

Yvette Berry MLA

Deputy Chief Minister

Minister for Education and Early Childhood

Minister for Homes and New Suburbs

Minister for Sport and Recreation

Member for Ginninderra

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 1****Friday, 6 December 2024****Question No. 125****MR RATTENBURY MLA:** To ask the Minister for Homes and New Suburbs

1. What is the average current waiting time for repairs and maintenance to be completed in a public home.
2. What is the longest time that a tenant has been waiting for repairs and maintenance works.
3. What is the average completion time for public housing properties undergoing maintenance.
4. What is the estimated
 - (a) cost of and
 - (b) 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. Responsive times for repairs and maintenance are varied depending on the nature of each request and can be categorised as follows:
 - a. Urgent 4 hour – Urgent repairs and maintenance work presenting as an immediate risk to health, safety or security, to be completed within 4 hours;
 - b. 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;
 - c. Day 5 – Urgent repairs and maintenance work, to be complete within 5 calendar days; and

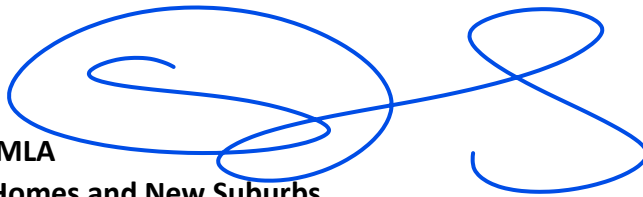


- d. Day 20 – Works that are not critical or urgent and do not impact on the liveability of the home, to be completed within 20 calendar days.

All responsive maintenance requests are actioned according to their category. Works that are not considered responsive, such as planned and capital works, are triaged and placed on a forward schedule that align with the tenant's needs and the liveability of the asset.

2. The time to complete responsive repairs and maintenance work is outlined above. 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 average, over 50,000 work orders are completed each year. Given the volume and varied response times, longest wait time and an average completion time for maintenance cannot be determined at this time.
3. As above.
4. (a) and (b). 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.

Approved for circulation to the Member and incorporation into Hansard.



Yvette Berry MLA
Minister for Homes and New Suburbs

Date:

This response required 2hrs 40mins to complete, at an approximate cost of \$281.21.