

**INQUIRY INTO THE MANAGEMENT OF NSW PUBLIC
HOUSING MAINTENANCE CONTRACTS**

Name: Name Suppressed
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Partially Confidential

From: [REDACTED]
To: [PublicAccountsCommittee PAC](#)
Subject: "Inquiry into the Management of NSW Public Housing Maintenance Contract."
Date: Friday, 5 February 2016 4:58:07 PM

As I have already been in to the site below and have gained no further information I will just give you my observations:

"Inquiry into the Management of NSW Public Housing Maintenance Contract."

What I have observed about the housing maintenance contracts is that often the people who fill them do not appear to be fully skilled in the job.

The services provided are sub standard and contractors are required to come back over and over again because of the previous work done. Anyone who is any good ends up leaving the list of accepted contractors. We need to find a way to keep good contractors rather than losing them and then having to go down the line to the poorer contractors.

The other thing I have observed is that housing are so reluctant to fix things when they are simple to fix that the problem becomes compounded and complex and expensive, or left for so long they become much more of a problem. This results in neglected of the property, frustration with tenants that they "keep complaining" and a desire to run the property down so that it can be sold for "profit."

Housing properties are no longer seen as homes for people they are seen as dollar signs. It has become such a capitalist venture, that it has forgotten that it was about homing people who need homes. Duty of care is often forgotten.

The system of getting contractors is complex. Housing has to approve, the finance sector has to approve, the company contracted to get contractors has to be notified and then there contactors need to be approved. If someone has done a good job on the property and has come as a sub contract are they cannot come back to the property unless they are put back on the books through some formal long involved process.

There needs to be quality contactors who know what they're doing, do the job efficiently, show respect to the tenants and make sure that if other problems arise while that job is being done they are addressed. Too often they are booked for a job which then has a complexity which they just do their job over instead of getting the problem fixed because that's when they were booked to do it, or that's all they were booked to do.

The other issue is that a lot of contractors do not speak English and therefore it is impossible to communicate with them about the problems. They turn up with no notification expecting you to be there and are often quite rude to the tenants.

Often the finance sector only approved a certain amount of money for work, so the contractor was telling them how much it will cost and they are told to only do what they can for X amount of money!

The work is often not followed up or checked and so contractors get away with

poor quality work or can claim work they haven't done.

When the work is done well with pleasant people is a blessing for all people involved and a financial gain for Housing.

Most people live in Housing are so thankful for a place to live they look after the properties well. If Housing actually looked after the properties well people would be happier, society would see them happier, and it would reflect well on Housing NSW.

How we look after those most in need reflects the kind of Society we are!

I really hope my thoughts and reflections help you and that Housing and it's contractors can become a positive thing for all people involved.

Regards

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