

MEDIA RELEASE



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New building complaints model welcomed by HIA

A new building complaints model will save time, money and complications during minor disputes between owners and builders, according to HIA WA Executive Director Cath Hart.

“Since 2011, customers with building disputes have had to pay for their own independent inspection reports to prove defects,” Ms Hart said.

“The new model will have complaints inspected by an internal panel of inspectors and will provide to the owner and the builder the regulator’s own, independent report for consideration.

“Under the new model, meetings will be held on site, with both the owner and builder, to discuss and observe any disputed matters which will help to deliver a timely resolution for everyone involved.

“Having to deal with a growing bureaucratic process and multiple parties for disputes has been difficult for builders since 2011 while customers have also faced bills in the thousands for inspection reports so this is a positive move forward.

“Building and Energy have taken it upon themselves to recruit additional technical staff and develop software and technology for minor disputes to be resolved on-site, with appropriate checks-and-balances for those reports.

“The timing of this new model coincides with the recent spike in industry activity due to the Home Builder and Building Bonus incentives and will be good for consumers and the housing industry as a whole.

“These clarifications and process improvements really improve confidence in the WA housing construction industry - efficient and affordable dispute resolutions are one of the many foundations of a good construction industry.”

For comment, please contact HIA WA Executive Director Cath Hart, on 0409680880.