


Building disputes

October 2025

Data correct as at 25/11/25

97
Total
complaints

70 
Workmanship

19 
Contractual

8  
Workmanship
and contractual

676 Active
complaints

218 Average days
to close

378 Complaints from 1 July 2025

↓ **-2%** From this time last year

↑ **+9%** From last month

Top 5 complaint types



Doors and door frames
Metal and timber – including hardware



Fixing and joinery
Cupboards and benchtops – internal/external



Tiling
Wall and floor

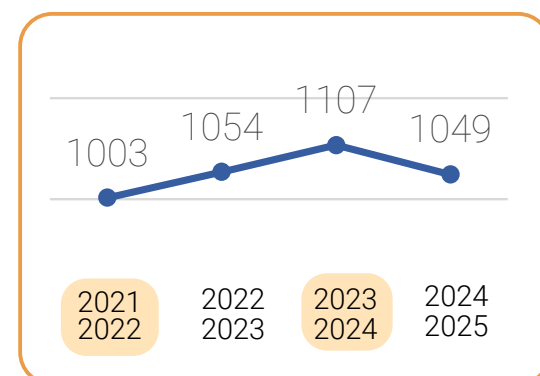


Water ingress



Windows, window frames and flyscreens
Excludes glazing

Complaints by year

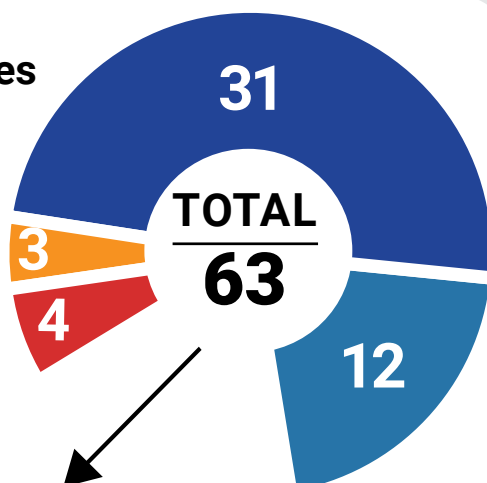


Decisions/outcomes

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-  Withdrawn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



13 referred to SAT



Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

127 Open complaints

22 Building Remedy
Orders issued

79 Proposed
Building Remedy
Orders issued