



# Plumbing Compliance Report

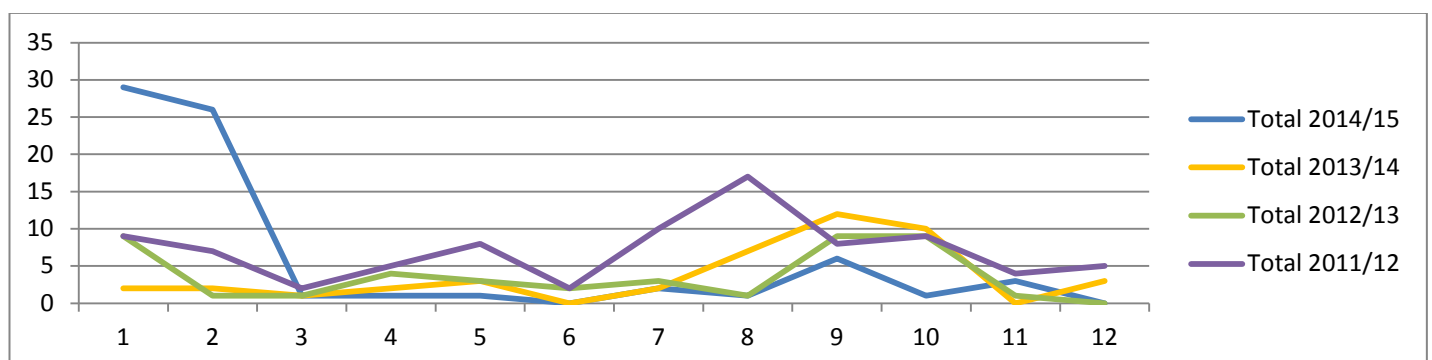
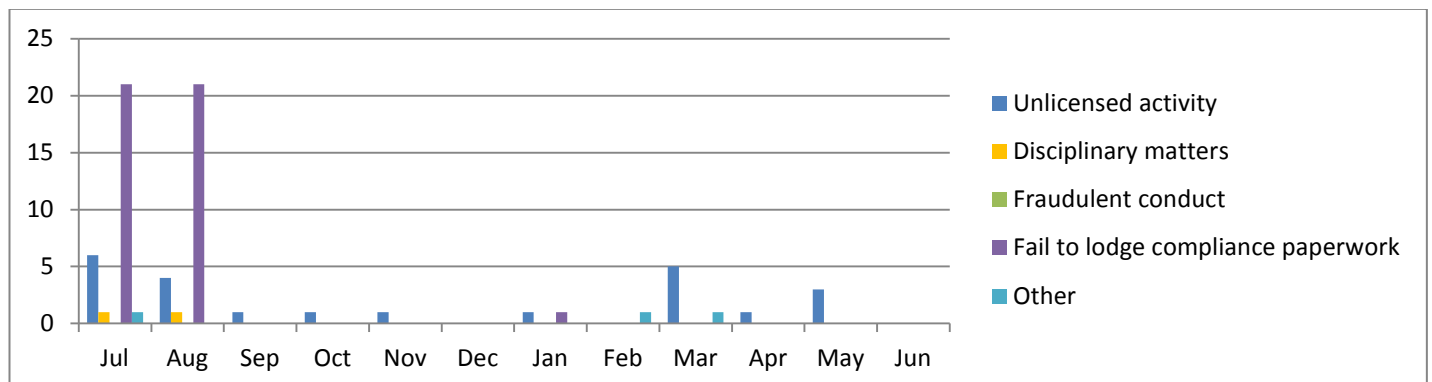
## 4th Quarter 2014/15

### ENFORCEMENT BRANCH

#### New Matters referred for Investigation

There were four new matters referred for investigation during the fourth quarter. All matters related to unlicensed activity. Overall, for the 2014/15 fiscal year there were 71 matters referred for investigation, comprising of 23 matters for unlicensed activity, two disciplinary matters, 43 fail to lodge compliance paperwork and three other less common matters.

The total number of matters referred for investigation (71) represents an approximate increase of 62% on the 2012/13 and 2013/14 fiscal years and a decrease of 17% on the 2011/12 year.

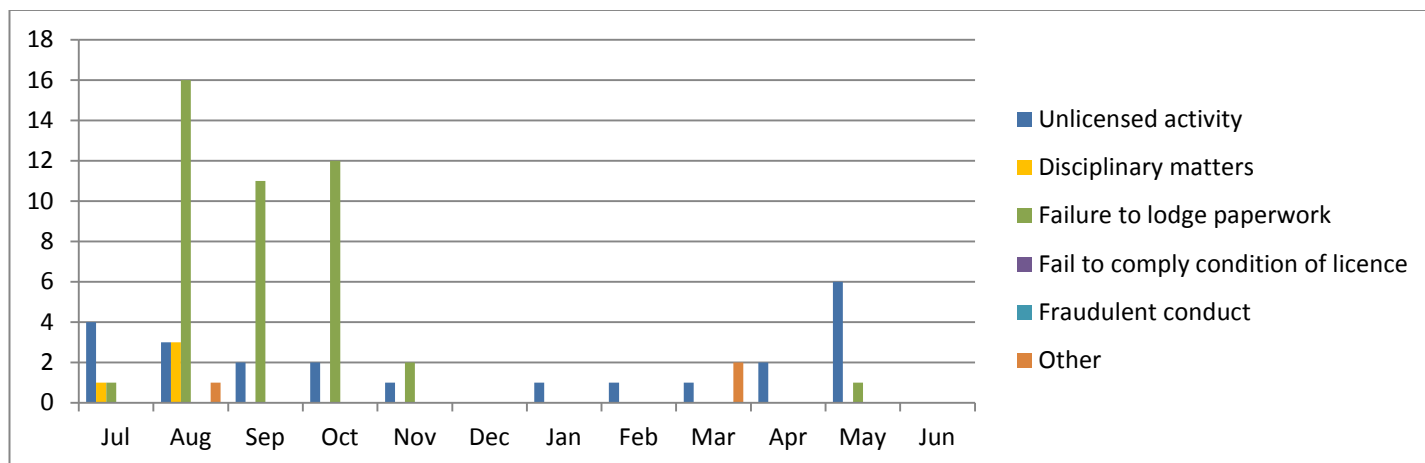


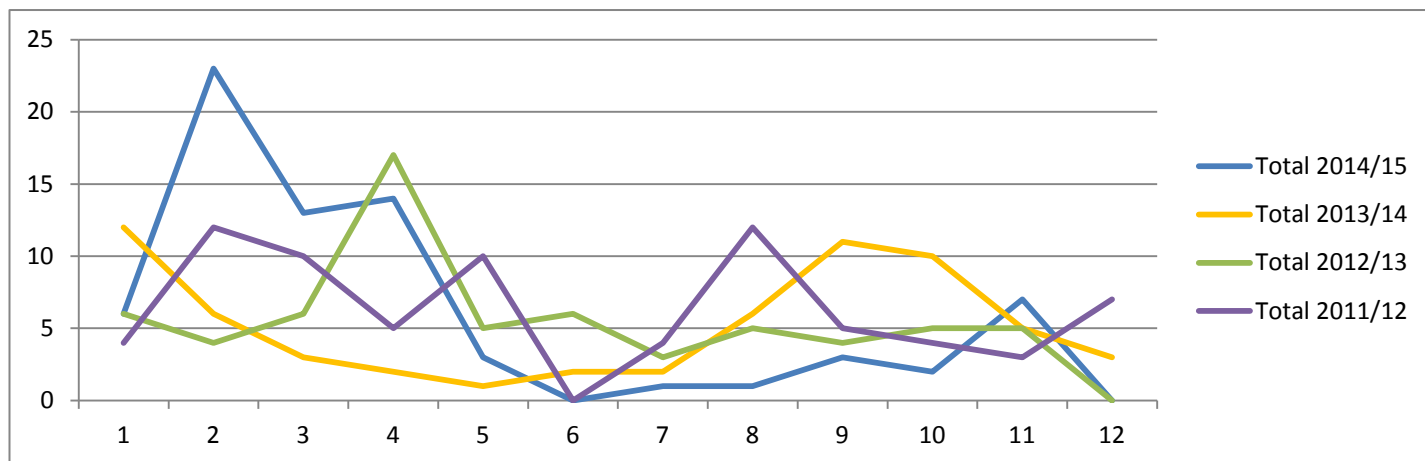
New Matters Referred for Investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	6	4	1	1	1	0	1	0	5	1	3	0
Disciplinary matters	1	1	0	0	0	0	0	0	0	0	0	0
Fraudulent conduct	0	0	0	0	0	0	0	0	0	0	0	0
Fail to lodge compliance paperwork	21	21	0	0	0	0	1	0	0	0	0	0
Other	1	0	0	0	0	0	0	1	1	0	0	0
Total 2014/15	29	26	1	1	1	0	2	1	6	1	3	0
Total 2013/14	2	2	1	2	3	0	2	7	12	10	0	3
Total 2012/13	9	1	1	4	3	2	3	1	9	9	1	0
Total 2011/12	9	7	2	5	8	2	10	17	8	9	4	5

## Investigations Concluded

There were nine investigations concluded during the fourth quarter. Eight of these were for unlicensed activity and one for failing to lodge compliance paperwork. Overall, there were 73 investigations concluded during the 2014/15 fiscal year. These comprised of 23 for unlicensed activity, four disciplinary matters, 43 fail to lodge compliance paperwork and three other less common matters.

The total number of investigations completed (73) represents 16% increase on the 2013/14 fiscal year, a 10% increase on the 2012/13 year and a slight decrease of 4% on 2011/12.

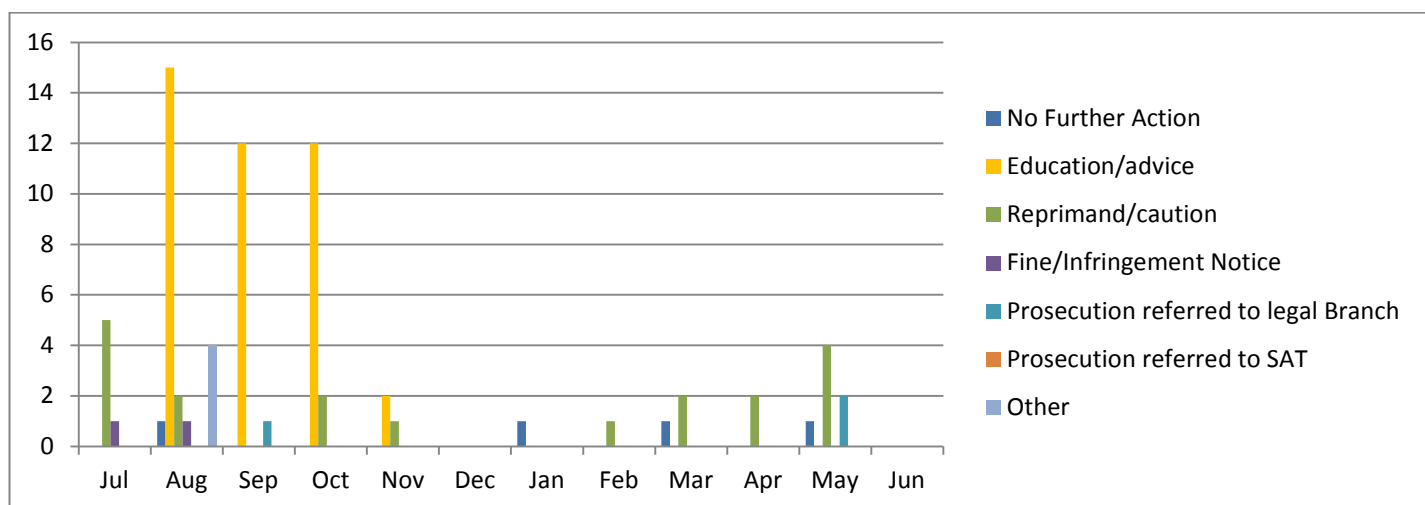




Investigations Concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	4	3	2	2	1	0	1	1	1	2	6	0
Disciplinary matters	1	3	0	0	0	0	0	0	0	0	0	0
Failure to lodge paperwork	1	16	11	12	2	0	0	0	0	0	1	0
Fail to comply condition of licence	0	0	0	0	0	0	0	0	0	0	0	0
Fraudulent conduct	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	2	0	0	0
<b>Total 2014/15</b>	<b>6</b>	<b>23</b>	<b>13</b>	<b>14</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>0</b>
<b>Total 2013/14</b>	<b>12</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>5</b>	<b>3</b>
<b>Total 2012/13</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>17</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>0</b>
<b>Total 2011/12</b>	<b>4</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>0</b>	<b>4</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>

## Concluded Investigations Outcomes

During the fourth quarter six investigations were concluded with a reprimand or caution, two were referred for prosecution and one had no further action taken.

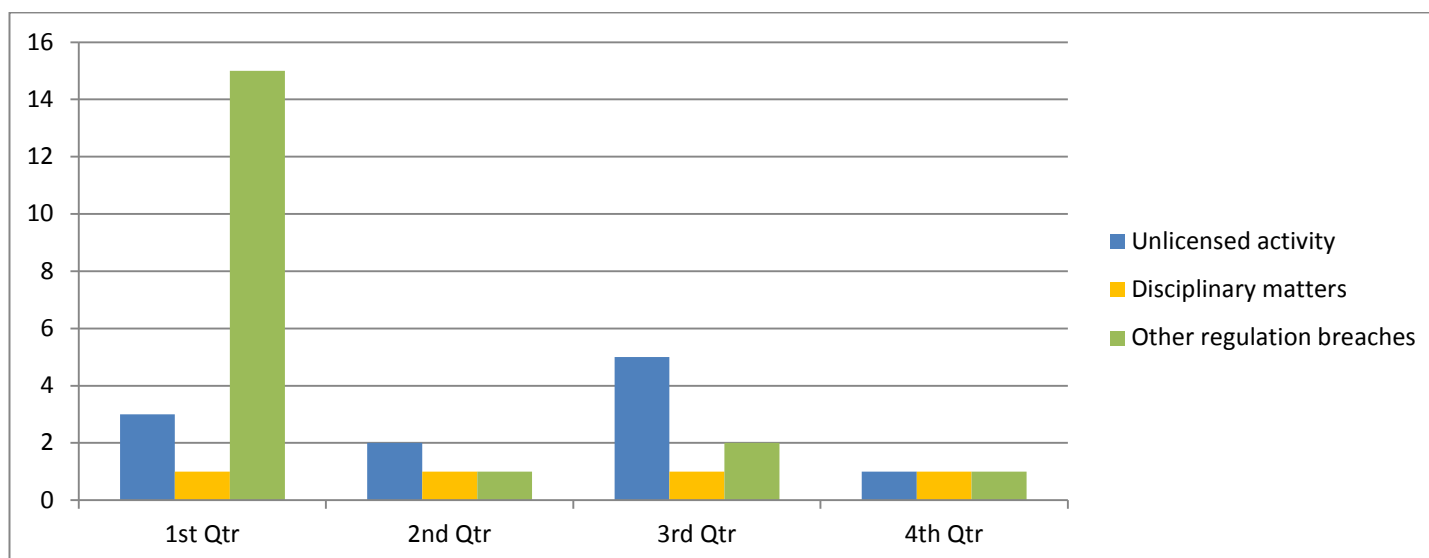


Concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
-----------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

Investigation Outcomes												
No Further Action	0	1	0	0	0	0	1	0	1	0	1	0
Education/advice	0	15	12	12	2	0	0	0	0	0	0	0
Reprimand/caution	5	2	0	2	1	0	0	1	2	2	4	0
Fine/Infringement Notice	1	1	0	0	0	0	0	0	0	0	0	0
Prosecution referred to legal Branch	0	0	1	0	0	0	0	0	0	0	2	0
Prosecution referred to SAT	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	4	0	0	0	0	0	0	0	0	0	0

## Current Investigations (as at end of the quarter)

There were three open investigations at the end of the quarter, one each for unlicensed activity, a disciplinary matter and one other investigation for general regulatory breaches.



**AUDIT BRANCH**

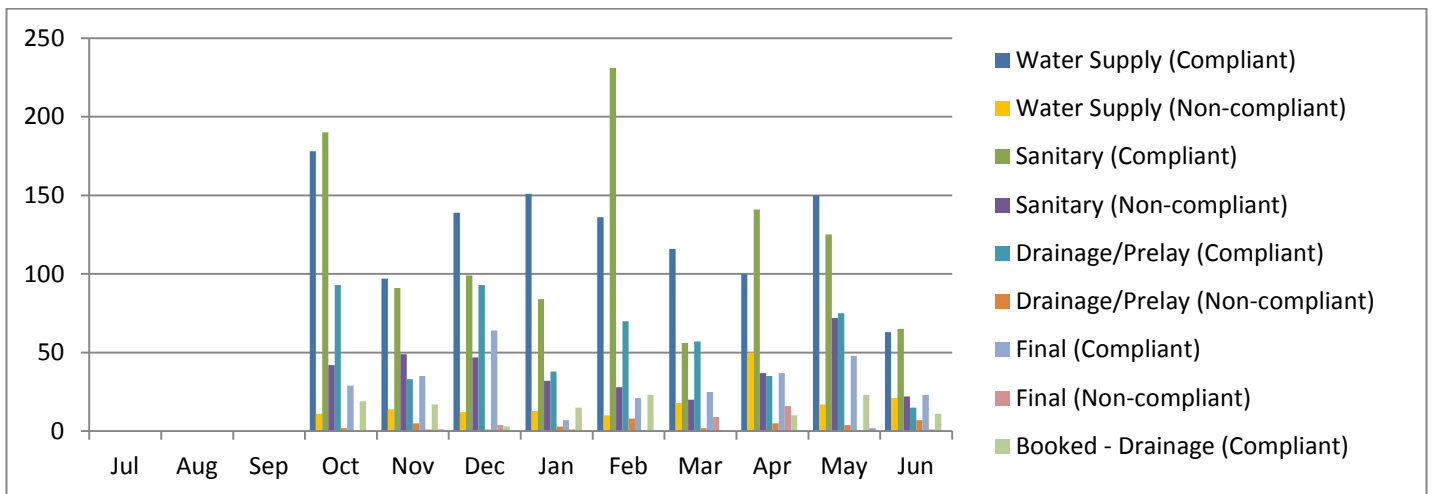
Note: Where there is a reference to total amounts for the 2014/15 fiscal year, this only relates to the total amount of the last three quarters. The Compliance Directorate changed the way it reported its audit activities after the first quarter due to an operational change to its compliance activities (i.e. the implementation of the audit program).

**General Inspections**

**Metropolitan Inspections**

There were 1175 general inspections of plumbing work carried out in the metropolitan area during the fourth quarter. Of these, 401 were water supply inspections of which 313 (approx. 78%) were compliant; 462 were sanitary inspections of which 331 (approx. 72%) were compliant; and 187 were drainage inspections of which 169 (approx. 90%) were compliant. During the quarter there were 125 final inspections, of which 108 (approx. 86%) were compliant.

Overall, for the 2014/15 fiscal year there were 3718 plumbing inspections conducted with 3131 (approx. 84%) being compliant. These consisted of water supply - 1296 (87% compliant), sanitary - 1431 (76%), drainage - 670 (94%) and final -321 (90%).

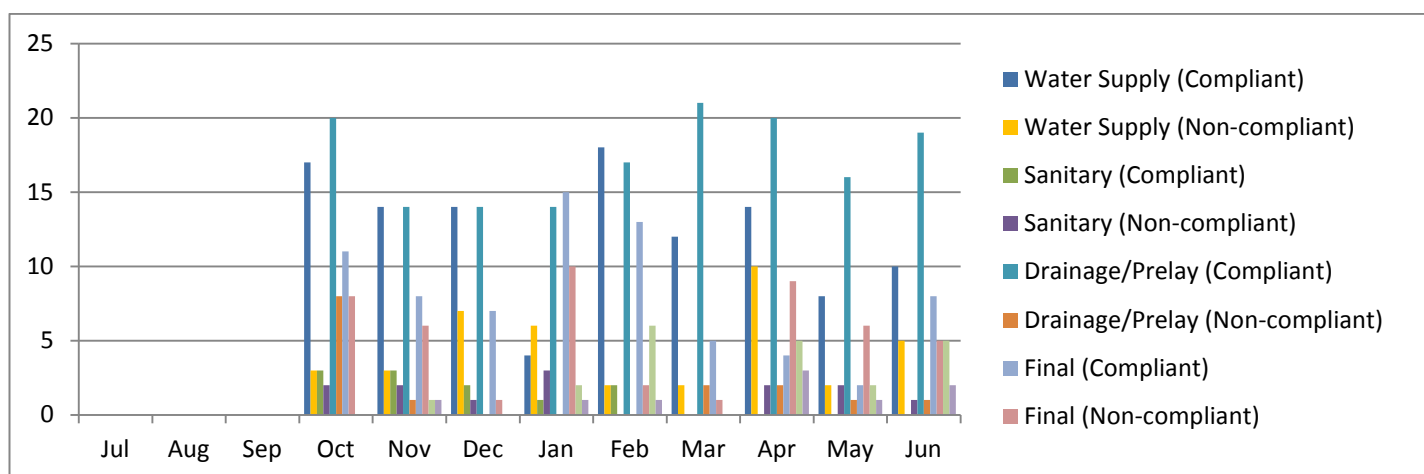


Metro Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				178	97	139	151	136	116	100	150	63	1130
Water Supply (Non-compliant)				11	14	12	13	10	18	50	17	21	166
Sanitary (Compliant)				190	91	99	84	231	56	141	125	65	1082
Sanitary (Non-compliant)				42	49	47	32	28	20	37	72	22	349
Drainage/Prelay (Compliant)				93	33	93	38	70	57	35	75	15	509
Drainage/Prelay (Non-compliant)				2	5	1	3	8	2	5	4	7	37
Final (Compliant)				29	35	64	7	21	25	37	48	23	289
Final (Non-compliant)				0	1	4	1	0	9	16	0	1	32
Booked - Drainage (Compliant)				19	17	3	15	23	0	10	23	11	121
Booked - Drainage (Non-compliant)				0	1	0	0	0	0	0	2	0	3
<b>Total</b>				564	343	462	344	527	303	431	516	228	3718

## Bunbury Inspections

There were 165 general inspections of plumbing work carried out in the Bunbury region during the fourth quarter. Of these, 49 were water supply inspections of which 32 (approx. 65%) were compliant; five were sanitary inspections of which none were compliant; and 77 were drainage inspections of which 67 (approx. 87%) were compliant. During the quarter there were 34 final inspections, of which 14 (approx. 41%) were compliant.

Overall, for the 2014/15 fiscal year there were 496 plumbing inspections conducted with 371 (approx. 75%) being compliant. These consisted of water supply - 151 (74% compliant), sanitary - 24 (46%), drainage - 200 (88%) and final 30 (70%).

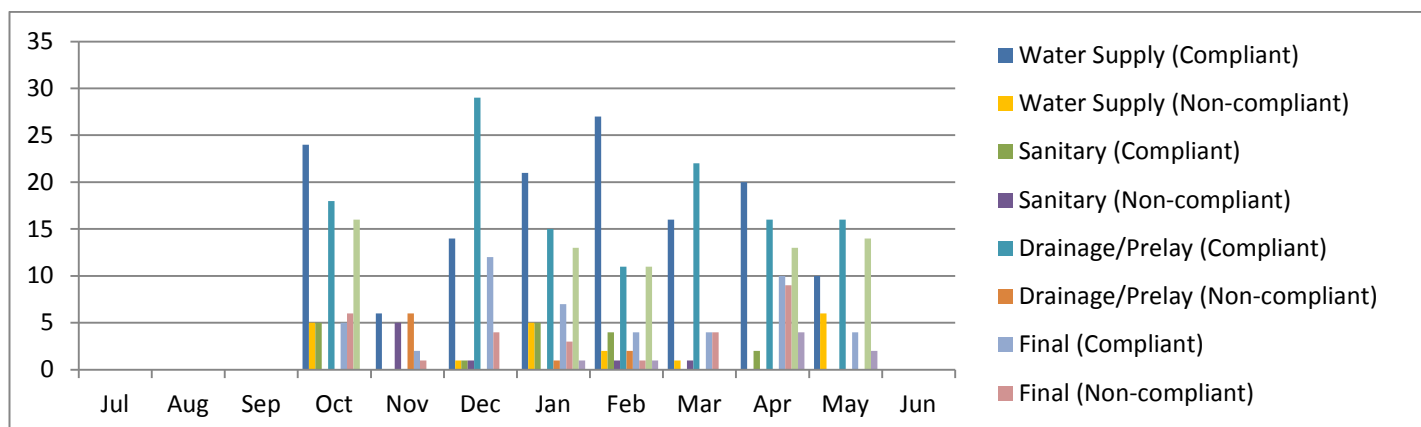


<b>Bunbury Inspections 2014/15</b>	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	<b>Total</b>
Water Supply (Compliant)				17	14	14	4	18	12	14	8	10	111
Water Supply (Non-compliant)				3	3	7	6	2	2	10	2	5	40
Sanitary (Compliant)				3	3	2	1	2	0	0	0	0	11
Sanitary (Non-compliant)				2	2	1	3	0	0	2	2	1	13
Drainage/Prelay (Compliant)				20	14	14	14	17	21	20	16	19	155
Drainage/Prelay (Non-compliant)				8	1	0	0	0	2	2	1	1	15
Final (Compliant)				11	8	7	15	13	5	4	2	8	73
Final (Non-compliant)				8	6	1	10	2	1	9	6	5	48
Booked - Drainage (Compliant)				0	1	0	2	6	0	5	2	5	21
Booked - Drainage (Non-compliant)				0	1	0	1	1	0	3	1	2	9
<b>Total</b>				72	53	46	56	61	43	69	40	56	496

## Geraldton Inspections

There were 126 general inspections of plumbing work carried out in the Geraldton region during the fourth quarter. Of these, 36 were water supply inspections of which 30 (approx. 83%) were compliant; two were compliant sanitary inspections and 65 were drainage inspections of which 59 (approx. 91%) were compliant. During the quarter there were 23 final inspections, of which 14 (approx. 60%) were compliant.

Overall, for the 2014/15 fiscal year there were 470 plumbing inspections conducted with 397 (approx. 84%). These consisted of water supply - 158 (87% compliant), sanitary - 25 (68%), drainage - 211 (92%) and final 76 (63%).

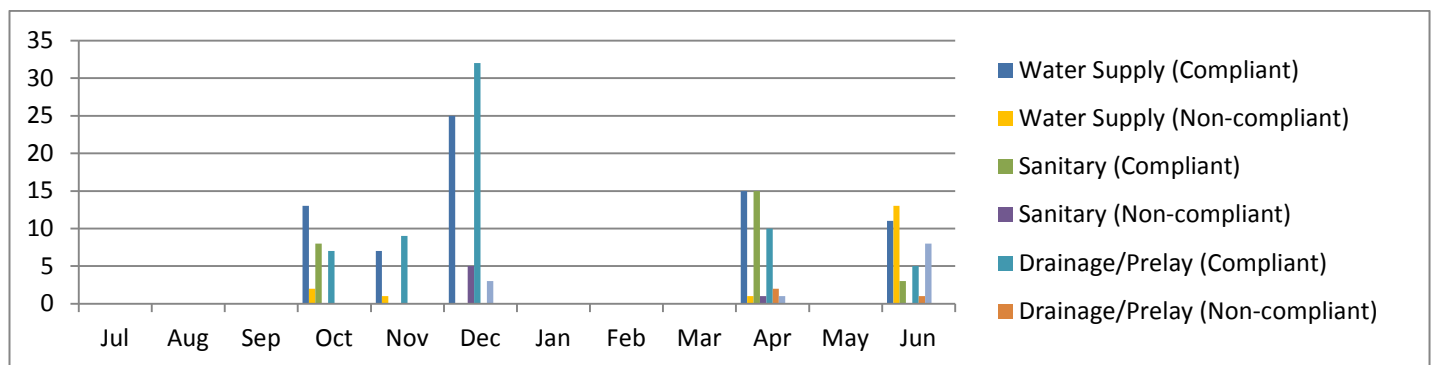


Geraldton Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				24	6	14	21	27	16	20	10	0	138
Water Supply (Non-compliant)				5	0	1	5	2	1	0	6	0	20
Sanitary (Compliant)				5	0	1	5	4	0	2	0	0	17
Sanitary (Non-compliant)				0	5	1	0	1	1	0	0	0	8
Drainage/Prelay (Compliant)				18	0	29	15	11	22	16	16	0	127
Drainage/Prelay (Non-compliant)				0	6	0	1	2	0	0	0	0	9
Final (Compliant)				5	2	12	7	4	4	10	4	0	48
Final (Non-compliant)				6	1	4	3	1	4	9	0	0	28
Booked - Drainage (Compliant)				16	0	0	13	11	0	13	14	0	67
Booked - Drainage (Non-compliant)				0	0	0	1	1	0	4	2	0	8
<b>Total</b>				79	20	62	71	64	48	74	52	0	470

## Other Regions Inspections

There were 86 general inspections of plumbing work carried out in the other regional areas during the fourth quarter. Of these, 40 were water supply inspections of which 26 (65%) were compliant; 19 were sanitary inspections of which 18 (approx. 95%) were compliant and 18 were drainage inspections of which 15 (approx. 83%) were compliant. There were nine compliant final inspections conducted.

Overall, for the 2014/15 fiscal year there were 198 plumbing inspections conducted with 172 (approx. 87%). These consisted of water supply - 88 (81% compliant), sanitary - 32 (81%) and drainage - 66 (95%).



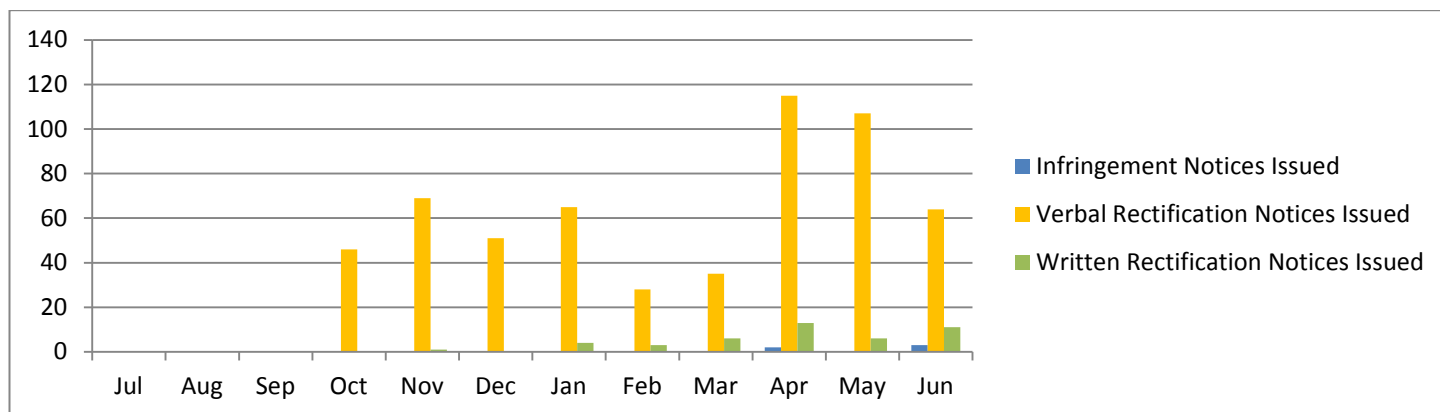


## Plumbers Licensing Board Meeting – 31 August 2015

Other Region Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				13	7	25	0	0	0	15	0	11	71
Water Supply (Non-compliant)				2	1	0	0	0	0	1	0	13	17
Sanitary (Compliant)				8	0	0	0	0	0	15	0	3	26
Sanitary (Non-compliant)				0	0	5	0	0	0	1	0	0	6
Drainage/Prelay (Compliant)				7	9	32	0	0	0	10	0	5	63
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0	2	0	1	3
Final (Compliant)				0	0	3	0	0	0	1	0	8	12
Final (Non-compliant)				0	0	0	0	0	0	0	0	0	0
Booked - Drainage (Compliant)				0	0	0	0	0	0	0	0	0	0
Booked - Drainage (Non-compliant)				0	0	0	0	0	0	0	0	0	0
<b>Total</b>				30	17	65	0	0	0	45	0	41	198

### Action Taken from Non-compliant General Inspections

There were 186 verbal rectification notices, 30 written rectification notices issued and five infringement notices issued during the quarter. For the 2014/15 fiscal year, 580 verbal rectification notices, 44 written rectification notices and five infringement notices were issued.



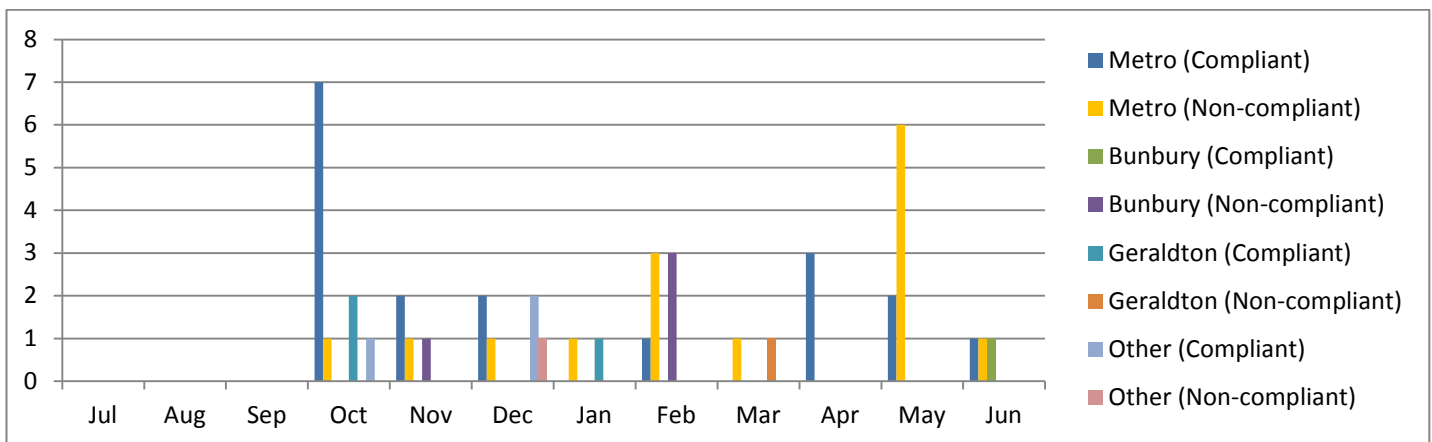
Action Taken from General Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued				0	0	0	0	0	0	2	0	3	5
Verbal Rectification Notices Issued				46	69	51	65	28	35	115	107	64	580
Written Rectification Notices Issued				0	1	0	4	3	6	13	6	11	44

## Compliance Audits

### Compliance Audits Conducted

During the fourth quarter there were a total of 14 compliance audits conducted across the State. There were 13 in the metropolitan area with six (approx. 46%) being compliant. There was one audit conducted in the Bunbury region, which was compliant.

During the 2014/15 fiscal year the Audit Branch conducted 46 audits of licensed plumbing contractors. Of these 25 (approx. 54%) were compliant. There were 33 audits conducted in the metropolitan area (55% compliant), five in Bunbury region (25% compliant), four in Geraldton region (75%) and four in other regional areas (75%)

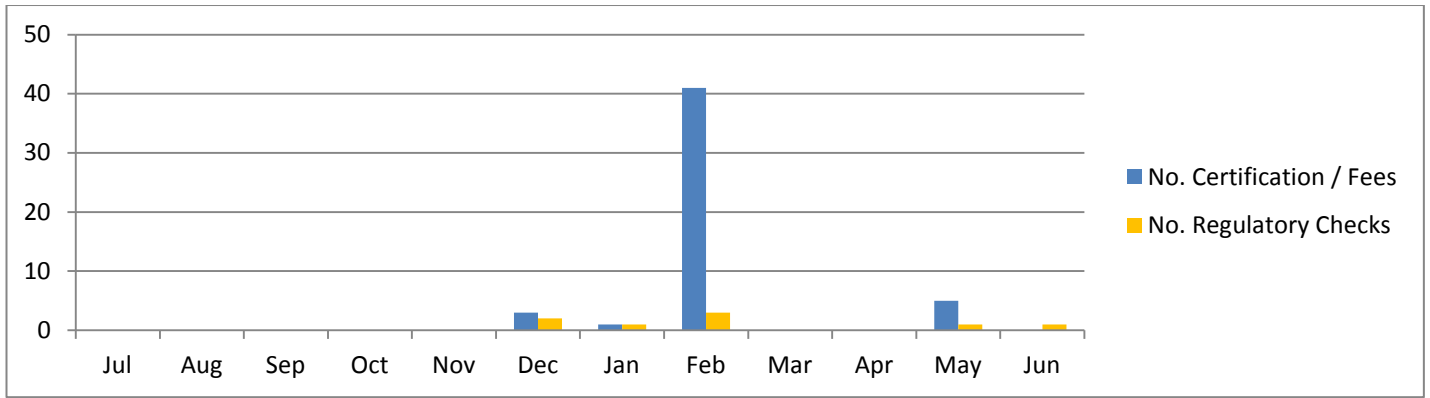


Compliance Audits 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Metro (Compliant)				7	2	2	0	1	0	3	2	1	18
Metro (Non-compliant)				1	1	1	1	3	1	0	6	1	15
Bunbury (Compliant)				0	0	0	0	0	0	0	0	1	1
Bunbury (Non-compliant)				0	1	0	0	3	0	0	0	0	4
Geraldton (Compliant)				2	0	0	1	0	0	0	0	0	3
Geraldton (Non-compliant)				0	0	0	0	0	1	0	0	0	1
Other (Compliant)				1	0	2	0	0	0	0	0	0	3
Other (Non-compliant)				0	0	1	0	0	0	0	0	0	1
<b>Total</b>				11	4	6	2	7	2	3	8	3	46

### Administrative Non-compliance

During the fourth quarter there were five instances of non-compliance with certification or payment of fees and two non-compliant regulatory checks.

Overall, for the period in which this item has been reported in the 2014/15 fiscal year there were 50 non-compliance of certification/fees identified and eight non-compliant regulatory checks.

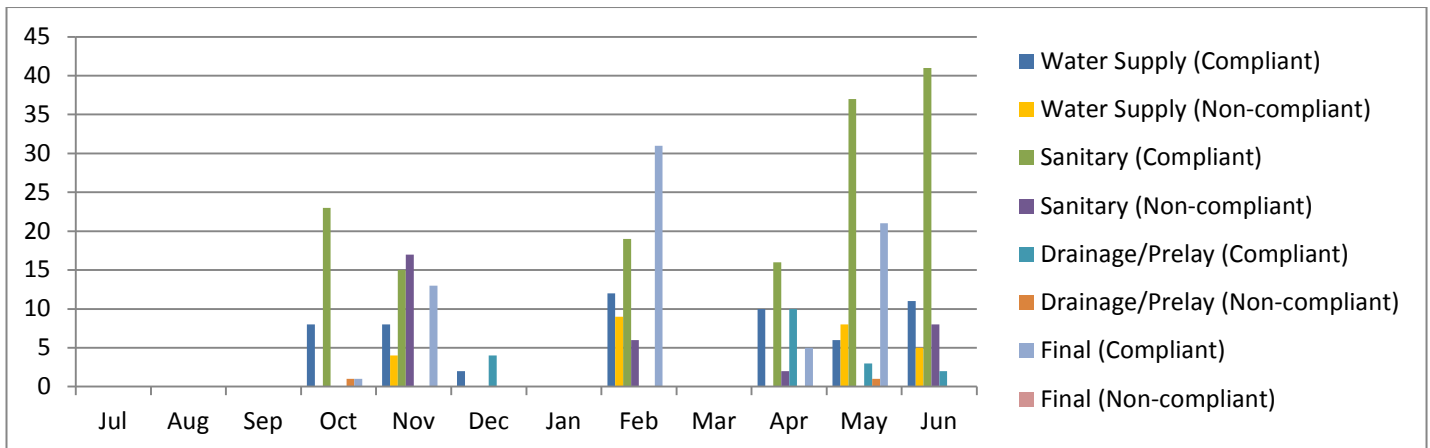


Administrative Non-compliance 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
No. Certification / Fees						3	1	41	0	0	5	0	50
No. Regulatory Checks						2	1	3	0	0	1	1	8

## Metropolitan Compliance Audit Inspections

During the fourth quarter there were 186 inspections conducted during audits of licensed plumbing contractors in the metropolitan area. There were 40 water supply inspections, of which 27 (approx. 68%) were compliant; 104 sanitary inspections with 94 (approx. 90%) being compliant; 16 drainage inspections with 15 (94%) being compliant and 26 final inspections, of which all were compliant.

There were 359 inspections carried out during audits throughout the 2014/15 fiscal year. Of these, 83 were water supply (69% compliant), 184 were sanitary (82%), 21 drainage (90%) and 71 compliant final inspections.

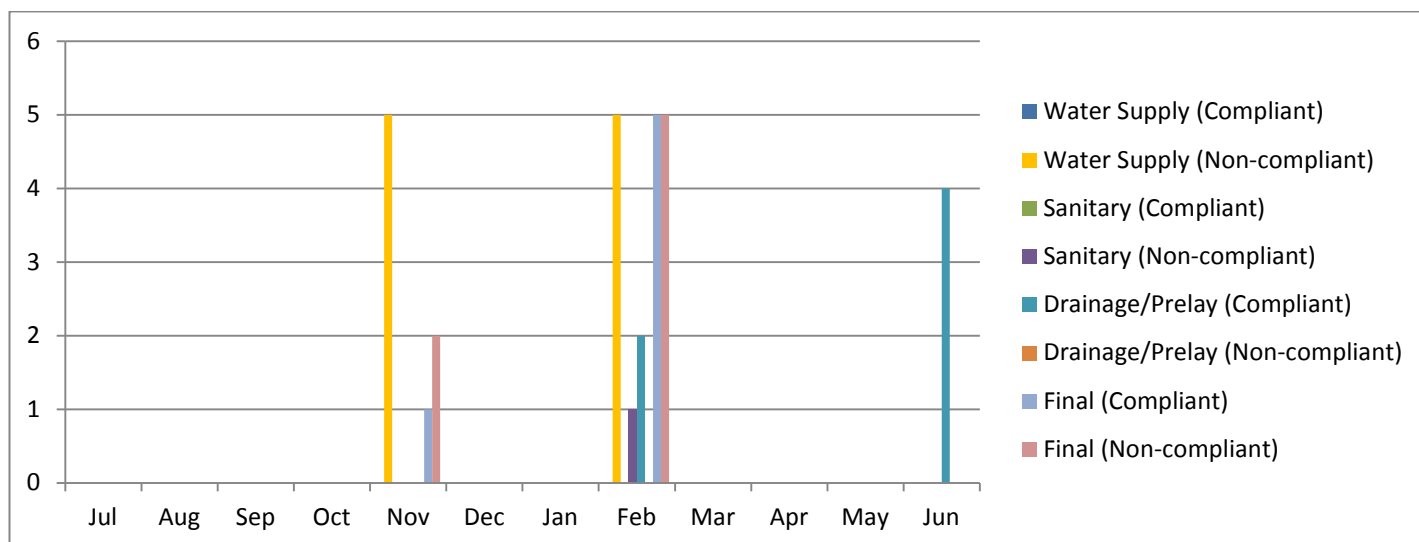


Metro Compliance Audit Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				8	8	2	0	12	0	10	6	11	57
Water Supply (Non-compliant)				0	4	0	0	9	0	0	8	5	26
Sanitary (Compliant)				23	15	0	0	19	0	16	37	41	151
Sanitary (Non-compliant)				0	17	0	0	6	0	2	0	8	33
Drainage/Prelay (Compliant)				0	0	4	0	0	0	10	3	2	19
Drainage/Prelay (Non-compliant)				1	0	0	0	0	0	0	1	0	2
Final (Compliant)				1	13	0	0	31	0	5	21	0	71
Final (Non-compliant)				0	0	0	0	0	0	0	0	0	0
<b>Total</b>				<b>33</b>	<b>57</b>	<b>6</b>	<b>0</b>	<b>77</b>	<b>0</b>	<b>43</b>	<b>76</b>	<b>67</b>	<b>359</b>

## Bunbury Compliance Audit Inspections

There were four inspections conducted during audits of licensed plumbing contractors in the Bunbury area during the fourth quarter. They were all compliant drainage inspections.

Overall, there were 30 inspections carried out as part of an audit in the Bunbury region during 2014/15. Of these, ten were non-compliant water supply inspections, six were compliant drainage inspections, 13 were final inspections (46% compliant) and one was a non-compliant sanitary inspection.

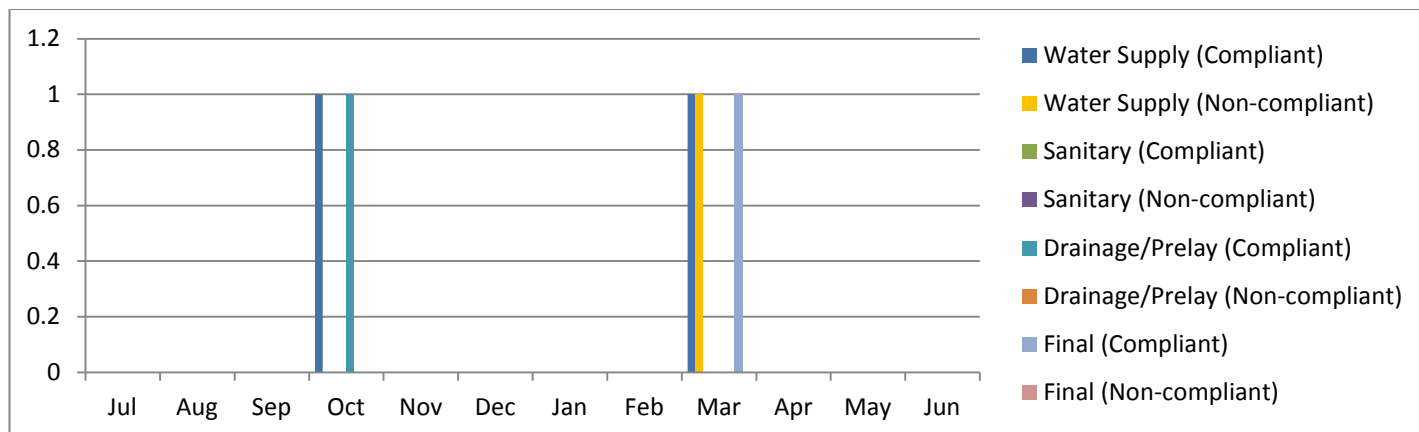


<b>Bunbury Compliance Audit Inspections 2014/15</b>	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	<b>Total</b>
Water Supply (Compliant)				0	0	0	0	0	0	0	0	0	0
Water Supply (Non-compliant)				0	5	0	0	5	0	0	0	0	10
Sanitary (Compliant)				0	0	0	0	0	0	0	0	0	0
Sanitary (Non-compliant)				0	0	0	0	1	0	0	0	0	1
Drainage/Prelay (Compliant)				0	0	0	0	2	0	0	0	4	6
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0	0	0	0	0
Final (Compliant)				0	1	0	0	5	0	0	0	0	6
Final (Non-compliant)				0	2	0	0	5	0	0	0	0	7
<b>Total</b>				0	8	0	0	18	0	0	0	4	30

## Geraldton Compliance Audit Inspections

During the fourth quarter there were no inspections conducted during audits of licensed plumbing contractors in the Geraldton area.

During the 2014/15 fiscal year there were five inspections conducted as part of an audit in the Geraldton region. Three were water supply inspections, with two being compliant, one was a compliant drainage inspection and one was a compliant final inspection.

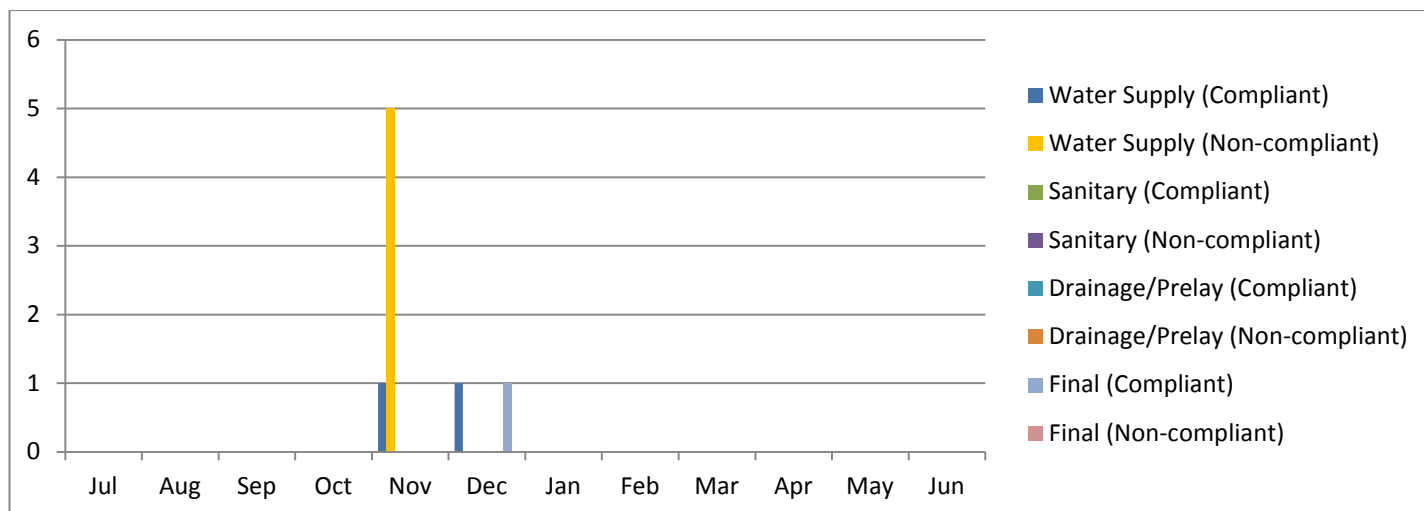


Geraldton Compliance Audit Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				1	0	0	0	0	1	0	0	0	2
Water Supply (Non-compliant)				0	0	0	0	0	1	0	0	0	1
Sanitary (Compliant)				0	0	0	0	0	0	0	0	0	0
Sanitary (Non-compliant)				0	0	0	0	0	0	0	0	0	0
Drainage/Prelay (Compliant)				1	0	0	0	0	0	0	0	0	1
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0	0	0	0	0
Final (Compliant)				0	0	0	0	0	1	0	0	0	1
Final (Non-compliant)				0	0	0	0	0	0	0	0	0	0
<b>Total</b>				<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

## Other Region Compliance Audit Inspections

There were no inspections conducted as part of an audit in the other regional areas during the fourth quarter.

There were eight inspections conducted in the other regional areas during 2014/15. Seven were water supply inspections, with two being compliant and the other one was a compliant final inspection.

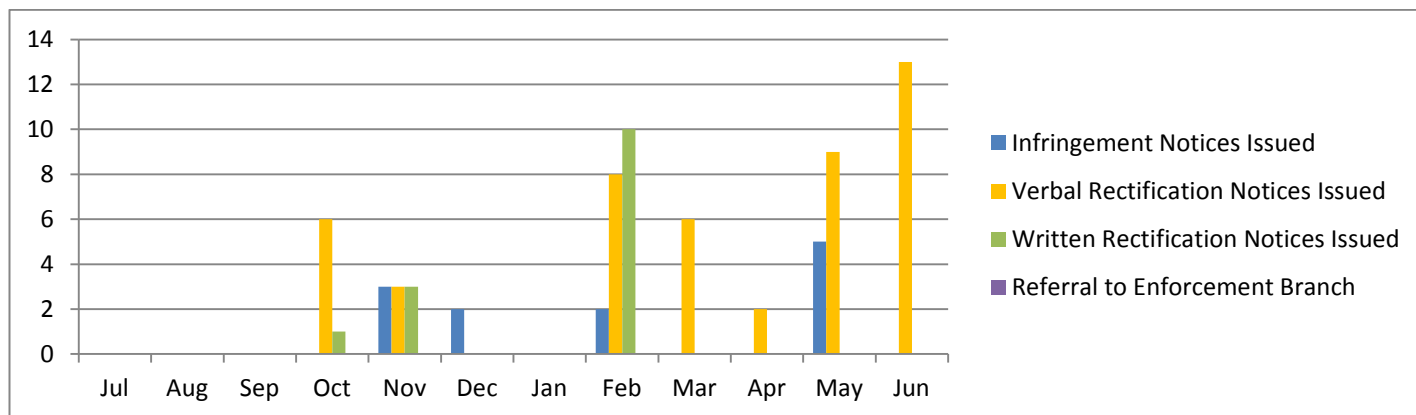


Othe Region Compliance Audit Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				0	1	1	0	0	0	0	0	0	2
Water Supply (Non-compliant)				0	5	0	0	0	0	0	0	0	5
Sanitary (Compliant)				0	0	0	0	0	0	0	0	0	0
Sanitary (Non-compliant)				0	0	0	0	0	0	0	0	0	0
Drainage/Prelay (Compliant)				0	0	0	0	0	0	0	0	0	0
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0	0	0	0	0
Final (Compliant)				0	0	1	0	0	0	0	0	0	1
Final (Non-compliant)				0	0	0	0	0	0	0	0	0	0
<b>Total</b>				0	6	2	0	0	0	0	0	0	8

## Action Taken from Non-compliant Audit Inspections

There were five infringement notices and 24 verbal rectification notices issued during the quarter as a result of non-compliant audits.

During the 2014/15 fiscal year, twelve infringement notices, 47 verbal rectification notices and 14 written rectification notices were issued.



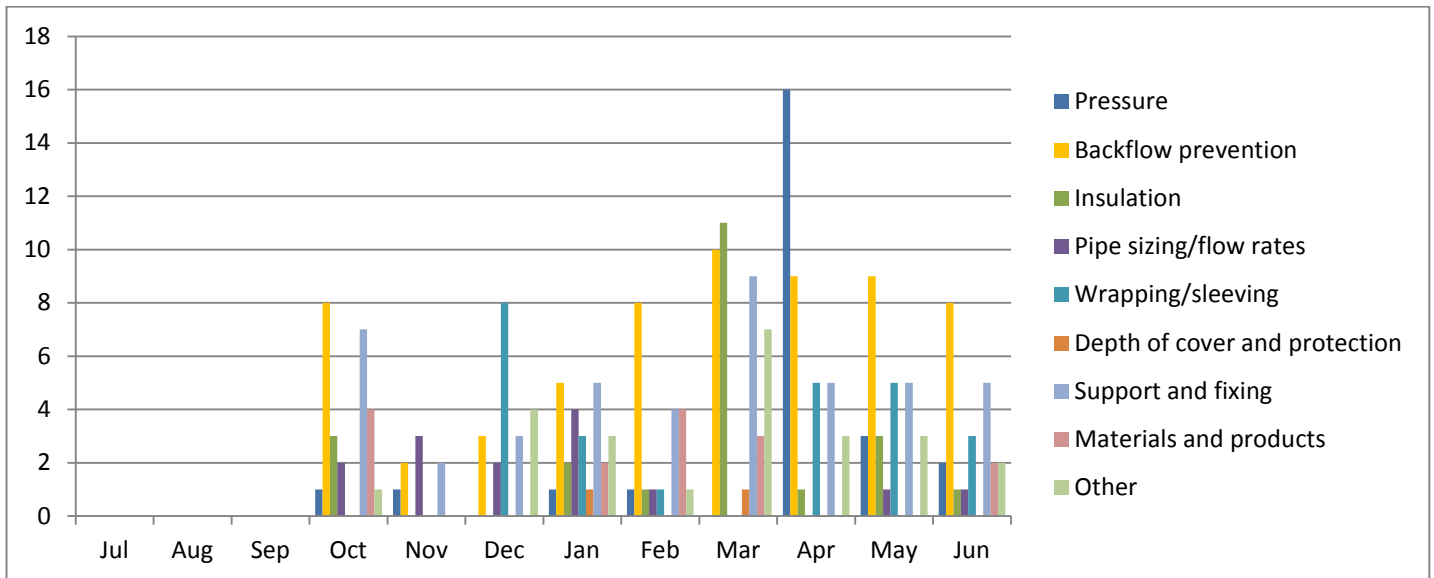
Action Taken from Compliance Audit 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued				0	3	2	0	2	0	0	5	0	12
Verbal Rectification Notices Issued				6	3	0	0	8	6	2	9	13	47
Written Rectification Notices Issued				1	3	0	0	10	0	0	0	0	14
Referral to Enforcement Branch				0	0	0	0	0	0	0	0	0	0

**Reasons for Non-compliance Identified During Inspections**

**Water Supply Inspections**

The main reasons for non-compliance during the fourth quarter were backflow prevention (26) and pressure (21). The high rate of non-compliance for pressure is attributed to higher level of non-compliance with backflow prevention, particularly in the Pilbara where a number of verbal rectifications were issued to plumbers. Non-compliance was also identified in relation to fitting double check valves on commercial projects. The high rate recorded for pressure is attributed to a number of inspections conducted in new sub-divisions of Jane Brook and South Guilford in April. These inspections did not involve any particular licensed plumber, but appeared to be a general lack of awareness of the high pressure water supply in those sub-divisions. The Audit Branch will continue to monitor and educate.

The main reason for non-compliance of water supply inspections throughout the 2014/15 fiscal year was backflow prevention with 62 (26% of all reasons), followed by support and fixing with 45 (19%).



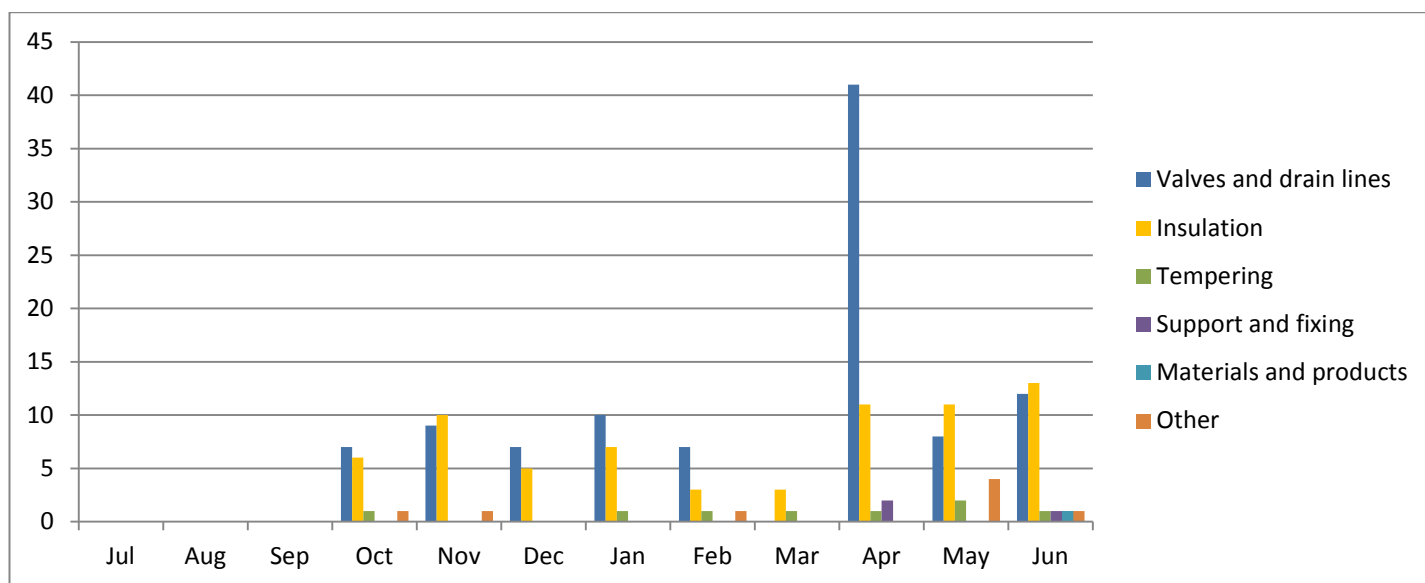
Reasons for Non-compliance of Water Supply Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Pressure				1	1	0	1	1	0	16	3	2	25
Backflow prevention				8	2	3	5	8	10	9	9	8	62
Insulation				3	0	0	2	1	11	1	3	1	22
Pipe sizing/flow rates				2	3	2	4	1	0	0	1	1	14
Wrapping/sleeving				0	0	8	3	1	0	5	5	3	25
Depth of cover and protection				0	0	0	1	0	1	0	0	0	2
Support and fixing				7	2	3	5	4	9	5	5	5	45
Materials and products				4	0	0	2	4	3	0	0	2	15
Other				1	0	4	3	1	7	3	3	2	24



### Water Heater Inspections

The main reasons for non-compliance were relief valves and drain lines (61) and insulation (35). The high rate of non-compliance for valves and drain lines is attributed to a spike in non-compliant isolating for water heaters on commercial projects. These involved two particular licensed plumbers who have now been educated and ongoing monitoring is being undertaken by the Audit Branch. It appears that non-compliance in this area may be arising from insulation of valves. The Audit Branch will monitor this over the next quarter and if it continues to be a concern will consider the appropriate action to inform industry (eg. technical note).

During the 2014/15 fiscal year the main reason for non-compliance of water heater inspections was valves and drain lines with 101 (53% of all reasons), followed by insulation with 69 (36%).

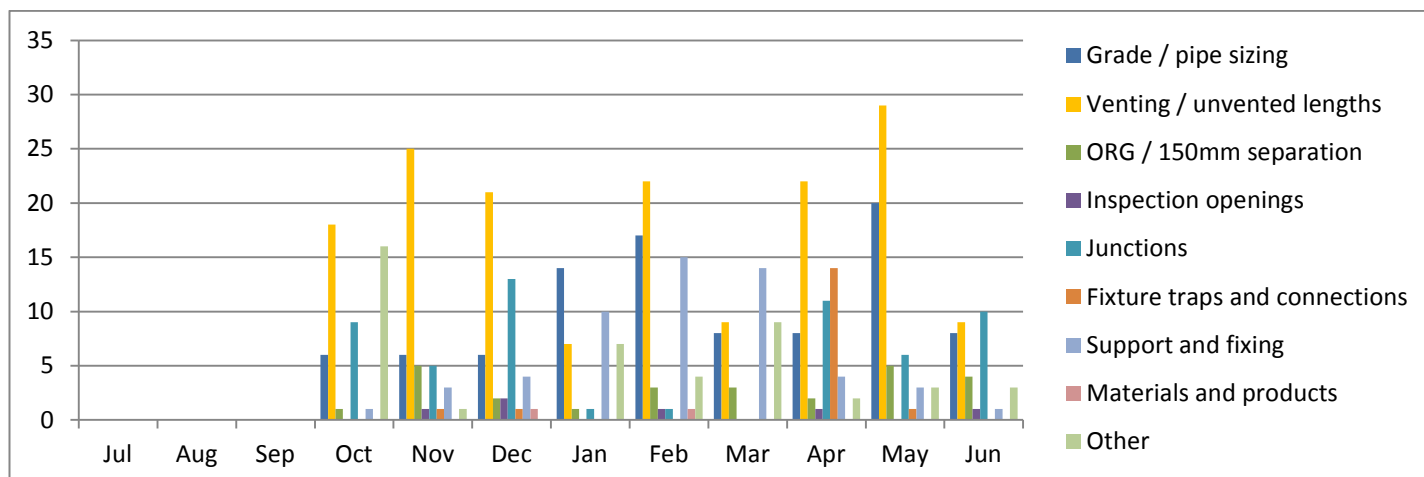


Reasons for Non-compliance of Water Heater Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Valves and drain lines				7	9	7	10	7	0	41	8	12	101
Insulation				6	10	5	7	3	3	11	11	13	69
Tempering				1	0	0	1	1	1	1	2	1	8
Support and fixing				0	0	0	0	0	0	2	0	1	3
Materials and products				0	0	0	0	0	0	0	0	1	1
Other				1	1	0	0	1	0	0	4	1	8

### Sanitary Inspections

The main reasons for non-compliance during the fourth quarter were venting/unvented lengths (60), grade/pipe sizing (36) and junctions (27). Identification of non-compliance with group venting requirements on stack systems in commercial projects is attributed to the high number of non-compliant items identified for venting/unvented lengths. This is an issue regarding design of plumbing systems and communication between consultants and licensed plumbers.

The main reason for non-compliance of sanitary inspections during the 2014/15 fiscal year venting/unvented lengths with 162 (36% of all reasons), grade/pipe sizing with 93 (21%) and junctions and support and fixing with 56 and 55 respectively (12%).

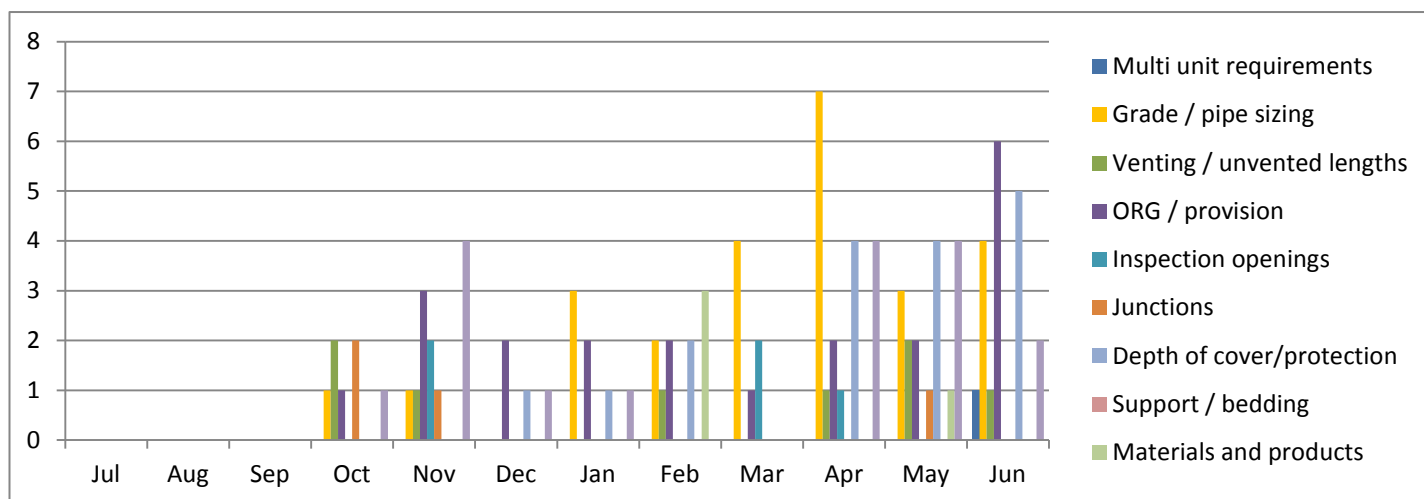


Reasons for Non-compliance of Sanitary Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Grade / pipe sizing				6	6	6	14	17	8	8	20	8	93
Venting / unvented lengths				18	25	21	7	22	9	22	29	9	162
ORG / 150mm separation				1	5	2	1	3	3	2	5	4	26
Inspection openings				0	1	2	0	1	0	1	0	1	6
Junctions				9	5	13	1	1	0	11	6	10	56
Fixture traps and connections				0	1	1	0	0	0	14	1	0	17
Support and fixing				1	3	4	10	15	14	4	3	1	55
Materials and products				0	0	1	0	1	0	0	0	0	2
Other				16	1	0	7	4	9	2	3	3	45

## Drainage Inspections

The main reasons for non-compliance from drainage inspections during the fourth quarter were grade/pipe sizing (14) and depth of cover/protection (13). It has been noticed by some of the plumbing inspectors that the standard of drainage work has improved, which may be attributed to the knowledge of industry that camera inspections are now being conducted by the Audit Branch.

The main reason for non-compliance of drainage inspections during the 2014/15 fiscal year were grade/pipe sizing with 25 (24% of all reasons), ORG/provision with 21 (21%) and depth of cover/protection with 17 (17%).



Reasons for Non-compliance of Drainage Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Multi unit requirements				0	0	0	0	0	0	0	0	1	1
Grade / pipe sizing				1	1	0	3	2	4	7	3	4	25
Venting / unvented lengths				2	1	0	0	1	0	1	2	1	8
ORG / provision				1	3	2	2	2	1	2	2	6	21
Inspection openings				0	2	0	0	0	2	1	0	0	5
Junctions				2	1	0	0	0	0	0	1	0	4
Depth of cover/protection				0	0	1	1	2	0	4	4	5	17
Support / bedding				0	0	0	0	0	0	0	0	0	0
Materials and products				0	0	0	0	3	0	0	1	0	4
Other				1	4	1	1	0	0	4	4	2	17

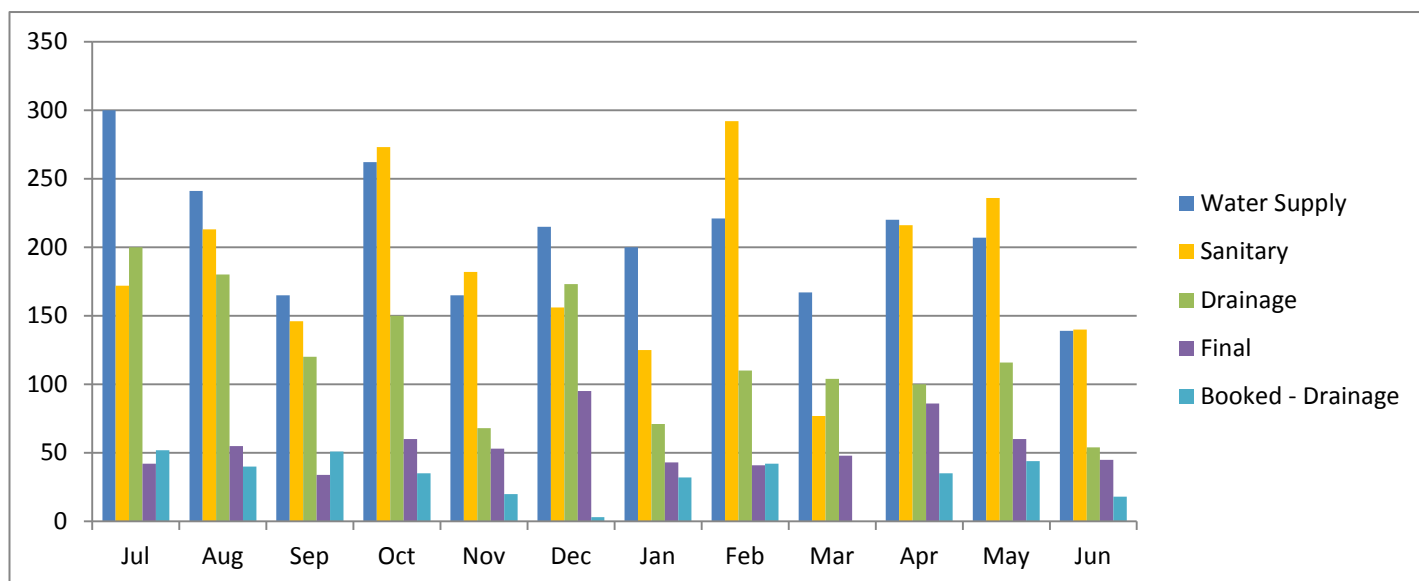
## General Matters

### Total Inspections Conducted (General and Compliance Audits)

There were a total of 566 water supply inspections, 392 sanitary inspections, 270 drainage inspections, 191 final inspections and 97 booked drainage inspections carried out during the fourth quarter. In total there were 1716 inspections carried out during the quarter.

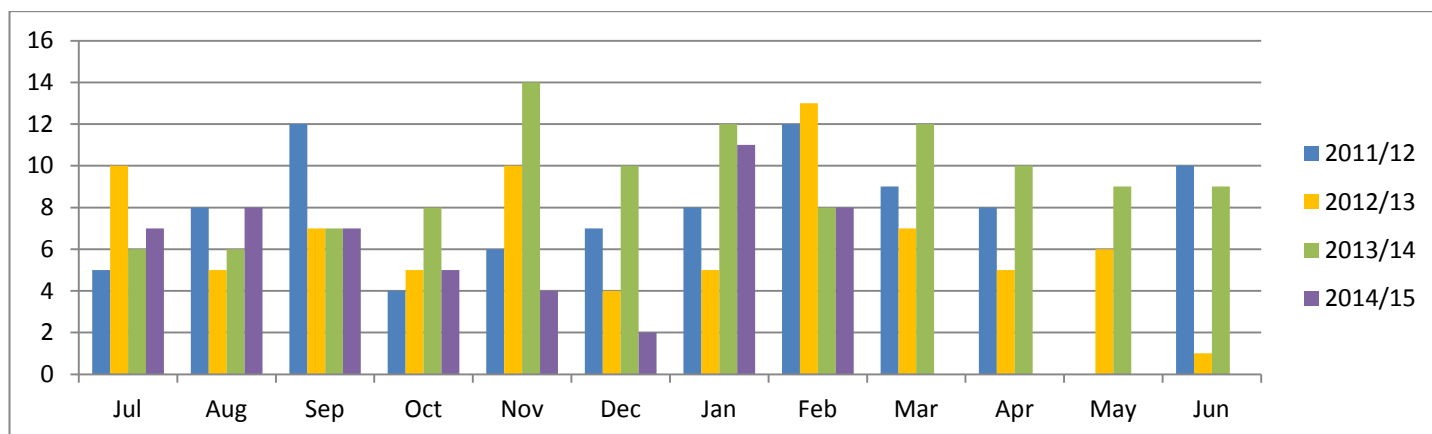
During the 2014/15 fiscal year there were 2502 water supply inspections (34% of total inspections), 2228 sanitary inspections (31%), 1446 drainage inspections (20%), 662 final inspections (9%) and 372 booked drainage inspections (6%).

# Plumbers Licensing Board Meeting – 31 August 2015



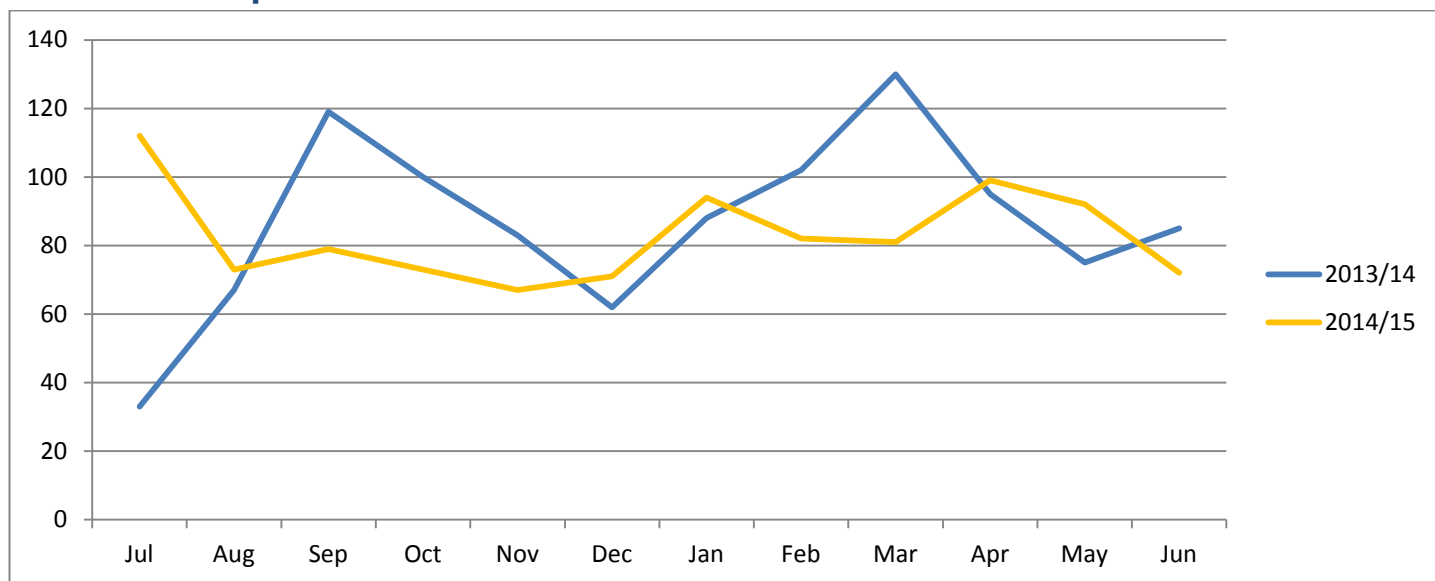
Total Inspections Conducted 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply	300	241	165	262	165	215	200	221	167	220	207	139	2502
Sanitary	172	213	146	273	182	156	125	292	77	216	236	140	2228
Drainage	200	180	120	150	68	173	71	110	104	100	116	54	1446
Final	42	55	34	60	53	95	43	41	48	86	60	45	662
Booked - Drainage	52	40	51	35	20	3	32	42	0	35	44	18	372
<b>TOTAL</b>	<b>766</b>	<b>729</b>	<b>516</b>	<b>780</b>	<b>488</b>	<b>642</b>	<b>471</b>	<b>706</b>	<b>396</b>	<b>657</b>	<b>663</b>	<b>396</b>	<b>7210</b>

## Inductions



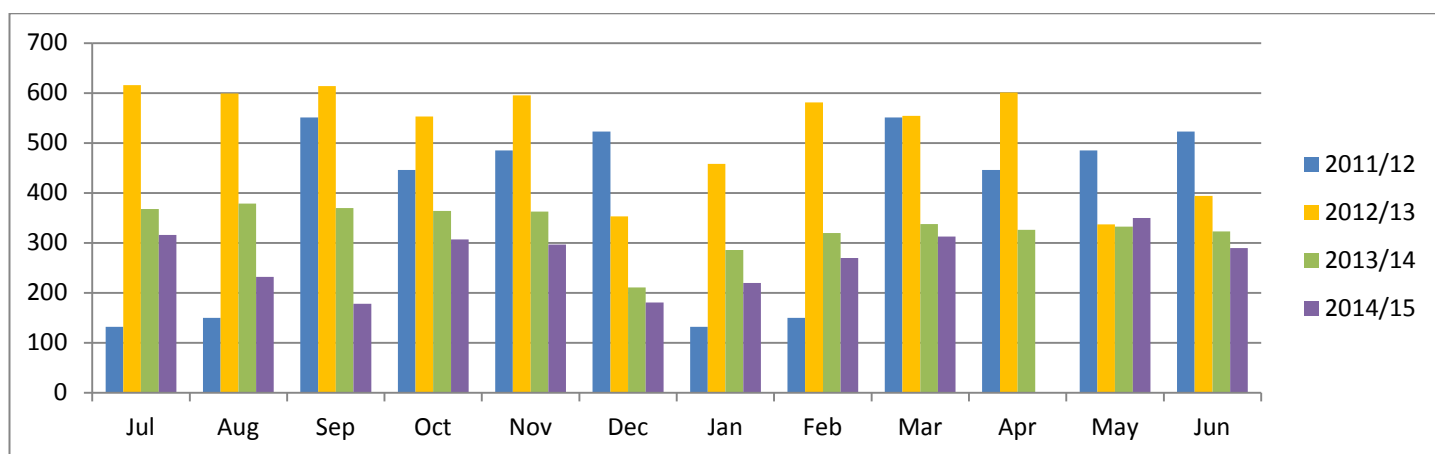
Inductions	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2011/12	5	8	12	4	6	7	8	12	9	8	0	10	89
2012/13	10	5	7	5	10	4	5	13	7	5	6	1	78
2013/14	6	6	7	8	14	10	12	8	12	10	9	9	111
2014/15	7	8	7	5	4	2	11	8	0				52

## Informal Complaints



Informal Complaints	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2013/14	33	67	119	100	83	62	88	102	130	95	75	85	1039
2014/15	112	73	79	73	67	71	94	82	81	99	92	72	995

## Technical advice Line



Technical Advice Line	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2011/12	132	150	551	446	485	523	132	150	551	446	485	523	4574
2012/13	616	599	614	553	595	353	458	581	554	601	337	394	6255
2013/14	368	379	370	364	363	211	286	320	338	326	333	323	3981
2014/15	316	232	178	307	297	181	220	270	313		350	290	2954