

PUBLIC HOUSING — MAINTENANCE

1278. Hon Dr Brad Pettitt to the minister representing the Minister for Housing:

- (1) For each of the 2020, 2021 and 2022 calendar years, with respect to Department of Communities housing properties:
  - (a) how many requests for maintenance were submitted;
  - (b) regardless of whether a request for maintenance was submitted, how many work orders were completed;
  - (c) how many work orders related to urgent maintenance; and
  - (d) where a request for maintenance was submitted, what was the average time taken to complete the works, broken down by region and urgency status?
- (2) with respect to tenant satisfaction with the condition of properties:
  - (a) does the Department collect feedback from its tenants;
  - (b) if yes to (a), please provide the results for each of the 2020, 2021 and 2022 calendar years, by region; and
  - (c) if no to (a), why not?

**Hon Jackie Jarvis replied:**

- (1)
  - (a) The Department of Communities (Communities) does not report on the number of requests for maintenance submitted.
  - (b)–(d) Maintenance is prioritised based on urgency, and the time taken to complete maintenance is dependent on the extent of the works required on the property. This may include for example, where multiple trades are needed to complete the necessary works, the remoteness of the property requiring works or where workers have difficulty in gaining access to properties from tenants.

Similar to the private market since the COVID pandemic, maintenance and refurbishment works have been impacted by strong demand for skilled labour, supply chain issues and material shortages. These effects have had variable impacts in different regions.

While at all times maintenance continues to be undertaken, priority is given to works that are categorised as emergency or urgent.

Communities is committed to providing safe, secure and appropriate housing for its tenants and seeks to address all maintenance in a responsive and timely manner, with priority given to maintenance works to alleviate health and safety concerns.

[See tabled paper no [2110](#).]

- (2)
  - (a)–(c) Communities provides tenants with multiple avenues to raise concerns with the condition of their properties including through the Housing Direct maintenance reporting line, annual property inspections, regional offices and via the Communities' Complaints Management Unit.