

# Building disputes

July 2025

Data correct as at 22/08/25

**98**  
Total  
complaints

**68**   
Workmanship

**11**   
Contractual

**19**   
Workmanship  
and contractual

**567** Active  
complaints

**202** Average days  
to close

**98** Complaints from 1 July 2025

↓ **-8%** From this time last year

↑ **+26%** From last month

## Top 5 complaint types



**Doors and door frames**  
Metal and timber – including hardware



**Slab/footings**  
Includes suspended slabs



**Roof cover**  
Sheeting – includes skylights, valleys and flues

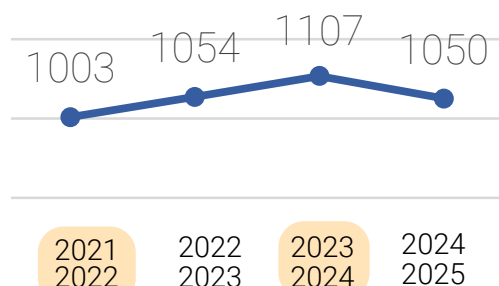


**Plumbing**



**Water ingress**

## Complaints by year

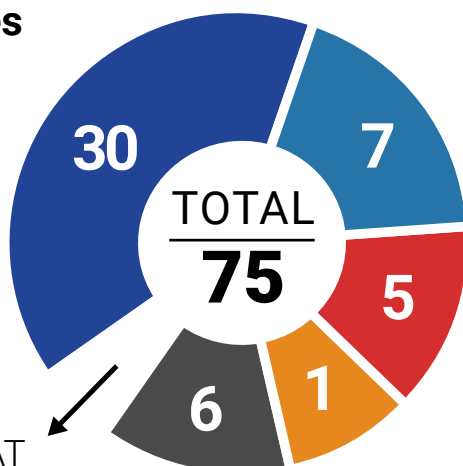


## Decisions/outcomes

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-  Withdrawn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



**27** referred to SAT



## Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

**122** Open complaints

**16** Building Remedy  
Orders issued

**65** Proposed  
Building Remedy  
Orders issued