

**Submission
No 15**

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

Name: Ms Ifeanna Tooth
Date Received: 23 November 2020

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I have lived opposite NSW public housing in [REDACTED] for around 20 years. These are 2 storey terraces and some 2 storey flats. Maintenance of these dwellings continues to be poorly managed and wasteful of public funds. Instead of regular maintenance there is neglect and slow responses to calls from tenants for repairs. This results in major works including complete kitchen/laundry replacements costing far more than regular maintenance or fixing small issues. A property opposite me had leaking gutters with overflowing water cascading noisily across two houses entry ways. After many calls from the tenants and me, emails from me, over years, repairers came twice but never fixed the problem properly. The gutter still leaks, just in a different spot. There is no follow up maintenance to check if the problem has been fixed, I was never contacted after any of the works. Leaking gutters and rooves are common and can cause structural damage to buildings, yet this continues. The current contractors, Star, use loud leaf blowers, chainsaws and poisons in the small gardens which is totally unnecessary. They park their trucks illegally, blocking access for residents. The Star workers never wear protective equipment and dispose of their green or other waste in residents' bins to avoid tipping fees. I have rung the Council about this problem but it really should be investigated by the NSW government and if compliance was properly carried out this would not occur.