

The Research Director  
Transport, Housing and Local Government Committee  
Parliament House  
George Street  
BRISBANE QLD 4000

20<sup>th</sup> September 2012

RE: Inquiry into the operation and performance of the Queensland Building Services Authority (QBSA)

I wish to make a submission in relation to the above on behalf of an Organization that I represent. I am currently the president of the Sandgate Brighton Child Care and Kindergarten Association and we had the following experience with the BSA.

Some time ago we had a painting organization come out to externally paint one of our buildings. The work was done over a number of weekends because of the nature of our business (eg. children on site) when no one was around. The painter said that he was finished and then sought his final payment. The Director of the Centre declined saying that not all painting work had been completed to a satisfactory level of quality. The painter said that painting was of a good standard and again asked for his final payment. As these discussions continued over a number of weeks the Director also noticed 'bubbles' starting to appear in a number of places on a number of external walls. She then added this to her list of complaints about the paint work with the painter. The Director then got onto BSA who advised that we should get onto Master Painters. Master Painters came out and agreed that the paint job was of a poor standard and for a fee did up a detailed report for us. Master Painters also said that we had to give the painter a reasonable time to complete such work (as he may be engaged with other jobs). The Painter agreed to come out and to do rectification work as detailed by the Master Painter's report. Several times were agreed up for the work to be undertaken but he failed to turn up on many of these occasions. The Director again got onto BSA to advise them that we were still having ongoing issue with the painter. During her discussions with BSA they said that they could not really help us now because we had waited too long for such issues had to be resolved within 6 month period of them occurring because we were classified as a commercial entity. Subsequent to this BSA did have discussions with the painter and the painter did come out to do a bit more of the rectification work but as at today the work is still incomplete. This issue has dragged on for over 15 months.

What our Organization wants is that BSA going into the future treat not-for-profit organizations under the same classification as private home owners/residential (and not as a commercial entity) when defective trade related work occurs on a building. We also want the BSA in the future to actively manage the end-to-end defect rectification project itself and not put the onus back upon the innocent and inexperienced victim. We want an effective and streamlined BSA managed process to exist that produces a satisfactory result for the consumer in a timely manner.

Your in Service



Tom Gordon

President

Sandgate Brighton Child Care and Kindergarten Association

