



14 December 2007

**Legislative Council
General Purpose Standing Committee No. 2**

**INQUIRY INTO THE OPERATIONS OF THE
HOME BUILDING SERVICE**

Committee publishes its report

The NSW Parliament's General Purpose Standing Committee No.2 will table its report on the Office of Fair Trading's Home Building Service today. The report makes 21 recommendations to improve the regulation of home building in New South Wales.

"The Committee has concluded that consumer protection for home builders and renovators in this State needs to be improved," said the Chair, Ms Robyn Parker MLC.

The role of the Home Building Service in the Office of Fair Trading is to protect consumers by regulating the home building industry. It is responsible for licensing builders, investigating building complaints, resolving disputes and administering the home warranty insurance scheme.

"Ultimately, an effective regulatory system prevents poor building work in the first place. It deals with complaints swiftly and fairly, and penalises those who have acted improperly. It also compensates people fairly when things go wrong. We have quite a way to go before we have such a system in New South Wales."

"Consumer protection is the first and most important goal of home building industry regulation," said Ms Parker. "But the system also needs to work to the benefit of builders. Both consumers and builders took part in the inquiry and the Committee's recommendations reflect their concerns."

"The Committee has recommended legislative and policy changes as well as improvements in the way the Home Building Service delivers on its performance standards. The Home Building Service also needs more resources to properly fulfil its role in licensing builders, handling complaints, and penalising builders who do the wrong thing."

"Underpinning all of our recommendations is the sense that consumers need to be better informed and supported as they navigate the home building system. We call on the NSW Government to deliver each of these much needed improvements."

The Committee report is available at www.parliament.nsw.gov.au/gpsc2.

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