

**Question on Notice  
No. 540  
Asked on Wednesday, 10 May 2023**

**MR M HART** ASKED MINISTER FOR ENERGY, RENEWABLES AND HYDROGEN AND MINISTER FOR PUBLIC WORKS AND PROCUREMENT (HON M DE BRENNI)

Will the Minister advise (a) how many home warranty inspections were carried out in the month of April 2023 and (b) what was the average wait time for those inspections to be carried out?

**ANSWER**

The Queensland Home Warranty Scheme (QHWS) is a first resort home warranty insurance scheme that covers consumers for loss suffered if a contractor fails to complete or rectify defective residential construction work. There are two different claims processes undertaken by the Queensland Building and Construction Commission (QBCC) for defective residential construction work and Non-completion Claims.

(a)

**Defective Residential Construction Work Claims**

QBCC staff conduct all inspections for Defective Building Work Complaints. After an inspection has occurred, some of these complaints may progress to a QHWS claim, depending on several factors:

- whether the work is found to be defective;
- whether the responsible builder rectifies the defective work; and
- whether the work is insurable under the QHWS.

Due to the ability to review decisions throughout the process, some complaints may experience delays before becoming a QHWS claim.

The QBCC maintains records of the inspections carried out for each complaint case, however, not all inspections will result in a QHWS claim. The QBCC does not have available reports that can identify cases that result in a QHWS claim for a specific period based on when each complaint case was inspected.

Noting the above, during the month of April 2023, the QBCC has recorded that approximately 168 defective building work inspections were scheduled across Queensland. The number of inspections could be higher or lower as inspection dates can be rescheduled or cancelled.

**Non-completion claims**

QBCC staff do not conduct inspections for non-completion claims. Instead, once a non-completion claim is accepted, the QBCC engages an external service provider to carry out the inspection.

During the month of April 2023, the QBCC's external service provider completed 41 inspections for non-completion claims. The average waiting time for those inspections, following the external service provider's receipt of the QBCC referral, was 7 business days.

(b)

Due to the limitations of the QBCC's case management system, an average inspection wait time cannot be definitively reported on.

In relation to wait times for defective building work claims, I also refer the Member to my response to Part (b) of Question on Notice No.14 tabled on 23 March 2023.