



# Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

## Answer to question taken on notice

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Asked by: Leanne Castley MLA

Addressed to: Faheem Khan

Redirected to: Minister for Housing and Homelessness

In relation to: Public housing and maintenance data

Hearing: 30 July 2026

Uncorrected Proof Transcript pp 39-40

Transcript provided: 4 August 2026

Answer Due: 11 August 2026

Faheem Khan took on notice the following question:

**MS CASTLEY:** How do you track jobs that are cancelled by the tenant or when Programmed cancel a job? Is there an understanding of how often that happens?

**Mr Khan:** We would have that information. I do not have that to hand but if it would assist, I am happy to take on notice the data that we have in terms of cancelled jobs.

**MS CASTLEY:** Yes, great. That would awesome. Thank you.

Suzanne Orr MLA: The answer to the Member's question is as follows:

Under the Total Facilities Management contract, Programmed is solely responsible for logging work orders through the maintenance call centre and scheduling team. This includes recording work order cancellations and the reasons for cancellation, where available.

Through the 2025-26 financial year, around 25 per cent were cancelled at the tenant's request or due to the tenant refusing access for the works to be completed. The balance were cancelled by Programmed, primarily due to duplicate entries and administrative errors.

OFFICIAL

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature:

A handwritten signature in blue ink, consisting of a series of fluid, connected strokes that form a stylized representation of the name Suzanne Orr.

Date: 13/08/26

By the Minister for Housing and Homelessness, Suzanne Orr