

HOUSING NSW Repairs

EATS has been involved in a campaign aimed at bringing attention to the inadequate state of repair of many Housing NSW properties. The campaign, called Get It Fixed! is an initiative of the Inner Sydney Tenants' Advice and Advocacy Service and aims to educate social housing tenants about their legal right to repairs and about the process to follow to get repairs done properly and expediently.

The Get it Fixed campaign was developed in response to growing concern that HNSW had cut repairs funding. Tenants were advising that repairs that used to be done quickly were now being reclassified as scheduled works to be completed as part of long-term maintenance. Tenants were also complaining about poor work by tradespeople which resulted in numerous return visits to rectify bad jobs and the fact that tenants were experiencing long delays to get onto the repairs hotline.

EATS, Kingsford Legal Centre and the *From the Ground Up* community project group developed a community education session targeting members of the various social housing residents groups in the Eastern Suburbs. We ran a number of education sessions training the residents about the repairs process, how to negotiate the CTTT and providing them with resources to take back to their estates and share with the wider HNSW Community.

EATS developed a *Housing NSW Tenants' Tool Kit*, which includes a *Repairs Diary* for tenants to record the steps they have taken to address repairs, a pre filled sample CTTT application and a factsheet on repairs. These kits are available from our office, the EATS website (www.tenantsrights.org.au) and have been provided to the representatives of the tenants groups.

The *Get it Fixed* campaign is in the process of setting up an internet Blog that will provide information to social housing renters and will provide some examples of the repairs issues faced by social housing tenants. It is hoped that the Blog will increase the public interest in the poor state of repair of many housing NSW properties. We look forward to the launch of the website in the New Year.

The *Get it Fixed* Campaign appears to be having some results, with an increase in social housing tenants applying to the CTTT for repairs to be done. It is hoped that the campaign will result in an increase in funding to bring Housing NSW housing up to a reasonable standard and a greater commitment to the viability of public housing and public housing tenants.