

Statistics for Release – RTI 466 18 19

Statistic / Information Requested	2017/2018	2018/2019
The amount of money collected in QBCC Building Insurance	\$91million	\$80.7million (as at 31/5/2019) ^{1 2}
The amount paid out to repair defective work	\$25.5million	\$17million (as at 31/5/2019) ¹
The amount paid out when builders collapse	\$17.4million	\$19million (as at 31/5/2019) ¹
The amount of that is recouped through internal Debt Recovery ³	\$10.4million	\$1.5million (as at 31/5/2019) ¹
The number of complaints against defective work received.	4378	4169
The number resolved BEFORE a QBCC inspection.	906	1036
The average length of time before a complaint is successfully resolved.	63 working days	74 working days
The number of QBCC building inspectors.	40 Building Inspectors 4 Senior Building Inspectors	
The number QBCC assessment officers are there.	42 Assessment Officers (40.8 FTE) 7 Senior Assessment Officers (6.86 FTE)	
The current average number of cases each officer has to manage	11 ⁴	
The number of licenses cancelled as a result of defective work		1 ⁵
The legislated timeframes for processing complaints.	N/A ⁶	

Notes:

¹ These figures are based on internal figures only, and have not been actuarially assessed.

² 2018/2019 Gross Premiums have not been adjusted for write-offs and refunds.

³ Debt Recovery figures are not divided up between Defective Work and Non-Completion claims, and therefore an overall figure has been provided.

⁴ This is the statewide average number of cases being handled by an Assessment Officer or Senior Assessment Officer. The actual figure varies significantly between Regional Service Centres and Brisbane.

⁵ The only circumstances where a licence is able to be cancelled due to defective work is where the licensee is found to have undertaken Tier 1 defective work. This statistic is not tracked by the QBCC, however I was advised of one such cancellation in the 2018-2019 financial year.

⁶ There are no legislated timeframes for processing complaints.

RELEASED UNDER RTI