



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

Reference: Homes, Homelessness and New Suburbs/Health and Community Services Directorate

Hearing: 10 November 2025

In relation to: Support for public housing tenants - HousingACT

Question received: 11 November 2025

Answer Due: 25 November 2025

1. Can you provide a copy of the policy governing Housing Managers work expectations and conduct?
 - a. How frequently are Housing Managers expected to be on site at their multi-unit properties?
 - b. What duties is a Housing Manager expected to undertake when performing a site visit?
2. What is the procedure when a Housing ACT tenant gets a new Housing Manager?
 - a. Are all tenants notified when their Housing Manager changes?
3. How many people living in Housing ACT properties are living with severe mental illness, disabilities and/or drug addiction problems and need high level intensive supported housing.
 - a. What policies does Housing ACT have in place to ensure this support is being provided.

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

1. A Housing Manager acts as a point of contact for public housing tenants. The role is diverse and assists tenants with managing their tenancy. This includes conducting routine inspections, home visits, ensuring rental payments are being made, investigate and respond to complaints and connect tenants to services and information they may require for their tenancy or support needs. They are required to adhere to the *Public Sector Management Act 1994* and the *Residential Tenancies Act 1997* (RTA 1997) when conducting all their duties.
 - a. Whilst numbers of attendance at multi-unit sites is not prescriptive, due to the number of properties at these sites the Housing Manager will attend more regularly.

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Housing Managers are mindful of a tenant's right to quiet enjoyment under the terms of their tenancy agreement and must adhere to the terms and conditions outlined in the RTA 1997 in relation to accessing a property.

- b. Housing Managers are expected to be a point of contact for tenants regarding their tenancy when they are on site and address any presenting site issues they observe such as abandoned vehicles, illegal dumping, urgent repairs and maintenance.

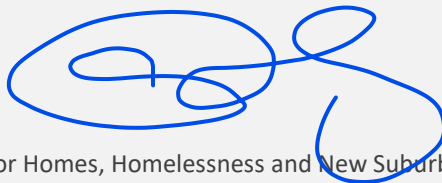
The Total Facilities Manager, Programmed, also regularly attend multi-unit sites to conduct common area cleaning, landscaping and to undertake maintenance.

- 2. There is no procedure that governs a change of Housing Manager. A Housing Manager has access to all relevant client engagement records within their portfolio and can assist the tenant with any enquiries that arise.
 - a. It is not always possible to notify tenants when there is a change of Housing Manager, however on first engagement, the Housing Manager will introduce themselves.
- 3. Housing Assistance does not collect or hold this level or breadth of information on individual tenants.
 - a. Housing Assistance works with our colleagues at ACT Health and Canberra Health Services to support responses to issues when raised.

We engage flexibility and have skilled staff who work with tenants to put supports and strategies in place to assist tenants in maintaining their tenancy in accordance with the terms of their tenancy agreement under the RTA 1997. Where someone is unable to independently sustain their tenancy, they may be referred to a more specialist housing support program.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

21/11/21

By the Minister for Homes, Homelessness and New Suburbs, Ms Yvette Berry MLA