

Supplementary Item A - Dept of Commerce - 17 Oct 2011

7 additional complaints found in the COMPLAINT AND LICENSING SYSTEM (CALs) relating to contracted packages not being delivered.

Entity	Number complaints	When	Complaint /	Outcome of conciliation
HL Pty Ltd (Hocking Land company)	2	30 May 2008	\$2000 landscape qualified for & despite monthly promises the chq is still to arrive. Didn't meet 12 month deadline, but HL agreed to rebate purchaser anyway	Successful conciliation Rebate cheque in post.
		26 May 2011	Landscaping contract \$4000, nothing been done since 2009	Landscaping to be done over the coming weeks Successful conciliation
MAMMOTH NOMINEES PTY LTD <i>Same director as HL Pty Ltd</i>	2	7 July 2009	Landscaping work still not done (\$4000 value); no response from directors.	Landscaping to occur after query over eligibility
		16 December 2010	Consumer cannot get trader to get on with the job of getting landscaping package in. Has been waiting many months. Landscaper has no order number to proceed with job.	Developer has finally placed an order with their preferred landscaper Successful conciliation
RECREATION DRIVE	1	25 July 2011 (retail)	New home contract, includes fencing and landscaping as part of the building contract. Developer has yet to supply and undertake fencing and the landscaping.	Company in process of being struck off ASIC, advised to seek legal action Conciliation unsuccessful
ALTAI INVESTMENTS PTY LTD (Is Recreation Drive, Director Peter James)	1	28 September 2010	New home contract, includes fencing and landscaping as part of the building contract. Developer has yet to supply and undertake fencing and the landscaping.	Trader will not respond, advised to seek legal action Conciliation unsuccessful
A & S NOMINEES WA PTY LTD	1	4 May 2011	Bought strata property from Allied Residential on behalf of A & S Nominees (since deregistered). Did not supply as promised Split air con, alarm & TV antenna. UNCLEAR WHETHER DEVELOPER OR JUST OWNER/BUILDER, STRATA TITLE PROPERTY, NO ADDRESS PROVIDED	A&S Nominees was an Australian Private Company registered 23 October 2006 and cancelled 1 October 2010. Conciliation unsuccessful - purchaser will not receive package as company deregistered.

