



# Inquiry into annual and financial reports 2024–2025

## Answer to question on notice

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Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

Reference: Infrastructure Canberra

Hearing: 10 November 2025

In relation to: Public Housing Maintenance

Question received: 12 November 2025

Answer Due: 26 November 2025

1. I have been told by a number of contractors involved in Public Housing maintenance, that work has not been funded and is not being done. Can you tell me what is actually going on?
2. Why was the decision made to end the relationship with Programmed?
3. On what basis do you regard an insourced model for the delivery of maintenance to be preferable to an outsourced model?
4. Can you provide me your current service standards by categories of maintenance, modification and repair and your current performance data against those service standards?
5. I note the current Public Housing portfolio is valued at \$8 Billion and represents 97.6% of Housing ACT assets. How do you calculate the quantum of the annual maintenance budget for the Public Housing portfolio?
6. I note your annual report proudly says that you exceeded your target for client services visits, which you say provided more opportunities to engage directly with tenants throughout the year. Presumably by that metric, the reduction in client service visits by 5,000 this year must be having a significant adverse impact on your engagement with tenants. How can you be confident that you are identifying priorities for maintenance if you are only visiting 'problem tenants'?
  - a) Isn't there a risk that tenants may be feeling less connected to Housing ACT, and may not be raising maintenance concerns with you?
  - b) If routine maintenance is not done on properties in a timely manner, what impact could that have on the value of our Public Housing portfolio?

7. What is the current Public Housing maintenance backlog by each category?
  - a) What is your estimate of time and budget to complete all the work in the maintenance backlog?
  - b) I note that according to your Annual Report data, some 2,500 properties did not receive any maintenance in 2024/25 – can you explain why that might be?
  - c) I note the importance of preventative maintenance, such as air conditioner servicing and external painting in maintaining asset value, how do you ensure this work is done to maintain the value of the Housing ACT asset?

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

1. In 2025-26, the ACT Government provided \$51.76 million for repairs and maintenance under the social housing Total Facilities Management (TFM) contract. Approximately 10,000 work orders have been delivered in the first quarter of this year. 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 works, are completed in the relevant timeframes as set out in the Agreement. Works that are not considered responsive, being planned and capital works, are placed on a forward maintenance schedule. 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 (reactive and planned) are completed each year.

2. The ACT Government is committed to ensuring that government services are performed by public servants where possible, rather than being outsourced. Additionally, the government has made a commitment to insource public housing repairs and maintenance to drive better value for money for the territory through greater oversight of service standards and provide secure, fair employment opportunities.
3. Please see the answer to Question 2 above. Under the ACT Government's Insourcing Policy and Framework, the Government Insourcing Taskforce is progressing the readiness review for an ACT Government-led public housing facilities management delivery model. This will assess and determine the functions best delivered by the ACT Public Service to strengthen outcome for tenants and workers through long-term investment from government.

4. Performance data against responsive repairs and maintenance categories:

KPI	Sub KPI	Category	Description	Result	Target
1	1.1	Responsive Repair and Maintenance	U4 – % of all urgent repairs completed within 4 hours	89.00%	100%
	1.2		PND – % of all priority repairs completed by 5pm next calendar day	89.40%	100%
2	2.1		D5 – % of all repairs completed within 5 calendar days	79.48%	100%
	2.2		D20 – % of all repairs completed within 20 calendar days	77.88%	100%
3	3.1		Planned maintenance activities completed in line with Annual Planned Maintenance Program	96.17%	95%+
5	5.1		Work Order Management	Planned Maintenance work orders – % completed against quarterly schedule	99.33%

5. The annual maintenance budget for the Public Housing portfolio is calculated using a combination of factors rather than a fixed percentage of asset value. These include historical expenditure trends, forecasted demand based on property condition data, lifecycle planning for major components, service costs and compliance requirements. This approach ensures resources are allocated efficiently to maintain safety, functionality, and asset value across the portfolio.
6. The reduction in client visits targets from 11,000 to 6,000 in 2025-26 is linked to an essential new staff safety measure, requiring any Housing Assistance field work to be undertaken with two staff members in attendance.

Tenants do not need to wait for a client visit to raise maintenance issues. A tenant can raise maintenance issues at any time by contacting the Total Facilities Manager, Programmed.

- a. Housing ACT remains committed to strong tenant engagement and proactive maintenance management. While the number of anticipated client service visits has decreased compared to last year, this reflects a shift towards more targeted and efficient service delivery rather than reduced engagement.

Tenants continue to have multiple channels to report maintenance issues, including a 24/7 hotline, online portals, and local offices. In addition, Housing ACT uses property condition data, historical maintenance records, and contractor reports to proactively identify priorities

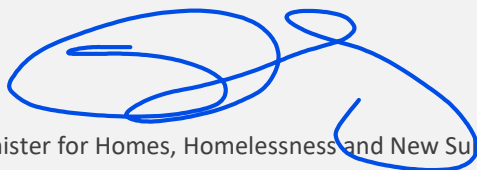
across the portfolio. Targeted visits focus on households with complex needs, ensuring resources are directed where they have the greatest impact.

Tenant satisfaction and maintenance request volumes have remained stable, supported by regular surveys and community engagement initiatives. These measures ensure tenants remain connected and that maintenance priorities are identified promptly, even with fewer face-to-face visits.

- b. If routine maintenance is delayed, the Public Housing portfolio faces accelerated asset deterioration, higher long-term repair costs, and reduced property condition ratings. This can significantly impact portfolio value, increase vacancy risk, and expose Housing ACT to compliance and safety issues. Timely maintenance is essential to preserve asset value and ensure tenant wellbeing.
7. Please see answer to Question 1. There is no single system that provides a real-time count of all dwellings with outstanding repairs, maintenance, or accessibility upgrade requests. Partially this is because planned and capital works are managed through forward scheduling and prioritisation frameworks that reflect operational and strategic considerations.
- a. There is no single system that provides a real-time count of all dwellings with outstanding repairs, maintenance, or accessibility upgrade requests. In 2025-26, the ACT Government provided \$51.76 million for repairs and maintenance under the social housing Total Facilities Management (TFM) contract. The funding is broken down and forecast across responsive repairs and capital works. The planned maintenance schedule is triaged and prioritised. Any works beyond the allocated budget will be managed and addressed when additional funding becomes available.
  - b. Not all properties require maintenance every year. Maintenance is demand-driven and condition-based, ensuring resources are directed to properties with the greatest need while maintaining compliance and safety standards. The portfolio includes a growing number of new builds and recently acquired properties, which typically require lower levels of maintenance in their initial years. These factors explain why some properties did not receive maintenance in 2024–25.
  - c. Preventative maintenance is demand-driven and condition-based, ensuring resources are directed to elements/properties with the greatest need to ensure alignment with compliance and safety standards. Key property elements including appliances, painting, and other works are assessed during Property Condition Assessments which help to inform future planning. All works are tracked through our asset management system, and contractor performance is monitored to ensure timely delivery.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

01/12/2023

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