

Building disputes

June 2024

Number of complaints

86
TOTAL

4 Contractual and workmanship

63 Workmanship

19 Contractual

1107

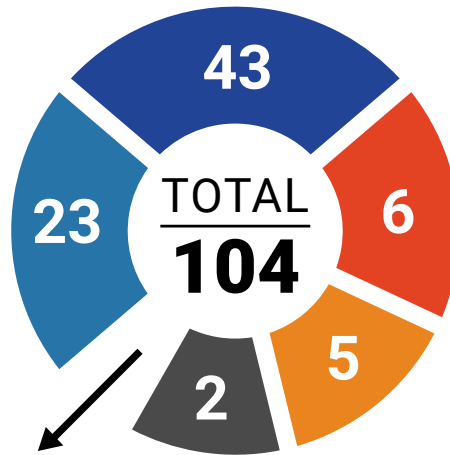
Complaints from
1 July 2023

+12%
change from
last month

-9%
from this time
last year

Decisions/outcomes

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- Withdrawn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



 25 referred to SAT

538 Active complaints*

173 Average days to close

Top 5 complaint types



Walls – other

Concrete, rammed earth, straw bale, etc



Windows, window frames, flyscreens

Excludes glazing



Ceilings and cornices

Internal only



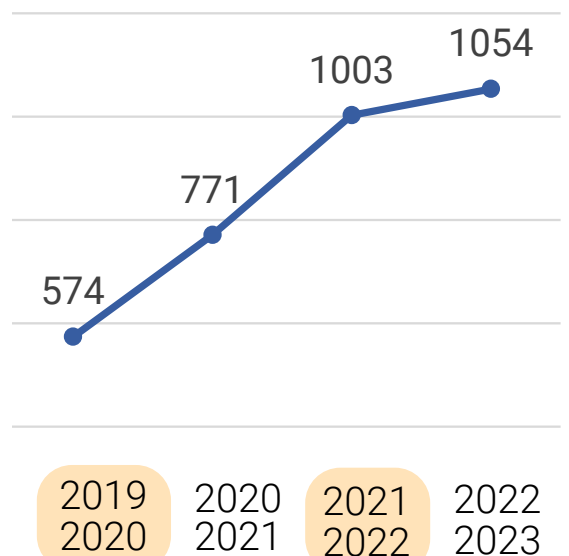
Doors and door frames

Both metal and timber – incl. hardware



Painting

Complaints by year



*Data correct as at 26/07/24