

**Estimates Committee 2011**  
**Questions Taken On Notice**

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

Date: 16/06/2011 Output:  
Sub Output:  
Subject: Tenancy Managers-Number of Houses per Manager

**From:**Mr Adam Giles to Dr Chris Burns  
Public and Affordable Housing

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**Question:** **4-17**  
What is the housing stock number average per tenancy manager across the regions?

**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

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**Number:** 4.17

**Question:** What is the housing stock number average per tenancy manager across the regions?

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**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 housing stock number average per tenancy staff across the regions is as follows:

As a result of organisational restructure within the Regional offices, the numbers outlined below reflect the average dwellings per staff member who have direct involvement with tenancy and property management.

Darwin Region – 79.2 dwellings/person  
Central Australia – 51.2 dwellings/person  
Barkly Region – 29 dwellings/person  
Big Rivers Region – 51.4 dwellings/person  
Arnhem Region – 90 – dwellings/person - 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 managed by Urban Public housing tenancy teams.

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