



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

## **BUDGET ESTIMATES 2021-2022 Supplementary Questions**

**Portfolio Committee No. 4 – Customer Service and Natural Resources**

### **SMALL BUSINESS AND FAIR TRADING**

Hearing: Friday 11 March 2022

**Answers due by: 7 April 2022**

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## SMALL BUSINESS AND FAIR TRADING

### Questions from the Hon Mark Buttigieg MLC (on behalf of the Opposition)

#### Mascot Towers

1. Why is the NSW Government not participating or a party to the litigation initiated by the Mascot Towers owners?
  - (a) When was this decision made?
  - (b) Was a briefing provided to the Minister?

#### Project Remediate

2. Can you please provide a list of the suburbs that the next 16 buildings in Project Remediate are in?
3. Can you provide a breakdown of the stage, including assessment, triage and remediation that each building registered in Project Remediate is at, as at 15 March 2022?

#### Building Defects

4. How many prohibition orders have been issued since October 2021?
5. How many prohibition orders have been challenged in the Land and Environment Court?
6. What is the percentage of building defects that have been resolved by Fair Trading Rectification orders?
7. How many inquiries did Fair Trading receive about building defects:
  - (a) In the financial year 2021-22?
  - (b) In the financial year 2020-21?
  - (c) In the financial year 2019-20?
8. How many complaints did Fair Trading receive about building defects:
  - (a) In the financial year 2021-22?
  - (b) In the financial year 2020-21?
  - (c) In the financial year 2019-20?
9. How many warning letters did Fair Trading issue as a result of complaints about building defects:
  - (a) In the financial year 2021-22?
  - (b) In the financial year 2020-21?

- (c) In the financial year 2019-20?
10. How many trades licences did Fair Trading revoke as a result of complaints about building defects:
- (a) In the financial year 2021-22?
  - (b) In the financial year 2020-21?
  - (c) In the financial year 2019-20?
11. What is the average time an occupation certificate audit takes?
12. How many Fair Trading inspectors in NSW are enforcing licences for trades?
- (a) How many of these inspectors are licenced tradespeople in the areas they are enforcing?

### **Consumer Protection**

13. How many inquiries did Fair Trading receive in relation to travel cancellations:
- (a) In the financial year 2021-22?
  - (b) In the financial year 2020-21?
  - (c) In the financial year 2019-20?
14. How many complaints did Fair Trading receive in relation to travel cancellations:
- (a) In the financial year 2021-22?
  - (b) In the financial year 2020-21?
  - (c) In the financial year 2019-20?
15. Has the NSW Government considered implementing recommendations from the CHOICE travel report, 'Consumer Protection for Australian Travellers: A Plan for Clarity, Consistency and Fairness'?
16. In the wake of the COVID pandemic, is the Government considering introducing additional legal protections for travellers?
17. How will the dismantling of COAD affect the National Ministerial Council for Consumer Protection legislation?
18. Has the Minister attended any meetings of the National Consumer Ministers?
- (a) When is the next meeting scheduled?
  - (b) Are they regularly scheduled?

### **Strata Schemes**

19. What timeframe does the Government have to introduce legislation to implement the recommendations from the Strata Schemes Review?
20. What public consultation will occur prior to the introduction of the legislation to implement the recommendations from the Strata Schemes Review?

### **Ministerial Office**

21. How many Ministerial staff are you entitled to have in your Ministerial Office?
22. Can you provide a breakdown of the positions of the staff currently employed in your office?

### **Rental Assistance**

23. What expenditure is the Department of Fair Trading implementing to improve the visibility of the renting sector, including the rate of evictions in each year, the status of landlords, and keeping properties maintained to minimum standards of habitability and repair?
24. What support is the Government providing to tenants unable to live in their rental properties due to the current flooding?
25. With rents increasing at historically high rates across regional NSW and parts of Sydney, how is the Department of Fair Trading addressing the rapid increase in living costs?
26. Tenants are reporting significantly increased personal information being required to access a new home. How is the Department of Fair Trading addressing difficulties with the application process?

### **Short-Term Rental Accommodation**

27. What public education initiatives has Fair Trading undertaken to promote knowledge and compliance with the Short-Term Rental Accommodation (STRA) Code of Conduct?
  - (a) How much has this activity cost?
  - (b) How many people have they reached?
  - (c) Has there been any specific materials or sessions for 'hosts'?
28. How many inquiries and complaints under the STRA Code of Conduct have been received?
  - (a) How many were accepted?
  - (b) How many were declined?
  - (c) How many were referred to another agency?
29. What is the apparatus for coordination with the Department of Planning and local councils?

30. How is Fair Trading addressing the issue of properties being advertised that are not registered on the Short-Term Rental Accommodation register?

**Disability Employment**

31. How many employees who identify with having a disability are employed by:  
(a) NSW Fair Trading
32. How many senior managers who identify with having a disability are employed by:  
(a) NSW Fair Trading