



Outsourcing Maintenance of Crisis and Transitional Accommodation Properties

Housing NSW currently administers the maintenance of around 750 properties used for crisis and transitional accommodation. These properties are leased mainly to Specialist Homelessness Services.

Currently the responsive maintenance is carried out using multi-trade contractors engaged by the Department of Finance and Services' Land and Housing Corporation. The Specialist Homelessness Services sector contacts Housing NSW's Housing Contact Centre for all responsive maintenance requests. Programming of non-urgent work is carried out by Housing NSW based on priority and funding availability.

It has been recognised that a centralised maintenance delivery system is not suited to the unique needs of the Specialist Homelessness Services sector due to the nature of the client base and the complexity of the issues that are dealt with on a day to day basis e.g. domestic violence and sexual assault. Outsourcing this function to local community housing providers can result in efficiencies and quality improvements. It is expected that a devolved responsibility will improve services to the Specialist Homelessness Services sector and may result in quicker resolution of issues at a local level.

Housing NSW has a long history of funding community housing providers to carry out a range of asset services, and their capacity to deliver these services has been successfully demonstrated and recognised. These include property upgrading, maintenance, disability modification and some new constructions. In 2010/11 Housing NSW funded 13 community housing providers to carry out planned maintenance on the Crisis Accommodation Program properties across the State on a fee for service basis. The value of the funding was \$5.7 million.

The proposed outsourcing of maintenance will result in the 750 crisis and transitional properties being grouped into 8 to 10 location-based packages to be offered either directly or via an expression of interest process to community housing providers to manage on a fee-for-service basis. It is expected that this initiative will strengthen local relationships, build capacity and take advantage of localised and responsive service provision.

No major impacts are envisaged for the Specialist Homelessness Services sector in terms of this new delivery model. The sector will continue to receive a comparable level of service as Housing NSW will ensure that all contractual obligations are met and sector feedback is taken into account to improve service delivery outcomes.

The relevant funding model, reporting and quality assurance processes are currently under development. It is intended that outsourcing of maintenance will be implemented early in the 2012/13 financial year.

Any queries in relation to the work of outsourcing maintenance of crisis and transitional accommodation properties can be directed to SHScommunications@fac.s.nsw.gov.au (please type 'maintenance' in the subject heading), or via your peak SHS agency.