



Compliance Report

2nd Quarter – 2013/2014

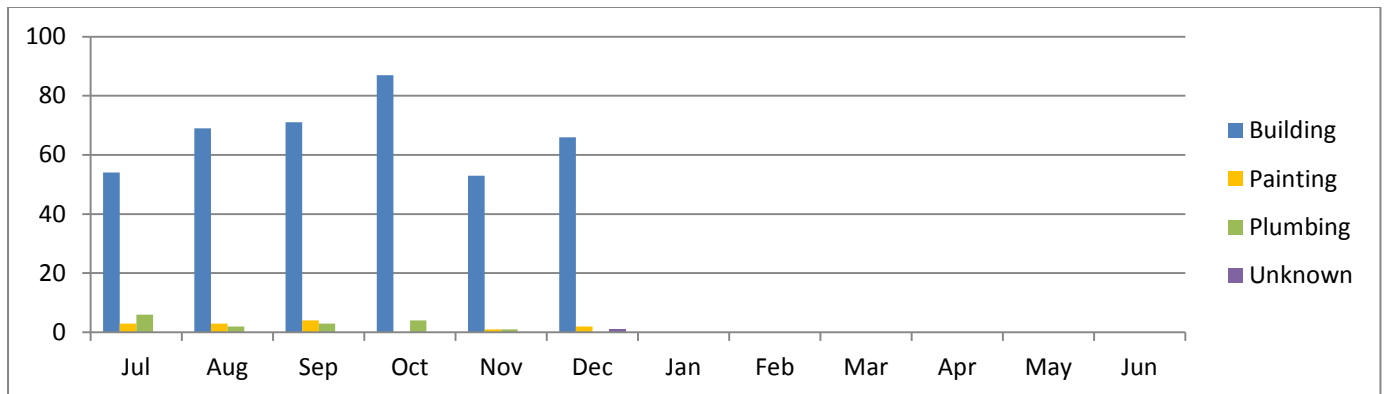
The total number of complaints received for the quarter is 215, which is identical to the first quarter. There was an increase in building complaints received (91 in total) during October, but other than that the other months were fairly consistent. Overall there have been 35 more complaints received in the first two quarters this than for the same period last year.

The complaints finalised were generally consistent across the quarter, although there was significant decrease in December which is attributed to increased levels of staff leave and the Christmas and New Year holiday period.

The majority of outcomes for the quarter continued to be orders made by the Commissioner. The Number of complaints referred to SAT remains low, particularly in October and December which were significantly low.

Timeliness of complaints in October and November was consistent with the average days to completion recorded as 92 and 97 days respectively. There was a significant increase in December to an average of 147 days, which is attributed to a targeted focus in completing old complaint files.

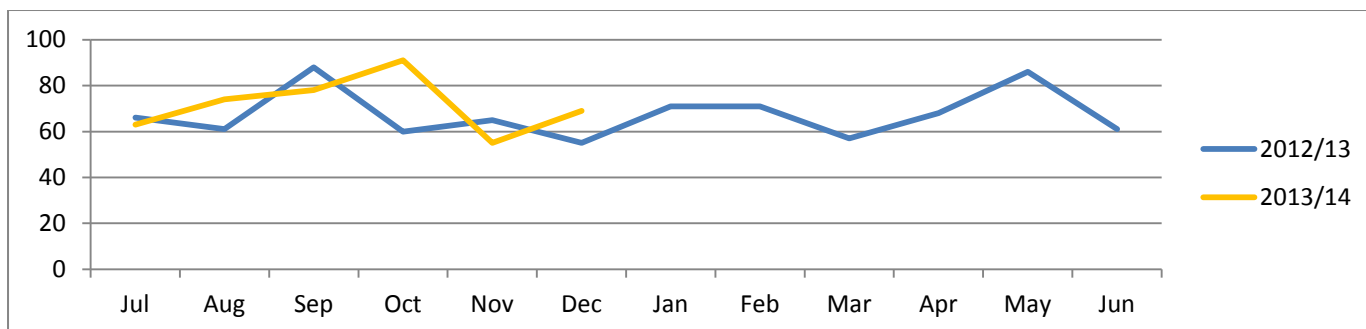
Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	54	69	71	87	53	66							400
Painting	3	3	4	0	1	2							13
Plumbing	6	2	3	4	1	0							16
Unknown	0	0	0	0	0	1							1
	63	74	78	91	55	69	0	0	0	0	0	0	430

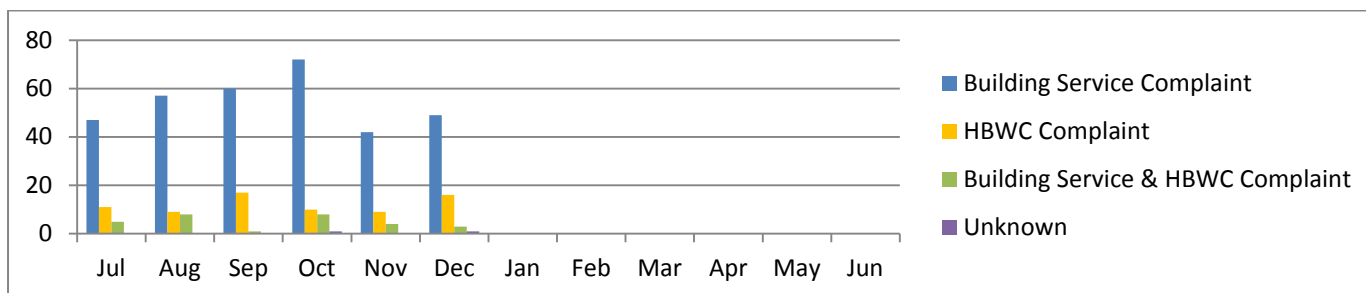
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Total Complaints Received – Financial Year Comparison



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	91	55	69							

Type of Complaints Received

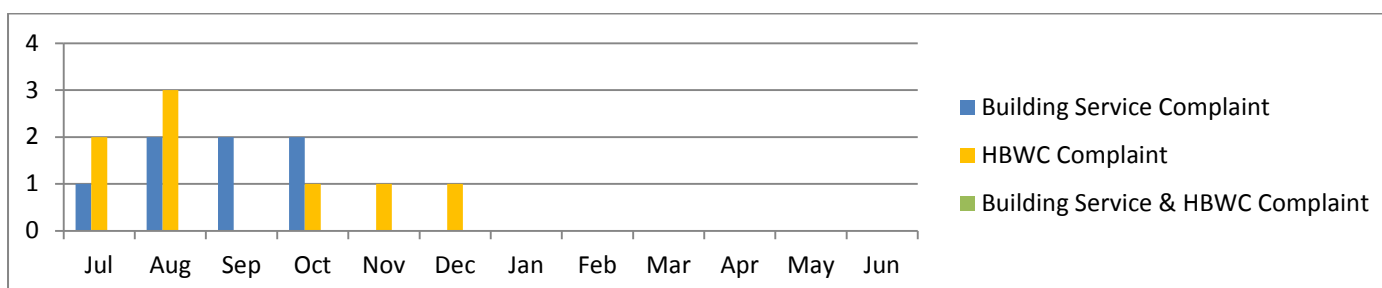


Type of Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building Service Complaint	47	57	60	72	42	49							327	
HBWC Complaint	11	9	17	10	9	16							72	
Building Service & HBWC Complaint	5	8	1	8	4	3							29	
Unknown	0	0	0	1	0	1							2	
	63	74	78	91	55	69	0	0	0	0	0	0	430	

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.

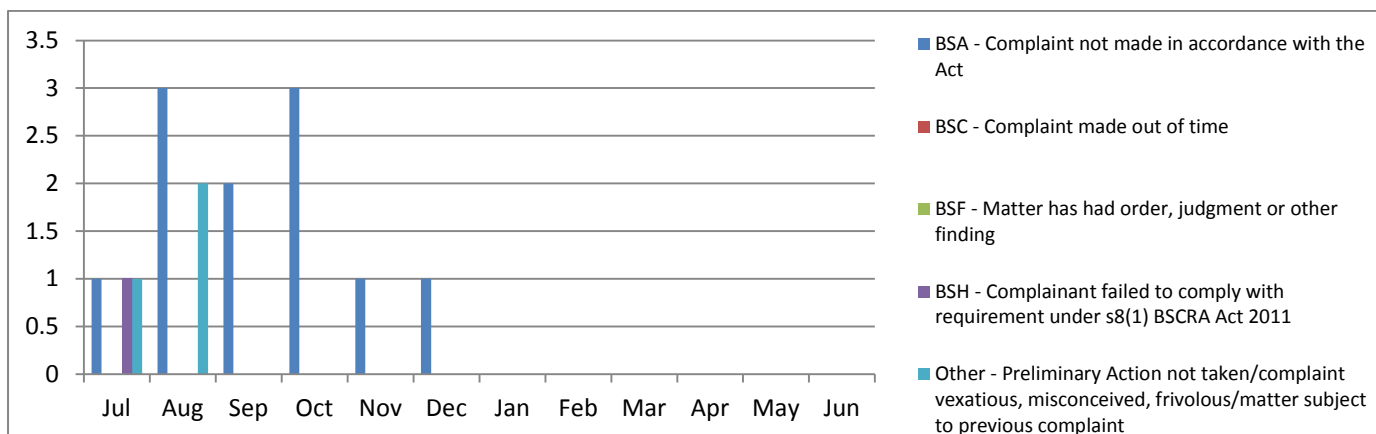
Complaints Refused



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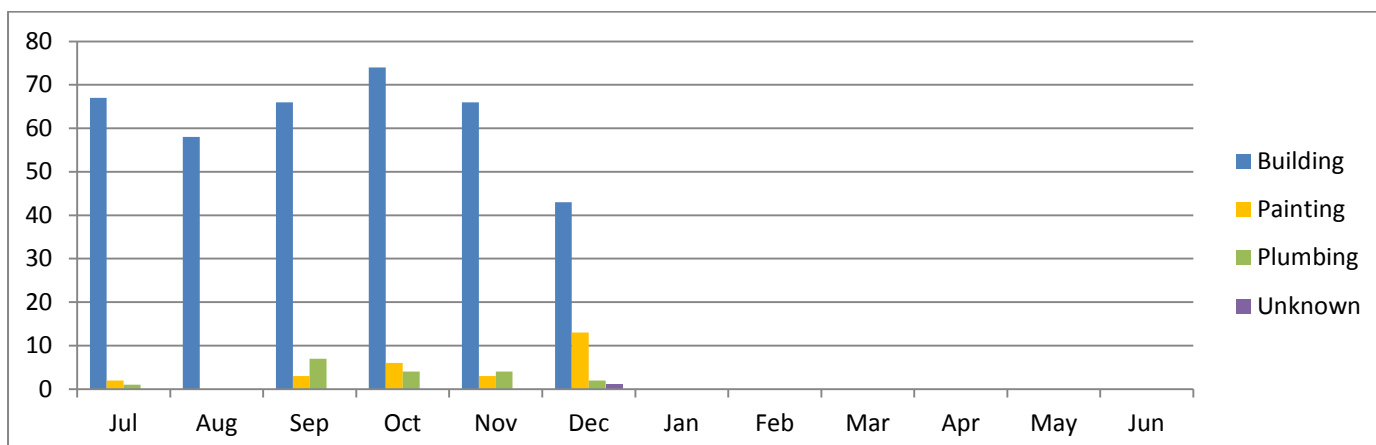
Complaints Refused													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint	1	2	2	2	0	0							7
HBWC Complaint	2	3	0	1	1	1							8
Building Service & HBWC Complaint	0	0	0	0	0	0							0
	3	5	2	3	1	1	0	0	0	0	0	0	15

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	3	1	1							11
BSC - Complaint made out of time	0	0	0	0	0	0							0
BSF - Matter has had order, judgment or other finding	0	0	0	0	0	0							0
BSH - Complainant failed to comply with requirement under s8(1) BSCRA Act 2011	1	0	0	0	0	0							1
Other - Preliminary Action not taken/complaint vexatious, misconceived, frivolous/matter subject to previous complaint	1	2	0	0	0	0							3
	3	5	2	3	1	1	0	0	0	0	0	0	15

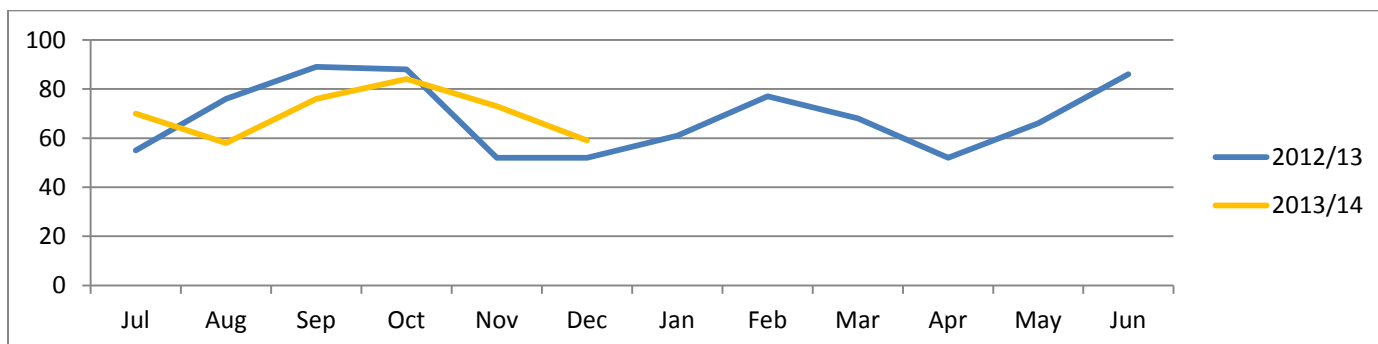
Complaints Finalised



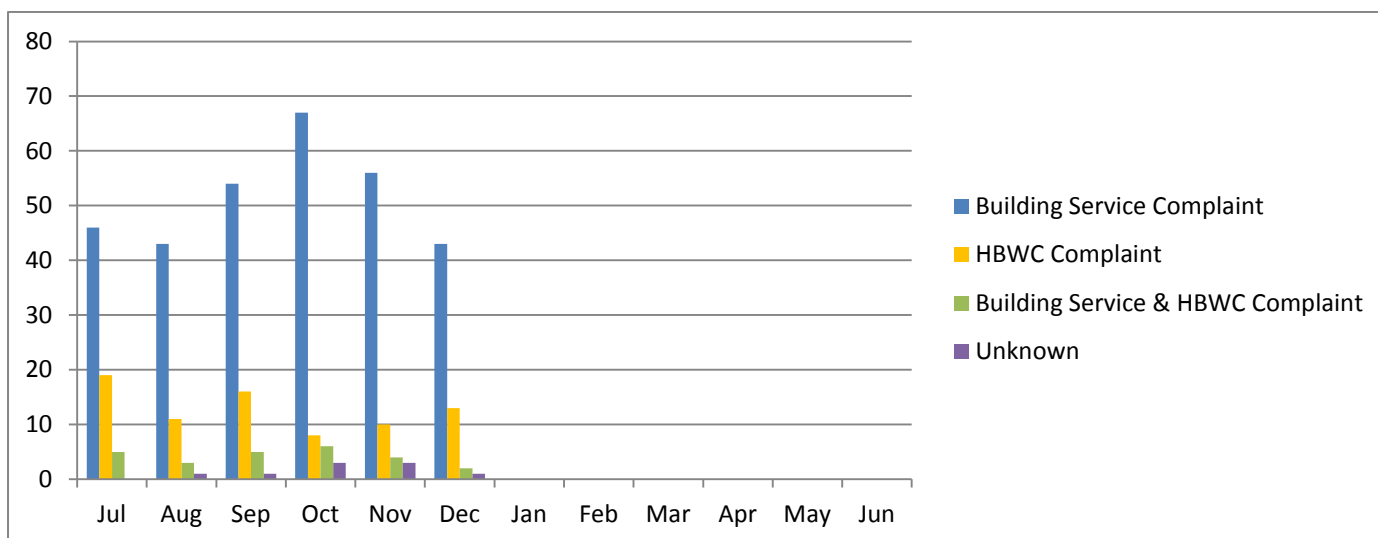
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Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	67	58	66	74	66	43							374
Painting	2	0	3	6	3	13							27
Plumbing	1	0	7	4	4	2							18
Unknown	0	0	0	0	0	1							1
	70	58	76	84	73	59	0	0	0	0	0	0	420

Total Complaints Finalised – Financial Year Comparison



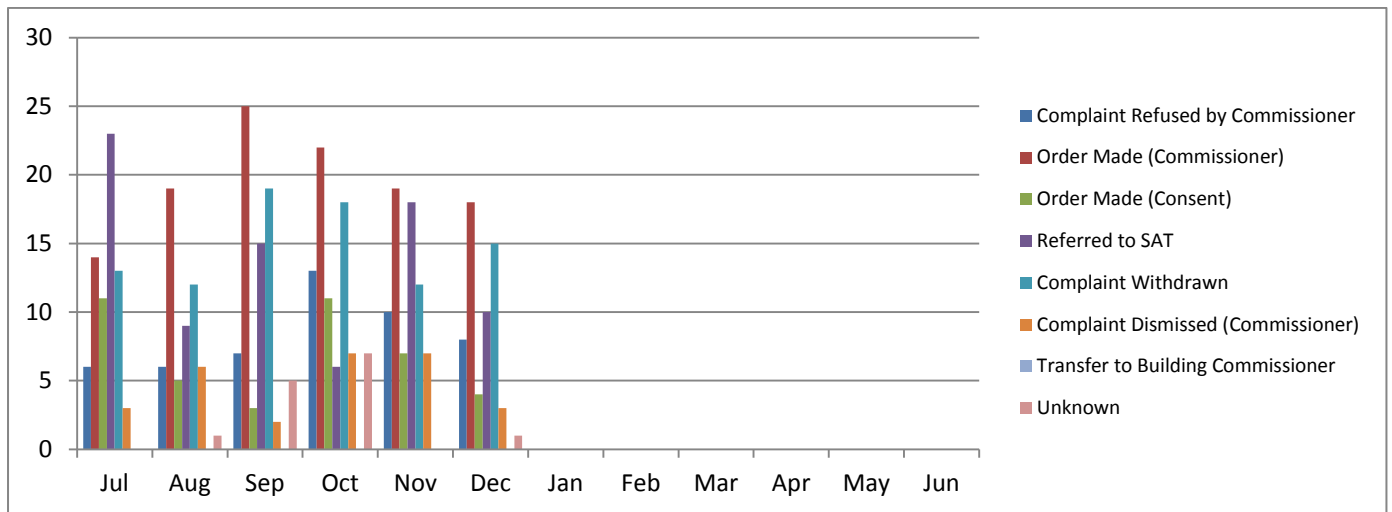
Type of Complaints Finalised



Type of Complaints Finalised														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building Service Complaint	46	43	54	67	56	43								
HBWC Complaint	19	11	16	8	10	13								
Building Service & HBWC Complaint	5	3	5	6	4	2								
Unknown	0	1	1	3	3	1								
	70	58	76	84	73	59	0	0	0	0	0	0	420	

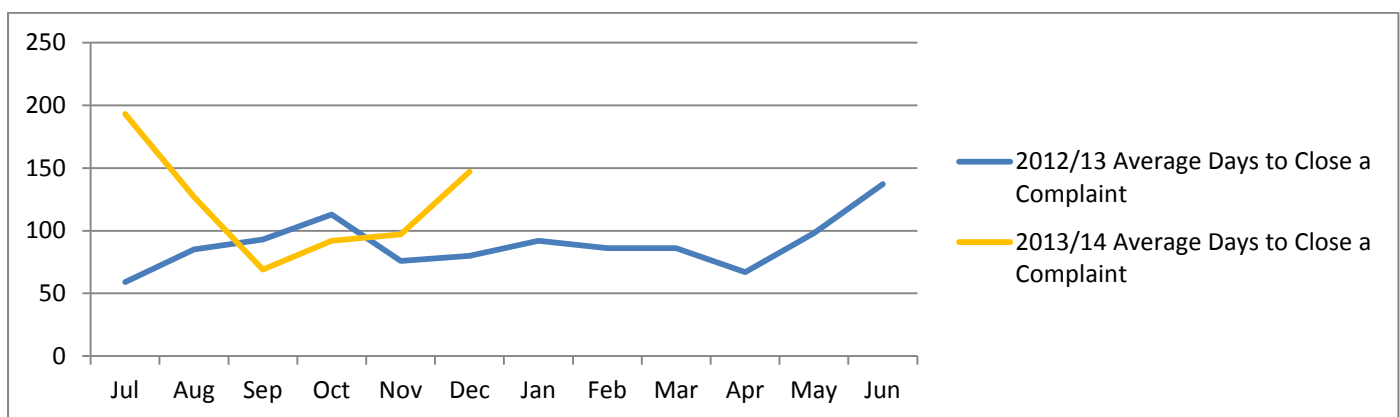
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Complaint Outcomes



Complaint Outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	6	6	7	13	10	8							50
Order Made (Commissioner)	14	19	25	22	19	18							117
Order Made (Consent)	11	5	3	11	7	4							41
Referred to SAT	23	9	15	6	18	10							81
Complaint Withdrawn	13	12	19	18	12	15							89
Complaint Dismissed (Commissioner)	3	6	2	7	7	3							28
Transfer to Building Commissioner	0	0	0	0	0	0							0
Unknown	0	1	5	7	0	1							14
	70	58	76	84	73	59	0	0	0	0	0	0	420

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	92	97	147							130

Building Compliance Report – 2nd Quarter 2013/2014

AUDIT ACTIVITIES

Audits

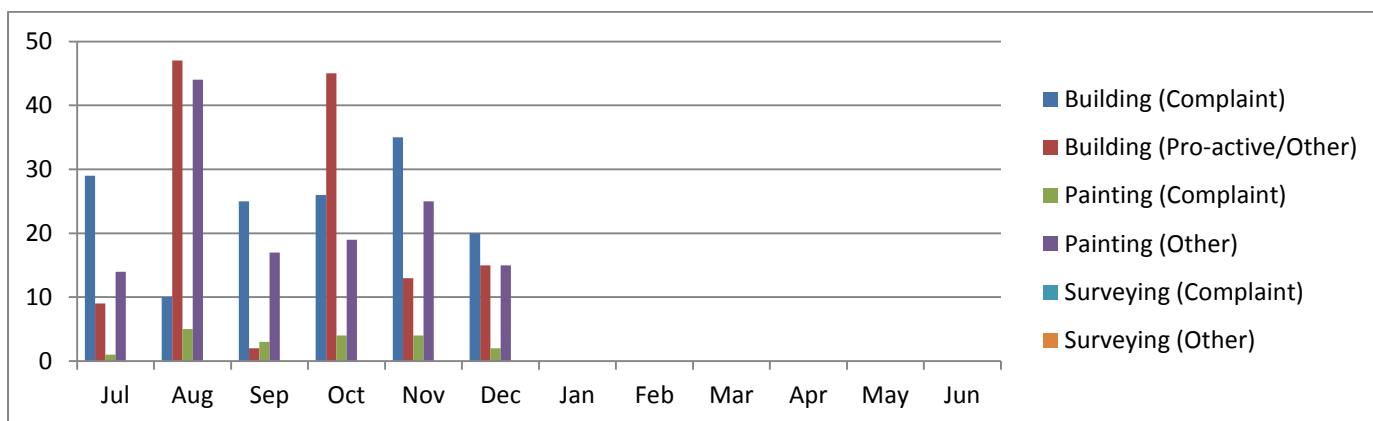
The Audit Branch is in the process of implementing an audit program. When this program is implemented the Building Commission will report on the number of audits commenced, rectification and infringement notices issued (where powers exist) and improvement recommendations that have been made. Recommendations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

Inspections

There were 26 and 20 building inspections in October and November as a result of a complaint, which is generally consistent with previous months for the first two quarters. In December this number jumped to 35, which is attributed to a spike in complaints received during the month of October. There was a spike in proactive inspections in October, which appears to be a follow on from the targeted focus on brickwork from August.

October recorded a high number of non-compliant items in building inspections for brickwork, which appears to have been a follow on from a targeted focus on this area in August. There were no significant, common areas of non-compliance identified in brickwork. November recorded a high instance of non-compliance in site control, however there no identifiable common areas have been reported. Painting inspections remained reasonably consistent across the quarter. Plumbing inspections carried out remained consistent across the quarter, with a drop in December due to increased levels of staff leave and the Christmas and New Year holiday period.

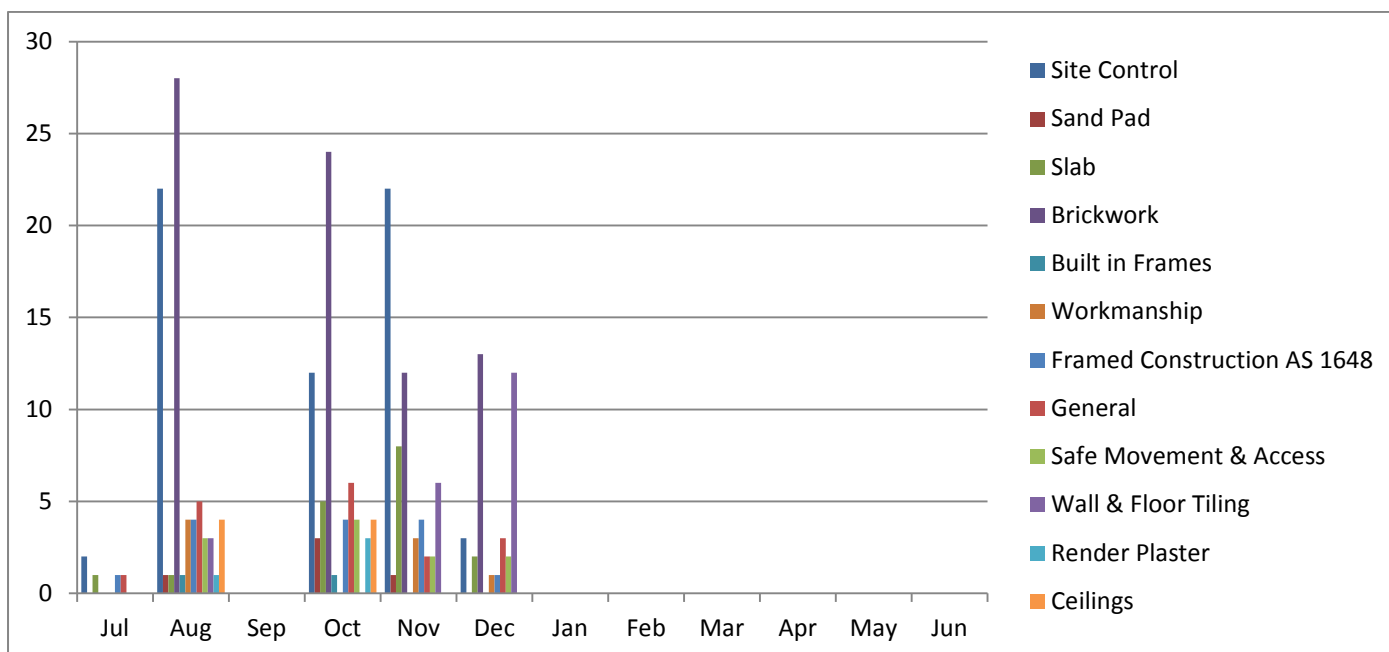
Building Inspections Carried Out



Building Inspections Carried Out														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building (Complaint)	29	10	25	26	35	20							145	
Building (Pro-active/Other)	9	47	2	45	13	15							131	
Painting (Complaint)	1	5	3	4	4	2							19	
Painting (Other)	14	44	17	19	25	15							134	
Surveying (Complaint)	0	0	0	0	0	0							0	
Surveying (Other)	0	0	0	0	0	0							0	
	53	106	47	94	77	52	0	0	0	0	0	0	429	

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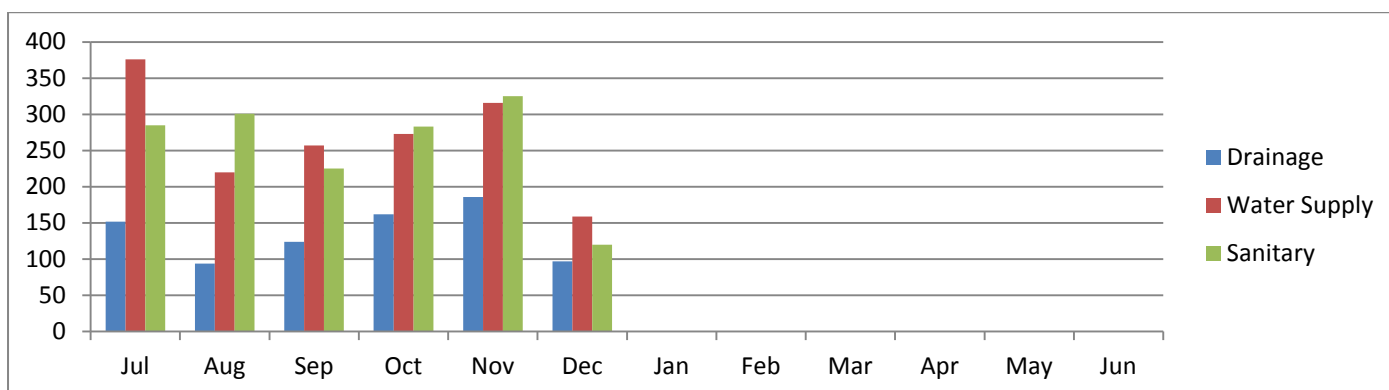
Pro-active Building Inspections – Items of Non-compliance



Proactive Inspections - Items of Non-compliance

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Site Control	2	22	0	12	22	3							0
Sand Pad	0	1	0	3	1	0							0
Slab	1	1	0	5	8	2							0
Brickwork	0	28	0	24	12	13							0
Built in Frames	0	1	0	1	0	0							0
Workmanship	0	4	0	0	3	1							0
Framed Construction AS 1648	1	4	0	4	4	1							0
General	1	5	0	6	2	3							0
Safe Movement & Access	0	3	0	4	2	2							0
Wall & Floor Tiling	0	3	0	0	6	12							0
Render Plaster	0	1	0	3	0	0							0
Ceilings	0	4	0	4	0	0							0
	5	77	0	66	60	37	0	0	0	0	0	0	0

Plumbing Inspections Carried Out



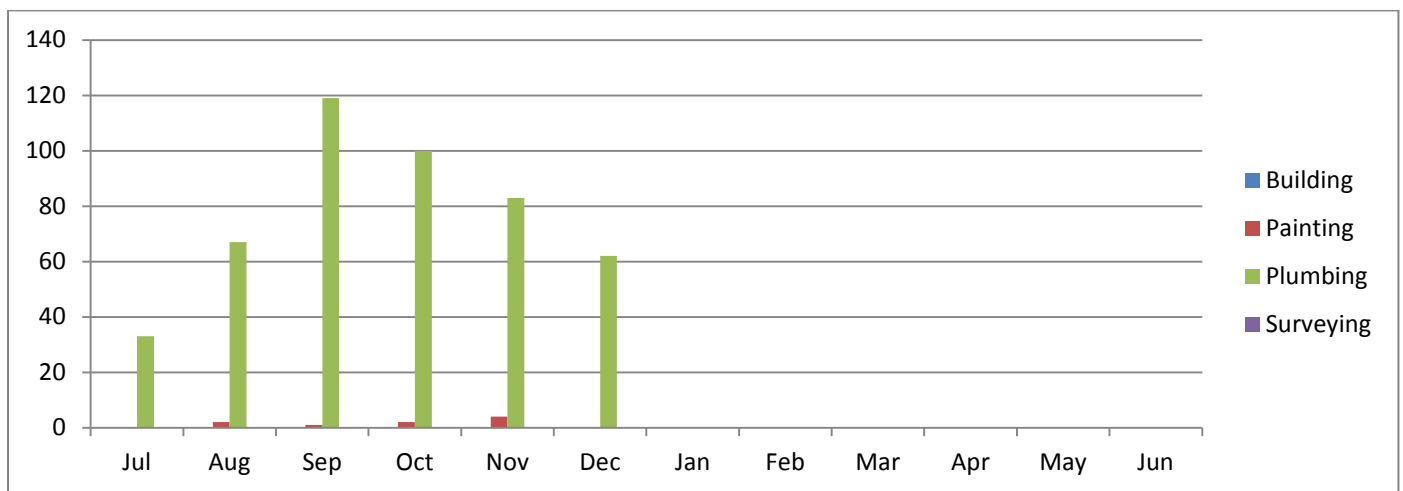
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Plumbing Inspections Carried Out													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Drainage	152	94	124	162	186	97							815
Water Supply	376	220	257	273	316	159							1601
Sanitary	285	301	225	283	325	120							1539
	813	615	606	718	827	376	0	0	0	0	0	0	3955

Informal Complaints

There were minimal informal complaints received relating painting with two and four recorded for October and November respectively. No informal complaints were received for building. Informal complaints received for plumbing decreased significantly throughout the quarter with 100 received in October, 83 in November and 62 in December.

Informal Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	0	0	0	0	0	0							0
Painting	0	2	1	2	4	0							9
Plumbing	33	67	119	100	83	62							464
Surveying	0	0	0	0	0	0							0
	33	69	120	102	87	62	0	0	0	0	0	0	473

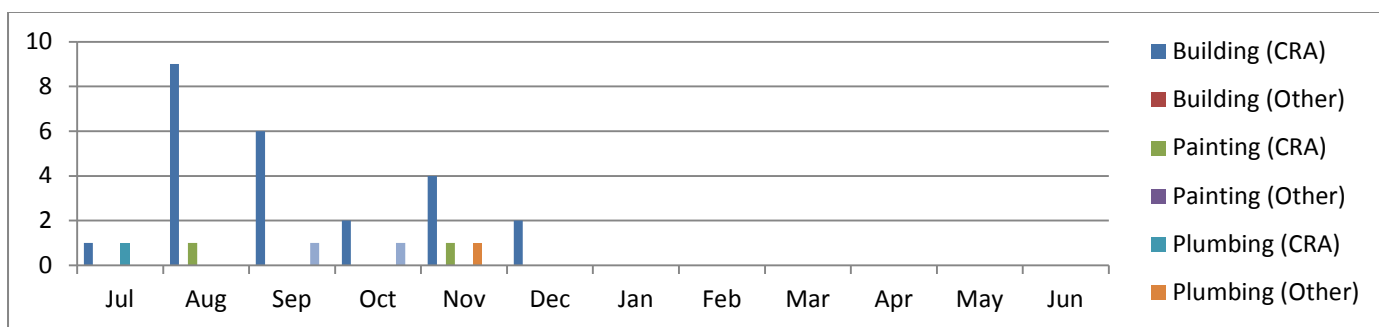
ENFORCEMENT ACTIVITIES

Disciplinary Complaints

The number of disciplinary complaints received for the quarter remained significantly low. There were eleven disciplinary complaints received during the quarter taking the total for the first two quarters to 30, which is approximately 50% less than for the same period last year. The main reason for this is most likely an efficiency improvement to the Building Commission website around the end of last financial year which saw the disciplinary complaint form moved to a different page on the website away from the Building Complaint Form. During the second quarter there were three disciplinary complaints received for negligent or incompetent conduct, two for misleading, deceptive or harsh conduct and one each for fraudulent conduct and a financial investigation. There were four disciplinary complaints for individual, different and less common disciplinary matters.

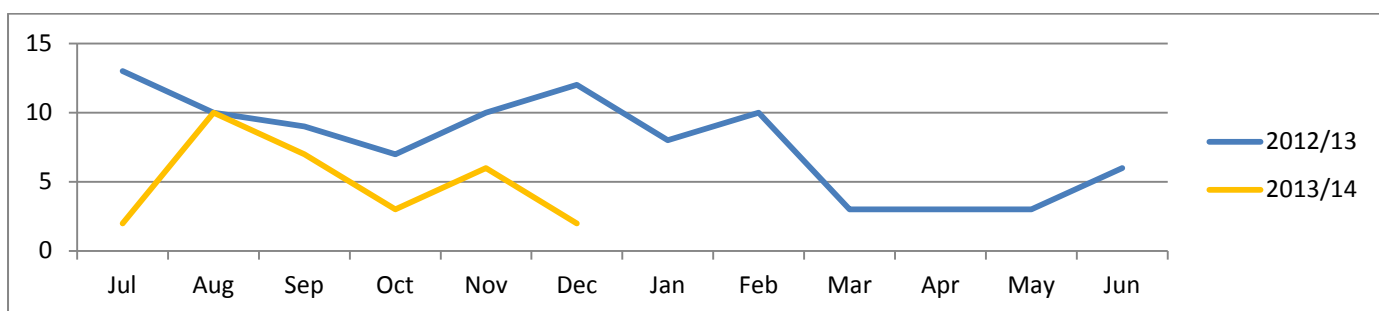
There were 17 disciplinary complaints finalised for building, two for plumbing and three for building surveying. The complaint outcomes for these matters consisted of seven refusals, eight dismissals, one no action, five referrals to the BSB and one referral to the SAT.

Complaints Received



Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building (CRA)	1	9	6	2	4	2							24	
Building (Other)	0	0	0	0	0	0							0	
Painting (CRA)	0	1	0	0	1	0							2	
Painting (Other)	0	0	0	0	0	0							0	
Plumbing (CRA)	1	0	0	0	0	0							1	
Plumbing (Other)	0	0	0	0	1	0							1	
Surveying (CRA)	0	0	1	1	0	0							2	
Surveying (Other)	0	0	0	0	0	0							0	
	2	10	7	3	6	2	0	0	0	0	0	0	30	

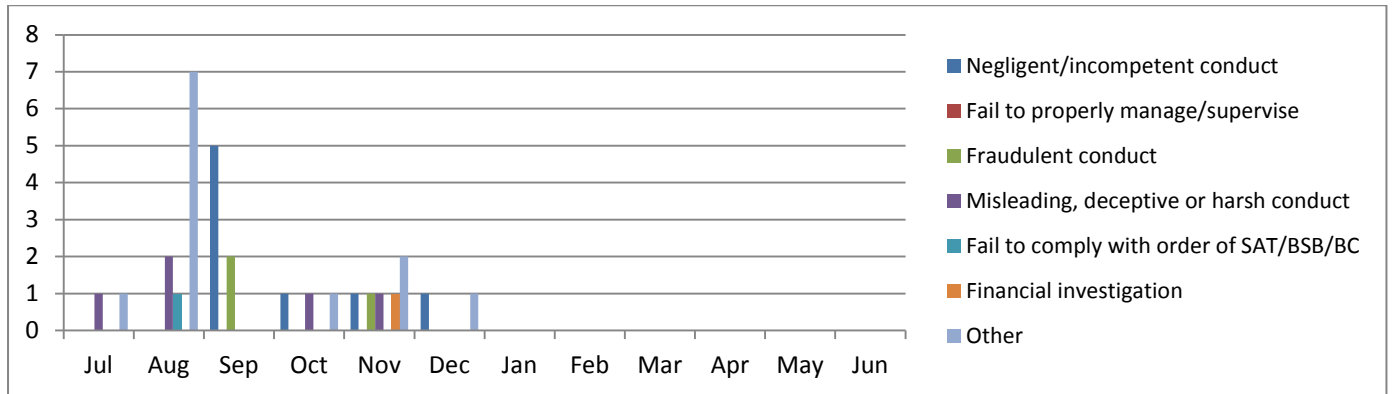
Total Complaints Received – Financial Year Comparison



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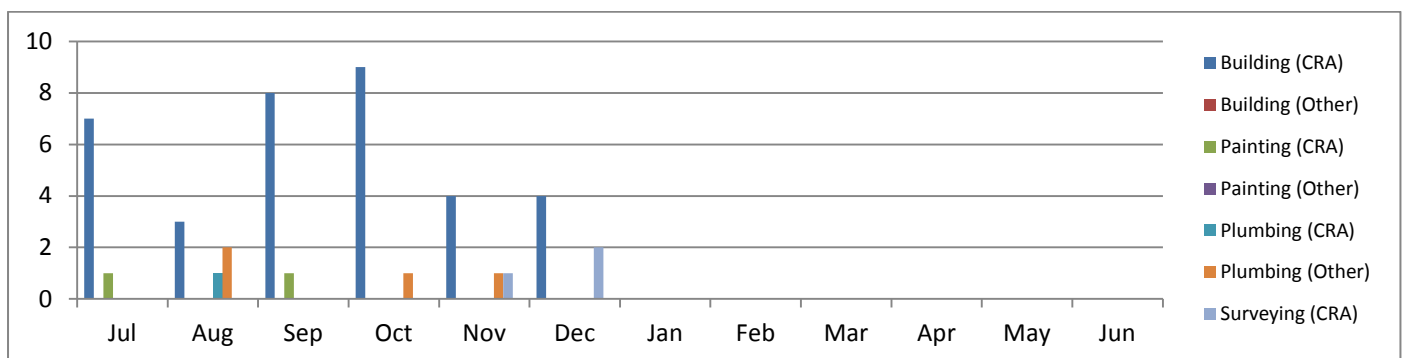
Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	13	10	9	7	10	12	8	10	3	3	3	6	94
2013/14	2	10	7	3	6	2							19

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	1	1	1							8	
Fail to properly manage/supervise	0	0	0	0	0	0							0	
Fraudulent conduct	0	0	2	0	1	0							3	
Misleading, deceptive or harsh conduct	1	2	0	1	1	0							5	
Fail to comply with order of SAT/BSB/BC	0	1	0	0	0	0							1	
Financial investigation	0	0	0	0	1	0							1	
Other	1	7	0	1	2	1							12	
	2	10	7	3	6	2	0	0	0	0	0	0	30	

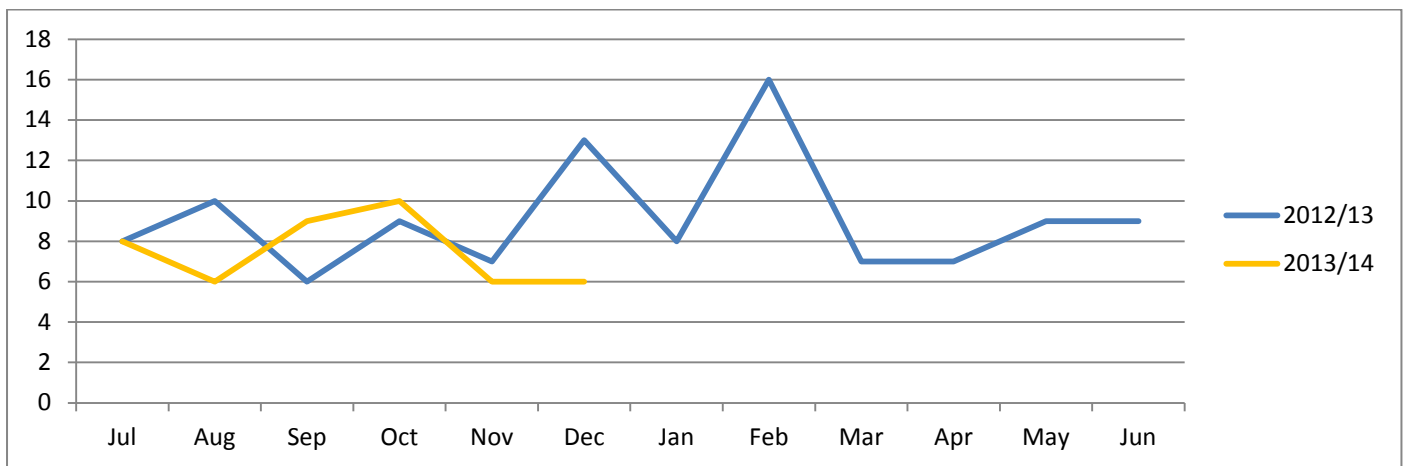
Complaints Finalised



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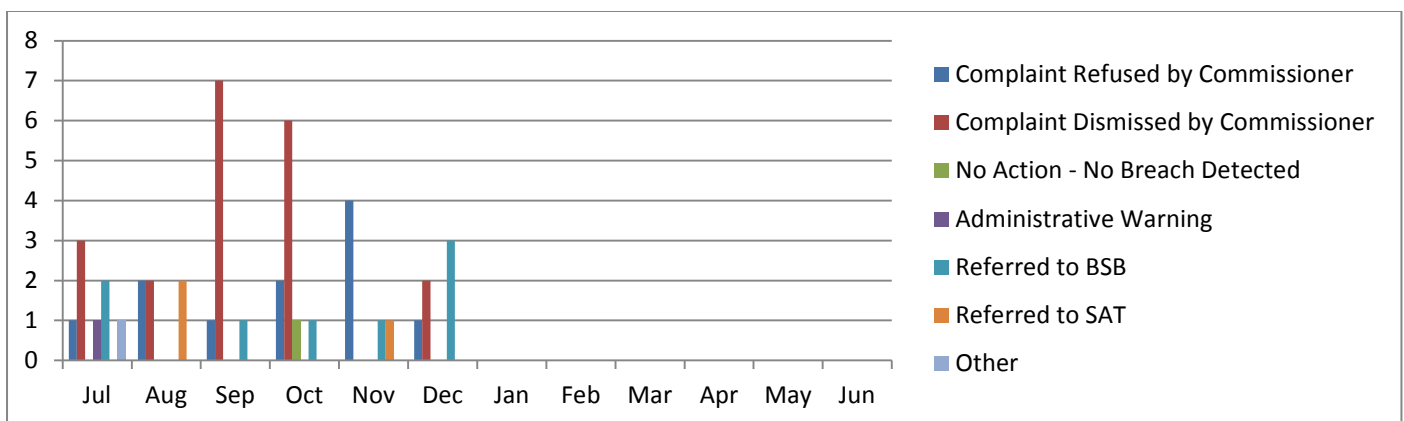
Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	7	3	8	9	4	4							35
Building (Other)	0	0	0	0	0	0							0
Painting (CRA)	1	0	1	0	0	0							2
Painting (Other)	0	0	0	0	0	0							0
Plumbing (CRA)	0	1	0	0	0	0							1
Plumbing (Other)	0	2	0	1	1	0							4
Surveying (CRA)	0	0	0	0	1	2							3
Surveying (Other)	0	0	0	0	0	0							0
	8	6	9	10	6	6	0	0	0	0	0	0	45

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	10	6	6							23

Complaint Outcomes



Building Compliance Report – 2nd 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	2	4	1							11
Complaint Dismissed by Commissioner	3	2	7	6	0	2							20
No Action - No Breach Detected	0	0	0	1	0	0							1
Administrative Warning	1	0	0	0	0	0							1
Referred to BSB	2	0	1	1	1	3							8
Referred to SAT	0	2	0	0	1	0							3
Other	1	0	0	0	0	0							1
	8	6	9	10	6	6	0	0	0	0	0	0	45

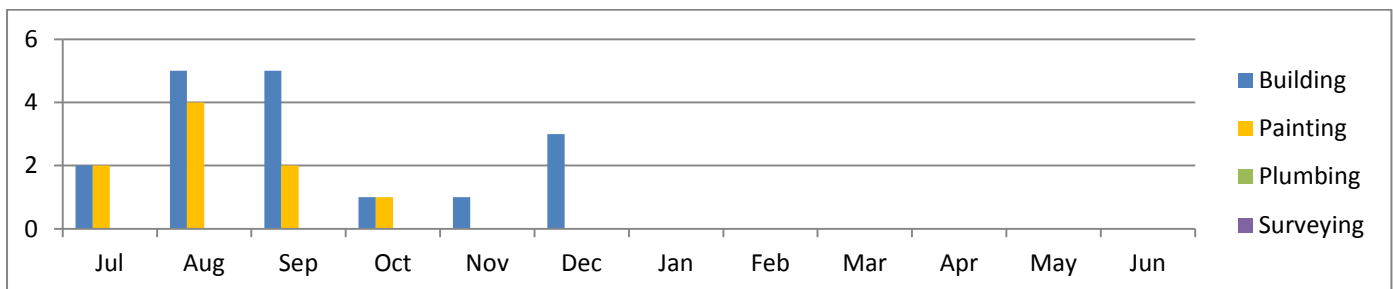
Statutory Offences

The number of statutory offences referred continues to be significantly low. As reported in the report for the first quarter, whilst there is not specific, identifiable reason for this, process improvements such as the introduction of a triage officer to vet complaints may have contributed. There were two complaints received relating to unlicensed activity, two for excess deposit, one failing to comply with an order and one individual, different or less common complaint.

There were 26 complaints finalised during the second quarter. This is consistent with and slightly more than for the same period last year. Eleven complaints were finalised with the issue of an administrative warning. There were seven complaints that had no action taken on them and eight complaints referred for prosecution. Seven of the eight matters referred for prosecution related to unlicensed activity (three in building, three in painting and one in building surveying).

The timeliness in the average number of days to finalise a complaint rose significantly due to some targeted completion of old case files in October and December.

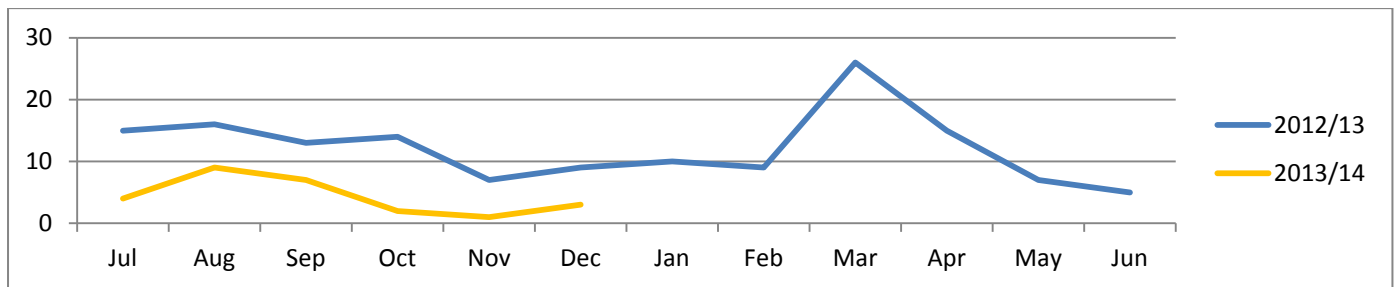
Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	2	5	5	1	1	3							17
Painting	2	4	2	1	0	0							9
Plumbing	0	0	0	0	0	0							0
Surveying	0	0	0	0	0	0							0
	4	9	7	2	1	3	0	0	0	0	0	0	26

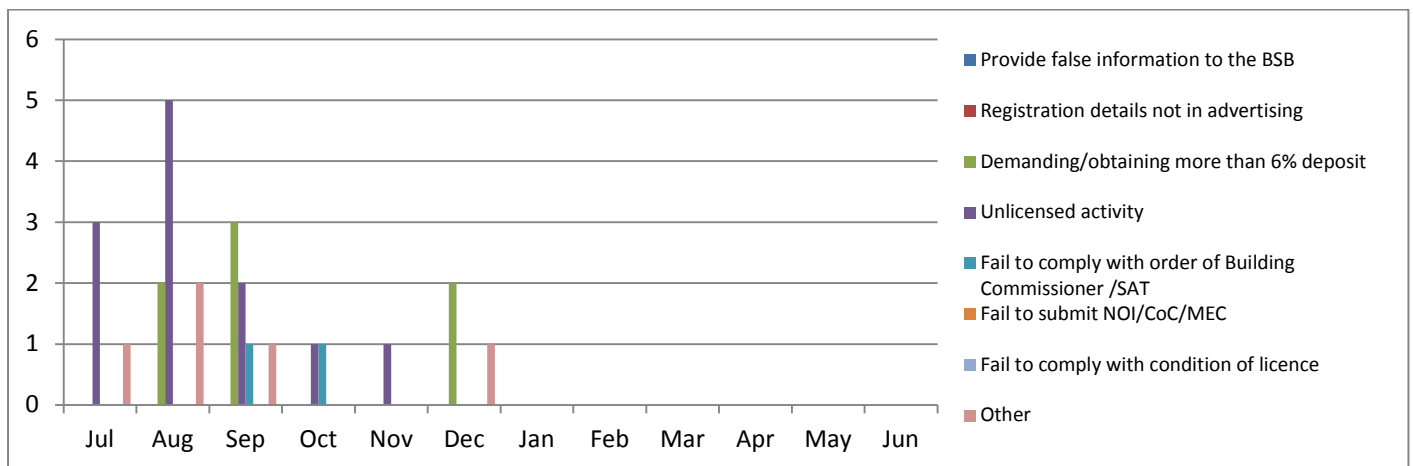
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Total Complaints Received – Financial Year Comparison



	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	2	1	3							20

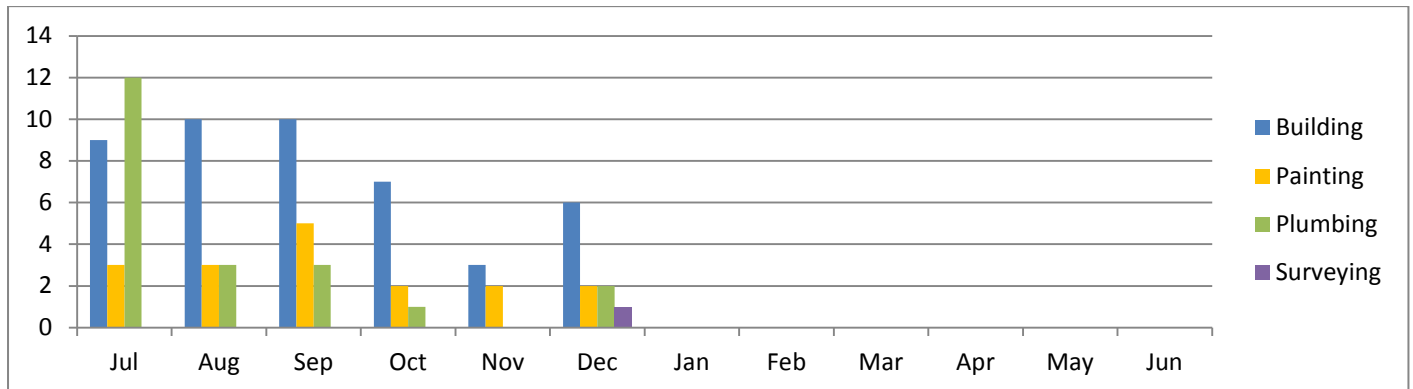
Type of Complaints Received



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Provide false information to the BSB	0	0	0	0	0	0							0
Registration details not in advertising	0	0	0	0	0	0							0
Demanding/obtaining more than 6.5% deposit	0	2	3	0	0	2							7
Unlicensed activity	3	5	2	1	1	0							12
Fail to comply with order of Building Commissioner /SAT	0	0	1	1	0	0							2
Fail to submit NOI/CoC/MEC	0	0	0	0	0	0							0
Fail to comply with condition of licence		0	0	0	0	0							0
Other	1	2	1	0	0	1							5
	4	9	7	2	1	3	0	0	0	0	0	0	26

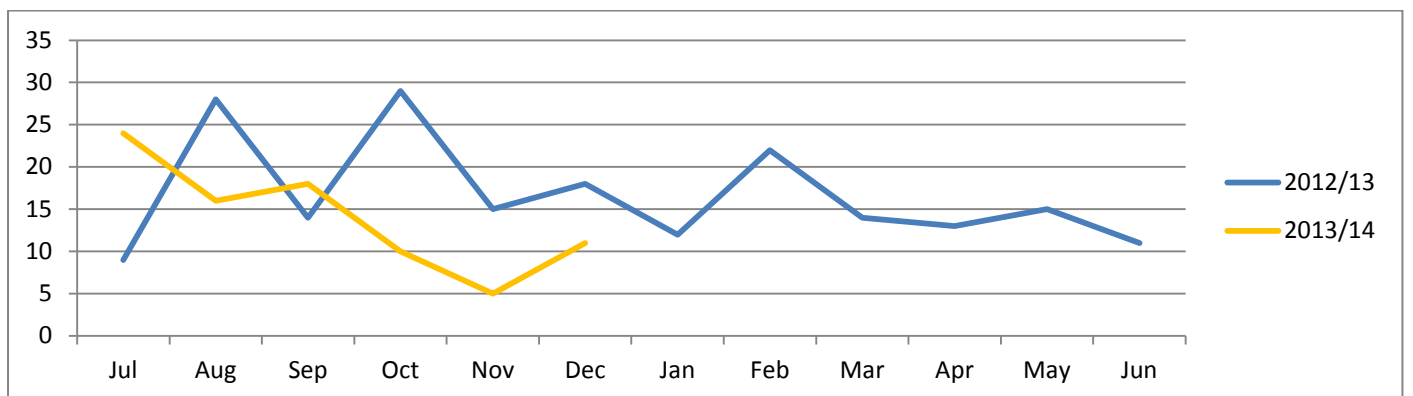
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Complaints Finalised



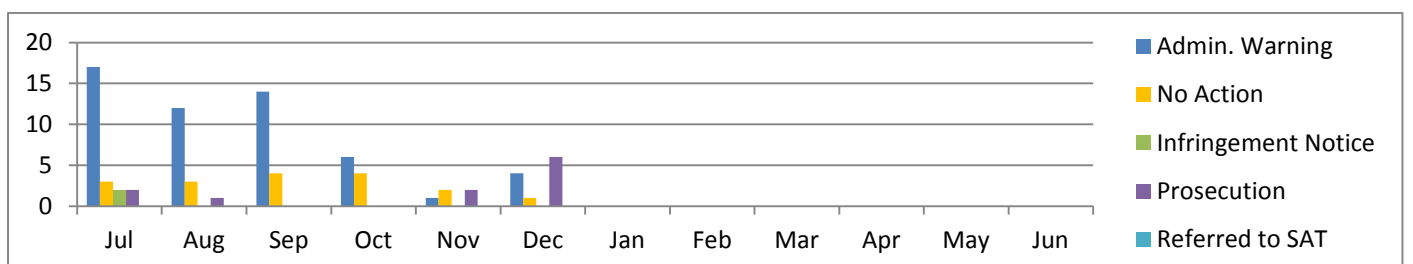
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	9	10	10	7	3	6							45
Painting	3	3	5	2	2	2							17
Plumbing	12	3	3	1	0	2							21
Surveying	0	0	0	0	0	1							1
	24	16	18	10	5	11	0	0	0	0	0	0	84

Total Complaints Finalised – Financial Year Comparison



	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							58

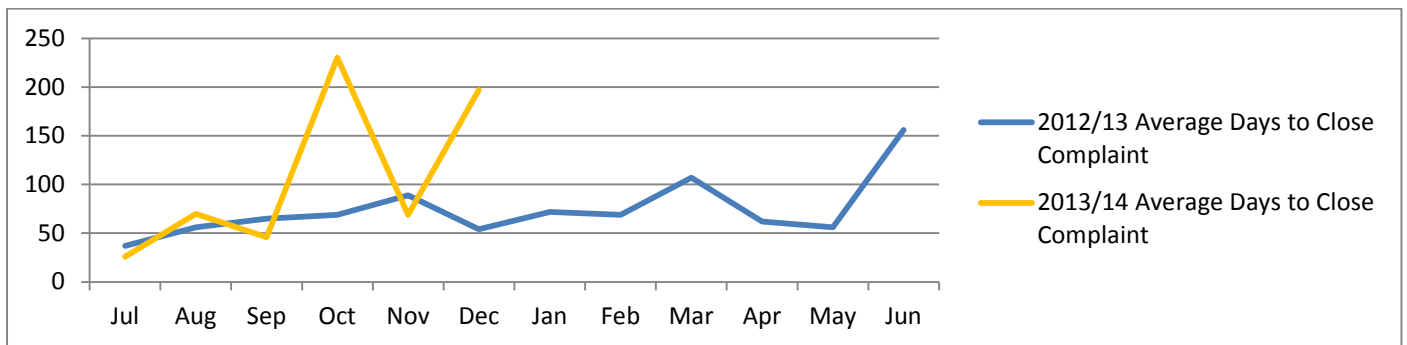
Complaint Outcomes



Building Compliance Report – 2nd Quarter 2013/2014

Complaint Outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Admin. Warning	17	12	14	6	1	4							54
No Action	3	3	4	4	2	1							17
Infringement Notice	2	0	0	0	0	0							2
Prosecution	2	1	0	0	2	6							11
Referred to SAT	0	0	0	0	0	0							0
	24	16	18	10	5	11	0	0	0	0	0	0	84

Timeliness



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	230	69	197							106