



# Inquiry into Annual and Financial Reports 2023–2024

## Answer to question on notice

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Asked by: Ms Jo Clay

Addressed to: Yvette Berry MLA

Reference: Public housing

Hearing: 10 February 2025

In relation to: Public housing In-house maintenance program

Question received: 13 February 2025

Answer Due: 11 April 2025

- (1) Can you provide an update on the in-house maintenance trial program?
- (2) Is it being trialled on a number of multi-unit properties only?
- (3) Are the contractors/tradespersons engaged/contracted by Housing ACT or Infrastructure Canberra?
- (4) How is the trial going?
- (5) Are greater benefits being achieved above those that are being delivered under the existing maintenance arrangements with Programmed FM?
- (6) How are the benefits being measured?
- (7) What are the next steps in the trial?

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

- (1) The Multi-Unit Property (MUP) Insourcing Trial commenced in July 2024 and will run for 12 months, ending on 30 June 2025. The delivery of services commenced at two properties in July 2024, providing core services such as mowing, pruning, sharps removal, and dumped/hard rubbish removal in common areas. The services were expanded in December 2024 to include planned maintenance services in common areas (security, fire, and lift cyclical maintenance). An additional two properties were added to the trial in December 2024, and four properties in February 2025. Currently, the trial is being run at eight multi-unit properties across Canberra.

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- (2) The MUP trial is currently being run across eight multi-unit properties across Canberra. These sites for the trial have been chosen based on three factors: a critical mass of units, the diversity of the tenant mix and varying asset ages.
- (3) Infrastructure Canberra (iCBR) is overseeing the delivery of services for the MUP trial and are responsible for managing the trades and contractors.
- (4) The delivery of services has been rolled out across the MUP trial sites. Informal feedback from tenants and members of the public has been positive.
- (5) The purpose of the trial is to understand what is required to insource these services and works by trialling the operational capability, resource requirements and identify risks and issues on a small scale, whilst progressing further investigations undertaken on the broader insourcing work program led by the Facilities Insourcing Taskforce.
- (6) The trial will provide operational insights and early advice through a small scale implementation of repairs and maintenance to inform the broader insourcing work program of the Facilities Insourcing Taskforce.
- (7) As outlined in the response to questions (1) and (6), the trial will be in place until 30 June 2025 and lessons learnt from the trial will inform the work of the Facilities Insourcing Taskforce in the assessment of components for insourcing repairs and maintenance.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:

Minister for Homes and ~~New Suburbs~~, Yvette Berry MLA

Date:

17/04/25