahi ana koe, ka mōhio koe kei te takahia ēnei ture e tētahi, me pūrongo koe i ō whakaaro ki te tangata tōtika. Ākene pea ko te tangata e whakaarotia ana nāna te ture i takahi, te kaitiro tiro rānei, te kaiwhakahaere wāhi mahi rānei, te tangata rānei e noho haepapa ana mō te wāhi mahi.

Ki te pērā tonu taua whanonga, me whai koe i te mahi tōtika (hei taura, te pūrongo i te take ki a WorkSafe).

Te kī a te ture

Mō ētahi atu mōhiohio mō te pūrongo i te take ki tētahi atu, tēnā toro atu ki ēnei paetukutuku:

- › Building Act 2004
www.legislation.govt.nz/act/public/2004/0072/latest/dlm306036.Html
- › Te Tikanga Hanga Whare
www.building.govt.nz/#building-code
- › Ngā Waeture Hanga (Ngā Mōtika Wharenoho Kiritaki me ngā Rongoā) 2014
<https://www.legislation.govt.nz/regulation/public/2014/0361/latest/whole.html#DLM6322548>
- › WorkSafe: Whakaarahia ake he āwangawanga hauora
www.worksafe.govt.nz/notifications/health-or-safety-concern/

I a koe e kawea mahi ana, e whakakanohi ana koe i a koe anō, tō pakihī, tō kaituku mahi rānei me te rāngai mahi hanga. He mea nui ki te pupuri i tētahi taumata teitei o te pono me ō kiritaki. I tua atu i te hiahia ki te whakatutuki i ngā mahi ki tētahi paerewa tōtika mā tō kiritaki, me whakarite anō koe ki te kōrero tika ki tō kiritaki i te wā ka pā he raru.

3.1 Me mātau koe ki ngā mahi e whakaaetia ana

Me mātau whakarite kei te mātau koe ki ngā manakohanga hei LBP, tatū noa ki ngā whakaaetanga o tō momo raihana i te wā e mahi ana, e tiroiro ana rānei i ngā mahi hanganga whāiti. Ki te kawea koe i ngā mahi, te tiroiro rānei i ngā mahi enari kāore ō raihana, ka takahi pea tēnei i te wāhanga 314B, 317(1)(c) rānei o te Building Act 2004.

3.2 Whakamāramatia ngā mōrearea ki ngā kiritaki

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiroiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiroiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

Me mahi koe i ngā hipanga tika katoa hei kōrerorero i ngā mōrea hoahoa me te hanga o tētahi kaupapa, te whakatata rānei ki tō kiritaki, me te whakarite kia mārama rātou ki ngā kōwhiringa e wātea ana hei whakamauru i aua mōrea i mua i te tīmatanga o te mahi. Ina ara mai he mōrearea i te wā o ō mahi, he whaihua pea te whakamōhio atu i tō kiritaki ki ēnei take mā te tuhi.

He pono te kōrero ki tō kiritaki ina whakahē koe ki ngā tohutohu kua tukuna e rātou ki a koe. Kia mahara ake, me whai ō mahi hanga i te Tikanga Hanga Whare. Tērā pea he whai take te pupuri taunakitanga hei tautoko i ō take whakahē kia mārama ai te kiritaki ki ō āwangawanga me te whakatau i tētahi whakataunga mārama. Ka whai take hoki mēnā ka tāwekeweko te hononga ki tō kiritaki.

3.3 Te kawenga ki te whakamōhio me te whakaako i te kiritaki

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiroiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiroiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

I roto i te nuinga o ngā whiriwhiri ki te kiritaki, ko koe kē te mātanga hanga. Ko te tikanga o tērā, me whakarato koe i ngā mōhiohio me ngā tohutohu rawaka ki te kiritaki e taea ai e ia te whakatau i ngā whakataunga mārama, kia taea e koe te kawea haere tonu i ō mahi hanga. Ki te kore e taea e koe te whakarato i ngā mōhiohio, pūkenga rānei e hiahia ana, ka whakaaro pea koe ki te whakaatu i a ia ki tētahi tangata tika (arā, he kaihoahoa, kaihoahoa whare, kaupūhanga).

3.4 Me noho papanga

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

Ki te kitea he tōrōkiri i āu mahi, tētahi atu rānei e tirohia ana koe, me whai koe i ngā huarahi whaihua katoa ki te whakawhiti kōrero ki tō kiritaki, i runga anō i te tika me te pono, ā, me te ngākau pono o ngā mahi ki te whakatau i te raru.

3.5 Me wawe te whakamōhio i te kiritaki ki ngā takaroatanga

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

Me kōrerorero tonu koe ki tō kiritaki ki te ahunga o ngā mahi e kawea ana e koe, e tirohia ana e koe rānei, me te tuku i ngā angawā motuhenga me te whakamōhio wawe i a ia ki te panoni ēnei angawā (tatū noa ki te wā o ngā takaroa). Me whakamōhio koe i te kiritaki ki ngā take o ngā takaroa, me te whakapau kaha ki te ārai atu i ngā takaroa mēnā ka taea.

3.6 Me mahi mō te painga o tō kiritaki

E manako ana te kiritaki ki tētahi ratonga ngaio me te hua mutunga paerewa pai, nō reira me mātua whakarite koe kia eke ō mahi hanga, ngā mahi rānei ka tirohia e koe, ki tētahi paerewa pai. Mā te pēnei, ka whiwhi kōrero whakahoki pai mai i ō kiritaki, ā, ka piki pea te nui o ngā mahi ka whiwhi koe ā muri iho nā ngā kōrero ā-waha.

3.7 Me whai koe i ngā tohutohu a tō kiritaki

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

Ko te kiritaki te kaiwhakamahi whakamutunga o ngā mahi e mahi ana koe, nō reira me manawanui koe ki te whai i āna tohutohu. Engari, i ngā wā he ture-kore, he mōrearea ki te whakatinana, ka takahi rānei i ngā tikanga o ngā kirimana hanga whai pānga, ka takahi rānei i ngā tikanga o te whakaaetanga rauemi, hanga rānei, me kōrero i ō āwangawanga ki te kiritaki, ā, mā kōrua e whakatau. Ki te hiahia tonu te kiritaki ki te tuku tohutohu ture-kore, me whakapiki koe i te take nei ki te mana nā rātou te whakaaetanga i tuku, ā, mēnā kāore i tukua he whakaaetanga, me kōrero ki te mana whai pānga.

He tauira

Kei te hiahia a Eleanor ki te hanga i tētahi taiwhanga moe i tōna iāri, ā, kua tonu i a Jacob ki te whakatū. Ka titiro a Jacob ki te hoahoa, me te whakapono anō ahakoa he tino pai te āhua o te hoahoa a Eleanor, kāore e taea te hanga pērā ki tā Eleanor e hiahia ana.

Ka whakamārama a Jacob i tēnei ki a Eleanor, me te tuku whakaaro me pēhea te panoni i te hoahoa kia taea ai e ia te hanga. Ka huri ōna mahara, ā, ka mahi me Jacob, me te kaihoahoa hoki ki te whakahou i te hoahoa.

Mehemea i whai a Jacob i ngā tohutohu a Eleanor, ā, i hangaia mā te whakamahi i te hoahoa tuatahi ahakoa e mōhio ana kāore i taea te hanga i te hoahoa, kua kore e motuhenga āna kōrero ki a Eleanor i te tuatahi mō te hoahoa me ngā mōrearea hanga. Ka rahua hoki tana whai whakaaro mēnā i takahia e ngā tohutohu a te kiritaki te Tikanga Hanga Whare me ngā whakaritenga ā-kirimana.

Hei mātanga, me tika ō whanonga, ā, me whakaute te āhua ki ētahi atu. Kāore tēnei i pā anake ki ō whiriwhiri ā-kanohi ki ngā hoamahi me ngā kiritaki, engari ka pā hoki ki ngā whakawhiti kōrero ā-tuhi, ā-waea hoki. He wā anō ka kitea ngā whanonga kino a ētahi atu kē. I aua wā, me ngaio tonu koe, me tika te urupare otirā kaua e whakaheke i ō whanonga ki tētahi taumata tikanga kore.

4.1 Me rangatira ngā whanonga

Kua tīkina koe e tētahi kiritaki ki te kawē mahi, te tiro mahi rānei, ā, e whakapono ana ia ki a koe. Me ngaio ō whanonga, ā, me whakaute koe ki ō kiritaki me ngā hoamahi.

4.2 Me mahi i runga i te ngākau pono i roto i ngā whakataunga raru

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

Ina ara ake he tautohe, me ngana koutou ki te whakatau i tēnei take. Me mātua whakarite kei te wātea koe ki te kōrero i te take, ā, kia whai wāhi ngā tāngata katoa ki te whakaputa i ō rātou whakaaro, ā, kia rangona hoki. Me noho whakaute koe, me ngaio ngā whanonga i ngā wā katoa i te wā o te tukanga, tae atu ki ngā āhuatanga e whaihua-kore ana ngā hiahia a ētahi atu. I te wā kāore ngā taha e rua e whakaae ngātahi ana ki te ahu whakamua, ka taea te rapu kaitakawaenga, te whai rānei i tētahi tukanga whakatau ōkawa.

He tauira

Kei te mahi a Aakash rāua ko Simon i te tuanui i runga i te whare hou o Gary, otirā ka kōrero atu a Gary kāore ia i te rata ki te āhua o tā rāua whakauru i ngā tahataha. Kāore a Aakash rāua ko Simon i pai ki tēnei kōrero otirā kua tino riri, me te mōhio anō i āta whai rāua i ngā hoahoa, otirā e whakapono ana rāua kāore he raru o ngā mahi. Kua kore tonu rāua e hiahia kōrerorero i te take nei me Gary, ka kohia ā rāua taputapu me ngā rauemi, ā, ka haere. Kāore rāua i hoki ki te whakaoti i ngā mahi, ā, kāore i whakautu i ngā waea a Gary.

E whakaatu ana ēnei mahi a Aakash rāua ko Simon, kāore rāua i te mahi i runga i te ngākaupono ki te whakatau i te tohenga, nō reira kua takahia e rāua Ngā Tikanga Matatika. Mahue kē tā rāua whai whakaaro ki te urupare ā-whaitake nei, me te noho ki te kōrero ki a Gary me te kaihoahoa mō ngā hoahoa, me te āhua o tā rāua kawē i ngā mahi.

4.3 Me tōkeke, me whai tikanga te utu o ō mahi

Mēnā he LBP whai mahi koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, i raro i ngā tohutohu a te kaituku mahi.

Mēnā he mahikuhu koe, he whāiti ō takohanga ki ngā take e noho haepapa ana koe, arā, āu mahi ake, tiro tiro rānei, ki te tangata nāna koe i tiki ake (hei tauira, te tangata i utu i te mahi).

Kaua rawa koe e whai i ngā tikanga kotiti ki te whiwhi kirimana. Ka uru ki tēnei te whakaae, te utu moni whakapati rānei, te mūrere i ngā utu āwhiwhi, te āwhiwhi i ngā utu iti rawa e whiwhi ai he mahi, ā, ka tāpiri utu i muri iho i te tīmatanga o ngā mahi, hei whakakapi i ngā utu. Kia mōhio koe he utu tāpiri ka hua ake, me tohutohu koe i tō kiritaki, ka rapu i tana whakaaetanga i mua i te tāpiri i aua utu.

He tauira

He LBP mahikuhu a Trent e mahi ngātahi ana ki a Jane rāua ko Tama ki te hoahoa i tō rāua whare. Ka kōrero ia ki a rāua mō te hoahoatanga, otirā he nui ngā āhuetanga e hiahia ana ia kia uru ki roto i te kāinga. He whāiti noa te mahere pūtea a Jane rāua ko Tama, engari he rawe ki a rāua te hoahoa a Trent. Ka kuhu rāua ki te tukanga whakaaetanga hanga, ā, ka waimaria ki te whiwhi whakaaetanga mai i te Kaunihera.

I mōhio a Trent ko te utu o tana hoahoa ka nui ake ki tērā i maheretia e Jane rāua ko Tama, engari i whakaaero ia ka tareka tonu e rāua te whakahaere i te taha pūtea.

Kia oti te kaupapa, ka nui ake te pire i matapaetia e Jane rāua ko Tama i te tuatahi. Ka tuku amuamu rāua ki Te Poari Mātanga Hanga i te mea i tuku a Trent i tētahi utu matapae e tino iti ana, me te manako ka whakapiki ia i ngā utu i muri iho.

4.4 Me whāki, me whakahaere i ngā take taharua ōkiko, tūpono rānei

Ka kitea ngā take taharua i te wā he hononga whāiaro, ahumoni rānei tō koutou ko tō whānau, tō kamupene rānei, ka tūpono pā kino ki ō whakatau, ō mahi ngaio rānei. Hei tauira, ka whakaaewawetia pea tō whakatau ngaio, mahi ngaio rānei e tō hononga whāiaro ki tētahi mahi, hua, kaiwhakarato, kiritaki rānei (hei tauira, te whakaterere i te mahi, te whakahau i te whakamahinga o tētahi hua e whiwhi piro ai koe mai i tētahi kaiwhakaputa motuhake, kaihoko rānei).

Ehara i te mea kāore e taea e koe te kawē i tētahi mahi nā ngā take taharua; engari he mea nui tonu kia whāki koe i tētahi take taharua ōkiko, tūpono rānei ki tētahi tangata tōtika (hei tauira, tō kiritaki, kaitiro tiro, kaituku mahi rānei), ā, me whakahaere tika i ngā take taharua. He wā anō, ahakoa te kaha o tō whakahaere i te take taharua, ka hiahia pea koe, tētahi atu rōpū rānei, te rapu i tētahi atu tangata ki te mahi i ngā mahi.

He tauira

Ka hokona e Toby he papa anga pātū mai i a Jones Limited mō āna kaupapa hanga katoa, i te mea nā tana tuakana/teina a Jones Limited. Ka oti i a Toby te matapae utu mō ngā mahi hanga mā te kiritaki, otirā kei roto ko ngā papa anga pātū. E kī ana te matapae utu, ka hokona ngā papa anga pātū mai i a Bridges and Co, i runga i te whakahau a te kiritaki, i runga anō i ngā take matatika, toitū hoki. Kia tīmata ngā mahi, ka hokona kētia e Toby ngā papa anga mai i tana tuakana/teina, i te mea ka mōhio ia ka puta he hua ki a ia i muri iho. Kāore a Toby i whakamōhio i te kiritaki kīhai ia i whakamahi i te hua i tuhia ki te nama/matapae utu.

Ka kitea e te kiritaki, ā, ka pūrongotia ki te Poari Mātanga Hanga.

Tērā pea ka whakawātia a Toby e te Poari mō te takahi i Ngā Tikanga Matatika. Ka whakatau te Poari, he mārama te kite i te take taharua, otirā kāore i whākina e Toby, i whakahaeretia rānei.

4.5 Me noho matatapu tonu ngā taipitopito kiritaki, māna he take whaihua o te toha i ngā mōhiohio

Ina mōhio koe ki ngā mōhiohio matatapu a te kiritaki (hei tauira, ngā taipitopito o te ao tūmataiti, ngā take moni rānei a te kiritaki), me whai koe i ngā mahi whaihua katoa e noho matatapu ai aua mōhiohio, māna, ko te kī a te ture me whāki koe.

4.6. Me tūtohu, me whakaute i ngā take me ngā uara ahurea o ō kiritaki me ngā hoa mahi

Me mātua whakarite koe he whakaute katoa ō mahi ki ngā ahurea me ngā uara o ō kiritaki me ngā hoamahi. Me whai whakaaro koe ki tō āhua mahi, whakawhiti kōrero hoki ki ngā tāngata kei tō taha, me ngana kia kaua e takahia e koe te mana o aua tāngata.

4.7 Me kawē i ō mahi pakihi i runga anō i tētahi tikanga hakune, haepapa hoki

He tokomaha ngā LBP e whakahaere ana i tana pakihi ake. Mēnā ko koe tērā, me mātua whakarite kia pono, kia tōkeke, kia ngaio ō mahi. Me mātua whakarite kei te puritia e koe ngā pūkete tika rawa o ngā moni ka whiwhi koe, ka utua e koe, ā, me te pupuri hoki i ētahi atu tuinga e tika ana kia puritia.

TE TAKAHI I NGĀ TIKANGA MATATIKA

Ko te whāinga matua o Ngā Tikanga Matatika ko te whakarato rauemi mā ngā LBP kia pai ai tā rātou whakataurite i a rātou anō, ā, kia mātua mōhio mēnā i eke ā rātou mahi ki te paerewa pai rawa, otirā kia matatika ngā whanonga. Engari he wā anō ka tahuri atu ki ngā tukanga hāmene ki te kore e ū ki ngā takohanga o Ngā Tikanga Matatika, otirā mā te Poari Mātanga Hanga tēnei e whaiwhai ake.

Ki te kore e whaikiko ngā mahi whakatau i te take, ka whakatau pea koe ki te tuku amuamu mō tētahi atu LBP mēnā ka tau āna mahi ki raro i tētahi, neke atu rānei, o ngā take hāmene kua whakatakotoria e Te Poari Mātanga Hanga. Ka kitea ngā taipitopito o ēnei take me te puka amuamu i te paetukutuku LBP (www.lbp.govt.nz). E kore e taea te tuku muna i ngā amuamu.

Ina tukuna he amuamu ki Te Poari Mātanga Hanga, ka mātorotia e Te Kairēhita o te Tuku Raihana Mātanga Hanga (tana māngai rānei) te amuamu mō Te Poari Mātanga Hanga. Kātahi ka tukuna te pūrongo a Te Kairēhita o te take nei ki Te Poari Mātanga Hanga hei whakaarotanga mā rātou, ā, ka puta he whakatau ka pēhea tā rātou ahu whakamua: mēnā ka whakahaere whakawākanga, kāore rānei.

Hei te 25 o Oketopa rā anō ka mana Ngā Tikanga Matatika, otirā hei reira ka uruhitia ai e Te Poari Mātanga Hanga. Ka taea anake te tuku amuamu mō tētahi tangata takahi i Ngā Tikanga Matatika mehemea i tatū taua takahitanga i muri i te whakamanatanga o Ngā Tikanga Matatika. Ka taea anake te tuku amuamu mēnā he kaipupuri raihana te LBP, ā, i te mana taua raihana, i te wā o te tūpono takahitanga.

Mai i te 25 o Oketopa 2022, ki te hiahia tuku amuamu, haere ki
www.lbp.govt.nz/complaints-and-past-decisions/making-a-complaint