

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

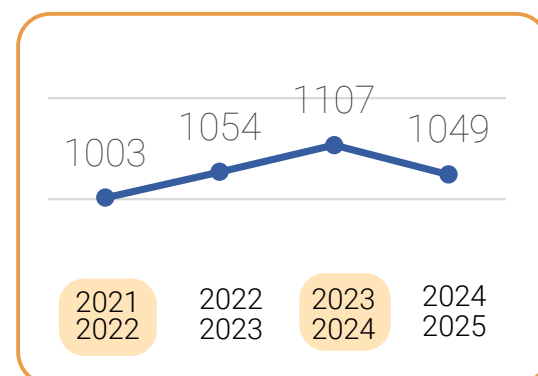
Bathrooms, balconies etc.



Doors and door frames

Metal and timber – including hardware

Complaints by year

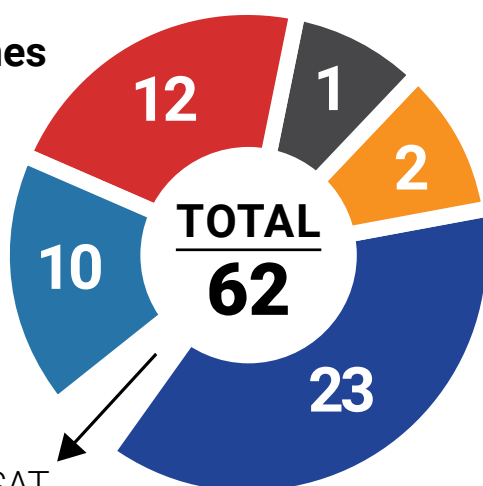


Decisions/outcomes

-  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-  Withdrawn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