



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2023-2024

Mr Mark Parton MLA (Chair), Ms Jo Clay MLA (Deputy Chair),
Mr Michael Pettersson MLA

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS

Asked by Mr Mark Parton MLA on 20 July 2023: Ms Berry took on notice the following question(s):

[Ref: Uncorrected Proof Hansard Transcript 20 July 2023 pp 88-89]

In relation to: Program Facilities Maintenance

THE CHAIR: Thank you, Mr Naughton. I am not going to bang on about this. You know I could probably talk about this for hours but I am not going to. But I just wanted to say, minister and officials, we are all friends in here. Could we not just be honest about the fact that Programmed, by my assessment based on feedback from dozens and dozens of tenants, based on feedback from some Programmed Facilities Maintenance subcontractors—who, by reports, risk their jobs by talking to me but there were at least seven of them that reached out to me.

Can we not just be honest about the fact that it is abundantly clear that Programmed Facilities Maintenance again exhausted their contract well shy of the end of the financial year? And indeed some of these contractors specifically told me that they had been given the advice that as of this date, which was pretty early on, you know, was like early March, “As of this date all we are doing is trying to get vacant properties online. We are only dealing with absolute emergency repairs and trying to get properties online.” And they specifically said it is because they have run out of money. Can we not just be honest and say that that is the case?

Ms Berry: Well, no, I do not think that is the case actually, Mr Parton. And I can provide or take on notice the detail of all of the upgrades that have happened over the last couple of years.

THE CHAIR: I am not talking about upgrades, I am talking about maintenance.

Ms Berry: No, no, no, or maintenance and upgrades.

THE CHAIR: Well, and I am talking about tenant-inspired, “I need this fixed.”

Ms Berry: Yes, yes, and I think we can provide that information to you as well. And I would note that we are now at the midpoint of the Programmed contract—

THE CHAIR: How do you think it is going?

Ms Berry: —which we are now going through that review stage.

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

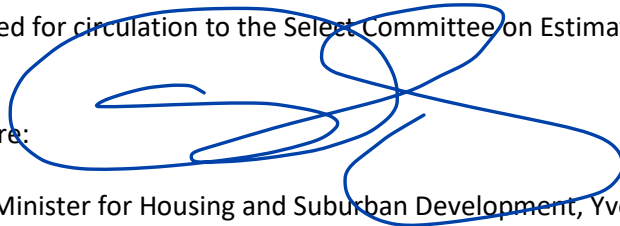
For the 2022-23 Financial Year, Housing ACT through the Total Facilities Manager, Programmed Facilities Management, completed approximately 50,000 work orders comprising of both reactive repairs and planned maintenance, with some of the volume of work detailed below:

- **26,690** reactive repairs were completed
- **277** kitchen upgrades
- **393** wet area upgrades
- **677** internal or external painting jobs
- **6** Multi-unit properties painted
- **526** domestic violence security upgrades
- **264** disabled modifications, ranging from lever taps to ramps and major bathroom modifications
- **713** vacant property repairs

Reactive repairs are the majority of the reported maintenance issues and are driven by demand.

Approved for circulation to the Select Committee on Estimates 2023-2024

Signature:



Date:

31/07/23

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