



Building Services Authority

MEDIA RELEASE

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BSA's Services

Dispute prevention

The Queensland Building Services Authority (BSA) plays a role in preventing building disputes by educating their licensees on technical issues and good business practices. BSA also assists consumers by offering advice on how to resolve disputes.

Dispute resolution

When consumers' attempts to negotiate with their builder or trade contractor have failed and rectification work is not completed, there are options and processes for resolving their dispute.

BSA provides an equitable and effective dispute resolution service for defect-related disputes between licensees and consumers. If attempts to reach an amicable solution with your building contractor break down you should contact your closest BSA office. BSA will help you through a step-by-step process to assist you in getting the defective work rectified.

BSA Home Warranty Insurance

BSA operates a Home Warranty Insurance Scheme which provides a safety net for consumers if their contractor fails to complete contracted work or performs sub-standard work. If you contract a BSA-licensed practitioner to perform residential construction work over \$3,300 in value, BSA's home warranty insurance product provides up to \$400,000 cover for up to 6.5 years. The insurance cover is paid for by the contractor before the job is commenced.

Other services

BSA also runs free seminars for contractors and consumers, including the highly successful *SuperShows*, and produces a wide range of educational brochures to assist and educate homeowners.

It is BSA's mission to improve standards, equity and confidence in the building industry. By doing this we believe we will be "Helping Queenslanders Build Better".

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