

Mr Alex Zai

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Dear Mr Zai

Thank you for your enquiry.

After examination of the issues you have raised, it has been determined that this matter does not fall within the jurisdiction of Fair Trading and would more appropriately be dealt with by your local council.

The jurisdiction of NSW Fair Trading is the Home Building Act (1989) which is the law that regulates the residential building industry and certain specialist work in New South Wales.

The Act outlines the minimum statutory rights of homeowners, builders, and contractors. For further information, please refer to the link below:

<https://legislation.nsw.gov.au/view/html/inforce/current/act-1989-147>

Please refer to the attached "General Information" fact sheet that outlines the complaints we can, and cannot, assist you with.

Please also refer to the attached fact sheet regarding balconies-decks-patios-pergolas-terraces-and-verandahs-rules-for-exempt-development.pdf

Should you have any further questions or enquiries you can contact Building Commission NSW on 13 32 20.

Trusting this information is of assistance to you.

Yours sincerely

**Building Commission NSW**  
14 May 2024