

2015年第3季房地產消費糾紛原因統計表(104.10)

| 糾紛原因／縣市別 | 1     | 2      | 3    | 4     | 5              | 6    | 7    | 8      | 9             | 10   | 11   | 12         | 13          | 14           | 15        | 16                 | 17          | 18   | 19     | 20    | 21    | 22     | 23        | 24       | 25   | 26   | 27     | 28           | 29    | 30     | 31      | 32   | 33     | 34            | 35        | 36     | 37      | 38           | 39 | 合計  |    |
|----------|-------|--------|------|-------|----------------|------|------|--------|---------------|------|------|------------|-------------|--------------|-----------|--------------------|-------------|------|--------|-------|-------|--------|-----------|----------|------|------|--------|--------------|-------|--------|---------|------|--------|---------------|-----------|--------|---------|--------------|----|-----|----|
|          | 契約審閱權 | 隱瞞重要資訊 | 廣告不實 | 產權不清楚 | 定金返還(含斡旋金轉成定金) | 開工遲延 | 施工瑕疵 | 建材設備不符 | 工程結構及公共工程安全問題 | 交屋遲延 | 坪數不足 | 屋頂使用權與產權爭議 | 地下室使用權與產權爭議 | 法定空地使用權與產權爭議 | 建物不符容積率規定 | 對預售未售部分逕自變更設計，增加銷售 | 建商要求客戶繳回契約書 | 建商倒閉 | 停車位使用權 | 停車位面積 | 停車位價金 | 要約書之使用 | 仲介「斡旋金」返還 | 仲介公司欺罔行為 | 一屋二賣 | 賺取差價 | 服務報酬爭議 | 房屋說明書內容與現況不符 | 氬離子檢測 | 鋼筋輻射檢測 | 銷售人捲款潛逃 | 逃漏稅捐 | 有關稅費爭議 | 未提要約書或斡旋金契約選擇 | 終止委售或買賣契約 | 房屋漏水問題 | 標的物貸款問題 | 未提供(交)不動產說明書 | 其他 |     |    |
| 合計       | 13    | 44     | 19   | 5     | 19             | 8    | 31   | 21     | 2             | 38   | 11   | 0          | 0           | 0            | 1         | 0                  | 0           | 1    | 3      | 2     | 0     | 1      | 11        | 10       | 0    | 3    | 20     | 8            | 2     | 0      | 0       | 0    | 12     | 0             | 54        | 71     | 13      | 1            | 86 | 510 |    |
| 臺北市      | 仲介    |        | 8    |       | 2              |      |      |        |               | 1    |      |            |             |              |           |                    |             |      |        |       |       | 1      | 1         |          |      |      | 4      |              | 1     |        |         |      |        | 5             | 4         |        | 1       | 2            | 30 |     |    |
|          | 代銷    |        | 1    | 1     |                | 1    |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 3   |    |
|          | 建商    | 2      | 1    | 3     |                |      |      | 1      |               | 1    | 3    |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           | 3      |         |              |    | 4   | 18 |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 4   | 4  |
|          | 小計    | 2      | 10   | 4     | 0              | 2    | 1    | 0      | 1             | 0    | 2    | 3          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 1        | 1    | 0    | 0      | 4            | 0     | 1      | 0       | 0    | 0      | 0             | 8         | 4      | 0       | 1            | 10 | 55  |    |
| 新北市      | 仲介    |        | 5    |       | 2              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      | 1    | 5      |              |       |        |         |      | 1      |               | 5         | 12     | 1       |              | 4  | 36  |    |
|          | 代銷    |        |      | 1     |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              | 1  | 2   |    |
|          | 建商    |        | 4    | 2     |                | 1    | 4    | 2      |               | 2    | 4    |            |             |              |           |                    |             | 1    |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           | 1      |         | 2            |    | 8   | 31 |
|          | 其他    |        |      |       |                |      | 3    |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 11  | 14 |
|          | 小計    | 0      | 9    | 3     | 2              | 1    | 0    | 7      | 2             | 0    | 2    | 4          | 0           | 0            | 0         | 0                  | 0           | 1    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 1      | 5            | 0     | 0      | 0       | 0    | 0      | 1             | 0         | 6      | 12      | 3            | 0  | 24  | 83 |
| 臺中市      | 仲介    |        |      |       | 3              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      | 1      | 2            |       |        |         |      | 1      |               | 7         | 6      |         |              | 4  | 24  |    |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           | 1      |         |              |    | 1   | 1  |
|          | 建商    | 1      |      | 2     |                |      | 10   | 13     |               | 7    | 1    |            |             |              |           |                    |             |      | 1      | 1     |       |        |           |          |      |      |        |              |       |        |         |      |        | 7             |           |        | 2       |              |    | 3   | 48 |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 7   | 7  |
|          | 小計    | 1      | 0    | 2     | 0              | 3    | 0    | 10     | 13            | 0    | 7    | 1          | 0           | 0            | 0         | 0                  | 0           | 0    | 1      | 1     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 1            | 2     | 0      | 0       | 0    | 0      | 8             | 0         | 8      | 8       | 0            | 0  | 14  | 80 |
| 臺南市      | 仲介    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        | 2         | 2        |      |      |        |              |       |        |         |      | 1      |               | 1         | 7      | 2       |              | 1  | 16  |    |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |
|          | 建商    |        | 1    | 2     | 1              |      | 2    | 2      |               | 2    | 2    |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 1       | 8            |    | 3   | 24 |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |
|          | 小計    | 0      | 1    | 2     | 1              | 0    | 0    | 2      | 2             | 0    | 2    | 2          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 2        | 2    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 1             | 0         | 2      | 15      | 2            | 0  | 4   | 40 |
| 高雄市      | 仲介    |        | 3    |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        | 1         |          |      |      |        | 2            |       |        |         |      | 1      |               | 7         | 5      |         |              | 3  | 22  |    |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |
|          | 建商    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           | 1      |         |              |    | 6   | 7  |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |
|          | 小計    | 0      | 3    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 1         | 0        | 0    | 0    | 0      | 2            | 0     | 0      | 0       | 0    | 0      | 1             | 0         | 8      | 5       | 0            | 0  | 9   | 29 |
| 宜蘭縣      | 仲介    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      | 1      |       |       |        | 1         |          |      |      |        | 2            |       |        |         |      |        |               | 4         | 2      |         |              | 3  | 13  |    |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |
|          | 建商    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |

2015年第3季房地產消費糾紛原因統計表(104.10)

| 糾紛原因／縣市別 | 1     | 2      | 3    | 4     | 5              | 6    | 7    | 8      | 9             | 10   | 11   | 12         | 13          | 14           | 15        | 16                 | 17          | 18   | 19     | 20    | 21    | 22     | 23        | 24       | 25   | 26   | 27     | 28           | 29    | 30     | 31      | 32   | 33     | 34            | 35        | 36     | 37      | 38           | 39 | 合計  |    |    |
|----------|-------|--------|------|-------|----------------|------|------|--------|---------------|------|------|------------|-------------|--------------|-----------|--------------------|-------------|------|--------|-------|-------|--------|-----------|----------|------|------|--------|--------------|-------|--------|---------|------|--------|---------------|-----------|--------|---------|--------------|----|-----|----|----|
|          | 契約審閱權 | 隱瞞重要資訊 | 廣告不實 | 產權不清楚 | 定金返還(含斡旋金轉成定金) | 開工遲延 | 施工瑕疵 | 建材設備不符 | 工程結構及公共工程安全問題 | 交屋遲延 | 坪數不足 | 屋頂使用權與產權爭議 | 地下室使用權與產權爭議 | 法定空地使用權與產權爭議 | 建物不符容積率規定 | 對預售未售部分逕自變更設計，增加銷售 | 建商要求客戶繳回契約書 | 建商倒閉 | 停車位使用權 | 停車位面積 | 停車位價金 | 要約書之使用 | 仲介「斡旋金」返還 | 仲介公司欺罔行為 | 一屋二賣 | 賺取差價 | 服務報酬爭議 | 房屋說明書內容與現況不符 | 氬離子檢測 | 鋼筋輻射檢測 | 銷售人捲款潛逃 | 逃漏稅捐 | 有關稅費爭議 | 未提要約書或斡旋金契約選擇 | 終止委售或買賣契約 | 房屋漏水問題 | 標的物貸款問題 | 未提供(交)不動產說明書 | 其他 |     |    |    |
| 合計       | 13    | 44     | 19   | 5     | 19             | 8    | 31   | 21     | 2             | 38   | 11   | 0          | 0           | 0            | 1         | 0                  | 0           | 1    | 3      | 2     | 0     | 1      | 11        | 10       | 0    | 3    | 20     | 8            | 2     | 0      | 0       | 0    | 12     | 0             | 54        | 71     | 13      | 1            | 86 | 510 |    |    |
| 小計       | 0     | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 1    | 0      | 0     | 0     | 1      | 0         | 0        | 0    | 0    | 2      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 4         | 2      | 0       | 0            | 3  | 13  |    |    |
| 桃園市      | 仲介    | 3      | 6    | 1     | 1              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       | 1      | 2         | 1        |      |      | 2      | 2            | 1     |        |         |      |        |               | 6         | 5      |         |              | 1  | 32  |    |    |
| 代銷       | 2     | 2      | 3    |       |                | 1    | 2    |        |               | 2    | 1    |            |             |              | 1         |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           | 1      |         | 3            |    | 3   | 21 |    |
| 建商       |       |        | 1    |       |                |      |      |        |               | 2    |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      | 1      |               | 3         |        | 1       |              | 1  | 9   |    |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 小計       | 5     | 8      | 5    | 1     | 0              | 1    | 2    | 0      | 0             | 4    | 1    | 0          | 0           | 0            | 1         | 0                  | 0           | 0    | 0      | 0     | 0     | 1      | 2         | 1        | 0    | 0    | 2      | 2            | 1     | 0      | 0       | 0    | 1      | 0             | 10        | 5      | 4       | 0            | 5  | 62  |    |    |
| 新竹縣      | 仲介    |        | 2    |       | 3              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      | 1    | 1      |              |       |        |         |      |        |               |           | 1      | 1       |              | 3  | 12  |    |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 0   |    |    |
| 建商       |       | 2      |      |       |                | 2    |      |        | 1             | 5    |      |            |             |              |           |                    |             | 1    | 1      |       |       |        |           |          |      |      |        | 2            |       |        |         |      |        |               |           | 1      | 7       | 2            |    | 3   | 27 |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 小計       | 0     | 2      | 2    | 0     | 3              | 2    | 0    | 0      | 1             | 5    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 1      | 1     | 0     | 0      | 0         | 0        | 0    | 1    | 1      | 2            | 0     | 0      | 0       | 0    | 0      | 0             | 1         | 8      | 3       | 0            | 6  | 39  |    |    |
| 苗栗縣      | 仲介    |        | 2    |       |                |      |      |        | 1             |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 1       |              |    | 2   | 6  |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       | 1      |      | 1     |                | 1    |      | 1      |               | 16   |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 20 |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         | 1            |    |     | 1  |    |
| 小計       | 0     | 3      | 0    | 1     | 0              | 1    | 0    | 1      | 1             | 16   | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 1      | 1       | 0            | 2  | 27  |    |    |
| 彰化縣      | 仲介    | 2      | 4    |       | 1              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 1       |              |    | 1   | 9  |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       |        |      |       |                | 3    | 6    |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 3       |              |    | 3   | 15 |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 1   | 1  |    |
| 小計       | 2     | 4      | 0    | 0     | 1              | 3    | 6    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 4      | 0       | 0            | 5  | 25  |    |    |
| 南投縣      | 仲介    |        | 4    |       | 1              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         | 1            |    |     | 6  |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 1       |              |    |     | 1  |    |
| 其他       |       |        |      |       | 1              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 1  |    |
| 小計       | 0     | 4      | 0    | 0     | 2              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 2      | 0       | 0            | 0  | 8   |    |    |
| 雲林縣      | 仲介    |        |      |       | 1              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 1       |              |    | 1   | 3  |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    | 1   | 1  |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |

2015年第3季房地產消費糾紛原因統計表(104.10)

| 糾紛原因／縣市別 | 1     | 2      | 3    | 4     | 5              | 6    | 7    | 8      | 9             | 10   | 11   | 12         | 13          | 14           | 15        | 16                 | 17          | 18   | 19     | 20    | 21    | 22     | 23        | 24       | 25   | 26   | 27     | 28           | 29    | 30     | 31      | 32   | 33     | 34            | 35        | 36     | 37      | 38           | 39 | 合計  |    |    |
|----------|-------|--------|------|-------|----------------|------|------|--------|---------------|------|------|------------|-------------|--------------|-----------|--------------------|-------------|------|--------|-------|-------|--------|-----------|----------|------|------|--------|--------------|-------|--------|---------|------|--------|---------------|-----------|--------|---------|--------------|----|-----|----|----|
|          | 契約審閱權 | 隱瞞重要資訊 | 廣告不實 | 產權不清楚 | 定金返還(含斡旋金轉成定金) | 開工遲延 | 施工瑕疵 | 建材設備不符 | 工程結構及公共工程安全問題 | 交屋遲延 | 坪數不足 | 屋頂使用權與產權爭議 | 地下室使用權與產權爭議 | 法定空地使用權與產權爭議 | 建物不符容積率規定 | 對預售未售部分逕自變更設計，增加銷售 | 建商要求客戶繳回契約書 | 建商倒閉 | 停車位使用權 | 停車位面積 | 停車位價金 | 要約書之使用 | 仲介「斡旋金」返還 | 仲介公司欺罔行為 | 一屋二賣 | 賺取差價 | 服務報酬爭議 | 房屋說明書內容與現況不符 | 氬離子檢測 | 鋼筋輻射檢測 | 銷售人捲款潛逃 | 逃漏稅捐 | 有關稅費爭議 | 未提要約書或斡旋金契約選擇 | 終止委售或買賣契約 | 房屋漏水問題 | 標的物貸款問題 | 未提供(交)不動產說明書 | 其他 |     |    |    |
| 合計       | 13    | 44     | 19   | 5     | 19             | 8    | 31   | 21     | 2             | 38   | 11   | 0          | 0           | 0            | 1         | 0                  | 0           | 1    | 3      | 2     | 0     | 1      | 11        | 10       | 0    | 3    | 20     | 8            | 2     | 0      | 0       | 0    | 12     | 0             | 54        | 71     | 13      | 1            | 86 | 510 |    |    |
| 小計       | 0     | 0      | 0    | 0     | 1              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 1      | 0       | 0            | 0  | 2   | 4  |    |
| 嘉義縣      | 仲介    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 建商       | 1     |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 1  |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 小計       | 1     | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 0  | 1  |
| 屏東縣      | 仲介    |        |      |       | 2              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      | 1      | 3            |       |        |         |      |        |               |           |        |         |              |    |     |    | 6  |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 建商       |       |        |      |       |                |      |      | 2      |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        | 3       |              |    |     |    | 5  |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 小計       | 0     | 0      | 0    | 0     | 2              | 0    | 0    | 2      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 1    | 3      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 3      | 0       | 0            | 0  | 0   | 0  | 11 |
| 臺東縣      | 仲介    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 建商       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 小計       | 0     | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 0  | 0  |
| 花蓮縣      | 仲介    |        |      |       | 3              |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           | 4        |      |      |        | 1            |       |        |         |      |        |               |           | 4      | 1       |              |    | 1   | 14 |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       |        |      |       | 1              |      | 4    |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 5  |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |    | 0  |
| 小計       | 0     | 0      | 0    | 0     | 4              | 0    | 4    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 4        | 0    | 0    | 0      | 1            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 4      | 1       | 0            | 0  | 1   | 19 |    |
| 基隆市      | 仲介    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        | 3         | 1        |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 4  |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 小計       | 0     | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 3         | 1        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 4  |    |
| 新竹市      | 仲介    | 1      |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           | 1        |      |      |        | 1            |       |        |         |      |        |               |           | 3      |         |              |    | 1   | 7  |    |
| 代銷       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 建商       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |
| 其他       |       |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 0  |    |

2015年第3季房地產消費糾紛原因統計表(104.10)

| 糾紛原因／縣市別 | 1     | 2      | 3    | 4     | 5              | 6    | 7    | 8      | 9             | 10   | 11   | 12         | 13          | 14           | 15        | 16                 | 17          | 18   | 19     | 20    | 21    | 22     | 23        | 24       | 25   | 26   | 27     | 28           | 29    | 30     | 31      | 32   | 33     | 34            | 35        | 36     | 37      | 38           | 39 | 合計  |   |   |   |   |   |
|----------|-------|--------|------|-------|----------------|------|------|--------|---------------|------|------|------------|-------------|--------------|-----------|--------------------|-------------|------|--------|-------|-------|--------|-----------|----------|------|------|--------|--------------|-------|--------|---------|------|--------|---------------|-----------|--------|---------|--------------|----|-----|---|---|---|---|---|
|          | 契約審閱權 | 隱瞞重要資訊 | 廣告不實 | 產權不清楚 | 定金返還(含斡旋金轉成定金) | 開工遲延 | 施工瑕疵 | 建材設備不符 | 工程結構及公共工程安全問題 | 交屋遲延 | 坪數不足 | 屋頂使用權與產權爭議 | 地下室使用權與產權爭議 | 法定空地使用權與產權爭議 | 建物不符容積率規定 | 對預售未售部分逕自變更設計，增加銷售 | 建商要求客戶繳回契約書 | 建商倒閉 | 停車位使用權 | 停車位面積 | 停車位價金 | 要約書之使用 | 仲介「斡旋金」返還 | 仲介公司欺罔行為 | 一屋二賣 | 賺取差價 | 服務報酬爭議 | 房屋說明書內容與現況不符 | 氬離子檢測 | 鋼筋輻射檢測 | 銷售人捲款潛逃 | 逃漏稅捐 | 有關稅費爭議 | 未提要約書或斡旋金契約選擇 | 終止委售或買賣契約 | 房屋漏水問題 | 標的物貸款問題 | 未提供(交)不動產說明書 | 其他 |     |   |   |   |   |   |
| 合計       | 13    | 44     | 19   | 5     | 19             | 8    | 31   | 21     | 2             | 38   | 11   | 0          | 0           | 0            | 1         | 0                  | 0           | 1    | 3      | 2     | 0     | 1      | 11        | 10       | 0    | 3    | 20     | 8            | 2     | 0      | 0       | 0    | 12     | 0             | 54        | 71     | 13      | 1            | 86 | 510 |   |   |   |   |   |
| 小計       | 1     | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 1         | 0        | 0    | 0    | 0      | 1            | 0     | 0      | 0       | 0    | 0      | 0             | 3         | 0      | 0       | 0            | 1  | 7   |   |   |   |   |   |
| 嘉義市      | 仲介    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        | 1         |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     | 1 |   |   |   |   |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   | 0 |   |   |
|          | 建商    |        |      | 1     |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   | 1 |   |   |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   | 0 |   |   |
|          | 小計    | 0      | 0    | 1     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 1        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 0 | 0 | 2 |   |   |
| 澎湖縣      | 仲介    | 1      |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   | 1 |   |   |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   | 0 |   |
|          | 建商    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   | 0 |   |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   | 0 |   |
|          | 小計    | 1      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 0 | 0 | 1 |   |   |
| 金門縣      | 仲介    | 0      |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   | 0 |   |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   |   | 0 |
|          | 建商    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   |   | 0 |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   |   | 0 |
|          | 小計    | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 0 | 0 | 0 | 0 | 0 |
| 連江縣      | 仲介    | 0      |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   | 0 |   |
|          | 代銷    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   |   | 0 |
|          | 建商    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   |   | 0 |
|          | 其他    |        |      |       |                |      |      |        |               |      |      |            |             |              |           |                    |             |      |        |       |       |        |           |          |      |      |        |              |       |        |         |      |        |               |           |        |         |              |    |     |   |   |   |   | 0 |
|          | 小計    | 0      | 0    | 0     | 0              | 0    | 0    | 0      | 0             | 0    | 0    | 0          | 0           | 0            | 0         | 0                  | 0           | 0    | 0      | 0     | 0     | 0      | 0         | 0        | 0    | 0    | 0      | 0            | 0     | 0      | 0       | 0    | 0      | 0             | 0         | 0      | 0       | 0            | 0  | 0   | 0 | 0 | 0 | 0 | 0 |