



Inquiry into Annual and Financial Reports 2023–2024

Answer to question on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Michael Pettersson MLA

Redirected to: Yvette Berry MLA

Reference: Social Housing Maintenance/Community Services Directorate

Hearing: 18 February 2025

In relation to: Social Housing Maintenance

Question received: 18 February 2025

Answer Due: 25 February 2025

I note that the Official Visitors Annual report (page 7) is critical of the standard of maintenance of Social Housing, and draws particular concerns about the impact of poorly maintained accommodation on young people.

1. What are you doing in response to that report to improve maintenance of properties accommodating young people?
2. Can you provide your policy document outlining your priorities for maintenance of social housing?
3. Can you provide data that will help me understand how long social housing residents have to wait for maintenance of their properties. Can you provide details on:
 - a) Children under 18 (is it possible to break this up further into age groups)
 - b) Households with Aboriginal and Torres Strait Islander members
 - c) Households with single parents and children
 - d) Households with migrant or non-English speaking residents
4. Can you provide me a summary or briefing of what data you can provide me to assist my understanding of social housing allocations and maintenance issues more generally?

Yvette Berry MLA: The answer to the Member's question is as follows:

1. All repairs and maintenance requests that are raised are actioned according to the type of repair, the life of the asset and the needs of the tenants in those homes. Housing ACT work closely with Children, Youth and Families and their service providers, to identify and action maintenance in properties accommodating young people.
2. The Community Service Directorate (CSD) has outlined its priorities for the maintenance of social housing on ACT Government official website ([Housing ACT - ACT Government](#)) and directly through the CSD section on social housing ([Public housing - ACT Government](#)). The documents cover various aspects such as repairs responsibilities, response times, planned maintenance and disability modifications upgrades.
3. All repairs and maintenance requests that are raised are actioned according to the type of repair, the life of the asset and the needs of the tenants in those homes. Requests that are categorised as responsive works, are completed in the following timeframe:
 - I. Urgent 4 hour – Urgent repairs and maintenance work presenting as an immediate risk to health, safety or security, to be completed within 4 hours;
 - II. Priority Next Day – Urgent repairs and maintenance work, which is likely to develop into a health, safety or security risk if not repaired, to be completed by 6:00pm the following day;
 - III. Day 5 – Urgent repairs and maintenance work, to be completed within 5 calendar days; and
 - IV. Day 20 – Works that are not critical or urgent and do not impact on the liveability of the home, to be completed within 20 calendar days.

Works that are not considered responsive, such as planned and capital works, are assessed and given a timeframe for completion that aligns with the tenant's needs and the liveability of the asset.

The completion of planned and capital works is dependent on several factors including the nature of the request, the complexity of the works required, the needs of the tenant and the wider management of the social housing portfolio.

On an average, over 50,000 work orders are completed each year. Of these, approximately 24,000 are for planned works. Given the volume and varied response times, the average wait time for planned works cannot be determined.

a) Children under 18 (is it possible to break this up further into age groups)

The non-standard data required to fully respond to this question could not be provided within the given timeframe. Longer timeframes are required for reporting data not already contained in an established report as this requires additional methodology design, quality assurance and appropriate clearance for use by the Data Custodian, particularly when unpublished operational data is the underlying data source.

Housing ACT are working with relevant business areas in CSD to identify these properties for future reporting.

b) Households with Aboriginal and Torres Strait Islander members

In the 2023-24 financial year, \$4,090,999 was spent on repairs and maintenance where one or more household members identified as Aboriginal and Torres Strait Islander.

c) Households with single parents and children

The non-standard data required to fully respond to this question could not be provided within the given timeframe. Longer timeframes are required for reporting data not already contained in an established report as this requires additional methodology design, quality assurance and appropriate clearance for use by the Data Custodian, particularly when unpublished operational data is the underlying data source.

d) Households with migrant or non-English speaking residents

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4. CSD reports regularly on the topics of allocations and maintenance in social housing. The reports are available through the ACT Government and Commonwealth Government websites. Chapter G Housing and Homelessness of the Report of Government Services is a key example of the publicly available data. The report is available at <https://www.pc.gov.au/ongoing/report-on-government-services/2025>.

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Approved for circulation to the Standing Committee on Social Policy

Signature:

Minister for Homes and New Suburbs, Yvette Berry MLA

Date:

02/04/25