

Submission
No 41

**INQUIRY INTO FURTHER INQUIRY INTO THE
REGULATION OF BUILDING STANDARDS**

Name: Name suppressed

Date Received: 2 September 2021

Partially
Confidential

Dear Mr Shoebridge,

First of all, I do apologise to approach you like this and I do very much appreciate your time in reading my email below. Can I say how pleased I was when I read on the news that you were calling on submissions from apartment and home owners to determine if more can be done to protect buyers.

Three years ago I excitedly entered a contract to purchase a property in Castle Hill. Unfortunately and regrettably, the news has reported that this property had various serious defects issues which obviously caused concerns for safety as well as many other complicated issues in the future. As a purchaser, I am pleased to see that the NSW Building Commissioner has been involved in the process and issued the Prohibition Order along the way. It is somewhat pleasing to learn that the developer has put \$11 million as structural guarantee, however, all those current serious defects and serious cracking have not been resolved.

As a purchaser, I, along with many other nearly thousands purchasers, are understandably very upset about the building quality as well as the situation I am in. After all, it is a significant amount of financial investment.

I perfectly understood the fact that the developer has made their public commitment for structural guarantee and hence, Prohibition Order was lifted. However, at the time we paid the 10% deposit to enter the contract, we were not expecting a product (building) to have significant serious multiple defects and I also understood that there is no so-called 'perfect' product. Nevertheless, from a consumer point of view, I believe it is common to expect a satisfactory product rather than a product that has major safety (structural) issues that is not what I signed the contract for.

It is a significant effort having saved sufficient money to be able to afford a deposit for a property and it is very sad to see it wasted like this. At the same time, I am extremely concerned about the future risks, both in safety and financial matters. I have approached the NSW Fair Trading Department and a number of solicitors who have advised me to approach members in the Parliament like yourself to seek a fair and reasonable solution. I well understood that I signed a contract three years ago and the product has failed along the way, once again, although the developer has agreed to be liable. However, future risks are just too significant to accept for purchasers like myself.

I trust the law is fair and reasonable to protect purchasers when one is in this situation.

Once again, I sincerely thank you and appreciate your time in reading my email and I seek your assistance in this matter.

In the meantime, I wish you and your family to stay safe.