

## Submission to Right to Repair Inquiry, 23 July 2021.

### My response relates to 2 areas:

- Redcliffe Repair Café Repair** - statistics and self-explanatory comments from the 6 workshops held to date. A total of 49% of items were repaired, saving just over 0.25 tonne of equipment from going to landfill (equates to approx. 3 tonnes per annum from 12 x monthly workshops). There are now 9 Repair Café's established in SE Queensland. If each Repair Café averaged the same kgs repaired, approximately 27 tonnes of equipment would be diverted in 12 months.

Repair Café Redcliffe Peninsula - Workshop Statistics									
Workshop	Repaired /Tested & Tagged	Part Repaired	Held Over	Not Repaired, but new parts will be repaired	Not Repaired	Total	Comments	Recycled	Kgs diverted from Landfill
05-06-21	5	1			13	19	due mainly to built in obsolescence, poor manufacturing or the challenge to get spare parts, cannot be opened due to sealed frame, no earthing metal parts	2	45
01-05-21	10				5	15	10 repaired/tested & tagged, 5 not fixed...mainly because of manufacturing obsolescence unfortunately. Frankly, we have to stop cheap crap being allowed to be sold in Australia		69.3
10-04-21	6		1	2	2	11	1 held over till another workshop, 2 more repairable after sourcing parts/replacement battery, 1 repairable if the clock part can be sourced, 1 not repairable as unservicable...sadly another case of built in obsolescence by the manufacturer		23.5
06-03-21	12	1			11	24	Sadly, un repaired items were mainly because they are made cheaply and not made to last, becoming redundant and irreparable. Some items, like battery mechanism replacement, will make up to 4 items usable again, but the point is, the quality is poor in the first place.		90
06-02-21	6	2			3	11	2 items referred on to specialist local repairers		29.5
07-11-20	2				1	3	Trial Repair Café		5
<b>Total</b>	<b>41</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>35</b>	<b>83</b>		<b>Approx kgs diverted from Landfill</b>	<b>262.3</b>
<b>Percentage</b>	<b>49%</b>	<b>5%</b>	<b>1%</b>	<b>2%</b>	<b>42%</b>	<b>100%</b>			

## **2. Poor quality manufacturing and replacement requirements for newly installed items in less than 5 to 6 years**

When asked about numerous mid-range spec equipment item issues at a new property built in 2014, numerous tradesmen have commented that in the last 5 years they do more replacement of poor quality and cheap items in houses. Ten-fifteen+ years ago, quality was much better.

Examples of replacement parts/equipment in this 2014 built property:

- Gas cooktop replacement – 6 years old – \$1,028.50, including service fee to tell me what I already knew was the problem
- Kitchen mixer replacement twice (cracked metal stem & rusted pipe) – 4 years old - \$132 callout fee, no charge for 2<sup>nd</sup> mixer replacement
- 6 fans replaced within first 4 years - \$900
- Downlight replaced & install – 3 years old - \$407.50

- Solar hotwater system Sacrificial Anode & Temperature valve replacement – 6 years old - \$560
- 3 x Asko Dishwasher Motherboards replaced in 18 months ¾ years old machine – no charge, but the approved repair had to wait 2-3 months for payment each time by Asko
- Front Door Bell replacement – 6 years old - \$361
- Curtain replacement – frayed backing not in the sun – 5 years old - \$110
- Toaster purchased from K Mart - May 2020 – \$49 – 1 x element not working now – looking at Redcliffe Repair Café fixing it

Disturbingly, when I asked what the trades would do with the items replaced, the response was that the items would go to the tip. Fortunately, I saved the gas cooktop (to be repaired and reused) and the second mixer (replacement pipe and to be reused).

Interestingly, our principal place of residence (30 years old) has standard ongoing maintenance requirements (normal), but we have to replace:

- Decking rail stirrups with powder coated paint flaking off (5 years old). The builder said just get replacement ones from Bunnings. It is concerning that the paint only lasted 5 years, and the builder said the best solution is to replace them. I will look at sand blasting the paint off and repainting myself.



- one tap (some 20 years old).

**Details prepared by Les Barkla, Co-ordinator, Repair Café Redcliffe Peninsula ([1](#)) [Repair Cafe Redcliffe Peninsula | Facebook](#), and Founder and Co-ordinator of Pristine Peninsula CommUNITY Group ([1](#)) [Pristine Peninsula | Facebook](#)**

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