



Yvette Berry MLA

Deputy Chief Minister
Minister for Early Childhood Development
Minister for Education and Youth Affairs
Minister for Housing and Suburban Development
Minister for Women
Minister for the Prevention of Domestic and Family Violence
Minister for Sport and Recreation

Member for Ginninderra

Mr Tom Duncan
Clerk
ACT Legislative Assembly
Tom.duncan@parliament.act.gov.au

Dear Mr Duncan *Tom*

Thank you for your letter dated 16 September 2021, regarding petition 37-21 lodged by Mr Mark Parton MLA. The petition calls on the Government to:

- Ensure maintenance requests from public housing tenants are dealt with within the required timeframe; and
- Rectify all public housing dwellings that are in breach of or below health and safety standards.

The ACT Government (Housing ACT) is the ACT's largest social landlord with a portfolio of approximately 11,500 properties. Housing ACT, like all landlords across the Territory, has obligations under the *Residential Tenancies Act 1997* to ensure issues of health and safety are addressed.

Programmed Facility Management (PFM) is contracted by Housing ACT to provide a total facility management service. This includes management and triaging of maintenance and upgrades of public housing properties.

PFM is required to deliver repairs and maintenance in a way that meets Housing ACT's obligations under the *Residential Tenancies Act 1997*, particularly with respect to the timely provision of these repairs or maintenance.

The PFM call centre staff are trained in questions to ask of tenants requesting maintenance, to ensure that all information is provided, and the right works order can be raised to address

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the issue. Housing ACT tenants, like all other residential tenants, are encouraged to undertake their own repairs should the damage have been caused by themselves, their children, or visitors.

COVID-19 has had an impact on the Territory, like many states across Australia. The PFM call centre has continued to receive and log work requests. In line with ACT Health advice during the public health emergency and arising lockdown, PFM committed to completing all urgent and priority maintenance to ensure the health and safety of vulnerable tenants.

When a tenant contacts the PFM call centre the work order is triaged based on urgency and health and safety into one of the following categories:

- Urgent 4hour (U4) – Urgent health and safety work to be completed within 4 hours;
- Priority Next Day (PND) – Critical Health and Safety work to be completed by 6:00pm the following day;
- Day 5 (D5) – Urgent work, to be complete within calendar 5 days; and
- Day 20 (D20) – Works that are not critical or urgent and do not impact on the liveability of the home, to be completed within 20 calendar days.

Property Condition Assessments on public housing dwellings are undertaken every four years. This inspection process rates each and every component in a property on a scale based on the useful life left of the particular component.

Things like carpet, paint, and hot water systems are each rated. Once this has been done, all this information is collated and the asset as a whole is given a rating on the same scale.

PFM has completed just over 6,300 Property Condition Assessments, which is approximately 54% of the portfolio with 90% of these properties being rated at serviceable and above. The remaining assessments will be undertaken by the end of this financial year.

The 10% that have been rated below this will either have major upgrade works scheduled, have a U4, PND or D5 work order raised, or be identified for redevelopment or sale under the Growing and Renewing Public Housing program.

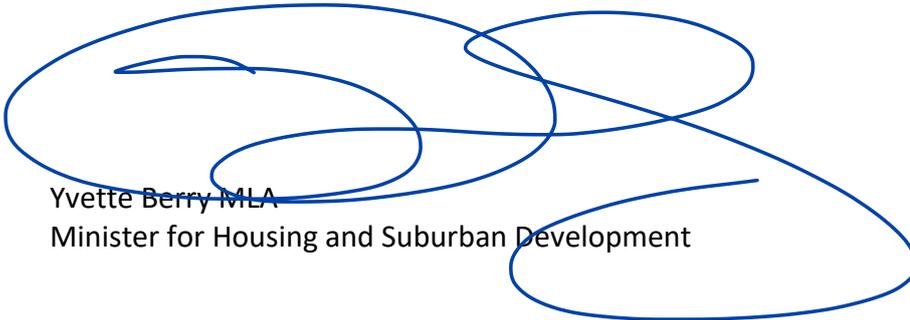
As part of the 2021-22 ACT Budget, the Government recently announced \$80 million over three years to deliver significant additional public housing repairs and maintenance including kitchen upgrades, domestic violence security works and disability modifications.

This maintenance program will be managed in parallel with the Growing and Renewing Public Housing program to ensure high quality public housing while growing available public housing stock.

This initiative builds on the investment of \$8.9 million for general property and energy efficiency upgrades for public housing properties under the *Expanding investment in social housing initiative* in the August 2020 Economic and Fiscal Update.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, consisting of several overlapping loops and curves, positioned above the typed name and title.

Yvette Berry MLA
Minister for Housing and Suburban Development