



Compliance Report

4th Quarter – 2013/2014

COMPLAINT ACTIVITIES

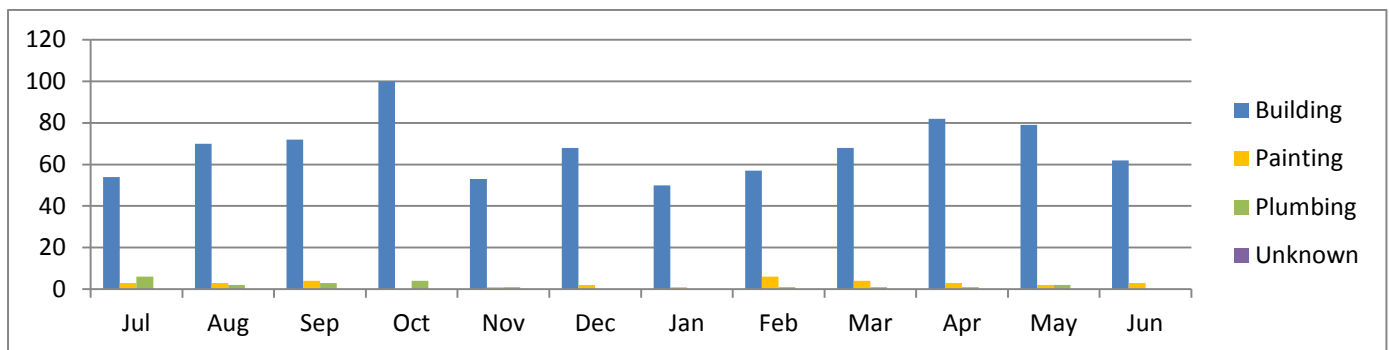
The total number of complaints received for the quarter is 234, which is the highest for a quarter in the 2013/14 year. Overall there were 868 complaints received for the 2013/14 year, which is 59 (7% increase) more than the last financial year.

There were 20 complaints refused by the Building Commissioner during the quarter. Of these eight were because the complaints were not made in accordance with the Act, five were made out of time, four were because the complaints were deemed to be vexatious, misconceived or frivolous, one did not comply with s.8(1) of the Act and one was for a less common reason.

The complaints finalised were slightly lower during the fourth quarter with 181 complaints being finalised. The majority of outcomes for the quarter continued to be orders made by the Commissioner, being 58 which represents 32% of the complaints finalised. There were 50 complaints withdrawn by the complainant and 33 referred to the SAT.

Timeliness of complaints for the quarter was generally consistent with previous quarters, although there was a spike in April to 116 average days to completion. May and June had average days to completion of 88 and 99 respectively. The average days to completion for the 2013/14 year were 110 compared to 89 for 2012/13.

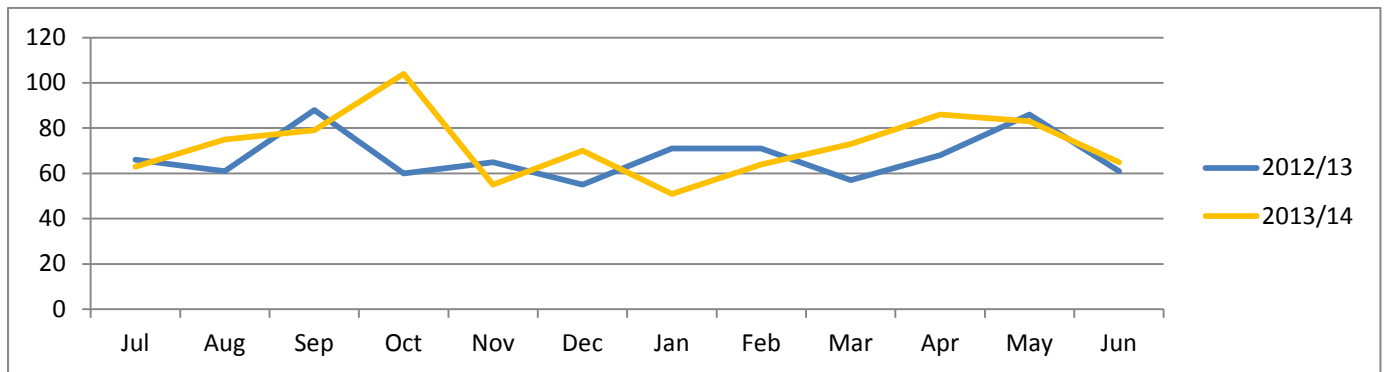
Complaints Received



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	54	70	72	100	53	68	50	57	68	82	79	62	815
Painting	3	3	4	0	1	2	1	6	4	3	2	3	32
Plumbing	6	2	3	4	1	0	0	1	1	1	2	0	21
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0
	63	75	79	104	55	70	51	64	73	86	83	65	868

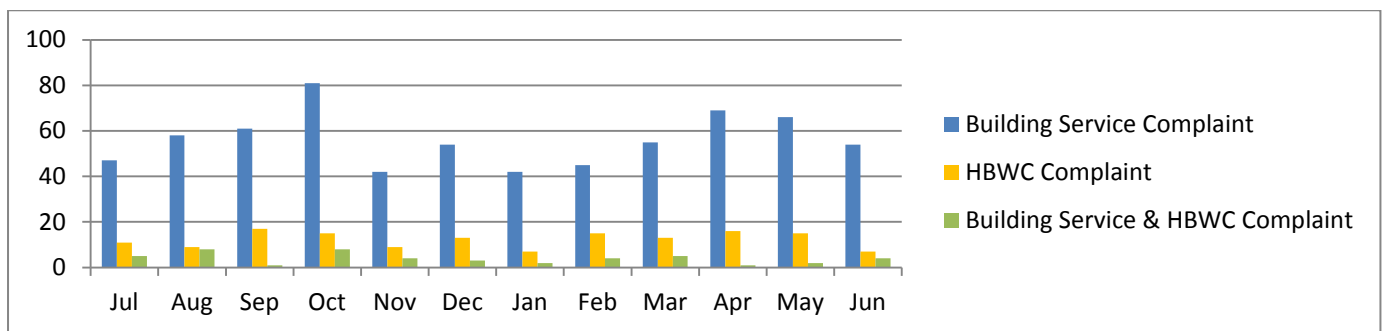
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Total Complaints Received – Financial Year Comparison



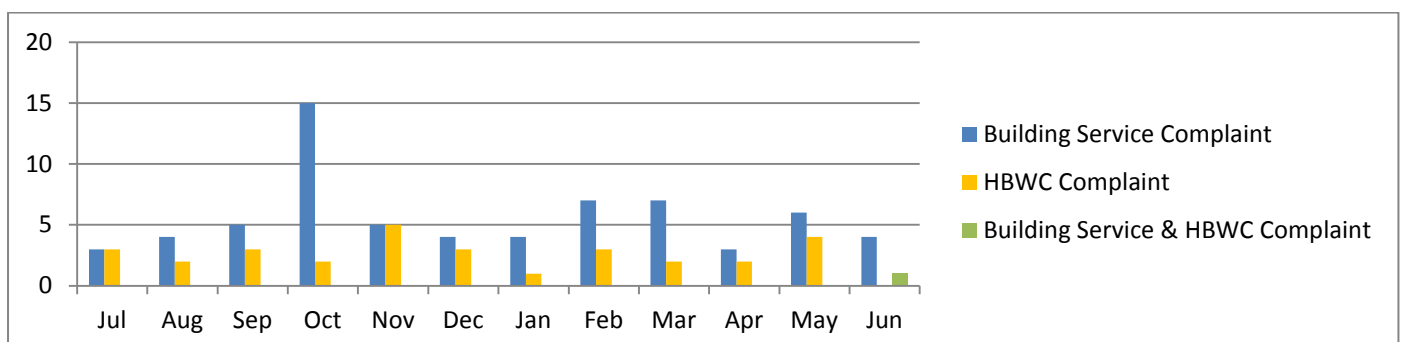
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	66	61	88	60	65	55	71	71	57	68	86	61	809
2013/14	63	75	79	104	55	70	51	64	73	86	83	65	868

Type of Complaints Received



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint	47	58	61	81	42	54	42	45	55	69	66	54	674
HBWC Complaint	11	9	17	15	9	13	7	15	13	16	15	7	147
Building Service & HBWC Complaint	5	8	1	8	4	3	2	4	5	1	2	4	47
	63	75	79	104	55	70	51	64	73	86	83	65	868

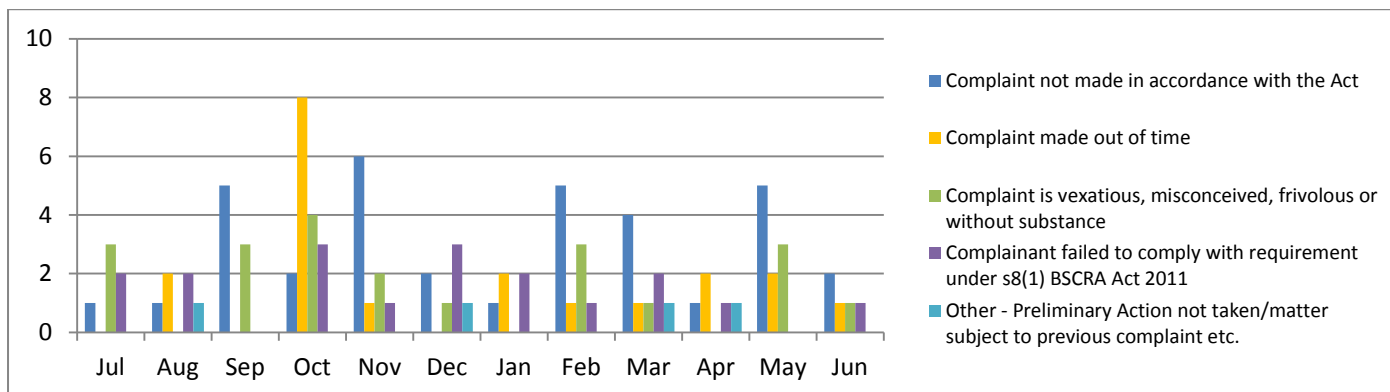
Complaints Refused



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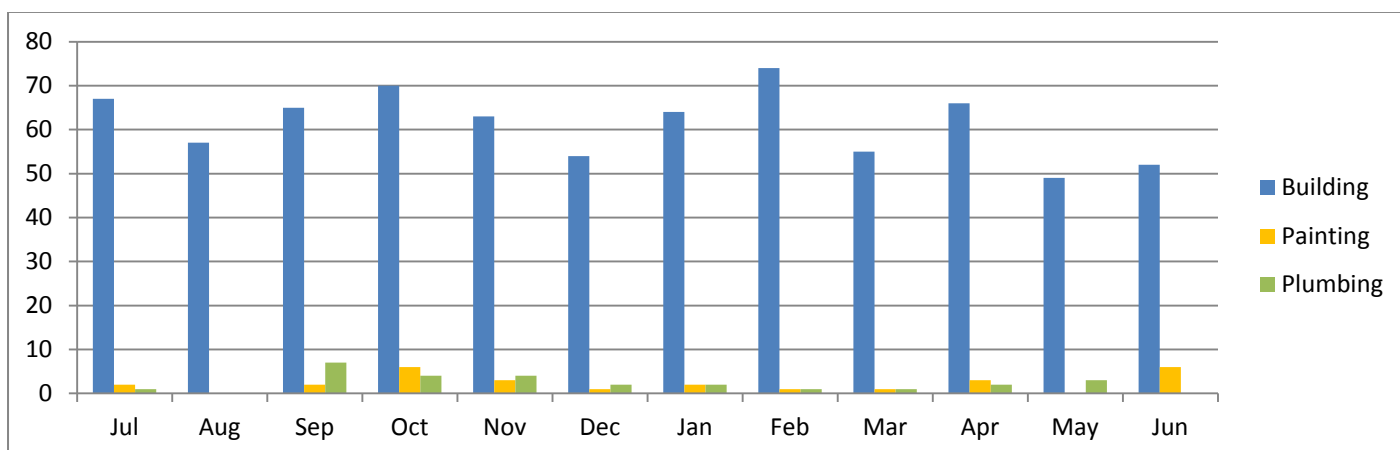
Complaints Refused													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint	3	4	5	15	5	4	4	7	7	3	6	4	67
HBWC Complaint	3	2	3	2	5	3	1	3	2	2	4	0	30
Building Service & HBWC Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1
	6	6	8	17	10	7	5	10	9	5	10	5	98

Reason for Complaint Refusal



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	1	1	5	2	6	2	1	5	4	1	5	2	35
Complaint made out of time		2	0	8	1	0	2	1	1	2	2	1	20
Complaint is vexatious, misconceived, frivolous or without substance	3	0	3	4	2	1	0	3	1	0	3	1	21
Complainant failed to comply with requirement under s8(1) BSCRA Act 2011	2	2	0	3	1	3	2	1	2	1	0	1	18
Other - Preliminary Action not taken/matter subject to previous complaint etc.	0	1	0	0	0	1	0	0	1	1	0	0	4
	6	6	8	17	10	7	5	10	9	5	10	5	98

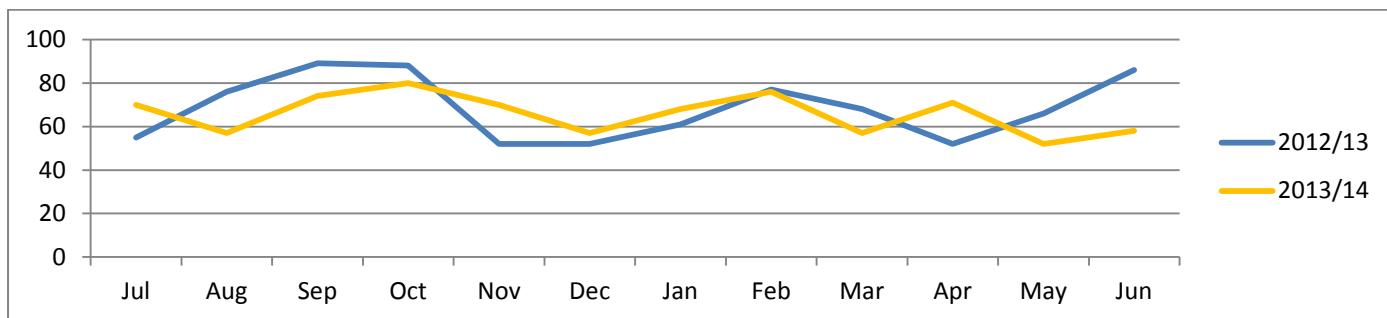
Complaints Finalised



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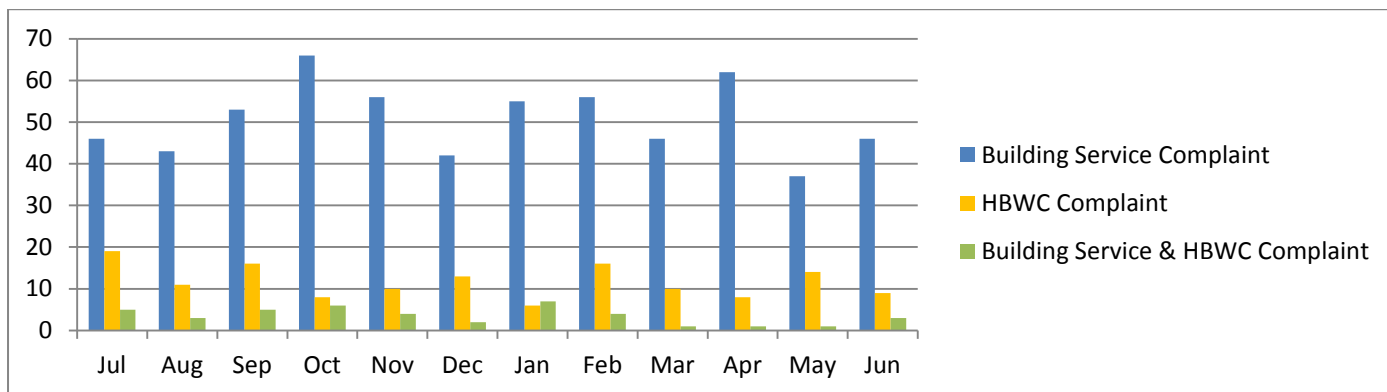
Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	67	57	65	70	63	54	64	74	55	66	49	52	736
Painting	2	0	2	6	3	1	2	1	1	3	0	6	27
Plumbing	1	0	7	4	4	2	2	1	1	2	3	0	27
	70	57	74	80	70	57	68	76	57	71	52	58	790

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	57	74	80	70	57	68	76	57	71	52	58	790

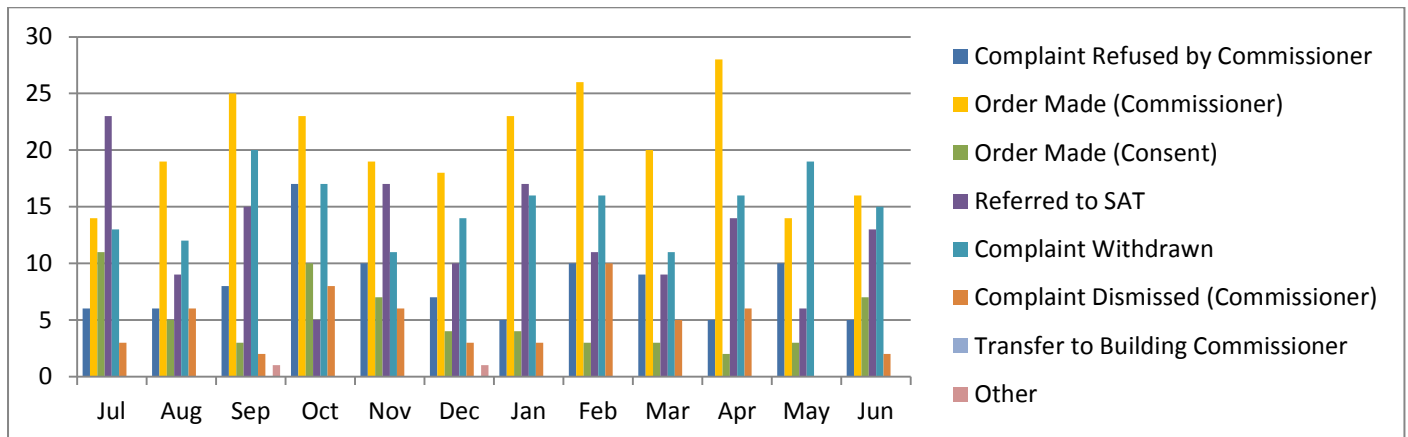
Type of Complaints Finalised



Type of Complaints Finalised														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building Service Complaint	46	43	53	66	56	42	55	56	46	62	37	46	608	
HBWC Complaint	19	11	16	8	10	13	6	16	10	8	14	9	140	
Building Service & HBWC Complaint	5	3	5	6	4	2	7	4	1	1	1	3	42	
	70	57	74	80	70	57	68	76	57	71	52	58	790	

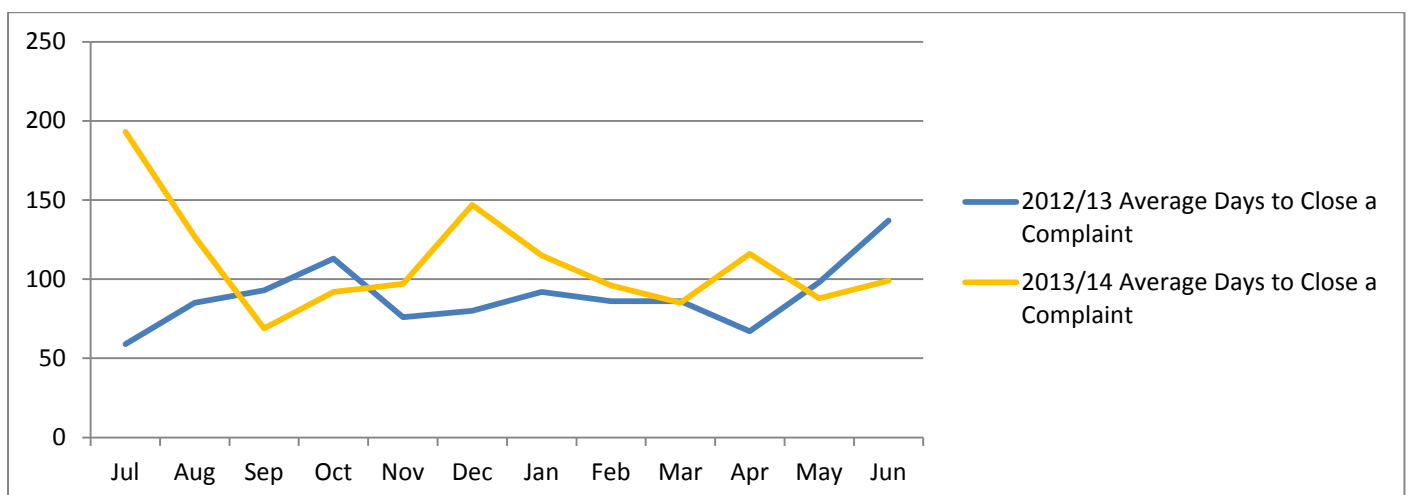
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Complaint Outcomes



Complaint Outcomes														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Complaint Refused by Commissioner	6	6	8	17	10	7	5	10	9	5	10	5	98	
Order Made (Commissioner)	14	19	25	23	19	18	23	26	20	28	14	16	245	
Order Made (Consent)	11	5	3	10	7	4	4	3	3	2	3	7	62	
Referred to SAT	23	9	15	5	17	10	17	11	9	14	6	13	149	
Complaint Withdrawn	13	12	20	17	11	14	16	16	11	16	19	15	180	
Complaint Dismissed (Commissioner)	3	6	2	8	6	3	3	10	5	6	0	2	54	
Transfer to Building Commissioner	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other	0	0	1	0	0	1	0	0	0	0	0	0	2	
	70	57	74	80	70	57	68	76	57	71	52	58	790	

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	

AUDIT ACTIVITIES

Audit Program

As reported in the third quarter, the Audit Branch has the responsibility for monitoring the work and conduct of builders, painters, building surveyors and plumbers. The audit program for builders has been developed and was tested during the third quarter. The fourth quarter saw changes made as a result of improvements arising from the testing program and no further audits were conducted during the quarter.

There were 26 plumbing audits carried out during the fourth quarter. There were 20 audits conducted in the metropolitan area and seven of those were found to be non-compliant. At the time of writing this report the reasons for non-compliance were not available and will therefore be reported in the next quarter. Six audits were conducted regional areas and all were found to be compliant.

The audit program for painters and building surveyors continues to be developed and will be reported on in future compliance reports.

Inspections

As reported in the third quarter, the manner in which we report inspections data has changed slightly to reflect industry specific information (eg. all building inspections data is reported in one graph and table, painting in another etc.). As a result of this, no data is reported for the first two quarters.

During the fourth quarter there were 93 complaint files relating to builders referred to the Audit Branch. As a result, 63 desktop reviews and 26 site inspections were conducted. The Audit Branch also conducted one SAT inspection, three inspection at a builders request, four assessments of files referred from the Enforcement Branch and 30 proactive surveillance inspections on builders. There was also 272 tech line calls received and there were 53 instances where the Audit Branch provided informal assistance relating to building issues.

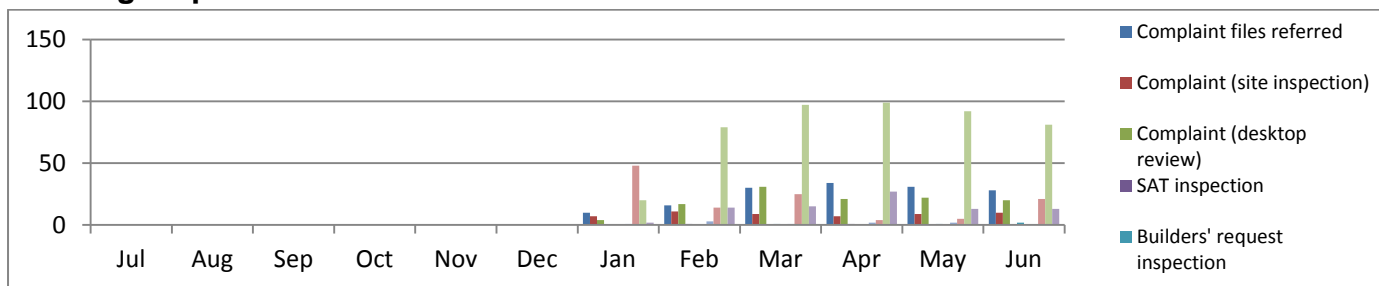
The pro-active building inspections are significantly down with minimal inspections being carried out in April and none conducted in May or June. This is due to the building inspector who normally conducts the pro-active inspections being tasked with a special project to investigating the latent risk of metal battened timber framed roofs. Details on the current state of this investigation are outlined later in this report.

There were 17 painting inspections carried out as a result of complaints during the fourth quarter. There were 17 assessment reports prepared, 25 proactive surveillance inspections conducted, 107 general inquiries and 42 instances where technical assistance was provided.

During the quarter there was 432 plumbing inspections on drainage work, 571 on water supply work and 370 on sanitary work.

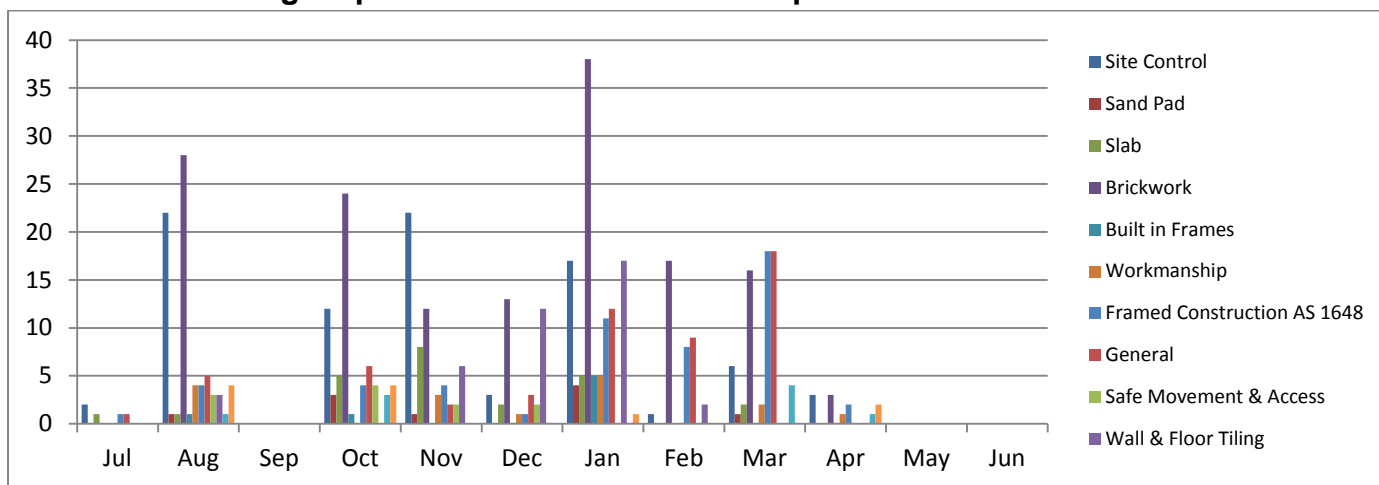
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Building Inspections



Building Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint files referred							10	16	30	34	31	28	149
Complaint (site inspection)							7	11	9	7	9	10	53
Complaint (desktop review)							4	17	31	21	22	20	115
SAT inspection							0	1	0	1	0	0	2
Builders' request inspection							0	0	1	0	1	2	4
Audits							0	0	1	0	0	0	1
Enforcement files							1	3	1	2	2	0	9
Surveillance							48	14	25	4	5	21	117
Tech line calls							20	79	97	99	92	81	468
Informal assistance							2	14	15	27	13	13	84

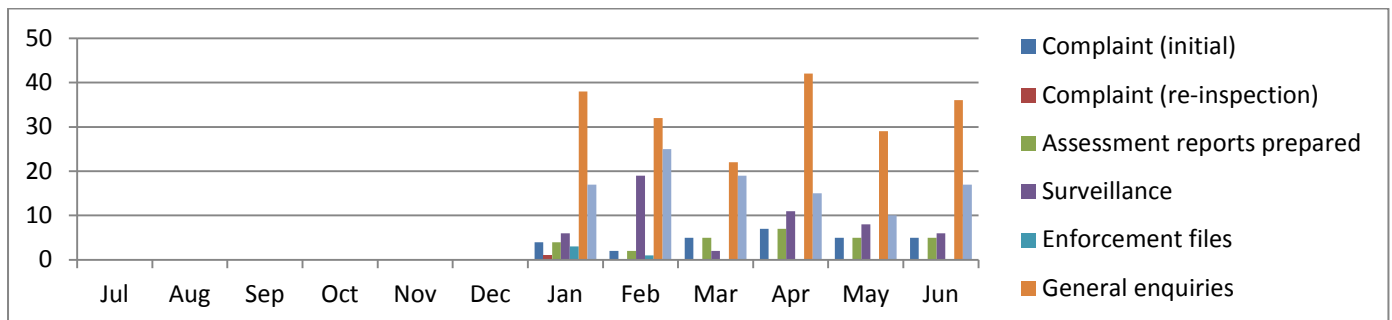
Pro-active Building Inspections – Items of Non-compliance



Building Compliance Report – 4th Quarter 2013/2014

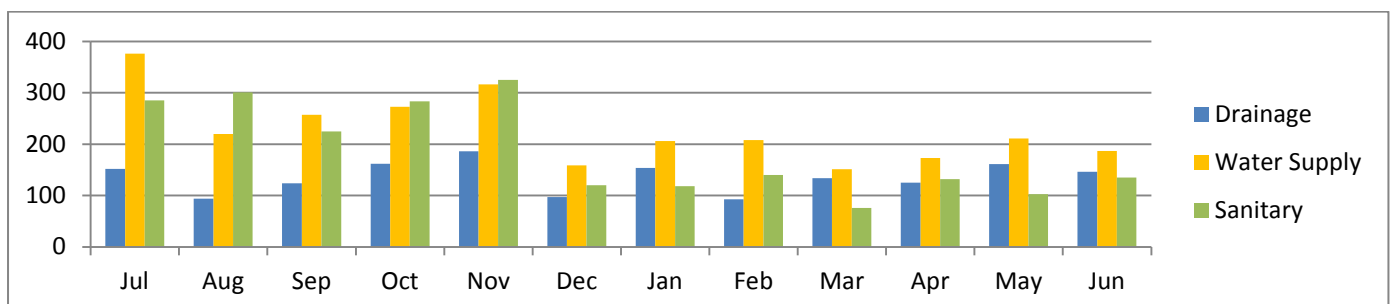
Proactive Inspections - Items of Non-compliance													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Site Control	2	22	0	12	22	3	17	1	6	3	0	0	27
Sand Pad	0	1	0	3	1	0	4	0	1	0	0	0	5
Slab	1	1	0	5	8	2	5	0	2	0	0	0	7
Brickwork	0	28	0	24	12	13	38	17	16	3	0	0	74
Built in Frames	0	1	0	1	0	0	5	0	0	0	0	0	5
Workmanship	0	4	0	0	3	1	5	0	2	1	0	0	8
Framed Construction AS 1648	1	4	0	4	4	1	11	8	18	2	0	0	39
General	1	5	0	6	2	3	12	9	18	0	0	0	39
Safe Movement & Access	0	3	0	4	2	2	0	0	0	0	0	0	0
Wall & Floor Tiling	0	3	0	0	6	12	17	2	0	0	0	0	19
Render Plaster	0	1	0	3	0	0	0	0	4	1	0	0	5
Ceilings	0	4	0	4	0	0	1	0	0	2	0	0	3
	5	77	0	66	60	37	115	37	67	12	0	0	231

Painting Inspections



Painting Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint (initial)							4	2	5	7	5	5	28
Complaint (re-inspection)							1	0	0	0	0	0	1
Assessment reports prepared							4	2	5	7	5	5	28
Surveillance							6	19	2	11	8	6	52
Enforcement files							3	1	0	0	0	0	4
General enquiries							38	32	22	42	29	36	199
Technical assistance							17	25	19	15	10	17	103

Plumbing Inspections



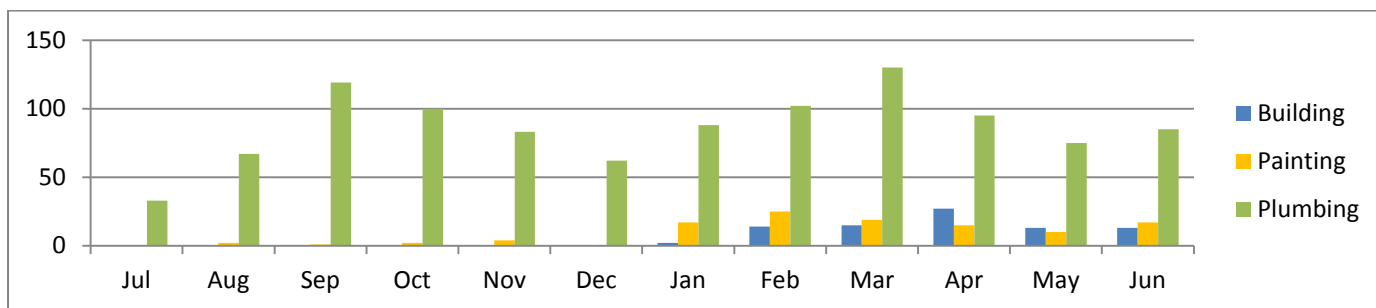
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Plumbing Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Drainage	152	94	124	162	186	97	154	93	134	125	161	146	1628
Water Supply	376	220	257	273	316	159	206	208	151	173	211	187	2737
Sanitary	285	301	225	283	325	120	118	140	76	132	103	135	2243
	813	615	606	718	827	376	478	441	361	430	475	468	6608

Informal Complaints

Informal complaints received for the fourth quarter generally remained consistent with previous quarters although plumbing reduced slightly after a spike in the previous quarter. There were 53 informal complaints received relating to building, 42 for painting and 255 for plumbing. The total informal complaints for the quarter is 350.

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	2	14	15	27	13	13	84
Painting	0	2	1	2	4	0	17	25	19	15	10	17	112
Plumbing	33	67	119	100	83	62	88	102	130	95	75	85	1039
	33	69	120	102	87	62	107	141	164	137	98	115	1235

Investigation Into Metal Batten To Rafter Connections

In April 2014 the Audit Branch commenced an investigation into roof construction for prevention of uplift with a specific aim to gather data regarding metal and timber batten roofs under construction. An interim report has been prepared by the building inspector conducting the investigation and consideration is being given to some matters identified in the report.

During the preparation of the interim report 77 inspections of timber roof framed, metal clad roofs in the Perth Metropolitan area from Eglinton to Lakelands have been conducted. There is anecdotal evidence that 60-70% of the new dwelling market have sheet roofs installed. The Building Commission's Compliance Directorate is communicating with industry about these matters through stakeholder meetings. The Audit Branch is continuing to investigate this matter and will provide further updates in future compliance reports.

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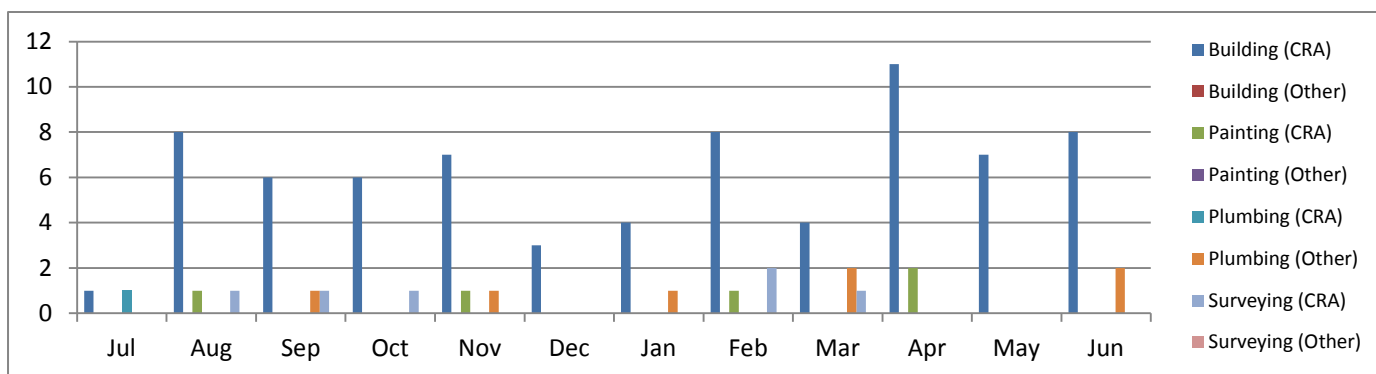
ENFORCEMENT ACTIVITIES

Disciplinary Complaints

There were 30 disciplinary complaints received for the quarter taking the total for the year to 92. This compares to 94 for the 2012/13 financial year. During the fourth quarter there was 13 disciplinary complaints received for negligent or incompetent conduct, one for failing to manage/supervise, one for fraudulent conduct, five for misleading deceptive or harsh conduct, two for failing to comply with an order and eight for a range of minor, less common matters. There were ten disciplinary complaints for individual, different and less common disciplinary matters.

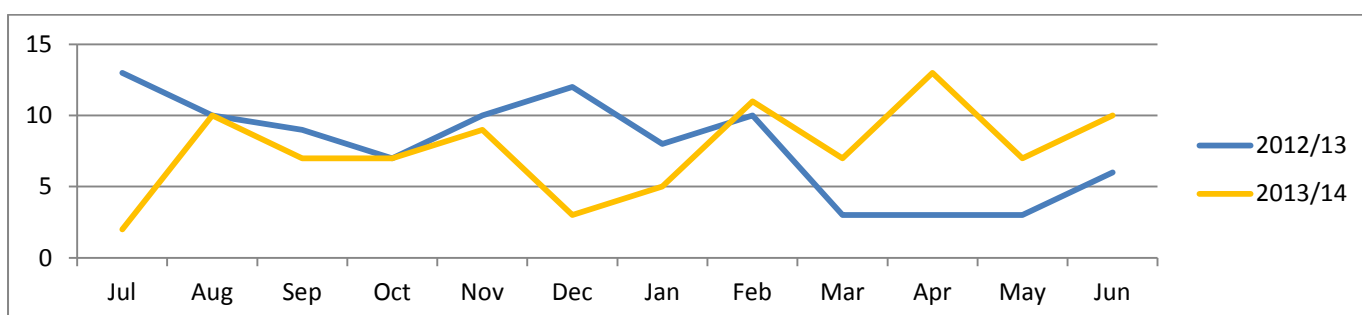
There were 22 disciplinary complaints finalised for building, one for painting, one for plumbing and two for building surveying. The complaint outcomes for these matters consisted of 19 refusals, five dismissals, one no action taken and one referral to the Building Services Board. Overall there were 99 disciplinary complaints completed in 2013/14 compared to 109 in the previous year. The lower number of complaints completed is attributed to less resources and fiscal constraints.

Complaints Received



Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building (CRA)	1	8	6	6	7	3	4	8	4	11	7	8	73	
Building (Other)	0	0	0	0	0	0	0	0	0	0	0	0	0	
Painting (CRA)	0	1	0	0	1	0	0	1	0	2	0	0	5	
Painting (Other)	0	0	0	0	0	0	0	0	0	0	0	0	0	
Plumbing (CRA)	1	0	0	0	0	0	0	0	0	0	0	0	1	
Plumbing (Other)	0	0	1	0	1	0	1	0	2	0	0	2	7	
Surveying (CRA)	0	1	1	1	0	0	0	2	1	0	0	0	6	
Surveying (Other)	0	0	0	0	0	0	0	0	0	0	0	0	0	
	2	10	8	7	9	3	5	11	7	13	7	10	92	

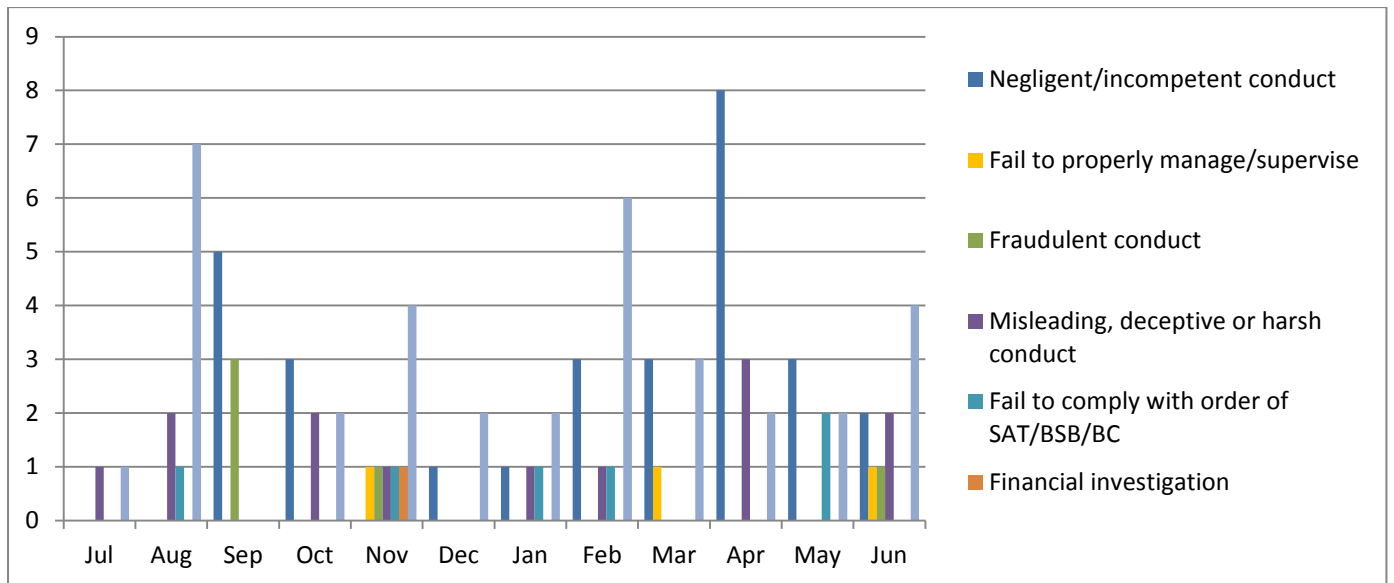
Total Complaints Received – Financial Year Comparison



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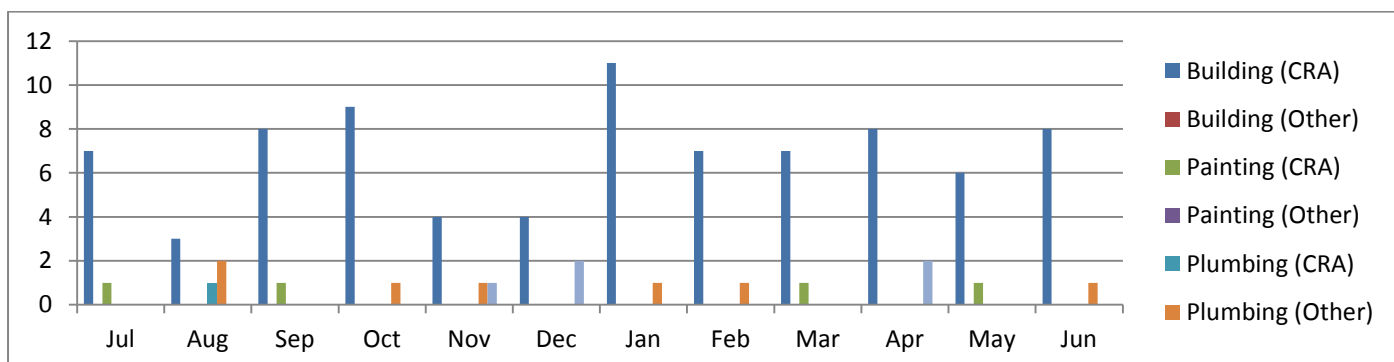
Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	13	10	9	7	10	12	8	10	3	3	3	6	94
2013/14	2	10	8	7	9	3	5	11	7	13	7	10	92

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	3	0	1	1	3	3	8	3	2	29	
Fail to properly manage/supervise	0	0	0	0	1	0	0	0	1	0	0	1	3	
Fraudulent conduct	0	0	3	0	1	0	0	0	0	0	0	1	5	
Misleading, deceptive or harsh conduct	1	2	0	2	1	0	1	1	0	3	0	2	13	
Fail to comply with order of SAT/BSB/BC	0	1	0	0	1	0	1	1	0	0	2	0	6	
Financial investigation	0	0	0	0	1	0	0	0	0	0	0	0	1	
Other	1	7	0	2	4	2	2	6	3	2	2	4	35	
	2	10	8	7	9	3	5	11	7	13	7	10	92	

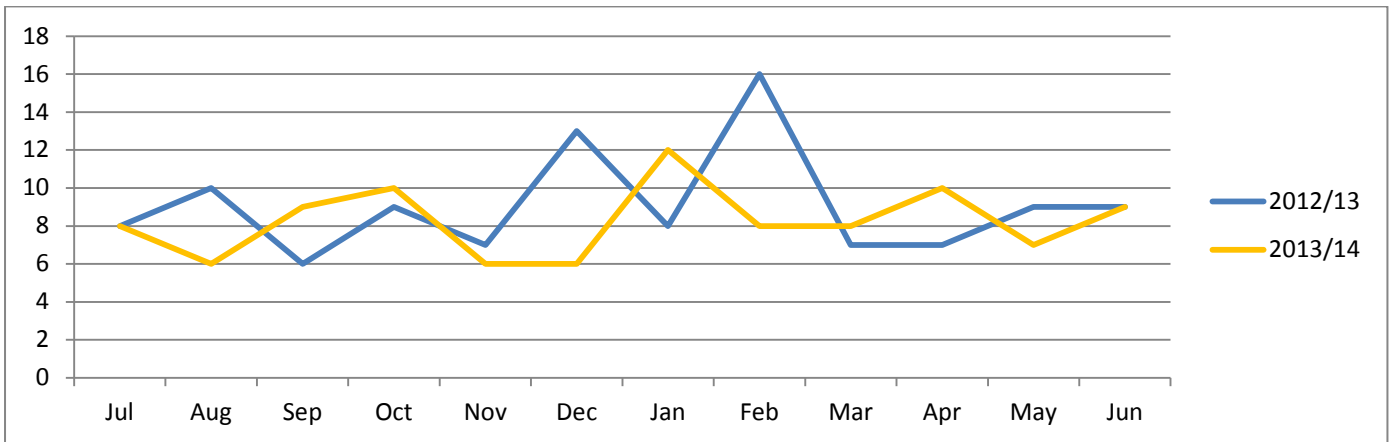
Complaints Finalised



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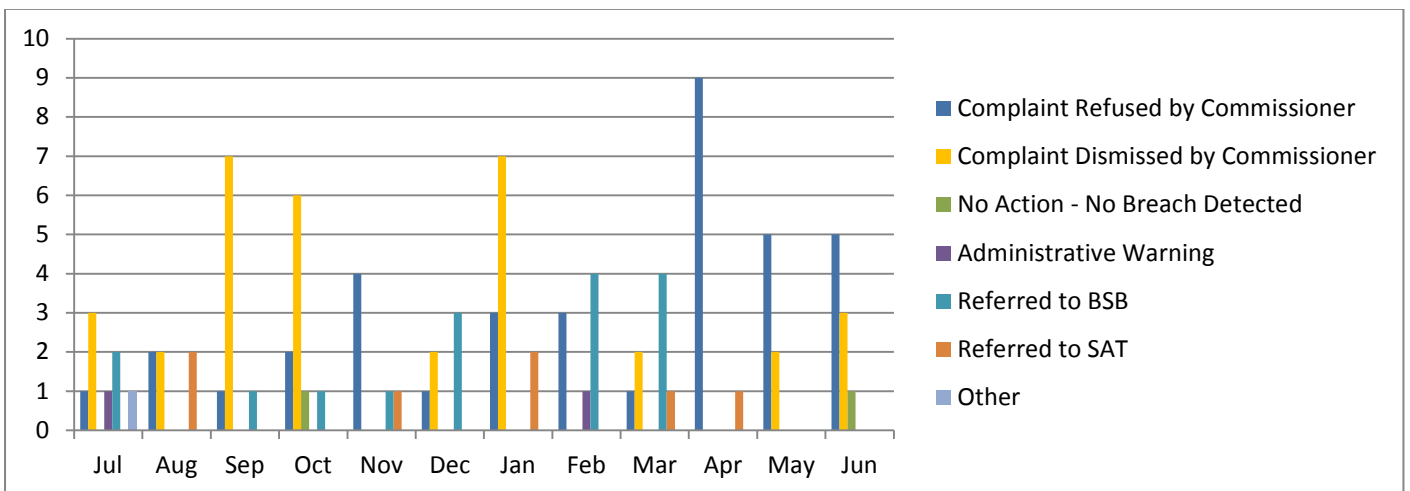
Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	7	3	8	9	4	4	11	7	7	8	6	8	82
Building (Other)	0	0	0	0	0	0	0	0	0	0	0	0	0
Painting (CRA)	1	0	1	0	0	0	0	0	1	0	1	0	4
Painting (Other)	0	0	0	0	0	0	0	0	0	0	0	0	0
Plumbing (CRA)	0	1	0	0	0	0	0	0	0	0	0	0	1
Plumbing (Other)	0	2	0	1	1	0	1	1	0	0	0	1	7
Surveying (CRA)	0	0	0	0	1	2	0	0	0	2	0	0	5
Surveying (Other)	0	0	0	0	0	0	0	0	0	0	0	0	0
	8	6	9	10	6	6	12	8	8	10	7	9	99

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	12	8	8	10	7	9	99

Complaint Outcomes



Building Compliance Report – 4th 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	3	3	1	9	5	5	37
Complaint Dismissed by Commissioner	3	2	7	6	0	2	7	0	2	0	2	3	34
No Action - No Breach Detected	0	0	0	1	0	0	0	0	0	0	0	1	2
Administrative Warning	1	0	0	0	0	0	0	1	0	0	0	0	2
Referred to BSB	2	0	1	1	1	3	0	4	4	0	0	0	16
Referred to SAT	0	2	0	0	1	0	2	0	1	1	0	0	7
Other	1	0	0	0	0	0	0	0	0	0	0	0	1
	8	6	9	10	6	6	12	8	8	10	7	9	99

Statutory Offences

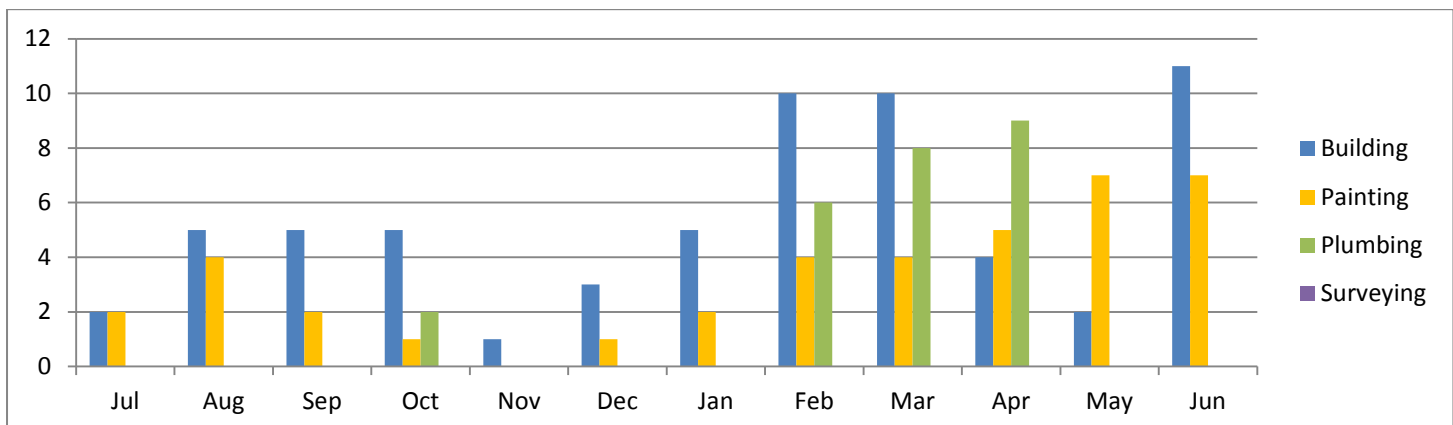
There were 45 complaints relating to statutory breaches received for the fourth quarter. This is consistent with the third quarter, but remains a significant increase on the previous two quarters. The increase in the second half of the year is attributed to improvements in the triaging process and targeted operations such as the plumbing investigation into the lodgement of compliance paperwork.

Of the 45 complaints received for the quarter, five related to builders charging an excess deposit, 23 were for unlicensed activity, two were for failing to comply with an order of the Building Commissioner, 8 for failing to submit compliance paperwork, one for failing to comply with a condition of licence and six were for other individual and less common matters. The high number of complaints received relating to unlicensed activity has resulted from a large number of matters (particularly painting) being referred from the Complaints Branch, after the complaint process identified that work being carried out was unlicensed or unregistered.

There were 55 complaints finalised during the fourth quarter. There were 29 administrative warnings issued, no action taken on ten complaints, eleven infringement notices issued and five matters referred for prosecution.

The average number of days to finalise a complaint improved significantly with an average of 53 complaints finalised in April, 71 in May and 23 in June. The average number of days to finalise a complaint for the entire year was 90 days compared to 74 in the previous year. Whilst the average days to finalise complaints has increased this year, 90 days is a reasonable result considering a number of factors that have impinged on the result, including less resources and a targeted campaign to finalise a large number of old files in October, December and January.

Complaints Received

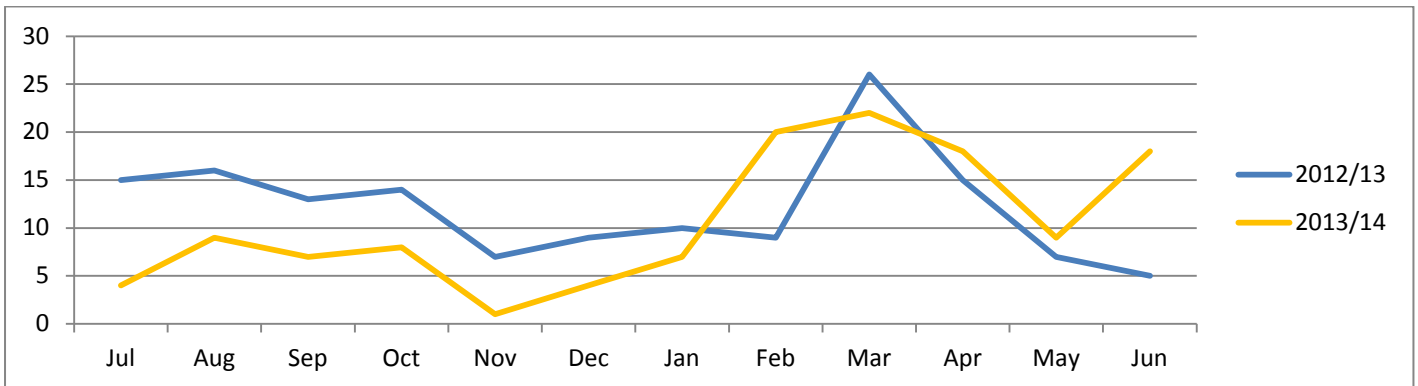


Building Compliance Report – 4th Quarter 2013/2014

Complaints Received

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	2	5	5	5	1	3	5	10	10	4	2	11	63
Painting	2	4	2	1	0	1	2	4	4	5	7	7	39
Plumbing	0	0	0	2	0	0	0	6	8	9	0	0	25
Surveying	0	0	0	0	0	0	0	0	0	0	0	0	0
	4	9	7	8	1	4	7	20	22	18	9	18	127

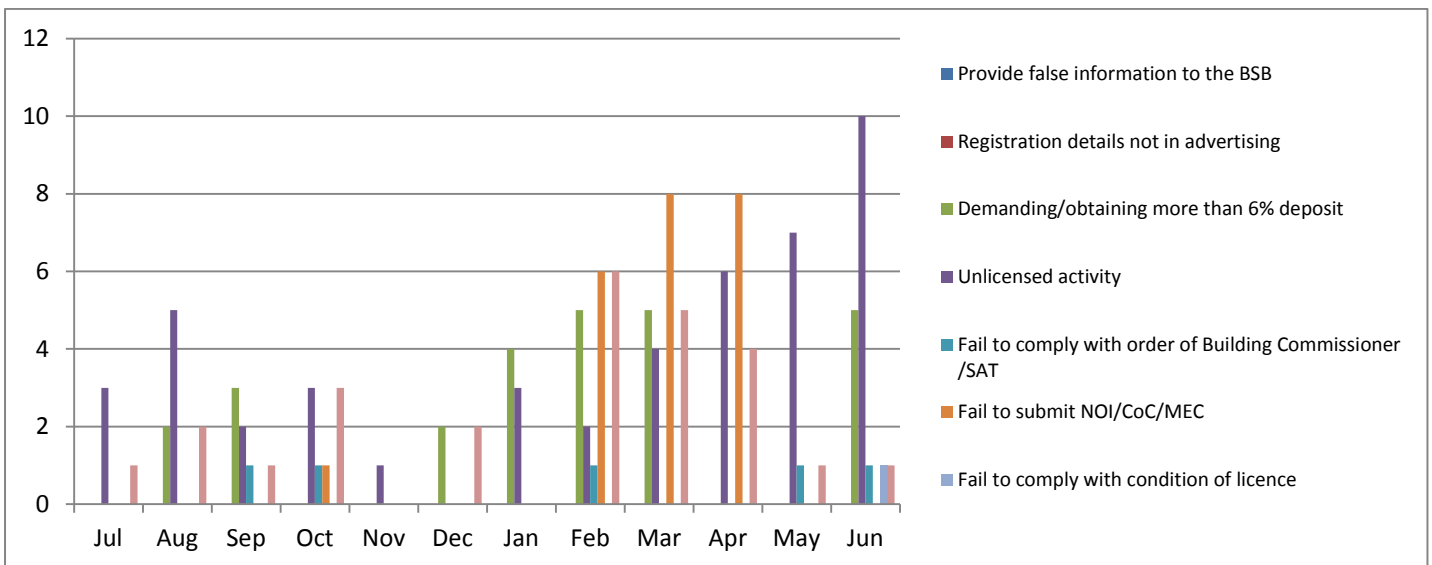
Total Complaints Received – Financial Year Comparison



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	8	1	4	7	20	22	18	9	18	127

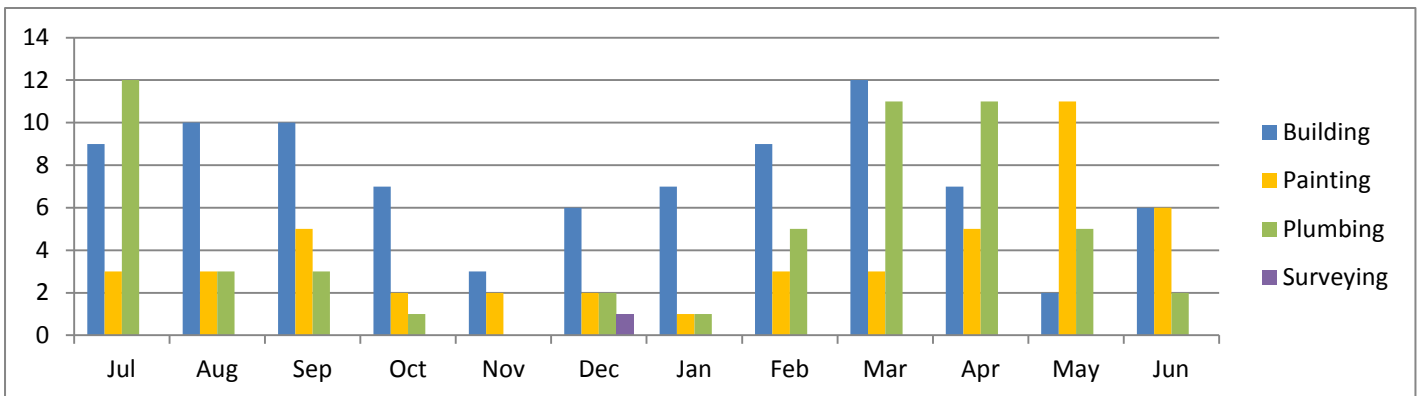
Type of Complaints Received



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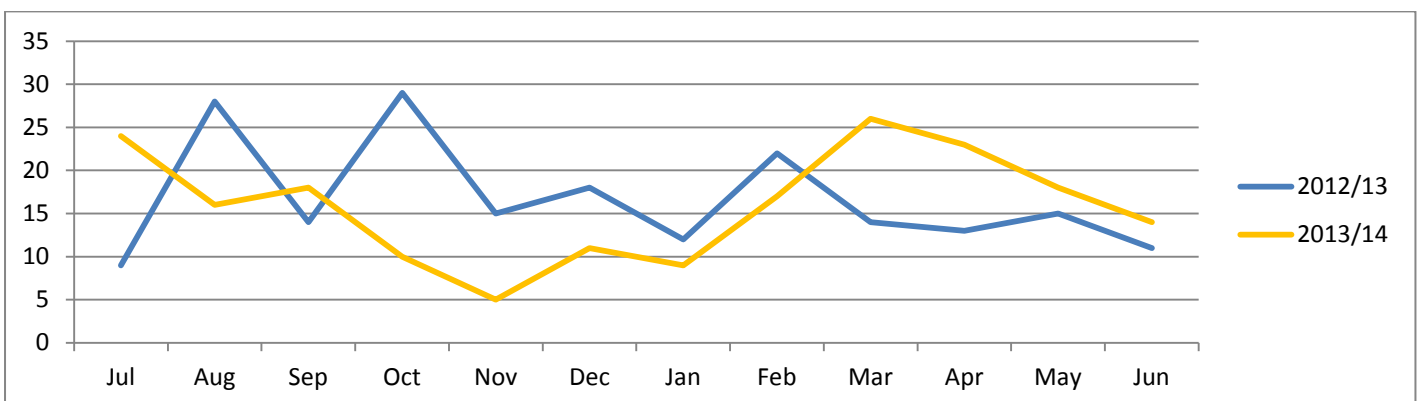
Type of Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Provide false information to the BSB	0	0	0	0	0	0	0	0	0	0	0	0	0	
Registration details not in advertising	0	0	0	0	0	0	0	0	0	0	0	0	0	
Demanding/obtaining more than 6.5% deposit	0	2	3	0	0	2	4	5	5	0	0	5	26	
Unlicensed activity	3	5	2	3	1	0	3	2	4	6	7	10	46	
Fail to comply with order of Building Commissioner /SAT	0	0	1	1	0	0	0	1	0	0	1	1	5	
Fail to submit NOI/CoC/MEC	0	0	0	1	0	0	0	6	8	8	0	0	23	
Fail to comply with condition of licence		0	0	0	0	0	0	0	0	0	0	1	1	
Other	1	2	1	3	0	2	0	6	5	4	1	1	26	
	4	9	7	8	1	4	7	20	22	18	9	18	127	

Complaints Finalised



Complaints Finalised														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building	9	10	10	7	3	6	7	9	12	7	2	6	88	
Painting	3	3	5	2	2	2	1	3	3	5	11	6	46	
Plumbing	12	3	3	1	0	2	1	5	11	11	5	2	56	
Surveying	0	0	0	0	0	1	0	0	0	0	0	0	1	
	24	16	18	10	5	11	9	17	26	23	18	14	191	

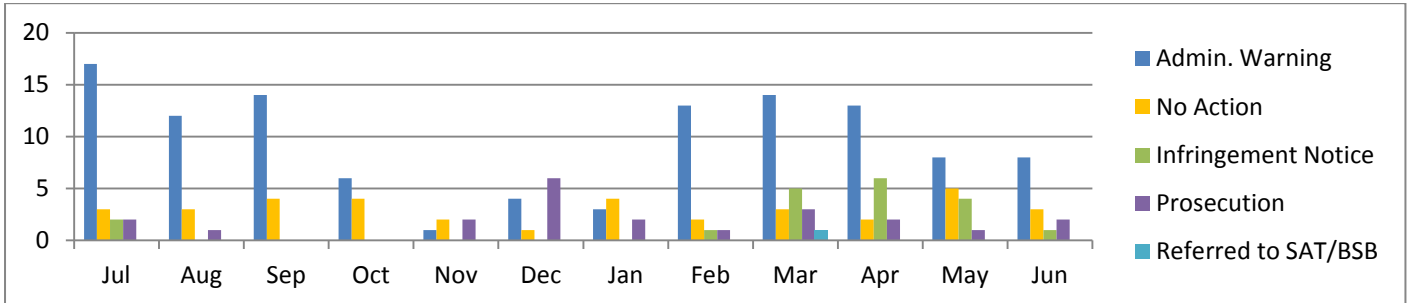
Total Complaints Finalised – Financial Year Comparison



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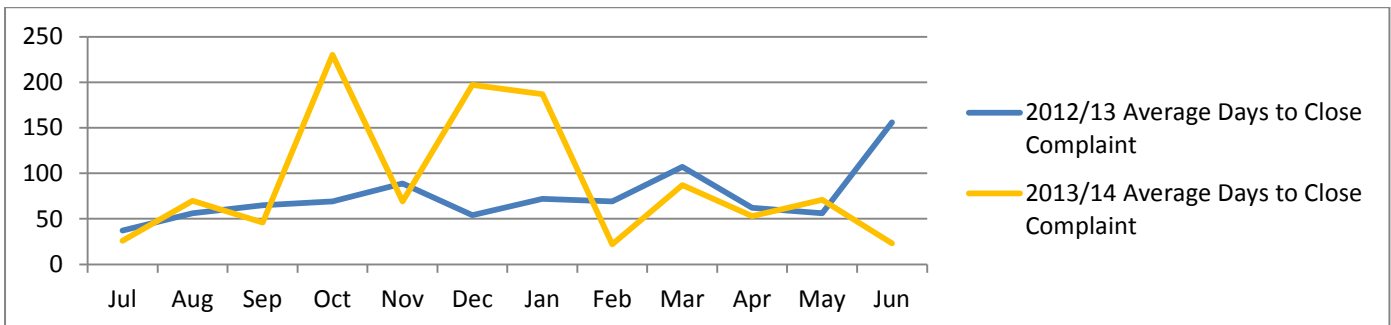
Total Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	9	28	14	29	15	18	12	22	14	13	15	11	200
2013/14	24	16	18	10	5	11	9	17	26	23	18	14	191

Complaint Outcomes



Complaint Outcomes														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Admin. Warning	17	12	14	6	1	4	3	13	14	13	8	8	113	
No Action	3	3	4	4	2	1	4	2	3	2	5	3	36	
Infringement Notice	2	0	0	0	0	0	0	1	5	6	4	1	19	
Prosecution	2	1	0	0	2	6	2	1	3	2	1	2	22	
Referred to SAT/BSB	0	0	0	0	0	0	0	0	1	0	0	0	1	
	24	16	18	10	5	11	9	17	26	23	18	14	191	

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	