

Builders fail to stack up confidence in service survey

BUILDERS are the most moaned about of all trades people, according to results from a national survey.

The online survey, commissioned by Service Central, found about a third of respondents found builders provided the worst service, followed by plumbers.

Service Central aims at linking customers with tradespeople.

Industry figures were quick to defend builders, however, saying the nature of their work meant there always

would be issues.

Among the Queensland respondents, the top three complaints when dealing with tradies generally were concerns about being ripped off, over charging and not having calls returned.

Housing Industry Association executive director North Queensland John Futer said builders worked in stressful situations and would always get complaints.

"The three most stressful situations are death, losing your job and

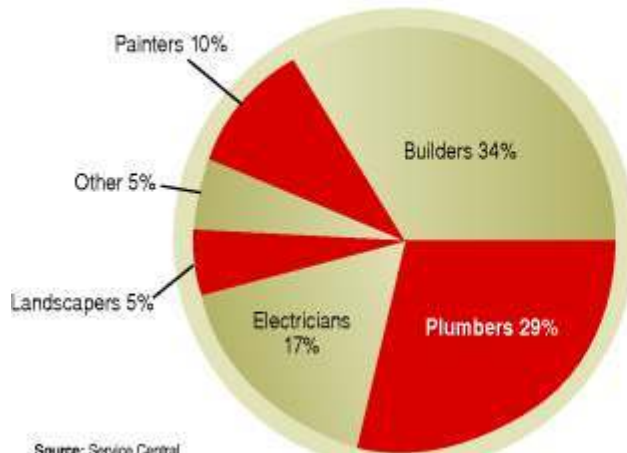
renovating," he said.

Mr Futer said customers sometimes did not understand how hard it could be to find labourers.

Service Central executive director Danial Ahchow said it was not that builders were dodgy but rather people were looking in the wrong place for their tradespeople.

"Of course there are some bad builders out there but it's about knowing how to get hold of the reputable ones," he said.

Top complaints were:



Source: Service Central

