

# Building disputes

October 2024

Data correct as at 05/11/24

**99**  
Total  
complaints

**71**  
Workmanship

**14**  
Contractual

**14**  
Workmanship  
and contractual

**378**  
Complaints from  
1 July 2024

**-7%** ↓  
From this time  
last year

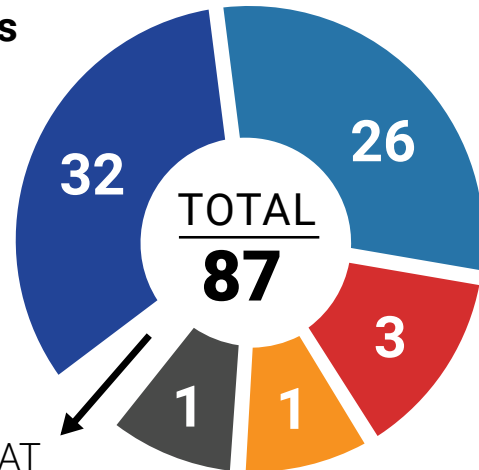
**+13%** ↑  
From last month

## Decisions/outcomes

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- Withdrawn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



24 referred to SAT



## Top 5 complaint types



**Roof and ceiling frame**  
Includes timber and metal



**Breach of contract**  
General



**Water ingress**

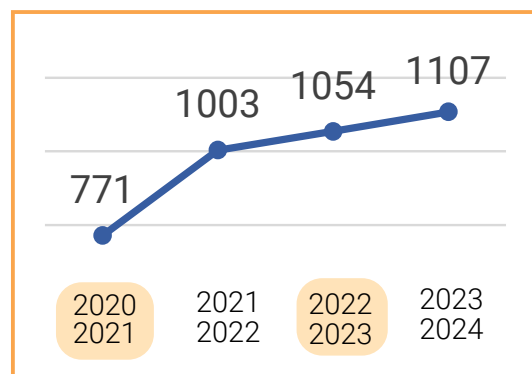


**Doors and door frames**  
Metal and timber – including hardware



**Roof cover – Sheetting**  
Includes skylights, valleys and flues

## Complaints by year



**545**  
Active  
complaints

**171**  
Average days  
to close