



# Building disputes February 2023

## Number of complaints



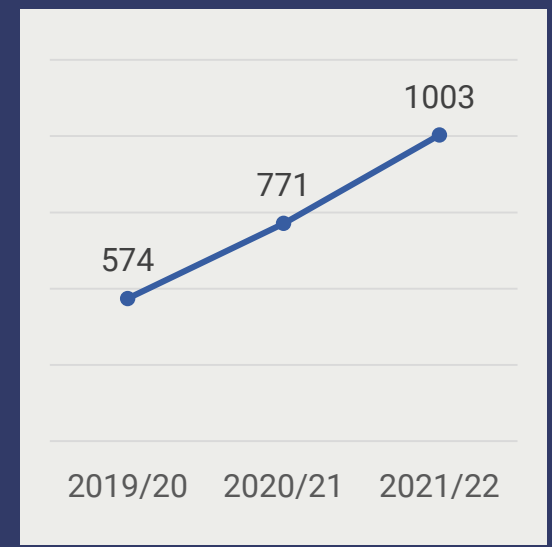
**5% (74)** from this time last year

**2.5% (76)** from this time last year

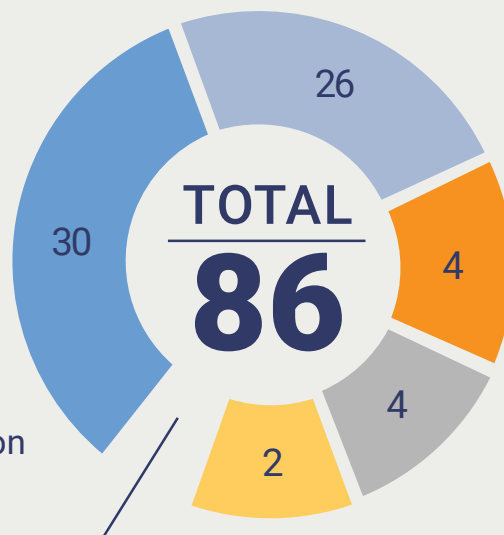
## Top 5 complaint types

- Painting
- Roof cover (incl. timber and metal)
- Fixing, joinery, benchtops, cupboards
- Swimming pool/spa (concrete & fiberglass)
- Water proofing – wet areas (incl. balconies)

## Complaints by year



- Mediated
- Withdrawn
- Dismissed
- Refused
- Orders – remedy/conciliation



**Active complaints**

**557\***

**Average days to close**

**180**



**23** Referred to SAT

\*As of 28 February 2023.