

**Submission  
No 8**

## **FOLLOW-UP REVIEW OF THE MANAGEMENT OF NSW PUBLIC HOUSING MAINTENANCE CONTRACTS**

**Organisation:** Neighbourhood Advisory Board

**Date Received:** 18 December 2020

Reporting..As a tenant Rep I report many maintenance problems, both for individual tenants and common area issues. You have to be very specific, about the problem and the area of the building it is., and know exactly what needs to be done. If a tenant is not very articulate or not familiar with the correct terms, it is very difficult for them to explain what is needed. Sometimes call centre people don't understand that. Mostly they are polite and helpful. I always give them my phone number and ask them to get contractor to ring me. That rarely happens.

Time Frame..I find it is usually 28 days. Sometimes an issue needs attending to much more quickly, but it is hard to get ██████████ to understand that. When contractors come they rarely ring you and often don't complete the job or do it incorrectly. A phone call would help that.

Communication..Much less than satisfactory. I ALWAYS ask for contractors to ring me. They rarely do that. Then you don't know if the job is complete, waiting for further work to be done, unable to be completed, or needs another contractor to complete the job. Often a job needs multiple contractors, example a carpenter then a locksmith, however the carpenter doesn't seem to communicate that he has completed his part of the job and a locksmith us now needed. So job stays half done for months because the first contractor didn't communicate that to ██████████ or to the reporting tenant. Very frustrating for the reporting tenant. Sometimes if a contractor thinks: "it's not my job," it appears they just bill Housing and go away. They don't communicate. Often a tenant Rep knows EXACTLY what has to be done, but isn't consulted.

Quality.. Varies. Some contractors are excellent. Some are terrible. Again communication helps.

Interaction... Rarely hear back from ██████████ regarding quality or completion of work. Some contractors are great. Some are terrible. Again communication. Ring the reporting tenant. Suggestions. Improve communication.

Provide feedback

Understand that tenants (esp reps) know how the building works, consult them.

██████████ need to consult with tenant reps. They often visit our building ██████████, unannounced, sometimes with the minister. On the occasions tenant reps should be consulted. Recently I button-holed a ██████████ delegation and complained about an ongoing fire door hazard and was told by them that they didn't know that door led anywhere! So they consulting on a building they have no idea about. This was a door which gave tenants regular (not restricted) and only access to their units!