

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Maley to the Minister for Urban Housing:

Public and Community Housing Management

1. Can you please confirm that Venture Housing has terminated its tender/contract to manage approximately 300 social and affordable homes within the Northern Territory?

Yes the contract was terminated by Venture Housing.

2. What was the reason for the termination of the contract?

Venture Housing advised "The board of Venture has determined that it is not economically viable to provide services under the Contract and that continuing to do so unacceptably impacts on Venture's abilities to provide other services and achieve other positive outcomes for Territorians".

3. How many homes are affected by the termination of the contract?

320.

4. Is there any outstanding rent in relation to any of the homes affected?

No.

- a. If so, what steps are the NTG taking to recover the outstanding rent?

5. Does the Northern Territory Government have to pay compensation to Venture Housing?

No.

- a. If so, how much compensation was paid?

6. Does Venture Housing owe any money to the NTG as result of the Termination?

No.

- a. If so, how much money is outstanding?

- b. If so, what steps are the NTG taking to recover the money?

7. Can you give a break down in relation to exactly what homes are affected, EG How many houses, how many units or apartments?

All 320 are in unit / apartment complexes.

8. How many tenants are affected by the termination of this contract?

0 tenants are affected. CEO (Housing) remains the landlord and all tenancies have remained in place.

9. What is the current management process for the homes in question?

The Department has established an internal team to manage the portfolio in line with the Affordable Housing Scheme Guidelines.

10. What is the current status of any outstanding maintenance work relating to any of the affected homes?

At the date of handover, all outstanding maintenance work had been completed by Venture Housing contractors.

11. What is the future management process for the homes in question?

Following a procurement process, all tenancies remaining in the portfolio will be handed over to the new contractor to manage, as per the Affordable Housing Scheme Guidelines.

12. Is the management contract going to be re-tendered within the next 3 months, if not why not?

Yes, the intention is to tender it to market in 3 months.

13. What is the cost of the termination of the contract to the Northern Territory Government?

There has been no cost to the Northern Territory Government.

NT Government's large-scale transfer of public housing properties to community housing providers:

14. When will the management of the 501 properties be transferred to community housing providers?

*Mission Australia Housing will take over management on 8 April 2024.
Venture Housing will take over management on 1 July 2024.*

15. What happens with pre-existing complaints made against Territory Housing occupants?

The complaints will be followed through and closed off.

16. What is the process for reporting NT Housing anti-social behaviour? It used to be an online form. What is the process now? What happens with anti-social complaints if they are going to the third-party provider?

The process to report ASB in public housing remains the same. To report ASB at a Community Housing property, the complainant will be required to lodge a complaint directly with the Community Housing Provider.

17. Will Public Housing Safety Officers still be conducting enquiries made into complaints of anti-social behaviour? Or will their roles become redundant?

PHSOs role will continue and will be unchanged. PHSOs will continue to respond to reports of ASB at CHP managed dwellings for an interim period following transfer.

18. Will there be a reduction of the amount of Tenancy Officers employed by the NT Government?

Not at this stage. However over times as more properties are transferred over the staffing model will be reviewed.

19. Will the public still be able to contact the Territory Housing Safety / Security Officers through the NT Police line? Or are they being made redundant as well?

There will be no impact to Public Housing safety officers.

20. When is the general public, specifically the Karama, Malak and Moil residents, anticipated to hear from Mission Australia in relation to the management and policy relating to management of the 251 properties?

Mission Australia Housing NT began highly visible public engagement in each of the suburbs from 6 February 2024.

21. What was the Labor government's objective by transferring the Territory Housing occupants to a third-party provider? And why was this kept so secretive?

This is an election commitment as part of the NT Community Housing Growth Strategy 2022-2032, which is publically available.

22. Will there be any cuts to the Territory Housing executives and employees as they are no longer required? This new outsourcing announcement indicates that they were unable to fulfil their jobs.

At this stage there are no changes to executive and employee levels in TFHC as a result of the transfers in the short term. The transfers will enable TFHC to redirect resources to strengthen asset and tenancy management across the remaining housing portfolio and support the delivery of the new national housing reform agenda.

23. What will be the cost to the Territory tax payer in relation to the management of:
- a. 251 properties in Darwin Northern Suburbs
 - b. 250 properties in Palmerston

\$4.1M has been allocated to each portfolio to establish a maintenance program and upgrade assets.

24. What is the term of the contract in relation to both Mission Australia Housing and Venture Housing?

20 years (10 years + 10 years).