



Compliance Report

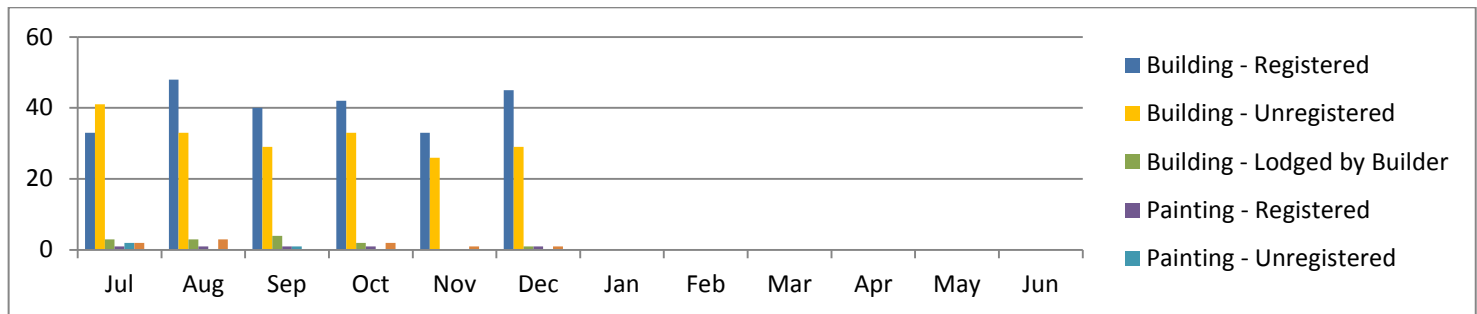
2nd Quarter 2014/2015

COMPLAINT ACTIVITIES

Complaints Received

The total number of complaints received for the quarter was 217. Of these, 126 were against registered building service providers, with 120 being about a registered builder, two about a registered painter and four about a licenced plumber. There were 88 complaints lodged about unregistered entities with all of them being in relation to building work that does not require it to be undertaken by a registered builder.

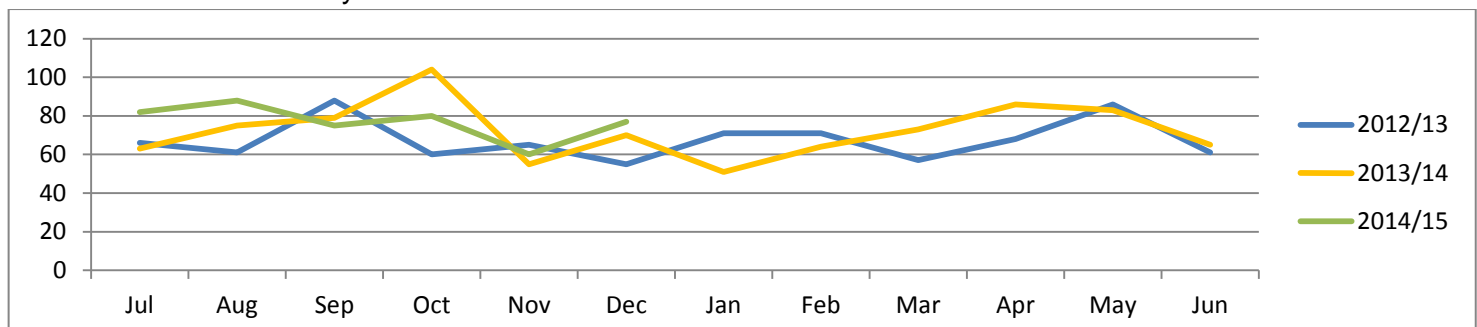
There were three complaints lodged by builders relating to contractual disputes.



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	33	48	40	42	33	45							241
Building - Unregistered	41	33	29	33	26	29							191
Building - Lodged by Builder	3	3	4	2	0	1							13
Painting - Registered	1	1	1	1	0	1							5
Painting - Unregistered	2	0	1	0	0	0							3
Plumbing - Licenced	2	3	0	2	1	1							9
Plumbing - Unlicenced	0	0	0	0	0	0							0
	82	88	75	80	60	77	0	0	0	0	0	0	462

Total Complaints Received – Financial Year Comparison

The 217 complaints received represent an approximate 21% increase on the 2012/13 fiscal year and an 5% decrease on the 2013/14 year.

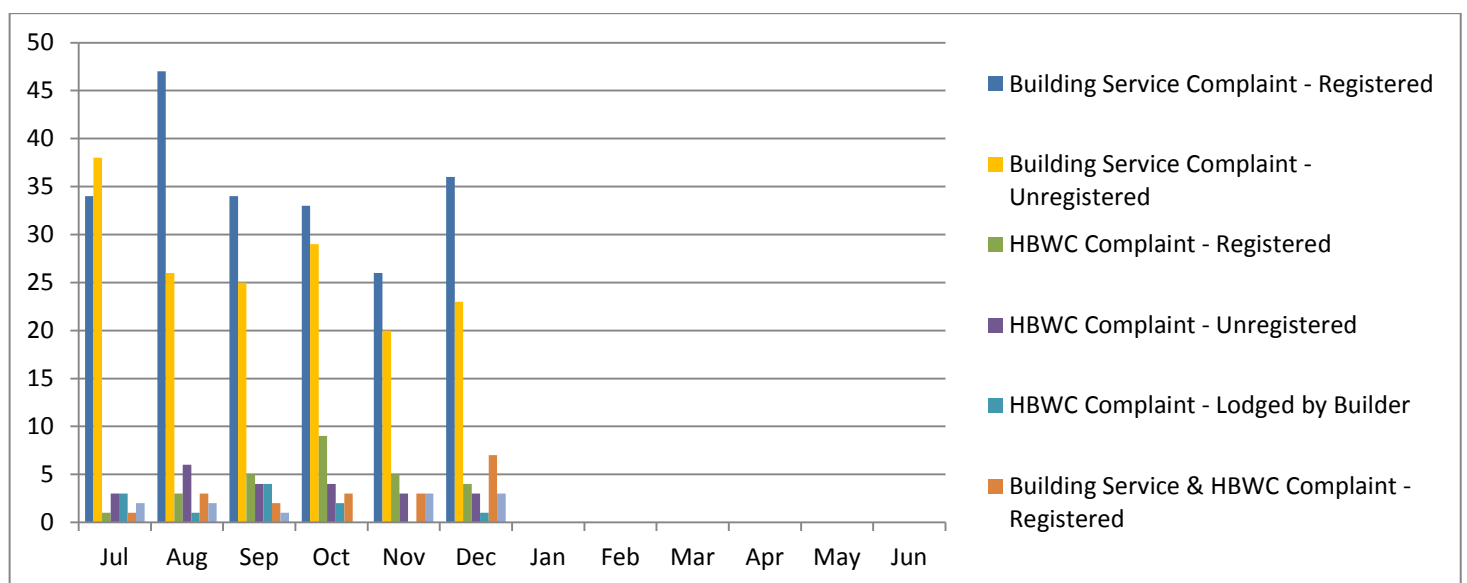


Building Compliance Report – 2nd Quarter 2014/2015

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	80	60	77							462

Type of Complaints Received

There were 167 building services complaints lodged during the quarter with 95 of those being against a registered building service provider and 72 against an unregistered entity. Complaints relating to contractual matters totalled 31. Of these, 18 were against a registered building service provider, 10 against an unregistered entity and three were lodged by a builder or contractor. There were 19 complaints lodged that involved both building service and contractual disputes with 13 of these being against registered building service providers and six against unregistered entities.

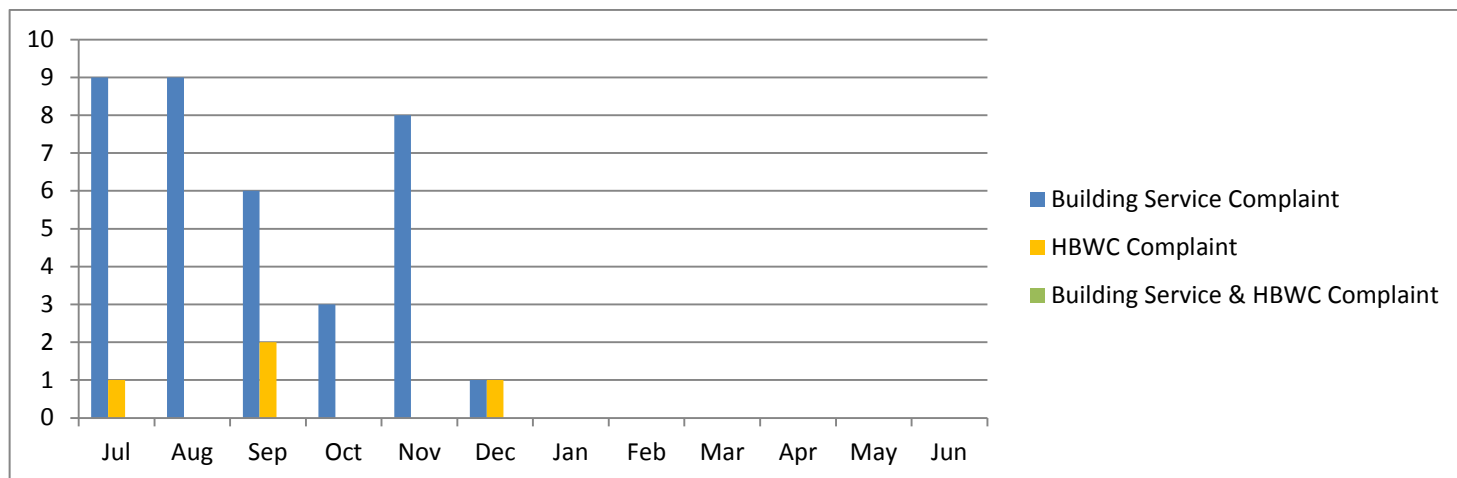


Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint - Registered	34	47	34	33	26	36							210
Building Service Complaint - Unregistered	38	26	25	29	20	23							161
HBWC Complaint - Registered	1	3	5	9	5	4							27
HBWC Complaint - Unregistered	3	6	4	4	3	3							23
HBWC Complaint - Lodged by Builder	3	1	4	2	0	1							11
Building Service & HBWC Complaint - Registered	1	3	2	3	3	7							19
Building Service & HBWC Complaint - Unregistered	2	2	1	0	3	3							11
	82	88	75	80	60	77	0	0	0	0	0	0	462

Building Compliance Report – 2nd Quarter 2014/2015

Complaints Refused

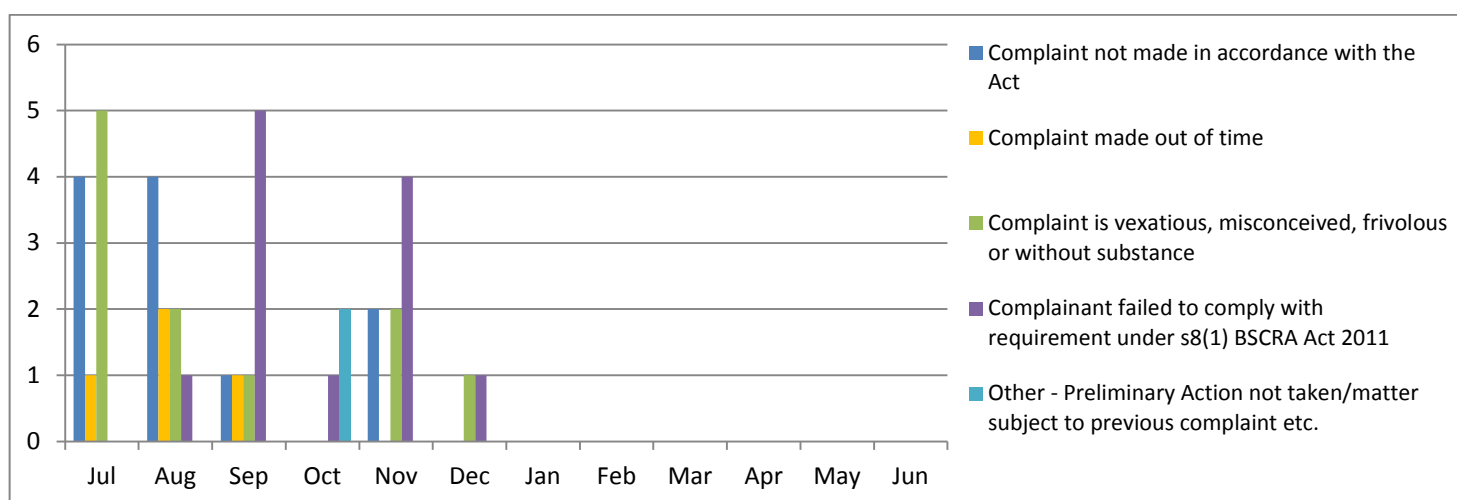
There were 13 complaints refused by the Building Commissioner during the quarter. Of these, 12 were building service complaints and one for a contractual complaint.



Complaints Refused														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building Service Complaint	9	9	6	3	8	1							36	
HBWC Complaint	1	0	2	0	0	1							4	
Building Service & HBWC Complaint	0	0	0	0	0	0							0	
	10	9	8	3	8	2	0	0	0	0	0	0	40	

Reason for Complaint Refusal

The most common reason for complaint refusal was that the complainant failed to comply with a requirement under s8(1) of the CRA (five). Section 8(1) of the CRA gives the authority for the Building Commissioner to request further information from the complainant.

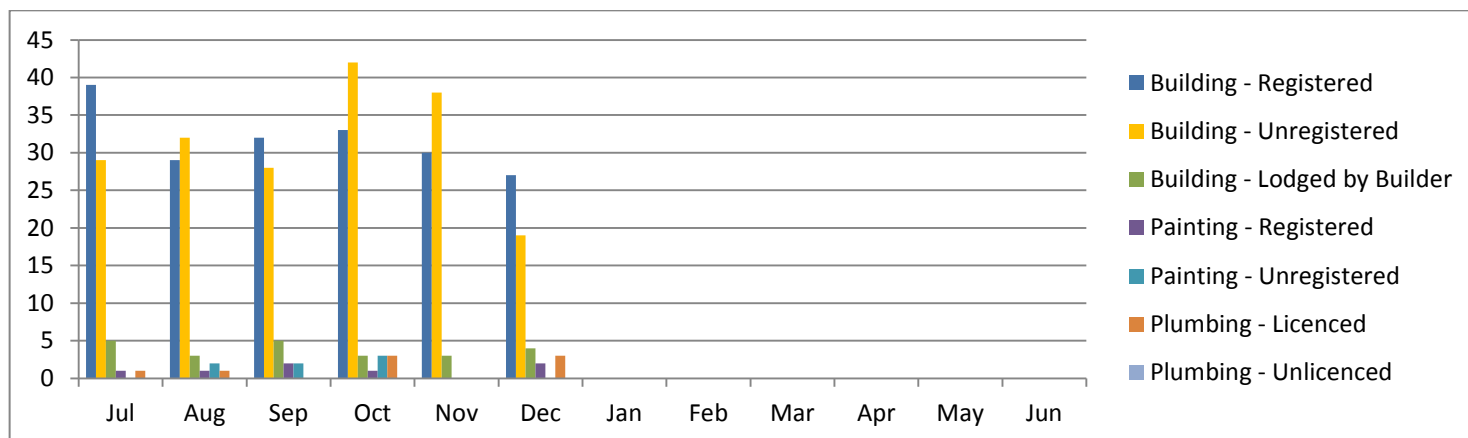


Building Compliance Report – 2nd Quarter 2014/2015

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	4	4	1	0	2	0							11
Complaint made out of time	1	2	1	0		0							4
Complaint is vexatious, misconceived, frivolous or without substance	5	2	1	0	2	1							11
Complainant failed to comply with requirement under s8(1) BSCRA Act 2011	0	1	5	1	4	1							12
Other - Preliminary Action not taken/matter subject to previous complaint etc.	0	0	0	2	0	0							2
	10	9	8	3	8	2	0	0	0	0	0	0	40

Complaints Finalised

During the quarter there were a total of 211 complaints finalised. There were 99 complaints finalised against registered building service providers, 90 relating to building, three painting and six relating to plumbing. There were 102 complaints finalised relating to unregistered work with 99 relating to building and three to painting. There were also ten contractual complaints that were lodged by builders finalised during the month.

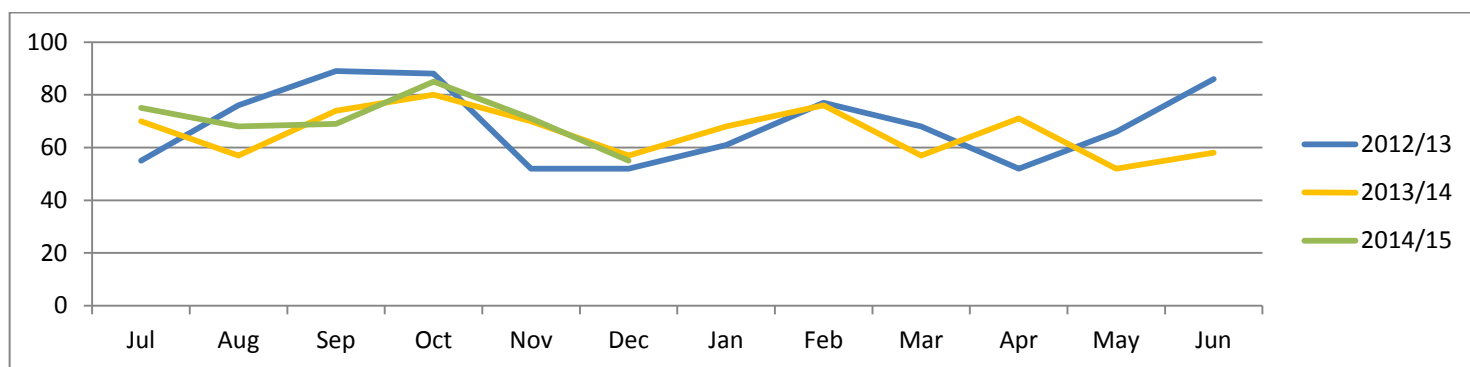


Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	39	29	32	33	30	27							190
Building - Unregistered	29	32	28	42	38	19							188
Building - Lodged by Builder	5	3	5	3	3	4							23
Painting - Registered	1	1	2	1	0	2							7
Painting - Unregistered	0	2	2	3	0	0							7
Plumbing - Licenced	1	1	0	3	0	3							8
Plumbing - Unlicenced	0	0	0	0	0	0							0
	75	68	69	85	71	55	0	0	0	0	0	0	423

Total Complaints Finalised – Financial Year Comparison

The 212 complaints finalised for the first quarter represents an approximate 1% increase for the same period last year and is the same as 2012/13.

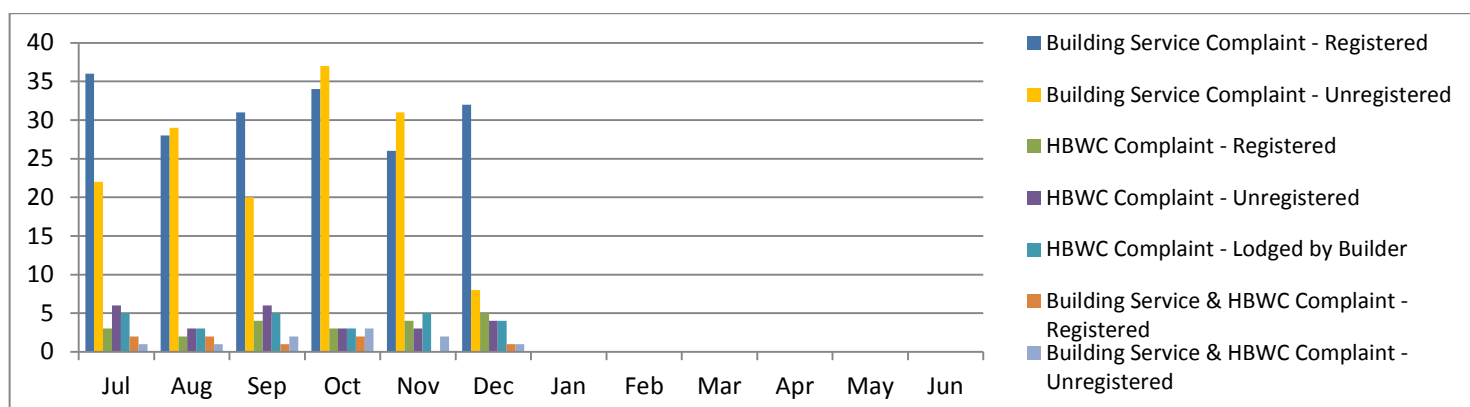
Building Compliance Report – 2nd Quarter 2014/2015



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	75	68	69	85	71	55							423

Type of Complaints Finalised

Building service complaints finalised during the quarter totalled 168 with 92 being against registered building service providers and 76 against unregistered entities. There were 34 contractual complaints finalised, twelve against registered building service providers, ten against unregistered entities and twelve that were lodged by a builder or contractor. Three complaints involving building service and contractual disputes against registered building service providers and six against unregistered entities were finalised.

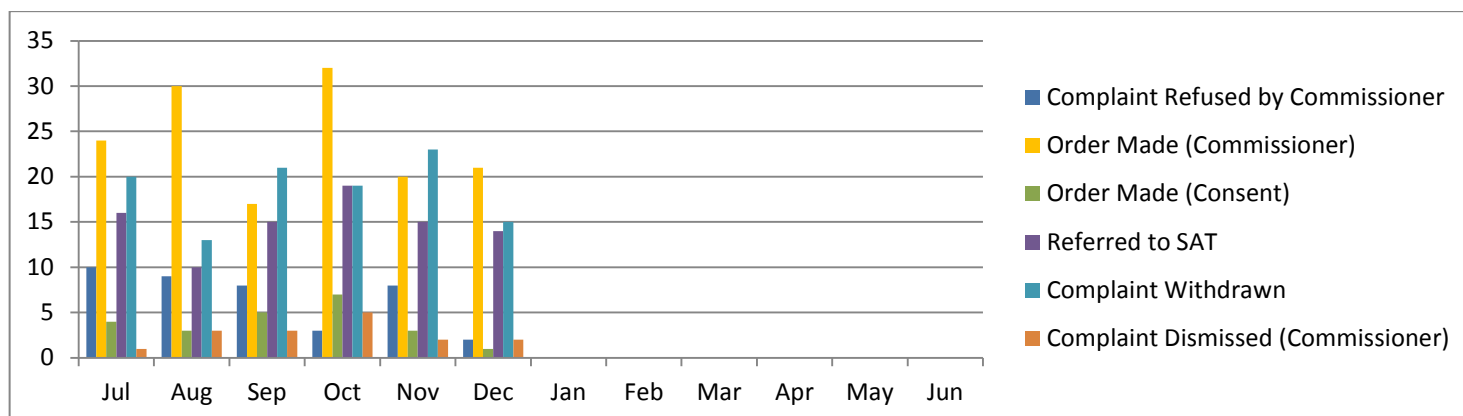


Type of Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint - Registered	36	28	31	34	26	32							187
Building Service Complaint - Unregistered	22	29	20	37	31	8							147
HBWC Complaint - Registered	3	2	4	3	4	5							21
HBWC Complaint - Unregistered	6	3	6	3	3	4							25
HBWC Complaint - Lodged by Builder	5	3	5	3	5	4							25
Building Service & HBWC Complaint - Registered	2	2	1	2	0	1							8
Building Service & HBWC Complaint - Unregistered	1	1	2	3	2	1							10
	75	68	69	85	71	55	0	0	0	0	0	0	423

Building Compliance Report – 2nd Quarter 2014/2015

Complaint Outcomes (by month)

The main outcome for complaints during the quarter was an order made by the Building Commissioner (73), representing approximately 35% of all complaint outcomes. Complaint withdrawn was the second highest outcome with 57, representing approximately 27% of all outcomes.

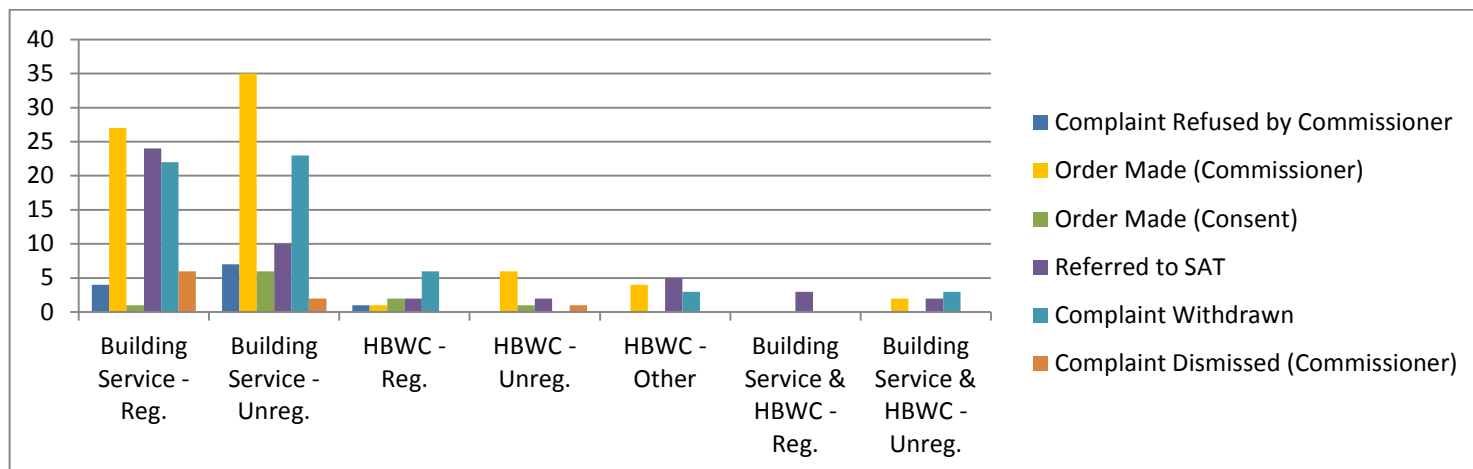


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	10	9	8	3	8	2							40
Order Made (Commissioner)	24	30	17	32	20	21							144
Order Made (Consent)	4	3	5	7	3	1							23
Referred to SAT	16	10	15	19	15	14							89
Complaint Withdrawn	20	13	21	19	23	15							111
Complaint Dismissed (Commissioner)	1	3	3	5	2	2							16
	75	68	69	85	71	55	0	0	0	0	0	0	423

Complaint Outcomes (by type)

The main outcomes for building service complaints against a registered building service provider during the quarter were order made by Commissioner (27), referred to SAT (24) and withdrawn (22).

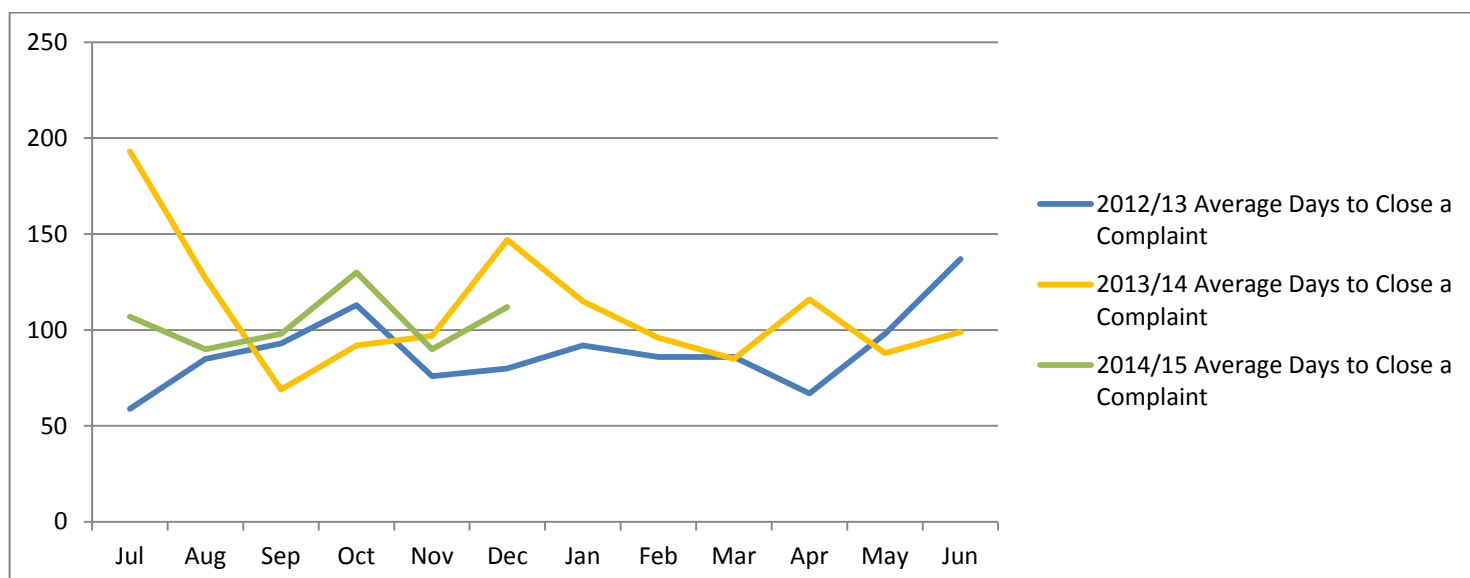
Orders made by the Commissioner (35) were high as an outcome for building service complaints against unregistered building service providers, as was withdrawn (23). There were no other real significant trends for the type of complaint outcomes during the quarter.



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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	4	7	1	0	0	0	0	12
Order Made (Commissioner)	27	35	1	6	4	0	2	75
Order Made (Consent)	1	6	2	1	0	0	0	10
Referred to SAT	24	10	2	2	5	3	2	48
Complaint Withdrawn	22	23	6	0	3	0	3	57
Complaint Dismissed (Commissioner)	6	2	0	1	0	0	0	9
	84	83	12	10	12	3	7	211

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	115	96	85	116	88	99	110
2014/15 Average Days to Close a Complaint	107	90	98	130	90	112							104

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AUDIT ACTIVITIES

AUDIT PROGRAM

There was one audit conducted on a registered building service provider during the quarter. As part of this audit, inspections were carried out at three separate sites where the building service provider was conducting building work. The inspections identified minor issues relating to stormwater disposal and roof tie downs and the builder was informed of these.

In relation to the administrative part of the audit, some issues relating to progress payments, contracting and provisional sums were identified. The building service provider was issued with a caution for these matters.

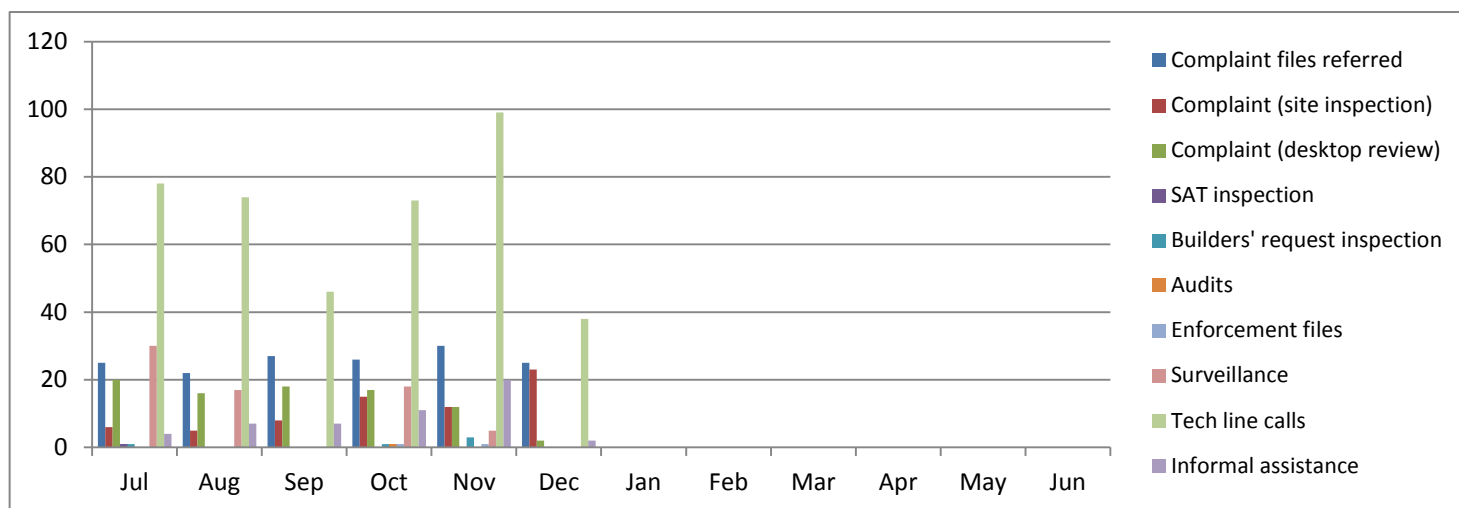
INSPECTIONS

Building Inspections

There were 81 complaint files referred to the Audit Branch during the quarter, which resulted in 31 desktop reviews and 50 site inspections being carried out. There were four inspections carried out at the request of a builder.

During the quarter there was no surveillance activities carried out as work was continued on the roof construction compliance general inspection audit.

A total of 198 tech line calls were received during the quarter and there were 18 instances of assistance provided for informal complaints.



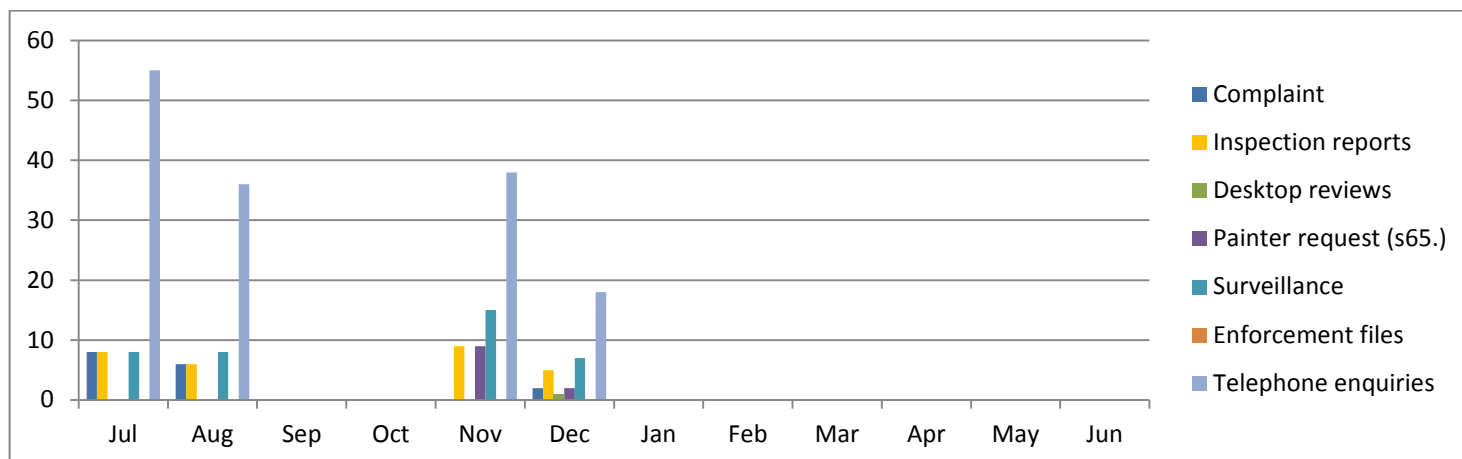
Building Inspections														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Complaint files referred	25	22	27	26	30	25							155	
Complaint (site inspection)	6	5	8	15	12	23							69	
Complaint (desktop review)	20	16	18	17	12	2							85	
SAT inspection	1	0	0	0	0	0							1	
Builders' request inspection	1	0	0	1	3	0							5	
Audits	0	0	0	1	0	0							1	
Enforcement files	0	0	0	1	1	0							2	
Surveillance	30	17	0	18	5	0							70	
Tech line calls	78	74	46	73	99	38							408	
Informal assistance	4	7	7	11	20	2							51	

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Painting Inspections

There were no painting inspections carried out during September and October while the recruitment process to replace the recently retired painting inspector was carried out. There were two complaint files referred to the Audit Branch during the quarter, 11 requests for inspections from painters and one request for a desktop review. As a result of these 14 inspection reports were completed.

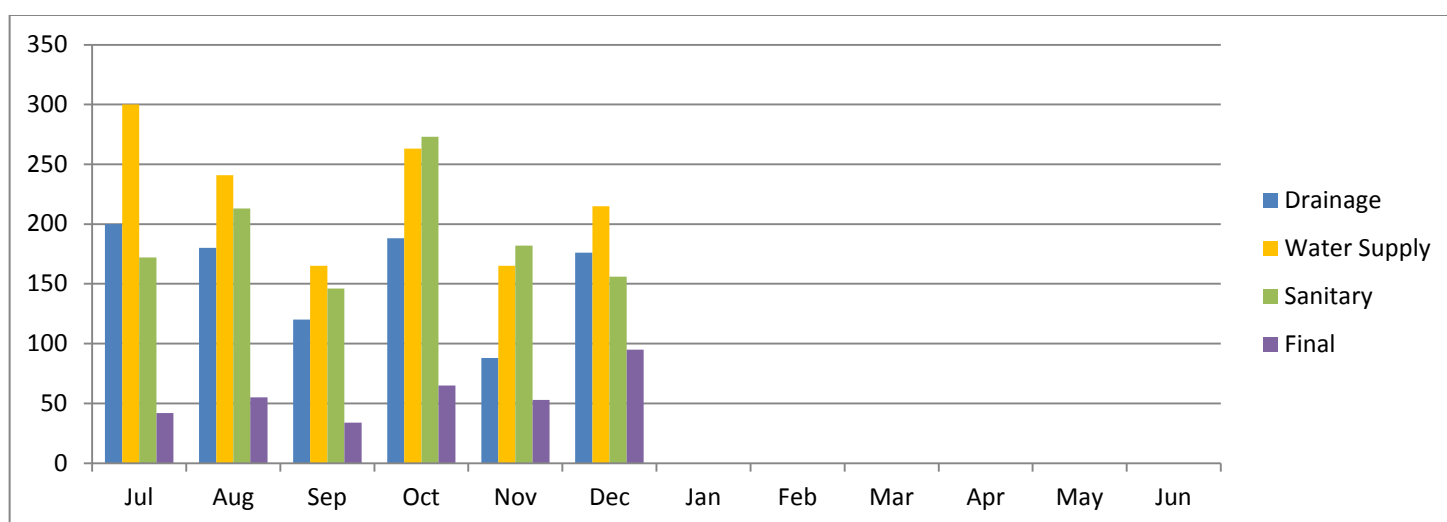
There was also 22 surveillance activities conducted and 56 telephone enquiries were received.



Painting Inspections														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Complaint	8	6	0	0	0	2							16	
Inspection reports	8	6	0	0	9	5							28	
Desktop reviews	0	0	0	0	0	1							1	
Painter request (s65.)	0	0	0	0	9	2							11	
Surveillance	8	8	0	0	15	7							38	
Enforcement files	0	0	0	0	0	0							0	
Telephone enquiries	55	36	0	0	38	18							147	

Plumbing Inspections

There were a total of 1919 plumbing inspections carried out during the second quarter. Of these, 452 were drainage inspections, 643 water supply, 611 sanitary and 213 final inspections.



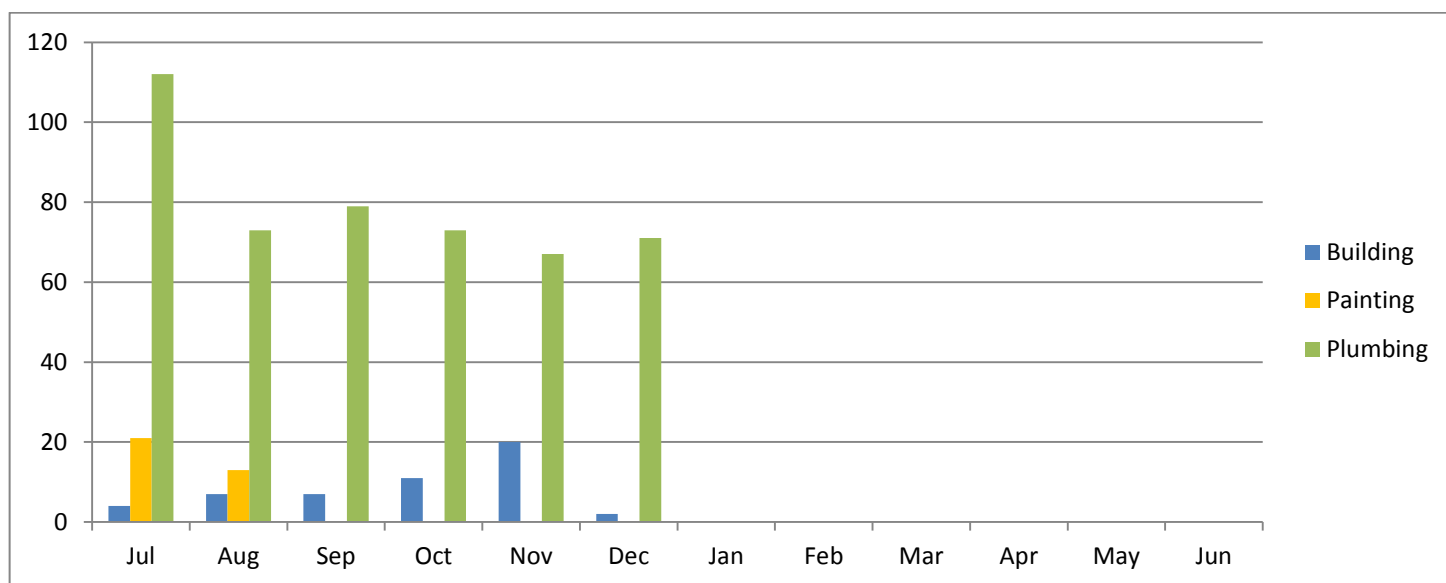
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Plumbing Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Drainage	200	180	120	188	88	176							952
Water Supply	300	241	165	263	165	215							1349
Sanitary	172	213	146	273	182	156							1142
Final	42	55	34	65	53	95							344
	714	689	465	789	488	642	0	0	0	0	0	0	3787

INFORMAL COMPLAINTS

Informal Complaints Received

During the second quarter there were a total of 244 informal complaints received by the Audit Branch. The majority of these (211) related to plumbing while there were 33 for building.



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	4	7	7	11	20	2							51
Painting	21	13	0	0	0	0							34
Plumbing	112	73	79	73	67	71							475
	137	93	86	84	87	73	0	0	0	0	0	0	560

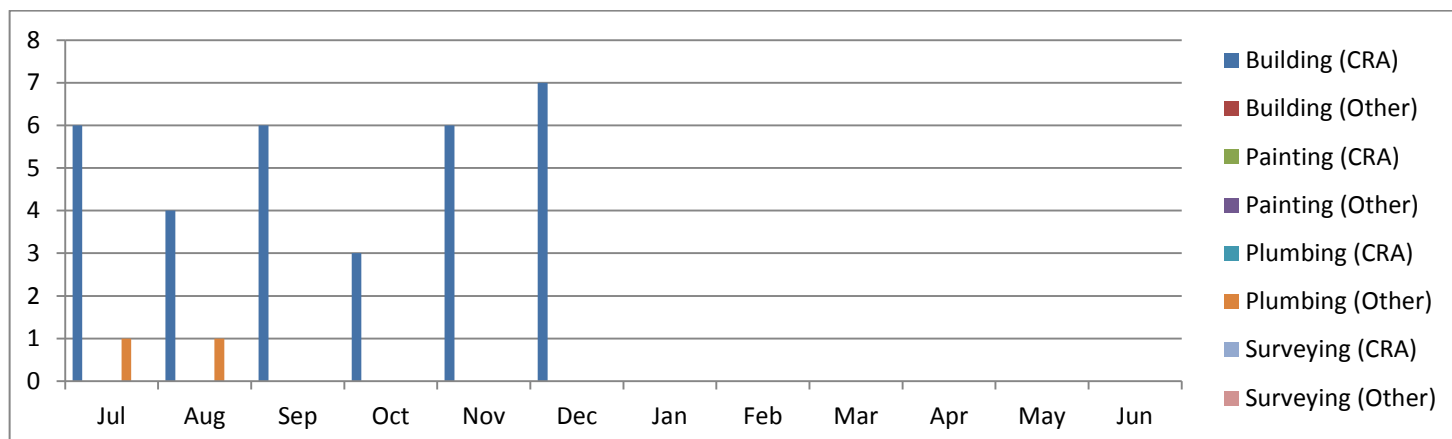
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ENFORCEMENT ACTIVITIES

DISCIPLINARY COMPLAINTS

Disciplinary Complaints Received

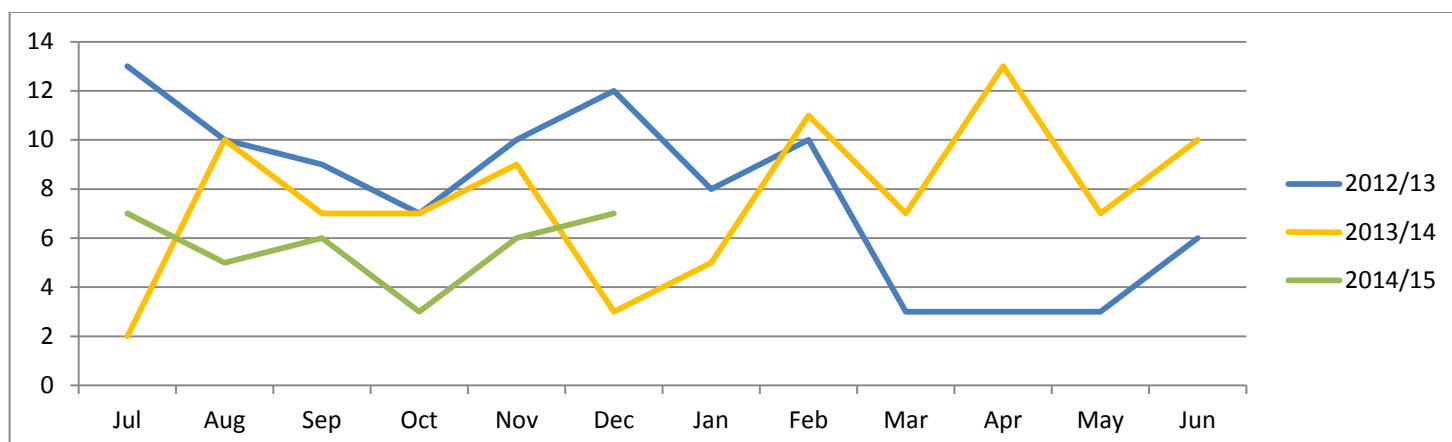
There were 15 disciplinary complaints received for the quarter, with all being complaints lodged under the *Building Services (Complaint Resolution and Administration) Act 2011*.



Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building (CRA)	6	4	6	3	6	6							32	
Building (Other)	0	0	0	0	0	0							0	
Painting (CRA)	0	0	0	0	0	0							0	
Painting (Other)	0	0	0	0	0	0							0	
Plumbing (CRA)	0	0	0	0	0	0							0	
Plumbing (Other)	1	1	0	0	0	0							2	
Surveying (CRA)	0	0	0	0	0	0							0	
Surveying (Other)	0	0	0	0	0	0							0	
	7	5	6	3	6	6	0	0	0	0	0	0	34	

Total Disciplinary Complaints Received – Financial Year Comparison

The 15 complaints received is similar to the same period last year when 19 complaints were received during the second quarter and represents a 34% decrease on the second quarter of 2012/13.

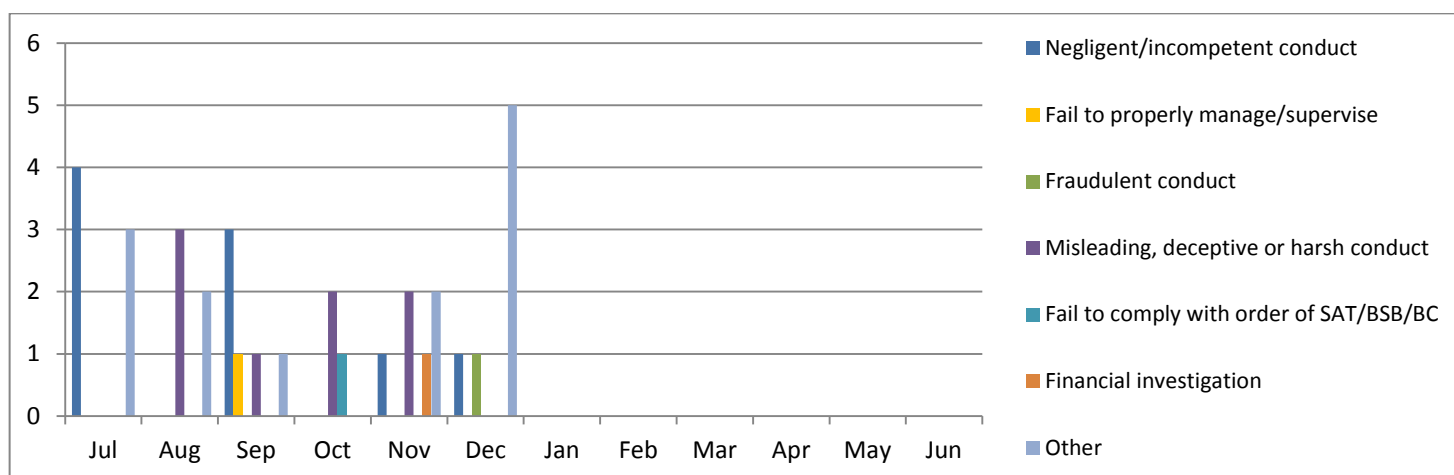


Building Compliance Report – 2nd Quarter 2014/2015

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	6							34

Type of Disciplinary Complaints Received

There were four disciplinary complaints received for misleading, deceptive or harsh conduct, two for negligent/incompetent conduct and one each for fraudulent conduct, fail to comply with an order and a financial investigation and there were seven for other disciplinary matters. The seven other complaints were for no longer being fit and proper (3); deliberate stalling of building works; and one each against a building surveyor and an adjudicator.

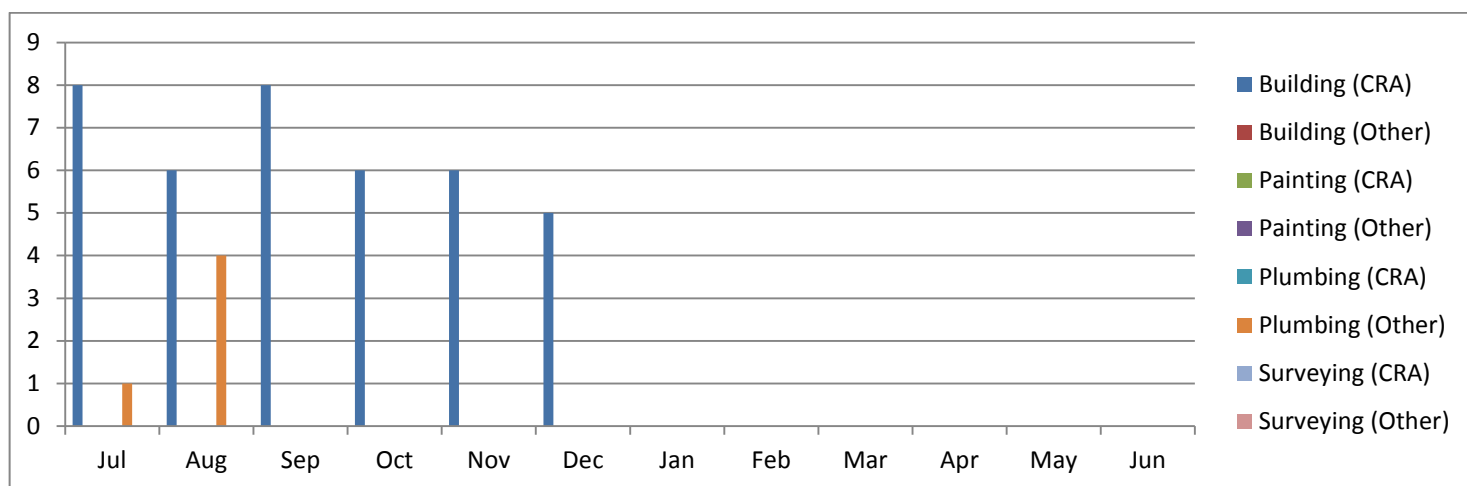


Type of Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Negligent/incompetent conduct	4	0	3	0	1	1							9	
Fail to properly manage/supervise	0	0	1	0	0	0							1	
Fraudulent conduct	0	0	0	0	0	1							1	
Misleading, deceptive or harsh conduct	0	3	1	2	2	0							8	
Fail to comply with order of SAT/BSB/BC	0	0	0	1	0	0							1	
Financial investigation	0	0	0	0	1	0							1	
Other	3	2	1	0	2	4							13	
	7	5	6	3	6	6	0	0	0	0	0	0	34	

Disciplinary Complaints Finalised

There were 17 disciplinary complaints finalised during the second quarter. All of these were against registered builders under the *Building Services (Complaint Resolution and Administration) Act 2011*. This figure represents a 27% decrease on the number of disciplinary complaints finalised during the first quarter.

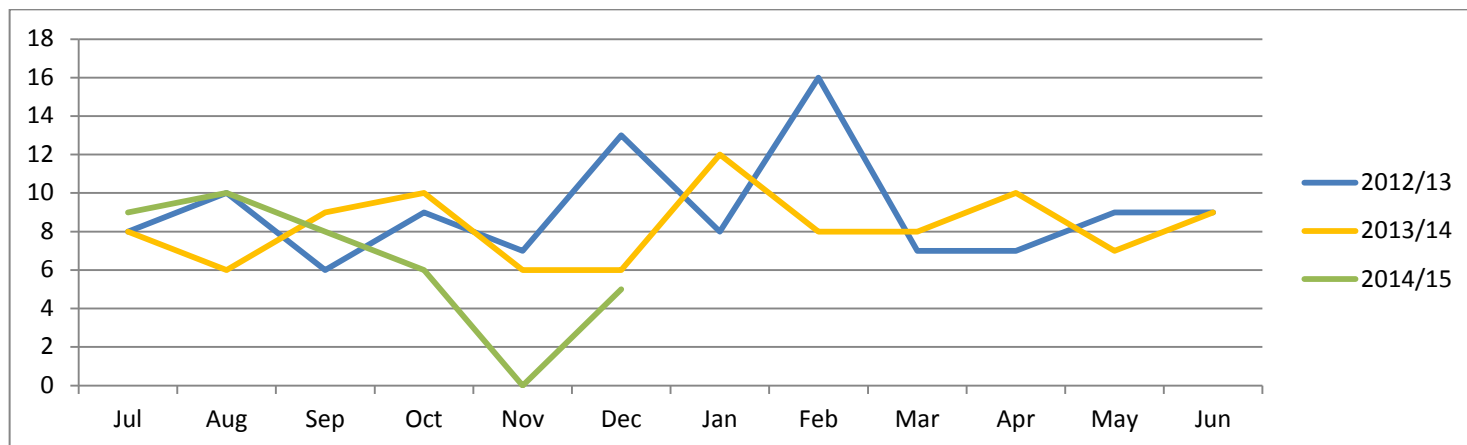
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Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	8	6	8	6	6	5							39
Building (Other)	0	0	0	0	0	0							0
Painting (CRA)	0	0	0	0	0	0							0
Painting (Other)	0	0	0	0	0	0							0
Plumbing (CRA)	0	0	0	0	0	0							0
Plumbing (Other)	1	4	0	0	0	0							5
Surveying (CRA)	0	0	0	0	0	0							0
Surveying (Other)	0	0	0	0	0	0							0
	9	10	8	6	6	5	0	0	0	0	0	0	44

Total Disciplinary Complaints Finalised – Financial Year Comparison

The 17 disciplinary complaints finalised for the second quarter represents a 23% and 41% decrease for the same period of the 2013/14 and 2012/13 fiscal years respectively.

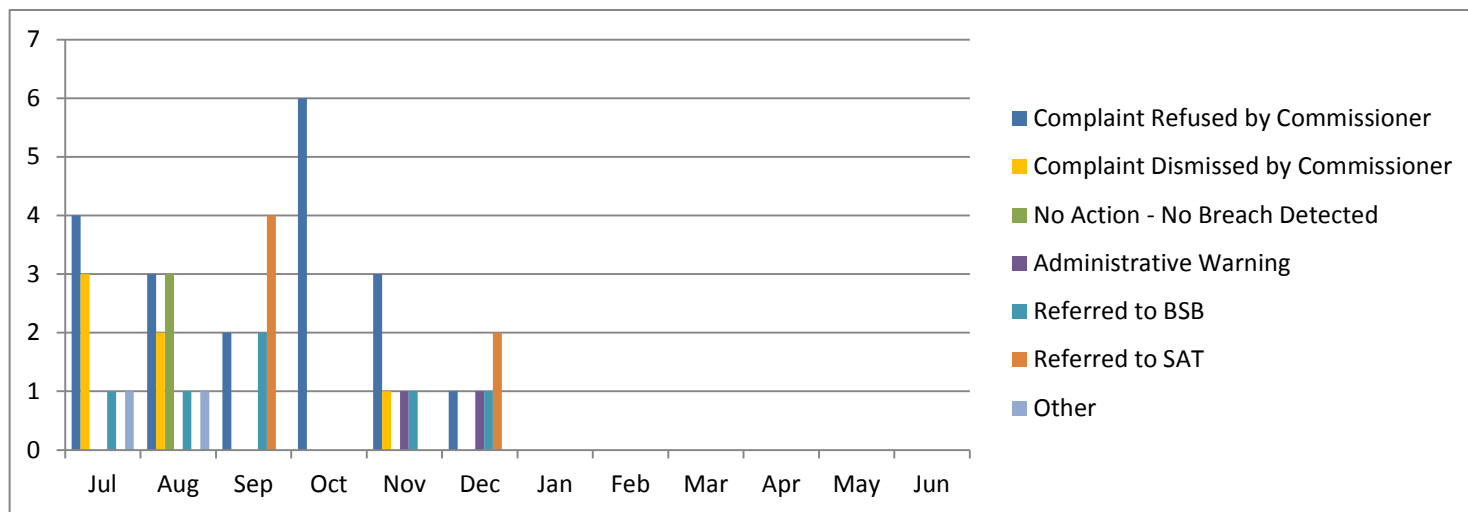


Total Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	8	10	6	9	7	13	8	16	7	7	9	9	109
2013/14	8	6	9	10	6	6	12	8	8	10	7	9	99
2014/15	9	10	8	6	0	5							

Building Compliance Report – 2nd Quarter 2014/2015

Complaint Outcomes

As reported in the first quarter report, disciplinary complaints refused by the Building Commissioner remains the most common outcome (10) and continues to reflect more efficient assessment of complaints following the implementation of the triage process. There were two administrative warnings issued, two matters referred to the BSB, two referred to SAT and one disciplinary complaint dismissed by the Commissioner.

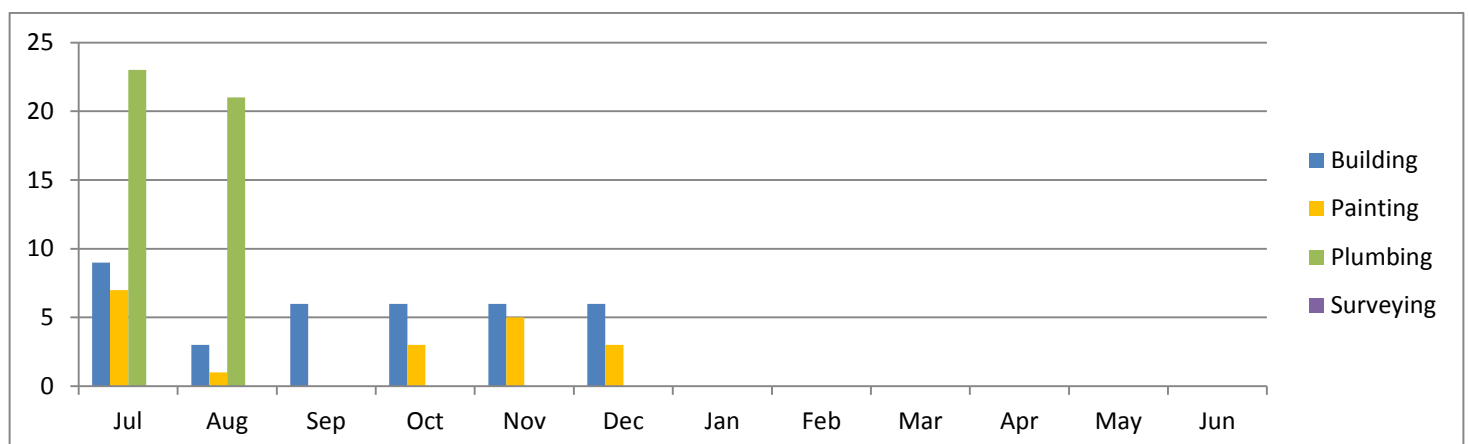


Complaint Outcomes														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Complaint Refused by Commissioner	4	3	2	6	3	1							19	
Complaint Dismissed by Commissioner	3	2	0	0	1	0							6	
No Action - No Breach Detected	0	3	0	0	0	0							3	
Administrative Warning	0	0	0	0	1	1							2	
Referred to BSB	1	1	2	0	1	1							6	
Referred to SAT	0	0	4	0	0	2							6	
Other	1	1	0	0	0	0							2	
	9	10	8	6	6	5	0	0	0	0	0	0	44	

STATUTORY OFFENCES

Complaints Received

During the second quarter there were 29 complaints received relating to statutory breaches. There were 16 complaints received relating to building and 11 relating to painting.

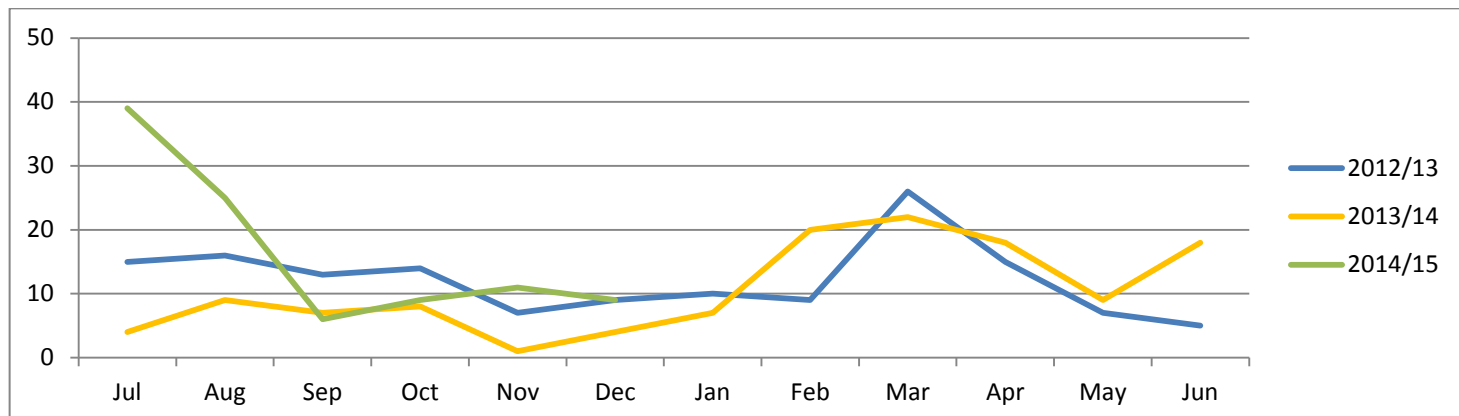


Building Compliance Report – 2nd Quarter 2014/2015

Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	9	3	6	6	6	6							36
Painting	7	1	0	3	5	3							19
Plumbing	23	21	0	0	0	0							44
Surveying	0	0	0	0	0	0							0
	39	25	6	9	11	9	0	0	0	0	0	0	99

Total Complaints Received – Financial Year Comparison

The 29 complaints received for the second quarter is similar to the same period in 2012/13 (30), but is an approximate 120% increase on the same period last year (13).

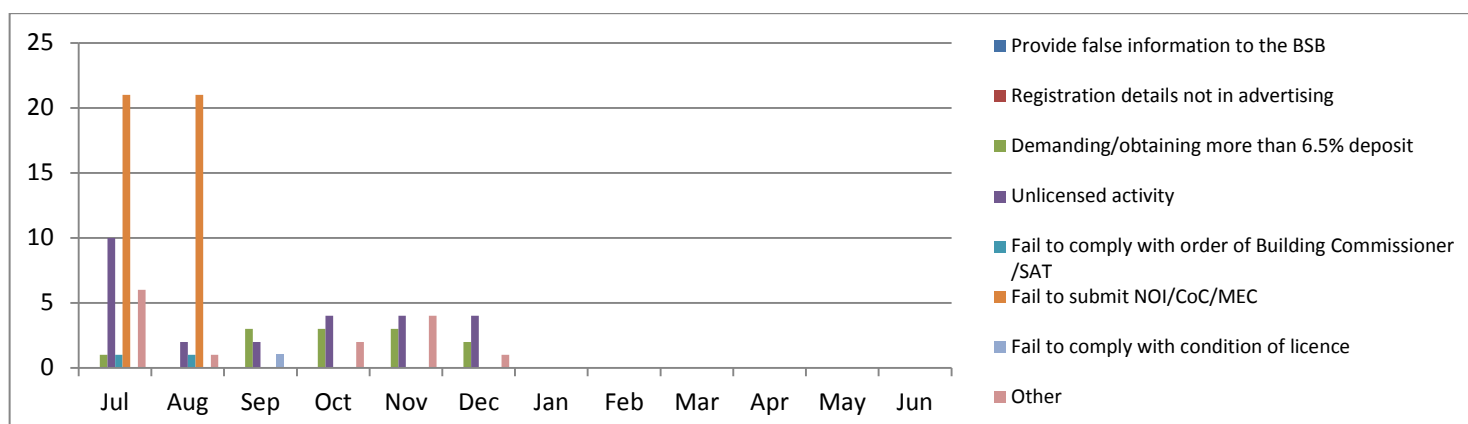


Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	15	16	13	14	7	9	10	9	26	15	7	5	146
2013/14	4	9	7	8	1	4	7	20	22	18	9	18	127
2014/15	39	25	6	9	11	9							

Type of Complaints Received

There were 12 complaints received during the quarter for unlicensed activity and eight relating to excess deposit.

The remaining nine other complaints relate various matters, including fail to notify BSB that they were in financial difficulty, entering into non-complying HBWC, failing to provide HII and entering into a contract when not registered..

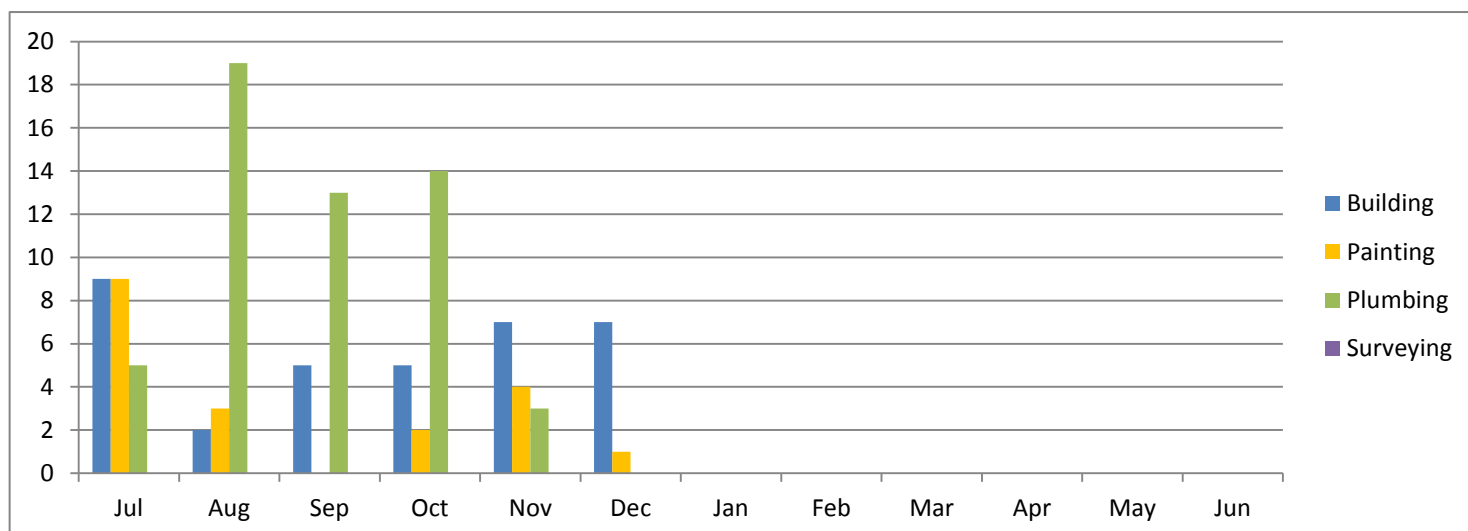


Building Compliance Report – 2nd Quarter 2014/2015

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	1	0	3	3	3	2							12
Unlicensed activity	10	2	2	4	4	4							26
Fail to comply with order of Building Commissioner /SAT	1	1	0	0	0	0							2
Fail to submit NOI/CoC/MEC	21	21	0	0	0	0							42
Fail to comply with condition of licence	0	0	1	0	0	0							1
Other	6	1	0	2	4	3							16
	39	25	6	9	11	9	0	0	0	0	0	0	99

Complaints Finalised

There were 43 complaints finalised during the second quarter. Of the 43 complaints finalised, two related to unregistered building, four were for unregistered painting and three were for unlicensed plumbing. The remaining complaints finalised were for general breaches of the legislation.

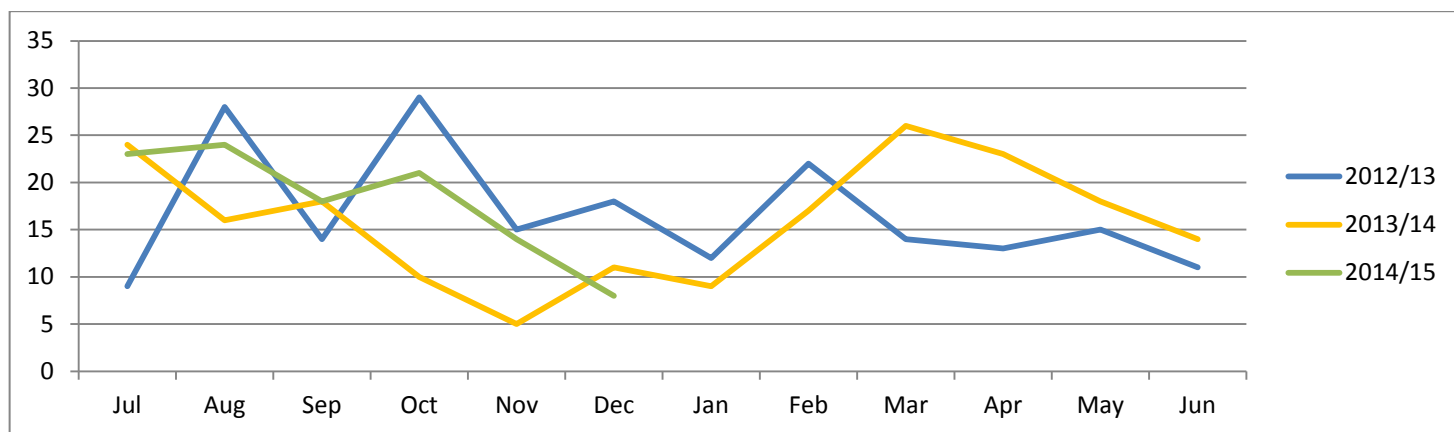


Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	9	2	5	5	7	7							35
Painting	9	3	0	2	4	1							19
Plumbing	5	19	13	14	3	0							54
Surveying	0	0	0	0	0	0							0
	23	24	18	21	14	8	0	0	0	0	0	0	108

Total Complaints Finalised – Financial Year Comparison

The 43 complaints finalised for the second quarter represents an approximate 31% decrease for the same period in the 2012/13 fiscal year and a 65% increase on last year.

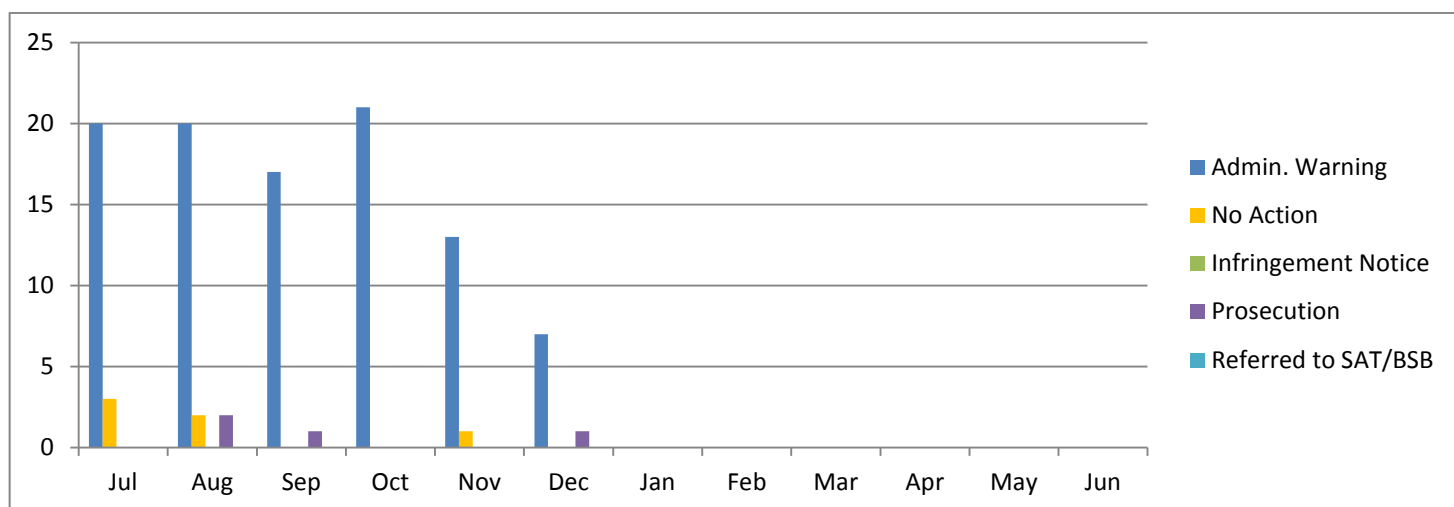
Building Compliance Report – 2nd Quarter 2014/2015



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							

Complaint Outcomes

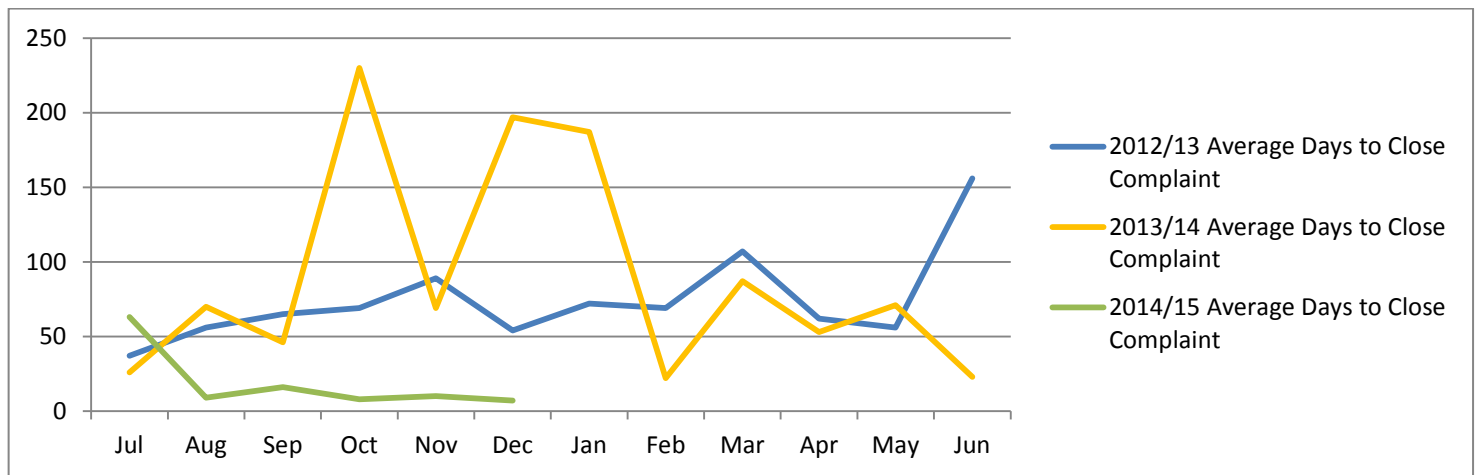
The most common outcome for the quarter was administrative warnings with 41 being issued for the quarter. There was one matter where no action was taken and one for unregistered painting that was referred for prosecution.



Complaint Outcomes													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Admin. Warning	20	20	17	21	13	7							98
No Action	3	2	0	0	1	0							6
Infringement Notice	0	0	0	0	0	0							0
Prosecution	0	2	1	0	0	1							4
Referred to SAT/BSB	0	0	0	0	0	0							0
	23	24	18	21	14	8	0	0	0	0	0	0	108

Building Compliance Report – 2nd Quarter 2014/2015

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	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	9	16	8	10	7							