

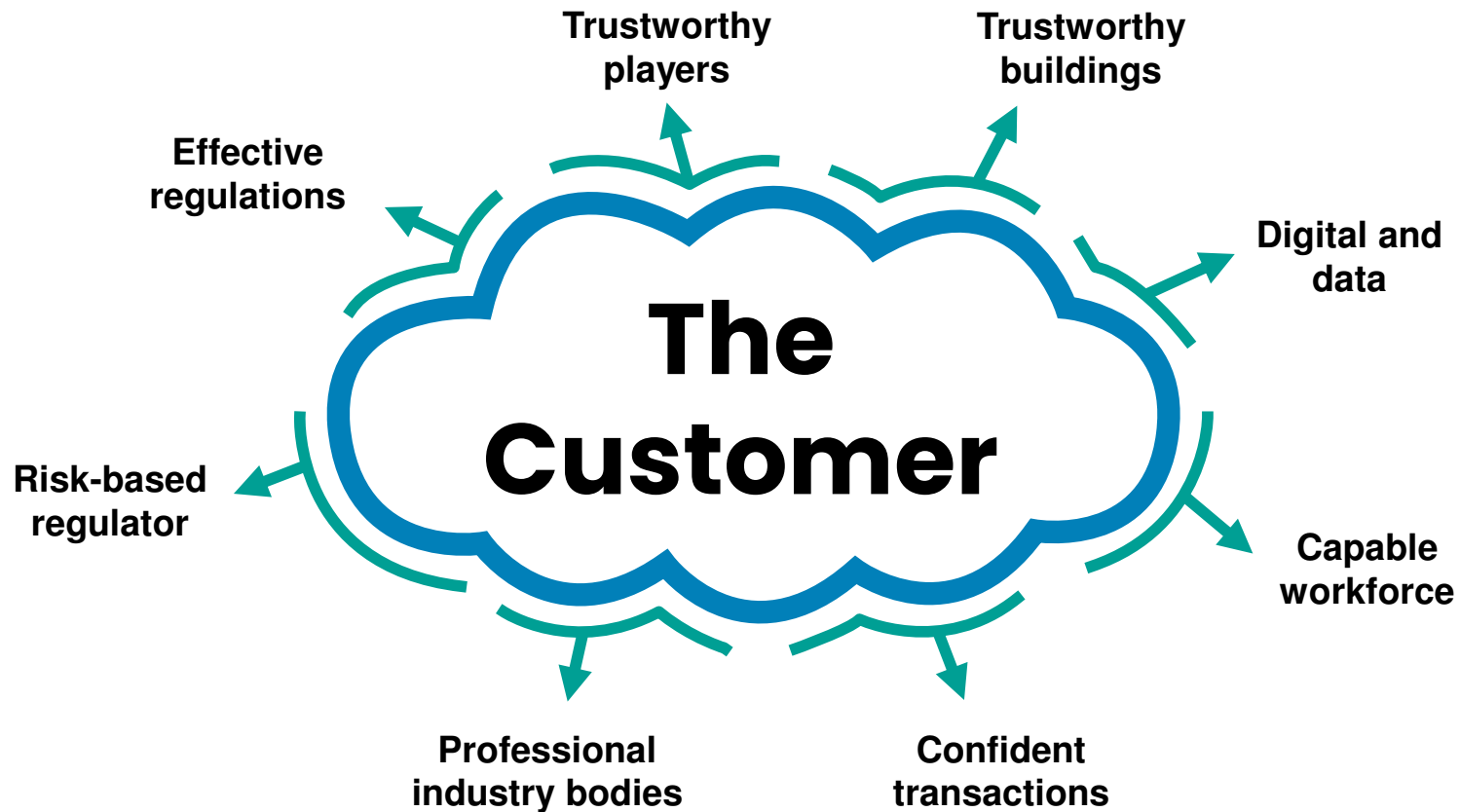
# Together towards the customer

OCN Strata Matters seminar

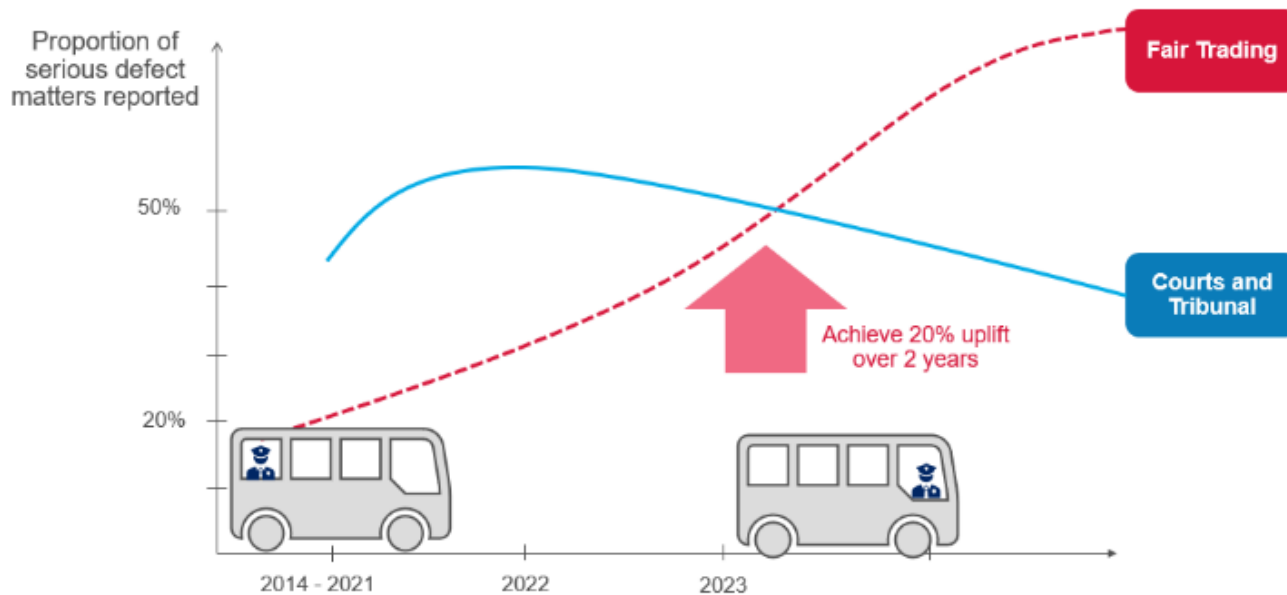
David Chandler, Office of the Building Commissioner  
Thursday, 9 December 2021



# Confident markets are created by putting the right person at the centre



# A proactive regulator (front of the bus), now replaces a reactive regulator (back of the bus)



## SERIOUS DEFECTS IN NSW CLASS 2 BUILDINGS

OBC & SCA (NSW) STRATA MANAGERS SURVEY, 2021

**39%** REPORTED SERIOUS DEFECTS

REPORTED TO FAIR TRADING  
**15%**

### PROBABILITY OF SERIOUS DEFECTS ARISING\*

Waterproofing: 23%	Fire Safety: 14%	Enclosures: 9%	Structural: 9%	Key Services: 5%
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#### RESOLUTION PATHWAYS

- 1 IN 4 AGREEMENT WITH BUILDER/DEVELOPER
- 1 IN 20 TRIBUNAL OR COURT ORDER

#### DURATION

- 25% <6 mo.
- 30% 6-18 mo.
- 19% >18 mo.

\$

**332,000**

**PER BUILDING**

Average expended by Owners Corps to rectify defects

\*estimate based on overall defect occurrence rate & type of defect reported.

# A new customer experience to deliver better outcomes for strata communities



**Complaint**



**Review  
Panel**

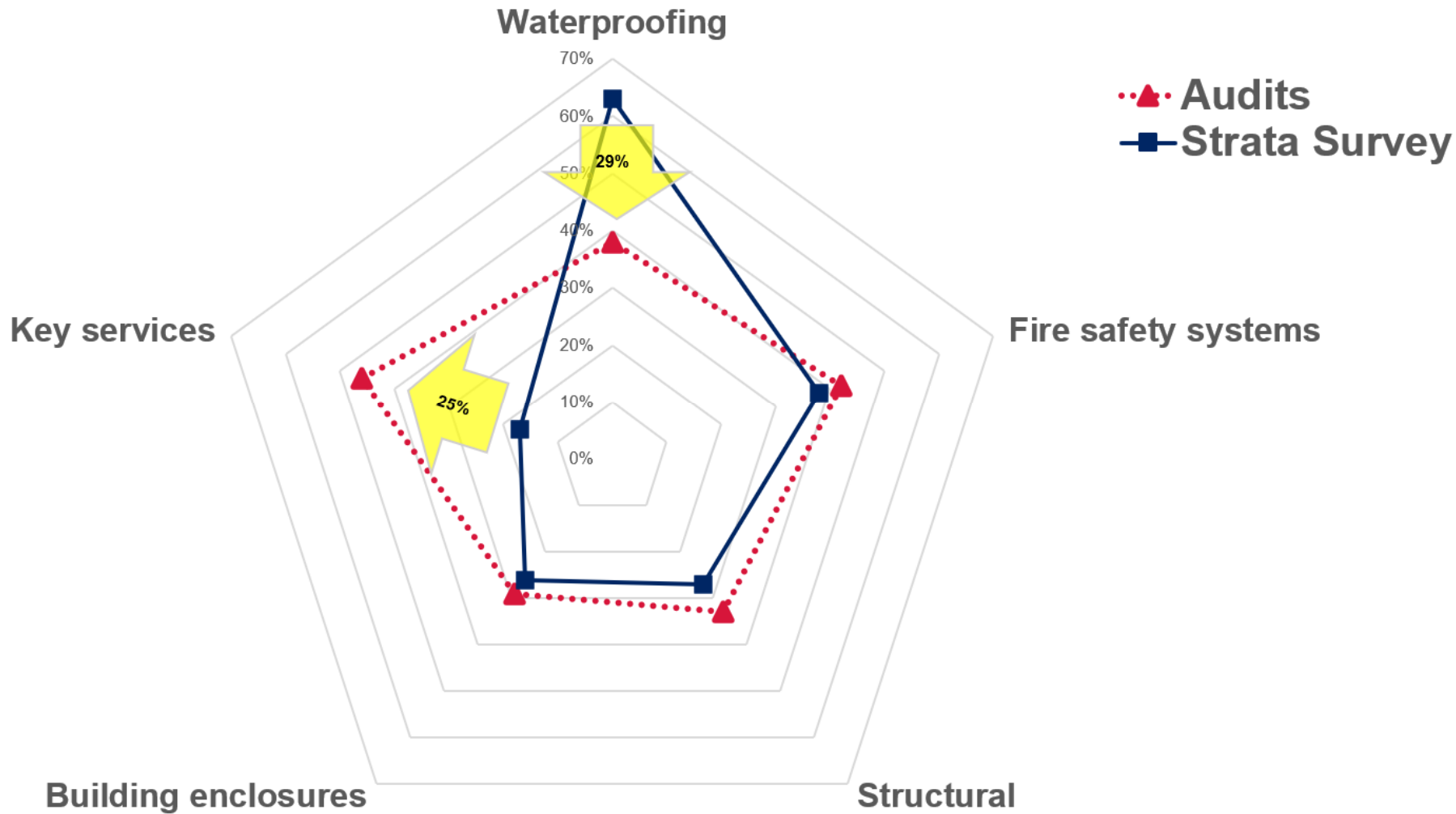
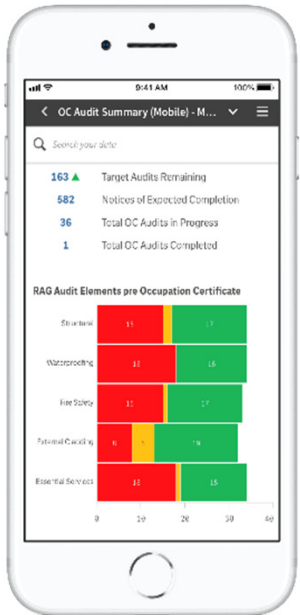


**Audits**



**Orders &  
Undertakings**

# Using data more effectively, and sharing it

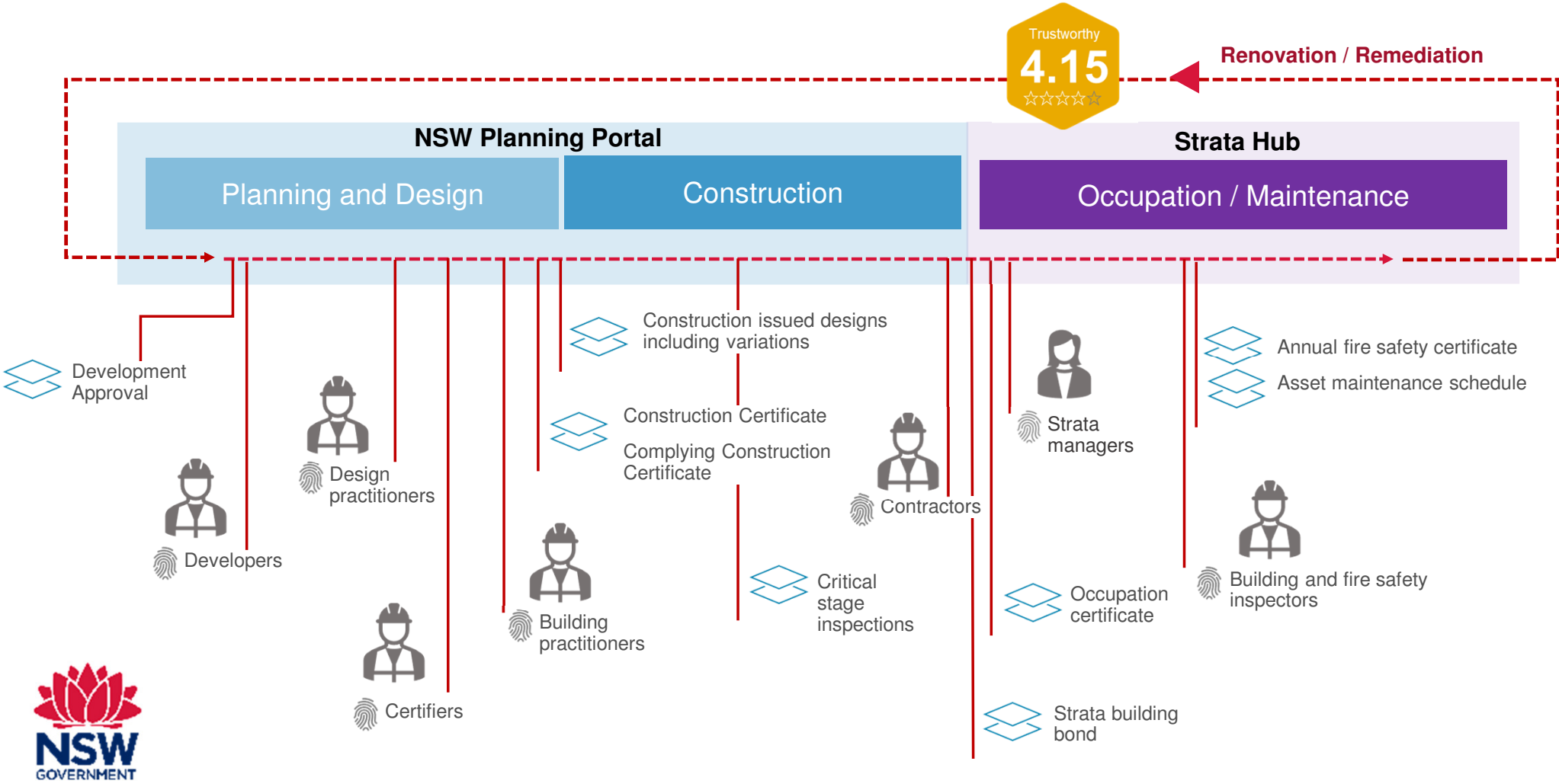


# There are some 'givens' that we just need to manage better

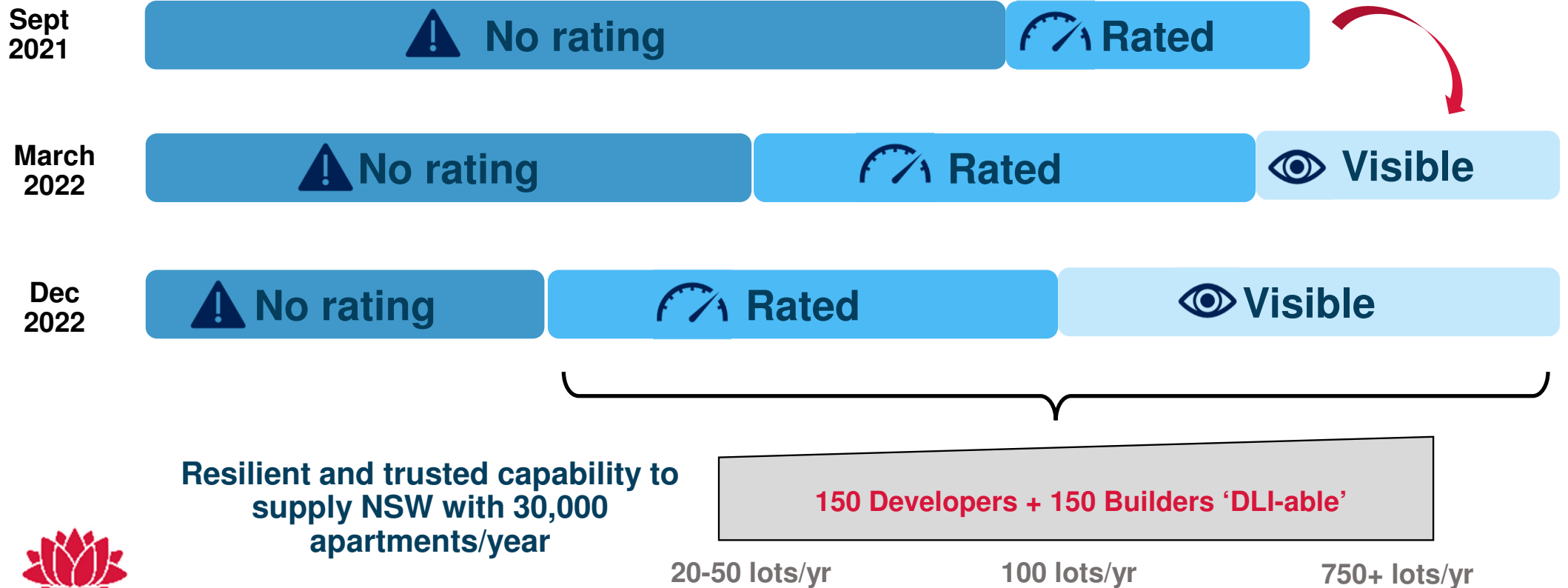


**Managing these givens will help reset insurance and confidence**

# Strengthening accountability from 'cradle to grave'



# Market-facing responses also have a role to play, it can't just be the regulator holding the whistle





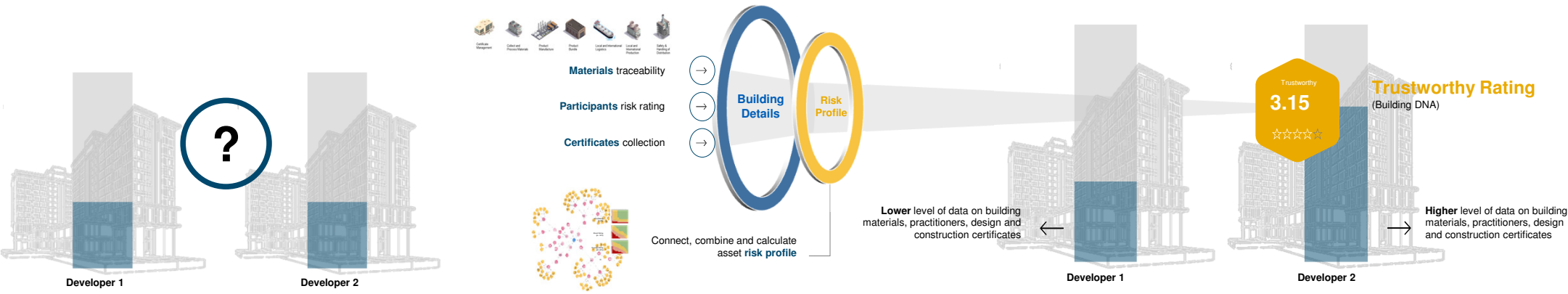
# Identifying Trustworthy Buildings

## The challenge:

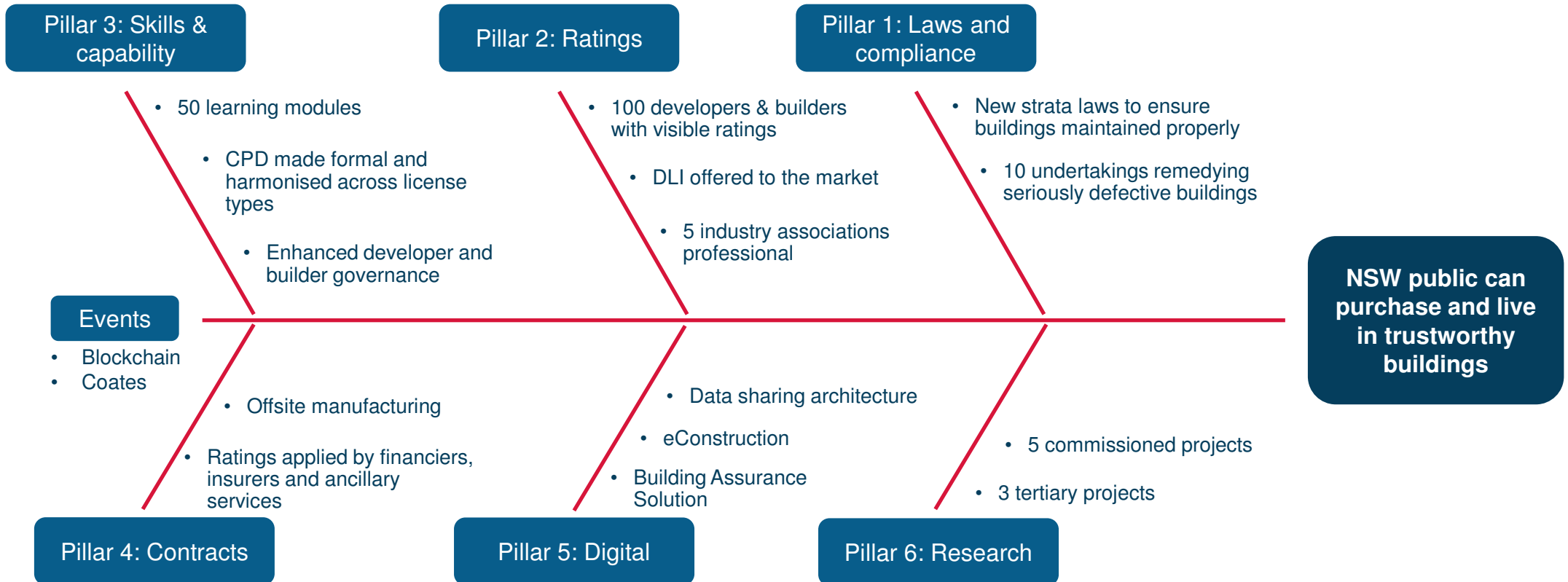
- how to **differentiate** 2 buildings when they can be seen as the same 'on the surface' but deliver a very different resilience.
- Regulators have limited resources

## The solution:

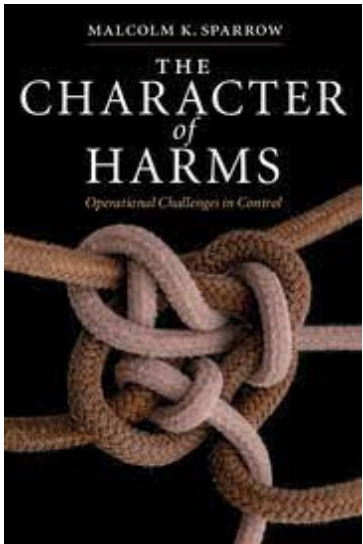
- a market-led **digital product** which will empower the **building's rating**
- transparency and set **standards** to what constitutes a **trustworthy building**



# Building momentum to embed change that can't be unwound



# Our challenge is to anticipate and manage harms to reinstate confidence



NSW the **preferred state** for purchasers to invest in new **apartment buildings**



NSW regarded by financiers as a **preferred market** to finance **new projects**



NSW regarded as a **preferred risk** and **insurable** market by insurers



Branded **developers** in NSW regarded as preferred and **trustworthy**



Construct NSW to help facilitate plus **20,000 apartment** starts from 2023



Change the public perception of our industry to **attract tomorrow's constructors**

# Let's restore confidence together



Construct NSW Website



Digital Learning Platform



Subscribe to Newsletter



DBP – Fair Trading Website



RAB Act



DBP Act



Case Studies & Research



DBP – Design & Building Practitioners



RAB Act Order Register



Certifier disciplinary register



DBP Model Clauses



DBP – Professional Engineers