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Transport Housing and Local Government Committee  
Via email [thlgc@parliament.qld.gov.au](mailto:thlgc@parliament.qld.gov.au)

Regarding the operation and performance of the Qld Building Service Authority.

Good morning

I have been unfortunate enough to have needed to deal with this collection of incompetents twice and neither time has it been a happy or even remotely satisfactory experience.

In the first instance we had a substantial extension built and (as we found later) the builder was insolvent at the time. The building was shoddy, the workmanship questionable and the contractors were coming from further afield as the builder tried to use the rob Peter to pay Paul approach. The work was not satisfactory, the site not cleaned and so the list went on. We contacted the BSA and to say the staff was disinterested is the kindest thing I can put into print. After many phone calls and much distress I wrote to the office of the Premier, called and generally made such a nuisance of myself that we were granted a meeting with Ian Jennings. The day of the meeting arrived; we arrived with all of our paperwork, complaint forms, details of the issue etc. He arrived with Ian Smith sans paperwork, sans information, sans anything of interest to us at all really. He had our names wrong, our address wrong, our type of building wrong and the issues we were there to discuss wrong. Ian Jennings is so full of his own importance that he has no concept of how insulting his cavalier attitude is to people who are in a bad situation with serious issues with their home. After a long and painful process we had most of the issues fixed with our home but were left to feel like the poor relations by people whose job statement does not state that they are to ignore, embarrass and look down on those they are meant to assist. We were received phone calls and visits by contractors or some time saying they had also been ignored by the BSA and had not received payment. We, of course, could not assist as we had already paid the builder for their services.

We then built a further room onto our home and in due course, the wooden floors began to buckle. We tried a number of time to address this with the builder who after a few weeks of letters and phone calls actually asked someone to answer his phone and advise that he no longer used that number or worked in that field. I called

the BSA again, went through the problems and was told that yes, there was enough damage to make a claim for repairs. Again, both John and I spoke at length with a number of BSA staff and the paperwork was duly completed and returned. The inspectors came out with the builder in tow and after a week or so we received a letter stating that as it was not reported to the BSA within six months and it as a category two defect told us to go away and contact QCAT. After three phone messages to the writer, he eventually called back and I questioned that I had been told when I phoned that there is a five years window for complaints, that we did have a claim and that John had also been given this advice. As to the category two issue, we are not builders and have no idea of what category fits which circumstance and that perhaps his staff should have had some idea or at least been aware of category this or that. Undulating wooden floors really mean only one thing! I'm reasonably sure he was yawning as he went through the 'so sad, too bad' reaction to my comments and repeated that if I had a problem, that's what the QCAT is there for – I thought that was what the BSA was there for but obviously I am mistaken. I faxed immediately to Ian Jennings but, as is usual, silence has been the stern reply.

I remember telling Ian Jennings (and the office of the Premier) that both he and his staff are at best incompetent and at worst complete liars and my opinion of this impotent 'authority' has not changed one iota in five years. It starts at the top and just works its way down.

If this authority is to be of any use the builders and the public, it needs to be reinvented and restaffed with people who are interested, empathetic and have some idea of what they are actually talking about and advising the public on. Misinformation, misdirection and arrogance are the stock in trade that the current 'team' offer to any poor unfortunate to needs assistance from them.

Yours faithfully,

Karen Graham