附件4

房屋建筑工程质量投诉处理情况一览表

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **质量问题**  **类型**  **投诉处理**  **宗数** | **渗漏问题** | | | | | | | **结构裂缝问题** | | | | **其他问题** | | | | | | | | | **合计** |
| **屋面** | **外墙** | **外窗** | **卫生间** | **给排水管道** | **地下室** | **小计** | **梁** | **楼板** | **屋面板** | **小计** | **内墙开裂** | **天花脱落** | **下水管道堵塞** | **墙面地面空鼓** | **不均匀沉降** | **饰面砖松脱** | **装饰面粗糙** | **其他** | **小计** |
| **核实投诉宗数** | 162 | 349 | 148 | 239 | 73 | 19 | **990** | 5 | 44 | 9 | **58** | 258 | 52 | 47 | 207 | 111 | 107 | 71 | 1072 | **1925** | **2973** |
| **正在处理宗数** | 32 | 34 | 8 | 39 | 8 | 3 | **124** | 2 | 5 | 0 | **7** | 12 | 6 | 3 | 28 | 10 | 5 | 6 | 110 | **180** | **311** |
| **已处理完毕宗数** | 130 | 315 | 140 | 200 | 65 | 16 | **866** | 3 | 39 | 9 | **51** | 246 | 46 | 44 | 179 | 101 | 102 | 65 | 962 | **1745** | **2662** |