



Building disputes

May 2023

Number of complaints



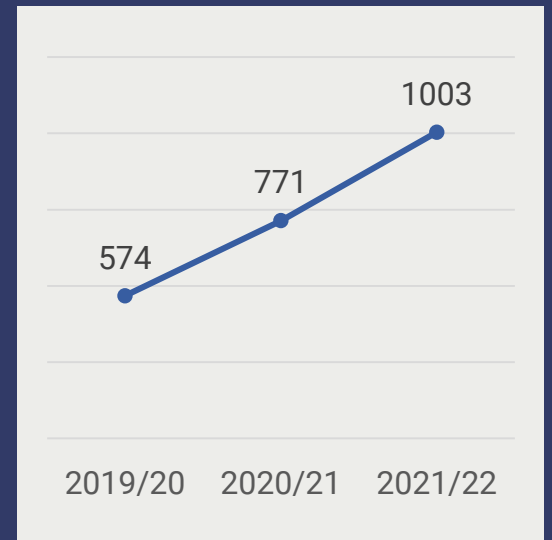
↑ 12% (102) change from last month

↑ 50% (76) from this time last year

Top 5 complaint types

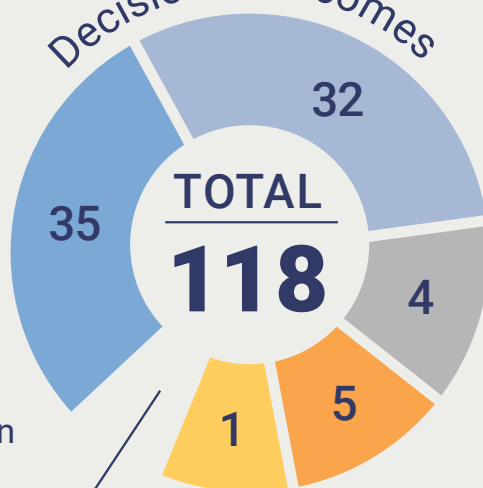
- Patios, pergolas and carports
- Breach of contract – time for performance
- Door and door frames – metal and timber
- Breach of contract – general
- Plumbing

Complaints by year



Decisions/outcomes

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- Withdrawn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



Active complaints

545*

Average days to close

152



41
Referred to SAT

*As of 31 May 2023.