

Submission

No 19

INQUIRY INTO THE OPERATIONS OF THE HOME BUILDING SERVICE

Organisation:

Name: Ms Clover Moore

Position: Member for Bligh

Telephone:

Date Received: 13/11/2006

Subject:

Summary

This submission has been kept partially confidential by resolution of the Committee.



8 November 2006

Jenny Gardiner
Committee Chair
General Purpose Standing Committee No 4
Parliament House
Macquarie St
Sydney NSW 2000

Dear Chair,

Inquiry into the Operations of the Home Building Service

I write to make a submission on the operations of the Home Building Service of the Office of Fair Trading. A number of residents have contacted me about difficulties with the service and I have made representations on behalf of constituents to raise their concerns. It is important that their issues are considered as a part of this inquiry.

I share constituents' concern about delays in resolving problems, that funds for rectification do not cover the real cost to homeowners, and that the Home Building Service does not appear to have an advocacy role on behalf of consumers.

I have raised concerns on behalf of the following constituents and enclose copies of my correspondence:

_____ are trying to resolve defective building to their home through the Home Building Service.

_____ whose home was renovated 13 years ago with significant defective work, and who have had three builders unsuccessfully attempt to repair the faulty work. They remain concerned that the fourth attempt will also be defective.

Residents of _____ were unable to recover adequate losses for defective building through the Home Warranty Insurance Scheme.

Residents of _____ were unable to recover adequate losses for defective building through the Home Warranty Insurance Scheme.

_____ believes that the Office of Fair Trading is not effectively overseeing the building industry, nor ensuring the proper allocation of insurance monies.

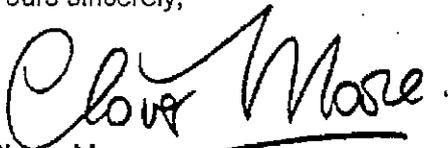
Could you please consider the enclosed correspondence as a part of this Inquiry?

Although the system has recently improved, residents and owners continue to have problems. The Government's role is to protect consumers and more still needs to be done to assist consumers who have suffered from faulty building development.

I recommend greater assistance from the Office of Fair Trading when problems arise, with a clear and simple process available to affected consumers that is fast, cheap and effective.

I recommend that the Office of Fair Trading provide independent assessments of problems to be fair and to be seen to be fair.

Yours sincerely,

A handwritten signature in cursive script that reads "Clover Moore". The signature is written in black ink and is positioned above a horizontal line.

Clover Moore
Member for Bligh