

Susan Moran

Sent: Monday, 6 August 2012 6:37 AM
To: Transport Housing and Local Government Committee
Subject: Submission re QSBA
To whom it may concern: Submission re QSBA

I have concerns over dealings with the QSBA:

1. In 2009 we had a QSBA inspection and a number of issues were raised with the builder (one of the issues - one sliding window had the glass cut out of square so it would close and the window frame was out of alignment in excess of tolerances) – this amongst other things was attended to by the builder but no report and no follow-up was received by the QSBA in respect of this – at one stage we had a ‘whole’ left in the interior ceiling of our main bathroom) for over a month and we had to deal with the builder.
2. In 2011 we noted what we thought was movement in the home in one area of the home:

Plumber pipe testing found a leaking pipe approx.. 20cm from the slab and immediately adjacent the area of the home that was experiencing movement – you could stick a finger through the gap that had opened up above a door etc.

They also found one pipe had not been connected - was simply left discharging water approx.. 1.5m underground near the slab of the home – we have a E type soil and the builder had told us how important drainage was.

A few days before the BSA inspection the builder connected the pipe that was not connected to anything to the curb (approx. 20plus meters) and also dug up and replaced the section of pipe in front of the home that testing found to be leaking.

The day of the BSA inspection the BSA inspector told us *not to waste his time in from of the builder* – he requested copies of the two plumbing reports from the builder and also said the BSA would do a pipe test to make sure it was all fixed. (the builder had engaged two plumbers to undertake testing) Imagine our surprise a few days later when we received the report from the BSA advising that the issues with the movement was “home owner maintenance”.

Calls and messages on the mobile phone of the BSA inspector were not returned but we did make contact with a BSA officer and were advised by the BSA that only one report was received from the builder re plumbing inspection (this report confirmed the pipe issues) and that the inspector must have changed his mind about undertaking the pipe testing.

One pipe leaking and one not even connected to the drainage system yet the BSA decision was that the subsequent damage was “home owner maintenance”

- We are not satisfied with the treatment we received from the QBSA.

Yours sincerely;

James Laird CPA

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