

Submission
No 32

**INQUIRY INTO REGULATION OF BUILDING
STANDARDS, BUILDING QUALITY AND BUILDING
DISPUTES**

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Partially
Confidential

Dear Parliament Members,

I am writing you in regards to the problem which has recently got more of your attention - building quality.

I believe some of related problems are flying under the radar not getting enough attention, and wanted to share my experience with freshly built houses in Sydney.

Me and my family have resettled to Australia back in early 2015 as permanent residents and the first major question was housing. We were looking for a place where we would be close to city, parks and beaches and have leased an apartment in newly build block in Rosebery (14 Mentmore avenue, apt which seemed to be a safe option. Unfortunately we stayed there for very short period – just 4 month because of tons of small issues like low quality paint which chips off when you remove blu tak, water condensing on walls and a more major ones – AC doesn't keep the temperature you set (I.e. if it cools, then it never stops cooling even after reaching target temperature) and loud clicks. The clicks were occurring every few hours, it sounded like someone hits ceiling with a huge hummer. Last issue was the last drop because it was waking up our 1.5 years old son in tears. At the time we were not educated enough in our rights and how to deal with that, and hence we have terminated our contract with losses.

Then for a few years we were renting apartments in Kimberly Estate (83-93 Dalmeny avenue, Rosebery NSW 2018) complex build a couple of decades ago – no issues. Once our kid reached 5 years age and we started looking for a good school for him we decided to move to North Ryde where we found a school ticking all our boxes. That was associated with us moving home. This time we leased an apartment in fresh Macquarie Green complex 5B Whiteside street, North Ryde). The problems started first week after us moving into this apartment starting with leaking kitchen sink. The building company people spent many days trying to fix that with no success. Next issue was leakage from ensuite. Water leaked into bedroom wardrobe. That was followed by building company endless attempts to fix the issue. They were doing tests pouring coloured water into sinks and putting plugs into draining system not being able to find the cause. Then there was another leakage which ended up with water coming into another bedroom, and as it turned out the reason was that they have not put a pipe between bathtub and drainage. In the same time my wife was in late stages of pregnancy and our daughter's first months were spent in these pretty terrible circumstances. Now we have terminated contract and moved to another place.

I believe builders do not report such issues anywhere and they are not visible. I believe private companies are not interested in doing thorough inspections and this should be done by independent government funded authority. Last years too much preference was given to builders and they have failed to maintain high enough standards. The materials they use are probably the cheapest ones and things like paint, laminated boards, doors and furniture are really low quality. I would be more then happy to share more details if you are interested and hope that my story will help you to see clearer picture.

Faithfully yours,

Aleksandr Lukashev