

**Submission
No 1**

INQUIRY INTO THE MANAGEMENT OF NSW PUBLIC HOUSING MAINTENANCE CONTRACTS

Name: Name Suppressed
Date Received: 9/01/2016

Partially Confidential

I am lodging a complaint about the way maintenance has been dealt with at my home. I had 2 plumbing issues (separate times) First one was in the kitchen which involved the taps leaking it took several attempts at fixing the problem secondly there was a leak in the shower which appeared to be coming from under the floor tiles and out onto the hall carpet the plumber came to check it out and stated that I needed the shower recess redone before he returned I realised that the only tiles the water was coming through were the hub tiles and all I needed was the tiles replaced. I was correct the plumber examined it again and rang the office to tell them However when the plumber rang the maintenance office (I think it was [REDACTED]) he was informed to do the original order and redo the shower recess I complained at the time it was a waste of money.....

I have a disable client I work with that still has a hole in her bathroom ceiling which occurred during the storm in April 2015 and whenever it rains her bathroom leaks, I continue reporting this and have now been told that the order has been placed in the hands of [REDACTED]