

Inquiry into the regulation of building standards, building quality and building disputes – Hearing

I would like to express my thanks to the chair, respected committee members, to everyone associated in this inquiry - and for the invitation to share my experience as a homeowner.

The key message I would like to convey:

In my opinion, it appears that we the owners and residents, are the victims in this.

We are the ones most impacted emotionally, financially and socially with this situation because the process to rectify and fix complex building issues is not easy. It can be extremely difficult and there doesn't seem to be much help from the regulators.

Considering our building is under 6 years old, we do have some "protection" under the legislation, however, it's remarkable how difficult it is to enforce that protection. There's not much guidance or assistance for owners to navigate the system.

We did not choose to build with combustible cladding and we did not approve and allow it. The developer and builder did - local council and government allowed it.

The current private certification process can be regarded as a conflict of interest, where certifiers are employed by the developers. One key suggestion would be to have council employ private certifiers, if they cannot do the job themselves. Associated costs can be charged back to the developer.

From my experience, I think the developers, builders and local council are the people and organisations that should take responsibility for:

- Firstly, rectifying the current problems,
- Secondly for improving and preventing these situations, and importantly to fix the system where it is broken.

Thank you

Regards

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Received by
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Date: 11 / 12 / 19
Resolved to publish Yes / No