

Building disputes September 2023

Number of complaints

TOTAL 90

5 Contractual and workmanship

28 Contractual

57 Workmanship

311 Complaints from 1 July 2023





Top 5 complaint types



Water ingress



Gutters and downpipes



Roof cover - Sheeting (inl. skylights, valleys, flues)

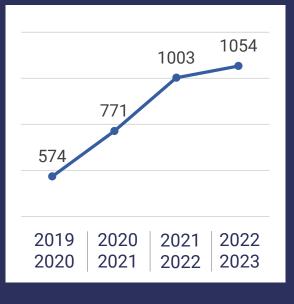


Doors and door frames (metal/timber) inl. hardware



Patio, pergola and carport

Complaints by year



Decisions/outcomes



Withdrawn

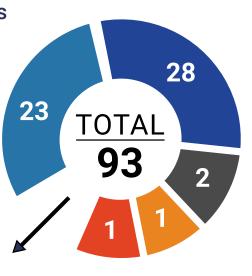
Dismissed

Refused

Orders
- remedy/conciliation



38 Referred to SAT





Data correct as at 12/10/23.