

# New BBB and housing numbers for the door industry

2023 statistics remain consistent

By Vicki Jones, Editor

## BBB: COMPLAINTS

**+3%**

For the second consecutive year, complaints filed to the Better Business Bureau (BBB) in the U.S. and Canada against “Garage Door Repair” companies increased. The number of complaints increased from 320 in 2021 to 331 in 2022.

While the number of “Garage Door Repair” complaints is still trending in the wrong direction, a 3% increase is a far cry from the 39% increase the industry saw from 2020 to 2021.

**+19%**

Complaints filed against “Garage Doors” in 2022 jumped from 496 to 609 – a notable 19% increase. From 2020 to 2022, “Garage Doors” complaints saw a combined increase of 44%.

**#482**

was the complaint ranking for “Garage Door Repair” in 2022 out of 6,134 total business categories. The 2022 ranking was a minimal increase from the 487 ranking in 2021. The “Garage Doors” ranking also rose slightly, moving up to 313 from 335 a year ago.

**+4%**

Overall complaints to all business categories (not just door-related categories) increased by 4% in 2022. The total number of complaints filed to the BBB has seen a consistent increase over the past five years.



## BBB: INQUIRIES

**+1%**

The number of consumer inquiries to the BBB about “Garage Door Repair” companies increased in 2022 from 101,611 to 103,020 – a marginal 1% increase from the previous year. “Garage Door” inquiries increased by 3% from 303,067 in 2021 to 311,067 in 2022.



**-19%**

While BBB complaints overall increased, total BBB inquiries for all business categories dropped 19% from the previous year.

**Don't be fooled:** While the total number of inquiries for all business categories dipped, the percentage of garage door related inquiries (“Garage Door” and “Garage Door Repair” combined) increased.

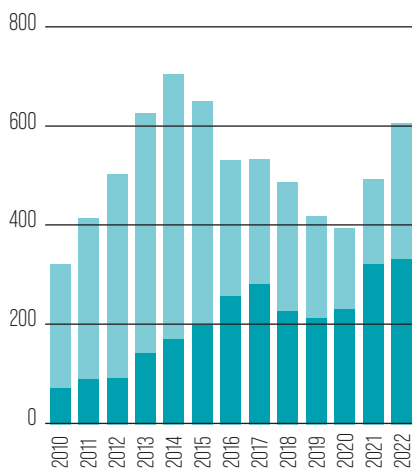
**25%**

of all BBB inquiries in 2022 were garage door-related inquiries (compared to 21% in 2021).

**Lesson:** You would be wise to pay attention to your BBB rating and resolve any complaints promptly. It appears that the garage door industry continues to be in the spotlight, being a large percentage (25% to be exact) of overall BBB inquiries.

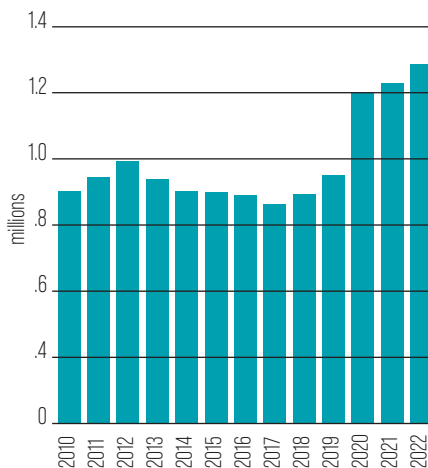
### BBB: COMPLAINTS

■ Garage Door Repair Complaints  
■ Garage Door Complaints



Source: The Council of Better Business Bureaus, 2022  
\*Prior to 2017, these stats were for “Garage Doors & Openers.”

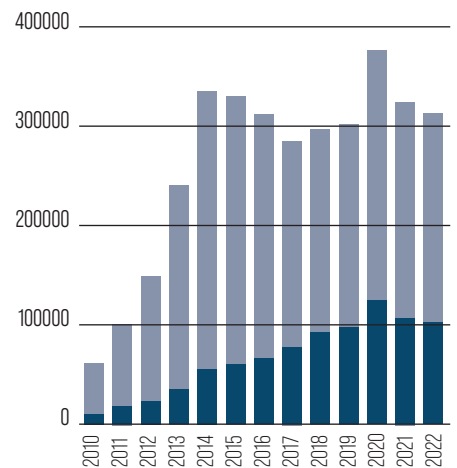
■ Total Complaints, All Business Categories



Source: The Council of Better Business Bureaus, 2022  
\*Prior to 2017, these stats were for “Garage Doors & Openers.”

### BBB: INQUIRIES

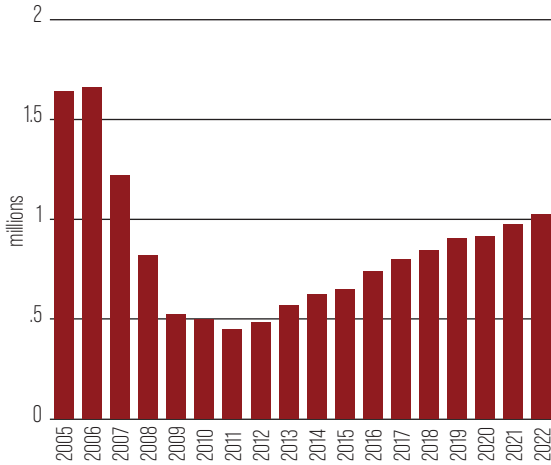
■ Garage Door Repair Inquiries  
■ Garage Doors Inquiries



Source: The Council of Better Business Bureaus, 2022  
\*Prior to 2017, these stats were for “Garage Doors & Openers.”

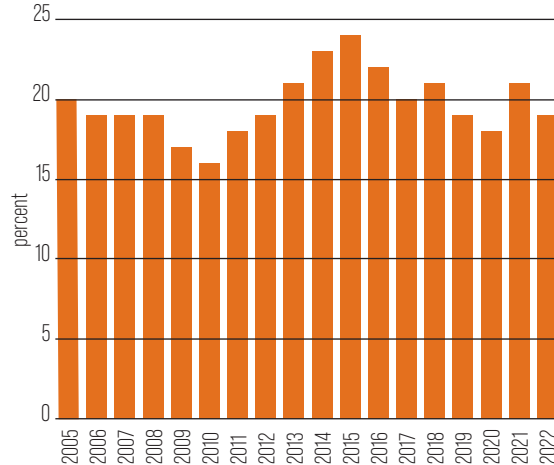
## NEW HOUSING STATISTICS

Houses Completed



Source: U.S. Census, Annual 2022 Characteristics of New Housing

## THREE-CAR (OR MORE) GARAGES



Source: U.S. Census, Annual 2022 Characteristics of New Housing

## NEW HOUSING STATISTICS

**1,022,000**

is the number of new single-family houses that were completed in 2022. That's a 5% increase from the number of houses built in 2021, and that number more than doubles the 483,000 total from a decade ago. After hitting a peak of 1,654,000 houses in 2006, the numbers bottomed out at 447,000 in 2011 and have been gradually recovering ever since.



## TWO-CAR GARAGES

**418,000**

new homes in the South were built with garages designed to house two cars. The number of two-car garage homes in the South far exceeded the number of two-car garage homes in any of the other regions.

The total of two-car garage houses in the South is significantly higher than the other regions year after year.



## THREE-CAR (OR MORE) GARAGES

**19%**

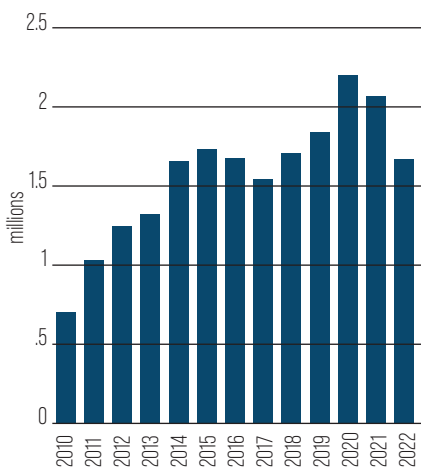
of all new single-family houses completed in 2022 featured a three-or-more-car garage, down slightly from 21% in 2021. The percentage of houses built with a two-car or three-or-more-car garage in all four regions (Midwest, Northeast, South, and West) stayed the same at 85%.



Region	Two-Car Garages
Midwest	34000
Northeast	72000
West	149000
South	418000
<b>Total</b>	<b>673,000</b>

Source: U.S. Census, Annual 2022 Characteristics of New Housing

## Total Inquiries, All Business Categories



Source: The Council of Better Business Bureaus, 2022

\*Prior to 2017, these stats were for "Garage Doors & Openers."

“While the number of “Garage Door Repair” complaints is still trending in the wrong direction, a 3% increase is a far cry from the 39% increase the industry saw from 2020 to 2021.”

## Total number of garages by region: 2013-2022

Year	Northeast	Midwest	South	West
2013	48	96	296	129
2014	49	103	329	138
2015	47	103	352	147
2016	55	117	403	164
2017	59	121	435	180
2018	54	124	448	214
2019	62	121	499	221
2020	57	126	506	223
2021	61	125	547	237
2022	60	137	593	233

The Census Bureau's housing data reports provide a comprehensive breakdown of housing in the United States. The "Annual Characteristics of New Housing" report was released in June for the previous year.