

Building disputes

January 2025

Data correct as at 11/02/25

72
Total
complaints



53
Workmanship



15
Contractual



4
Workmanship
and contractual

605
Complaints from
1 July 2024

-19% ↓
From this time
last year

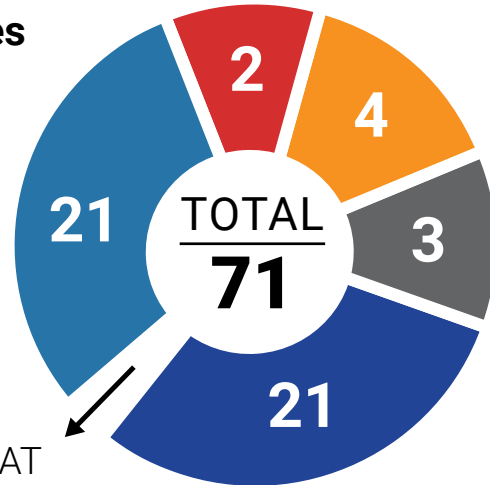
+3% ↓
From last month

Decisions/outcomes

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- Withdrawn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



20 referred to SAT



Top 5 complaint types



Doors and door frames

Metal and timber – including hardware



Breach of contract

General



Tiling

Wall and floor



Roof cover

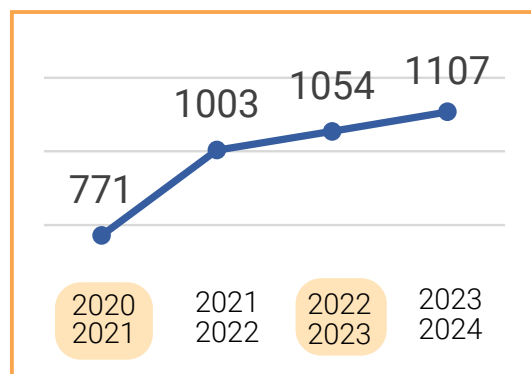
Sheeting – includes skylights, valleys and flues



Fixtures and fittings

Includes garage doors and clothes lines

Complaints by year



542
Active
complaints

208
Average days
to close