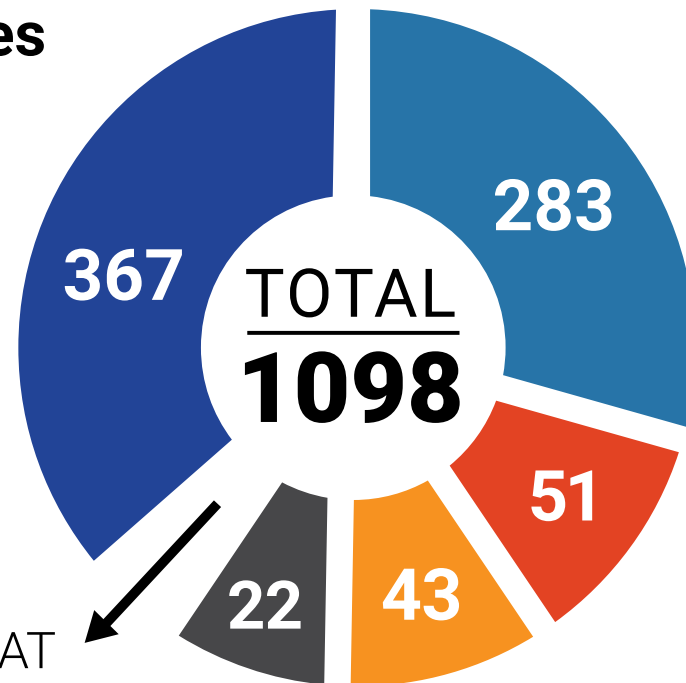


Annual building disputes report 2023-24

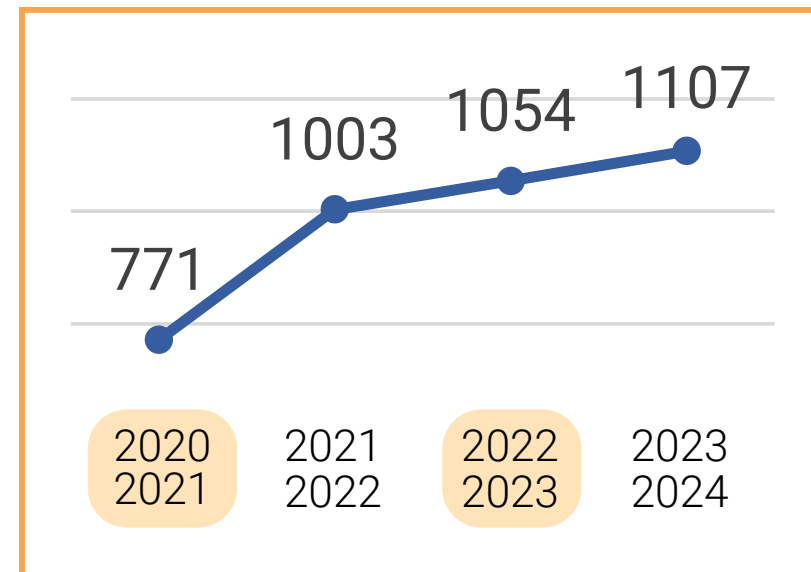
Data correct as at 30 August 2024

Decisions/outcomes

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- Withdrawn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



Complaints by year



Top complaints

 **Tiling - wall and floor**

 **Ceilings and cornices**
Metal and timber – including hardware

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

 **Water ingress**

 **Gutters and downpipes**

539

Active complaints

162

Average days to close

1,107
Total complaints



681
Workmanship



320
Contractual



106
Workmanship and contractual

+5%

From this time last year