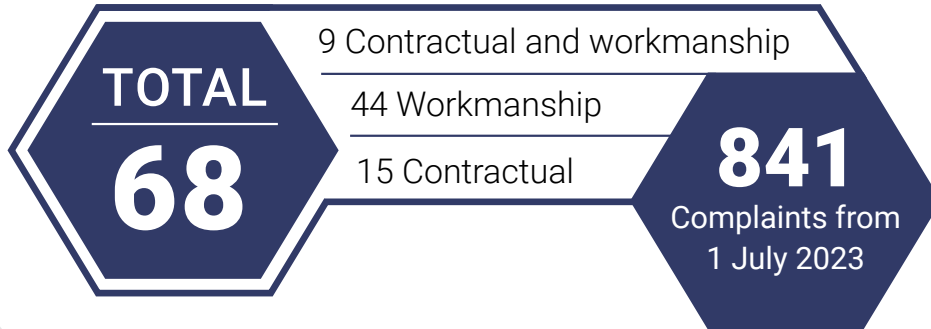


March 2024

*Data correct as at 15/04/22

Building disputes

Number of complaints

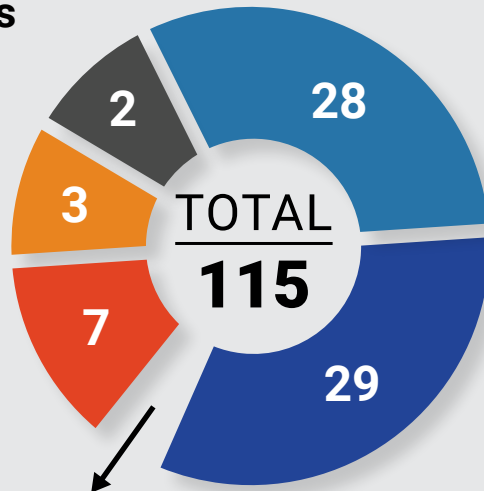


-33% change
from last month

-21% from this
time last year

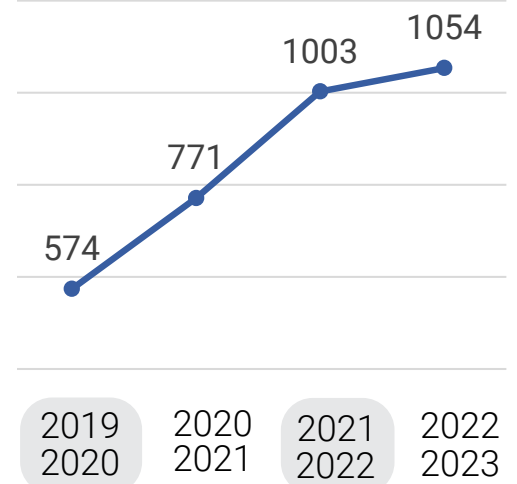
Decisions/outcomes

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- Withdrawn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








20 Referred to SAT

Complaints by year



Top 5 complaint types

-  Roof cover – Sheeting (includes skylights, valleys and flues)
-  Windows, window frames, flyscreens (excludes glazing)
-  Fixtures and fittings (includes garage doors and clothes lines)
-  Brickwork (includes stone and block work)
-  Waterproofing – wet areas (bathrooms, balconies and the like)

Active
complaints

576*

Average
days to
close

162