

Schedule 5

Federation of Master Builders (FMB) 1 October 2021 – 30 September 2022

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

No. enquiries received (domestic)	No. disputes accepted (continued to case) (domestic)
528	507

(b) types of disputes:

- Workmanship issues with installation defects as the highest
- Contractual issues with the contacted works being incomplete the highest
- Conduct issues

(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;

- Extension/Conversion
- Property Renovations
- Flooring/Underfloor heating
- Windows
- Roofing
- Brickwork
- Orangery
- Painting

(d) 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	21
--------------------------------	----



Reason	No. rejected
a) the consumer has not attempted to contact the trader first	3
b) the dispute was frivolous or vexatious	12
c) the dispute had been previously considered by another ADR body or the court	2
d) the value fell below the monetary value	0
e) the consumer did not submit the disputes within the time period specified	1
f) dealing with the dispute would have impaired the operation of the ADR body	2
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...	1

(e) the average time taken to resolve disputes;

Total average time taken to resolve disputes	33.5
--	------