



Department of Government Services

Consumer Affairs Victoria

www.consumer.vic.gov.au

Our ref: LV0963-02534

PUBLIC WARNING

I, David Joyner, Acting Director of Consumer Affairs Victoria, issue this public warning under section 228 of the *Australian Consumer Law and Fair Trading Act 2012* in respect of Plumbing Australia (Vic) Pty Ltd (ACN:630 796 459) trading as:

- General Home Services
- WWW.MRDRAINMELBOURNE.COM.AU
- 247 Local Plumber
- Plumb patrol
- Revive a pipe
- 247 LOCAL PLUMBER

Plumbing Australia (Vic) Pty Ltd is a Victorian based company which provides emergency plumbing services to consumers, including hot water service replacement and drain unblocking.

CAV has primarily received complaints about its business General Home Services, which operates from the website <https://www.generalhomeservices.com.au/>. However, Plumbing Australia (Vic) Pty Ltd engages with consumers through several websites, which are listed in the schedule accompanying this public warning on the CAV website.

Since 1 January 2024, CAV has received 70 consumer contacts in relation to Plumbing Australia (Vic) Pty Ltd's services. Consumers allege Plumbing Australia (Vic) Pty Ltd have supplied services in an unsatisfactory manner by:

- making false or misleading representations concerning the need for services;
- failing to comply with the statutory consumer guarantee regime;
- wrongly accepting payment for services it did not supply; and
- failing to refund monies when requested and required to do so.

I have decided to issue this public warning because I am satisfied it is in the public interest to do so.

I urge consumers to be cautious about engaging Plumbing Australia (Vic) Pty Ltd through its websites, including <https://www.generalhomeservices.com.au/> and any of the websites listed in the schedule.

If you have any concerns in relation to Plumbing Australia (Vic) Pty Ltd, you are encouraged to contact Consumer Affairs Victoria on 1300 55 81 81 or by emailing consumer@dgs.vic.gov.au

DATED: 8 May 2025

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David Joyner

Acting Director, Consumer Affairs Victoria

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