

Building disputes

September 2025

Data correct as at 13/10/25

89
Total
complaints

76 
Workmanship

11 
Contractual

2 
Workmanship
and contractual

653 Active
complaints

199 Average days
to close

281 Complaints from 1 July 2025

↓ **-1%** From this time last year

↓ **-5%** From last month

Top 5 complaint types



Ceilings and cornices
Internal only



Roof cover and ceiling frame
Including timber and metal



Tiling
Wall and floor

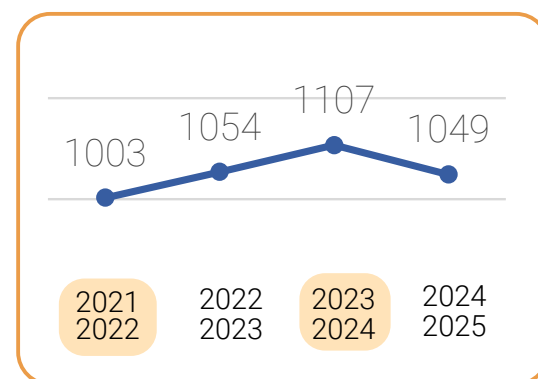


Gutters and downpipes



Doors and door frames
Metal and timber – including hardware

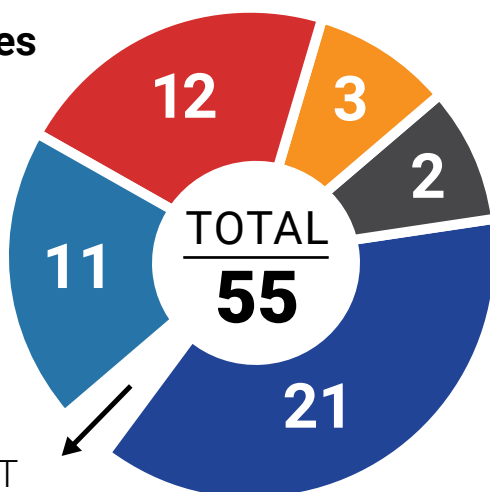
Complaints by year



Decisions/outcomes

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-  Withdrawn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

 **6** referred to SAT



Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

126 Open complaints

21 Building Remedy
Orders issued

75 Proposed
Building Remedy
Orders issued