



Inquiry into Annual and Financial Reports 2023–2024

Answer to question on notice

Asked by: Ms Fiona Carrick

Addressed to: Yvette Berry MLA

Reference: Housing strategy and Policy

Hearing: 10 February 2025

In relation to: Distribution of public housing and Condition and maintenance of public housing

Question received: 13 February 2025

Answer Due: 11 April 2025

1. Can you please provide a breakdown of the distribution of the ACT's public housing by district (both in terms of the number of dwellings, and the proportion of all public housing in each district by percentage)?
2. Can you please provide information regarding:
 - a) standards or criteria currently used to assess the condition of public housing assets in the ACT
 - b) the proportion of the ACT's public housing property that:
 - (i) have had a condition assessment within the past four years,
 - (ii) have been assessed and meet acceptable standards for healthy homes
 - c) how data regarding the condition and maintenance needs of public housing in the ACT is produced (including how frequently condition assessments are conducted)
 - d) the estimated level of backlog maintenance for public housing
 - e) the estimated cost of (and timeframe for) meeting the current maintenance backlog and bringing the ACT's public housing stock up to standard.

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

1. Breakdown of the distribution of the ACT’s public housing by district is provided in below table:

District	Housing ACT Properties 31 December 2024	Total Properties in ACT 2021 Census Data	HACT %
Inner North	2,176	23,673	9.2%
Weston Creek	759	9,241	8.2%
Tuggeranong	2,590	32,925	7.9%
Belconnen	3,075	39,504	7.8%
Molonglo Valley	327	4,181	7.8%
Woden	897	15,324	5.9%
Inner South	747	13,392	5.6%
Rural/Other	21	462	4.5%
Gungahlin	1,253	28,220	4.4%
Total	11,845	166,922	7.1%

- 2.

(a) All public housing lettable properties need to meet the requirements outlined in the *Residential Tenancies Act 1997*.

A Property Condition Assessment (PCA) is used to assess individual components of a property. Each component is given a condition rating between 1 to 5; 1 being ‘New/Very Good’ and 5 being ‘End of Life’.

b) (i) Over 9,400 public housing properties have received a PCA in the last four (4) years. This included over 8,850 completed as part of the accelerated PCA program in 2023-24.

(ii) All public housing lettable properties meet the requirements outlined in *Residential Tenancies Act 1997*.

c) PCAs are conducted every 4 years, pending access to each property.

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d) 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 (urgent) 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.

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.

(e) The average cost of repairs and maintenance is estimated to be \$60 million per year and as referenced above, comprises of an estimated 50,000 work orders per year across more than 11,800 properties. The timeframes are referenced under the response to question 4.

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

Signature:

Minister for Homes and New Suburbs, Yvette Perry MLA

Date:

17/04/25