

## COMPLAINTS BY PROPERTY OWNER – RESIDENTIAL AND COMMERCIAL CONSTRUCTION WORK

We know getting your building issues resolved is incredibly important. We want this process to be as efficient as it can be for you.

### Before you complete this form:

1. Do you have all of the documents you need to continue? (see list on page 3). Without all required documents, your submission cannot be assessed and you lose all your time spent filling out this form.
2. **For complaints after completion of the work:** Have you notified the other party in writing of **ALL THE COMPLAINT ITEMS** (not required if they are bankrupt or insolvent and have had their licence cancelled, deregistered or deceased). You can use the QBCC Licensee Register to check the status of their licence. The notice **MUST** give a timeframe (e.g. 14 days) for them to rectify the items.



Without including a copy of your letter or email to the other party listing **ALL OF THE COMPLAINT ITEMS**, your submission cannot be assessed and we will close your case.

3. Is QBCC the best option for resolving your dispute? Check our website [qbcc.qld.gov.au](http://qbcc.qld.gov.au) to see if you are eligible.

**Remember, it's important to first get your documents in order. Without all of these documents, your submission cannot be reviewed and you lose all your time spent filling out this form.**

### Is your site safe?

Concerned about safety at your site? Health and safety is your responsibility. QBCC does not provide a 'make safe' service. If you have any immediate concerns, we recommend you take steps to mitigate any risk to occupants and visitors (e.g. restrict access to any unsafe areas).

### What can you make a complaint about?

1. Defective building work.
2. Damage to your property caused by building work carried out on a neighbouring property.
3. A pre-purchase or pest inspection report that failed to identify possible defects that were present.
4. Building design.
5. Contract disputes (only during construction – before your contract is complete).

### Who can apply?

**Property owner** – You are the owner of the house/unit where building work or renovations have or are being undertaken.

**Owner or occupier of the property next door** – You own or occupy the house/unit which is located directly next door to a house/unit where building work has caused damage to your property.

**Body corporate** – You represent the body corporate of a residential complex where building work or renovations have or are being undertaken. Your complaint relates to common property only.

**Authorised agent** – If you have authorised someone to act as your agent, they are eligible to lodge on your behalf.

### When can we help?

1. Your contract needs to be for more than \$3,300 in value (including labour, materials and GST). If your contract is for plumbing, drainage, gas fitting, chemical termite management system installation, building design, site classification, fire protection or completed building inspections, it can be investigated regardless of value. Hydraulic design work over the value of \$1,100 can also be investigated.

AND

### If your contract is still in progress

2. Your contract needs to be for domestic building work. Domestic building work includes things like:
  - Building a house or duplex
  - Renovating, altering, extending or repairing a home, which can include a residential apartment or unit
  - Landscaping, paving, driveways, fencing, garages, carports, swimming pools and other associated works
  - Supplying lighting, heading, ventilation, air-conditioning, water supply, sewerage and other services and facilities.

Check your contract terms for how you should deal with disputes. Make sure you have followed these steps closely to avoid breaching your contract and risking your ability to claim under the Queensland Home Warranty Scheme.

### Giving access to fix the work

If we find the work is defective, we will ask you to give access to the contractor to fix it. You have other options if you are not willing to allow access. You can apply to the Queensland Civil and Administrative Tribunal (QCAT), who can make decisions about these types of disputes. You will need a letter from QBCC before you can apply to QCAT. We will give you this letter at the end of our process if you decide this is the best option for you.

### If your contract has been completed:

3. We can help if your contract was for building work. Building work includes things like:
  - Constructing a building
  - Renovating, altering, extending or repairing a building
  - Supplying lighting, heating, ventilation, air-conditioning, water supply, sewerage or drainage in connection with a building.
4. Contract disputes:

For us to consider your complaint, your contract needs to be still in progress (e.g. not completed or reached what is known as 'practical completion' as defined in your contract).

Check your contract terms for how you should deal with disputes. Make sure you have followed these steps closely to avoid breaching your contract and risking your ability to claim under the Queensland Home Warranty Scheme.

## Is our dispute service right for you?

Avoid wasting time by checking if our dispute service is right for you before you apply.

### If your contract is still in progress:

#### Disputes about the quality of the work (e.g. defective work)

Our expert team can:

- contact both parties to try to facilitate an agreement
- only if this is unsuccessful and if defective work is alleged, we may inspect to decide if the work is defective or not
- try to facilitate an outcome that will result in the work being fixed.

QBCC has no power to:

- direct how work should be fixed
- supervise repairs
- fix defective work ourselves.

#### Disputes about your contract (e.g. payments, variations, delays)

Our expert team can:

- work with both parties to try to facilitate an agreement about contract issues (e.g. payments due, approval of variations, incomplete work).

QBCC has no power to:

- require someone to pay or refund monies
- make decisions or give orders about your contract
- force either party to comply with any agreement.
- The Queensland Civil and Administrative Tribunal (QCAT) can make decisions about contract disputes. As part of our service, we will issue you a letter so you can apply to QCAT if you'd like their help. You cannot apply to QCAT until you have completed our process.

### If your contract has been completed:

#### Disputes about the quality of the work (e.g. defective work)

Our expert team can:

- contact both parties to try to facilitate an agreement
- only if this is unsuccessful and if defective work is alleged, we may inspect to decide if the work is defective or not
- if we find the work is defective, we can issue a formal notice (called a Direction to Rectify) to the contractor giving them 35 days to fix the work.

QBCC has no power to:

- direct how work should be fixed
- supervise repairs
- fix defective work ourselves.

## Timeframes that may affect your complaint

You need to apply no later than 12 months of noticing the defect and we may be able to help with defects that are apparent within 6 years and 6 months from completion. The QBCC also has timeframes for lodging non-completion claims. To find out more about which timeframes apply to your situation, you can visit the QBCC website [qbcc.qld.gov.au](http://qbcc.qld.gov.au) or you can call us on 139 333.

## Assistance under Queensland Home Warranty Scheme

Should your complaint involve residential construction work and is not able to be satisfactorily resolved through QBCC's dispute

resolution process, your application may be assessed as to whether you may be eligible for assistance under the Queensland Home Warranty Scheme. You are not required to lodge a separate form for this to occur.

Please note the following strict time limits apply for some claims:

- for structural defects you must lodge this complaint form within 3 months of noticing the defect
- for non-structural defects you must lodge this complaint form within 7 months of the completion date.

Further information about the Queensland Home Warranty Scheme can be found on the QBCC website.

## What will happen after you apply?

1. **Acknowledgement** – You will receive an email confirming receipt which provides your unique case number.
2. **Assessment** – A specialist QBCC Resolution Services officer will assess your submission and contact you and the contractor to discuss the complaint. An attempt will be made in this first phone call to facilitate an outcome. Our aim is to quickly facilitate an acceptable agreement between both parties.
3. **Access** – If there is alleged defective work, you will be asked to give access to the contractor to inspect and assess the items. Choosing not to give access will have a big impact on how we can help you. If you deny access, we will not be able to direct the contractor to fix any defective items, if this is necessary. This can also impact your ability to make a claim under the Queensland Home Warranty Scheme.
4. **Owner and contractor meet to resolve items** – If there is alleged defective work, you meet the contractor on site to review each item and decide a plan for the repair of any agreed items. Only required if your complaint items relate to defective work.
5. **Repairs** – The contractor carries out all agreed repairs and any agreed contractual items are addressed.
6. **Inspection** – If there are any defective work items which cannot be resolved, a specialist Building Inspector is assigned to the case and will contact you and the contractor to attempt to facilitate an outcome.

If this is unsuccessful, the QBCC Building Inspector may undertake a site inspection. When conducting an inspection, the QBCC Building Inspector will carry out a visual inspection only. This will involve visually observing each complaint item. Invasive investigations are not undertaken by the QBCC to determine the cause of an alleged defect. Examples of invasive investigations include cutting a hole in a wall to look at damage behind the wall. The inspection is also not intended to be a complete inspection of the whole building or dwelling.

7. **Resolution** – Following a site inspection, we may issue a Direction to Rectify to the contractor, and any relevant subcontractors, to rectify defective building work they are found to be responsible for. In most cases, the rectification period will be 35 days. We have no power to issue a direction for items that are not defective building work. In the case where a contractor fails to comply with a direction, they can receive a fine or be prosecuted. If your complaint items are insurable work covered under the Queensland Home Warranty Scheme, the case may then be assessed for a possible claim under the Scheme. If a claim is approved, we will recover the cost from the contractor.

## How to apply

- To assist the QBCC in assessing your complaint please complete all relevant sections of the form.
- Read the check list below to find out which documents you need to supply (do not send originals as we cannot return them).
- We cannot assess your complaint without the mandatory documents related to your complaint (as indicated in the table below by a tick).

- Please note** – for assistance under the Queensland Home Warranty Scheme, other documents may be required in order to assess your claim.
- After Section 11 (Complaint Items) there is a template to list all of your complaint items that have been notified to your contractor. We cannot assess your complaint if you have not completed this template. Do not substitute other reports, emails or documents in place of this template. Accurate completion of this section will allow us to have a greater understanding of your complaint.

DOCUMENTS REQUIRED (Only copies should be sent)	TYPE OF COMPLAINT					
	Before completion (your contract is still in progress)		After completion (your contract has been completed)			
	Defective work	Contract dispute	Defective work	Consequential Damage (adjacent property)	Subsidence	Substandard Design or Building Inspection Services
Written notification to the contractor advising of all the complaint items. <b>See note below**</b>			✓	✓	✓	✓
<b>If the work was carried out for you:</b>						
Contract for the work	✓	✓	✓		✓	
Evidence of contract termination						
Contract variation documentation						
Contract specifications						
Evidence of payments						
Final Certification or Certificate of Practical Completion/Handover			✓*		✓*	
Rates Notice, Water Rates Notice or Current Title Search				✓		
<b>If the work was carried out before you purchased the property:</b>						
1. Purchase Contract (Contract of Sale)			✓		✓	
2. Pre-purchase inspection			✓		✓	
Pre-purchase Building or Pest Inspection Report						✓
Building design plans						✓
<b>For body corporate:</b> Contract for the work	✓		✓		✓	✓
<b>For body corporate:</b> Community Title Search document			✓	✓	✓	✓
<b>For body corporate:</b> Certificate of Classification			✓		✓	
<b>For body corporate:</b> Complete Survey Plan			✓		✓	
Council approved plans					✓	
Drainage plan					✓	
Engineering Inspection Certificates					✓	
Soil report and classification					✓	
Compaction certificate or inspection report (cut and fill site)					✓	

\* If applicable to your circumstances, please provide these documents where possible as they assist us in providing an accurate case assessment.

\*\* Not required if contractor is bankrupt (sole trader) or liquidated and/or deregistered (company) or the contractor is deceased.

**PRIVACY NOTICE**

The QBCC is collecting the information on this form to assist in resolving your dispute with your contractor and/or to assess whether you are entitled to an insurance claim. Collection of this information is authorised by the *Queensland Building and Construction Commission Act 1991*.

The QBCC may provide some or all of the information contained in this form, and or additional documentation you may provide to support your dispute, to an affected party for the purpose of providing procedural fairness. The QBCC may also provide some or all of the information within these documents to third parties, including advisors, members of our panel of technical consultants, third party service providers the QBCC may use and rectifying builders.

We may do this to provide information for the purpose of facilitating rectification or quoting for the completion or rectification of building work in relation to your dispute. We may use your email address to contact you about improving the delivery and effectiveness of our services, including activities such as customer research and engagement, you will be able to opt-out of receiving this information.

All information held by the QBCC may be subject to application for access under the Right to Information and Privacy legislation or as authorised or required by law. For further information, please refer to the QBCC Privacy Policy on the QBCC website at <http://qbcc.qld.gov.au/privacy-policy>

**COMPLETING THIS FORM**

This is an interactive PDF form that you may complete in the web browser or Acrobat Reader. Please save, then print and submit via post or in person.

If you are completing this form in hard copy:

- Use BLACK pen only
- Print clearly in BLOCK LETTERS
- DO NOT use correction fluid – cross out and initial amendments

**RETURN YOUR COMPLETED FORM AND ALL DOCUMENTS BY**

Post: GPO Box 5099 Brisbane QLD 4001.

In person: QBCC service centres are listed on our website [qbcc.qld.gov.au](http://qbcc.qld.gov.au).

**1. YOUR COMMITMENT**

**Honest and complete information**

It is important you are truthful about the information you provide, so we can review your submission quickly and fairly. We also need you to fully complete this form. Customers who provide all of the requested information are most likely to avoid delays in getting their case assessed.

**Your behaviour matters**

The safety of our team members and all parties involved in your case is very important. We will not accept hurtful or abusive language, or threats to our staff, or anyone related to your dispute. Aggressive behaviour that puts others at risk will not be tolerated. If your behaviour is unacceptable, we may not progress your case.

**! WARNING: Giving incorrect information to the QBCC is an offence under the *Queensland Building and Construction Commission Act 1991* and can result in a fine and your case being closed.**

I agree the information I provide in this form will be completely truthful and accurate.

I agree I have all of the required documents on hand now and will fully complete this form, including filling out the Complaint Items section of this form for every defective work item.

I understand QBCC will not accept hurtful or abusive language, or threats to staff, or anyone related to my dispute and that aggressive behaviour that puts others at risk will not be tolerated. I understand my case may not progress if my behaviour is unacceptable.

I understand and agree to give access to the contractor to fix the work. I understand that by denying access to the contractor I am limiting the QBCC's ability to help me get my work fixed. They will not be able to direct the contractor to fix any defective work and my case will be closed.

I consent to a QBCC officer accessing my property to request consent for the purpose of a site inspection should this be required.

I understand that the documentation submitted with this form may be made available to other parties under the Right to *Information Act 2009* or *Information Privacy Act 2009*.

Name of person providing the declaration

Applicant's signature

Date      D D      M M      Y Y      Y Y  
                 /            /



Please ensure the Declaration is not dated more than one (1) month prior to the date the application is submitted to QBCC.

**2. WHO ARE YOU OR WHO ARE YOU REPRESENTING?**

Property owner

Owner/occupier of neighbouring property

Body corporate

Authorised agent

### 3. PROPERTY OWNER'S DETAILS

Title	Mr	Mrs	Miss	Ms	Other		
Surname							
First name							
Company name							
ACN				ABN			
Postal address						State	Postcode
Home phone				Mobile			
Email							

### 4. LOCATION OF BUILDING WORK

**Real Property Description** (these details can be found on your Rates Notice or your Certificate of Title).

Lot no	Plan (e.g. RP/ SP/BUP/GTP)	Plan no. (numeric)		
Street address (include no., street, suburb or locality)			State	Postcode
Is the property used for holiday accommodation / Airbnb / short term rental?			Yes	No

### 5. OWNER'S AGENT

For agents acting on owner's behalf, please provide a copy of the written authorisation.

	I am an individual agent				I am a part of a company acting as an agent			
Title	Mr	Mrs	Miss	Ms	Other			
Surname								
First name								
Company name								
ABN				ACN				
Postal address						State	Postcode	
Business phone				Mobile				
Email								
Contact person								
Business phone				Mobile				
Email								

**6. WHO IS THE COMPLAINT AGAINST?**

**i** You **MUST** notify your contractor in writing about the complaint items you have before lodging this complaint form.

Contractor name

QBCC Lic no

ABN

ACN

Postal address

State

Postcode

Business phone

Mobile

Email

D D    M M    Y Y Y Y

What date did you notify the contractor in writing of your complaint?

/       /

I have enclosed a copy of the letter (please tick)

Yes    No

What is the name of the person you notified?

What was the contractor's response to your complaint?

(Please only use space provided)

**Response character limit – maximum 500**

**7. OTHER INFORMATION**

Please tick either YES or NO for each question

Do you hold an owner builder permit for this work?

Yes    No

Is there a family relationship between you and your contractor? e.g. sibling

Yes    No

If yes, please provide details: (please only use space provided)

**Response character limit – maximum 20**

Have you previously had any other complaint lodged with QBCC?

Yes    No

If yes, what date was it lodged?

D D    M M    Y Y Y Y

/       /

What is the case number?

Has this matter been the subject of a settlement/mediated agreement?  
If yes, please provide a copy of the agreement.

Yes    No

**8. BUILDING WORK**

Only complete this section if building work was carried out for you.

**Date contract signed**      D D      M M      Y Y Y Y      Contract amount:  
   /      /      \$

**Date work commenced**      D D      M M      Y Y Y Y      Cost of variations:  
   /      /      \$

**Date of last payment**      D D      M M      Y Y Y Y      Payments to date:  
   /      /      \$

**Date work completed**      D D      M M      Y Y Y Y      Amount still owing  
   /      /      \$

**If work not completed, when did it stop?**      D D      M M      Y Y Y Y      (Complete only if your contract is for domestic building work and still in progress)  
   /      /

**What type of work does your complaint relate to?**

Construction of a new home  
(Go to Q1A below) OR

Trade Work -  
e.g. landscaping, tiling, painting

Renovation

Swimming pool

Extension

Other (please specify)

**Q1A. What stage is the work up to? (new home construction)**

Deposit paid

Base stage

Frame stage

Enclosed stage

Fixing stge

**Q1B. What stage is the work up to? (Renovation or trade work)**

**Response character limit — maximum 150**

You must provide a copy of your building contract

Please tick to confirm you have supplied it

### 9. PROPERTY PURCHASE

Only complete this section if building work was completed before you purchased the property.

#### Date of purchase

Date      D D      M M      Y Y Y Y  
                 /            /

Purchase price:  
\$

#### Please tick the appropriate response

I have enclosed a copy of the purchase contract.	Yes	No
Did you have any pre-purchase inspections conducted on the property?	Yes	No
If you did have a pre-purchase inspection (please pick type)	Building inspection	Pest inspection
Is your complaint solely about a pre-purchase inspection report?	Yes	No
Were you aware of the complaint items before you completed your purchase?	Yes	No
I have enclosed a copy of the relevant pre-purchase report/s.	Building inspection	Pest inspection

### 10. OTHER HELP

Have you asked any other organisation for help?	Yes	No
If yes, which organisation was it?	Queensland Civil and Administrative Tribunal	District or Magistrates Court
What is the application number?		
Have they helped so far?	Yes	No
If yes, what help have they provided you?		

**Response character limit – maximum 460**

### 11. COMPLAINT ITEMS

List every complaint item individually on the following pages

**ONLY ITEMS LISTED ON THE FOLLOWING PAGES WILL BE CONSIDERED – EVEN IF THEY ARE INCLUDED IN A SEPARATE, ATTACHED REPORT.**

Failing to do this will delay our assessment of your submission – you will have to repeat this step before we can progress your submission.

**Need more space?** Print and attached extra pages to list more items.

#### If you represent a body corporate:

- Use the **Body Corporate–Internal Complaint items** page (Page 11) to list all items INSIDE the building
- Use the **Body Corporate–External Complaint items** page (Page 12) to list all items OUTSIDE the building

#### For all others:

- Use the **Internal Complaint items** page (Page 9) to list all items INSIDE the building
- Use the **External Complaint items** page (Page 10) to list all items OUTSIDE the building



# INTERNAL COMPLAINT ITEMS

INTERNAL

EXTERNAL

BODY CORPORATE  
INTERNAL

BODY CORPORATE  
EXTERNAL

**Step 1.** Enter Item number and date. **Step 2.** Select Room/Location **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them.

Only items listed in this table will be considered. List every item individually – even if they are included in a separate, attached report. Failing to do this will delay our assessment of your submission – you will have to repeat this step before we can progress your submission.

ITEM NO.	DATE ITEM NOTICED	LOCATION OF ITEM	BRIEF DESCRIPTION (Response character limit – maximum 255 per item)	PHOTO REFERENCE
1	12/10/18	Bathroom/ensuite <input checked="" type="checkbox"/> Living room <input type="checkbox"/> Bedroom <input type="checkbox"/> Dining room <input type="checkbox"/> Kitchen <input type="checkbox"/> Laundry <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Loft/roof space <input type="checkbox"/> Other <input type="checkbox"/>	Cracked tiles in the shower	Photo 1
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	
		Bathroom/ensuite Bedroom Kitchen Office/rumpus Other	Living room Dining room Laundry Loft/roof space	

# EXTERNAL COMPLAINT ITEMS

INTERNAL

EXTERNAL

BODY CORPORATE  
INTERNAL

BODY CORPORATE  
EXTERNAL

**Step 1.** Enter Item number and date. **Step 2.** Select Room/Location **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them.

Only items listed in this table will be considered. List every item individually – even if they are included in a separate, attached report. Failing to do this will delay our assessment of your submission – you will have to repeat this step before we can progress your submission.

ITEM NO.	DATE ITEM NOTICED	LOCATION OF ITEM				BRIEF DESCRIPTION (Response character limit – maximum 255 per item)	PHOTO REFERENCE
1	12/10/18	Building foundations <input type="checkbox"/> Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/> External walls (building or dwelling) <input type="checkbox"/> Stairs and steps <input checked="" type="checkbox"/>	Pools <input type="checkbox"/> Roof and related structures i.e. guttering soffits and eaves <input type="checkbox"/> Structures on property i.e. shade sails <input type="checkbox"/> Decks and patios <input type="checkbox"/>	Doors <input type="checkbox"/> Fences, walls and retaining walls <input type="checkbox"/> Site drainage or storm water <input type="checkbox"/> Other <input type="checkbox"/>	Windows <input type="checkbox"/> Water tanks <input type="checkbox"/> Sheds, carports and garages <input type="checkbox"/>	External stair treads are loose and timber is splitting.	Photo 2
		Building foundations <input type="checkbox"/> Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/> External walls (building or dwelling) <input type="checkbox"/> Stairs and steps <input type="checkbox"/>	Pools <input type="checkbox"/> Roof and related structures i.e. guttering soffits and eaves <input type="checkbox"/> Structures on property i.e. shade sails <input type="checkbox"/> Decks and patios <input type="checkbox"/>	Doors <input type="checkbox"/> Fences, walls and retaining walls <input type="checkbox"/> Site drainage or storm water <input type="checkbox"/> Other <input type="checkbox"/>	Windows <input type="checkbox"/> Water tanks <input type="checkbox"/> Sheds, carports and garages <input type="checkbox"/>		
		Building foundations <input type="checkbox"/> Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/> External walls (building or dwelling) <input type="checkbox"/> Stairs and steps <input type="checkbox"/>	Pools <input type="checkbox"/> Roof and related structures i.e. guttering soffits and eaves <input type="checkbox"/> Structures on property i.e. shade sails <input type="checkbox"/> Decks and patios <input type="checkbox"/>	Doors <input type="checkbox"/> Fences, walls and retaining walls <input type="checkbox"/> Site drainage or storm water <input type="checkbox"/> Other <input type="checkbox"/>	Windows <input type="checkbox"/> Water tanks <input type="checkbox"/> Sheds, carports and garages <input type="checkbox"/>		
		Building foundations <input type="checkbox"/> Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/> External walls (building or dwelling) <input type="checkbox"/> Stairs and steps <input type="checkbox"/>	Pools <input type="checkbox"/> Roof and related structures i.e. guttering soffits and eaves <input type="checkbox"/> Structures on property i.e. shade sails <input type="checkbox"/> Decks and patios <input type="checkbox"/>	Doors <input type="checkbox"/> Fences, walls and retaining walls <input type="checkbox"/> Site drainage or storm water <input type="checkbox"/> Other <input type="checkbox"/>	Windows <input type="checkbox"/> Water tanks <input type="checkbox"/> Sheds, carports and garages <input type="checkbox"/>		
		Building foundations <input type="checkbox"/> Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/> External walls (building or dwelling) <input type="checkbox"/> Stairs and steps <input type="checkbox"/>	Pools <input type="checkbox"/> Roof and related structures i.e. guttering soffits and eaves <input type="checkbox"/> Structures on property i.e. shade sails <input type="checkbox"/> Decks and patios <input type="checkbox"/>	Doors <input type="checkbox"/> Fences, walls and retaining walls <input type="checkbox"/> Site drainage or storm water <input type="checkbox"/> Other <input type="checkbox"/>	Windows <input type="checkbox"/> Water tanks <input type="checkbox"/> Sheds, carports and garages <input type="checkbox"/>		
		Building foundations <input type="checkbox"/> Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/> External walls (building or dwelling) <input type="checkbox"/> Stairs and steps <input type="checkbox"/>	Pools <input type="checkbox"/> Roof and related structures i.e. guttering soffits and eaves <input type="checkbox"/> Structures on property i.e. shade sails <input type="checkbox"/> Decks and patios <input type="checkbox"/>	Doors <input type="checkbox"/> Fences, walls and retaining walls <input type="checkbox"/> Site drainage or storm water <input type="checkbox"/> Other <input type="checkbox"/>	Windows <input type="checkbox"/> Water tanks <input type="checkbox"/> Sheds, carports and garages <input type="checkbox"/>		

# BODY CORPORATE – INTERNAL COMPLAINT ITEMS

INTERNAL

EXTERNAL

**BODY CORPORATE  
INTERNAL**

BODY CORPORATE  
EXTERNAL

**Step 1.** Enter Item number and date. **Step 2.** Select Room/Location **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them.

Only items listed in this table will be considered. List every item individually – even if they are included in a separate, attached report. Failing to do this will delay our assessment of your submission – you will have to repeat this step before we can progress your submission.

ITEM NO.	DATE ITEM NOTICED	LOCATION OF ITEM				BRIEF DESCRIPTION (Response character limit – maximum 255 per item)	PHOTO REFERENCE
1	12/10/18	Building systems Electrical (fire safety) <input type="checkbox"/>	Stairs and steps <input type="checkbox"/>	Escalators <input type="checkbox"/>	Gymnasium <input type="checkbox"/>	Concrete floor is cracked and lifting in two places.	Photo 3
		Building systems Hydraulic <input type="checkbox"/>	Fire separating walls <input type="checkbox"/>	Lifts <input type="checkbox"/>	Hallways and corridors <input checked="" type="checkbox"/>		
		Building systems HVAC (Aircon) <input type="checkbox"/>	Communal space i.e. laundry <input type="checkbox"/>	Glass and glazing <input type="checkbox"/>	Shops, offices and amenities <input type="checkbox"/>		
		Carpark <input type="checkbox"/>	Other <input type="checkbox"/>				
		Building systems Electrical (fire safety)	Stairs and steps	Escalators	Gymnasium		
		Building systems Hydraulic	Fire separating walls	Lifts	Hallways and corridors		
		Building systems HVAC (Aircon)	Communal space i.e. laundry	Glass and glazing	Shops, offices and amenities		
		Carpark	Other				
		Building systems Electrical (fire safety)	Stairs and steps	Escalators	Gymnasium		
		Building systems Hydraulic	Fire separating walls	Lifts	Hallways and corridors		
		Building systems HVAC (Aircon)	Communal space i.e. laundry	Glass and glazing	Shops, offices and amenities		
		Carpark	Other				
		Building systems Electrical (fire safety)	Stairs and steps	Escalators	Gymnasium		
		Building systems Hydraulic	Fire separating walls	Lifts	Hallways and corridors		
		Building systems HVAC (Aircon)	Communal space i.e. laundry	Glass and glazing	Shops, offices and amenities		
		Carpark	Other				
		Building systems Electrical (fire safety)	Stairs and steps	Escalators	Gymnasium		
		Building systems Hydraulic	Fire separating walls	Lifts	Hallways and corridors		
		Building systems HVAC (Aircon)	Communal space i.e. laundry	Glass and glazing	Shops, offices and amenities		
		Carpark	Other				

# BODY CORPORATE – EXTERNAL COMPLAINT ITEMS

INTERNAL

EXTERNAL

BODY CORPORATE  
INTERNAL

BODY CORPORATE  
EXTERNAL

**Step 1.** Enter Item number and date. **Step 2.** Select Room/Location **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them.

Only items listed in this table will be considered. List every item individually – even if they are included in a separate, attached report. Failing to do this will delay our assessment of your submission – you will have to repeat this step before we can progress your submission.

ITEM NO.	DATE ITEM NOTICED	LOCATION OF ITEM				BRIEF DESCRIPTION (Response character limit – maximum 255 per item)	PHOTO REFERENCE
1	12/10/18	Building systems termite barriers, fire safety, alarm systems <input type="checkbox"/>	Building foundations <input type="checkbox"/>	Fences, walls and retaining walls <input type="checkbox"/>	Decks and patios <input type="checkbox"/>	Fire separating walls have not been constructed in accordance with Australian Standards.	Photo 4
		Pump room hydraulics Fire safety <input type="checkbox"/>	External wall (building or dwelling) <input type="checkbox"/>	Structures on property i.e. shade sails, sheds, carports <input type="checkbox"/>	Driveways and paths <input type="checkbox"/>		
		Pool <input type="checkbox"/>	Site drainage and storm water <input type="checkbox"/>	Fire separating walls <input checked="" type="checkbox"/>	Stairs and steps <input type="checkbox"/>		
		Roof and related structures i.e. guttering, soffits and eaves <input type="checkbox"/>	Other <input type="checkbox"/>				
		Building systems termite barriers, fire safety, alarm systems	Building foundations	Fences, walls and retaining walls	Decks and patios		
		Pump room hydraulics Fire safety	External wall (building or dwelling)	Structures on property i.e. shade sails, sheds, carports	Driveways and paths		
		Pool	Site drainage and storm water	Fire separating walls	Stairs and steps		
		Roof and related structures i.e. guttering, soffits and eaves	Other				
		Building systems termite barriers, fire safety, alarm systems	Building foundations	Fences, walls and retaining walls	Decks and patios		
		Pump room hydraulics Fire safety	External wall (building or dwelling)	Structures on property i.e. shade sails, sheds, carports	Driveways and paths		
		Pool	Site drainage and storm water	Fire separating walls	Stairs and steps		
		Roof and related structures i.e. guttering, soffits and eaves	Other				
		Building systems termite barriers, fire safety, alarm systems	Building foundations	Fences, walls and retaining walls	Decks and patios		
		Pump room hydraulics Fire safety	External wall (building or dwelling)	Structures on property i.e. shade sails, sheds, carports	Driveways and paths		
		Pool	Site drainage and storm water	Fire separating walls	Stairs and steps		
		Roof and related structures i.e. guttering, soffits and eaves	Other				
		Building systems termite barriers, fire safety, alarm systems	Building foundations	Fences, walls and retaining walls	Decks and patios		
		Pump room hydraulics Fire safety	External wall (building or dwelling)	Structures on property i.e. shade sails, sheds, carports	Driveways and paths		
		Pool	Site drainage and storm water	Fire separating walls	Stairs and steps		
		Roof and related structures i.e. guttering, soffits and eaves	Other				