

Estimates Committee 2011
Questions Taken On Notice

(14/06/2011 to 23/06/2011)

Date: 16/06/2011

Output:

Sub Output:

Subject: Tenancy Managers by Region

From:Mr Terry Mills to Dr Chris Burns
Public and Affordable Housing

4-8

Question: How many tenancy managers are there by region?

Answer:

Answered On: 08/08/2011

ESTIMATES COMMITTEE

Questions Taken on Notice

Date: 16 June 2011 Output: 4.0 Territory Housing
Sub Output: 4.1 Urban Public Housing

Subject: Tenancy management

From: Mr Terry Mills MLA To: Dr Chris Burns MLA

Department of Housing, Local Government and Regional Services

Number: 4.8

Question: How many tenancy managers are there by Region?

Answer:

Tenancy managers are not the only staff who undertake property and tenancy management activities in a regional office.

Tenancy management includes: allocation and sign-up process, determining and reviewing household income for rent setting, monitoring and taking action where rent arrears occur, tenancy/property condition inspections, responding to complaints/breaches of lease agreement.

Property management includes: property condition inspections, recording, reporting and actioning maintenance and upgrade works, maintaining compliance with property condition/tenant responsibility damage.

The following staff numbers are in relation to urban public housing:

Darwin Region – 48

Central Australia – 20.5

Barkly Region – 6

Big Rivers Region – 10

Arnhem Region – 4 – note: the Arnhem Region portfolio consists of a significant amount of Government Employee Housing stock.

Please note that Urban Public Housing also includes Industry housing which is also managed by Urban Public housing tenancy teams.
