

HNSW: It's time to fix repairs issues

In late 2011 the Tenants' Union of NSW, with EATS and the rest of the Tenancy Advice and Advocacy Program (TAAP), identified HNSW repairs practices as a priority for tenancy services across NSW.

Tenants' experiences have highlighted many deficiencies in the way HNSW deals with repairs, including non-compliance with Consumer, Trader and Tenancy Tribunal orders (CTTT). Something needs to be done to urgently redress the problem.

The HNSW Repairs Campaign aims:

- to pressure HNSW to carry out quality repairs in a timely fashion through:
 - increased compliance (with CTTT orders)
 - adequate funding for repairs
 - quality assurance
- to increase tenant-initiated CTTT applications for repairs against HNSW
- to increase HNSW tenant awareness of the available processes for remedy

TAAP services have developed kits and resources to help tenants take action to get their repairs done. Services are contacting tenant groups about the campaign. If you want to become involved, or have a repairs issue that has not been fixed, contact your local HNSW tenant group or EATS.

The campaign saw the development of a number of resources for HNSW tenants and community workers to help progress the campaign:

The Repair Kit – Getting Housing NSW to repair your home

This kit was developed by Redfern Legal Centre and is designed to help tenants understand the processes involved in getting action from Housing NSW in relation to a backlog of maintenance and repair work to properties across the state.

HNSW Repairs Diary

This resource was developed by EATS to provide HNSW tenants with a means of keeping a straightforward, diarised record of all HNSW repairs issues. It is anticipated that the diary will also be useful as evidence in the event of CTTT action.

HNSW repairs CTTT template application

EATS developed this resource to assist HNSW tenants to make their own applications to the CTTT in the event of HNSW's continued failure to attend to requested repairs.