

PUBLIC HOUSING — MAINTENANCE PROGRAM

4581. Hon Lynn MacLaren to the Minister for Finance representing the Minister for Housing

I refer to the Barnett Government's maintenance program for the Department of Housing, and I ask —

- (1) Under the *Residential Tenancies Act 1987* (RTA), section 46 — Owner's right of entry, subsection 1(1)(e), for the purposes of inspection or maintenance the tenant must be provided with at least 72 hours notice to be given, does this provision apply to Homeswest tenants?
- (2) If no to (1), why not?
- (3) What are the obligations for maintenance services to provide notice to Homeswest tenants?
- (4) How many complaints (written and by phone) has Homeswest received since June 2010 in relation to maintenance workers —
  - (a) behaving inappropriately on site;
  - (b) entering properties without notice or consent; or
  - (c) damaging property?
- (5) How many complaints has Homeswest received about Head Contractor Transfield Services since the Head Contractor Maintenance model was introduced?
- (6) Does the new model include provision for tenant training and education in relation to —
  - (a) their rights and obligations; and
  - (b) self managing home repairs and maintenance?
- (7) Can the Minister confirm the painting subcontractors for Transfield are based in Sydney and operate on a fly in fly out basis?
- (8) Does the Standard Homeswest Tenancy Obligation—medium density dwelling—include an exemption to the RTA, section 46, in relation to providing 72 hours notice?
- (9) What are the provisions for Homeswest tenants and urgent repairs?
- (10) How many breaches has Homeswest placed against maintenance contractors in —
  - (a) 2001–02;
  - (b) 2002–03;
  - (c) 2003–04;
  - (d) 2004–05;
  - (e) 2005–06;
  - (f) 2006–07;
  - (g) 2007–08;
  - (h) 2008–09;
  - (i) 2009–10; and
  - (j) 2010–11?

Hon SIMON O'BRIEN replied:

The Department of Housing advises:

- (1) Yes.
- (2) Not applicable.
- (3) See (1) above.
- (4) The Department does not keep statistics on these types of complaints.
- (5) The Department does not keep statistics on these types of complaints. The Department does maintain statistics on maintenance call backs received by Housing Direct, a measure that indicates what proportion of callers are following up on maintenance requests. As at 30 September 2011 this proportion was 7.32%.
- (6) Tenants are given a copy of the brochure *Residential Tenancies Act — 'Tenants Rights and Responsibilities'* and a copy of their signed Tenancy Agreement.
  - (a) A new tenant is provided with information on how to report maintenance issues to Housing Direct and the brochures "Know Your Smoke alarm", RCD Fact Sheet and Preventing

Dampness and Mould. Regular updates on maintenance safety are included in tenant newsletters.

- (7)–(8) No.
- (9) Tenants are required to report maintenance issues to Housing Direct, where the priority of the repair will be determined. Emergency repairs will be responded to within three hours by the Contractor in the Perth metropolitan area.
- (10) (a) 2001–02: Statistics are not available.
- (b)–(c) Between 2002 and 2004, no breaches were issued. The Department had a ‘three strikes and you are out’ process whereby contractors were not given the opportunity to carry out work if they had ‘struck out’. 27 First Strikes and three Second Strikes were issued against maintenance contractors during this time.
- (d)–(h) In the period 2004–2009, the Department issued 68 First Strikes and 24 Second Strikes against maintenance contractors;
- (i) 2009–10 — One.
- (j) 2010–11 — Nil.