

# Media Release

Friday, 22 March 2013

## Calls to consumer hotline double in 'dodgy tradie' phone-in

Consumer and Business Services has received nearly twice the number of calls this year in its phone-in campaign to identify operators in the building trades who are operating without licenses and performing substandard or unsafe work.

Commissioner Paul White said he was very pleased with the response to this year's 'Dob in a Dodgy Tradie' day, as part of Consumer and Business Services concerted efforts to stamp out illegal practices in the construction industry and allied trades.

"When we last ran our phone-in, we had the phone lines open for two days, and received a total of about 30 calls.

"During this week's one-day phone-in we responded to 54 calls - nearly double the number of calls from that last two-day phone in.

"Most of the calls related to customers' concerns over unlicensed builders and tradespeople, particularly in the plumbing and electrical trades, and there were several calls to the hotline from people who complained about poor quality workmanship.

"Three callers' complaints related to one individual builder who formerly had a licence, but who is alleged to be still carrying on business as a contractor.

"This case is now being investigated by CBS compliance staff.

"In this situation and others which have come to light, we're examining evidence such as contracts, or advertisements and business cards which people promote their businesses with."

"I commend members of the public for reporting these sorts of operators, who can cause homeowners real stress, and in many cases financial hardship, when the work is shoddy, unsafe or incomplete.

"It's these dodgy builders and tradies who will feel the full brunt of the law when we track them down.

"The phone-in has been an outstanding success this year and has given us a number of leads to investigate," the Commissioner added.

"But for those people who didn't call in, we'd also like to remind them they can continue to report tradespersons they suspect to be unlicensed, or who are not executing work to an expected building standard, on our CBS customer number by phoning 131 882.

"I'm urging anyone, that before they sign a contract for any work around the home, they should check builders and tradespersons credentials and licences."

"The Licensing Public Register can be viewed at <http://www.cbs.sa.gov.au/licensing>. It can save a lot of headaches, time and money if you do your checking first."

