

Schedule 5

Federation of Master Builders (FMB) 3 October 2022 – 29 September 2023

(a) the number of disputes the ADR entity has received;

No. disputes received (domestic)	No. disputes accepted (continued to case) (domestic)
492	495

(b) types of disputes;

- Unsatisfactory building works
- Incomplete works
- Snagging
- Contract issues
- Communication
- Schedule delays
- Additional charges
- Failure to provide certificates and/or guarantees
- Conduct/behaviour

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

- Roofing
- Extensions
- Loft Conversions
- Flooring
- Conduct/behaviour

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

- Communications with members around the Code of Conduct and additional resources.

(e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total no. of disputes rejected	3
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Reason	No. rejected
a) the consumer has not attempted to contact the trader first	1
b) the dispute was frivolous or vexatious	1
c) the dispute had been previously considered by another ADR body or the court	0
d) the value fell below the monetary value	0
e) the consumer did not submit the disputes within the time period specified	0
f) dealing with the dispute would have impaired the operation of the ADR body	0
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...)	1

(f) the average time taken to resolve disputes;

Total average time taken to resolve disputes	30.5
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