



# LEGISLATIVE ASSEMBLY

## FOR THE AUSTRALIAN CAPITAL TERRITORY

### SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),  
Miss Laura Nuttall MLA

### ANSWER TO QUESTION ON NOTICE

Asked by: Ms Jo Clay MLA

Addressed to: Minister for Housing and Suburban Development

Redirection: N/A

Reference: Budget Statement G Page 48

Hearing Date: 26/07/2024

In relation to: Community Services Directorate and Total Facilities Management

Question Lodgement Date: 30/07/2024

Date Answer Due: 07/08/2024

On Tuesday the Minister for Housing and Homelessness provided advice that improvements had been made to the processing of vacant properties to ensure that properties became available for letting more quickly. I take this to be a reduction in the amount of time that the property is with Programmed FM.

- (1) Can you provide some advice on how the services provided by Programmed Facility Management (the TFM) have been improved and what was the average time that properties were with the TFM before the changes were made and what that turnaround time is now?

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

Housing ACT is committed to making the vacant turnaround time as short as possible by ensuring appropriate works and upgrades are completed during a vacancy period, in order to provide quality housing for incoming tenants.

Average turnaround time for vacant dwellings is measured by either:

- the number of days between the end of one tenancy and the start of the next for dwellings needing only routine maintenance and minor repairs; or,
- the number of days between receiving keys after construction, purchase or major works and the start of the next tenancy.

At the end of June 2022, turnaround time was 89 days, leading to Housing ACT focusing in on initiatives to identify and implement efficiency opportunities and streamline decision-making processes through better use of ICT and data which has led to faster overall delivery of services.

These process changes have seen a turnaround time improvement to 48 days at end of June 2024.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature:

Date:

7/08/24

By the Minister for Housing and Suburban Development, Ms Yvette Berry