


Building disputes

August 2025

Data correct as at 17/09/25

94
Total
complaints

61 
Workmanship

22 
Contractual

11  
Workmanship
and contractual

570 Active
complaints

198 Average days
to close

192 Complaints from 1 July 2025

↓ **-12%** From this time last year

↓ **-4%** From last month

Top 5 complaint types



Doors and door frames
Metal and timber – including hardware



Gutters and downpipes



Breach of contract
General

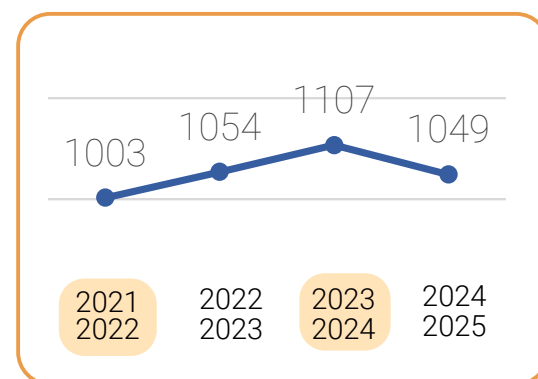


Fixing and joinery
Cupboards and benchtops – internal/external



Water ingress

Complaints by year

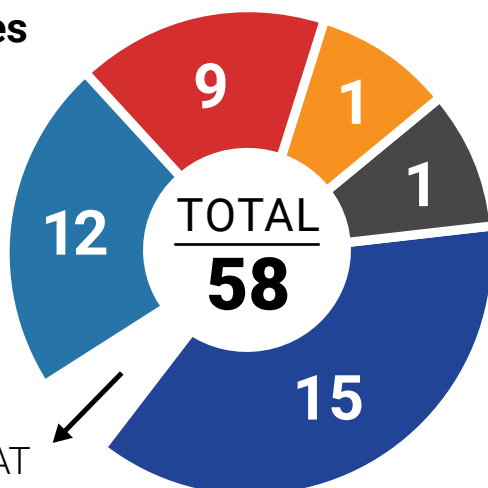


Decisions/outcomes

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-  Withdrawn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



20 referred to SAT



Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

119 Open complaints

17 Building Remedy
Orders issued

69 Proposed
Building Remedy
Orders issued