

Building disputes

November 2024

Data correct as at 11/12/24

85

Total
complaints



59

Workmanship



22

Contractual



4

Workmanship
and contractual

463

Complaints from
1 July 2024

-24% ↓

From this time
last year

-14% ↓

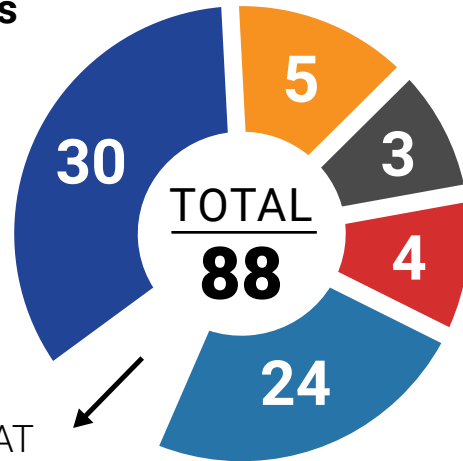
From last month

Decisions/outcomes

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- Withdrawn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



22 referred to SAT



Top 5 complaint types



Breach of contract
General



Paving and driveway – concrete
Includes limestone



Water ingress

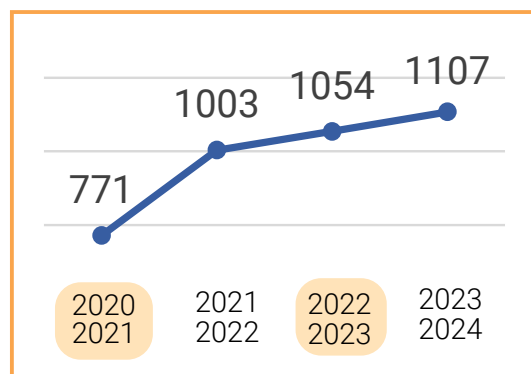


Doors and door frames
Metal and timber – including hardware



Waterproofing wet areas
Bathrooms, balconies etc

Complaints by year



544

Active
complaints

165

Average days
to close