

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

**Name:** Mr Anthony Kimpton

**Date Received:** 21 December 2020

I've been a resident of the Poets corner estate for some eight years and been involved in the NAB meetings and Community Safety Audits through this time. I've also been a lightning rod so to speak for tenants who have issues with the buildings.

The maintenance as I see it is broken down in to three parts,

- General repairs and maintenance issues within individual tenancies handled by Broadspectrum and the agent DCJ Housing Services.
- Cleaning and Maintenance of common areas handled by "Other Parties" being the responsibility of LAHC or HUB Properties.
- General Capital Maintenance of the building and common areas and the chattels within individual tenancies.

General Repairs and Maintenance - In general where tenants report maintenance issues within individual tenancies the system using either the 1800 number or the MyHousing App the system seems to work and there is an appropriate performance measure in place. Where it does fall short is where tenants do not have access to a home phone or the internet. Also there seems to be no follow up from issues raised during annual property inspections and work being carried out to rectify issues raised. In saying that I have had personal experience where trades people have attended to carry out repairs and it's not been done and I've had to follow it up.

Cleaning and Maintenance of Common Areas - This is an area where the work falls way short of what is acceptable and the issue has been raised time and time again over many years directly with FACS/DCJ, NAB meetings and appeals to local members. I have personally raised the issue many many many times and had my local member [REDACTED] take the matter up in parliament in 2017, and the response by the then minister to parliament was misleading. I since raised the matter with [REDACTED] in 2019 and again in April of 2020 in the midst of the Covid-19 Pandemic because I felt that the tenants lives were at risk from both the substandard cleaning and the lack of adequate additional measures to protect residents, most of whom are most vulnerable with regard to health risk. No Response was received from the landlord until [REDACTED] office intervened and advocated on our behalf. Even then the additional cleaning was only a token measure and to date remains at a level that is dehumanising due to the sub standard nature and the denial of tenants rights under residential leases to peace comfort and enjoyment. In fact I would go so as to say due to the increased risk to health that it subjects tenants to undue hardship and distress. Many including myself do not see these buildings as safe comfortable clean homes, rather institutions of a standard which leave some public toilets looking like better options.

The cleaning contract for common spaces was put out to tender with no assurances that the contract would be performed by persons who have commercial cleaning training and skills or appropriate experience to the standard required. It contributed to dehumanising living conditions and put tenants wellbeing and health at unnecessary risk. These buildings house the aged and infirm and as acknowledged are vertical cruise ships when it comes to the spread of disease. If the cleaning regime isn't of an appropriate standard to deal with human fluids such as spit and urine and worse, let alone built up grime on floors and walls over a decade then what chance is there of containing a viral contagion of the nature of Covid-19. I challenge this enquiry to conduct testing by taking random swab samples of common areas from the Poets Corner Buildings of Kendall, Gilmore, Lawson and McKell for analysis and then tell tenants the buildings are of a standard clean enough to live in.

I've attached two photos taken from level 12 Lawson building in April of this year in the midst of the global pandemic and I challenge any member of the parliamentary review to tell the committee that based on the photos that these are conditions safe to live with. Yes carpets have been replaced, due to numerous representations by myself to the offices of [REDACTED] however the state of the walls is still not much better. I mean I can walk down my hall on level 12 Lawson and see much of what was there in 2017 when [REDACTED] advised parliament that the cleaning and maintenance was being done as it should, I can point to "gollies" of spit painted over and the paint now peeling off .....

I mean really, its not difficult, the buildings require a complete clean of years of built up grime, walls sanded back or sandblasted and repainted and then a cleaning contractor engaged that acknowledges the importance of a healthy clean living environment and the risks associated with failing to achieve this. A contractor who employs persons who have proper training and skills or will provide it to them and ensures that a proper cleaning and maintenance schedule is prepared and adhered to and there is proper oversight of a much high benchmark standard.

It would also be appropriate for DCJ/HUB to meet its own policy objectives under "Future Directions in Social Housing" and implement a program that requires cleaning and maintenance contractors to provide opportunities of training and employment to residents of social housing. Where federal government funding is directed to contractors it should be in the form of opportunities for residents within social housing instead of other programs such as programs supporting refugees awaiting visas being processed. By engaging those within social housing and providing them with training and employment opportunities it can only foster a better sense of ownership in ones circumstances and lessen the impact of property destruction and vandalism and the associated costs.

General Capital Maintenance - There is also a shortcoming in the maintenance and replacement of chattels within the individual tenancies with many tenancies having sub standard kitchens and bathrooms and floor furnishings. Many tenancies have carpets or hard floors that have not been replaced for 20 or 30 years and kitchens and bathrooms that were the original ones from the buildings construction over sixty years ago. Effective Lives for Floor Coverings under ATO Rulings is 7 years. Whilst the Government is happy for the taxpayer subsidising the cost of carpets for an investors investment property every 7 years, LAHC subjects its tenants to the same carpets for 20 or 30 years. Surely such coverings should be on an asset replacement program of at least 10 years. Similarly with regard to kitchens and BBQ's the ATO Capital Works depreciation rate of 2.5% writes these assets off over 40 years, surely these assets should have all been renewed by now. Especially given the fact that the [REDACTED] Government in the GFC provided LAHC funding to replace these assets in the buildings. From personal experience whilst I was advised that due to the unsafe nature of the stove and electric meter and outdatedness of the kitchen mine would be replaced almost three years on it is yet to be carried out. In fact the last communication on the subject with the landlord was that I was not willing to use the stove anymore until such a time that the replacement works was carried out. The stove is under the open electric meter box and there is no exhaust fan so when you cook the steam condenses on the ceiling and runs down the wall into the meter and trips the safety (pics attached) Many tenancies have similar issues

The landlord treats its tenants with contempt and there seems to be this expectation that living in social housing requires one to accept substandard living conditions, dehumanising even and it not only deprives the tenant to leasehold rights of peace comfort and enjoyment, but also subjects them to undue hardship and distress and in some cases puts their health and wellbeing at risk. Personally I am on Disability Support Pension due to having a rare genetic disorder that affects the bodies connective tissues. (Marfans Syndrome) and one of the many conditions I suffer from is an aortic

dilation which is a life threatening condition. My health is a delicate balance. I was brought up to be a very clean person and since living in these buildings I have contracted an MRSA infection and Strep on two occasions. Its common to get into a lift or enter a common area and encounter spit on the walls or lift buttons, or urine in corners of the hallways. All things which tenants and those entering the buildings should not be doing, but those not responsible should not be subjected to by the persons responsible, or a landlord delinquent in its duty to maintain an acceptable level of maintenance and cleaning

These buildings and the tenants that reside within them have been the subject of neglect for decades and now the State Government has taken over the planning control for the profits it seeks to make on redevelopment. It has also received billions of dollars over the same decades in federal government rental subsidies whilst subjecting its tenants to this neglect whilst it directs the funds elsewhere. The capital costs of the construction of the buildings at Poets Corner were paid off decades ago.

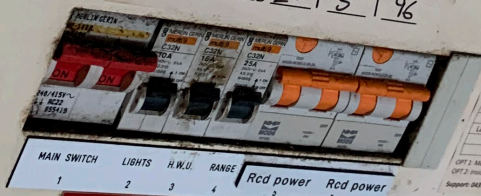


From: Anthony Kimpton [REDACTED]  
Subject: Kitchen  
Date: 21 December 2020 3:07 pm  
To: [REDACTED]

AK



CAUTION: DO NOT MEGGER  
THIS UNIT HAS A MAINS  
CONNECTED SMOKE DETECTOR  
INSTALLED WHICH HAS AN  
INBUILT RECHARGEABLE  
BATTERY WHICH CANNOT BE  
REMOVED.  
DATE INSTALLED 28/5/96



1 2 3 4 5 6

SMOKE DETECTOR  
DATE LAST TESTED  
28/5/96

Property ID Data

Location	Date of Install
Basin	
Basin WC	
Shower	2/12/96
Bath	
Kitchen	
Laundry	

OFF 1: Motor Stop, Switchboard or  
OFF 2: Laundry Laundry Caskboard  
Support: 0457 596 507 or 1300 995 100

13/9/2000  
Name  
2



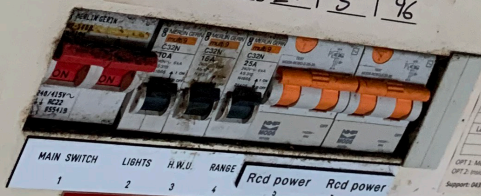
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Shower	2/12/96
Bath	
Kitchen	
Laundry	

OFF 1. Motor Stop, Switchboard or  
OFF 2. Laundry Laundry Caskboard  
Support: 0457 006 007 or 1300 905 100

13/9/2000  
Name  
2

From: Anthony Kimpton [REDACTED]  
Subject: P c  
Date: 21 December 2020 2:25 pm  
To: [REDACTED]



14:09



Home  
8 April 11:21

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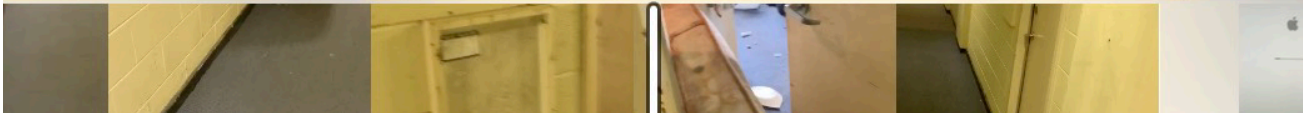
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Home  
8 April 11:21

Edit









From: Anthony Kimpton [REDACTED]  
Subject: P c  
Date: 21 December 2020 2:25 pm  
To: [REDACTED]



14:09 ↗



Home  
8 April 11:21

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14:10 ↗



Home  
8 April 11:21

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