

Building disputes

December 2024

Data correct as at 13/01/25

70
Total
complaints



46
Workmanship



16
Contractual



8
Workmanship
and contractual

533
Complaints from
1 July 2024

-10% ↓
From this time
last year

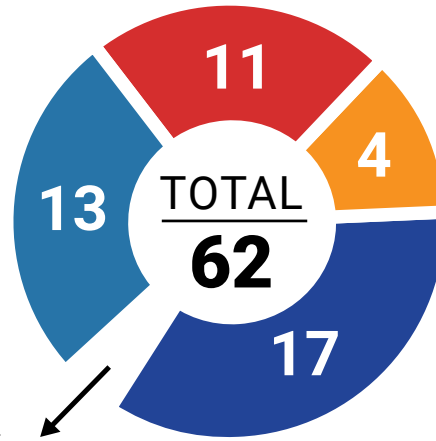
-18% ↓
From last month

Decisions/outcomes

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- Withdrawn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



17 referred to SAT



Top 5 complaint types



Tiling
Wall and floor



Water ingress



Doors and door frames
Metal and timber – including hardware

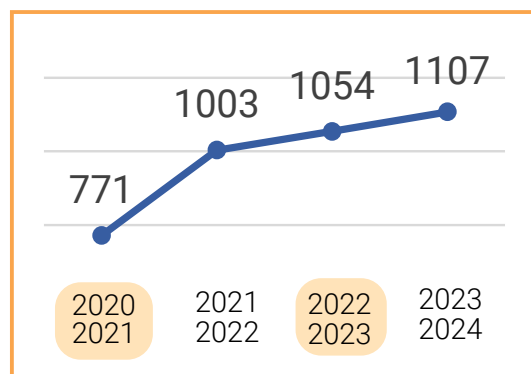


Fixtures and fittings
Includes garage doors and clothes lines



Breach of contract
General

Complaints by year



544
Active
complaints

135
Average days
to close