



Information for owners of new homes with polybutylene plumbing pipes

Building and Energy is aware of several new homes experiencing issues with a particular brand of polybutylene plumbing pipes. Issues include burst pipes causing serious water damage to homes and contents. Building and Energy is investigating the cause of the failures.

To assist in collating accurate information, an online register has been set up for consumers to report an issue or concern. If you have had, or think you may have had, polybutylene plumbing pipes installed in your home in the past six years, even if you have not had any plumbing issues, you are encouraged to [register your details](#).

Building and Energy provides dispute resolution services for building relating matters which enables any person adversely affected by the carrying out of a regulated building service to make a complaint to the Building Commissioner. By registering your details, you have not submitted a complaint.

Any updates on the investigation will also be published on the [Building and Energy website](#).

What kind of homes are impacted?

At this stage, it appears residential homes built in WA in 2019 or 2020 may contain the particular brand of polybutylene plumbing pipes that are showing signs of premature failure.

What should homeowners do if they suspect they have this problem?

In the first instance, if you have concerns about your plumbing pipes, contact your builder. If you are renting the property, please contact your landlord or property manager.

What are the warning signs of a burst plumbing pipe?

The experience is different for each home, but leaks from burst plumbing pipes can be detected visually (with water staining appearing on walls, ceilings and floors) or from the sound of water leaking. In some cases you may notice an unexplained increase in your water use on your bill.

What is the model/brand of defective plumbing pipe, and who manufactures it?

At this stage, information suggests the issue is limited to a particular brand. However, until the cause of the failures is known Building and Energy is not able to identify any manufacturers involved.

Is the builder required to replace all the piping that was installed at the time as well as those that have failed?

Builders are not required to replace all of the polybutylene plumbing pipe, but this may change depending on the findings of the investigation.

How is Building and Energy investigating the matter?

Building and Energy's investigation is focused on determining whether this is a product manufacturing issue, substandard workmanship at the time of installation, or a combination of both. The investigation is also examining whether climatic or other conditions in Western Australia are contributing factors.

When should a homeowner lodge a building service complaint with Building and Energy?

Anyone who has experienced a burst pipe within six years of the practical completion of their home should contact their builder in the first instance.

We understand builders are addressing the issue but if the builder is non-responsive you should consider lodging a building service complaint with Building and Energy.

Information, including an explanatory video, on the dispute resolution process is available on the [Building and Energy website](#).

What are the next steps?

Building and Energy will continue to progress the investigation and any updates will be published on the webpage.

Who can homeowners call for more information?

Building and Energy – 1300 489 099

Disclaimer – The information contained in this fact sheet is provided as general information and a guide only. It should not be relied upon as legal advice or as an accurate statement of the relevant legislation provisions. If you are uncertain as to your legal obligations, you should obtain independent legal advice.