

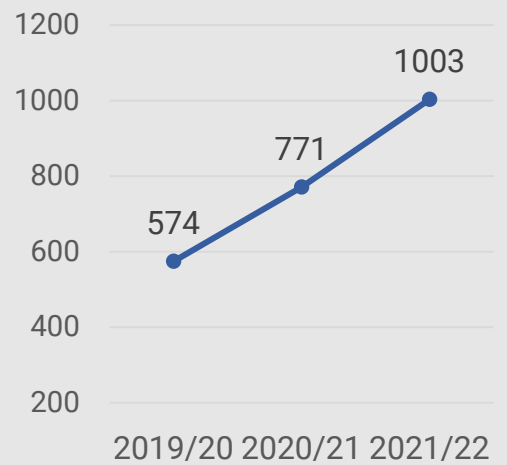
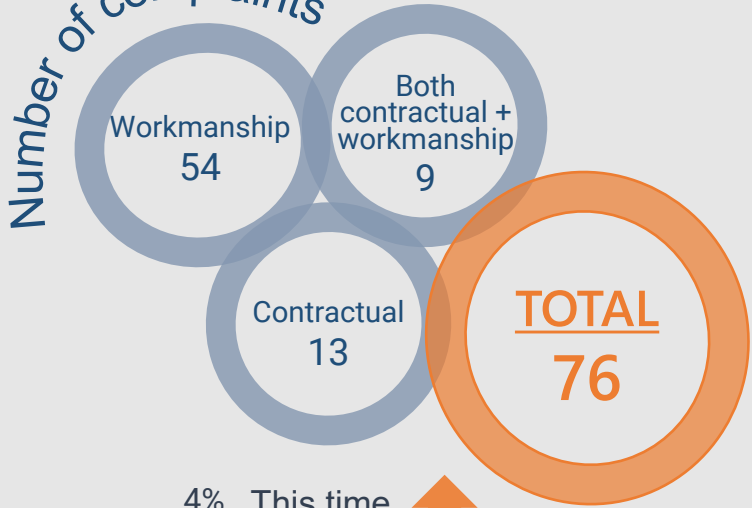


# Building disputes January 2023

Complaints from 1 July 2022

581

Number of complaints

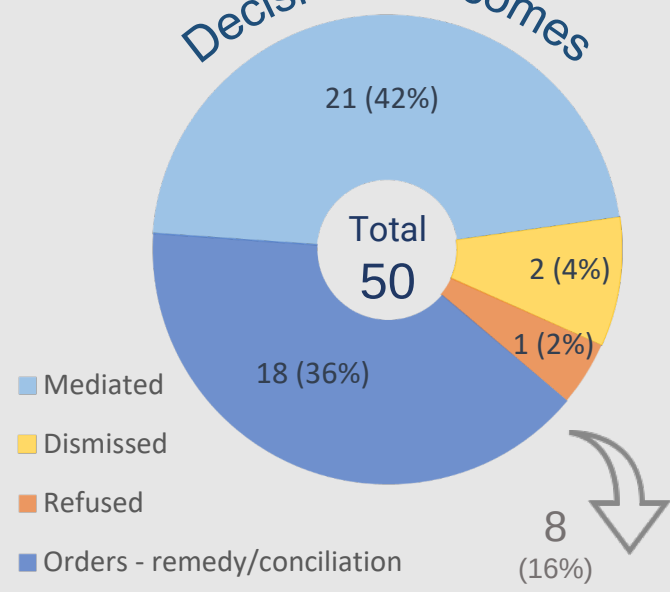


4% This time last year ↑  
15% Change from last month ↑

Top 5 complaint types

- Roof & ceiling frame (timber & metal)
- Gutters and downpipes
- Roof cover (incl. skylights, valleys & flues)
- Tiling – wall & floor
- Brickwork (incl. stone & block work)

Decisions/outcomes



Active complaints **558\***

Average days to close **153**

Referred to SAT



\*As of 31 Jan 2023