

Example complaint schedule – Building service complaints/HBWC complaints

Note: General descriptions such as “faulty” or “poor” or “unacceptable” are not appropriate

No	Item/Location/Clause	Description	Reference to evidence relied upon	Remedy Sought	Respondent's response
1	Ensuite shower.	Water ingress causing damage to shower walls and other side of shower walls ie hallway wall and bedroom two wall and carpets.	<ul style="list-style-type: none"> • Report labelled “Attachment 1”. • Name of Inspector's report dated . • Page number & paragraph number of report. 	Water ingress to be remedied, tiling and hallway walls and carpet to be replaced.	No response.
2	Entire internal floor to house.	Tiles are uneven.	<ul style="list-style-type: none"> • House plans labelled “Attachment 2”. Showing location/s of faulty tiles. • Photographs labelled: “Attachment 3” 	Tiles to be lifted and relayed if possible or new tiling to be completed.	Only prepared to relay small amount of tiles.
3	New Patio – gutters.	Water leaking into house roof space causing water ingress and staining to lounge room ceiling and eaves.	<ul style="list-style-type: none"> • Report labelled “Attachment 6”. Name of Inspector's report – dated . • Including page number &/or paragraph number of report. • Photographs labelled: “Complaint Item 3 Attachment 7” 	<ul style="list-style-type: none"> • Gutters require reinstalling so they don't cause leaks. • Additional downpipes required. • Water ingress damage to ceiling and eaves to be remedied. 	No response.
4	Delays.	Contract states 350 working days to construct . Build not completed	<ul style="list-style-type: none"> • Contract I “Attachment 10 – Page 9 – Clause 7”. • 10 Real Estate rent receipts “Attachment 11”, 	Compensation for delays \$4,900.00 for extra rent.	Builder advised construction was within contracted time and will not pay for additional rent incurred.
5	Price Increase –	Variation Price increase \$19,000 Delay in the commencement of the Works is attributable to Builder.	<ul style="list-style-type: none"> • Clause 9 of contract labelled: “Attachment 12”. • Variation - Price increase dated 25 May2015. Labelled “Attach 13” 	Variation to be deemed invalid	Builder prepared to drop increase by \$2,000.00
6	Breach of contract No works Carried out	Deposit invoice paid \$5000 no works carried out	<ul style="list-style-type: none"> • Quote labelled “Attachment 15” • Proof of payment. 	Full refund of \$5,000 paid	No response.