



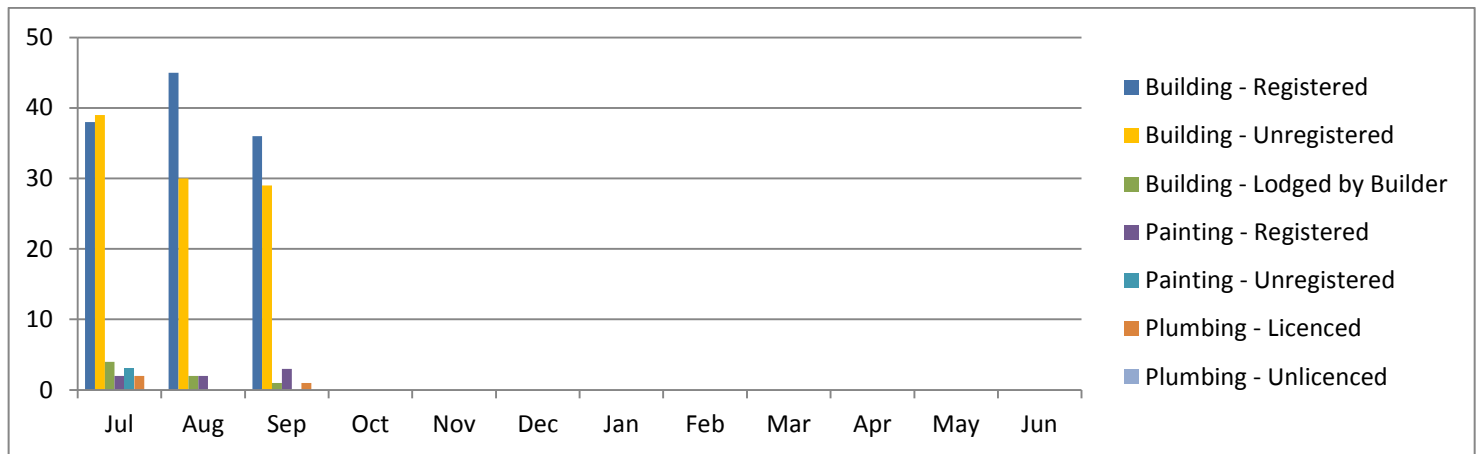
Compliance report

1st quarter 2015/2016

COMPLAINT ACTIVITIES

Complaints received

The total number of complaints received for the quarter was 237. Of these, 207 were building service complaints, with 119 being about a registered builder; ten were about painting, seven relating to registered painters; and three related to a licenced plumber. There were two complaints lodged by building service providers relating to contractual disputes.

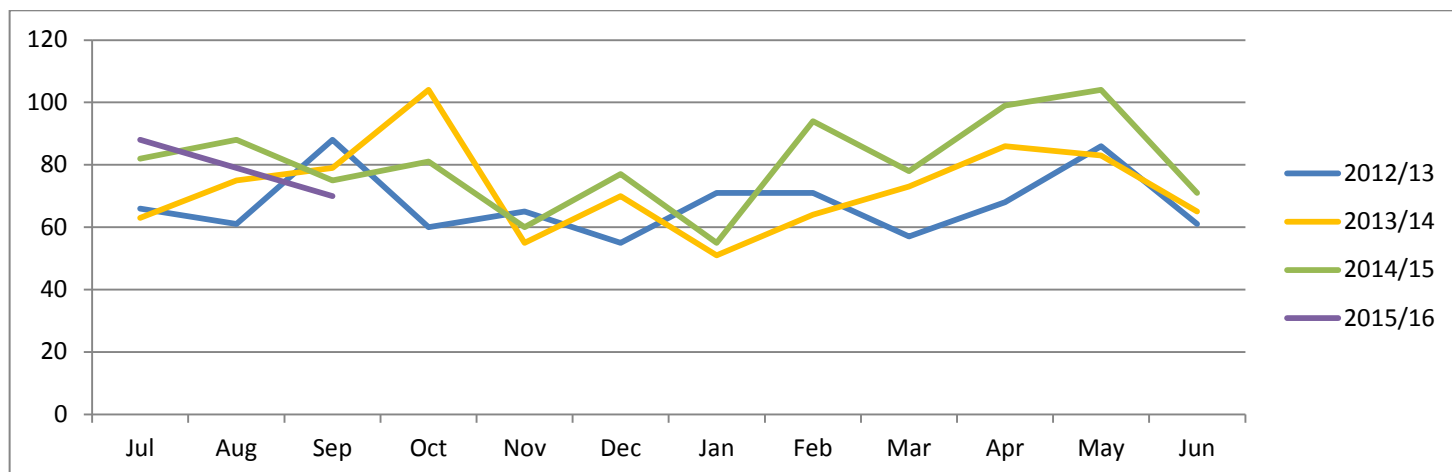


Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	38	45	36										119
Building - Unregistered	39	30	29										98
Building - Lodged by Builder	4	2	1										7
Painting - Registered	2	2	3										7
Painting - Unregistered	3	0	0										3
Plumbing - Licenced	2	0	1										3
Plumbing - Unlicensed	0	0	0										0
	88	79	70	0	0	0	0	0	0	0	0	0	237

Total complaints received – financial year comparison

The 237 complaints received represent an approximate 3% decrease for the same period last year, a 9% increase on 2013/14 and a 10% increase on 2012/13.

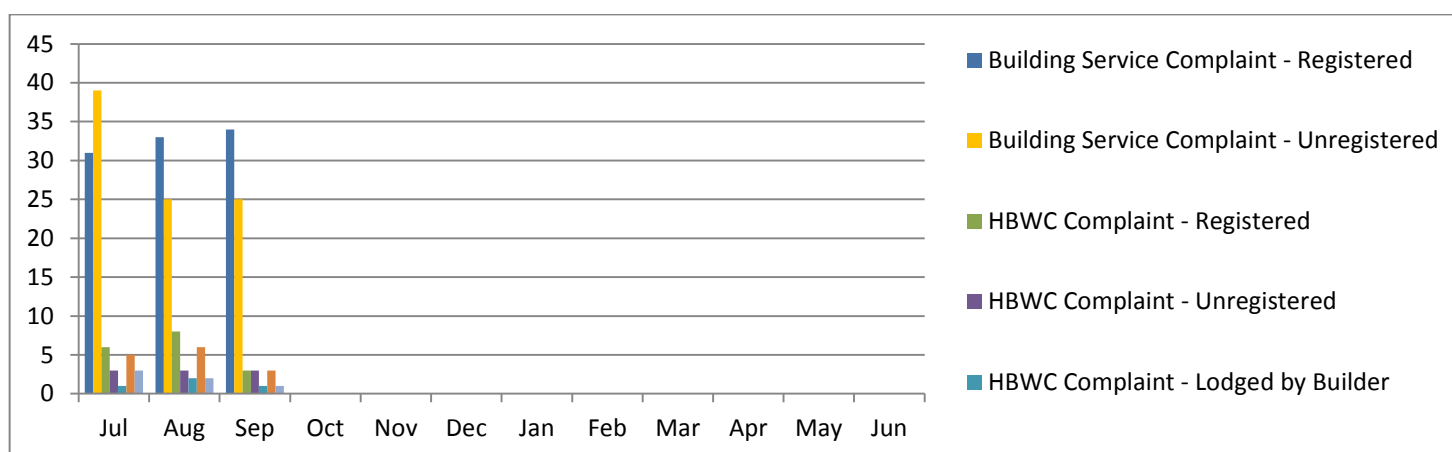
Building compliance report – 1st quarter 2015/2016



Total complaints received - financial year comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	66	61	88	60	65	55	71	71	57	68	86	61	809
2013/14	63	75	79	104	55	70	51	64	73	86	83	65	868
2014/15	82	88	75	81	60	77	55	94	78	99	104	71	964
2015/16	88	79	70										

Type of complaints received

There were 187 building service complaints lodged during the quarter with 98 of those being against a registered building service provider and 89 against an unregistered entity. Complaints relating to contractual matters totalled 30. Of these, 17 involved a registered building service provider, nine an unregistered entity and four were lodged by a builder or contractor. There were 20 complaints lodged that involved both building service and contractual disputes with 15 of these being against registered building service providers and six against unregistered entities.

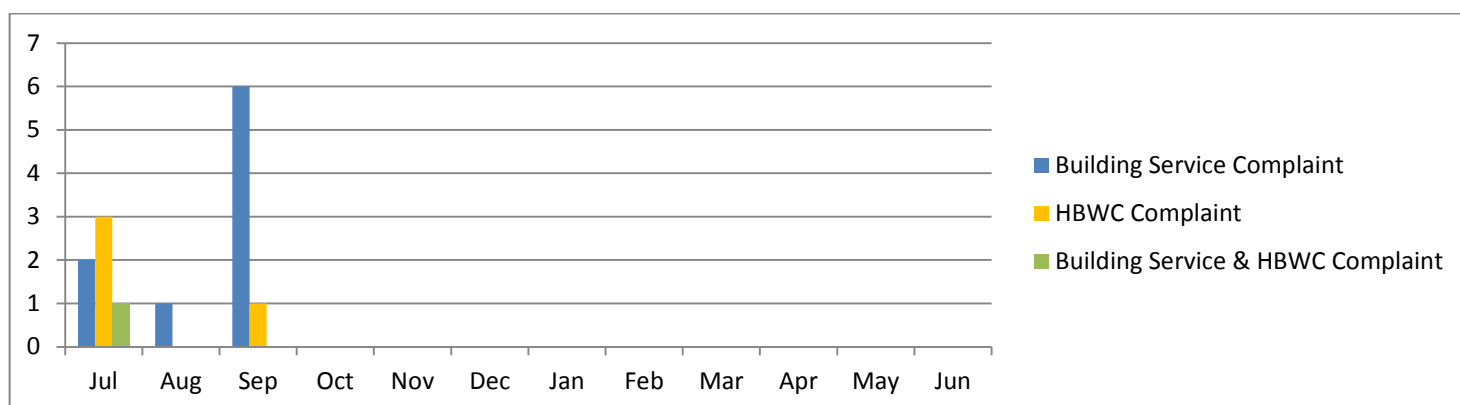


Building compliance report – 1st quarter 2015/2016

Type of complaints received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint - Registered	31	33	34										98
Building Service Complaint - Unregistered	39	25	25										89
HBWC Complaint - Registered	6	8	3										17
HBWC Complaint - Unregistered	3	3	3										9
HBWC Complaint - Lodged by Builder	1	2	1										4
Building Service & HBWC Complaint - Registered	5	6	3										14
Building Service & HBWC Complaint - Unregistered	3	2	1										6
	88	79	70	0	0	0	0	0	0	0	0	0	237

Complaints refused

There were 14 complaints refused by the Building Commissioner during the quarter. Of these, nine were building service complaints, four were for a contractual complaint and one was for a building service and contractual complaint.

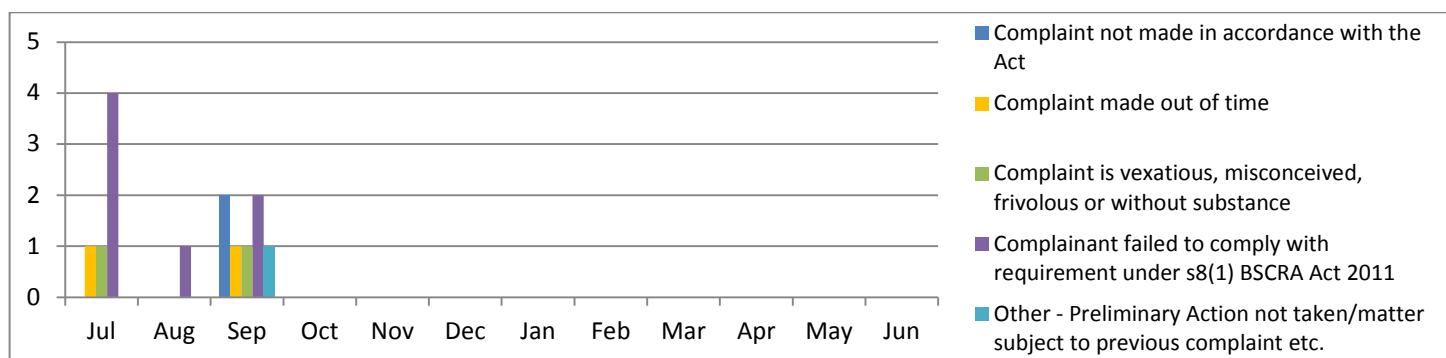


Complaints refused													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint	2	1	6										9
HBWC Complaint	3	0	1										4
Building Service & HBWC Complaint	1	0	0										1
	6	1	7	0	0	0	0	0	0	0	0	0	14

Reason for complaint refusal

The most common reason for complaint refusal during the quarter was that the complaint failed to comply with a requirement under s. 8(1) of the BCRA Act 2011 (7). Two complaints were refused for not complying with the Act; two for being made out of time; and two were vexatious, misconceived, frivolous or without substance. One other matter was refused as the complaint had lapsed or was withdrawn.

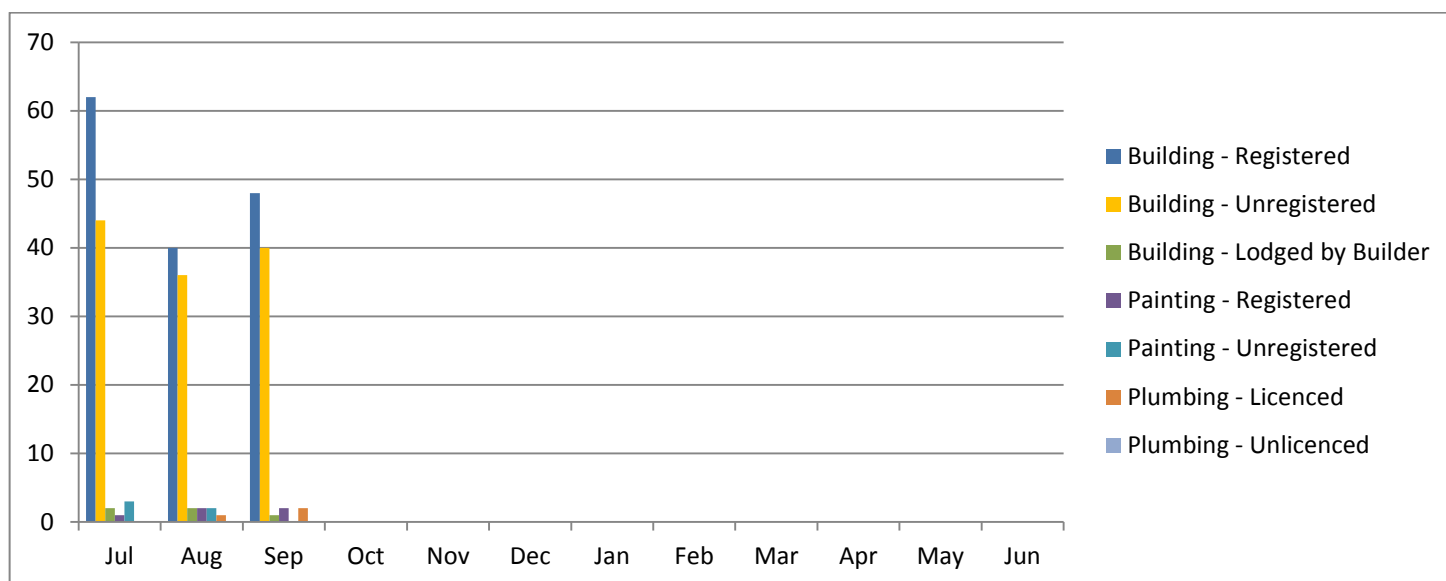
Building compliance report – 1st quarter 2015/2016



Reason for complaint refusal													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint not made in accordance with the Act	0	0	2										2
Complaint made out of time	1	0	1										2
Complaint is vexatious, misconceived, frivolous or without substance	1	0	1										2
Complainant failed to comply with requirement under s8(1) BSCRA Act 2011	4	1	2										7
Other - Preliminary Action not taken/matter subject to previous complaint etc.	0	0	1										1
	6	1	7	0	0	0	0	0	0	0	0	0	14

Complaints finalised

During the quarter there were a total of 288 complaints finalised. Of these, 270 related to a building service, with 110 being about a registered builder; ten were about painting, five relating to registered painters; and three related to a licensed plumber. There were five complaints finalised relating to contractual disputes lodged by building service providers.

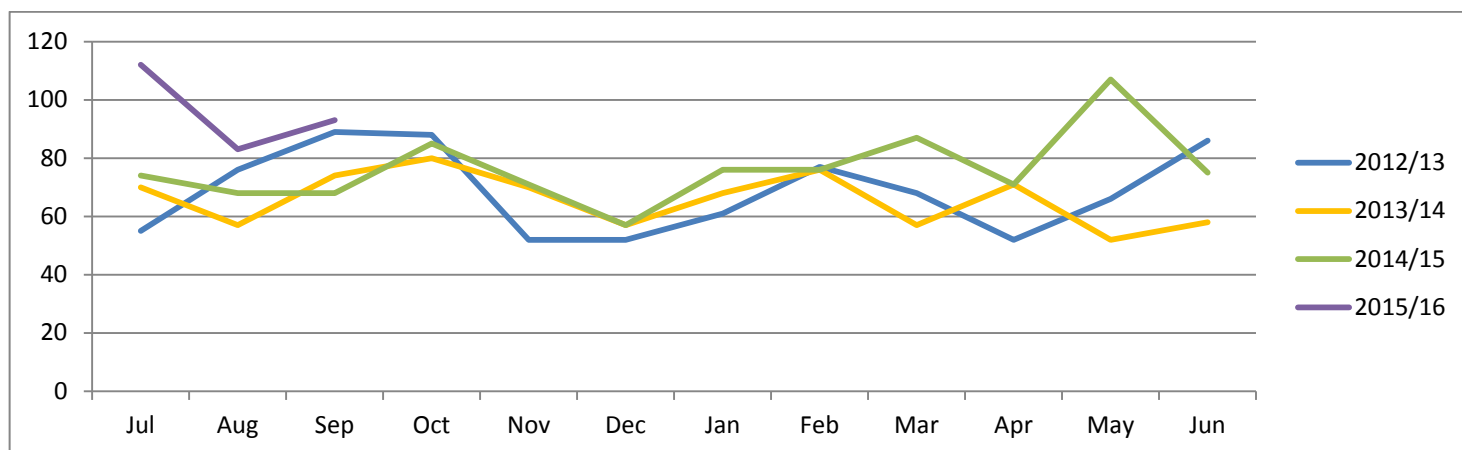


Building compliance report – 1st quarter 2015/2016

Complaints finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	62	40	48										150
Building - Unregistered	44	36	40										120
Building - Lodged by Builder	2	2	1										5
Painting - Registered	1	2	2										5
Painting - Unregistered	3	2	0										5
Plumbing - Licensed	0	1	2										3
Plumbing - Unlicensed	0	0	0										0
	112	83	93	0	0	0	0	0	0	0	0	0	288

Total complaints finalised – financial year comparison

The 288 complaints finalised for the first quarter represents an approximate 37% increase on the same period last year, 43% increase on the 2013/14 and 2012/13 fiscal year and 31% increase on 2012/13.

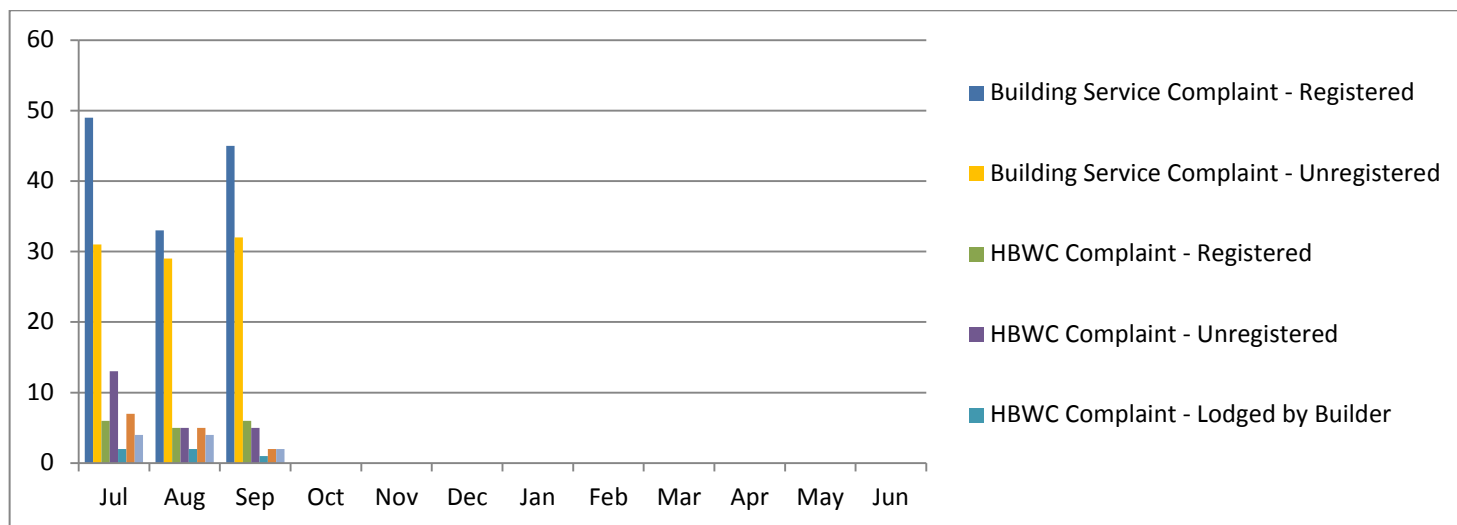


Total complaints finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	55	76	89	88	52	52	61	77	68	52	66	86	822
2013/14	70	57	74	80	70	57	68	76	57	71	52	58	790
2014/15	74	68	68	85	71	57	76	76	87	71	107	75	915
2015/16	112	83	93										

Type of complaints finalised

There were 219 building service complaints finalised during the quarter with 127 of those being against a registered building service provider and 92 against an unregistered entity. Complaints finalised relating to contractual matters totalled 45. Of these, 17 were against a registered building service provider, 23 against an unregistered entity and five were lodged by a builder or contractor. There were 24 complaints finalised that involved both building service and contractual disputes with 14 of these being against registered building service providers and ten against unregistered entities.

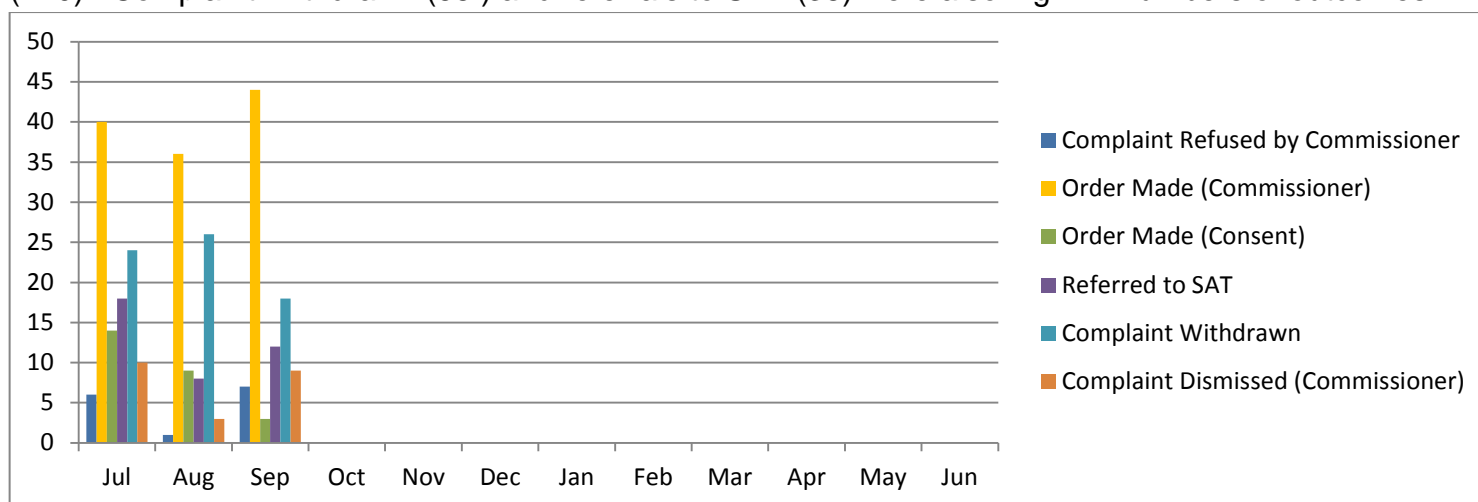
Building compliance report – 1st quarter 2015/2016



Type of complaints finalised														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building Service Complaint - Registered	49	33	45										127	
Building Service Complaint - Unregistered	31	29	32										92	
HBWC Complaint - Registered	6	5	6										17	
HBWC Complaint - Unregistered	13	5	5										23	
HBWC Complaint - Lodged by Builder	2	2	1										5	
Building Service & HBWC Complaint - Registered	7	5	2										14	
Building Service & HBWC Complaint - Unregistered	4	4	2										10	
	112	83	93	0	0	0	0	0	0	0	0	0	288	

Complaint outcomes (by month)

The main outcome for complaints during the quarter was an order made by the Building Commissioner (120). Complaint withdrawn (68) and referrals to SAT (38) were also high in numbers of outcomes.



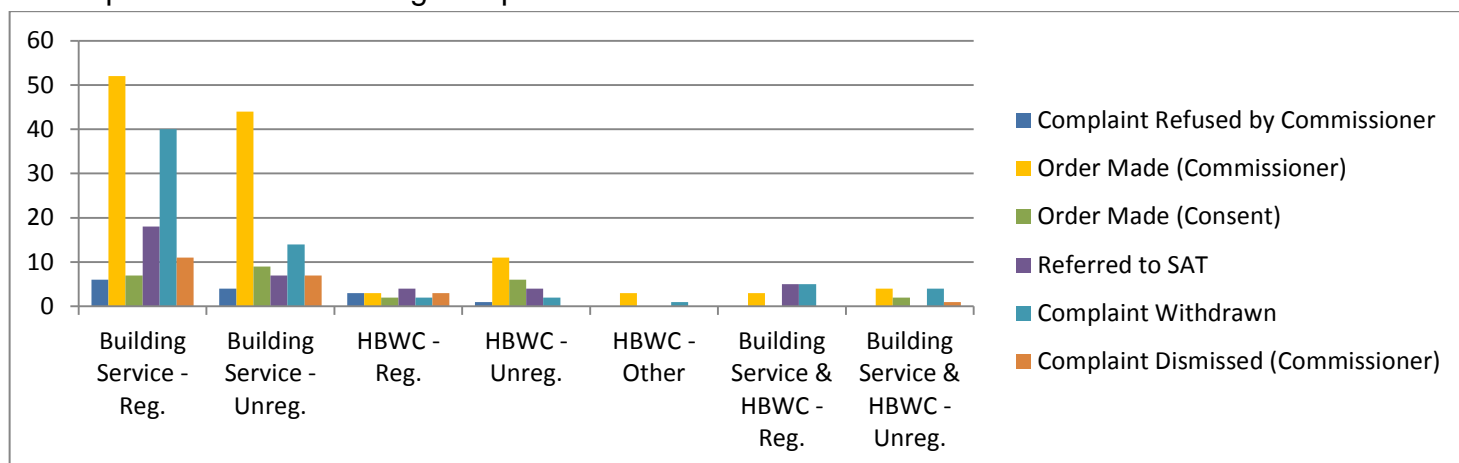
Building compliance report – 1st quarter 2015/2016

Complaint outcomes (by month)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	6	1	7										14
Order Made (Commissioner)	40	36	44										120
Order Made (Consent)	14	9	3										26
Referred to SAT	18	8	12										38
Complaint Withdrawn	24	26	18										68
Complaint Dismissed (Commissioner)	10	3	9										22
	112	83	93	0	0	0	0	0	0	0	0	0	288

Complaint outcomes (by type)

The main outcomes for complaints against a registered building service provider during the quarter were order made by Commissioner (58), withdrawn (47) and referred to SAT (27).

Orders made by the Commissioner (59) were high as an outcome for building service complaints against unregistered building service providers. There were no other real significant trends for the type of complaint outcomes during the quarter.

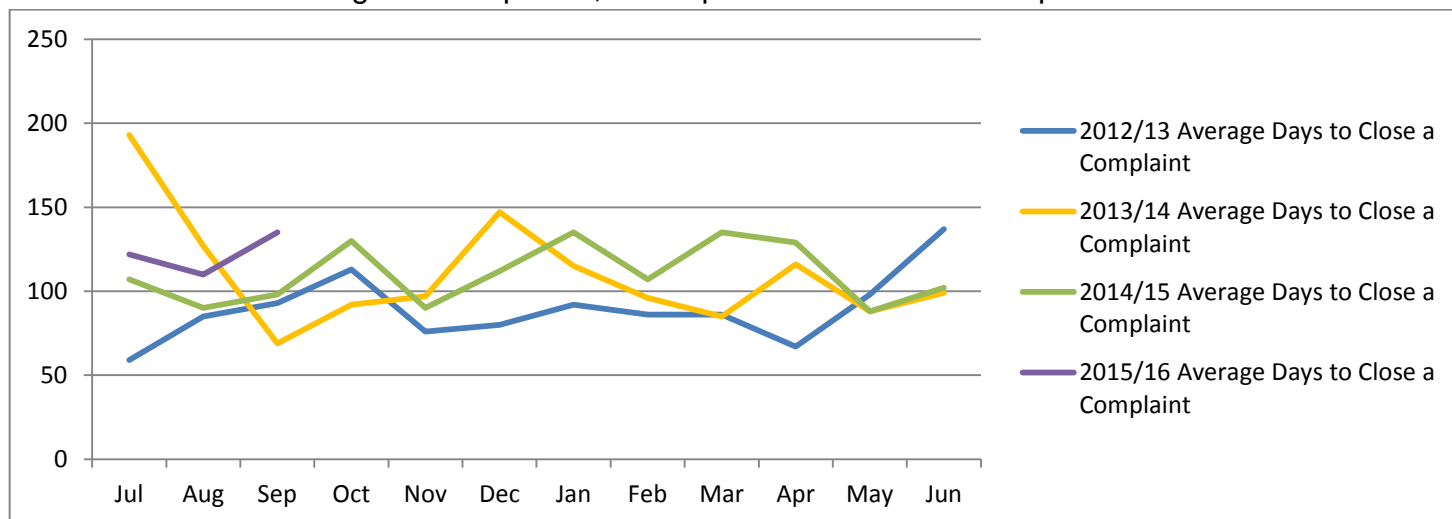


Complaint outcomes (by type)								
	Building Service - Reg.	Building Service - Unreg.	HBWC - Reg.	HBWC - Unreg.	HBWC - Other	Building Service & HBWC - Reg.	Building Service & HBWC - Unreg.	Total
Complaint Refused by Commissioner	6	4	3	1	0	0	0	14
Order Made (Commissioner)	52	44	3	11	3	3	4	120
Order Made (Consent)	7	9	2	6	0	0	2	26
Referred to SAT	18	7	4	4	0	5	0	38
Complaint Withdrawn	40	14	2	2	1	5	4	68
Complaint Dismissed (Commissioner)	11	7	3	0	0	0	1	22
	134	85	17	24	4	13	11	288

Building compliance report – 1st quarter 2015/2016

Timeliness

The timeliness from receipt of complaint to completion for the quarter was slightly high, but generally averaged out to approximately 122 days. The KPI benchmark is 120 days, so generally the Complaints Branch is tracking on target for timeliness. It is noted that the complaints finalised during the quarter was significantly higher than any of the previous three quarters and that a number of older files were finalised during the first quarter, which pushed the timeliness up.



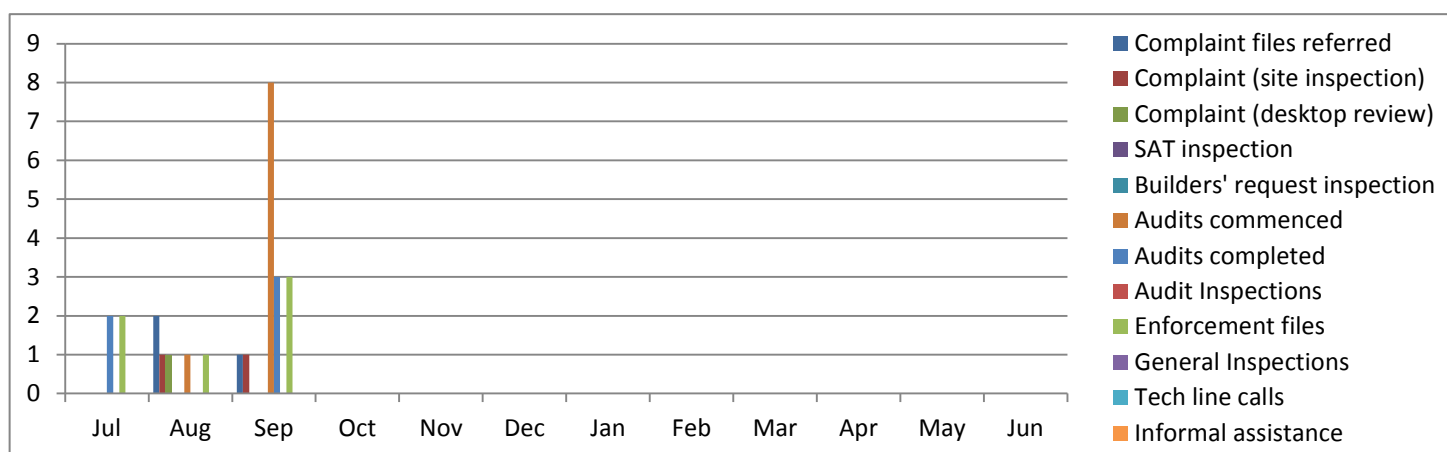
Timeliness													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13 Average Days to Close a Complaint	59	85	93	113	76	80	92	86	86	67	98	137	89
2013/14 Average Days to Close a Complaint	193	127	69	92	97	147	115	96	85	116	88	99	110
2014/15 Average Days to Close a Complaint	107	90	98	130	90	112	135	107	135	129	88	102	110
2015/16 Average Days to Close a Complaint	122	110	135										

AUDIT ACTIVITIES

Building audits and inspections

During the quarter nine audits were commenced and five audits completed. The data available for audits is limited this quarter as the process for capturing data was transitioned to the new inspections app. Reports will be monthly and the first data will be available in November.

There were 3 complaint files referred to the Audit Branch during the quarter, which resulted in one desktop review and two site inspections being carried out. During the quarter there were six enforcement files referred to Audit Branch. There were no general inspections carried out due to limited availability of inspectors.



Building inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint files referred	0	2	1										3
Complaint (site inspection)	0	1	1										2
Complaint (desktop review)	0	1	0										1
SAT inspection	0	0	0										0
Builders' request inspection	0	0	0										0
Audits commenced	0	1	8										9
Audits completed	2	0	3										5
Audit Inspections	N/A	N/A	N/A										0
Enforcement files	2	1	3										6
General Inspections	0	0	0										0
Tech line calls	N/A	N/A	N/A										0
Informal assistance	N/A	N/A	N/A										0

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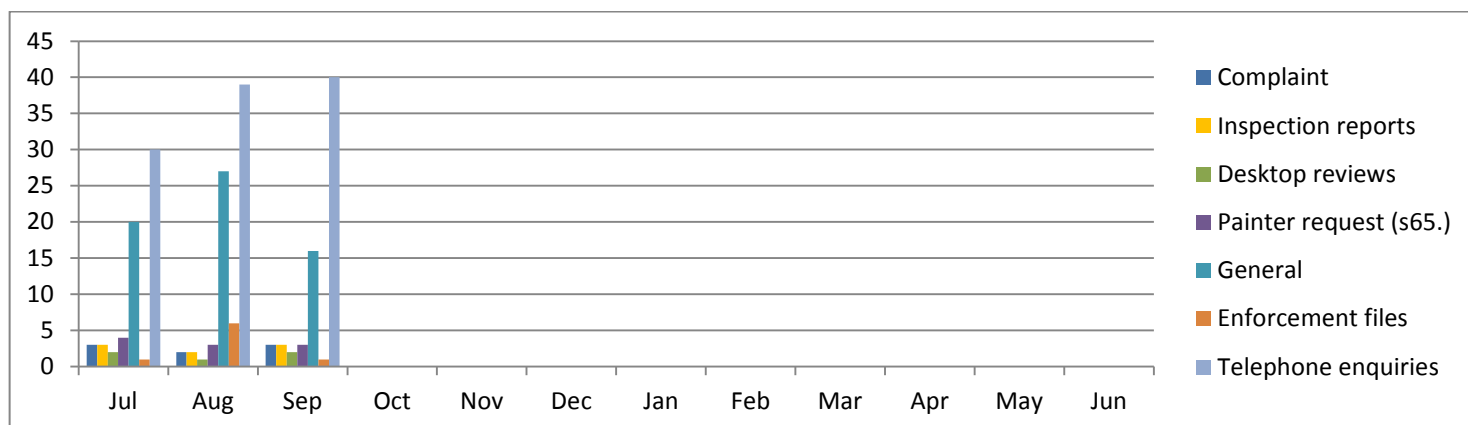
Painting inspections

During the first quarter there were eight complaint and eight enforcement files relating to painting referred to the Audit Branch. There were eight inspection reports completed and 109 telephone enquiries received. There were 63 general inspections conducted for the quarter and ten inspections at the request of a painter.

A number of issues gathered from inspections pertain to paint not adhering to white set plaster walls. There is currently a working group formed by industry and includes representatives from the Building Commission to look in to the application of white set plaster in the industry and how it affects the painted surface.

Whilst carrying out inspection there were a few instances of unregistered painting identified. These matters have been referred to Enforcement Branch. Un registered activity remains a problem in the Industry and is a priority for the Building Commission.

Other trends pertain to poor specifications provided, particularly in the project market.

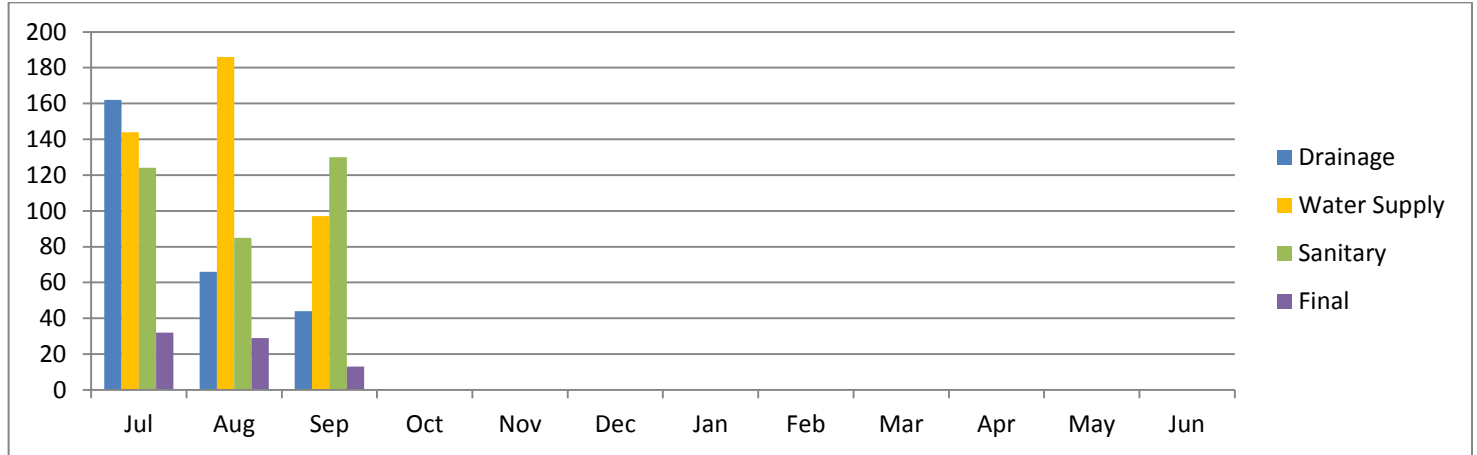


Painting inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint	3	2	3										8
Inspection reports	3	2	3										8
Desktop reviews	2	1	2										5
Painter request (s65.)	4	3	3										10
General	20	27	16										63
Enforcement files	1	6	1										8
Telephone enquiries	30	39	40										109

Building compliance report – 1st quarter 2015/2016

Plumbing inspections

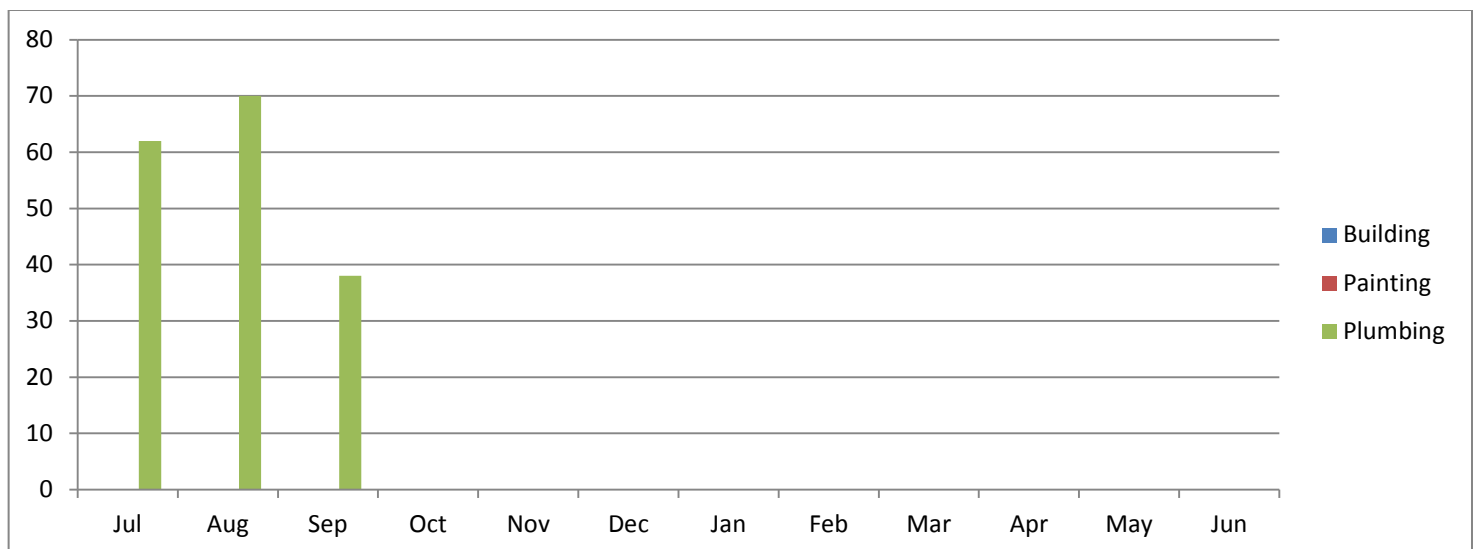
There were a total of 1112 plumbing inspections carried out during the first quarter. Of these, 272 were drainage inspections, 427 water supply, 339 sanitary and 74 final inspections.



Plumbing inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Drainage	162	66	44										272
Water Supply	144	186	97										427
Sanitary	124	85	130										339
Final	32	29	13										74
	462	366	284	0	0	0	0	0	0	0	0	0	1112

Informal complaints received

During the fourth quarter there were a total of 170 informal complaints received by the Audit Branch. All of these related to plumbing as there was no information available for building and painting.



Building compliance report – 1st quarter 2015/2016

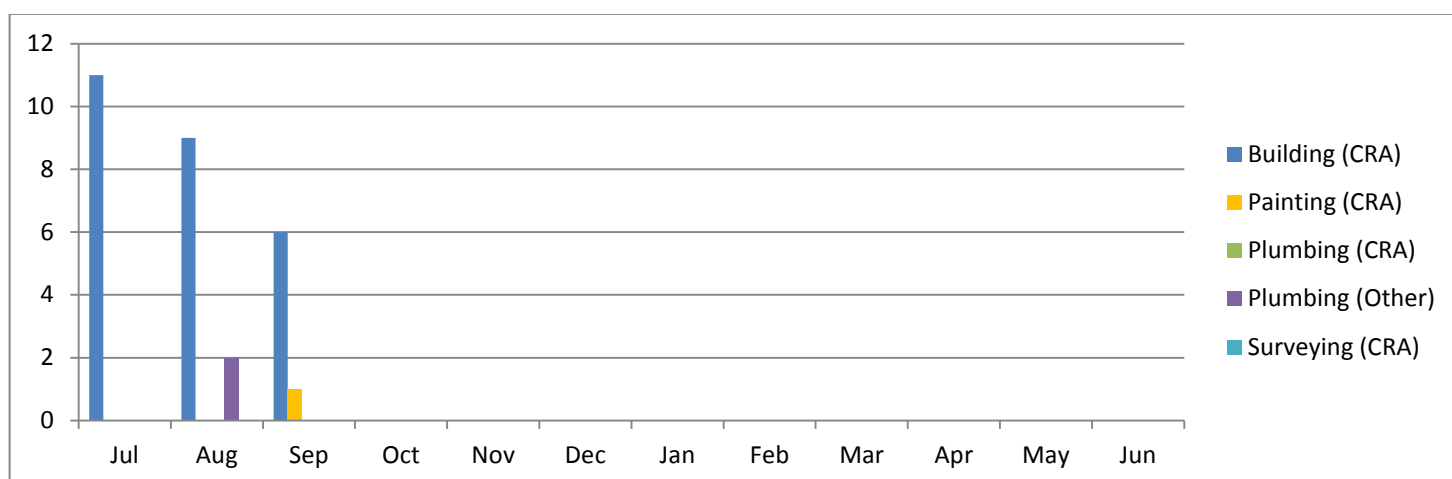
Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	N/A	N/A	N/A										0
Painting	N/A	N/A	N/A										0
Plumbing	62	70	38										170
	62	70	38	0	0	0	0	0	0	0	0	0	170

ENFORCEMENT ACTIVITIES

DISCIPLINARY COMPLAINTS

Disciplinary complaints received

There were 29 disciplinary complaints received for the quarter, with 26 being complaints lodged against a builder and one against a painter under the *Building Services (Complaint Resolution and Administration) Act 2011*. There were two complaints lodged against a plumber under the *Plumbers Licensing and Plumbing Standards Regulations 2000*.

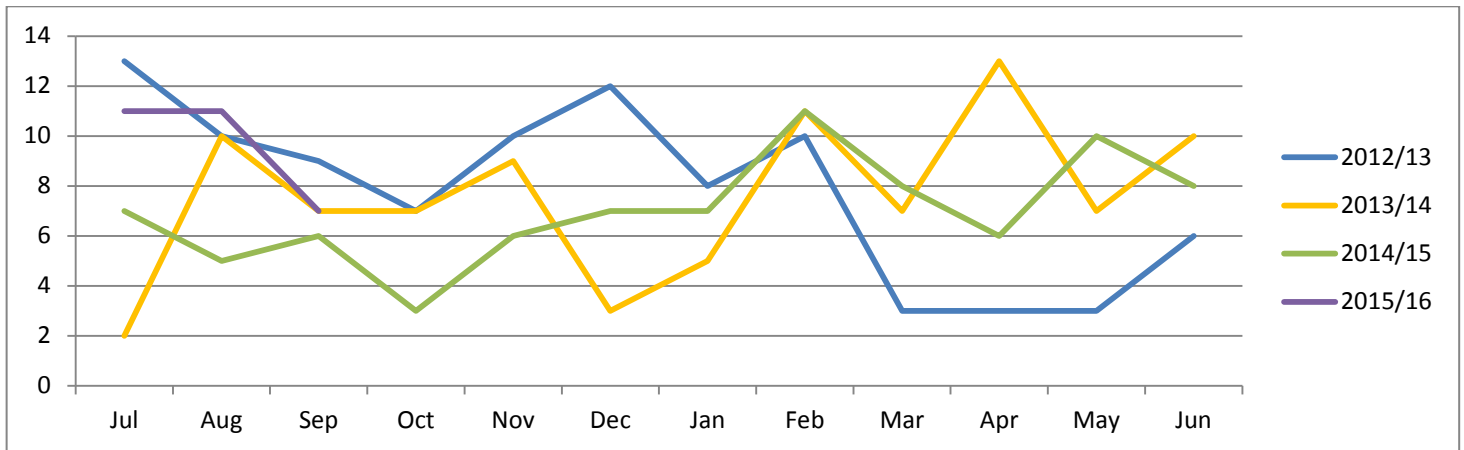


Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	11	9	6										26
Painting (CRA)	0	0	1										1
Plumbing (CRA)	0	0	0										0
Plumbing (Other)	0	2	0										2
Surveying (CRA)	0	0	0										0
	11	11	7	0	0	0	0	0	0	0	0	0	29

Total disciplinary complaints received – financial year comparison

The 29 complaints received during the first quarter represent a 61% increase for the same period last year and 2013/14, but is a 10% decrease for the same period in 2012/13.

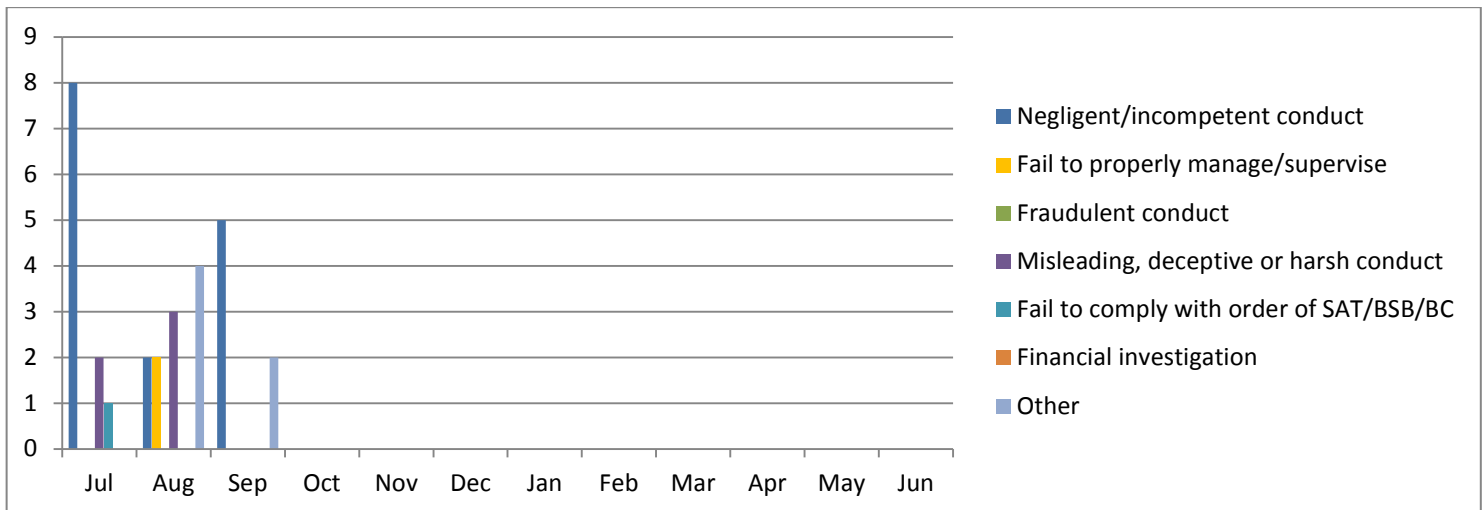
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Total complaints received - financial year comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	13	10	9	7	10	12	8	10	3	3	3	6	94
2013/14	2	10	7	7	9	3	5	11	7	13	7	10	91
2014/15	7	5	6	3	6	7	7	11	8	6	10	8	84
2015/16	11	11	7										

Type of disciplinary complaints received

There were 15 disciplinary complaints received for negligent/incompetent conduct, five for misleading, deceptive or harsh conduct, five for misleading, deceptive or harsh conduct, two for fail to properly manage and supervise, two for no longer fit and proper and five other singular complaints.

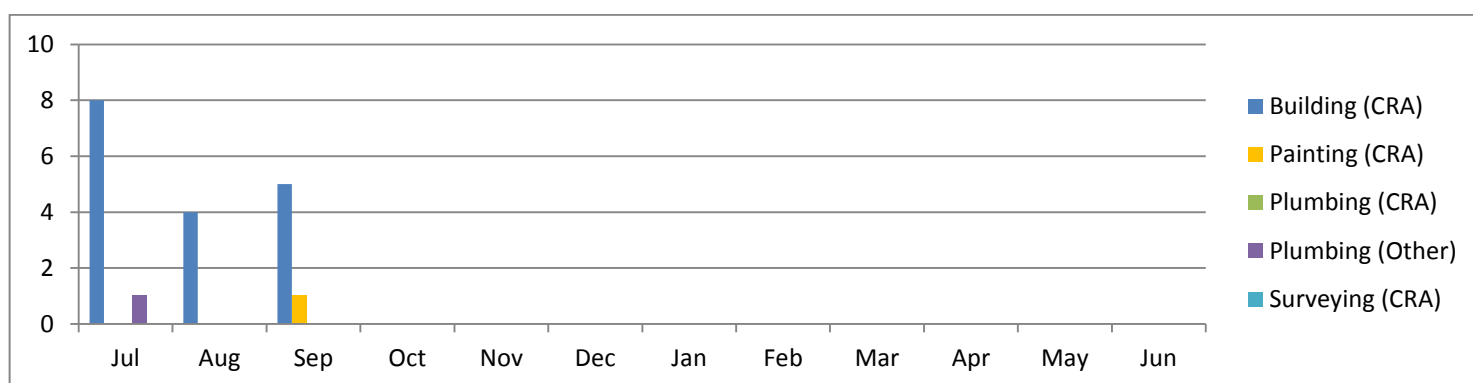


Building compliance report – 1st quarter 2015/2016

Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Negligent/incompetent conduct	8	2	5										15
Fail to properly manage/supervise	0	2	0										2
Fraudulent conduct	0	0	0										0
Misleading, deceptive or harsh conduct	2	3	0										5
Fail to comply with order of SAT/BSB/BC	1	0	0										1
Financial investigation	0	0	0										0
Other	0	4	2										6
	11	11	7	0	0	0	0	0	0	0	0	0	29

Disciplinary complaints finalised

There were 19 disciplinary complaints finalised during the first quarter. Of these, 17 were against registered builders and one was against a painter under the *Building Services (Complaint Resolution and Administration) Act 2011*. There was one complaint finalised against a plumber under the *Plumbers Licensing and Plumbing Standards Regulations 2000*.

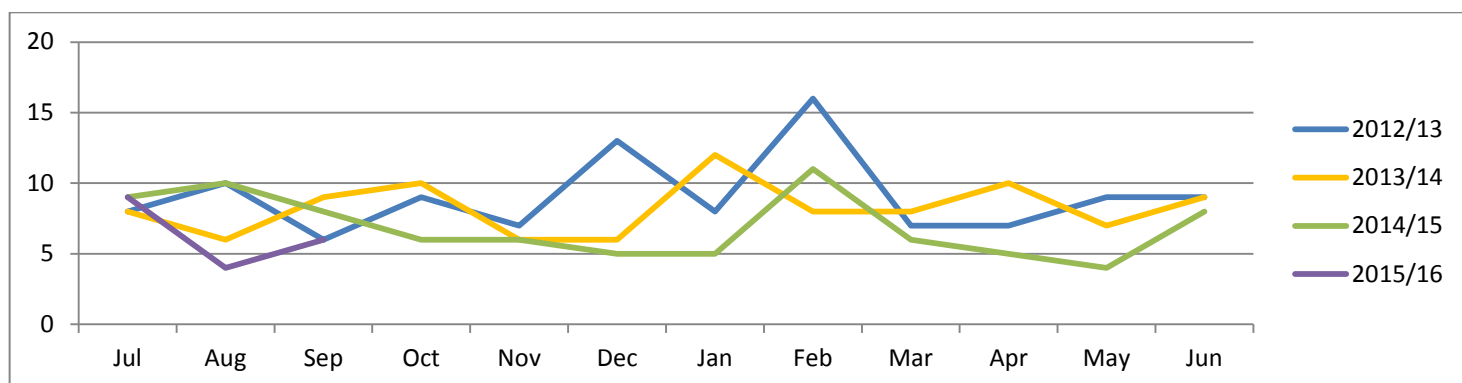


Complaints finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	8	4	5										17
Painting (CRA)	0	0	1										1
Plumbing (CRA)	0	0	0										0
Plumbing (Other)	1	0	0										1
Surveying (CRA)	0	0	0										0
	9	4	6	0	0	0	0	0	0	0	0	0	19

Total disciplinary complaints finalised – financial year comparison

The 19 disciplinary complaints finalised for the first quarter represents a 33% decrease for the same period of the last year, 22% decrease on 2013/14 and 25% decrease on the 2012/13 fiscal year.

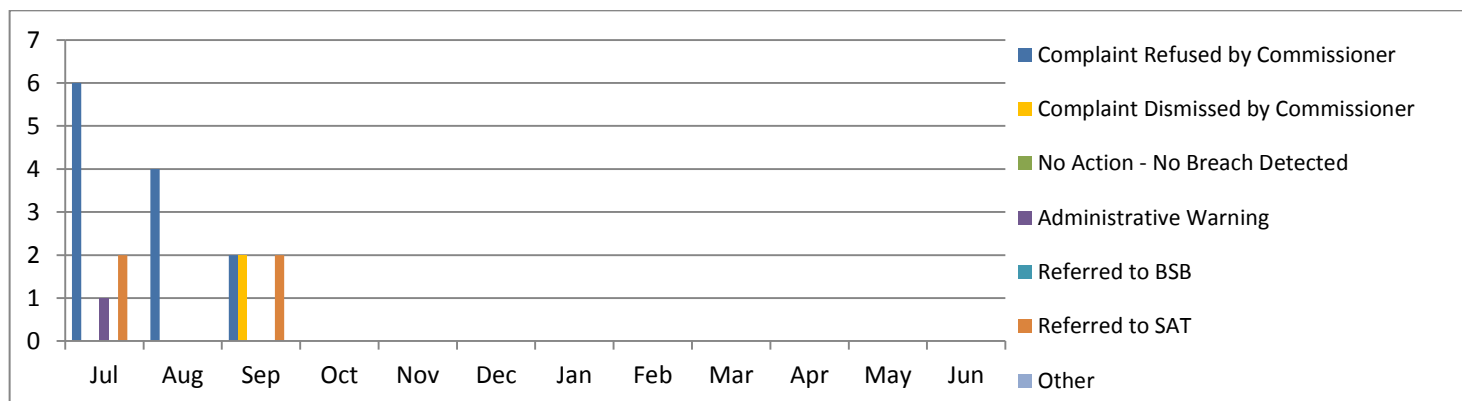
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Total complaints finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	8	10	6	9	7	13	8	16	7	7	9	9	109
2013/14	8	6	9	10	6	6	12	8	8	10	7	9	99
2014/15	9	10	8	6	6	5	5	11	6	5	4	8	83
2015/16	9	4	6										

Complaint outcomes

Disciplinary complaints refused by the Building Commissioner were the most common outcome during the quarter with 12 complaints being refused. There were four complaints referred to the SAT, two were dismissed and one administrative warning was issued.

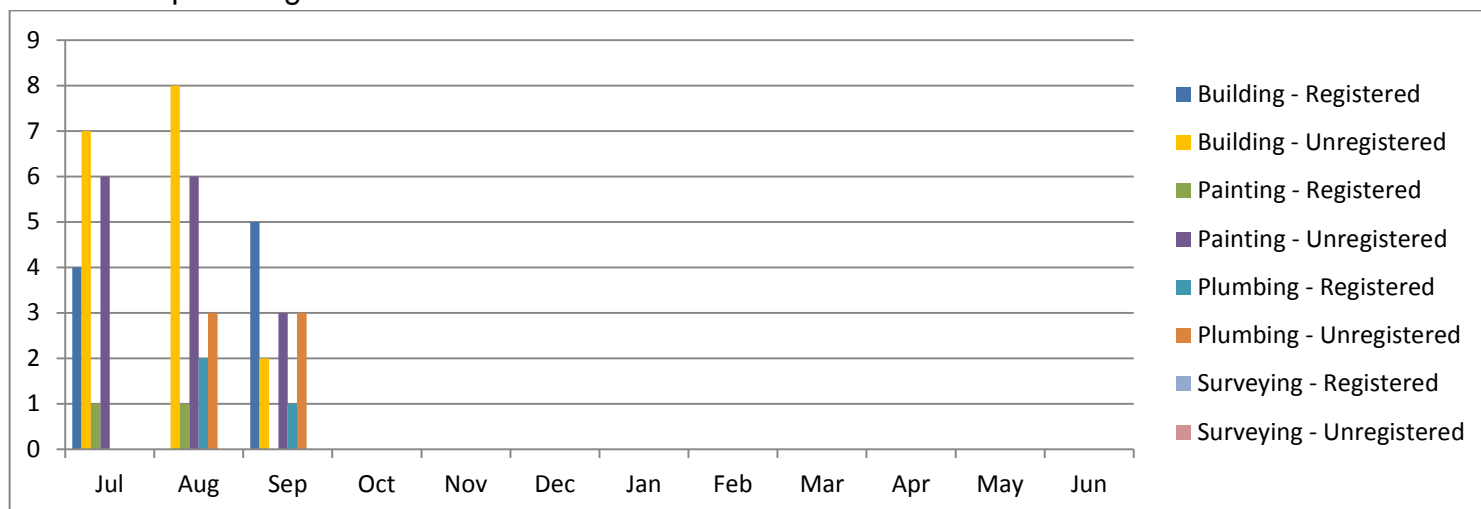


Complaint outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	6	4	2										12
Complaint Dismissed by Commissioner	0	0	2										2
No Action - No Breach Detected	0	0	0										0
Administrative Warning	1	0	0										1
Referred to BSB	0	0	0										0
Referred to SAT	2	0	2										4
Other	0	0	0										0
	9	4	6	0	0	0	0	0	0	0	0	0	19

STATUTORY OFFENCES

Complaints received

During the first quarter there were 52 complaints received relating to statutory breaches. There were nine complaints relating to registered building, 17 for unregistered building, two relating to registered painting, 15 for unregistered painting, three in relation to licensed plumbing and six relating to unlicensed plumbing.

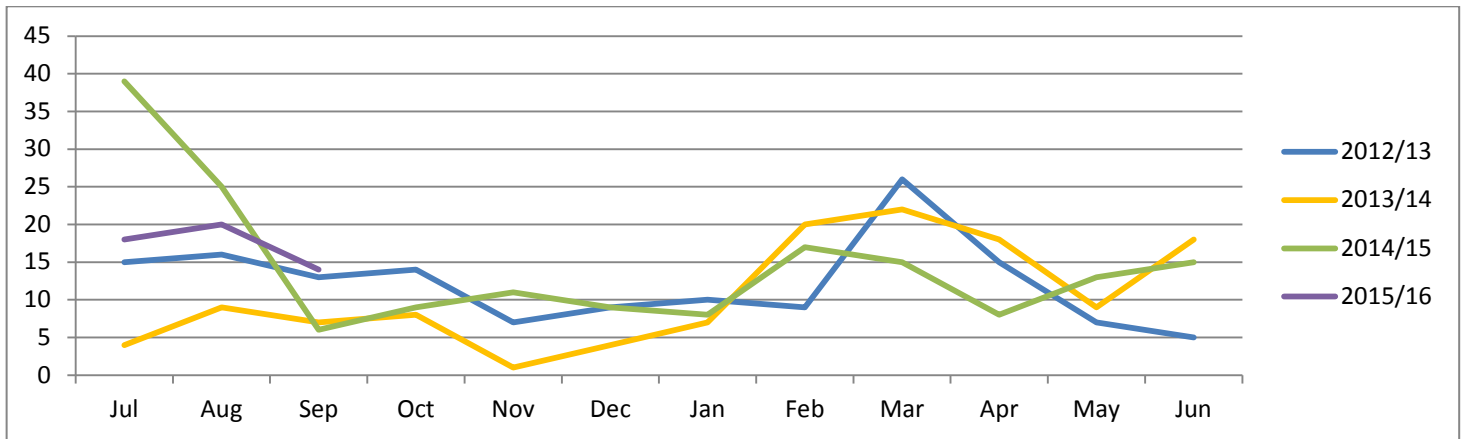


Complaints received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	4	0	5										9
Building - Unregistered	7	8	2										17
Painting - Registered	1	1	0										2
Painting - Unregistered	6	6	3										15
Plumbing - Registered	0	2	1										3
Plumbing - Unregistered	0	3	3										6
Surveying - Registered	0	0	0										0
Surveying - Unregistered	0	0	0										0
	18	20	14	0	0	0	0	0	0	0	0	0	52

Total complaints received – financial year comparison

The 52 complaints received for the first quarter represent 26% decrease from the same period last year when a targeted plumbing investigation significantly increased the number of complaints. There was a 160% increase on the number of complaints received for the same period in 2013/14 and an 18% increase for the same period in 2012/13.

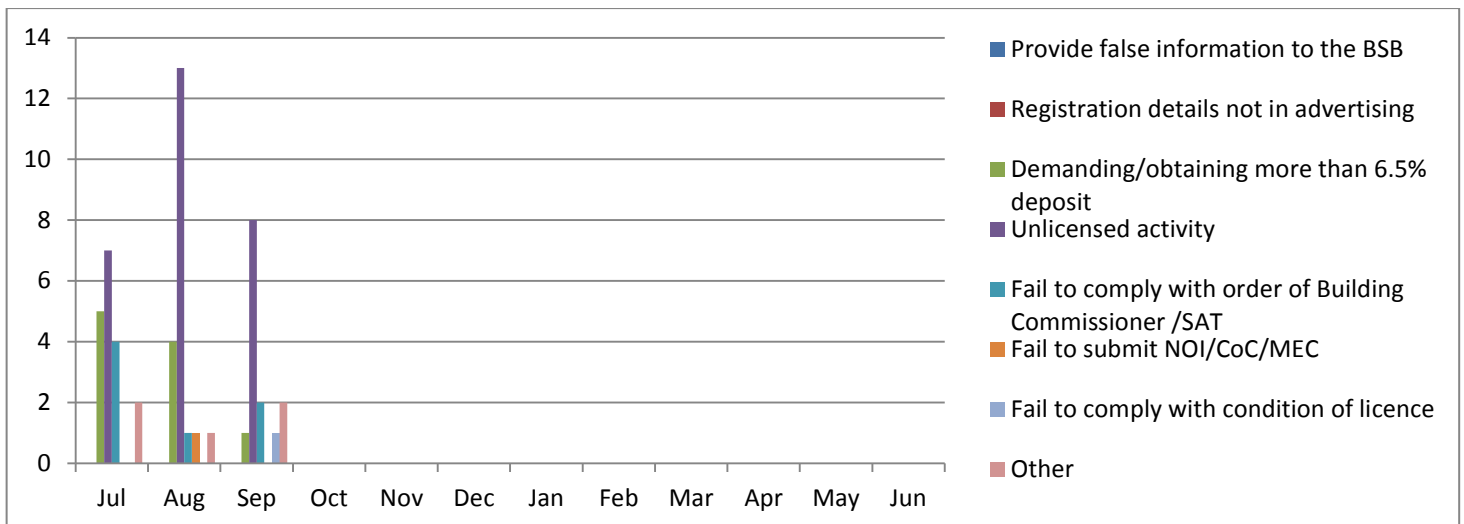
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Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	15	16	13	14	7	9	10	9	26	15	7	5	146
2013/14	4	9	7	8	1	4	7	20	22	18	9	18	127
2014/15	39	25	6	9	11	9	8	17	15	8	13	15	175
2015/16	18	20	14										

Type of complaints received

There were 28 complaints received during the quarter for unlicensed activity, ten for excess deposit, seven for failing to comply with an order of the Building Commissioner/ SAT and one each for fail to submit plumbing compliance paperwork and fail to comply with a condition of licence. The remaining five other complaints related to minor less common offences

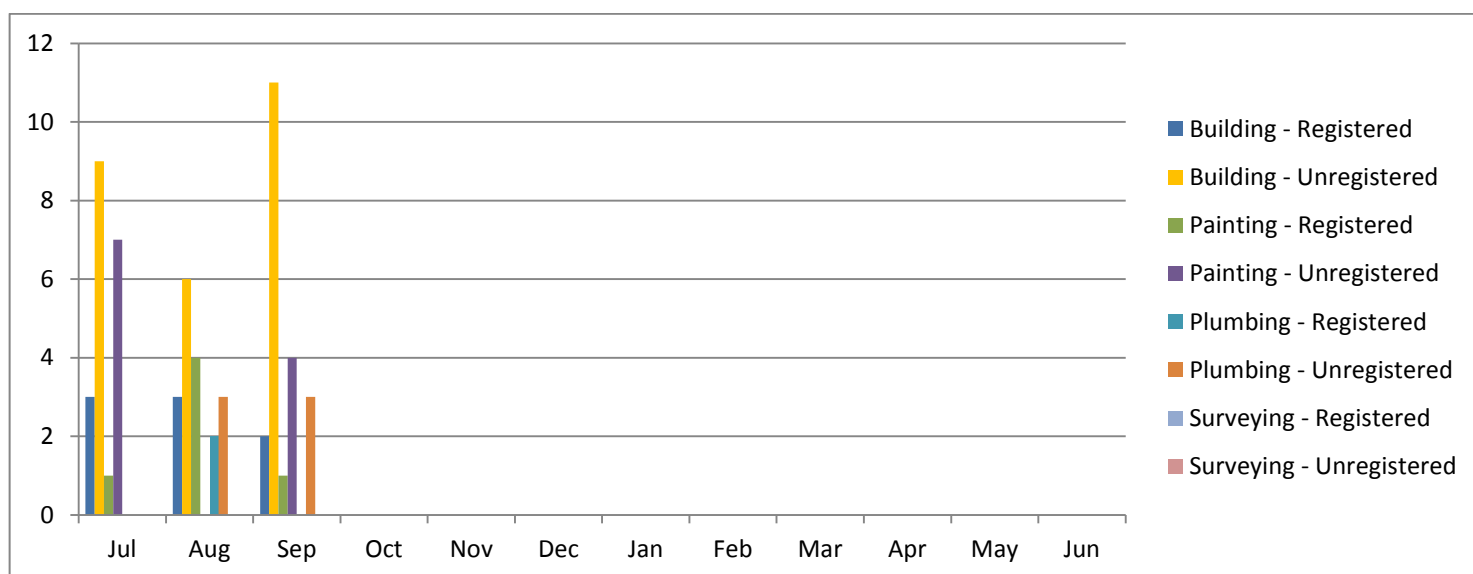


Building compliance report – 1st quarter 2015/2016

Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Provide false information to the BSB	0	0	0										0
Registration details not in advertising	0	0	0										0
Demanding/obtaining more than 6.5% deposit	5	4	1										10
Unlicensed activity	7	13	8										28
Fail to comply with order of Building Commissioner /SAT	4	1	2										7
Fail to submit NOI/CoC/MEC	0	1	0										1
Fail to comply with condition of licence	0	0	1										1
Other	2	1	2										5
	18	20	14	0	0	0	0	0	0	0	0	0	52

Complaints finalised

There were 59 complaints finalised during the first quarter. Of the 59 complaints finalised, eight related to registered building, 26 were for unregistered building, six in relation to registered painting, 11 were for unregistered painting, two related to licensed plumbing and six were for unlicensed plumbing.

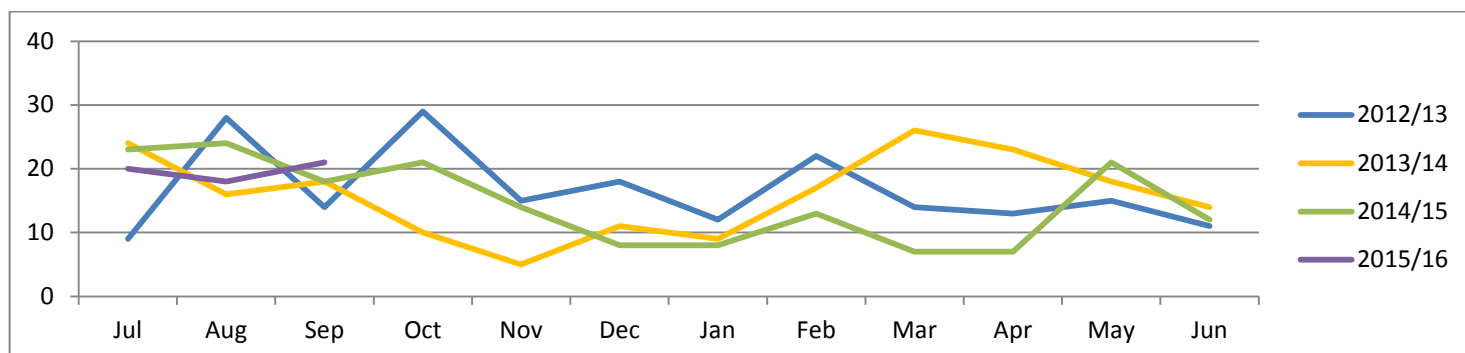


Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	3	3	2										8
Building - Unregistered	9	6	11										26
Painting - Registered	1	4	1										6
Painting - Unregistered	7	0	4										11
Plumbing - Registered	0	2	0										2
Plumbing - Unregistered	0	3	3										6
Surveying - Registered	0	0	0										0
Surveying - Unregistered	0	0	0										0
	20	18	21	0	0	0	0	0	0	0	0	0	59

Building compliance report – 1st quarter 2015/2016

Total complaints finalised – financial year comparison

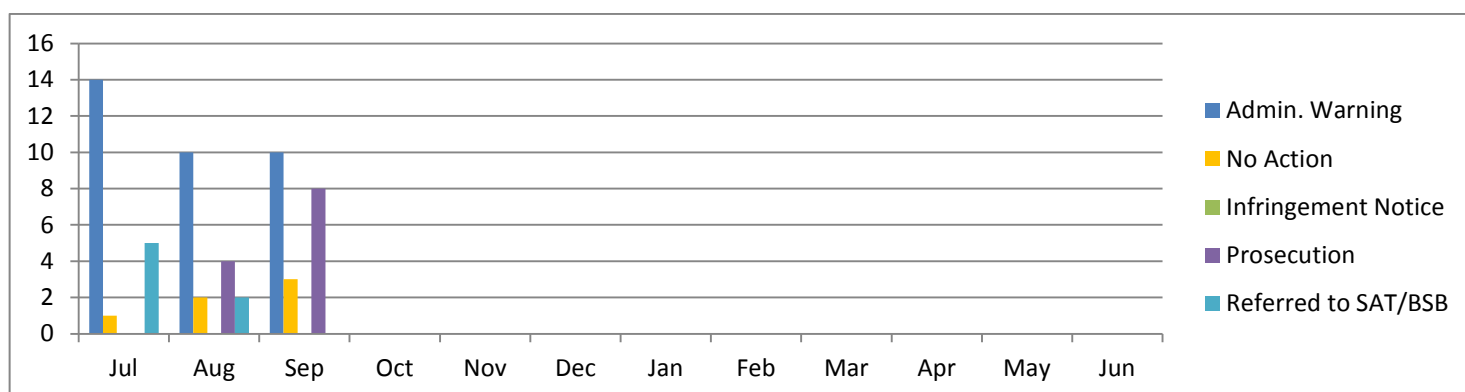
The 59 complaints finalised for the first quarter represent an 8% decrease for the same period in the 2014/15 fiscal year, is similar to the number of complaints finalised for the same period in 2013/14 and is an 18% increase from the 2012/13 fiscal year.



Total Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	9	28	14	29	15	18	12	22	14	13	15	11	200
2013/14	24	16	18	10	5	11	9	17	26	23	18	14	191
2014/15	23	24	18	21	14	8	8	13	7	7	21	12	176
2015/16	20	18	21										

Complaint outcomes

The most common outcome for the quarter was administrative warnings with 34 being issued. There were 12 matters referred for prosecution, seven referred to the SAT/BSB and six matters where no action was taken.

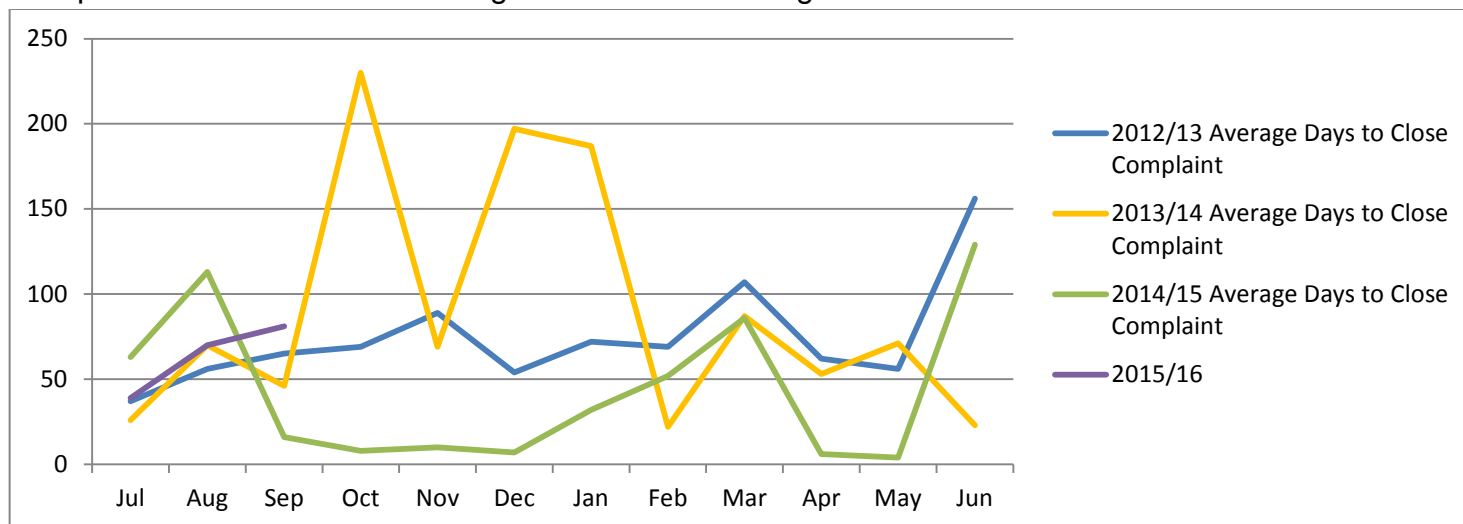


Complaint Outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Admin. Warning	14	10	10										34
No Action	1	2	3										6
Infringement Notice	0	0	0										0
Prosecution	0	4	8										12
Referred to SAT/BSB	5	2	0										7
	20	18	21	0	0	0	0	0	0	0	0	0	59

Building compliance report – 1st quarter 2015/2016

Timeliness

The average days to complete an investigation has improved significantly during the 2014/15 fiscal year with the yearly average being 44 days compared to 90 days in 2013/14 and 74 days in 2012/13. This is attributed to the introduction of the triage process where complaints are assessed prior to being accepted to ensure that there are grounds for an investigation.



Timeliness													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13 Average Days to Close Complaint	37	56	65	69	89	54	72	69	107	62	56	156	74
2013/14 Average Days to Close Complaint	26	70	46	230	69	197	187	22	87	53	71	23	90
2014/15 Average Days to Close Complaint	63	113	16	8	10	7	32	52	86	6	4	129	44
2015/16	39	70	81										