

Brett and Elizabeth Grayson

Ph:

17 September 2012

Attention:

Transport, Housing and Local Government Committee
Parliament House
George Street
Brisbane QLD 4000

Please find included IMPACT STATEMENT for inclusion in the enquiries into the QLD Building Services Authority.
The Impact Statement shows the financial, emotional, and majority affect of our treatment when dealing with the QBSA since 2007.

Yours Sincerely



Brett Grayson



Elizabeth Grayson

RECEIVED

19 SEP 2012

THLGC

Brett and Elizabeth Grayson

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17 September 2012

IMPACT STATEMENT

1. *Estimate the quantum of harm caused to you in monetary terms by the Building Industry.*

Our main quantum of harm has been our inability to place our house onto the property market. Thus affecting our potential capital gain.

Due to the numerous defects including Category 1 defects our house has been at times a hazard to occupy and therefore unsaleable.

Our intention was to sell the property on completion of building during the year 2007.

(1a). After final completion in 2007 our house had a bank valuation and even in its damaged state was valued at \$1,050,000.00. If sold on that market, and compared with similar property sales at the time we could have sold for \$1,200,000.00. If we were to sell in todays market we would be lucky to achieve \$900,000.00. That represents a potential loss of **\$300,000.00**.

(1b). Interest paid on mortgage since 2007 equates to **\$211,250.00**.

(1c). Estimated repairs to date to complete house to a safe and legal standard - **\$65,000**.

Therefore the building industry has caused us a quantum of harm to the value of **\$576,250.00**

This estimate does not take into account the complete loss of investment potential that could have been achieved had the BSA's licensing/certifying and complaints resolution departments conducted themselves as advertised.

This estimate also does not take into account the effect the BSA's treatment has had on our personal lives and health. The time frame of our dealings with the BSA and our builder was in excess of 3 years with issues still ongoing as a result of our treatment by them. This timeframe is inexcusable when dealing with such extensive issues especially when the end result was to deny us any support in the rectification of our incorrectly built home.

In this time our family of 4 has suffered severe emotional stress (at the same time my wife was suffering from cancer plus another life threatening illness). Marital problems have also been a result of the stress imposed upon us culminating in a marriage separation.

2. *The cause of that harm.*

The BSA not honouring their signed BSA Builders Contract and not advising us of such until a complaint was lodged.

The BSA subsequently rejected our Home Warranty Insurance thus making it difficult for us to affect repairs on our property.

The BSA building inspectors provided Inspection Reports listing the known defects. 19 items in total, including 7 Category 1 and 11 Category 2 defects with items that were in contravention of the building code.

The BSA issued fines and loss of licence points to the builder but was not able to instruct the builder to rectify these defects and all notices to rectify were ignored.

These repairs were required to bring the household to a saleable condition. They had to be carried out at the owners expense over a period of five years due to the expensive nature of such repairs.

In that five years the household was left in a dangerous state due to the nature of the defective work. The defective work and subsequent repairs required portions of the household to become unusable over that period.

3. *If you have been threatened. Briefly describe the nature of the threat.*

With the QBSA our main contact was the Gold Coast manager [REDACTED]. At no time did he ever make us feel comfortable during the complaints process. He did not appear to be acting on our (the clients) behalf but at all times appeared to be protecting his position and bottom line 'budget' of his office.

During many phone conversations over the ensuing months he at no time was polite, courteous or respectful.

At one stage he requested that we provide the BSA legal team with a statement giving 'our side of the story'. When the appointment had to be rescheduled due to my own work commitments he became angry and stated how expensive it was to reschedule such a meeting due to the legal team being involved.

When we arrived for the rescheduled appointment he proceeded to tell both my wife and I that we would have separate meetings and that we would be required to provide Statutory Declarations. At no stage in our previous communications did he state the above requirement. Due to this lack of notice we were put on the spot and had no legal representation for ourselves. We requested that if we were to proceed could we do so on a 'without-prejudice' basis. This was refused.

At the time my wife was being treated for cancer and was in the middle of chemotherapy treatment. She was wearing a wig that she was not used to and was only made to feel more uncomfortable by this treatment.

██████ was only too aware of her health situation but still wanted to inflict this treatment and stress upon her and myself.
We decided that we just wanted this experience over and done with as we had suffered enough trauma to date so we finally agreed to provide the 'Stat Decs'.

After we agreed to the meeting ██████ requested to 'sit in' on the giving of statements even though he was not required to do so.
Once again due to the stress level we agreed.
The above illustrates the lack of respect and even though not specifically threatening, the very harsh treatment received by a senior manager of the BSA.

Signed

A stylized, cursive handwritten signature in black ink, appearing to be 'Brett Grayson'.

Brett Grayson

A cursive handwritten signature in black ink, appearing to be 'Elizabeth Grayson'.

Elizabeth Grayson