



F M Sanders

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The research Director
Transport, Housing & Local Government Committee
Parliament House
George ST
Brisbane Qld 4000

Dear Sir, Madam,

I am grateful for the opportunity to tell my story and my experience with the BSA it has not been a pleasant experience. I can only say it has been a nightmare since I signed a contract in 2002 with a BSA register builder who did not have any directions against his name only to find out later on, he has a history with the BSA. Example-A place at Brendale they write off \$34,000 Debt and a house at Carseldine it had to go through to Home Insurance and now mine, builder walks and I am still struggling to get my house fixed as per contract

AS I am struggling to get this submission in on time I have sent you my submission I sent to QCAT which says it all so I will just say what needs to change with the BSA

The BSA could be a very good system but it is the people running it who are nothing but bullies when dealing with consumers

I personally had [REDACTED] lose it and threatened to order my adviser off the Premises if he did not shut up in the next few minutes, this was done in front of five witnesses and reduced me to tears, not a pleasant experience

CF 11/11/12
I then had [REDACTED] who is a one man band on making decisions on Insurance cases, if I don't make a decision on defective scope of work being offered, suddenly close my case when we were still in negotiations. Well he does this because he can after he saw me in a protest rally outside the BSA. Retributions one can only think. I now have to go back to QCAT to try to get my case reopened

Builders taking you straight to QCAT to Block you from going to BSA, this happened to me for \$250, end result no decision from QCAT so was able to then go back to BSA. The BSA has known about this loop hole for years and did nothing to close it, WHY would they because it works in their favour, they then say no you can not come back to us as QCAT has made the decision, letting them off the hook and the insurance scheme is protected

BSA inspectors are so incompetent or they must be on instructions not to find too many defects as they will only recognize minor defects and major defects are ignored which was the case in my dealings with them, so that is why the insurance should be separated from the BSA, A CONFLICT OF INTEREST.

I have found the BSA dictates to you and no matter what evidence you produce they will not listen but when it comes to the builder he is believed.

Two things the builder use to pull the wool over the BSAs eyes is No1 this is not the way I left it she has had another builder out here or this beauty No2 I wanted to come back to fix but she would not let me back on the premises, both were pulled on me and it did not happen, but who is believed (the builder) that is why no one has any respect for the BSA and call them toothless tigers

CHANGERS have to be made so no one else goes through what I have had to endure, I can not believe a BSA registered builder can damage my house and no one has held him accountable

██████████ has been in charge for ten years and the BSA has gone backwards under his leadership

██████████ has screwed the consumer in denying their rights to insurance because he wants to protect his bottom line and this is not fair.

If they were to crack down on shoddy work they would not be paying out on insurance

AS the BSA has a habet of pushing you into QCAT, which they have now done to me, they well know it then becomes a legal issue, not a building issue and you don't get Justice.

The Queensland Building Services authority Act 1991 is a joke to them as they negate the ACT all the time

Yours sincerely

Fay sanders

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BUILDER ALLOWED
TO WALK FROM
THIS

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WAS WHAT THE BUILDER THINKS IS OKAY TO SUPPORT
BEAM



