

Building disputes

April 2025

Data correct as at 22/05/2025

89
Total
complaints

61
Workmanship

13
Contractual

15
Workmanship
and contractual

604 Active
complaints

152 Average days
to close

892 Complaints from 1 July 2024

↓ **-8%** From this time last year

↓ **-18%** From last month

Top 5 complaint types



Doors and door frames
Metal and timber – including hardware



Windows, window frames and flyscreens
Excludes glazing



Tiling
Wall and floor

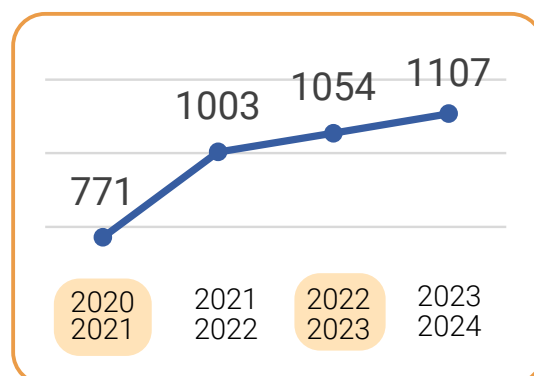


Fixing and joinery
Cupboards and benchtops – internal/external



Gutters and downpipes

Complaints by year

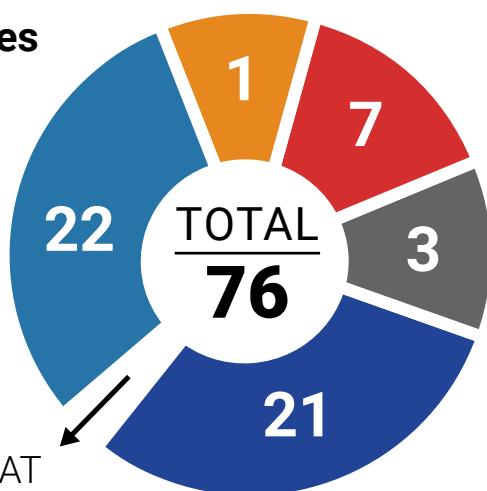


Decisions/outcomes

- Mediated
- Withdrawn
- Dismissed
- Refused
- Orders
remedy/conciliation



22 referred to SAT



Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

119 Open complaints

0 Building Remedy
Orders issued

38 Proposed
Building Remedy
Orders issued