

August 2024

Data correct as at 09/09/24

Building disputes

83
Total
complaints



52
Workmanship



20
Contractual



11
Workmanship
and contractual

189
Complaints from
1 July 2024

-17% ↓
From this time
last year

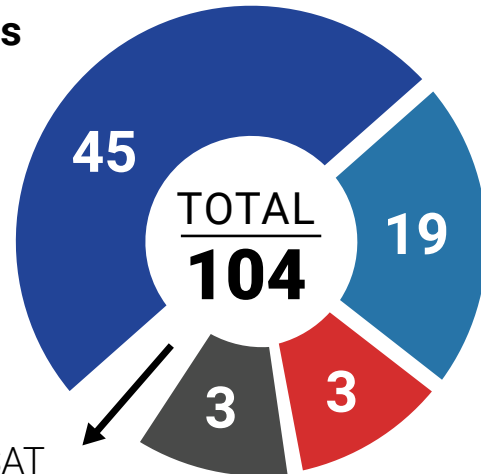
-22% ↓
From last month

Decisions/outcomes

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- Withdrawn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



34 referred to SAT



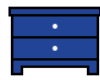
Top 5 complaint types



Brickwork
Includes stone and block work



Water ingress



Fixing, joinery, cupboards and benchtops
Includes stone and block work

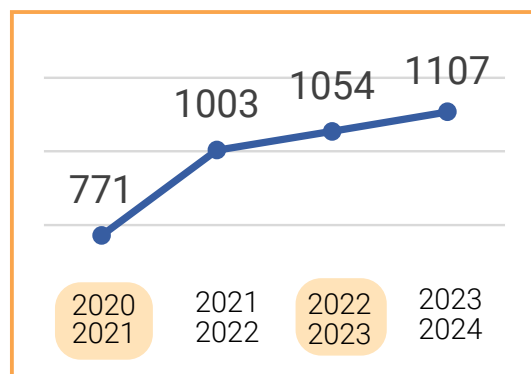


Roof cover - sheeting
Includes skylights, valleys and flues



Tiling - wall and floor

Complaints by year



516
Active
complaints

183
Average days
to close