

Building disputes

December 2025
Data correct as at 22/01/2026

88

Total complaints

68 

Workmanship

10



Contractual

10



Workmanship
and contractual

724

Active
complaints

193

Average days
to close

554 Complaints from 1 July 2025



+26% From this time last year

0% From last month

Top 5 complaint types



Gutters and downpipes



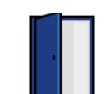
Plastering internal/Hardwall set plaster



Tiling
Wall and floor



Waterproofing wet areas
Bathrooms, balconies etc.



Doors and door frames
Metal and timber – including hardware

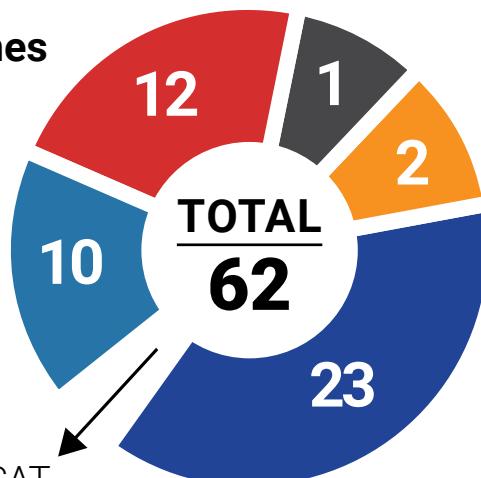
Complaints by year



Decisions/outcomes

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- █ Withdrawn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

 14 referred to SAT



Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

121

Open complaints

22

Building Remedy
Orders issued

79

Proposed
Building Remedy
Orders issued