

NEGOTIATED AGREEMENT PROCESS

To commence a negotiated agreement, an application (*Application for Mediation or Conciliation or Application to Commissioner for Decision*) must be lodged by either the owner or builder in regard to any residential building work prescribed by regulation 5 (2) where a dispute exists between the parties.

There is no cost to lodge this application.

The application form can be found at:

<http://www.consumeraffairs.nt.gov.au/ForConsumers/residentialbuildingdisputes>

A negotiated agreement can involve either a mediation or conciliation conference however these can only proceed where both parties to the disagreement agree to participate willingly.

Conciliation conferences will be managed by a suitably trained Consumer Affairs Officer (the convener) and must be attended by both parties to the dispute.

Legal representation is not allowed unless agreed upon by both parties and the convener.

The purpose of these conferences is to resolve the dispute amicably. Where an agreement is reached a written record of the agreement will be provided by the convener and the agreement will be binding on both parties. The agreement can be made into a negotiated agreement decision.

Where an agreement is not reached, further processes to resolve issues raised may be undertaken.

For more information in regard to these applications please contact Consumer Affairs.

If you require any consumer or rental advice, please call our office on 1800 019 319 or email us at consumer@nt.gov.au.