2026

THE LEGISLATIVE ASSEMBLY FOR THE

AUSTRALIAN CAPITAL TERRITORY

ELEVENTH ASSEMBLY

Public Housing Maintenance - Costing and Performance Data

Assembly Resolution of 18 March 2026

Government Response

Presented by
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The Assembly Resolution of 18 March 2026 is as follows:

a) table in the Assembly a detailed cost comparison of ACT public housing maintenance, including:
   i) the total annual cost of the outsourced maintenance model prior to the insourcing trial;
   ii) the total cost of the insourcing trial, including staffing, overheads, fleet, equipment and transition costs;
   iii) the projected total cost of the insourced maintenance model for the period September 2025 to September 2026, including forward estimates;
   iv) a breakdown of administrative costs compared with frontline maintenance expenditure; and
   v) the total cost of disability modifications, domestic violence upgrades, customer service functions, financial arrangement services and multi-unit maintenance under the outsourced maintenance model.
b) provide comparative performance data for the 12 months prior to and following insourcing, including jobs completed, response times, backlog levels and tenant satisfaction;
c) provide assurance that higher operating costs will not reduce the total number of maintenance jobs delivered annually to public housing premises; and
d) report back to the Assembly in 12 months on the measurable performance outcomes of the insourced model and how the additional costs are being funded.

The Government Response to the Assembly Resolution of 18 March 2026 is as follows:

a) (i) The Total Facilities Management Budget (Budget) for the 2023-24 financial year is $67.49 million (last financial year of fully outsourced model) and for the financial year 2024-25 financial year is $65.97 million.

   (ii) The total costs of the MUPs Insourcing Trial (Trial) that was undertaken from July 2024 to June 2025 was $228,898.35. The Trial commenced with two MUP sites and was scaled up progressively to eight MUP sites during the trial period.

   (iii) The cost of the ACT Government-led delivery of common area ground maintenance and planned certified services such as security, fire, and lift maintenance at 10 MUP sites from September 2025 to March 2026 was $311,627. The costs for the remainder of the financial year and projections to September 2026 are not available as costs per month for these works are variable.

   As part of its commitment to progressively insource public housing repairs and maintenance, the phased implementation of the ACT Government-led delivery of Disability Modifications and Domestic Violence Upgrades, Customer Service Functions and Strategic Asset Management components has been funded from the 2026-27 financial year. Additional funding of $15.828 million has been allocated to deliver these components over the next four years, with funding for a fit-for-purpose digital solution of $4.042 million over the implementation period.

   (iv) The current outsourced provider is paid a management fee under the Total Facilities Management Services Agreement (TFM Contract). The management fee for the 2024-25 financial year was $10.77 million and frontline maintenance was $65.28 million.

Of the $228,898.35 total cost for the ACT Government-led delivery of services for the eight MUP sites in the 2024-25 financial year, the management fee was $27,468 and frontline maintenance costs were $201,430.35

Of the $528,928.02 total cost for the ACT Government-led delivery of services for the 10 MUP sites in 2025-26 year to date (March 2026), the management fee was $63,471 and frontline maintenance costs were $465,457.02.

(v) The total outsourced costs in the 2024-25 financial year of Disability Modifications services is $1.68 million and Domestic Violence Upgrade services is $0.52 million, noting the outsourced model covers both planned and reactive works.

The total outsourced costs in the 2023-24 financial year for the MUPs maintenance (common areas only) is $7.81 million (this is the last financial year of the fully outsourced maintenance model).

The total cost of customer service functions and financial arrangement services are part of the management fee paid to Programmed on an annual basis as a proportion of total works managed. The proportion of the management fee specifically for customer service functions and financial arrangement services is not specified under the contract. The total management fees for Programmed for the 2023-24 financial year was $11.0 million.

b) Under the TFM Contract performance measures are not captured in a comparable manner to be analysed against the ACT Government performance data for the delivery of services to 10 MUPs sites.

   A full 12 months of data from the Infrastructure Canberra (iCBR) delivery of common area property maintenance services for 10 MUPs sites will only be available by end of 2025-26 financial year, in line with the standard reporting timelines for annual reports.

c) The ACT Government's focus is on ensuring the best possible outcomes in repairs and maintenance for Housing ACT properties and tenants who do not have the same kinds of choices as the rest of us. The cheapest option does not always mean the best quality outcomes, particularly for people who are the most vulnerable in the ACT. Therefore, the work in insourcing the housing repairs and maintenance program is focused on the best outcomes for tenants.

   The government has been piloting a part of the program to test the viability and the ability of the government's insourcing teams to deliver that work and whether it is achieving the best possible outcomes for tenants. The feedback received so far is tenants are benefiting from the pilot.

   In the 2026-27 Budget, the ACT Government has funded the phased implementation of insourcing public housing repairs and maintenance over the next four years as outlined in (a)(iii). This approach has been developed to support the same level of services for the public housing portfolio.

d) iCBR will report back to the Assembly in 12 months on the measurable performance outcomes of the insourced model and how any additional costs are being funded.