

**Submission
No 14**

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

Name: Ms Carolyn Ienna

Date Received: 12 November 2020

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Hi I have lived in this present DCJ place for 27 years and most of the time maintenance is sloppy, poorly done. They do things so badly they often have to be called out again to redo the same thing. No preventative maintenance is done either. Nothing is timely so the time frames to do a job is never adequate. The contractors never cleanup. One time my bathroom had faeces all over the floor and because the contractor wouldn't wait for me to get a bucket to clean it up he took off saying that a professional cleaner would do it. That never happened. I am very sick/disabled. I had to do it as the smell and unhygienic conditions were gross. The operators never pass on to contractors that I am not available till after midday and the contractors almost never call before attending despite me stating I have a disability. Many times I have had them bash on the door because as they say 'they were just around the corner'. No this is not acceptable also as a person with PTSD. I find Broad Spectrum are highly ableist and many times the telephone operator is dismissive and rude. There are the rare ones that are great/polite. Some phone operators will go to huge lengths calling the contractor to make sure they get the time right but not once has that actually been followed through. I even go to the lengths to explain how my illness/disability impacts me by saying if woken suddenly I will vomit. But not once has anyone respected that. I even put in an official complaint with 'feedback' more than once and they said all was good or something that I can't remember. Basically they have no interest in changing. Often I have had things break in a short amount of time after it's been replaced. No one seems to want to take responsibility for their shoddy service. I have often called Broad Spectrum then the office of the contractor and the contractor themselves to find out who is lying or who knows what. I ask when they come over as well. Who is responsible for just turning up whenever they feel like it. They will say (Broad Spectrum or the contractor or the office of the contractor) they will be there Monday in the afternoon sometime and I have never known them to stick to that. Either as I said before turning up in the morning or day before or days later. They get angry with me when I call to follow up because I see their badly written notes at the door. Despite me having a sign on the door that says not to knock unless an appointment is made they still knock even though that's not the appointed day/time. I am also a single person and slop around in pyjamas if I am not going to see people. I don't want a contractor to see me wearing such gear as well you can imagine. I really am very hesitant to even call most of the time as they really are most of the time problematic

Date: 9 December 2020

My experience as a tenant with Housing maintenance is not a good one. Even since 2015 when the changes happened. Example today I saw that a neighbour's broken letter box had hinges placed on it rather than replacing the letterbox which is rusted through as well. The hinges are what you would put on a wooden box and not a metal letterbox. The maintenance guy I have seen here many times and did the letterbox repair always does things in a very bodgy way. I know that he would be told to spend the minimum time and money but he has to be the worst I have seen in the decades I have lived in public housing. Also over 90% of the contractors do not call before attending if I do the e-repair thing or I ring Broad Spectrum. They also arrive whenever they feel like it. I have a disability and I make all of that clear in the e-repair form or when I call the maintenance line. Nothing ever changes. Our block is not fire compliant either. Most tenants do not have a fire door and there is nothing in our foyer to give instructions on what to do if there is a fire/danger. I have a current NCAT case happening right now as they have never addressed or fully accessed the mould issue either in the decades I have been here. They send people around, make recommendations, no one follows up and I sit in mould for years. Often repairs are also done then a few weeks later need to be attended/fixed again as they are not done properly. Poor workmanship, poor materials, rushed work etc. I remember front fence having fallen because of termites (ground floor apartment not house) and that sat there for 2 years. Only got fixed because I went to NCAT. My back gate was not fixed for many years, fell off, had to put temporary structure there then I tripped and broke my knee. Again termites issue. NCAT ordered the repair

and housing only wanted to attached a new gate on a termite ridden fence post. Ofcourse thats before 2015. Since 2015 i have seen much of the same. Things break repeatedly because of incomplete or terrible repair work or neglected 100%. Gutters rusted through because they havent been cleaned in a decade. Roofs leaking therefore mould issue as the water leaks when it rains etc