

Building disputes

July 2024

Number of complaints

106
TOTAL

12 Contractual and workmanship

70 Workmanship

24 Contractual

106

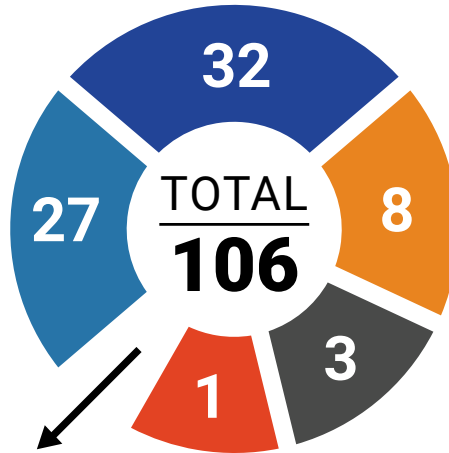
Complaints from
1 July 2024

+23%
change from
last month

-12%
from this time
last year

Decisions/outcomes

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- Withdrawn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



 **35** referred to SAT

513 Active complaints*

184 Average days to close

Top 5 complaint types



Works incomplete



Doors and door frames

Both metal and timber – incl. hardware



Gutters and downpipes



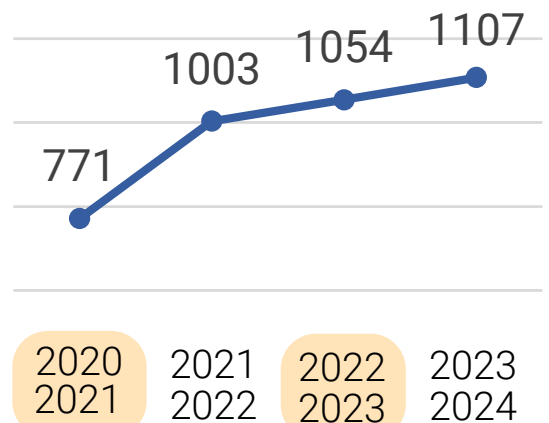
Walls – other

Concrete, rammed earth, straw bale, etc



Water ingress

Complaints by year



*Data correct as at 09/08/24