



Welcome to the June pulse^o today, the monthly update from pulse^o

This month includes:

- updates to three data measures
- findings from the 2008 building consumer survey

81 per cent of consumers report high levels of satisfaction with their overall building experience in 2008. Source: Building Commission

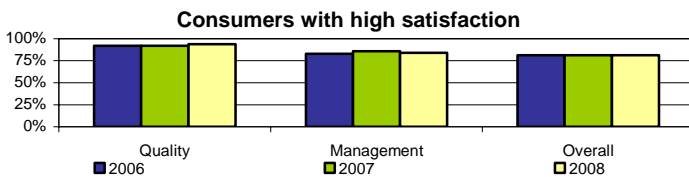
5 per cent of consumers had a serious issue during their building project in 2008. Source: Building Commission

0 per cent variation between Victorian employment levels during 2008-09 (March) and 2007-08 (March). Source: ABS

Updates

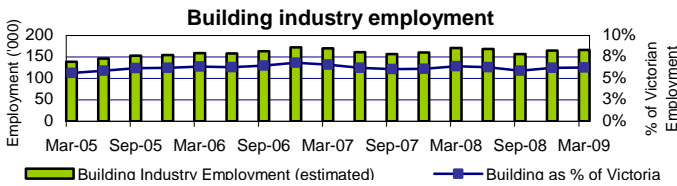
Consumer satisfaction Source: Building Commission

Building Commission research showed consumers were highly satisfied with their overall building project in 2008. Satisfaction with the quality, management and overall building has been consistently high over the survey period. [more detail...](#)



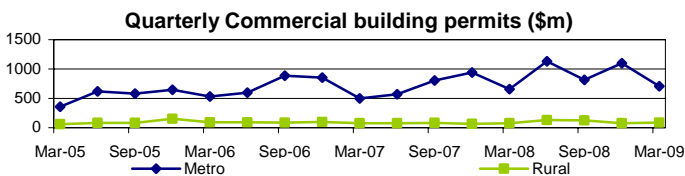
Building employment Source: ABS

Building industry employment fell 3 per cent in the March 2009 quarter when compared to the March 2008 quarter. The financial year 2008-09 (to March) is the same as the 2007-08 (to March) financial year. [more detail...](#)



Commercial building permits Source: Building Commission

In the March 2009 quarter, Commercial building permits showed resilience to the global financial crisis increasing by 8 per cent on the March 2008 quarter. Rural Victoria out-performed Metropolitan Melbourne with a 14 per cent increase compared to 7 per cent for the quarter. [more detail...](#)



Building consumers are highly satisfied

The Building Commission researched consumers' behaviour and experiences in 2008, to build upon the six year data series.

Consumers continued to be highly satisfied with their building projects and the number of major disputes remained low in 2008.

Consumer satisfaction levels continued to be high with 81 per cent of consumers reporting high satisfaction with the overall building experience, the same as 2007.

Furthermore, 91 per cent were highly satisfied with the quality of the built product and 84 per cent highly satisfied with their builder's management of the project. These levels are slightly down (statistically insignificant) on 2007 which recorded 92 and 86 per cent respectively.

Consumers continued to have high expectations of a positive result before commencement of their project and for any future building project. Eighty-seven per cent of consumers expected to be satisfied before commencement and 86 per cent with any future building projects they commissioned.

These are good signs for the building industry since it is likely consumers would expect to be satisfied if they have a good perception of builders and the building industry.

The majority of consumers, 95 per cent, reported having no serious problems during their building project. That is, 4 per cent reported having a dispute and 1 per cent reported having a conflict.

Twelve per cent of consumers reported having a disagreement with their builder, which was resolved before third party intervention, up from 7 per cent in 2007. A further 7 per cent reported having a concern but did not raise it with their builder as it resolved itself or they had little expectation of a better outcome.

The majority of issues were about quality of work, timing and contract issues, similar to previous years. Problems where the main subject was quality of work dropped to 26 per cent from 44 per cent of all issues reported in 2007.

The best method to conclude the issues was by direct discussion. Two-thirds of all issues were concluded through direct discussion with the builder.

Website update June 2009

pulse^o publishes and analyses data on the building industry including: building practitioners, building permits, compliance, consumer satisfaction and much more. [more detail...](#)