

Building disputes

November 2025
Data correct as at 09/01/2026

88

Total complaints

61



13



14



728

Active complaints

178

Average days to close

466 Complaints from 1 July 2025

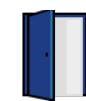
 **+4%** From this time last year

 **-9%** From last month

Top 5 complaint types



Water ingress



Doors and door frames

Metal and timber – including hardware



Tiling

Wall and floor



Fixing and joinery

Cupboards and benchtops – internal/external



Roof cover

Sheeting – includes skylights, valleys and flues

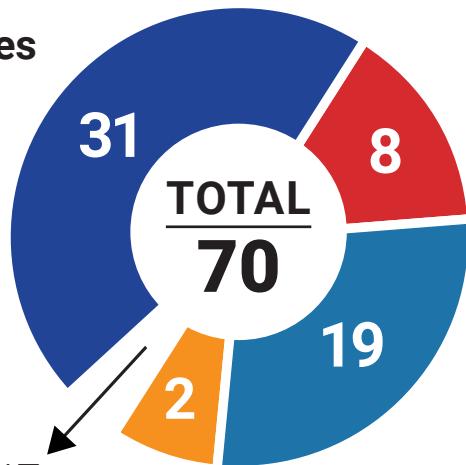
Complaints by year



Decisions/outcomes

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- █ Withdrawn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

 **10** referred to SAT



Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

125

Open complaints

22

Building Remedy Orders issued

79

Proposed Building Remedy Orders issued