



Compliance Report

1st Quarter – 2013/2014

COMPLAINT ACTIVITIES

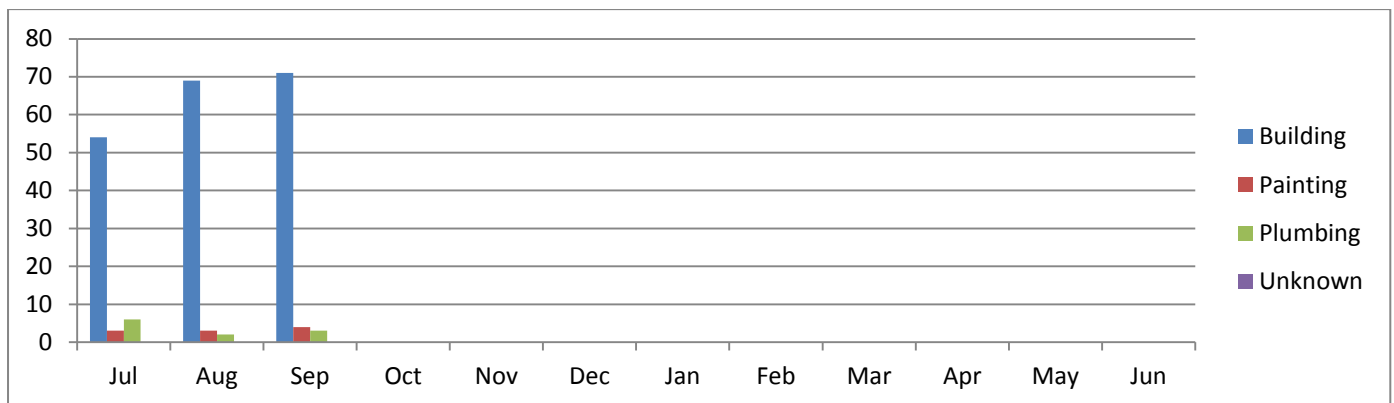
The complaints received during the quarter have generally remained consistent, with building complaints rising gradually through the months. The total number of complaints received for the quarter is 215, which is identical to the same period in the 2102/13 year.

The number of complaints finalised were also consistent across the quarter, although there was a slight dip in August. This is attributed to the number of Complaints Branch staff on leave.

Data relating to the complaint outcomes demonstrates a significant reduction in the number of complaints dealt with by a referral to the SAT. Whilst there was a larger number referred in July, this was generally due to a large volume of complex complaints against one builder by numerous complainants. August and September indicate high numbers of complaints being finalised with orders made by the Building Commissioner.

Timeliness of complaints finalised extended during July and August. Again, this is attributed to staff numbers. The Complaints Branch now has its structure bedded down, positions filled and a full complement of staff, which is indicative of the significant improvement in timeliness for September where the average number of days to complete a file reduced to 69.

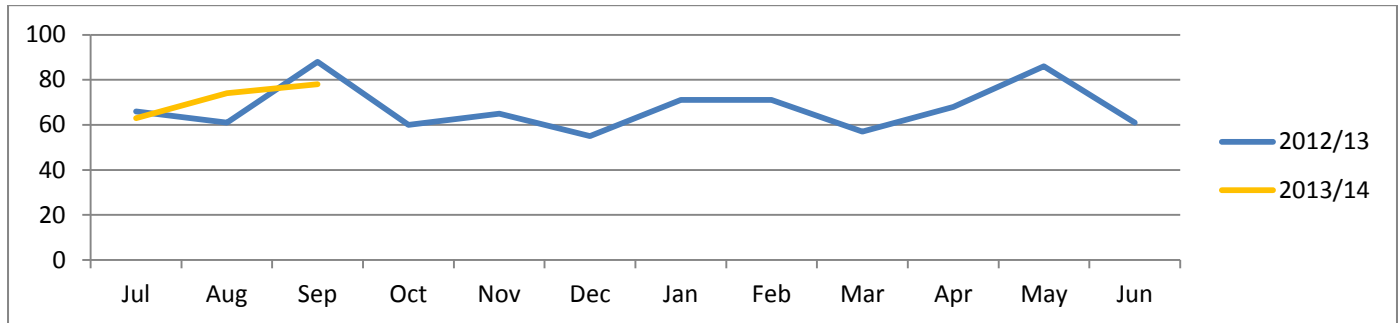
Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	54	69	71										194
Painting	3	3	4										10
Plumbing	6	2	3										11
Unknown	0	0	0										0
	63	74	78	0	0	0	0	0	0	0	0	0	215

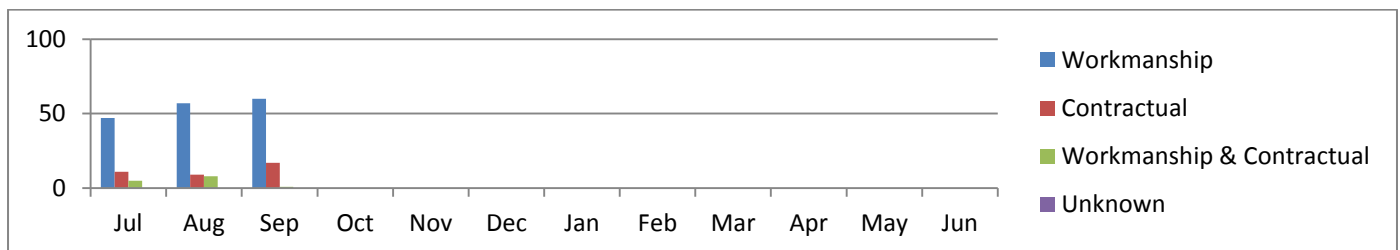
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Total Complaints Received – Financial Year Comparison



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	74	78										

Type of Complaints Received

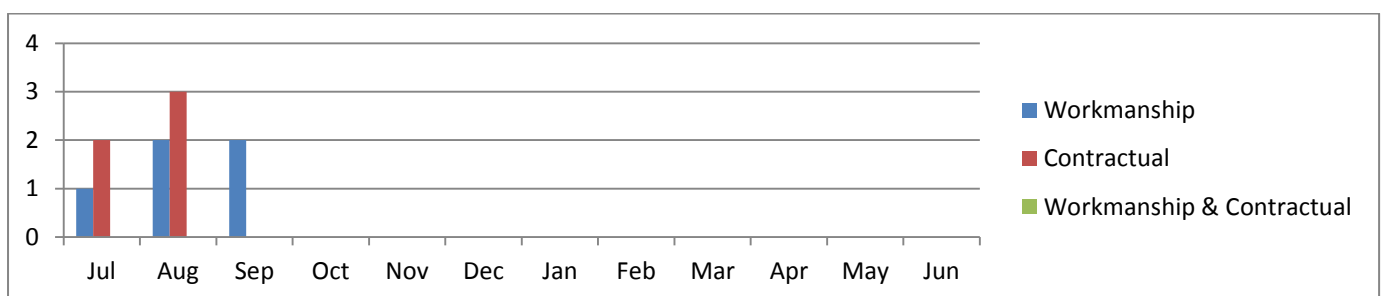


Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Workmanship	47	57	60										164
Contractual	11	9	17										37
Workmanship & Contractual	5	8	1										14
Unknown	0	0	0										0
	63	74	78	0	0	0	0	0	0	0	0	0	215

Complaints Accepted

The Building Commission cannot currently retrieve data in relation to the number of complaints accepted. Work is currently being conducted to establish a solution to allow reporting on this matter in the future.

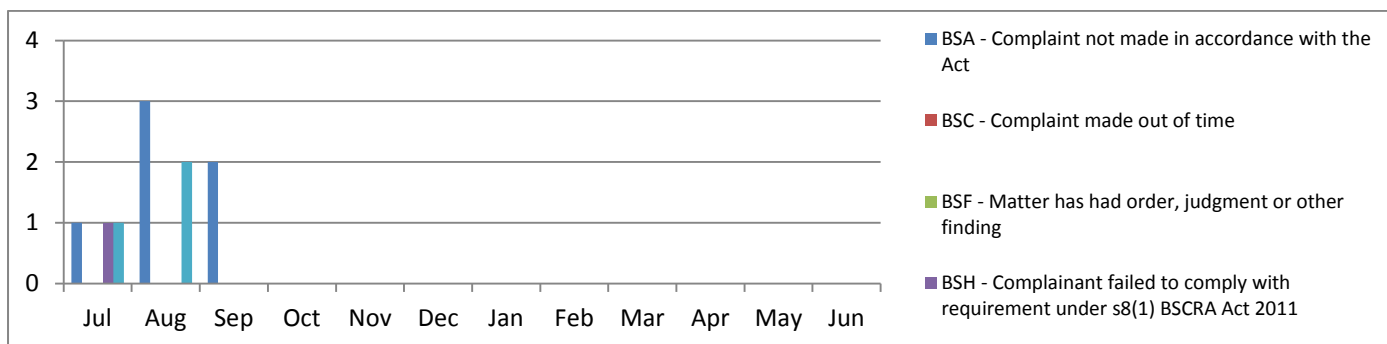
Complaints Refused



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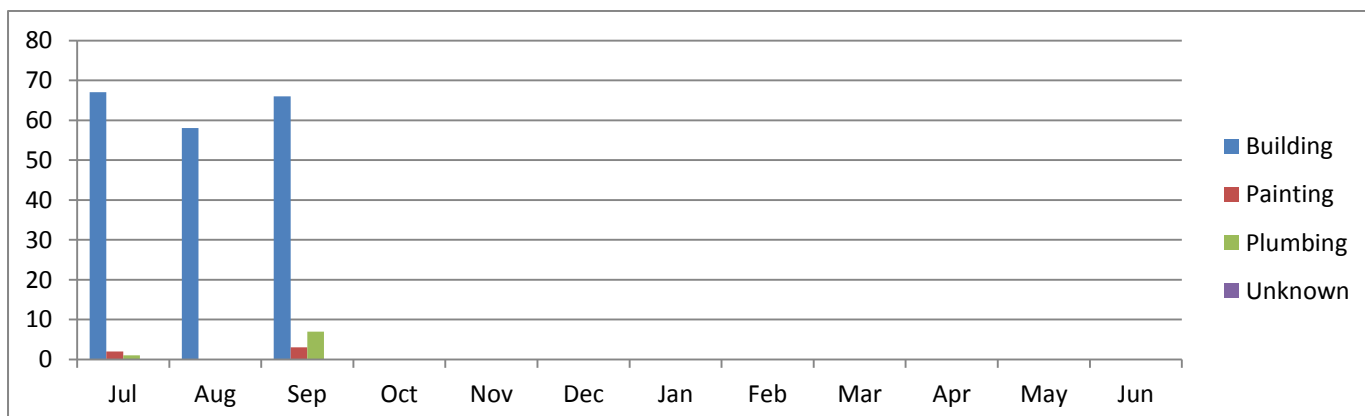
Complaints Refused													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Workmanship	1	2	2										5
Contractual	2	3	0										5
Workmanship & Contractual	0	0	0										0
	3	5	2	0	0	0	0	0	0	0	0	0	10

Reason for Complaint Refusal



Reason for Complaint Refusal													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
BSA - Complaint not made in accordance with the Act	1	3	2										6
BSC - Complaint made out of time	0	0	0										0
BSF - Matter has had order, judgment or other finding	0	0	0										0
BSH - Complainant failed to comply with requirement under s8(1) BSCRA Act 2011	1	0	0										1
Other - Preliminary Action not taken/complaint vexatious, misconceived, frivolous/matter subject to previous complaint	1	2	0										3
	3	5	2	0	0	0	0	0	0	0	0	0	10

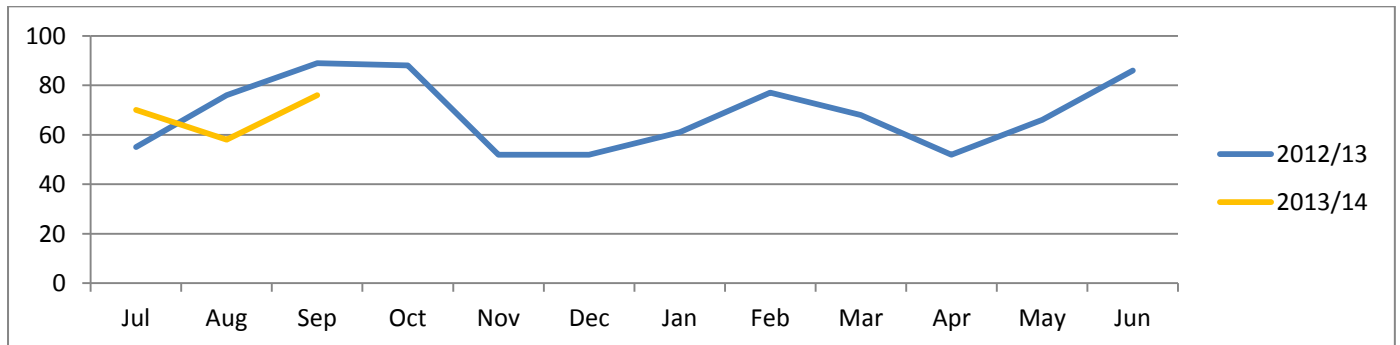
Complaints Finalised



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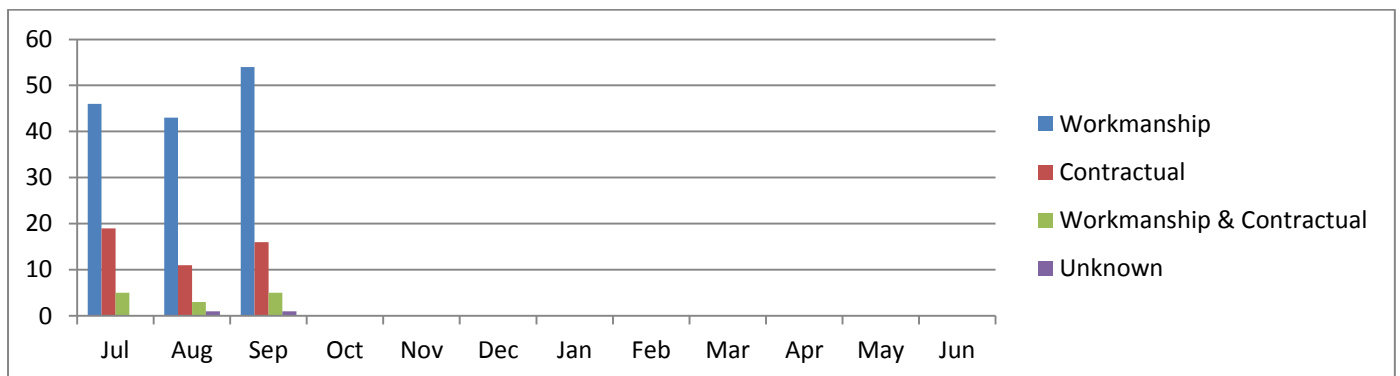
Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	67	58	66										191
Painting	2	0	3										5
Plumbing	1	0	7										8
Unknown	0	0	0										0
	70	58	76	0	0	0	0	0	0	0	0	0	204

Total Complaints Finalised – Financial Year Comparison



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	58	76										

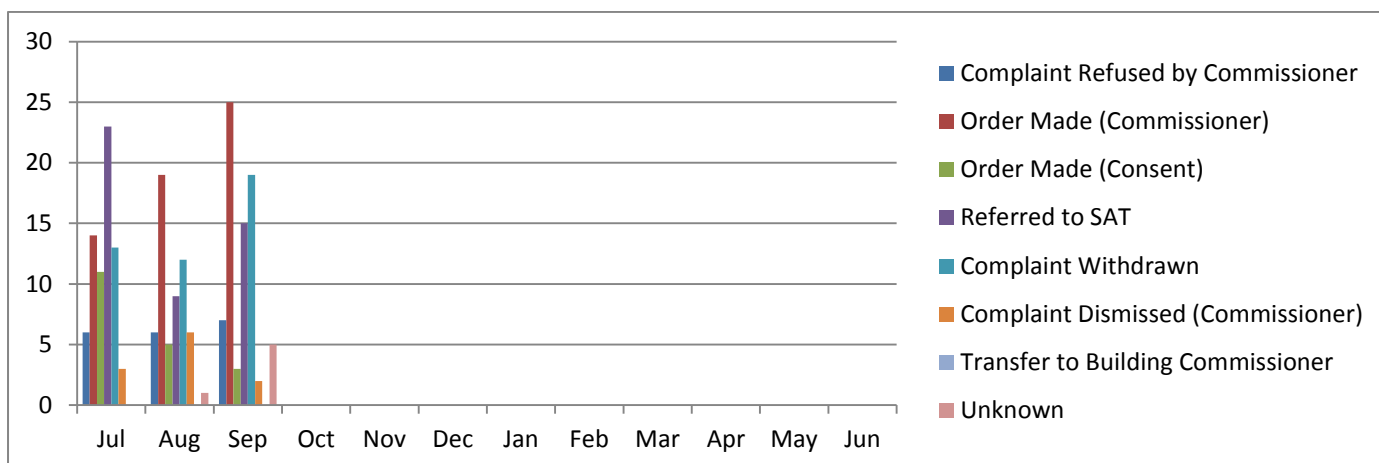
Type of Complaints Finalised



Type of Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Workmanship	46	43	54										
Contractual	19	11	16										
Workmanship & Contractual	5	3	5										
Unknown	0	1	1										
	70	58	76	0	0	0	0	0	0	0	0	0	204

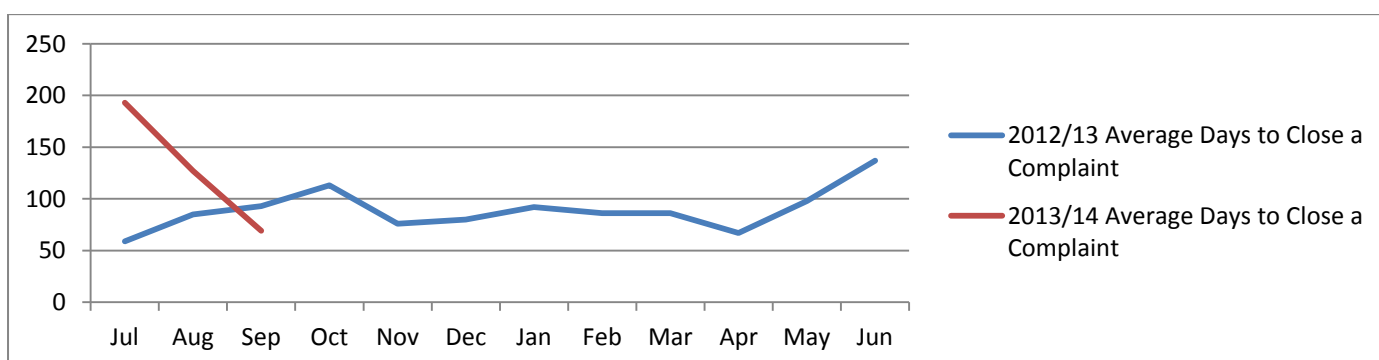
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Complaint Outcomes



Complaint Outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	6	6	7										19
Order Made (Commissioner)	14	19	25										58
Order Made (Consent)	11	5	3										19
Referred to SAT	23	9	15										47
Complaint Withdrawn	13	12	19										44
Complaint Dismissed (Commissioner)	3	6	2										11
Transfer to Building Commissioner	0	0	0										0
Unknown	0	1	5										6
	70	58	76	0	0	0	0	0	0	0	0	0	204

Timeliness



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										130

Timeliness is an issue under consideration for a KPI which can be monitored against performance.

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AUDIT ACTIVITIES

Audits

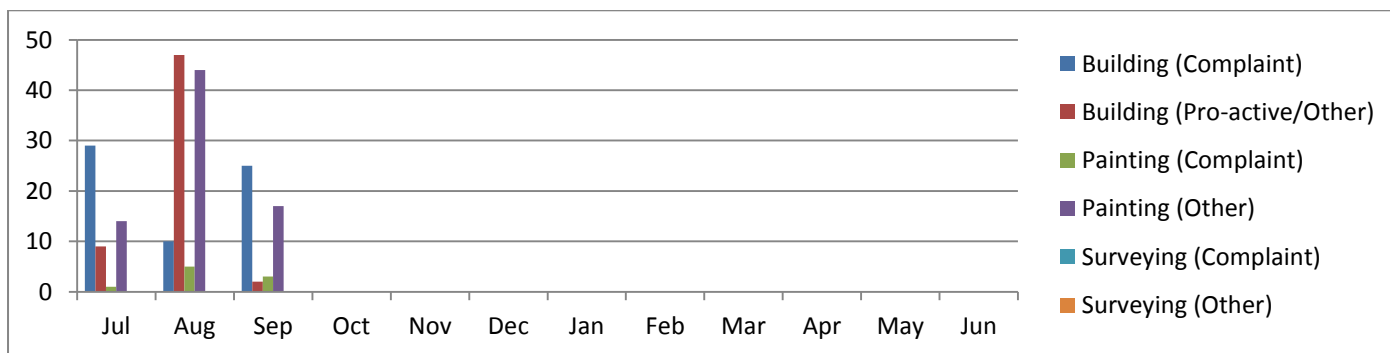
The Audit Branch is in the process of designing and implementing an audit program. When this program is implemented the Building Commission will report on the number of audits commenced, rectification and infringement notices issued (where powers exist) and improvement recommendations that have been made. Recommendations may include the development and distribution of educative articles in various publications.

Inspections

The number of building inspections undertaken in relation to complaints was consistent across the quarter; however, there was a dip in August due to a lower number of complaints being referred.

August recorded a high number of non-compliant items in building inspections for brickwork and site control. The brickwork figures appear to be due to an increase in focus following an issue that was identified relating to different types of masonry required for use below the damp proof course. Whilst this did not prove to be an issue during inspections, the increased focus on brickwork led to identification of non-compliant matters in many different areas of the brickwork and no dominant issue was identified. Pro-active painting inspections also spiked significantly in August. This is due to the Commission's Painting Inspector being a judge for the Master Painters and Decorators Association Awards of Excellence. As well as his normal pro-active inspections, the jobs that he inspected as a judge were included reported. Plumbing inspections carried out remained consistent across the quarter. Drainage and water supply inspections were high in July compared to the other months, but there is no real explanation for this increased workload.

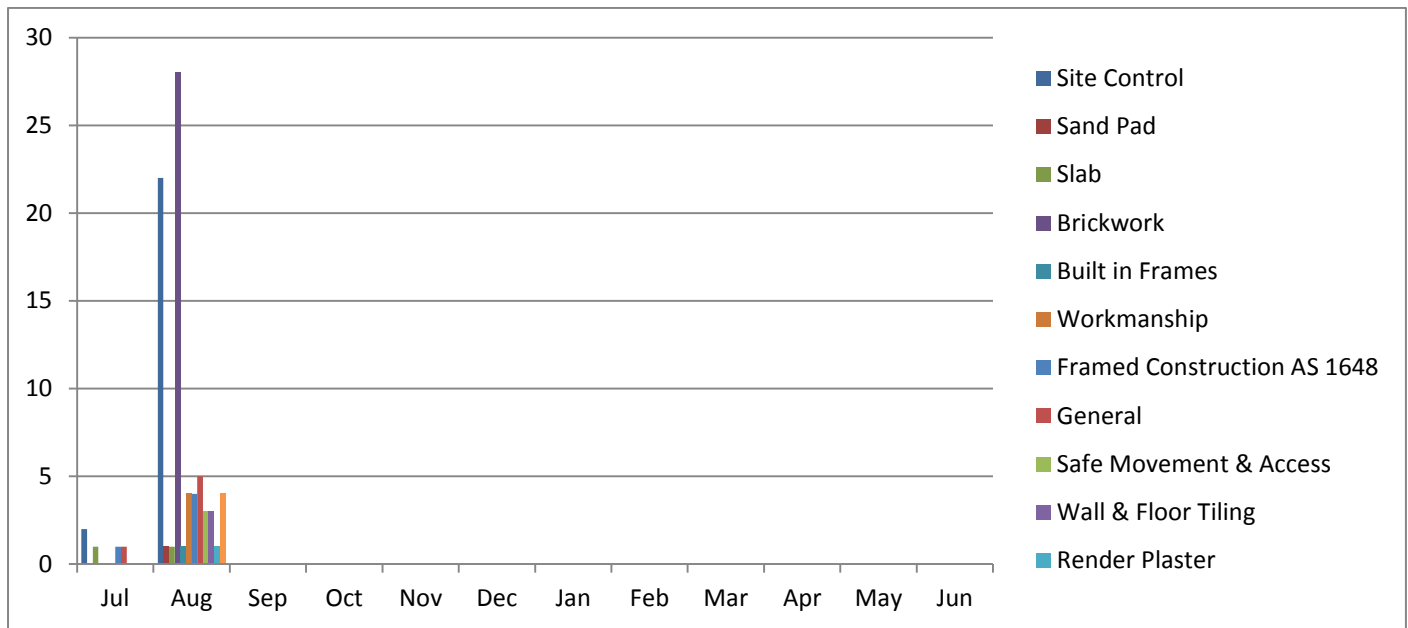
Building Inspections Carried Out



Building Inspections Carried Out													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (Complaint)	29	10	25										64
Building (Pro-active/Other)	9	47	2										58
Painting (Complaint)	1	5	3										9
Painting (Pro-active/Other)	14	44	17										75
Surveying (Complaint)	0	0	0										0
Surveying (Pro-active/Other)	0	0	0										0
	53	106	47	0	0	0	0	0	0	0	0	0	206

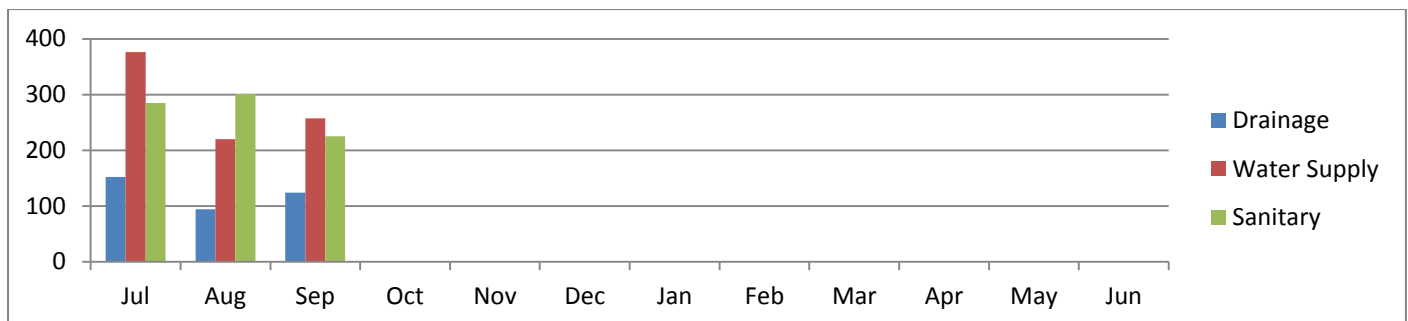
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Pro-active Building Inspections – Items of Non-compliance



Proactive Inspections - Items of Non-compliance													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Site Control	2	22	0										0
Sand Pad	0	1	0										0
Slab	1	1	0										0
Brickwork	0	28	0										0
Built in Frames	0	1	0										0
Workmanship	0	4	0										0
Framed Construction AS 1648	1	4	0										0
General	1	5	0										0
Safe Movement & Access	0	3	0										0
Wall & Floor Tiling	0	3	0										0
Render Plaster	0	1	0										0
Ceilings	0	4	0										0
	5	77	0	0	0	0	0	0	0	0	0	0	0

Plumbing Inspections Carried Out



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Plumbing Inspections Carried Out													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Drainage	152	94	124										370
Water Supply	376	220	257										853
Sanitary	285	301	225										811
	813	615	606	0	0	0	0	0	0	0	0	0	2034

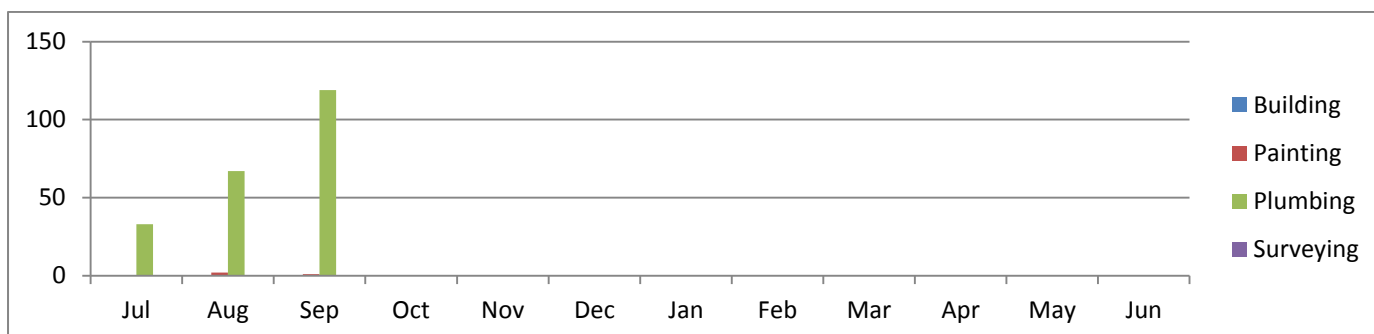
Plumbing Inspections – Items of Non-compliance

This information is not currently available for this quarter and will be reported in the 2nd quarter.

Informal Complaints

The graphs and tables in this section of the report provide information regarding informal complaints received by the Building Commission. An informal complaint is one about matters that can be resolved quickly with minimal intervention and without the need to refer to the process set out in the *Building Services (Complaint Resolution and Administration) Act 2011*. There were minimal informal complaints received relating to painting and none recorded for building. Informal complaints received for plumbing increased significantly, doubling from July to August and the again from August to September. This appears to be an issue with the recording of these informal complaints.

Informal Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	0	0	0										0
Painting	0	2	1										3
Plumbing	33	67	119										219
Surveying	0	0	0										0
	33	69	120	0	0	0	0	0	0	0	0	0	222

Note: Collection of data relating to informal plumbing complaints commenced in April 2013 and future reporting of this information will commence as part of the 2012/2013 fourth quarter report.

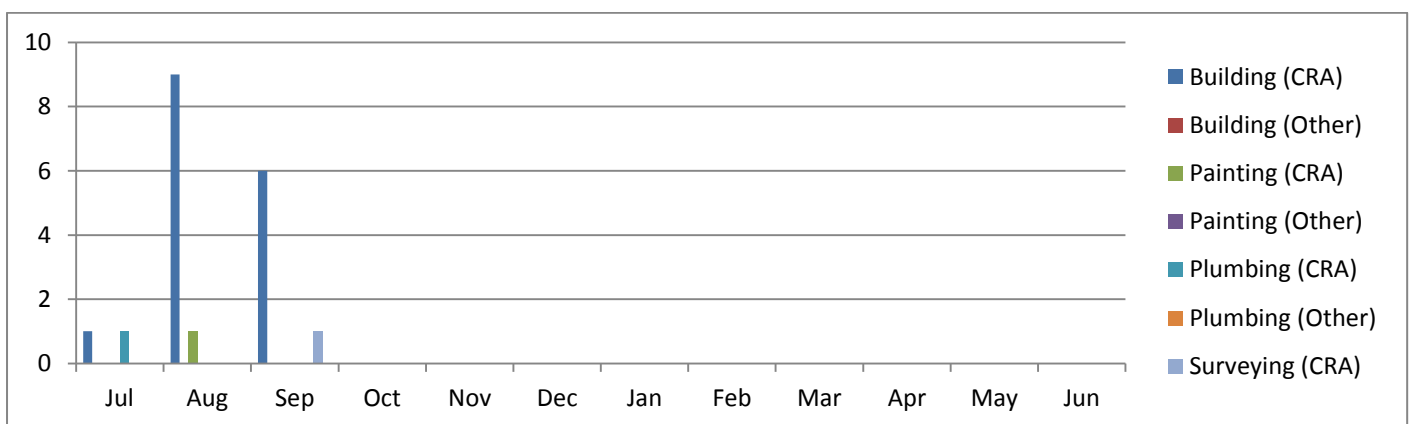
ENFORCEMENT ACTIVITIES

Disciplinary Complaints

The number of disciplinary complaints received for the quarter is significantly lower than for the same period last year. There is no identifiable reason for this. During the first quarter there was five disciplinary complaints received for negligent or incompetent conduct, two for fraudulent conduct, three for misleading, deceptive or harsh conduct and one for not complying with an order of the BSB. The remaining disciplinary complaints related to a number of individual, different and less common disciplinary matters.

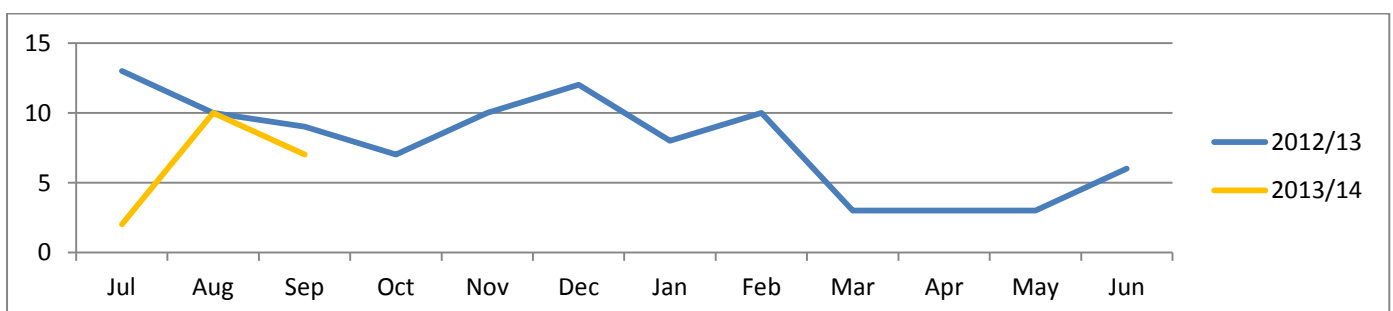
There were 18 disciplinary complaints for building finalised, one for painting and three for plumbing. The complaint outcomes for these matters consisted of four refusals, 12 dismissals, one administrative warning, three referrals to the BSB, two referrals to the SAT and one other outcome type. The total number of disciplinary complaints finalised (23) is consistent with those for the same period last year.

Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	1	9	6										16
Building (Other)	0	0	0										0
Painting (CRA)	0	1	0										1
Painting (Other)	0	0	0										0
Plumbing (CRA)	1	0	0										1
Plumbing (Other)	0	0	0										0
Surveying (CRA)	0	0	1										1
Surveying (Other)	0	0	0										0
	2	10	7	0	0	0	0	0	0	0	0	0	19

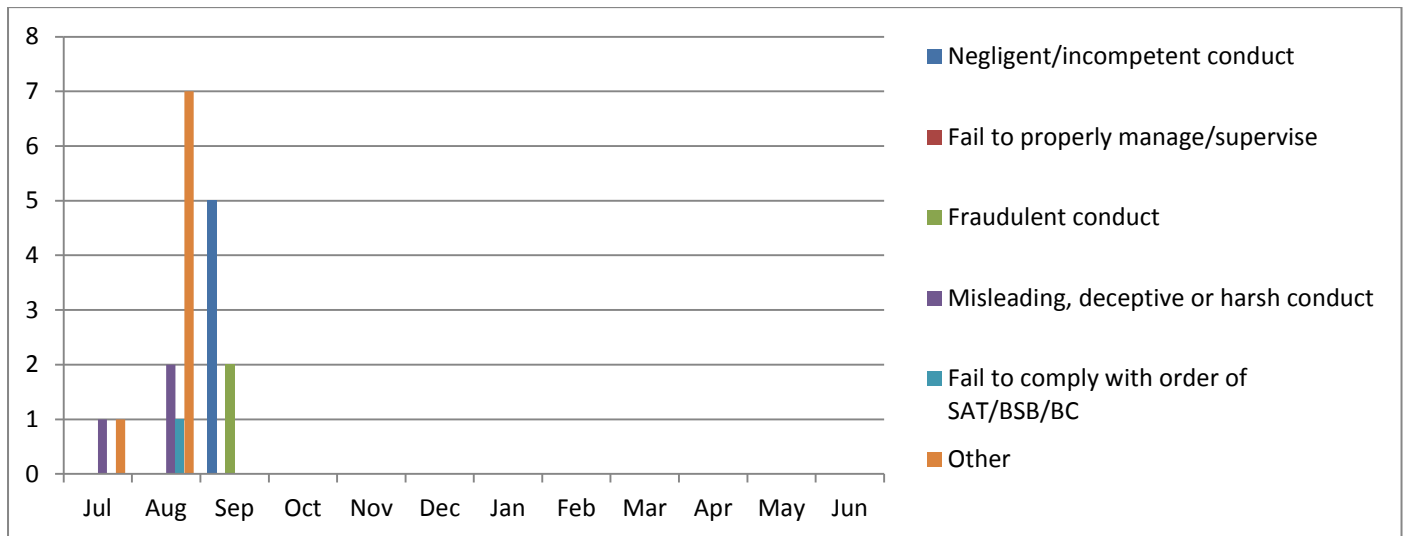
Total Complaints Received – Financial Year Comparison



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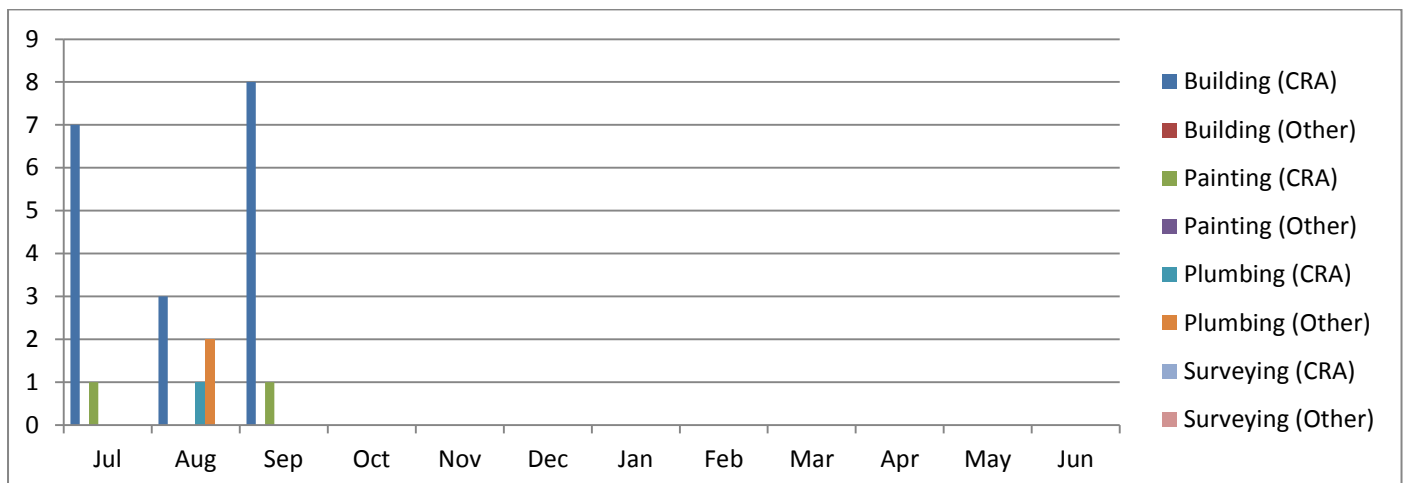
Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	13	10	9	7	10	12	8	10	3	3	3	6	94
2013/14	2	10	7										19

Type of Complaints Received



Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Negligent/incompetent conduct	0	0	5										5
Fail to properly manage/supervise	0	0	0										0
Fraudulent conduct	0	0	2										2
Misleading, deceptive or harsh conduct	1	2	0										3
Fail to comply with order of SAT/BSB/BC	0	1	0										1
Other	1	7	0										8
	2	10	7	0	0	0	0	0	0	0	0	0	19

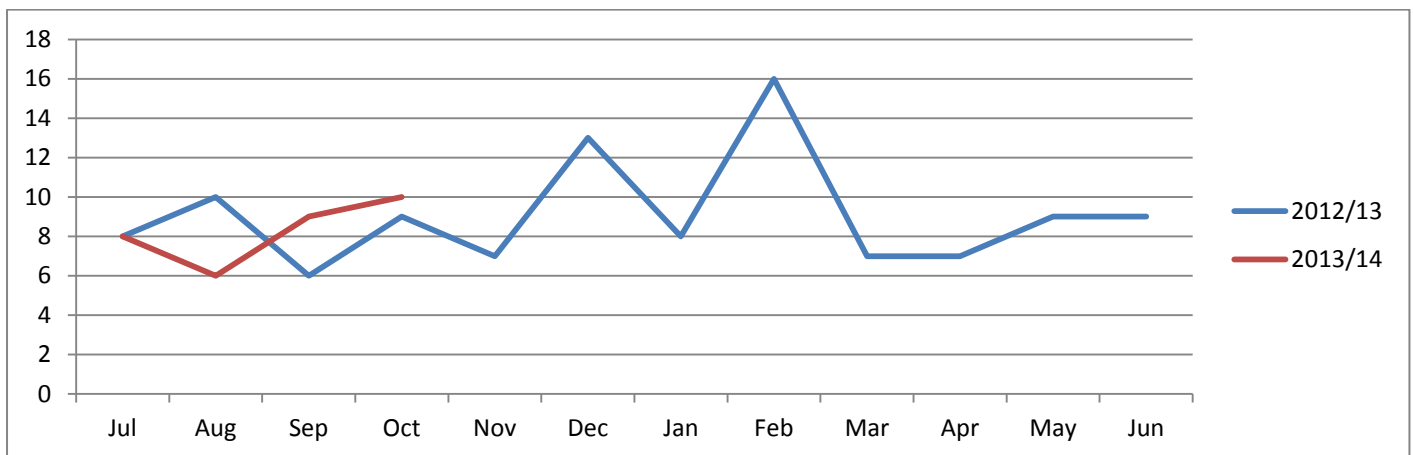
Complaints Finalised



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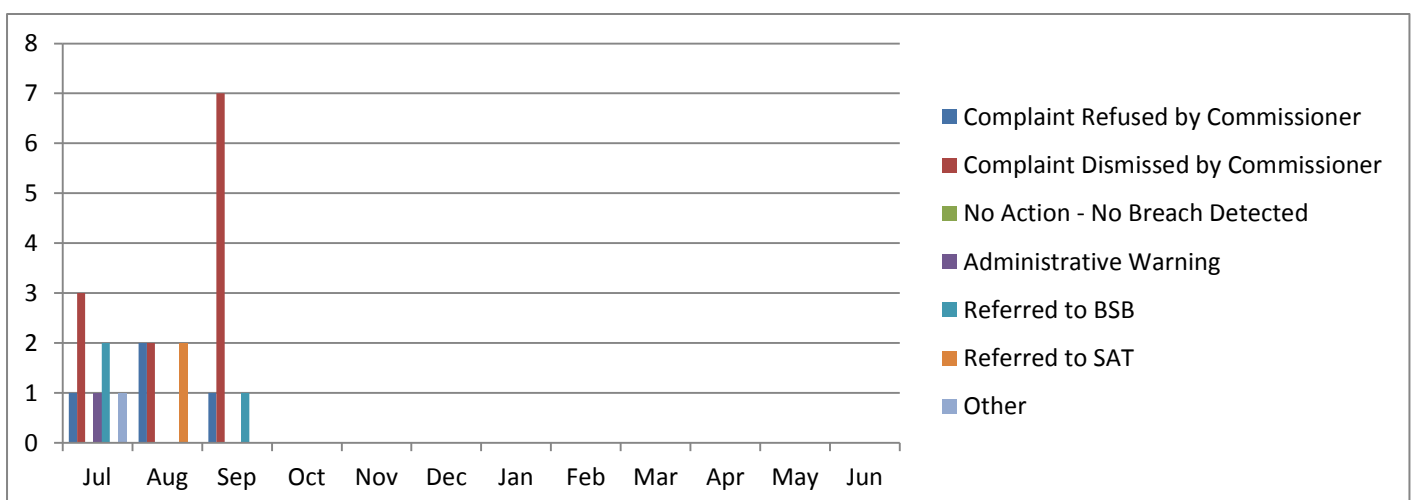
Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	7	3	8										18
Building (Other)	0	0	0										0
Painting (CRA)	1	0	1										2
Painting (Other)	0	0	0										0
Plumbing (CRA)	0	1	0										1
Plumbing (Other)	0	2	0										2
Surveying (CRA)	0	0	0										0
Surveying (Other)	0	0	0										0
	8	6	9	0	0	0	0	0	0	0	0	0	23

Total Complaints Finalised – Financial Year Comparison



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										23

Complaint Outcomes



Building Compliance Report – 1st Quarter 2013/2014

Complaint Outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	1	2	1										4
Complaint Dismissed by Commissioner	3	2	7										12
No Action - No Breach Detected	0	0	0										0
Administrative Warning	1	0	0										1
Referred to BSB	2	0	1										3
Referred to SAT	0	2	0										2
Other	1	0	0										1
	8	6	9	0	0	0	0	0	0	0	0	0	23

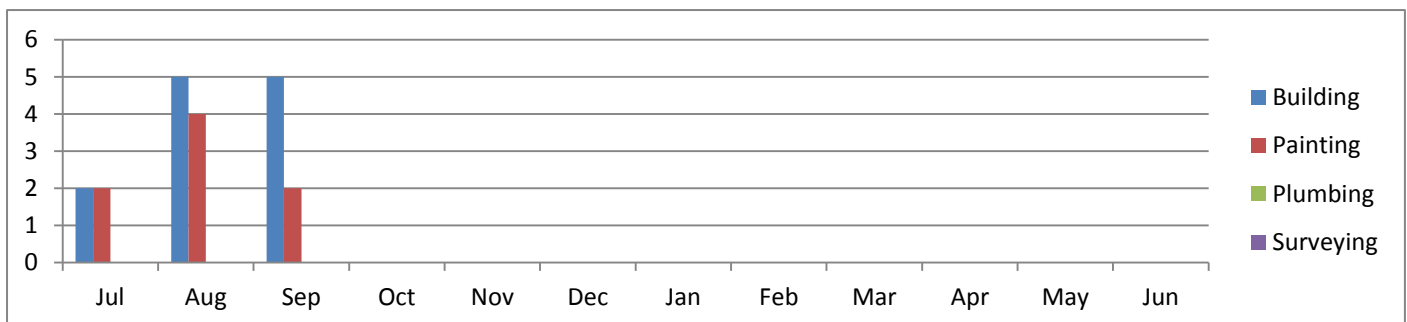
STATUTORY OFFENCES

The number of statutory offences referred (20) is significantly lower than for the same period last year. Whilst there is no specific, identifiable reason for this, process improvements such as the introduction of a triage officer to assess complaints may have contributed. This may become more evident in future quarterly reporting. The majority of the complaints received related to unlicensed activity (ten), five for excess deposit, one failing to comply with an order of the BSB and four individual, different and less common complaints.

There have been 58 complaints finalised during the first quarter. This is consistent with and slightly more than for the same period last year. The majority of the complaints were finalised with the issue of an administrative warning (43). There were ten complaints that had no action taken on them, two infringement notices issued three complaints referred for prosecution. The three matters referred for prosecution related to unlicensed activity (one in building and two in painting).

The timeliness in the average number of days to finalise a complaint is tracking extremely well at 47, which is approximately half of the average for the whole of last year.

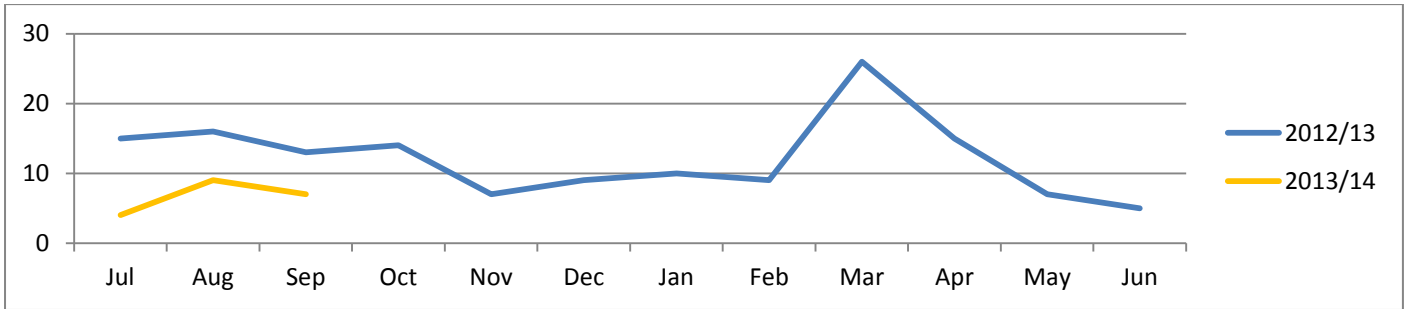
Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	2	5	5										12
Painting	2	4	2										8
Plumbing	0	0	0										0
Surveying	0	0	0										0
	4	9	7	0	0	0	0	0	0	0	0	0	20

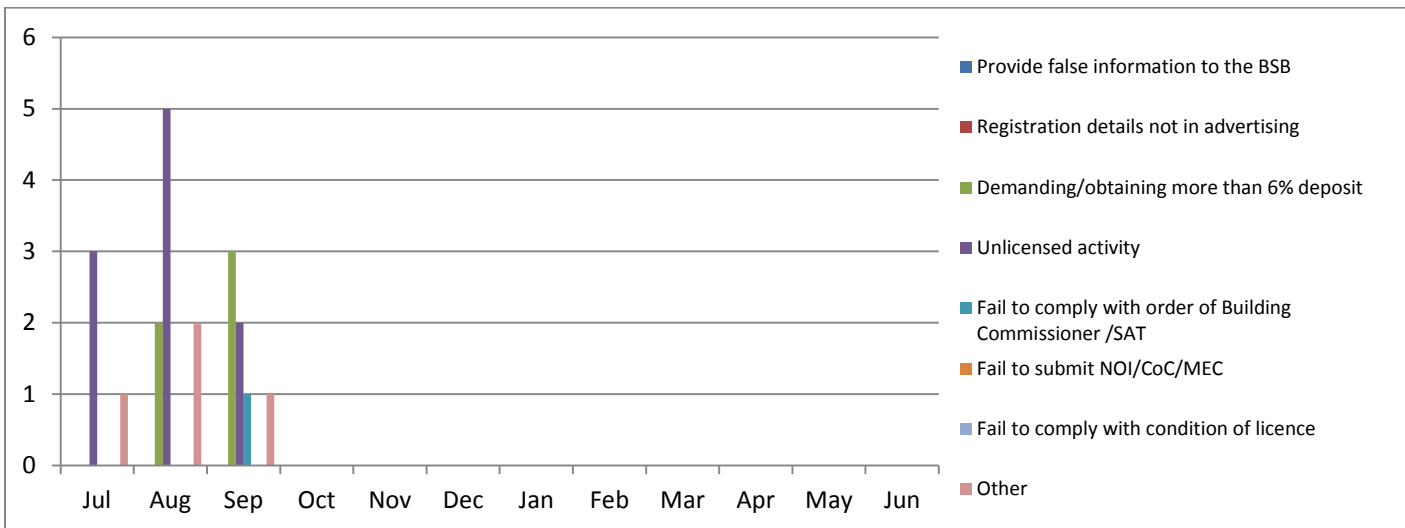
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Total Complaints Received – Financial Year Comparison



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										20	

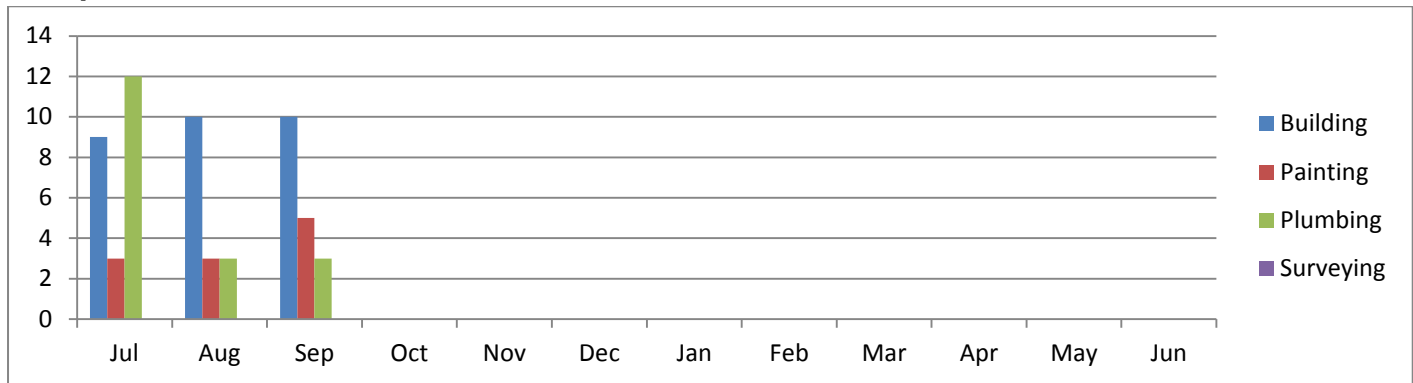
Type of Complaints Received



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	0	2	3										5	
Unlicensed activity	3	5	2										10	
Fail to comply with order of Building Commissioner /SAT	0	0	1										1	
Fail to submit NOI/CoC/MEC	0	0	0										0	
Fail to comply with condition of licence		0	0										0	
Other	1	2	1										4	
	4	9	7	0	0	0	0	0	0	0	0	0	20	

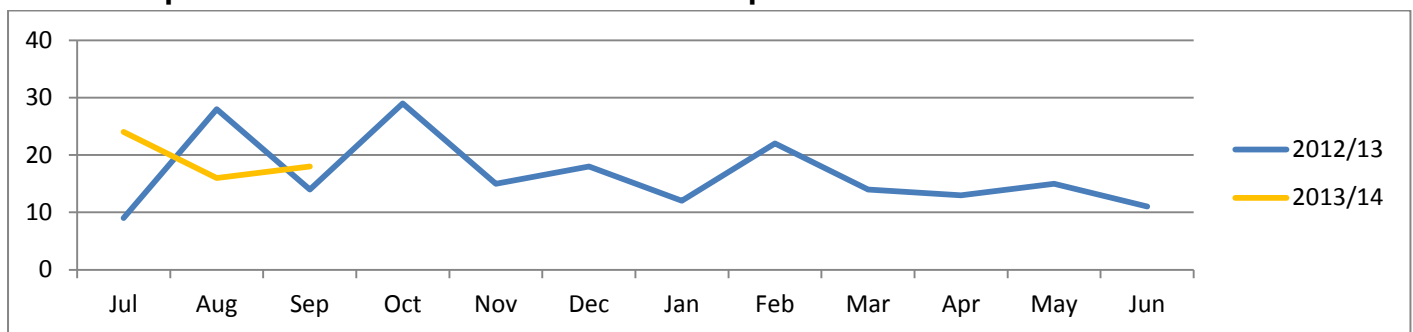
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Complaints Finalised



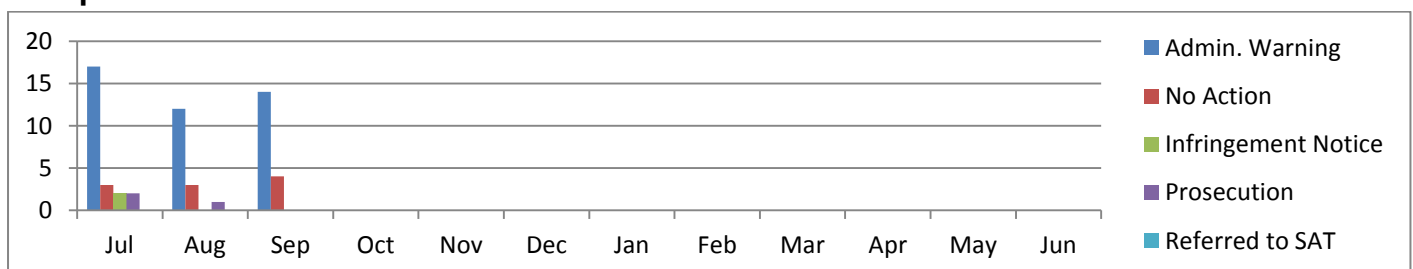
Complaints Finalised														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building	9	10	10										29	
Painting	3	3	5										11	
Plumbing	12	3	3										18	
Surveying	0	0	0										0	
	24	16	18	0	0	0	0	0	0	0	0	0	58	

Total Complaints Finalised – Financial Year Comparison



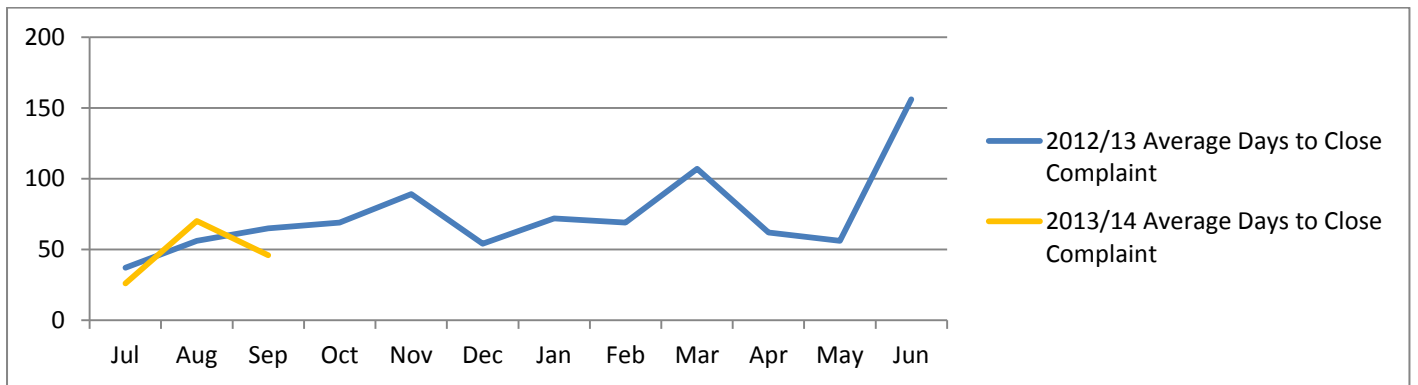
Total Complaints Finalised														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
2012/13	9	28	14	29	15	18	12	22	14	13	15	11	200	
2013/14	24	16	18										58	

Complaint Outcomes



Complaint Outcomes														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Admin. Warning	17	12	14										43	
No Action	3	3	4										10	
Infringement Notice	2	0	0										2	
Prosecution	2	1	0										3	
Referred to SAT	0	0	0										0	
	24	16	18	0	0	0	0	0	0	0	0	0	58	

Timeliness



Building Compliance Report – 1st Quarter 2013/2014

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	99
2013/14 Average Days to Close Complaint	26	70	46										47

Detection Operations

The Enforcement Branch is in the process of developing a program for targeted operations to detect breaches of legislation, particularly in the area of unlicensed/unregistered work. When this program is implemented the Building Commission will report on the number of operations commenced and the number of breaches identified from those operations.