

Question on Notice
No. 1397
Asked on Tuesday, 6 October 2009

MR CRANDON asked the Minister for Public Works and Information and Communication Technology (MR SCHWARTEN)-

QUESTION:

With reference to the Building Services Authority –

Will the Minister outline the average and longest time taken to complete claims under the insurance for non completion claims from the lodgement of the complaint form to the commencement of the completion of the works on the following basis: (a) the current timeframe – current financial year, (b) the timeframe in 2008-09, (c) the timeframe in 2007-08 and (d) the time frame in 2006-07.

ANSWER:

Prior to acceptance of claims against the Queensland Home Warranty Scheme, the BSA must allow the contractor the opportunity to complete the works. It should be noted that all parties have the right of review in the Commercial and Consumer Tribunal.

Average and longest times become distorted as some matters remain outstanding for long periods of time due to external reviews, legal action and owners' actions.

The time of commencement of work is a matter of negotiation between the home owner and the contractor who was engaged to complete the work.

The following table shows the time taken from the date the BSA formally receives a complaint form that results in a claim, to the date the BSA grants an approval of the claim.

Period	<30 days	%	30-100 days	%	>100 days	%	Total
(a) 1/7/09-30/9/09	31	26	43	35	48	39	122
(b) 2008-2009	39	17	75	32	117	51	231
(c) 2007-2008	89	24	192	51	96	25	377
(d) 2006-2007	59	22	115	43	93	35	267