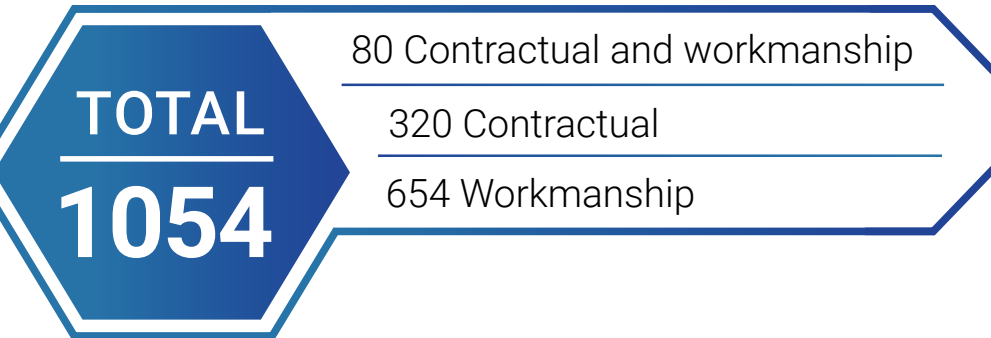




Annual building disputes

2022/23

Number of complaints

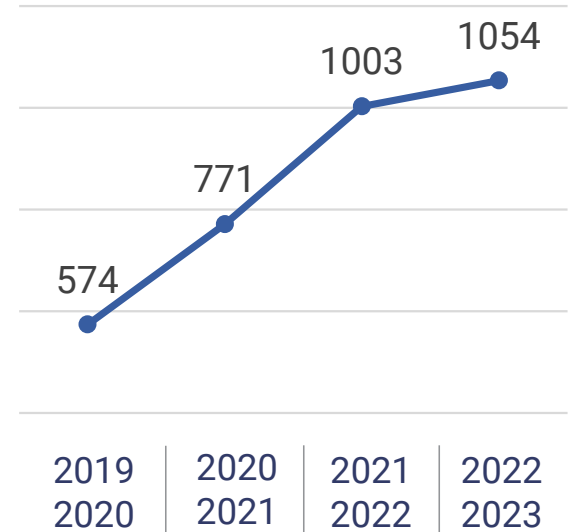


5% (+51)
up from last year

Top 5 complaint types

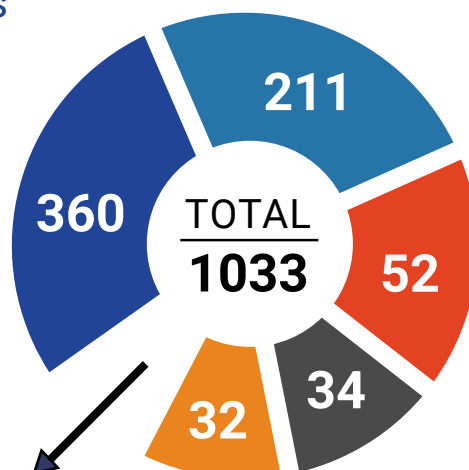
- Tiling – wall and floor
- Water ingress
- Doors and door frames (metal/timber) including hardware
- Roof cover – sheeting including skylights, valleys and flues
- Painting

Complaints by year



Decisions/outcomes

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- Withdrawn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



334
Referred to SAT

Active complaints

505

Average days to close

174

Data correct as at 22/08/23.