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22 October 2009

Meghan Hibbert
Area Director - Area A - Inner City
Housing NSW
PO BOX K100
HAYMARKET NSW 1240

Dear Megan

Maintenance and Cleaning Contractors

I write on behalf of constituents who are Housing NSW tenants about the accountability of maintenance and cleaning contractors.

A number of tenants have contacted me about some maintenance and cleaning contractors, who they say do not visit to carry out work orders, do not complete repairs or do not carry out cleaning tasks. Tenants say that some of these contractors report to Housing NSW that the work has been done when it has not been completed.

Tenants say that the communication from contractors is poor, and that contractors do not notify them when they are delayed or cancel the appointment. Some tenants report waiting over four hours for contractors to arrive. Several tenants have told me that contractors told Housing NSW they had not done the repairs because they could not get access, when the tenant says that they were waiting at home.

Many tenants report that contractors attend repair jobs without the job details, the tools or equipment they need to do it, and they have to attend again, delaying action and increasing costs. In at least one case, different contractors have attended a number of times without the necessary keys to gain access.

Other Housing NSW tenants report that contractors are not cleaning common areas as required, and buildings are therefore poorly maintained. They say that broken lights in common areas are not being replaced for months, despite reports to the Housing NSW Maintenance Line.

Could you please investigate tenants concerns about the performance of Housing NSW contractors, and review accountability and audit measures?

Could you please inform me what action you will take?

Yours sincerely

Clover Moore
Member for Sydney