



Tangentyere Council Aboriginal Corporation

PO Box 8070, Alice Springs, NT 0871 4 Elder Street, Ciccone, NT 0870

phone 08 8951 4222 fax 08 8952 8521

tangentyere@tangentyere.org.au

www.tangentyere.org.au

ICN 8280 ABN 81 688 672 692

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you as CEO of Tangentyere Council on behalf of our Corporate and Individual Members in regard to the Public Accounts Committee Inquiry into Housing Repairs and Maintenance on Town Camps.

Tangentyere Council will respond to the specific issues identified in the Terms of Reference announced on the 16th February. In addition Tangentyere will also investigate any issues arising from the Public Accounts Committee, Hearing which was held on the 2nd March 2016. Finally Tangentyere will also address issues impacting upon Town Camp Housing Management as identified by the residents and their Housing Associations.

Please contact Michael Klerck on 0438891722 should you have any comments or queries.

Thanks for your assistance.

Yours,

Walter Shaw
Chief Executive Officer

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au



Legislative Assembly of the Northern Territory
Public Accounts Committee
Inquiry into Housing Repairs and Maintenance on Town Camps

15th March 2016

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1. Executive Summary

Tangentyere Council Aboriginal Corporation is grateful for the opportunity to participate in the Legislative Assembly of the Northern Territory, Public Accounts Committee Inquiry into Housing Repairs and Maintenance on the Town Camps.

Since the signing of the Alice Springs Living Area Subleases in December 2009 there have been many changes to the governance, service delivery, housing and infrastructure on the Alice Springs Town Camps.

It cannot be denied that the Strategic Indigenous Housing and Infrastructure Program (SIHIP) delivered new houses and that there was a substantial investment in the upgrade and refurbishment of the majority (133) of the existing 199 dwellings that existed on the Alice Springs Town Camps. In addition it is clear that SIHIP delivered improvements to the infrastructure of Yarrenyty Arltere, Ewyenper Atwatye and Nyewente. These three Town Camps were designated as Tier 1, Town Camps. Whilst these Town Camps received a significant proportion of the SIHIP expenditure it needs to be noted that none of these Town Camps obtained the standards outlined in the Alice Springs Town Council Subdivision Guidelines. To extent this admission is supported by the fact that the Alice Springs Town Council is unprepared to deliver Municipal and Essential Services on any Town Camp. For those 12 Town Camps designated as Tier 2 the reality of infrastructure upgrades is limited to street lights and playground upgrades.

This submission is primarily about Housing Repairs and Maintenance on the Town Camps but it is impossible to completely separate this issue from the Alice Springs Living Area Subleases, the Housing Management Agreements, SIHIP, Tenancy Management and Municipal and Essential Services. In addition to this list there must be a consideration of governance by Town Campers over their housing, land and services. Whilst governance has suffered badly at the hands of the Department of Housing it has survived and remains viable.

The years since the signing of the subleases can be divided into distinct periods according to the awarding of Tenancy Management and Property Maintenance Contracts. These contracts and their incumbent contractors also reflect distinct models of service delivery. In addition these periods also reflect the changing attitude of the Territory Government Departments toward contractors and tenants alike.

After the signing of the Alice Springs Living Area Subleases, Tangentyere Council and its Corporate Members in collaboration with the Central Land Council, MLCS Corporate and Health Habitat founded the Central Australian Affordable Housing Company (CAAHC). During 2010 the Department of Housing entered into a single contract with CAAHC for the delivery of both Tenancy and Property Maintenance on the Town Camps. Until December 2012 CAAHC employed both Tenancy Managers and Housing Maintenance Officers. In addition it was during this initial contract period that CAAHC had a greater role in the procurement and coordination of external trades. The work of Property Maintenance was informed by the work of Health Habitat and was based in Safety and 9 Health Living Practices. The methodology of this work was based in environmental changes that would lead to maximum health gains, particularly in children aged 0-5 years. To be clear this methodology led to Health Habitat being recognised through a UN Habitat and Building and Social Housing Foundation's World Habitat Award in 2011. This award was for 'Improving the health of Indigenous Australians by ensuring access to safe and well functioning homes and an improved living environment'. So under a single contract CAAHC was operating both Tenancy Management and Property Management that was informed by the award winning work of Health Habitat. This structure was efficient, cost effective and led to good results.

Unfortunately it was in 2012 that the Territory Government made the decision to split Tenancy Management and Property Maintenance into two separate contracts. At this time Tangentyere Council made a decision to support CAAHC to tender for both Tenancy and Property Management as it was believed that a continuation of the best practice work of CAAHC as informed by the internationally best practice work of Health Habitat was the best outcome for the tenants and the Housing Associations. Surprising the outcome of the tendering process led to two separate providers being CAAHC (Tenancy Manager) and Ingkerreke (Property Maintenance Contractor). No-one was funded to operate a Helpdesk (although CAAHC later operated one). Ingkerreke was not funded to employ Housing Maintenance Officers and required the Department of Housing to generate work orders before it could attend to any Repairs and Maintenance issue on the Town Camps. In reality the role of Ingkerreke was analogous to a Panel Contractor without a Panel. The model was flawed and the negligence of the Department of Housing in terms of procurement and contract management made matters far worse. These contract arrangements were originally from December 2012 until December 2014 but were extended until January 2016 despite the fact that the Repairs and Maintenance of Alice Springs Town Camp Housing had seriously declined.

In February 2016 Zodiac became the Tenancy Manager at the expense of the Central Australian Affordable Housing Company. Tangentyere Constructions became the Property Maintenance Contractor employing a team of Housing Maintenance Officers. The Department has improved the model whereby there the Property Maintenance Contractor employs dedicated Housing Maintenance Officers and in the replacement of a Property Maintenance 'Head Contractor' in favour of a Panel Contract. Now the Tenancy Manager can refer work directly to the Property Maintenance Contractor. Once reported the Property Maintenance Contractor can send Housing Maintenance Officers to assess reported issues and to undertake minor Repairs and Maintenance (under \$100). At this point we find that the Department will become involved in the procurement of the services of Panel Contractors for any work over \$100 and it is here that the system will fail. In addition Tangentyere is concerned about the awarding of Tenancy Management to a non-Indigenous for-profit business and the overall reduction in expenditure for Tenancy Management on the Town Camps.

The Department of Housing as the landlord, contract manager and procurement body needs to accept responsibility for the decline of Remote Public Housing stock including the Town Camps.

Our submission provides some commentary and discussion of the following points:

- Background;
- Alice Springs Living Area Subleases;
- SIHIP;
- Housing Management;
- Responses to the Terms of Reference;
- Feedback on the witness statements from the Public Accounts Committee, Public Hearing Transcript into Housing Repairs and Maintenance on the Town Camps;
- Issues related to the Alice Springs Living Area Subleases

Tangentyere and the Town Camps believe that the Public Housing Management of Town Camps needs to end in favour of a Community Housing Model that both empowers and cares for the welfare of residents.

The role held by the Department of Housing relates to the Housing Management Agreement (HMA) which has been periodical since December 2012. The fact that the HMA is periodical and that the negotiation between the Commonwealth and the Territory to renew this agreement has failed to deliver a new agreement (for the last three years) provides an opportunity for a Community Housing provider to enter into a Housing Management Agreement with the Executive Director of Township Leasing (on behalf of the Commonwealth).

At this stage Tangentyere Council proposes that the Territory Government recommend that the Executive Director of Township Leasing enter into a new Housing Management Agreement with Tangentyere Council. Such an agreement would install Tangentyere Council as the Housing Authority for the Town Camps paving the way for Tangentyere Council to engage the Central Australian Affordable Housing Company as Tenancy Manager and Tangentyere Constructions as the Property Manager. In such a scenario the governance of the Town Camp Housing Associations could be renewed and the internationally recognised Fixing Houses for Better Health and Maintaining Houses for Better Health as developed by Health Habitat could be restored as the framework for Town Camp Repairs and Maintenance.

2. Background

The Town Camp Movement was catalysed by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Camp residents to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage. Tangentyere Council was incorporated in 1979 as a service provider and umbrella organisation for the Town Camp Housing Associations. The 16 Town Camp Housing Associations and Aboriginal Corporations are the Corporate Members of Tangentyere Council. In addition to these Corporate Members, Tangentyere has ~700 individual members from the Alice Springs Town Camps.

Today 16 Town Camps exist within Alice Springs. The conservative service population estimate for Town Camps is between 1,950- 3300, 70% are permanent residents and 30% are either visitors or homeless.¹

In 2009, 14 Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government which is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

The Housing Associations have a significant number of concerns about the role of the Northern Territory Department of Housing as the Housing Authority for the Town Camps. These Housing Associations/Aboriginal Corporations are signatories to the Tripartite Alice Springs Living Area Subleases. The Subleases provide for the awarding of a Housing Management Agreement to a Housing Authority. The role of Housing Authority is held

¹ Foster, D, Mitchell, J, Ulrik, J and Williams, R 2005, Population and Mobility in the Town Camps of Alice Springs, A report prepared by Tangentyere Council Research Unit, Desert Knowledge Cooperative Research Centre, Alice Springs.

by the Department of Housing and this has been the case since December 2009. The Housing Management Agreement expired in December 2012 and has been periodical ever since (so the Department of Housing has become the landlord on a monthly basis). Consequences of this periodical agreement include the fact that the Department has no ability to plan beyond the current month and the limited security of tenure of all Town Camp households as a periodical Housing Management Agreement means all tenancies are periodical (1 month less a day).

Of immediate concern to the Housing Associations is the recent Territory Government procurement process for the provision of Tenancy Management on the Alice Springs Town Camps. The outcome of this process has been the award of this contract to Zodiac Business Services. Zodiac Business Services is a privately owned non-Indigenous for-profit business. Amongst residents with links to Santa Teresa, Papunya and Ntaria there are questions about aspects of service delivery by Zodiac in these communities. It is clear that there are significant issues in Santa Teresa and Papunya where large numbers of residents are applying to the Northern Territory Consumer Affairs Tribunal due to Repairs and Maintenance issues.

The value of the Tenancy Management contract is \$702,000 for 16 months which is a significant reduction compared to previous years. Both the Minister and the Department of Housing have repeated the fact that this was a decision based upon price and that the procurement process was open, transparent and competitive. Tangentyere is concerned about this procurement process as it appears focused on price rather than on other selection criteria such as 'Past Performance', 'Capacity' and 'Local Development'. The decision seems to highlight a desire to put price ahead of the welfare of residents.

This outcome was at the expense of the Central Australian Affordable Housing Company (CAAHC), a Nationally Accredited Community Housing Provider and Public Benevolent Institution that was founded to develop viable Community and Affordable Housing options for Central Australia and the Northern Territory. CAAHC is a Company Limited by Guarantee and not a private company. Importantly through the relationship between the Town Camp Housing Associations and Tangentyere; and between Tangentyere and CAAHC the residents of the Town Camps still had some participation in the governance of CAAHC. Indeed two members of the CAAHC board were residents of the Town Camps.

The Department of Housing has said that they were required to align their tender process for the provision of Tenancy Management to requirements outlined in the Tripartite Alice Springs Living Area Subleases between the Commonwealth Government, Territory Government and the Housing Associations. This requirement was discussed by the Northern Territory Minister for Housing, the Acting CEO of Housing and the Regional Executive Director of Housing at a meeting with the Tangentyere Council Board on Tuesday, 19th January.

The Alice Springs Living Area Subleases outline that the Territory may enter into a contract for the provision of Housing Management Services with the 'most appropriate Tenderer' and that this determination should consider issues such as governance, capacity and the delivery of quality service. This has not been done. In addition the Subleases discuss the requirement for the Department to consult with the Commonwealth Government and to seek the approval of the Commonwealth Minister. Tangentyere is convinced that none of this has been done. Whilst this is the clause that the Territory claims to have based their process on we think that this actually pertains to the role held by the Department of Housing and not its contractors. As such the Territory was neither required to adhere to this clause nor did it actually adhere to this clause.

It was on the basis of these concerns that a delegation of Tangentyere Council Directors called upon Independent and Opposition MLAs to support an inquiry into Housing Management on the Town Camps.

Tangentyere and the Town Camps believe that the Public Housing Management of Town Camps needs to end in favour of a Community Housing Model that both empowers and cares for the welfare of residents.

Comments by the Chief Minister, Adam Giles tend to suggest that the Territory Government would support such a proposal. The Chief Minister is on public record as follows:

"If I had my way, housing would be given back to communities and it's something that I'm certainly having a firm look at right now"².

The role held by the Department of Housing relates to the Housing Management Agreement (HMA) which has been periodical since December 2012. The fact that the HMA is periodical and that the negotiation between the Commonwealth and the Territory to renew this agreement has failed to deliver a new agreement (for the last three years) when considered together with the Chief Minister's desire to see housing handed back to communities provides an opportunity for a Community Housing provider to enter into a Housing Management Agreement with the Executive Director of Township Leasing (on behalf of the Commonwealth).

2.1. Alice Springs Town Camp Associations and Aboriginal Corporations

Tangentyere Council has 16 Corporate Members including Irrkerlantye Aboriginal Corporation. As Irrkerlantye has no security of tenure or housing this submission focussed on the following Town Camps:

Figure 1: Town Camp Housing Associations, Incorporation and Tenure					
Association/Aboriginal Corporation	Alias	Incorporation Date	Tenure	Lot Number	Granted
Ilperle Tyathe Association	Warlpiri	17/11/1978	SPL-450	5149	30/01/1979
Aper-Alwerrkng Association	Palmer's Camp	17/04/1977	SPL-459	5180	25/07/1979
Mount Nancy Association	Mount Nancy	16/07/1974	SPL-409	5135, 5123	16/07/1976
Anthelk-Ewlpaye Association	Charles Creek	16/07/1974	SPL-426	3702, 3704	12/08/1977
Nyewente Association	Trucking Yards	6/02/1975	SPL-449	5152	28/12/1978
Akngwertnarre Association	Morris Soak	14/11/1974	SPL-438	5150	22/12/1977
Ewyenper-Atwatye Association	Hidden Valley	11/08/1977	SPL-473	5189	30/01/1980
Yarrenyty Arltere Association	Larapinta Valley	17/11/1978	SPL-536	5195	23/06/1981
Anthepe Housing Association	Drive In	8/03/1974	SPL-412	5146	8/11/1976
Inarlange Association	Little Sisters	28/02/1978	Crown-1112	3701	11/06/1973
Ilyperenye Association	Old Timers	22/08/1977	SPL-550	5708	14/09/1981
Ilparpa Aboriginal Corporation	Ilparpa	25/10/1979	SPL-493	5713	2/07/1980
Mpwetyerre Aboriginal Corporation	Abbotts Camp	25/10/1979	SPL-543	2664	4/07/1980
Karnte Aboriginal Corporation	Karnte	11/07/1983	Crown- 1111	7850	1/02/1988
Lhenpe Artnwe Aboriginal Corporation	Hoppy's Camp	6/08/1986	SPL-426	1733	12/08/1977

² <http://mobile.abc.net.au/news/2016-01-20/alice-springs-town-camp-residents-fear-another/7102788>

14 Housing Associations/Aboriginal Corporations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government which is currently the Housing Authority over Town Camp houses.

Each Town Camp Housing Association and Aboriginal Corporation has worked with Tangentyere Council in developing a brief submission to the Public Accounts Committee.

These submissions which have been signed by the President and Vice President are outlined below:

Figure 2: Town Camp Submissions (Appendices 1-15)		
Association/Aboriginal Corporation	Alias	Detail
Ilperle Tyathe Association	Warlpiri	Appendix 1
Aper-Alwerrkng Association	Palmer's Camp	Appendix 2
Mount Nancy Association	Mount Nancy	Appendix 3
Anthelk-Ewlpaye Association	Charles Creek	Appendix 4
Nyewente Association	Trucking Yards	Appendix 5
Akngwertnarre Association	Morris Soak	Appendix 6
Ewyenper-Atwatye Association	Hidden Valley	Appendix 7
Yarrenyty Arltere Association	Larapinta Valley	Appendix 8
Anthepe Housing Association	Drive In	Appendix 9
Inarlange Association	Little Sisters	Appendix 10
Ilyperenye Association	Old Timers	Appendix 11
Ilparpa Aboriginal Corporation	Ilparpa	Appendix 12
Mpwetyerre Aboriginal Corporation	Abbotts Camp	Appendix 13
Karnte Aboriginal Corporation	Karnte	Appendix 14
Lhenpe Artnwe Aboriginal Corporation ³	Hoppy's Camp	Appendix 15

It should be noted that the individual Town Camp Submissions have been developed in collaboration with Tangentyere and with limited time. On this basis the responses from the Associations in regard to the Terms of Reference are similar. In addition it is regrettable that the limited time has meant that the human story has not been captured fully as we had limited time to develop case studies.

Each submission does provide unique information about the following aspects of each Town Camp:

- Incorporation, Tenure, Land and Housing;
- Details about houses and vacancies;
- Details about Strategic Indigenous Housing and Infrastructure Program expenditure and work;
- Details about any 'Beyond Economic Repair' houses;
- A broad discussion in relation to the Terms of Reference;
- An investigation of any related issues identified at the time of developing this submission.

³ Lhenpe Artnwe Aboriginal Corporation is located on Lot 1733 which is part of the Special Purpose Lease in Perpetuity held by Anthelk-Ewlpaye Association.

2.2. Tangentyere Council as an Indigenous Community Housing Organisation (Prior to December 2009)

Tangentyere Council was the Indigenous Community Housing Organisation on the Town Camps working in partnership with the Town Camp Housing Associations until December 2009 when the Alice Springs Living Area Subleases were signed.

Tangentyere Council was responsible for providing Secretariat Support, Tenancy Management and Property Maintenance Support to the Town Camp Housing Associations. Prior to the SIHIP upgrades there was 199 dwellings on the Town Camps.

Prior to December 2009 and the Subleases, Tangentyere Council worked closely with Health Habitat to survey and repair the Health Hardware of Town Camp Housing.

Health Habitat developed the Fixing Houses for Better Health based upon a number of Healthy Living Practices. The work of Health Habitat was first developed and delivered in Aboriginal Communities but is now recognised and implemented internationally. In 2011 Health Habitat won the United Nations Habitat and Building and Social Housing Foundation's World Habitat Award.

Health Habitat developed a methodology that focused on environmental changes that would lead to maximum health gains, particularly for children aged 0-5 years.

The Housing for Health process aims to assess, repair or replace health hardware so that houses are safe and the occupants have the ability to carry out healthy living practices.

The priorities of Health Habitat include safety and the Health Living Practices:

Safety	Immediate life threatening dangers, particularly electrical, gas, fire, sewage and structural safety issues are addressed as the highest priority.
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After safety is addressed, the prioritised list of Health Living Practices provides a focus for Repairs and Maintenance:

Health Living Practices	Details
1. Washing People	Ensuring there is adequate hot and cold water and that the shower and bath work
2. Washing Clothes & Bedding	Ensuring the laundry is functional with separate taps for waste for the washing machine and tub.
3. Removing Waste safely	Ensuring drains aren't blocked and that the toilets are working.
4. Improving Nutrition	Assessing the ability to prepare and store food, making sure the stove works and improving the functionality of the kitchen.
5. Reducing Overcrowding	Ensuring health hardware (hot water systems and septic systems) can cope with the actual number of people living in a house at any time.
6. Reducing the Impacts of animals, vermin or insects	Reducing the Impacts of animals, vermin or insects on the health of people, for example, ensuring adequate insect screening.
7. Reducing dust	Reducing dust - to reduce the risk of respiratory illness.
8. Controlling Temperature	Looking at the use of insulation and passive design to reduce the health risks, particularly to small children, the sick and the elderly.
9. Reducing Trauma	Reducing trauma from non life threatening injury etc

Health Habitat delivered the Fixing Houses for Better Health program in the Alice Springs Town Camp in 2006.

According to Health Habitat “the housing when managed by Tangentyere Council was the best performing in the Territory and compared well with national housing function figures”⁴.

Health Habitat stated that “at the commencement of the project, before any fix work was commenced under the federally funded Fixing Houses for Better Health program, the 187 houses were generally in poor condition, but performed better than the national average in 6 of 10 critical safety and health criteria” and equalled the national average in a seventh. Health Habitat reported that after “the fix works were completed the final results of the Fixing Houses for Better Health program showed the Tangentyere managed houses outperforming the national average in 8 of the 10 critical safety and health criteria”.

Health Habitat posed a question on their website about how the outcomes of a Fixing Houses for Better Health Survey if conducted today would compare with the results of the 2006 survey. The feedback from our members suggests that the outcome would not be favourable for the Department of Housing.

The graphs provided in Appendix 16: Fixing Houses for Better Health Survey (2006) provide a comparison between the 187 houses surveyed by Health Habitat in the Alice Springs Town Camps prior to December 2009 and 5085 houses surveyed nationally.

⁴<http://www.healthhabitat.com/blog/alice-springs-town-camp-residents-left-without-homes-or-amenities-for-months>

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the

previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

3.2.1. Beyond Economic Repair Houses

Despite claims to the contrary the following houses have been described by the Department as being 'Beyond Economic Repair'. It has been explained that the repair of these houses is too costly and that no budget exists for their repair or reconstruction:

Figure 3- Beyond Economic Repair Houses				
Housing Association	Locality	Bedrooms	Address	Vacancy Date
Anthelk-Ewlpaye Association	Charles Creek	3	3 Little Flower Court	22/11/2013
Ewyenper-Atwatye Association	Hidden Valley	3	8 Tjuwanpa Court	16/04/2015
Anthepe Housing Association	Drive In	3	42 Rubuntja Circuit	5/05/2015
Inarlinge Association	Little Sisters	4	4 Ntjalka Circuit	21/03/2013
Lhenpe Artnwe Aboriginal Corporation	Hoppy's Camp	3	41 Ulpaya Road	22/01/2013

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these and other 'Beyond Economic Repair' houses both now and in the future (until December 2049):

Under clause 9.2(b) of the Alice Springs Living Area Sublease, if the Special Purpose Lease "requires the Association to maintain, repair or replace any Existing Improvements, the EDTL must maintain, repair or replace those Existing Improvements". In addition clause 9.4(b) of the subleases provides that "all EDTL's Improvements and EDTL's Services will remain the property of the EDTL who is responsible for their maintenance, repair and replacement".

These obligations were transferred to the Territory under clause 8.2(b) of the Housing Management Agreements which provides that if the subleases "require the EDTL to maintain... any Existing Improvements, the Territory must maintain... those Existing improvements" and clause 8.5(c) of the Housing Management Agreements which provides that the Territory "must maintain... the Territory's improvements". In addition under the Housing Management Agreements the Territory confirms that it is self insured in respect to any loss, destruction or damage of the improvements.

The Special Purpose Leases and Crown Leases in Perpetuity held by the Associations require that each Association "maintain, repair or replace any improvements" and this means that the Territory is required to repair or replace houses such as 42 Rubuntja Circuit, 3 Little Flower Court, 8 Tjuwanpa and 42 Ntjalka Circuit.

3.2.2. General Repairs and Maintenance

Whilst the majority of Town Camp dwellings are not classed as being 'Beyond Economic Repair' all Town Camp households are impacted by the cost of repairs and by the failure of the Department to properly maintain properties.

Our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Our members believe that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times members were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for the previous poor arrangements. The Department was always responsible for both procurement and contract management.

Whilst the new model appears more cost effective for smaller works that can be undertaken by the Housing Maintenance Officers it will remain costly for larger jobs as it will require the procurement of services from a number of panel contractors. For example if the Housing Maintenance Officer assesses the need for an item to be repaired or replaced and the value of the job is more than \$100 it will need to be escalated to the Department. The Department will then need to outsource the work to a contractor. This would even be the case for work that could conceivably be carried out by the Housing Maintenance Officer. The aspiration of the Department to control all purchases over \$100 will lead to a more expensive Repairs and Maintenance bill.

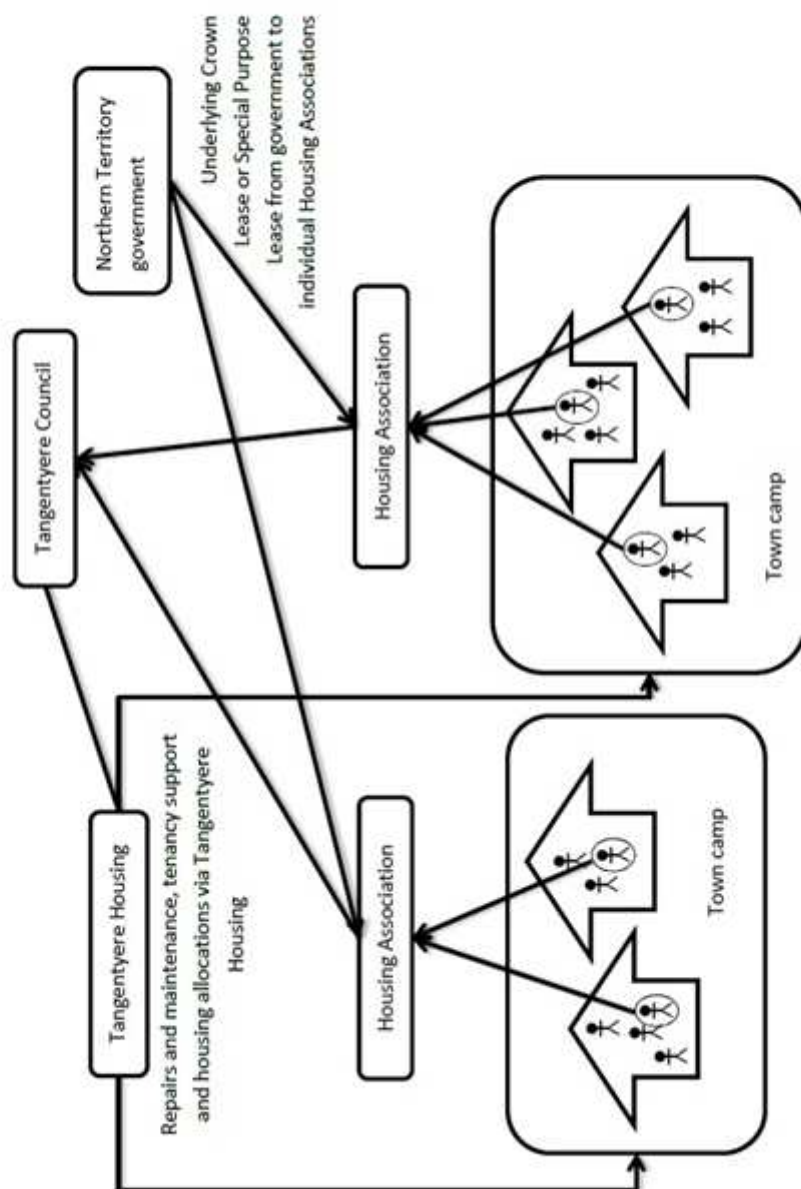
3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). The diagrams on the following pages demonstrate the arrangements that were in place prior to the Alice Springs Living Area Subleases (Figure 4) those that were in place December 2012 and January 2016 (Figure 5).

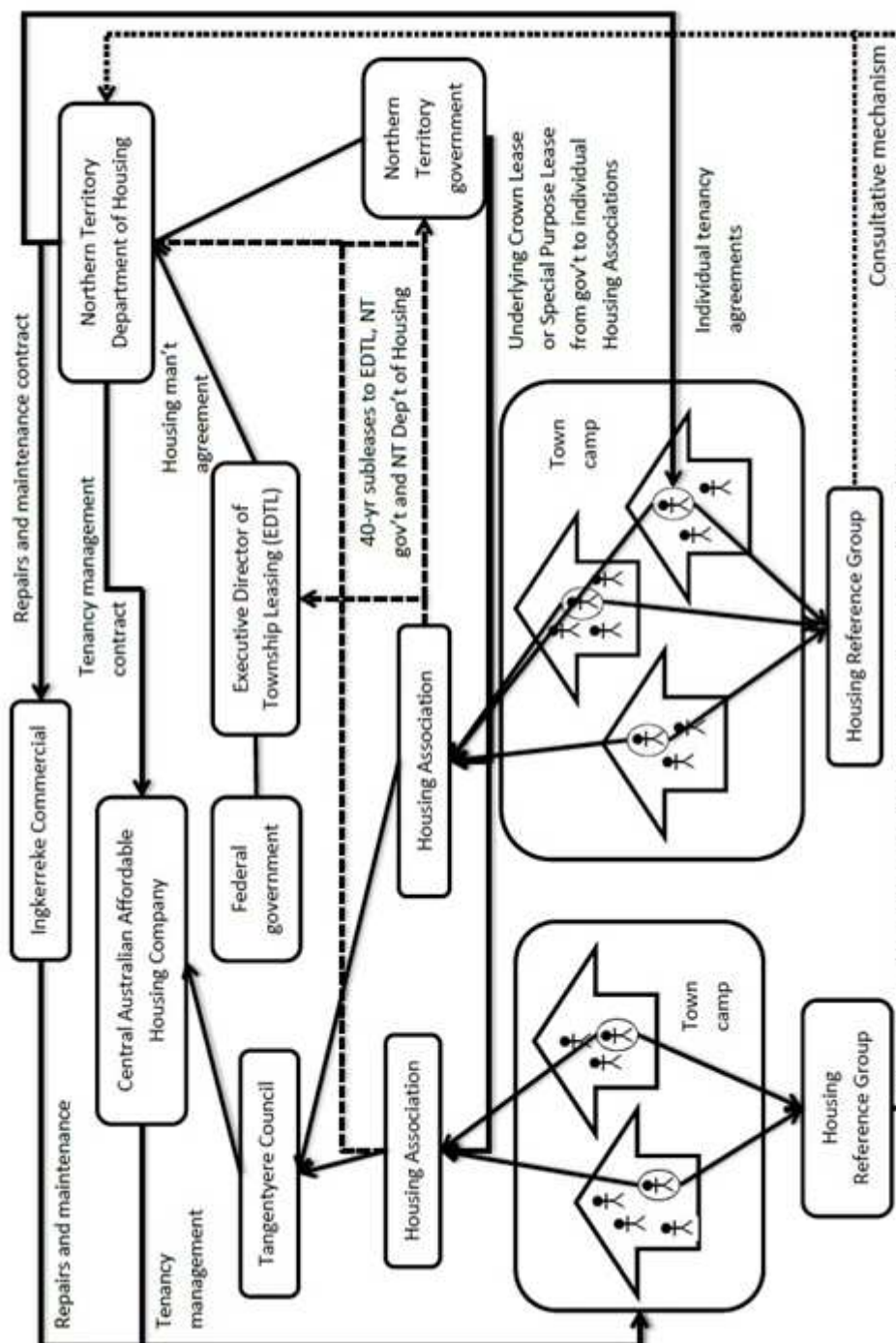
Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

Figure 4: Housing Management, Before the Alice Springs Living Area Subleases



Tangentyere, Submission to the Legislative Assembly of NT, Public Accounts Committee Inquiry into Housing R&M on the Town Camps



4. Repairs and Maintenance Coordination Prior to December 2012

Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was good.

During 2010 the Department of Housing entered into a single contract with CAAHC for the delivery of both Tenancy and Property Maintenance on the Town Camps. Until December 2012 CAAHC employed both Tenancy Managers and Housing Maintenance Officers. In addition it was during this initial contract period that CAAHC had a greater role in the procurement and coordination of external trades. The work of Property Maintenance was informed by the work of Health Habitat and was based in Safety and 9 Health Living Practices. The methodology of this work was based in environmental changes that would lead to maximum health gains, particularly in children aged 0-5 years. To be clear this methodology led to Health Habitat being recognised through a UN Habitat and Building and Social Housing Foundation's World Habitat Award in 2011. This award was for 'Improving the health of Indigenous Australians by ensuring access to safe and well functioning homes and an improved living environment'. So under a single contract CAAHC was operating both Tenancy Management and Property Management that was informed by the award winning work of Health Habitat. This structure was efficient, cost effective and led to good results.

Unfortunately it was in 2012 that the Territory Government made the decision to split Tenancy Management and Property Maintenance into two separate contracts. At this time Tangentyere Council made a decision to support CAAHC to tender for both Tenancy and Property Management as it was believed that a continuation of the best practice work of CAAHC as informed by the internationally best practice work of Health Habitat was the best outcome for the tenants and the Housing Associations. Surprising the outcome of the tendering process led to two separate providers being CAAHC (Tenancy Manager) and Ingkerreke (Property Maintenance Contractor). No-one was funded to operate a Helpdesk (although CAAHC later operated one). Ingkerreke was not funded to employ Housing Maintenance Officers and required the Department of Housing to generate work orders before it could attend to any Repairs and Maintenance issue on the Town Camps. In reality the role of Ingkerreke was analogous to a Panel Contractor without a Panel. The model was flawed and the negligence of the Department of Housing in terms of procurement and contract management made matters far worse. These contract arrangements were originally from December 2012 until December 2014 but were extended until January 2016 despite the fact that the Repairs and Maintenance of Alice Springs Town Camp Housing had seriously declined.

The model in place prior to December 2012 was far better than the subsequent model for a number of reasons including that (1) the involvement of the Department was not required for the procurement of all repairs and maintenance, (2) CAAHC had Housing Maintenance Officers who could do repair work, (3) CAAHC was more involved in procurement and coordination of contractors and there was an objective framework for Repairs and Maintenance.

5. Feedback from the Public Accounts Committee- Public Hearing

On reviewing the Transcript from the Public Hearing, we recognised an opportunity to provide some feedback.

Page	Member/Witness	Question/Answer
4	Madam Chair	<i>What happens if someone in Abbotts Camp in Alice Springs has a broken tap? What do they do? How does that system work to respond to that problem?</i>
5	Ms Clifford	<i>In relation to public housing dwellings, we have an existing contract with Zodiac to provide tenancy management services. Part of that service is in relation to taking repairs and maintenance complaints, if you like, logging them and forwarding them to the property maintenance provider, Tangentyere Constructions, which undertake works.</i>
5	Madam Chair	<i>Ms Clifford, could I clarify that it goes from the resident to the contractor- in this case Zodiac- which then refers it to the next contractor, which is Tangentyere Constructions, and they perform the work?</i>
5	Ms Clifford	<i>That is correct.</i>
5	Madam Chair	<i>The department is not involved in that cycle at all.</i>
5	Ms Clifford	<i>Our involvement is in relation to monitoring the contractor's performance.</i>
Our Feedback		<p>Firstly the Department has been the landlord and contract manager for Town Camp Housing since December 2009. The arrangements that Ms Clifford is discussing have been in place since February 2016 only.</p> <p>These responses suggest that the Department is not involved in the cycle of Repairs and Maintenance other than to monitor the work of the contractors. This is incorrect. Any task assessed as costing greater than \$100 to action must be reported by the Property Maintenance Contractor to the Department of Housing. The Department must then generate a work order so that one of the Panel Contractors can undertake the work.</p> <p>The CEO of Housing does not reflect upon the arrangements that were in place from December 2012 until January 2016. The previous contract arrangements were implemented during the current term of the Territory Government and were extended by 12 months from December 2014 to January 2016 despite widespread criticism of the model. This model required the Department to be involved in procuring the services of the Property Management Contractor for all issues reported.</p> <p>So between December 2012 and January 2016, 'John Citizen' from 16 Obitja Court would be required to report a broken window to the Tenancy Manager, the Tenancy Manager would be required to report the broken window to the Department of Housing and the Department of Housing would be required to generate a purchase order so that Ingkerreke Commercial could fix the broken window. To be clear Ingkerreke Commercial was like a sole panel contractor and could not do any work on the Town Camps without a purchase order. This model was a fiasco presided over by the Department for four years.</p>

Under the previous contract the Department was responsible for all R&M procurement on the Town Camps. Currently the Department is responsible for the procurement of all jobs over \$100 in value.

Page	Member/Witness	Question/Answer
7	Madam Chair	<i>Do residents of Town Camps find this system easy? It sounds complicated?</i>
7	Mr Bamber	<i>I attended a recent Tangentyere Council meeting in Alice Springs in January with quite a few residents where it became obvious that there was some confusion. They were thinking that Zodiac did all the repairs and maintenance, and that is not the case. Zodiac does not do repairs and maintenance, even in remote communities. That is performed by Tangentyere Constructions and Ingkerreke Commercial. That is one reason why we put together- to make it clear, I will hand it up in a minute- tenants services is Zodiac, maintenance Tangentyere Constructions, but for simplicity we did not want multiple numbers so we made a single point of contact. Our number is there as a recourse.</i>
Our Feedback		The members of Tangentyere were not confused about the split between the contractors. There was however widespread concern that a Community Controlled and Nationally Accredited Community Housing Provider would lose the contract for Tenancy Management to a for-profit private enterprise. In addition members with links to Santa Teresa were concerned about the effectiveness of Zodiac in reporting Repairs and Maintenance issues to the Property Maintenance Contractor, Ingkerreke. Our members recognise that responsibility for the overall maintenance of the houses sits with the Department of Housing but in cases like Santa Teresa, where the majority of tenants are applying to the Northern Territory Consumer Affairs Tribunal on the basis of breaches related to the maintenance of their houses, the overall performance of the reporting of Repairs and Maintenance by the Tenancy Manager must also be considered. In addition our members did not accept the explanation of the recent procurement process that lead to the installation of Zodiac by the Department.

Page	Member/Witness	Question/Answer
7	Madam Chair	<i>Why has it been broken up for the Town Camps? Is it a cultural thing? Is it recognising the special needs of Town Camp residents?</i>
8	Mr Bamber	<p><i>It is more an extension of the remote community model where the intent was to not have the department delivering services directly, but to localise and outsource the work to local Indigenous organisations. It is more that the model applies from remote communities into the Town Camps.</i></p> <p><i>With the Town Camps specifically, when the 40 year leases were first developed there was a specific requirement that the housing management services would be tendered. We are also following that obligation under the 40 year lease to tender out that work.</i></p> <p><i>Tangentyere was providing those services and set up Tangentyere Constructions and the Central Australian Affordable Housing Company to provide those services. It was a construct of the lease, if you like.</i></p> <p><i>A similar model applies in remote communities where you are trying to localise the work as much as you can.</i></p>
Our Feedback		<p>The Department has stated that it was required to adhere to clause 11 of the Alice Springs Living Area Sublease and that this was the basis for their recent procurement of Zodiac in the role of Tenancy Manager.</p> <p>The Alice Springs Living Area Subleases outline that the Territory may enter into a contract for the provision of Housing Management Services with the 'most appropriate Tenderer' and that this determination should consider issues such as governance, capacity and the delivery of quality service. This has not been done. In addition the Subleases discuss the requirement for the Department to consult with the Commonwealth Government and to seek the approval of the Commonwealth Minister. Tangentyere is convinced that none of this has been done. Whilst this is the clause that the Territory claims to have based the process on we think that this actually pertains to the role held by the Department of Housing and not its contractors. This perception is strengthened by a reference to clause 10.1b in clause 11 that states that the Executive Director of Township Leasing may enter into a Housing Management Agreement with the successful Tenderer provided that they are the Territory, Territory Housing or a Housing Authority. The Executive Director of Township Leasing would not enter into such an agreement with a contractor responsible for Tenancy Management as such an agreement would make this entity the Housing Authority/Landlord.</p>

Page	Member/Witness	Question/Answer
12	Madam Chair	<i>In Alice Springs many residents of Town Camps retain very traditional lifestyles and are closely connected to their families. They are deeply cultural people and the way they live their lives is guided by their culture, their connection and their families. I know it takes particular knowledge and experience to manage those tenancies because I have worked in Town Camps over the years doing various things. What expertise do you expect from your tenancy managers in order to deal with those complex cultural and social issues we know to exist?</i>
12	Mr Bamber	<i>One of the reasons we specified 50% Indigenous employment was so that we had a good percentage of the organisation being from the culture and had a good understanding of how to relate. We have also, as I said, engaged \$1 million worth of tenancy support program- grant funded organisations. It is Tangentyere Council. We are engaging them to the tune of \$300,000 just for the Town camps to provide that complimentary support. Anglicare and Mission as well.</i>
Feedback		<p>The Department of Housing sets the policies and procedures regardless of the contractors. Setting a specification of 50% Indigenous employment does not address the complex cultural and social issues outlined above in the same manner that a community controlled organisation would be able to do so. The assumption that Indigenous employees will be from ‘the culture and have a good understanding of how to relate’ is not necessarily correct either, for example re any of these employees language speakers?</p> <p>It is true that the Department has invested \$900,000 of Commonwealth NPARIH funding in Town Camp Tenancy Support Programs but only 33% is invested in an Aboriginal Organisation. So from this perspective the Department has a non-Indigenous Tenancy Manager, an Indigenous Property Maintenance Contractor, 1 Indigenous Tenancy Support Program Provider and 2 non-Indigenous Tenancy Support Program Providers. On this basis 40% of providers are Indigenous and 60% are not.</p> <p>The Department does not manage to deliver a culturally appropriate and responsive service to Aboriginal clients this is quite apparent when it comes to the treatment of the bereaved when they need to swap houses are the death of a family member:</p> <p>Amongst Central Australian Aboriginal people mourning involves a number of unique cultural observances including ‘sorry camp’. Edwards describes ‘sorry camp’ as “where family and other close associates spent much of their time during the period of mourning” (Edwards, 2013, p.41)⁵. There are other observances and taboos that were historically observed by Aboriginal people that do not comfortably fit with their contemporary lives, for example</p>

⁵ Edwards, B. (2013). Changes in Pitjantjatjara mourning and burial practices. *Australian Aboriginal Studies*, 1, p. 31-44

	<p>“brush shelters could be dismantled and burned” but houses can “not be dealt with in this way”, an adaption to this reality is that residents can “vacate the house for a short period, have the internal walls repainted and another family occupy the dwelling” (Edwards, 2013, p. 43). The final point outlined by Edwards is relevant in this situation i.e. that “another family occupy the dwelling”.</p> <p>Residents report that the Department does not respect our grief and loss seriously. When transfer applications are made for cultural reasons connected with ‘Sorry Business’ they are refused on the basis of outstanding repairs and maintenance and debt. This leads to the homelessness of vulnerable families.</p>
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Page	Member/Witness	Question/Answer
20	Ms Manison	<i>Can you advise rent collection for Tennat Creek Town Caps and Alice Springs Town Camps for the last financial year?</i>
20	Ms Clifford	<i>I do not have that level of detail here. We have a breakdown of average rent payable and things like that, but what was collected by camp I do not have today.</i>
20	Ms Manison	<i>Can we have that on notice, Ms Clifford?</i>
Feedback		<p>On the 9th February 2016 the Nyewente Association met with the Department of Housing, Zodiac Business Services, Tangentyere Constructions and Tangentyere Council. During this meeting our members asked a number of questions. One of these questions was about the value of ‘Market Rent’ and it was not answered. Subsequently we requested that the Tangentyere, Social Policy and Research Manager, Michael Klerck request an outline of ‘Market Rent’ from the Department.</p> <p>On the basis of this request Michael Klerck reviewed the Departmental Policy on both Rent and Rental Rebates and found some values for ‘Market Rent’ for dwellings of differing size (number of bedrooms) for the suburbs of Alice Springs but nothing about the ‘Market Value’ of the Town Camps.</p> <p>Subsequently an email was sent to the Department on the 15th February requesting information about ‘Market Rent’ has been escalated but not answered.</p> <p>The Rent Policy states that “market rent is determined by the Minister for Public and Affordable Housing under the terms of the Housing Act. Market Rent is revised annually and published in the Government Gazette. It is based on figures provided by the Australian Valuation Office, which calculates an average for a type of dwellings in each suburb of the Northern Territory”. The policy states that “current AVO Market rents are attached and an Attachment to this policy”.</p> <p>This policy does not provide information about Remote Housing in the Town Camps or Remote Communities. How does the Department determine the</p>

	<p>'Market Rent' for the Town Camps and Remote Communities when it does not seem part of the Policy Framework?</p> <p>The following table is for Alice Springs and is taken from the Rent Policy.</p>
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Figure 6- Schedule of 'Market Rent' for Urban Alice Springs (Department of Housing)

Alice Springs											
Location	Bedsitter	1 Bedroom Flat	1BD Unit / Duplex	2 Bedroom Flat	2 Bedroom House	2 Bedroom Townhouse	2 Bedroom Unit/Duplex	3 Bedroom House	3 Bedroom Townhouse	3 Bedroom Unit/Duplex	4 BD House
Araluen			280		430		380	460			500
Braitling			280			390	360	460			500
Eastside			300		440			470			550
Gillen			270			380	360	460	410		500
The Gap			260		400	380	340	440			475
Larapinta			280				360	440		400	480
Sadadeen		280	280			390		460			500
Ti-Tree								400			

Page	Member/Witness	Question/Answer
23	Madam Chair	<p><i>I have just found some information on the review I was referring t before. In Alice Springs, the subleases for the Town Camps were signed in 2009, or approximately six years ago. Section 12 of the 40 year sublease states that:</i></p> <p><i>a) 'The Department of Families, Housing, Community Services and Indigenous Affairs of the Commonwealth of Australia will have regard to the continuing housing an infrastructure needs in the Alice Springs Living Areas in developing and applying new Australian Government policy in relation to Indigenous housing and infrastructure, subject to the availability of funding and the housing, infrastructure and other needs elsewhere in Australia';</i></p> <p><i>b) To inform the Department of Families, Housing, Community Services and Indigenous Affairs of the Commonwealth of Australia's regard to the continuing housing and infrastructure needs in the Alice Springs Living Areas, the Territory will commission an independent review of housing and infrastructure needs on a 3 yearly basis. Such a review will include:</i></p> <p><i>i. Details of capital works carried out during the reporting period including detail of the works undertaken and he associated expenditure; and</i></p> <p><i>ii. Identification of outstanding housing and associated infrastructure needs including the priority of the needs and the estimate of cost based on the market rate at the time of the review;</i></p> <p><i>The 3 yearly reports will be made available by the Territory to the Association on request within a reasonable time, subject to any privacy or</i></p>

		<p><i>confidentiality obligations on the Territory'.</i></p> <p><i>To date, despite the fact that we are six years down the track since the signing of the subleases, the Territory has not yet completed a three yearly independent review of housing and infrastructure on the Alice Springs Town Camps.</i></p> <p><i>I take it you are not aware of this? It was possibly before your time? Is that correct?</i></p>
Feedback		<p>Tangentyere has been pursuing this review for years. After many attempts to engage the Department, Tangentyere approached the Executive Director of Township Leasing who received wrote to the CEO of Housing and received the response outlined in Appendix 17. Despite the assurances nothing has happened.</p>

Page	Member/Witness	Question/Answer
25	Madam Chair	<p><i>I am about to write a written question to the Minister for Housing asking how many vacant public housing dwellings there are in Alice Springs at the moment. There seems to be a heck of a lot, and a lot on Town Camps. Do you have any figures about that at the moment? How Many vacant houses are there? Why do there seem to be so many?</i></p>
25	Ms Clifford	<p><i>In regard to Town camps, if we look at Alice Springs we have that data here. There are 33 vacant dwellings in Town Camps at the moment.</i></p>
26	Mr Bamber	<p><i>I have a further breakup. Of the 33, 11 have been allocated and are waiting for people to move in. The rest are either in a state of repair or require more work than standard repair.</i></p>
Feedback		<p>Appendix 19 outlines the vacant houses in more detail. Tangentyere has been told that 41 Ulpaya Road, 3 Little Flower Court (demolished), 42 Rubuntja Court, 4 Ntjalka Court and 8 Tjuwanpa Court are 'Beyond Economic Repair' on the basis of the 'self insurance' of the Territory Government. It should also be noted that generally the Department will not authorise the pre-tenancy repairs and maintenance work until the tenant has paid any upfront rent/bond owing. This can mean that after a period of saving or paying for rent in instalments that the successful applicant can wait months for their house to be ready.</p> <p>We would like to know the vacancy date, whether the dwelling has been allocated, the date of allocation (when was the house re-allocated) and whether there is outstanding repairs and maintenance for each of these houses. Tangentyere and the Town Camps believe that the majority of these houses have outstanding Repairs and Maintenance.</p>

6. Rationale for the Subleases

The following key points underpinned the rationale for the Tripartite Alice Springs Living Area Subleases between the Town Camp Housing Associations, the Executive Director of Township Leasing and the CEO of Housing:

- A. That each Association is the registered proprietor of a lease in perpetuity of the Living Area (Town Camp);
- B. That the residents of the Town Camps are living in very poor conditions and that it is very important to improve the health and standard of living of those residents;
- C. That the Government has the intention to 'close the 17 year gap' in life expectancy between Aboriginal and non-Indigenous Australians, and that this sublease would open the way for substantial government investment in improved Infrastructure and Housing on the Town Camps as a step to achieving this goal;
- D. That through the subleases the Commonwealth wishes to substantially improve:
 - (1) the quality and availability of infrastructure and housing on the Town Camps;
 - (2) the level of maintenance and repair to the housing and infrastructure on the Town Camps;
 - (3) the quality of tenancy management on the Town Camps ;and
 - (4) Indigenous Employment and Training Outcomes

The Alice Springs Living Area Sublease provided the opportunity for the following outcomes:

- (1) The expenditure of Strategic Indigenous Housing and Infrastructure Program (SIHIP) funds to the value of \$100 million;
- (2) Housing Management Agreements between the Executive Director of Township Leasing and a Housing Authority. The inaugural Housing Management Agreement was between the Executive Director of Township Leasing and the Department of Planning and Infrastructure on behalf of the Territory Government. This agreement expired in December 2012 and has been periodical (month to month) ever since.

Clause 10.1(b) of the Alice Springs Living Area Sublease states that the Executive Director of Township Leasing may enter into a Housing Management Agreement if the Housing Management Agreement is with:

- i. The Territory or Territory Housing;
- ii. A Housing Authority other than the Territory or Territory Housing and has been approved by the Territory and will commence after the third anniversary of the Sublease

Tangentyere Council believes that this arrangement has failed and calls upon the Commonwealth and the Territory to approve Tangentyere Council as the Housing Authority for the Town Camps. Such approval would allow Tangentyere Council to enter into contractual agreements with the Central Australian Affordable Housing Company (Tenancy Management) and Tangentyere Constructions (Property Maintenance).

Historically Tangentyere Council has been a Community Controlled Indigenous Community Housing Organisation. The data provided through the Fixing Houses for Better Health demonstrates that the Alice Springs Town Camps had the best maintained Social Housing in the Territory prior to the Alice Springs Living Area Subleases.

7. Strategic Indigenous Housing and Infrastructure Program

To date Tangentyere and the Housing Associations have received limited information about housing and infrastructure related expenditure.

Section 6(f) of the Alice Springs Living Area Subleases states that *'the Territory must provide a report (SIHIP Annual Report) within 6 months of the end of each Sublease Year in which the Territory has expended money under SIHIP on the upgrade and Construction of houses and Infrastructure in the Alice Springs Living Areas in accordance with clause 6(a). The SIHIP Annual Report must include details of expenditure under SIHIP on the upgrade and Construction of houses and Infrastructure in the Alice Springs Living Areas during the previous Sublease Year'.*

Housing related expenditure is based upon a formula.

SIHIP Expenditure= New Houses x \$450,000 + Rebuilds x \$172,000 + Refurbishments X \$75,000

Figure 4: Departmental Expenditure Estimates					
Official Name	Alternative	New Houses	Rebuilds	Refurb	Expenditure
Ilperle Tyathe	Warlpiri	2	4	0	\$1,588,000
Aper-Alwerrkngge	Palmer's Camp	1	4	1	\$1,213,000
Itwiyethwenge	Basso's Farm	0	1	0	\$172,000
Mount Nancy	Mount Nancy	0	6	2	\$1,182,000
Anthelk-Ewlpaye	Charles Creek	0	7	4	\$1,504,000
Nyewente	Trucking Yards	7	8	6	\$4,976,000
Akngwertnarre	Morris Soak	5	5	2	\$3,260,000
Ewyenper-Atwatye	Hidden Valley	24	16	2	\$13,702,000
Yarrenyty Arltere	Larapinta Valley	12	13	2	\$7,786,000
Anthepe	Drive In	7	2	3	\$3,719,000
Inarlenge	Little Sisters	9	6	2	\$5,232,000
Ilyperenye	Old Timers	2	3	1	\$1,491,000
Ilparpa	Ilparpa	2	8	0	\$2,276,000
Mpwetyerre	Abbotts Camp	0	3	0	\$516,000
Ilpeye-Ilpeye	Ilpeye-Ilpeye	6	4	1	\$3,463,000
Karnte	Karnte	7	6	0	\$4,182,000
Lhenpe Artnwe	Hoppy's Camp	2	7	4	\$2,404,000
Total		86	103	30	\$58,666,000

NB: 66 houses received no upgrade or refurbishment as part of SIHIP.

Please note this is outlined in Appendix 18: SIHIP Income and Expenditure Letter from the CEO of Housing. This letter only accounts for \$58,666,000 of the \$100,000,000 allocated. The letter was concluded with "given the time that has elapsed since the program was completed, the information provided is the most comprehensive information available. In providing this information I now consider the matter closed".

8. Other Key Issues

Since December 2009 there have been a number of issues that have been communicated by Tangentyere to both the EDTL and the CEO of Housing that are related to the Sublease (and more specifically the Department of Housing). Repairs and maintenance and the 'self insurance' of the Territory have been major issues but there have been a number of tenancy related issues that need to be considered.

8.1. Impact of Periodical Housing Management Agreements

Of major concern for Tangentyere is that the Housing Management Agreement is periodical.

It is our understanding that the Housing Management Agreement between the EDTL and DHLGRS expired on the 2nd December 2012 and that it has been a periodical agreement ever since.

Tangentyere understands that section 91 of the Housing Management Agreement states that '*subject to the provisions of this clause 9, the EDTL acknowledges that the Territory may grant a Tenancy Agreement provided that the Territory ensures that the term of any Tenancy Agreement (including any options) does not exceed the balance of the Term then remaining less 1 day*'.

With the relationship between section 91 of the Housing Management Agreement and the fact that this agreement is now a periodical agreement means that Town Camp residents have periodical tenancy agreements and no security of tenure.

8.2. Future Housing and Infrastructure Needs

Section 12 of the 40 Year Subleases states that:

- c) *'The Department of Families, Housing, Community Services and Indigenous Affairs of the Commonwealth of Australia will have regard to the continuing housing and infrastructure needs in the Alice Springs Living Areas in developing and applying new Australian Government policy in relation to Indigenous housing and infrastructure, subject to the availability of funding and the housing, infrastructure and other needs elsewhere in Australia';*
- d) *To inform the Department of Families, Housing, Community Services and Indigenous Affairs of the Commonwealth of Australia's regard to the continuing housing and infrastructure needs in the Alice Springs Living Areas, the Territory will commission an independent review of housing and infrastructure needs on a 3 yearly basis. Such a review will include:*
 - i. *Details of capital works carried out during the reporting period including detail of the works undertaken and the associated expenditure; and*
 - ii. *Identification of outstanding housing and associated infrastructure needs including the priority of the needs and the estimate of cost based on the market rate at the time of the review;*

The 3 yearly reports will be made available by the Territory to the Association on request within a reasonable time, subject to any privacy or confidentiality obligations on the Territory'.

To date despite the fact that it is now more than 5 years since the signing of the subleases the Territory has not yet completed a three yearly independent review of housing and infrastructure.

8.3. Culturally Appropriate Tenancy Management

Town Camp residents are concerned with the increased levels of bureaucracy that have occurred since entering into the 40 Year Subleases.

The Housing Associations understood that the Town Camps would be managed under a responsive and appropriate Remote Public Housing Model. It seems however that the distinction between the Remote Public Housing Model and the Urban Public Housing Model is small.

Our concerns here relate to issues such as the reliance of the Department on systems that exclude those tenants with poor literacy and numeracy, who have poor spoken and written English and who don't receive mail.

In addition the Department has implemented a rigid policy with regard to the transfer of houses even in instances where an individual has passed and where a cultural restriction exists in regard to the occupation of a dwelling by family members etc.

Amongst Central Australian Aboriginal people mourning involves a number of unique cultural observances including participation in 'sorry camp'. The anthropologist Bill Edwards describes 'sorry camp' as "where family and other close associates spent much of their time during the period of mourning between the death and the 'opening' service in the cemetery" (Edwards, 2013). There are other observances and taboos that were historically observed by Central Australian Aboriginal people that do not necessarily comfortably fit with aspects of the contemporary lives of Aboriginal people, for example "brush shelters could be dismantled and burned and new ones erected in a new camp site, housing" can "not be dealt with in this way", an adaption to this reality is that residents can "vacate the house for a short period, have the internal walls repainted and another family occupy the dwelling" (Edwards, 2013).

Frequently the inflexibility and lack of empathy means that those who are grieving and vulnerable find themselves without a house.

8.4. Rental Rebates and Postal Services

Tangentyere Council acknowledges that under the current Tenancy Management Contract employees of the Tenancy Manager will hand deliver mail. This strategy addresses the lack of postal services on a number of the Town Camps but does not address the impact of the lack of postal services on those Town Camps prior to February 2016.

It is our understanding that 85% of Town Camp Households are in rental arrears or other form of debt with the Department of Housing. Much of this debt relates to rental rebates renewals not being completed.

This issue reflects a systemic failure caused by a number of factors including:

- The lack of Postal Services;
- The posting of rental rebate forms directly to residents without reference to the Tenancy Manager (prior to February);
- The poor literacy and numeracy of many residents;
- Rent increases without effective notice whilst automatic deductions remained the same;
- The complicated process of applying for rental rebate renewals.

The issue of Town Camp Postal Services is something that Tangentyere has identified and investigated. At first we perceived that the quality of the Postal Service was undermined by a number of issues including the use of cluster boxes, confusion around the addressing of letters to Town Camps and the poor literacy and numeracy of a proportion of residents.

Amongst rising complaints from residents about the lack of receipt of mail and the consequences of this issue such as increased rent (due to not completing rental rebate renewal applications) and loss of income support (through a failure to respond to Centrelink mail) Tangentyere confirmed with Australia Post the extent of the gaps in service delivery.

Our investigation has revealed that five Housing Associations and Ilpeye-Ilpeye are impacted as follows:

Official Name	Alternative	Since SIHIP
Ilperle Tyathe	Warlpiri	9
Ewyenper-Atwatye	Hidden Valley	47
Yarrenyty Arltere	Larapinta Valley	34
Ilyperenye	Old Timers	9
Ilparpa	Ilparpa	13
Ilpeye-Ilpeye	Ilpeye-Ilpeye	15
Total		127

This figure of 127 reflects 45% of Town Camp Households (there are 285 houses including Ilpeye-Ilpeye).

To say that we are concerned is an understatement. It is our understanding that 85% of Town Camp Households are in rental arrears or other form of debt with the Department of Housing. Much of this debt relates to rental rebates renewals not being completed.

Of those Town Camps with Postal Services the majority have woefully inadequate services characterized by cluster boxes that can be kilometres away. The following table highlights this issue:

Official Name	Alternative	Cluster	At Premises	Since SIHIP
Aper-Alwerrknge	Palmer's Camp	Yes		7
Itwiwethwenge	Basso's Farm	Yes		2
Mount Nancy	Mount Nancy	Yes		11
Anthelk-Ewlpaye	Charles Creek		Yes	21
Nyewente	Trucking Yards		Yes	26
Akngwertnarre	Morris Soak		Yes	15
Anthepe	Drive In	Yes		15
Inarlenge	Little Sisters	Yes		22
Mpwetyerre	Abbotts Camp		Yes	6
Karnte	Karnte	Yes		19
Lhenpe Artnwe	Hoppy's Camp		Yes	13
Total		76	81	285

The impact of not receiving tenancy related mail is the primary issue. Until February the Department of Housing posted mail directly from their office in Darwin to Town Camp addresses. Tangentyere has no idea what happened to mail returned to the Department prior to February 2016. The consequence for many is an increased debt and reduced security of tenure.

Tangentyere wants confirmation that this debt will be waived on the basis that people cannot comply with a direction that was not received.

Please note Appendix 20 Town Camp Postal and Rental Rebates which includes letters sent and received from the Minister for Housing.

It needs to be noted that Tangentyere has liaised with Australia Post, Prime Minister and Cabinet, Department of Human Services, the Department of Housing, the NT Minister for Housing, the Commonwealth Minister for Indigenous Affairs, the Member for Lingiara and the Communications Minister to address this issue. We are advised that Australia Post is working on the issue.

Tangentyere has also worked with the Department of Lands and Planning to update the Integrated Land and Information System as it seemed that the administrative lots weren't linked to street addresses and that this may have been the basis for the lack of postal services in some Town Camps.

Also linked to the Integrated Land and Information System is the fact that Town Camp street addresses are classified as Vacant Crown Land. This designation means that these addresses aren't recognised by the AEC. Tangentyere is working on this issue as well. Residents can only enrol as their Town Camp and not their street address reducing the ability of people to participate or receive mail related to the electoral roll. This issue contributes to low enrolments and participation.

8.5. Housing Reference Group Processes

We have a number of concerns about Housing Reference Groups since they were initiated in December 2009. Some of these concerns were temporarily alleviated during 2014 and 2015 when the meetings were facilitated by the Central Australian Affordable Housing Company but have now returned as a consequence of the changed Tenancy Management arrangements.

Our concerns are as follows:

- Housing Reference Group members cannot get access to information relevant to the meetings prior to the meetings, for example we have requested a list of vacant houses that includes their allocation status and their condition (i.e. are repairs required);
- Housing Reference Group members cannot review a list of applicants or the waiting list prior to the Housing Reference Group meeting;
- Minutes of meetings are not provided to the members;
- The Department only provides some of the applications for review. Any applications assessed as being inappropriate are removed and not discussed;
- There is considerable pressure to allocate houses on the basis of these meetings where we have had no opportunity to review material ahead of time;
- The policy of the Department requiring bond and rent upfront and the practice of only initiating repairs to vacant houses once the bond has been paid has several impacts as follows (1) the applicant can wait months before being able to occupy a house, (2) the Department loses the potential for rental income, (3) the house is likely to deteriorate, (4) the applicants remain homeless and (5) other households face additional pressure from overcrowding;
- That it should be the Housing Association that is consulted about matters related to allocations, tenancy management and property maintenance.

9. Recommendations

- 1) That the Territory provides a SIHIP Annual Report to the Housing Associations as per section 6 of the Living Area Subleases, this report must detail the expenditure of the \$100 million since December 2009 for the upgrade of housing and infrastructure;
- 2) That the Territory commissions an independent review of housing and infrastructure as outlined in section 12 of the Alice Springs Living Area Sublease. This review needs to include details of capital works carried out since December 2009 and must identify outstanding housing and infrastructure needs including the priority of these needs and the estimate of cost based on the market rate at the time of the review;
- 3) That the Territory immediately allocates financial resources and engages a contractor to undertake the repair and rebuild of all 'Beyond Economic Repair' Houses;
- 4) That the Executive Director of Township Leasing and the CEO of Housing enter into a Housing Management Agreement with Tangentyere Council such that Tangentyere Council becomes the Housing Authority for the Alice Springs Town Camps for a period of 5 years;
- 5) That the Department of Housing waive all debt related to Town Camp households where a rental rebate form was not completed by the tenants due to a lack of postal services or where the Town Camp was serviced by a service to cluster boxes. This should be extended to tenants past and present.

At this stage Tangentyere Council proposes that the Territory Government recommend that the Executive Director of Township Leasing enter into a new Housing Management Agreement with Tangentyere Council. Such an agreement would install Tangentyere Council as the Housing Authority for the Town Camps paving the way for Tangentyere Council to engage the Central Australian Affordable Housing Company as Tenancy Manager and Tangentyere Constructions as the Property Manager. In such a scenario the governance of the Town Camp Housing Associations could be renewed and the internationally recognised Fixing Houses for Better Health and Maintaining Houses for Better Health as developed by Health Habitat could be restored as the framework for Town Camp Repairs and Maintenance.

Appendix 1: Ilperle Tyathe Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Ilperle Tyathe Association Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Ilperle Tyathe Association on behalf of the members and residents of Ilperle Tyathe in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Ilperle Tyathe Association was first incorporated on the 17th, November 1978 (see appendix 1). Ilperle Tyathe is located at Alice Springs Lot 5149. This lot has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1979.

Ilperle Tyathe is home to speakers of Warlpiri. The 2005 population and mobility study identified that the resident population was 109 people and that the service population was as high as 177 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Ilperle Tyathe. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
New House	1	Yipilijaji Crescent	Tenanted
1	5	Yipilijaji Crescent	Tenanted
2	6	Yipilijaji Crescent	Tenanted
3	10	Yipilijaji Crescent	Tenanted
4	19	Yipilijaji Crescent	Tenanted
5	21	Yipilijaji Crescent	Tenanted
6	23	Yipilijaji Crescent	Tenanted
7	11	Yipilijaji Crescent	Tenanted
New House	17	Yipilijaji Crescent	Tenanted

According to the former CEO of Housing, Anne Bradford, Ilperle Tyathe received \$1,588,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

As part of Strategic Indigenous Housing and Infrastructure Program of the 9 dwellings at Ilperle Tyathe 2 were newly constructed and 4 were rebuilt. 3 houses received no work during the Strategic Indigenous Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Ilperle Tyathe.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 1: Ilperle Tyathe Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Ilperle Tyathe has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Ilperle Tyathe has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Ilperle Tyathe Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Appendix 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Appendix 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.4. Rental Rebate Renewals and the Post

Ilperle Tyathe has never received the post and yet until the 1st February the Department of Housing in Darwin posted our letters to the addresses on our tenancy agreements. So for the tenants of 19 Yipilijaji Crescent, Ilperle Tyathe the mail would be posted from the Department to 19 Yipilijaji Crescent but would not be received. Any such mail including our rental rebate renewals would be returned to sender (ultimately). The consequence of this was debt as in the case of rental rebate renewals our rental rebates would cease if these forms were not completed and returned. Instead of being charged 23% of our income we would be charged for 'market rent' but as our deductions would not be adjusted then there would be a huge gap between our rental deductions and our new rates. These debts increased to thousands of dollars in some cases. This was an issue that was addressed by both Tangentyere Council and the Central Australian Affordable Housing Company.

We have seen the letter from the Minister to Tangentyere Council and now we are told that the Department will back date our rental rebates in recognition of the lack of postal services. We would like this commitment in writing and would like to know what will happen to those people that have moved out and for those that will not get the opportunity to do a new rental rebate renewal. This debt was never real and was unfair for those without postal deliveries and for those with poor literacy and numeracy.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Charlie Brown
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Northern Territory

Associations Act
Section 9

Incorporation Number: 00577C

Certificate of Incorporation

This is to certify that

ILPERLE TYATHE ASSOCIATION INCORPORATED

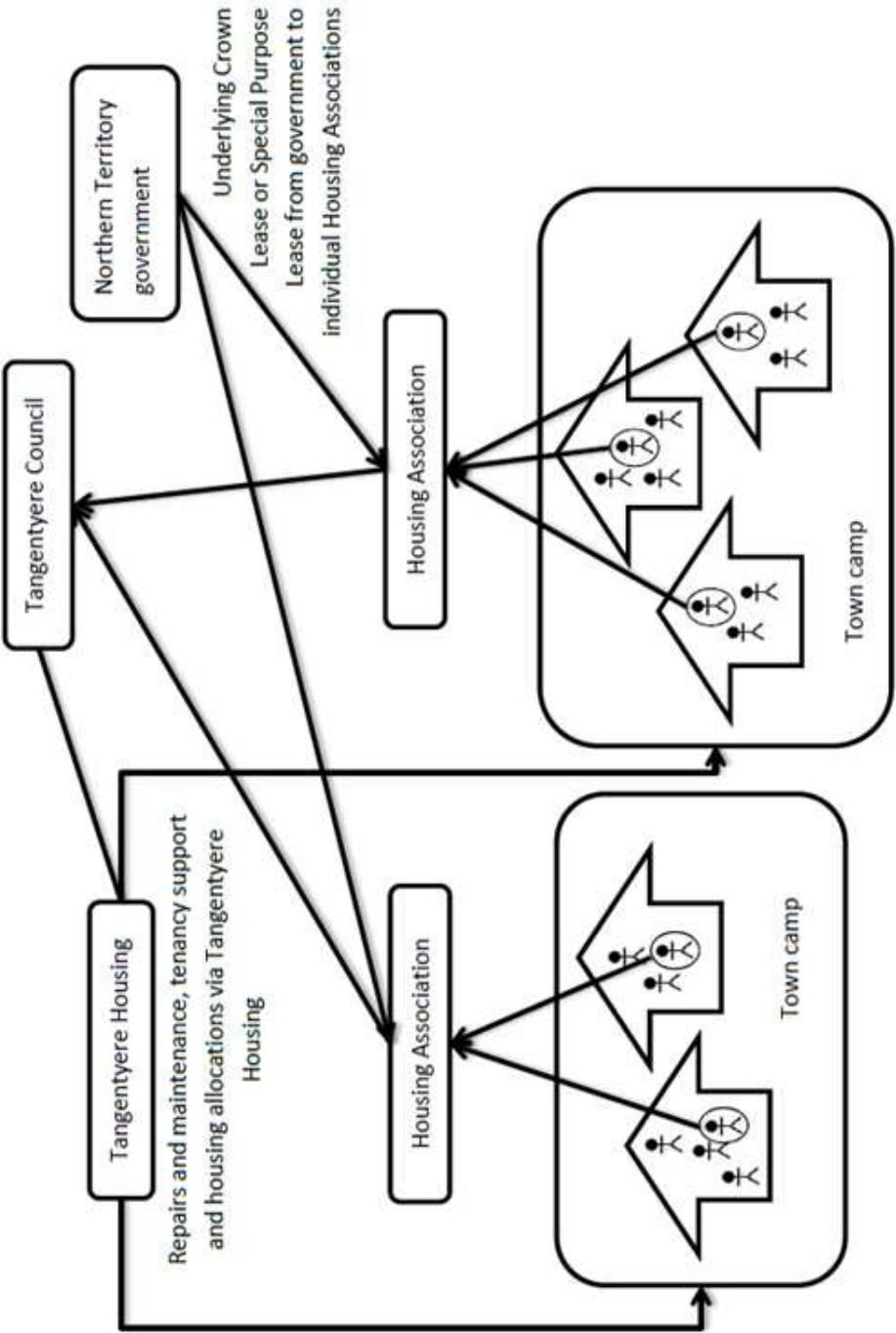
is, on and from the Seventeenth day of November 1978
incorporated under the Associations Act.

Dated this Ninth day of May 2014

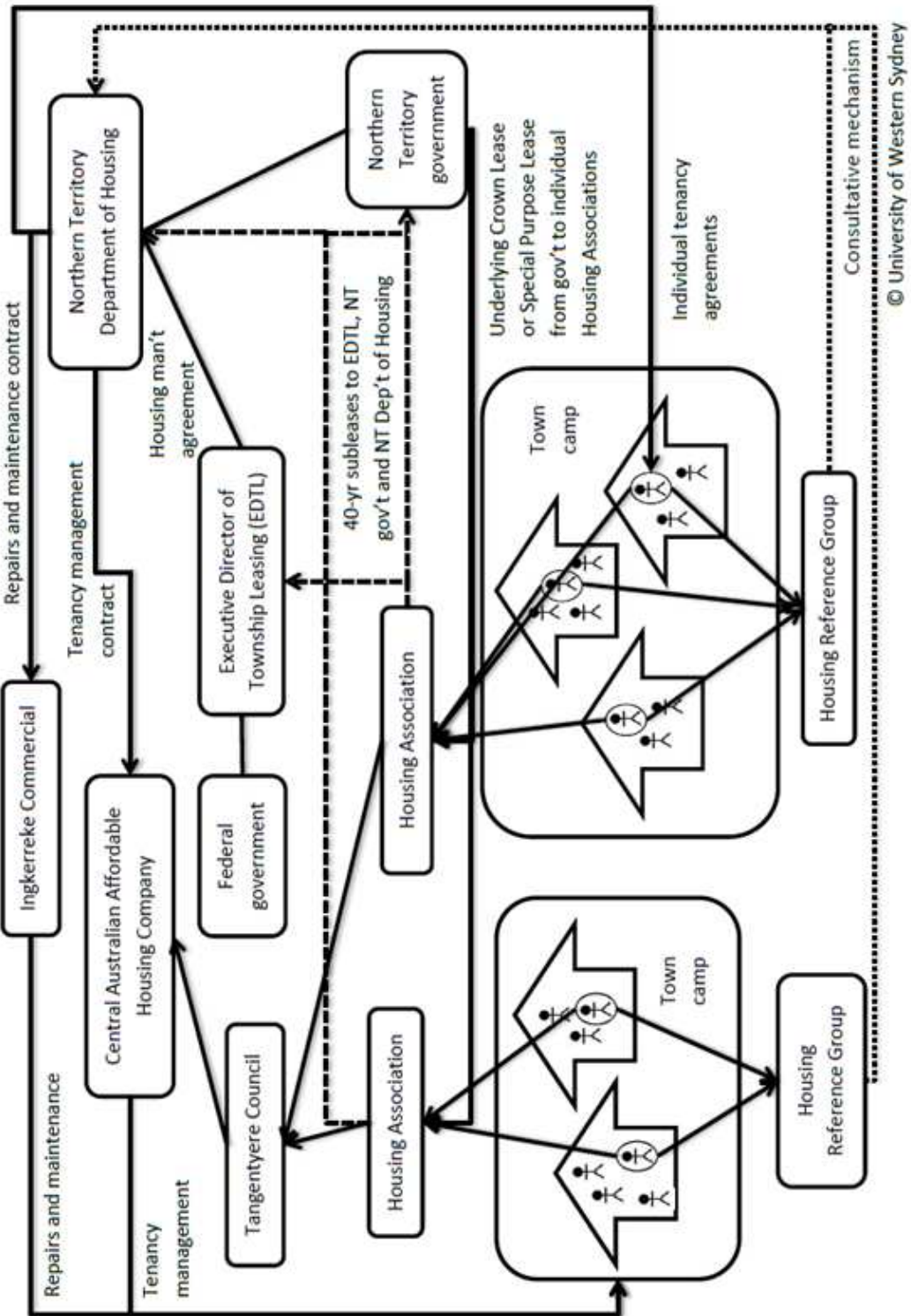
Delegate of the Commissioner

Appendix 1: Ilperle Tyathe Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)



Attachment 3: Town Camp Housing Management Between December 2012 and January 2016



<p>Aper-Alwerrkng Association Inc 2 Untyere Court, Alice Springs NT 0870</p>
--

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you as the President of Aper-Alwerrkng Association on behalf of the residents of Palmers Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

Aper-Alwerrkng Association was first incorporated on the 17th, April 1977 (see Attachment 1). Aper-Alwerrkng is located at Alice Springs Lot 5180 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1979.

Aper-Alwerrkng is home to speakers of Arrernte. The 2005 population and mobility study identified that the resident population was 51 people and that the service population was as high as 83 people.

In 2009, Aper-Alwerrkng Association entered into a tripartite Alice Springs Living Area Sublease with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered into a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority for Aper-Alwerrkng. Our Alice Springs Living Area Sublease expires in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Aper-Alwerrkng Association still holds a Special Purpose Lease over our land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Aper-Alwerrkng. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
1B	7A	Untyere Court	Vacant
1A	7B	Untyere Court	Tenanted
2	6	Untyere Court	Tenanted
3	5	Untyere Court	Tenanted
4	4	Untyere Court	Tenanted
5	1	Untyere Court	Tenanted
New House	2	Untyere Court	Tenanted

According to the former CEO of Housing Anne Bradford, Aper-Alwerrkng received only \$516,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 7 dwellings at Aper-Alwerrkng 1 was constructed, 4 were rebuilt and 1 was refurbished. 1 house received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Aper-Alwerrkng.

We believe that no other work was done and feel like we received very little for the signing of the Alice Springs Living Area Sublease.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since 2012 when we ring up for repairs, we had to go through multiple agencies; historically it has been the Affordable Housing Company, Territory Housing and Ingkerreke Commercial. There was always a break-down in communication between these three agencies.

On many occasions we had to wait a long time for a response. A resident from 7B Untyere Court has been waiting about 2 years for some minor repairs (these were reported and re-reported). We don't have confidence in the process or in the Territory Housing and our landlord. Our members have given up ringing and reporting repairs and maintenance issues now. There are many maintenance issues caused by the inadequate refurbishments done as part of SIHIP, cracks are appearing in the walls and paint is peeling off the walls due to a lack of undercoat.

We have constant issues with air conditioners because they have never been serviced or repaired since the SIHIP refurbishments. The issues with our air conditioners have been reported to the Tenancy Manager and directly to Territory Housing (on the phone, in person and during Housing Association General Meetings).

We asked for proper security screens for the doors because the screens are either not aligned properly or have holes in them. The solid main door of at least one house has been installed incorrectly; there is a large gap between the door and the door frame so it is easy to open with a key card. We had had to replace the mesh ourselves. The door can't be locked with a key and it is easy to tamper with the lock. The houses aren't secure because the doors and locks have been fitted poorly and this means that people can break in. We have no security at all. We have made formal complaints about the flimsy screens and the fact that they can be easily cut and opened by hand. The screens are so flimsy that normal wear and tear wrecks them easily.

A resident here at 2 Untyere Court had to wait over a month for her air conditioner to be fixed. It was 40 degree heat and she had to sleep outside because it was too hot inside and it's not safe to sleep outside.

The residents of 1 Untyere Court have said that the evaporative air conditioner does not function well. It seems that this evaporative air conditioner is not ducted throughout the house but is installed in only one room. The current resident said that this matter has been investigated previously but without resolution. Individuals delegated by the Department and contractors that reviewed the issue apparently acknowledged that the problem would require an extensive solution and that the placement of the hot water service may make the problem logistically challenging to fix. The members recalled that the previous tenants had also reported the issue without resolution.

How can people be expected to pay rent to live in houses in Alice Springs in the summer with broken or inadequate air conditioners when their landlord says the problem is too hard to fix? The conditions are appalling especially for old people and people with health problems. The tenants of 1 Untyere Court have had to go and stay with family because it is unbearable. Both tenants have medical conditions and have nearly

Appendix 2: Aper-Alwerrkng Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

fainted. How can people be expected to pay rent when they can't even stay in their own houses during hot weather?

How are our children supposed to sleep well enough to be able to concentrate in school if they can't sleep in the house at night?

A resident from 4 Untyere Court has been waiting for 6 months for action on a leaking pipe in the toilet wall. She had to wait 3 years to have a reoccurring blocked toilet plumbing issue fixed properly. They went without an oven for 2 years, even though we reported it in the beginning (and periodically after the first reports).

Drainage is a systemic issue for showers with puddles forming on the uneven ground. In many houses the wall tiles are coming off. After reporting that the shower hose had fallen off the wall at one house the resident was told that it would be repaired that afternoon but the residents waited 3 weeks with no shower. Ironically when we try to do the maintenance or painting ourselves, we get in trouble from Housing.

If there are emergency issues, we have to wait until business hours because power and water won't come out after 7pm to Town Camps.

Before December 2012 and particularly before December 2009 the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked much better than the arrangements of the last few years.

Work was rarely carried out within the required time frames as per the following guidelines:

➤ Emergency	Instant response required
➤ Immediate	Make safe response required within 4 hours
➤ Urgent	Response required within 2 days
➤ Routine	Response required within 10 days

Our houses have not functioned as they should have done.

3.2. Costs of Repairs

The process has been inconsistent. Ingkerreke has been incompetent. When it comes to doing the jobs, they have had to get outside contractors in because they don't know how to fix it.

The residents of 1 Untyere Court with the incorrectly installed evaporative air conditioner (the one with no ducting) have been through the Central Australian Affordable Housing Company, Territory Housing and Zodiac and they have all said that the problem was too hard to fix. The tenants of 1 Untyere Court haven't heard back from Territory Housing but still have to live in the house (and continue to pay rent). This issue stops the tenants from sleeping. The unit is cracked and noisy and they are worried about it. Sometimes it spits water at you – inside the house! The matter has been reported consistently but no advice is forthcoming. Central Australian Affordable Housing Company, Territory Housing and Zodiac have all taken photos at different times. Ingkerreke came twice to fix it and said they had fixed it but they didn't service or even clean the calcium out. When they left the job it was worse.

We don't have confidence in the ability of the contractors. They might spend 5 minutes at our house doing a job that we know should take much longer for example, to change the motor of the air coolers. Sure enough, they don't do the job properly.

The administration has been poor and insufficient. Inadequate communication around changes to rent and tenancy for example rent going up or the rental rebates finishing. No notices being delivered as the changes happen, but then they come deliver a notice to let you know that your rent is so far in arrears because the rebates are finished and that you might be evicted because of that, even though we weren't informed. We know of one man who Territory Housing let get up to \$7000 in arrears before they let him know.

The issues are passed back and forth; the system is confusing and inefficient. We have to go to multiple places. We even started going to see our MLA's with the issues and seeking legal advice as we have been advised to do.

Aper-Alwerrkng Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. We were not satisfied with the work of Ingkerreke but it seems that Territory Housing wants to blame the previous contractors when they have been the landlords all along. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

In 2009 through SIHIP, we were promised a road upgrade including guttering to resolve drainage issues that have been a health and safety issue for our children and families for a long time - e.g. Kids playing in dirty puddles and mosquito build up.

The refurbishments have been uncoordinated and tokenistic. The upgrades were done poorly and some houses missed out. The contractors were useless.

Doors weren't hung properly and cupboards and drawers were installed so that they don't match, fit or work properly because the tracks were installed backwards.

When they did the kitchen bench tops they put a layer of paint down and didn't even wipe first so they painted over breadcrumbs and a cockroach. Cupboards don't close properly or lock from the inside so that we can't open them.

When we came to do the initial house inspection before we moved in, the cockroaches were doing the inspections with us. Nothing was cleaned for us the new tenants. When we moved in, we moved into a dirty house with a boarded up window and a stinking washing machine. It took Ingkerreke 9 months to respond to the boarded up window issue. Then it took them another 2 weeks to come out and when they came out to fix it they came with a pane of glass that was cut to the wrong size so we had to wait another 2 weeks for them to come back with one the right size.

Then after all of this Territory Housing and Zodiac want to come along and do inspections and complain about dirt on the fans and other nit-picking things. We are treated like second class citizens and expected to just accept the poor living conditions and health and safety issues and wait for the landlords (Territory Housing), to make it safe and appropriate to live in.

We are worried about the old people who don't know how to navigate the system and they are the most vulnerable and getting sicker. People are being told that the issues will be fixed and then nothing happens.

Tenants in every other place don't have to put up with such bad conditions. They get much better mainstream living standards and maintenance in their houses and they are assigned professional contractors, not trainees who do poor quick fix jobs. We want:

- Professional contractors;
- Better and clearer timeframes for maintenance;
- Better and consistent communication, phone calls, leaving cards, delivering notices etc;
- Proper negotiated appointments;
- Proper basic infrastructure e.g. the drainage and road maintenance we were promised as part of the 40 year Alice Springs Living Area Subleases.

Appendix 2: Aper-Alwerrkngge Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

We appreciate the opportunity to raise our concerns and have our voices heard. Thanks for for hearing our Submission into this very important public inquiry

Yours,



Kiwani Kruger
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachments 1: Certificate of Incorporation

Northern Territory

Associations Act
Section 9

Incorporation Number: 00502C

Certificate of Incorporation

This is to certify that

APER - ALWERRKNGE ASSOCIATION INCORPORATED

is, on and from the Seventeenth day of August 1977
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Appendix 3: Mount Nancy Housing Association Submission to the Parliamentary Accounts Committee
Inquiry into Town Camp Housing Management

Mount Nancy Housing Association Inc PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Mount Nancy Housing Association on behalf of the members and residents of Mount Nancy and Bassos in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Mount Nancy Housing Association was first incorporated on the 16th, July 1974 (see Attachment 1). Mount Nancy and Bassos are located at Alice Springs Lot 5135 and 5123. These lots are held by virtue of two Special Purpose Leases in Perpetuity for Aboriginal Communal Purposes since 1976.

Mount Nancy is home to speakers of Arrernte, Kaytetye, Anmatyerr, and Alyawarr. The 2005 population and mobility study identified that the resident population was 72 people and that the service population was as high as 117 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Mount Nancy. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
1	1	Matthews Court	Tenanted
2	11	Matthews Court	Tenanted
3	15	Matthews Court	Tenanted
5	3	Shaw Court	Tenanted
6	7	Shaw Court	Vacant
7	9	Shaw Court	Tenanted
8	4	Shaw Court	Tenanted
10	5	Shaw Court	Tenanted
11	6A	Shaw Court	Tenanted
12	6B	Shaw Court	Tenanted
13	12	Shaw Court	Tenanted

According to Anne Bradford, Mount Nancy received \$1,354,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 13 dwellings at Mount Nancy 7 were rebuilt and 2 were refurbished. 4 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Mount Nancy.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 3: Mount Nancy Housing Association Submission to the Parliamentary Accounts Committee
Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Mount Nancy has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Mount Nancy has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Mount Nancy Housing Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.4. Rental Rebates, Bank Statements and Debt

Residents are expected to submit a rental rebate renewal on a periodical basis. Such a renewal must include the details of income and assets for each tenant and all other household members aged 18 and over. In the majority of cases residents have provided consent for the Department of Housing to access their Centrelink records but are still expected to provide a banks statement. Providing a banks statement and including a rental rebate form on a regular basis is logistically challenging for many residents (particularly those with poor literacy and numeracy). In addition the process seems unnecessary as the Department can access Centrelink records for those on income support. The need for a bank statement is also unnecessary as individuals are required to disclose assets to the Department of Human Services/Centrelink to maintain income support payments. The Department of Human Services is far more sophisticated than the Department of Housing with regard to the monitoring of income and changed circumstances.

With regard to income and debt the situation experienced by those incarcerated in the Alice Springs Correctional Centre (ASCC) demonstrates the difference in the ability of the Department of Human Services and the Department of Housing to monitor people's changing circumstances and income.

Ironically when a tenant of the Department of Housing who is in receipt of income support is incarcerated in the Alice Springs Correctional Centre their income support payments stop but their rental deductions continue. This circumstance leads to debt. The reason for this circumstance is that the NT Department of Correctional Services will notify the Commonwealth Department of Human Services that the individual is being held in custody and is therefore ineligible for income support. There is no such communication between the NT Department of Correctional Services and the NT Department of Housing. This circumstance resulted in significant debt and exclusion from public housing on release from the Correctional Centre.

Given that the Department of Human Services has a far greater ability to monitor the eligibility of individuals to receive income support and to monitor an individual's assets than the Department of Housing it seems unnecessary for the Department of Housing to request bank statements. In addition where tenants have given consent to the Department of Housing to access Centrelink income support records the whole process of periodical rental rebates seems unnecessary. This type of bureaucracy when inflicted upon the residents of public housing, many of whom have poor literacy and numeracy is just setting people up to fail. It has no purpose.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Eileen Hoosan
Vice President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act
Section 9

Incorporation Number: 00324C

Certificate of Incorporation

This is to certify that

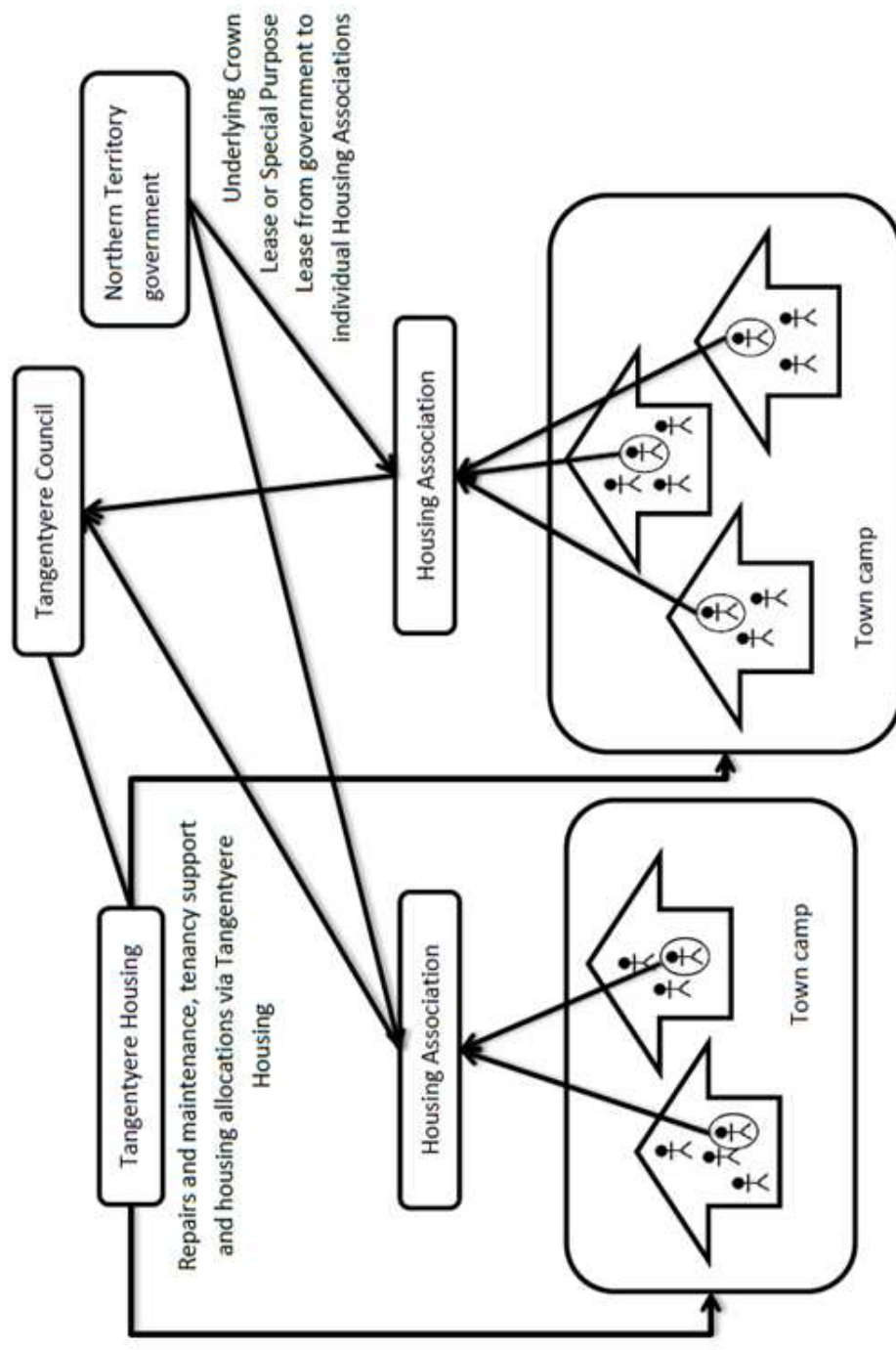
MOUNT NANCY HOUSING ASSOCIATION INCORPORATED

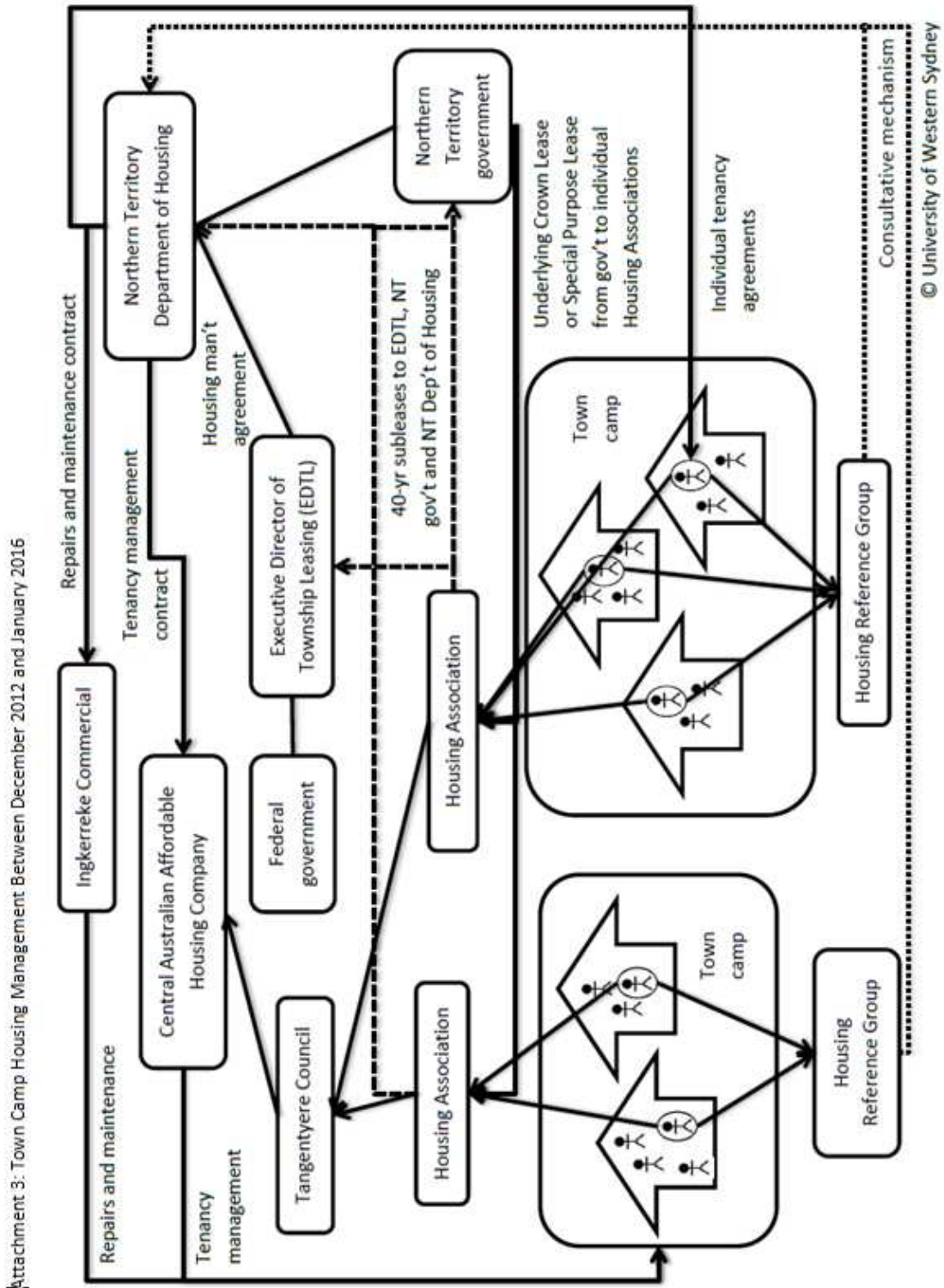
is, on and from the Nineteenth day of July 1974
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Anthelk Ewlpaye Association Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Anthelk Ewlpaye Association on behalf of the members and residents of Anthelk Ewlpaye Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Anthelk Ewlpaye Association was first incorporated on the 12th, July 1974 (see Attachment 1). Anthelk Ewlpaye is located at Alice Springs Lots 3702 and 3704 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1977.

Anthelk Ewlpaye is home to speakers of Arrernte and Anmatyerr. The 2005 population and mobility study identified that the resident population was 121 people and that the service population was as high as 198 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Anthelk Ewlpaye. The majority of the housing predates the Alice Springs Living Area Subleases and the Strategic Indigenous Housing and Infrastructure Program (SIHIP).

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
1	1	Atyunpe Street	Tenanted
2	3	Atyunpe Street	Tenanted
3	1	Little Flower Court	Demolished
4	2	Little Flower Court	Tenanted
5	3	Little Flower Court	Tenanted
6	6	Atyunpe Street	Tenanted
7	3	Paddy Court	Tenanted
8	5	Little Flower Court	Tenanted
9	8	Ulpaya Rd	Tenanted
17	8	Atyunpe Street	Tenanted
18	4A	Atyunpe Street	Vacant
19	4B	Atyunpe Street	Tenanted
21	4A	Little Flower Court	Tenanted
22	4B	Little Flower Court	Tenanted
25	7	Little Flower Court	Tenanted
26	4	Paddy Court	Tenanted
27	5	Paddy Court	Tenanted
28	2	Paddy Court	Tenanted
29	6	Little Flower Court	Tenanted
33	1/10	Atyunpe Street	Tenanted
34	2/10	Atyunpe Street	Tenanted

According to Anne Bradford, Anthelk Ewlpaye received \$1,504,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$$

Of 21 houses at Anthelk Ewlpaye 7 were rebuilt and 4 were refurbished. 10 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Anthelk Ewlpaye. Anthelk Ewlpaye received no new houses.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 4: Anthelk Ewlpaye Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

The Anthelk Ewlpaye Association cannot comment on the cost of repairs but we can make comment on the impact of the cost of repairs and the failure of the Department to properly insure properties.

3 Little Flower Court

Since early 2014 the Anthelk Ewlpaye Association has been asking the Department about whether there is a plan to rebuild the house that was demolished at 3 Little Flower Court. This house was demolished on the 22nd November 2013.

We have not had a formal response to queries made to the Department. The Department has been queried through Housing Association General Meetings and Housing Reference Group Meetings.

We have a severe housing shortage and received no new housing as part of the Strategic Indigenous Housing and Infrastructure Program (SIHIP). The Association sees the work of refurbishing this house as a priority. Anthelk Ewlpaye needs an additional house.

Under an Indigenous Community Housing Organisation like Tangentyere there would have been insurance to cover this sort of damage and to repair this property. The Department says that it 'self insures' and that it has no money. According to the Department this house is 'Beyond Economic Repair' (BER).

In the end we fear that the number of houses available for tenants will decline under the Department of Housing.

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to houses such as 3 Little Flower Court and other 'Beyond Economic Repair' houses both now and in the future (until December 2049).

Repairs and Maintenance Obligations

Under clause 9.2(b) of the Alice Springs Living Area Sublease, if the Special Purpose Lease "requires the Association to maintain, repair or replace any Existing Improvements, the EDTL must maintain, repair or replace those Existing Improvements". In addition clause 9.4(b) of the subleases provides that "all EDTL's Improvements and EDTL's Services will remain the property of the EDTL who is responsible for their maintenance, repair and replacement".

These obligations were transferred to the Territory under clause 8.2(b) of the Housing Management Agreements which provides that if the subleases "require the EDTL to maintain... any Existing Improvements, the Territory must maintain... those Existing improvements" and clause 8.5(c) of the Housing Management Agreements which provides that the Territory "must maintain... the Territory's improvements". In addition under the Housing Management Agreements the Territory confirms that it is self insured in respect to any loss, destruction or damage of the improvements.

For the record the Special Purpose Leases and Crown Leases in Perpetuity held by the Associations require that each Association "maintain, repair or replace any improvements" and this means that the Territory is required to repair the house at 3 Little Flower Court.

Appendix 4: Anthelk Ewlpaye Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Maxine Carlton
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act
Section 9

Incorporation Number: 00321C

Certificate of Incorporation

This is to certify that

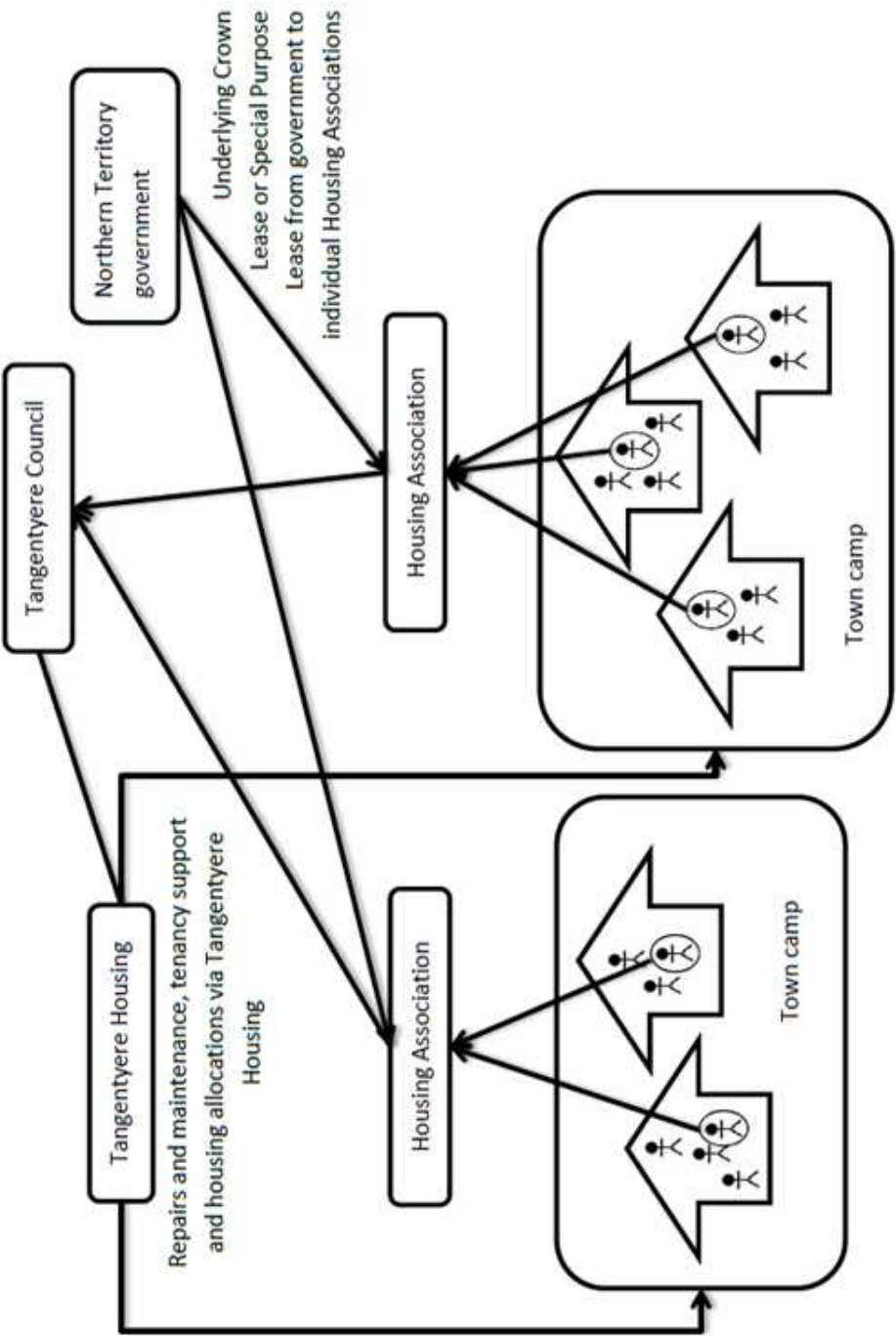
ANTHELK - EWLPAYE ASSOCIATION INCORPORATED

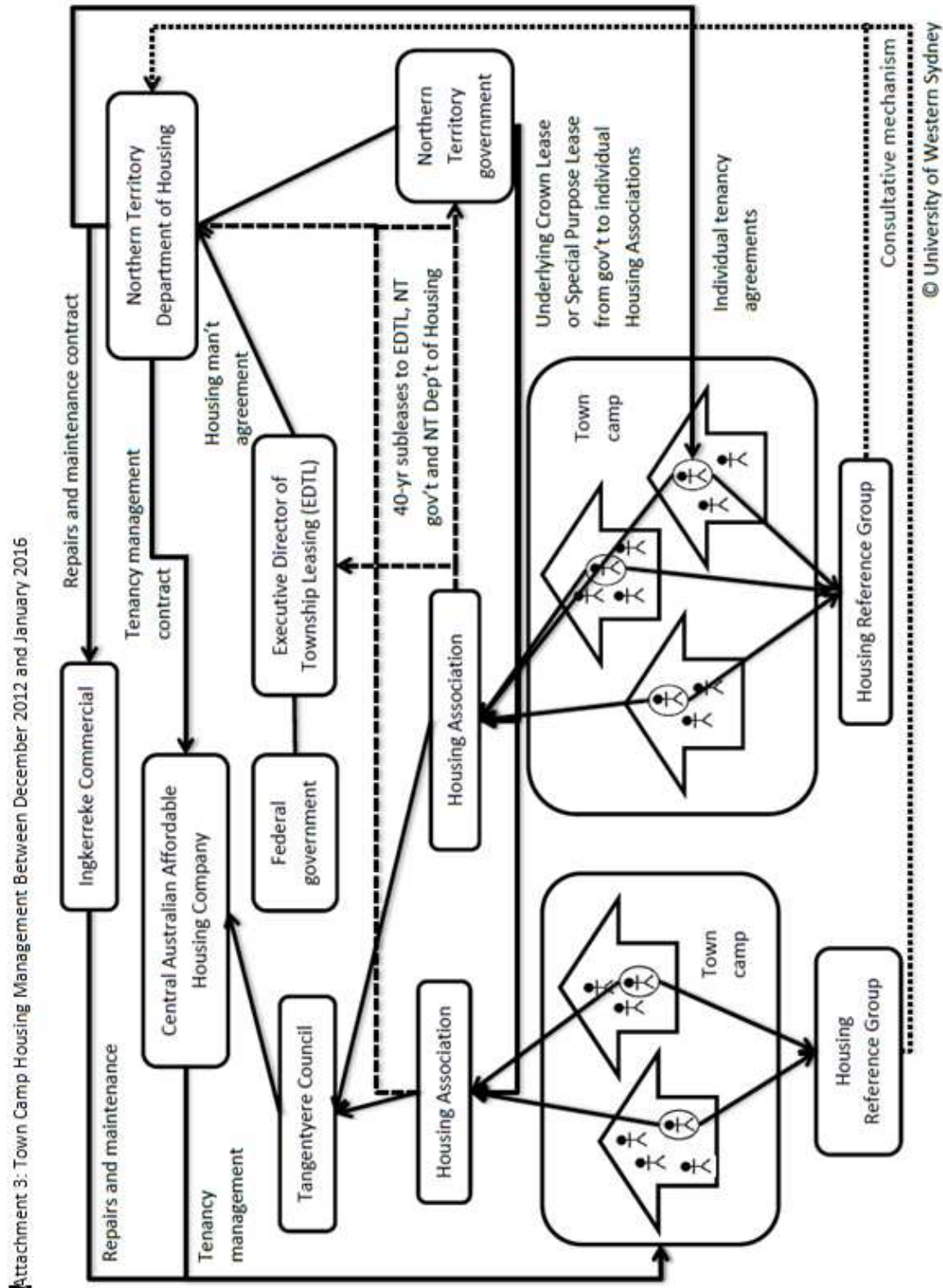
is, on and from the Twelveth day of July 1974
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





<p>Nyewente Association Inc PO Box 8070, Alice Springs NT 0871</p>
--

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Nyewente Association on behalf of the members and residents of Nyewente Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Nyewente Association was first incorporated on the 6th, February 1975 (see Attachment 1). Nyewente is located at Alice Springs Lot 5152 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1978.

Nyewente is home to speakers of Arrernte and Luritja. The 2005 population and mobility study identified that the resident population was 148 people and that the service population was as high as 241 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Nyewente. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Town Camp
1	19	McCormack St	Nyewente
2	15	McCormack St	Nyewente
3	18	McCormack St	Nyewente
4	16	McCormack St	Nyewente
12	3	McCormack St	Nyewente
16A	5	McCormack St	Nyewente
16B	7	McCormack St	Nyewente
18	17	McCormack St	Nyewente
New House	4	McCormack St	Nyewente
New Duplex	13	McCormack St	Nyewente
New Duplex	11	McCormack St	Nyewente
13	8	Pepperill Court	Nyewente
14	6	Pepperill Court	Nyewente
15	10	Pepperill Court	Nyewente
New House	4	Pepperill Court	Nyewente
New House	2	Pepperill Court	Nyewente
New Duplex	3	Pepperill Court	Nyewente
New Duplex	1	Pepperill Court	Nyewente
5	5	Benno St	Nyewente
6	12	Benno St	Nyewente
7	14	Benno St	Nyewente
8	11	Benno St	Nyewente
9	13	Benno St	Nyewente
10	9	Benno St	Nyewente
19	10	Benno St	Nyewente

According to Anne Bradford, Nyewente received \$4,976,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

SIHIP Expenditure= New Houses x \$450,000 + Rebuilds x \$172,000 + Refurbishments X \$75,000

Of 25 houses at Nyewente 7 were constructed during SIHIP, 8 were rebuilt and 6 were refurbished. 4 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Nyewente.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 5: Nyewente Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Nyewente has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Nyewente has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Nyewente Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.4. Housing Reference Group Processes

There was recently a Housing Reference Group Meeting at Nyewente and this has reminded us of a number of concerns that we have had about Housing Reference Groups since December 2009. Some of these concerns were temporarily alleviated during 2014 and 2015 when the meetings were facilitated by the Central Australian Affordable Housing Company but have now returned as a consequence of the last Housing Reference Group Meeting.

Our concerns are as follows:

- Housing Reference Group members cannot get access to information relevant to the meetings prior to the meetings, for example we have requested a list of vacant houses that includes their allocation status and their condition (i.e. are repairs required);
- Housing Reference Group members cannot review a list of applicants or the waiting list prior to the Housing Reference Group meeting;
- Minutes of meetings are not provided to the members;
- The Department only provides some of the applications for review. Any applications assessed as being inappropriate are removed and not discussed;
- There is considerable pressure to allocate houses on the basis of these meetings where we have had no opportunity to review material ahead of time;
- The policy of the Department to require bond and rent upfront and to only initiate repairs to vacant houses once the bond has been paid has several impacts as follows (1) the applicant can wait months before being able to occupy a house, (2) the Department loses the potential for rental income, (3) the house is likely to deteriorate, (4) the applicants remain homeless and (5) other households face additional pressure from overcrowding;
- That it should be the Nyewente Association that is consulted about matters related to allocations, tenancy management and property maintenance.

Appendix 5: Nyewente Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

3.5. Market Rent Query

On the 9th February 2016 the Nyewente Association met with the Department of Housing, Zodiac Business Services (our new Tenancy Manager), Tangentyere Constructions (Property Manager) and Tangentyere Council. During this meeting our members asked a number of questions. One of these questions was about the value of 'Market Rent' and it was not answered. Subsequently we requested that the Tangentyere, Social Policy and Research Manager, Michael Klerck request an outline of 'Market Rent' from the Department.

On the basis of this request Michael Klerck reviewed the Departmental Policy on both Rent and Rental Rebates and found some values for 'Market Rent' for dwellings of differing size category (number of bedrooms) for the suburbs of Alice Springs but nothing about the 'Market Value' of the Town Camps.

Subsequently an email was sent to the Department on the 15th February requesting assistance with completing the following table:

Official Name	Alias	Suburb	2 bedroom	3 bedroom	4 bedroom
		Araluen	\$380	\$460	\$500
Yarrenyty Arltere	Larapinta	Araluen			
		Sadadeen		\$400	\$500
Ewyenper Atwatye	Hidden Valley	Sadadeen			
Ilyperenye	Old Timers	Kilgariff			
		Braitling	\$360	\$460	\$500
Ilperle Tyathe	Warlpiri Camp	Braitling			
Bassos	Bassos	Stuart			
Ilparpa	Ilparpa	Arumbera			
Aper-Alwerrkngge	Palmer's Camp	Stuart			
Mount Nancy	Mount Nancy	Stuart			
Anthelk-Ewlpaye	Charles Creek	Stuart			
Lhenpe Artnwe	Hoppy's Camp	Stuart			
Nyewente	Trucking Yards	Cicccone			
		Araluen	\$380	\$460	\$500
Akngwertnarre	Morris Soak	Araluen			
Anthepe	Drive In	Arumbera			
Inarlenge	Little Sisters	Ilparpa			
		The Gap	\$340	\$440	\$475
Mpwetyerre	Abbotts Camp	The Gap			
Karnte	Karnte	Arumbera			

If the Parliamentary Accounts Committee could assist us by obliging the Department to provide this information that would be much appreciated.

Appendix 5: Nyewente Association Submission to the Parliamentary Accounts Committee Inquiry into
Town Camp Housing Management

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp
Housing Management.

Thanks for your assistance.

Yours,

A handwritten signature in black ink, appearing to read 'Tiara Foster', with a stylized flourish at the end.

Tiara Foster
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act
Section 9

Incorporation Number: 00364C

Certificate of Incorporation

This is to certify that

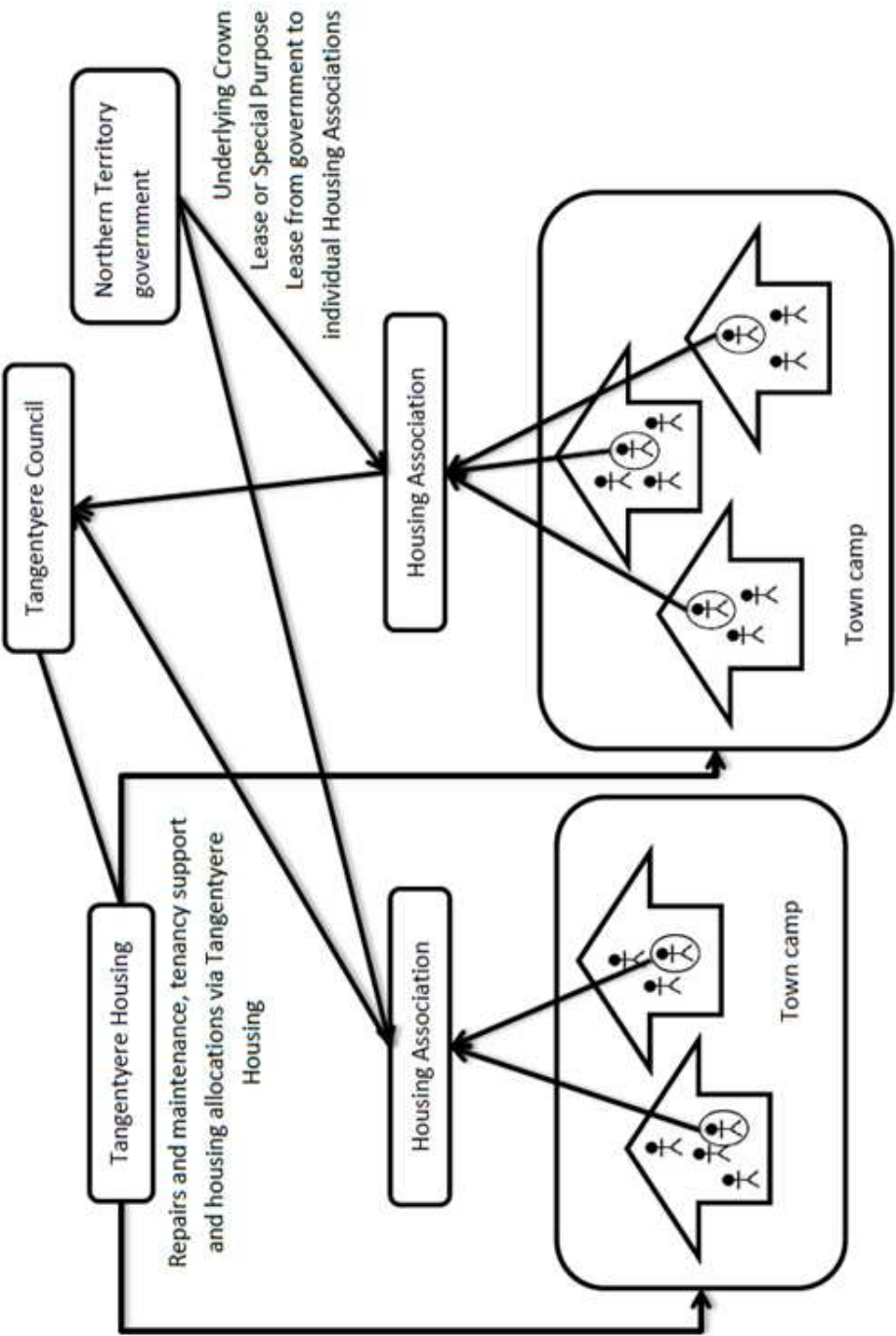
NYEWENTE ASSOCIATION INCORPORATED

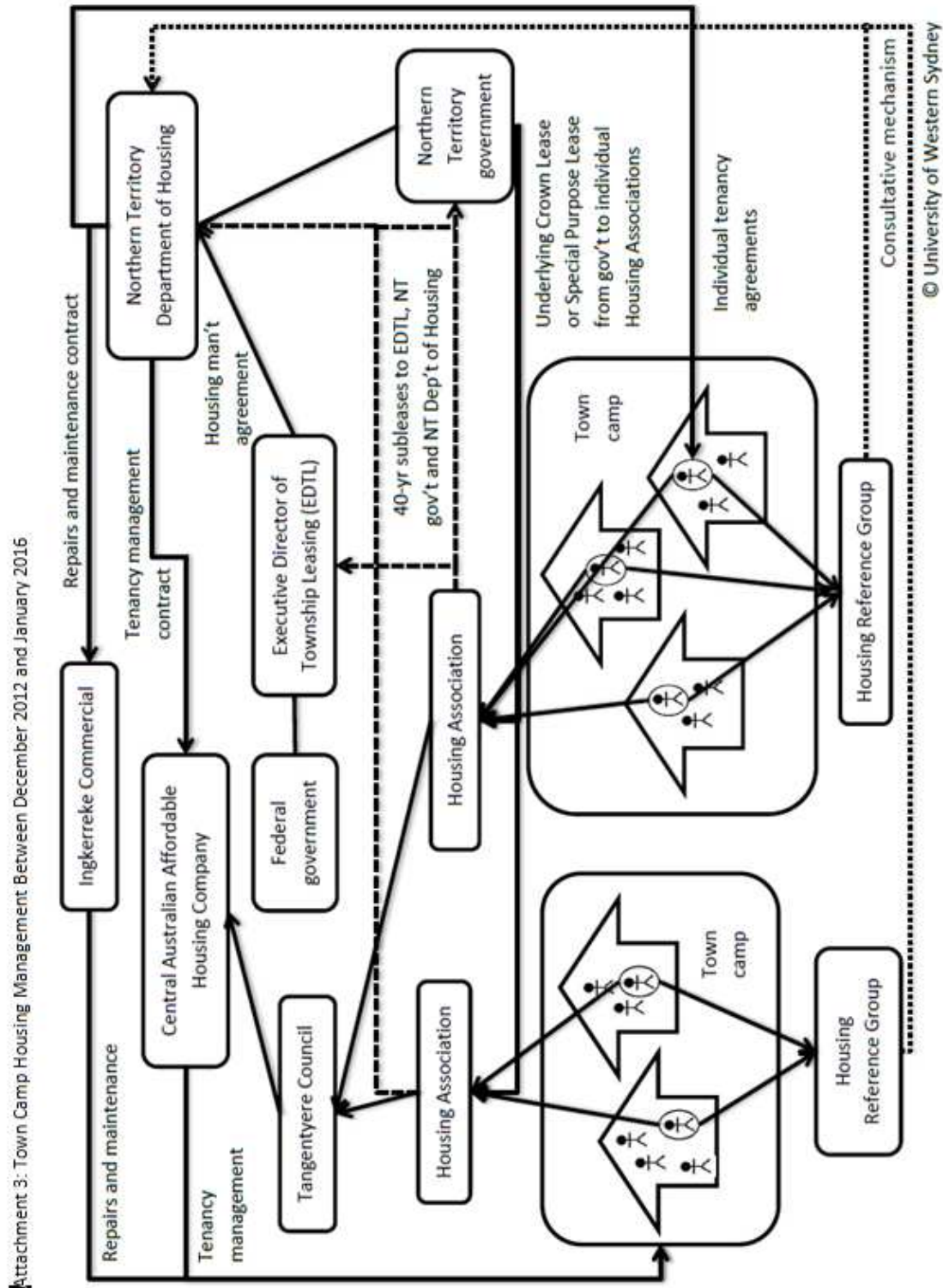
is, on and from the Sixth day of February 1975
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Attachment 4: Department of Housing, Rent Policy (2nd September 2013) Market Rent Attachment for Alice Springs

The Rent Policy states that “market rent is determined by the Minister for Public and Affordable Housing under the terms of the Housing Act. Market Rent is revised annually and published in the Government Gazette. It is based on figures provided by the Australian Valuation Office, which calculates an average for a type of dwellings in each suburb of the Northern Territory”. The policy states that “current AVO Market rents are attached and an Attachment to this policy”. The following table is for Alice Springs and is taken from the Rent Policy. This policy does not provide information about Remote Housing in the Town Camps or Remote Communities.

Alice Springs											
Location	Bedsitter	1 Bedroom Flat	1BD Unit / Duplex	2 Bedroom Flat	2 Bedroom House	2 Bedroom Townhouse	2 Bedroom Unit/Duplex	3 Bedroom House	3 Bedroom Townhouse	3 Bedroom Unit/Duplex	4 BD House
Araluen			280		430		380	460			500
Braitling			280			390	360	460			500
Eastside			300		440			470			550
Gillen			270			380	360	460	410		500
The Gap			260		400	380	340	440			475
Larapinta			280				360	440		400	480
Sadadeen		280	280			390		460			500
Ti-Tree								400			

Akngwertnarre Association Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Akngwertnarre Association on behalf of the members and residents of Akngwertnarre in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Akngwertnarre Association was first incorporated on the 14th, November 1974 (see Attachment 1). Akngwertnarre is located at Alice Springs Lot 5150. This lot has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1977.

Akngwertnarre is home to speakers of Arrernte and Warlpiri. The 2005 population and mobility study identified that the resident population was 65 people and that the service population was as high as 106 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Akngwertnarre. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
2	4	Glenmon Court	Tenanted
3	3	Glenmon Court	Tenanted
6	1	Glenmon Court	Tenanted
Community Centre	2	Glenmon Court	Tenanted
1	1	Lechleitner Street	Tenanted
4	11	Lechleitner Street	Tenanted
New Duplex	3	Lechleitner Street	Tenanted
New Duplex	5	Lechleitner Street	Tenanted
New Duplex	7	Lechleitner Street	Tenanted
New Duplex	9	Lechleitner Street	Vacant
14	17	Lechleitner Street	Tenanted
5	1	Miller Court	Tenanted
10	2	Miller Court	Tenanted
11	6	Miller Court	Tenanted
12	7	Miller Court	Tenanted

According to the former CEO of Housing, Anne Bradford, Akngwertnarre received \$3,260,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

SIHIP Expenditure= New Houses x \$450,000 + Rebuilds x \$172,000 + Refurbishments X \$75,000

Of 15 dwellings at Akngwertnarre 5 were constructed, 5 were rebuilt and 2 were refurbished as part of SIHIP. 3 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Akngwertnarre.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

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- | | |
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The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 6: Akngwertnarre Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

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3.2. Costs of Repairs

Unlike a number of other Town Camps, Akngwertnarre has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Akngwertnarre has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Akngwertnarre Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

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The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

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- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

Appendix 6: Akngwertnarre Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Marlene Hayes
Public Officer

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act
Section 9

Incorporation Number: 00353C

Certificate of Incorporation

This is to certify that

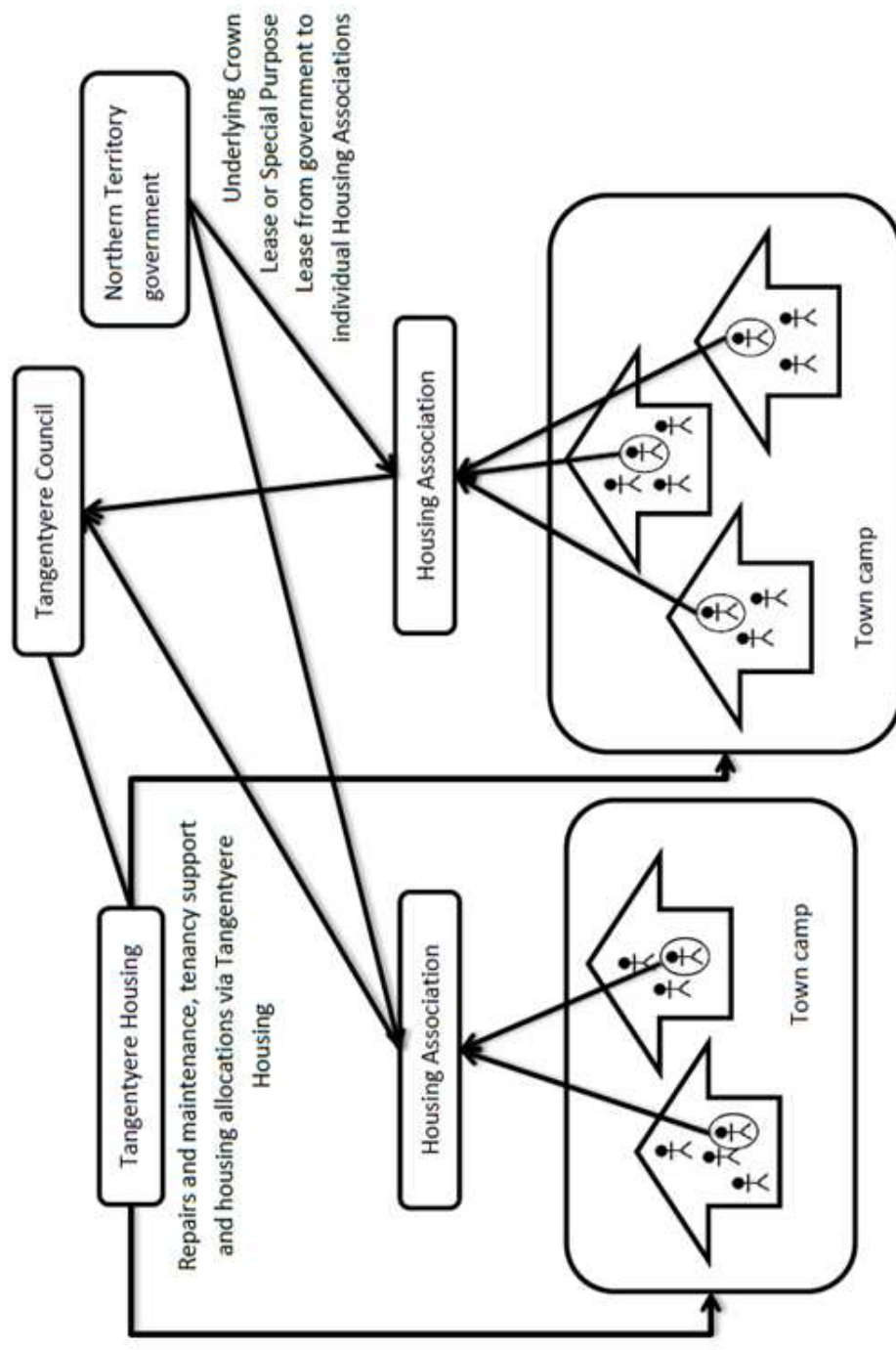
AKNGWERTNARRE ASSOCIATION INCORPORATED

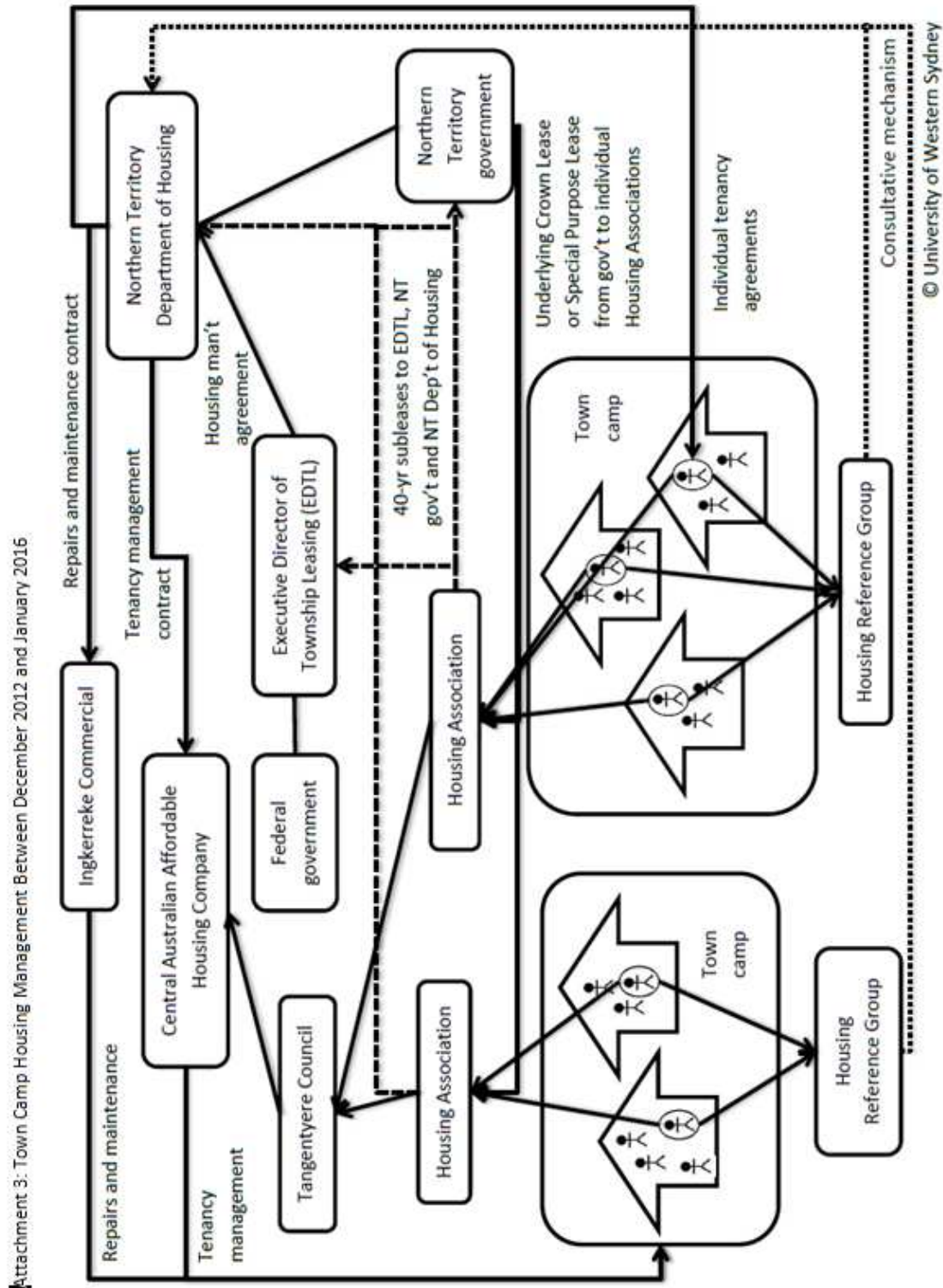
is, on and from the Fourteenth day of November 1974
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Ewyenper Atwatye Association Inc PO Box 8070, Alice Springs NT 0871
--

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Ewyenper Atwatye Association on behalf of the members and residents of Ewyenper Atwatye Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Ewyenper Atwatye Association was first incorporated on the 11th, August 1977 (see Attachment 1). Ewyenper Atwatye is located at Alice Springs Lot 5189 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1980.

Ewyenper Atwatye is home to speakers of Arrernte and Warlpiri. The 2005 population and mobility study identified that the resident population was 243 people and that the service population was as high as 396 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Ewyenper Atwatye. The majority of the housing predates the Alice Springs Living Area Subleases and the Strategic Indigenous Housing and Infrastructure Program (SIHIP).

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
3	1	Lockyer Ct	Tenanted
New House	5	Lockyer Ct	Tenanted
New House	7	Lockyer Ct	Tenanted
New House	6	Lockyer Ct	Tenanted
New House	2	Lockyer Ct	Tenanted
New House	3	Lockyer Ct	Vacant
1	1	Ewyenper Street	Tenanted
2	3	Ewyenper Street	Tenanted
New House	5	Ewyenper Street	Tenanted
17	19	Ewyenper Street	Tenanted
28	13	Ewyenper Street	Tenanted
New House	21	Ewyenper Street	Tenanted
New House	17	Ewyenper Street	Tenanted
30	56	Ewyenper Street	Tenanted
New House	54	Ewyenper Street	Tenanted
33	53	Ewyenper Street	Vacant
34	45	Ewyenper Street	Tenanted
35	39	Ewyenper Street	Tenanted
37	51	Ewyenper Street	Tenanted
New House	41	Ewyenper Street	Tenanted
New House	37	Ewyenper Street	Tenanted
New House	35	Ewyenper Street	Tenanted
New House	6	Irretye Ct	Tenanted
10	4	Irretye Ct	Tenanted
New House	2	Irretye Ct	Tenanted
12	8	Irretye Ct	Tenanted
13	11	Irretye Ct	Tenanted
14	9	Irretye Ct	Tenanted
New House	7	Irretye Ct	Tenanted
New House	5	Irretye Ct	Tenanted
New House	3	Irretye Ct	Tenanted
20	8	Tjuwanpa Court	Vacant
21	12	Tjuwanpa Court	Tenanted
22	16	Tjuwanpa Court	Vacant

Appendix 7: Ewyenper Atwatye Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

New House	10	Tjuwanpa Court	Tenanted
24	15	Tjuwanpa Court	Tenanted
New House	17	Tjuwanpa Court	Tenanted
25	13	Tjuwanpa Court	Tenanted
New House	6	Tjuwanpa Court	Tenanted
New House	4	Tjuwanpa Court	Tenanted
29	13	Abbott Court	Tenanted
32	15	Abbott Court	Tenanted
36	9	Abbott Court	Vacant
38	14	Abbott Court	Vacant
New House	17	Abbott Court	Tenanted
New House	3	Abbott Court	Tenanted
New House	5	Abbott Court	Tenanted
New House	7	Abbott Court	Tenanted

According to Anne Bradford, Ewyenper Atwatye received \$13,702,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

SIHIP Expenditure= New Houses x \$450,000 + Rebuilds x \$172,000 + Refurbishments X \$75,000

Of 47 houses at Ewyenper Atwatye 23 were newly constructed, 16 were rebuilt and 2 were refurbished. 6 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Ewyenper Atwatye.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 7: Ewyenper Atwatye Submission to the Parliamentary Accounts Committee Inquiry into Town
Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

The Ewyenper Atwatye Association cannot comment on the cost of repairs but we can make comment on the impact of the cost of repairs and the failure of the Department to properly insure properties.

8 Tjuwanpa Court

Since early 2015 the Ewyenper Atwatye Association has been asking the Department about whether there is a plan to rebuild the house at 4 Ntjalka Circuit. This house was damaged by fire on the 16th April 2015.

We have not had a formal response to queries made to the Department. The Department has been queried through Housing Association General Meetings and Housing Reference Group Meetings.

We have a severe housing shortage and the Association sees the work of refurbishing this house as a priority. Ewyenper Atwatye needs an additional house.

Under an Indigenous Community Housing Organisation like Tangentyere there would have been insurance to cover this sort of damage and to repair this property. The Department says that it 'self insures' and that it has no money. According to the Department this house is 'Beyond Economic Repair' (BER).

In the end we fear that the number of houses available for tenants will decline under the Department of Housing.

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to houses such as 8 Tjuwanpa Court and other 'Beyond Economic Repair' houses both now and in the future (until December 2049).

Repairs and Maintenance Obligations

Under clause 9.2(b) of the Alice Springs Living Area Sublease, if the Special Purpose Lease "requires the Association to maintain, repair or replace any Existing Improvements, the EDTL must maintain, repair or replace those Existing Improvements". In addition clause 9.4(b) of the subleases provides that "all EDTL's Improvements and EDTL's Services will remain the property of the EDTL who is responsible for their maintenance, repair and replacement".

These obligations were transferred to the Territory under clause 8.2(b) of the Housing Management Agreements which provides that if the subleases "require the EDTL to maintain... any Existing Improvements, the Territory must maintain... those Existing improvements" and clause 8.5(c) of the Housing Management Agreements which provides that the Territory "must maintain... the Territory's improvements". In addition under the Housing Management Agreements the Territory confirms that it is self insured in respect to any loss, destruction or damage of the improvements.

For the record the Special Purpose Leases and Crown Leases in Perpetuity held by the Associations require that each Association "maintain, repair or replace any improvements" and this means that the Territory is required to repair the house at 8 Tjuwanpa Court.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.4. Housing Reference Group Processes

We have a number of concerns about Housing Reference Groups since they were initiated in December 2009. Some of these concerns were temporarily alleviated during 2014 and 2015 when the meetings were facilitated by the Central Australian Affordable Housing Company but have now returned as a consequence of the changed Tenancy Management arrangements.

Our concerns are as follows:

- Housing Reference Group members cannot get access to information relevant to the meetings prior to the meetings, for example we have requested a list of vacant houses that includes their allocation status and their condition (i.e. are repairs required);
- Housing Reference Group members cannot review a list of applicants or the waiting list prior to the Housing Reference Group meeting;
- Minutes of meetings are not provided to the members;
- The Department only provides some of the applications for review. Any applications assessed as being inappropriate are removed and not discussed;
- There is considerable pressure to allocate houses on the basis of these meetings where we have had no opportunity to review material ahead of time;
- The policy of the Department requiring bond and rent upfront and the practice of only initiating repairs to vacant houses once the bond has been paid has several impacts as follows (1) the applicant can wait months before being able to occupy a house, (2) the Department loses the potential for rental income, (3) the house is likely to deteriorate, (4) the applicants remain homeless and (5) other households face additional pressure from overcrowding;
- That it should be the Housing Association that is consulted about matters related to allocations, tenancy management and property maintenance.

We received 23 new houses as part of the Strategic Indigenous Housing and Infrastructure Program but many were allocated against our advice. These allocations effectively meant that instead of 23 overcrowded houses we had 47 overcrowded houses. Houses were allocated to people from outside the community and this has changed the dynamics of our community. Safety has been impacted by new visitors to the community that we do not know.

3.5. Culturally Appropriate Treatment of Grief and Loss

Amongst Central Australian Aboriginal people mourning involves a number of unique cultural observances including 'sorry camp'. Edwards describes 'sorry camp' as "where family and other close associates spent much of their time during the period of mourning" (Edwards, 2013, p.41)¹. There are other observances and taboos that were historically observed by Aboriginal people that do not comfortably fit with their contemporary lives, for example "brush shelters could be dismantled and burned" but houses can "not be dealt with in this way", an adaption to this reality is that residents can "vacate the house for a short period, have the internal walls repainted and another family occupy the dwelling" (Edwards, 2013, p. 43). The final point outlined by Edwards is relevant in this situation i.e. that "another family occupy the dwelling".

The Department does not respect our grief and loss seriously. When transfer applications are made for cultural reasons connected with 'Sorry Business' they are refused on the basis of outstanding repairs and maintenance and debt.

When we had an Indigenous Community Housing Organisation the community could determine swaps and care for those members who were grieving but the Department makes those people who are vulnerable homeless.

3.6. Vacancy, Allocations and Outstanding Repairs and Maintenance Query

Members of the Ewyenper Atwatye Management Committee requested that the Tangentyere Social Policy and Research Manager, Michael Klerck seek advice from the Department about the status of the vacant houses at Hidden Valley. For the record there is a 100% overlap between the Management Committee and the HRG and in making this query we were seeking to be better prepared for a future Housing Reference Group meeting.

This query which was submitted on the 3rd March was rejected on the 4th of March on the basis of confidentiality. We can accept that the issue of bond is confidential and believe that this was acknowledged in the initial query but see no reason why any other part of query breaches confidentiality.

We would like the assistance of the Parliamentary Accounts Committee in requesting that the Department answer this query. It will assist the committee in determining how long vacant houses are out of circulation for due to Repairs and Maintenance issues.

¹ Edwards, B. (2013). Changes in Pitjantjatjara mourning and burial practices. *Australian Aboriginal Studies*, 1, p. 31-44

Appendix 7: Ewyenper Atwatye Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

It was requested that the Department complete the following table:

#	ST	Vacant?	If Vacant			
			Vacancy Date	Allocated?	Awaiting Bond?	Awaiting R&M?
1	Lockyer CT					
5	Lockyer CT					
7	Lockyer CT					
6	Lockyer CT					
2	Lockyer CT					
3	Lockyer CT	Yes				
1	Ewyenper ST					
3	Ewyenper ST					
5	Ewyenper ST					
19	Ewyenper ST					
13	Ewyenper ST					
21	Ewyenper ST					
17	Ewyenper ST					
56	Ewyenper ST					
54	Ewyenper ST					
53	Ewyenper ST	Yes				
45	Ewyenper ST					
39	Ewyenper ST					
51	Ewyenper ST					
41	Ewyenper ST					
37	Ewyenper ST					
35	Ewyenper ST					
6	Irretye CT					
4	Irretye CT					
2	Irretye CT					
8	Irretye CT					
11	Irretye CT					
9	Irretye CT					
7	Irretye CT					
5	Irretye CT					
3	Irretye CT					
8	Tjuwanpa CT	Yes				
12	Tjuwanpa CT					
16	Tjuwanpa CT	Yes				
10	Tjuwanpa CT					
15	Tjuwanpa CT					
17	Tjuwanpa CT					

Appendix 7: Ewyanper Atwatye Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

#	ST	Vacant?	If Vacant			
			Vacancy Date	Allocated?	Awaiting Bond?	Awaiting R&M?
13	Tjuwanpa CT					
6	Tjuwanpa CT					
4	Tjuwanpa CT					
13	Abbott CT					
4	Tjuwanpa CT					
13	Abbott CT					
15	Abbott CT					
9	Abbott CT	Yes				
14	Abbott CT	Yes				
17	Abbott CT					
3	Abbott CT					
5	Abbott CT					
7	Abbott CT					

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,

Rosario Young
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act

Section 9

Incorporation Number: 00501C

Certificate of Incorporation

This is to certify that

EWYENPER - ATWATYE ASSOCIATION INCORPORATED

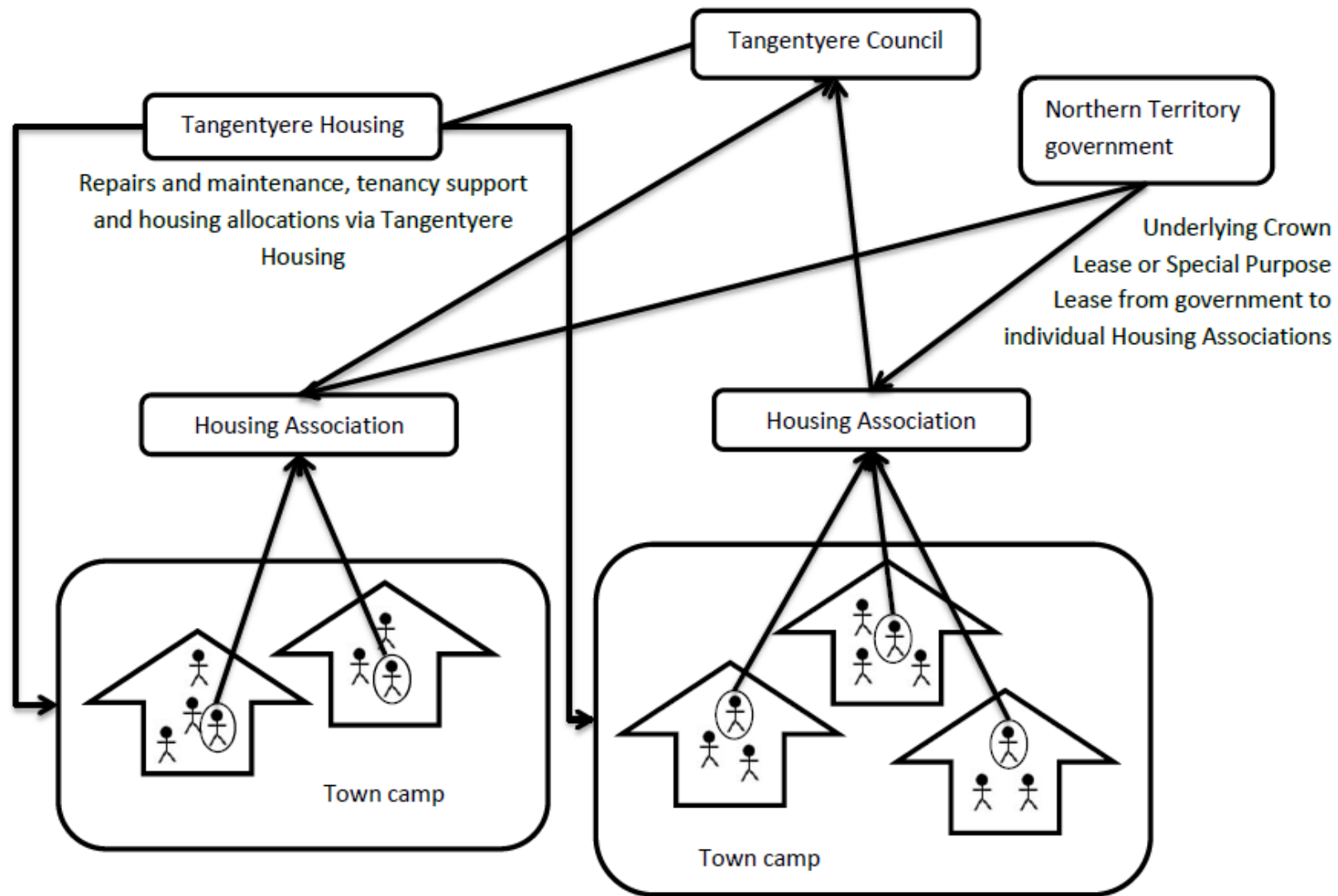
is, on and from the Eleventh day of August 1977

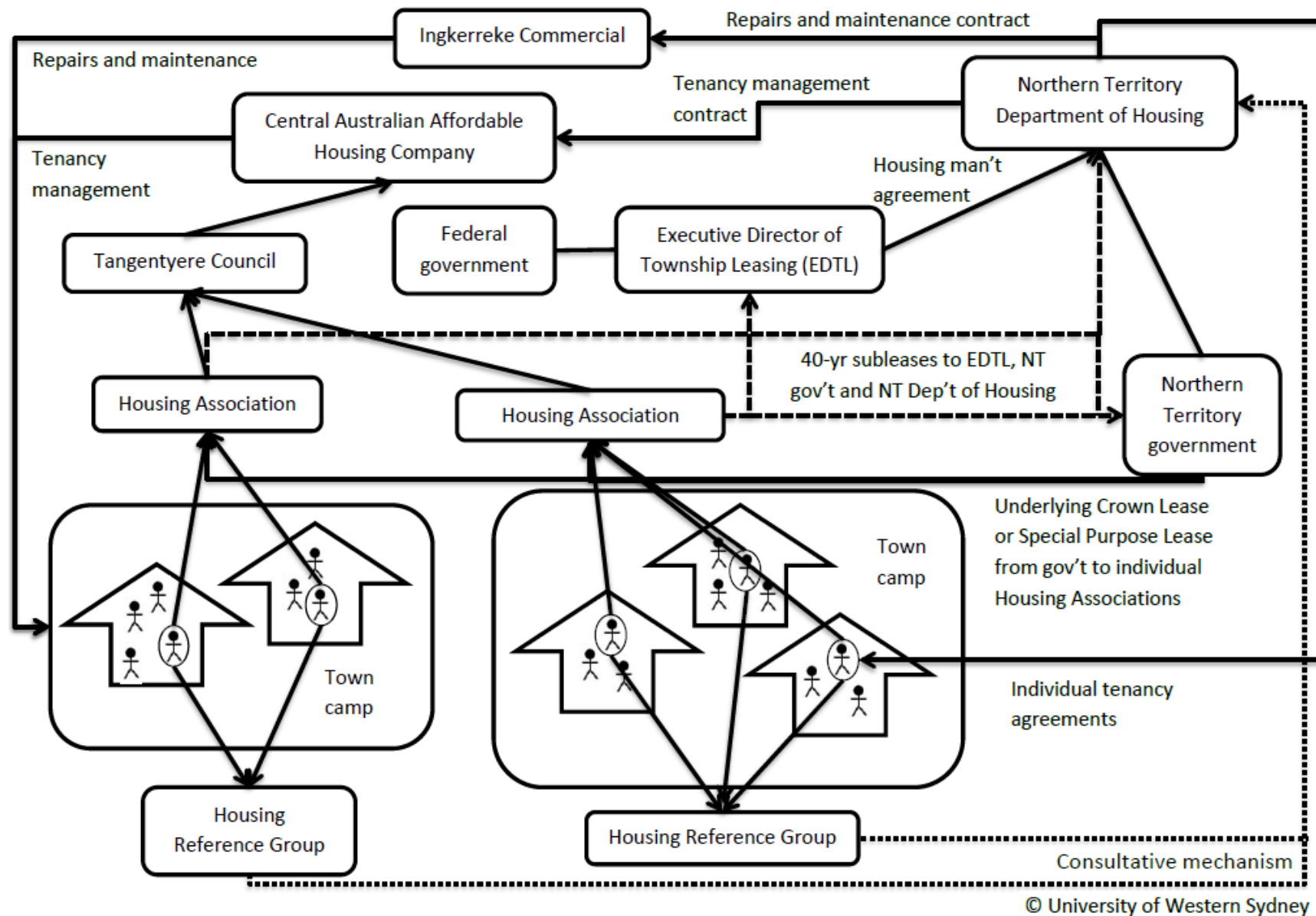
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Appendix 8: Yarrenyty Arlttere Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Yarrenyty Arlttere Association Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Yarrenyty Arlttere Association on behalf of the members and residents of Yarrenyty Arlttere Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Yarrenyty Arlttere Association was first incorporated on the 17th, November 1978 (see Attachment 1). Yarrenyty Arlttere is located at Alice Springs Lot 5195 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1981.

Yarrenyty Arlttere is home to speakers of Arrernte, Pertame, Luritja and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 184 people and that the service population was as high as 389 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Yarrenyty Arltère. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
2	3	Arrkwetyetherre Circuit	Tenanted
20	26	Arrkwetyetherre Circuit	Tenanted
21	30	Arrkwetyetherre Circuit	Tenanted
22	32	Arrkwetyetherre Circuit	Tenanted
23	33	Arrkwetyetherre Circuit	Tenanted
1		Forrester Court	Tenanted
3	31	Forrester Court	Tenanted
New House	12	Forrester Court	Tenanted
New House	14	Forrester Court	Tenanted
New Duplex	20	Forrester Court	Tenanted
New Duplex	1	Forrester Court	Tenanted
New Duplex	24	Forrester Court	Tenanted
New Duplex	22	Forrester Court	Tenanted
New House	13	Forrester Court	Tenanted
New Duplex	15	Forrester Court	Tenanted
New Duplex	17	Forrester Court	Tenanted
4	9	Ebatarinja Court	Tenanted
5	6	Ebatarinja Court	Tenanted
6	7	Ebatarinja Court	Tenanted
7	11	Ebatarinja Court	Tenanted
8	13	Ebatarinja Court	Tenanted
9	15	Ebatarinja Court	Vacant
11	34	Lynch Court	Tenanted
12	32	Lynch Court	Tenanted
15	63	Lynch Court	Tenanted
16	62	Lynch Court	Tenanted
17	65	Lynch Court	Vacant
New House	64	Lynch Court	Tenanted
New House	61	Lynch Court	Vacant
10	4	Obitja Court	Tenanted
13	6	Obitja Court	Tenanted
14A	11a	Obitja Court	Tenanted
14B	11b	Obitja Court	Tenanted
New House	15	Obitja Court	Tenanted
New House	17	Obitja Court	Tenanted

Appendix 8: Yarrenyty Arltene Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

According to Anne Bradford, Yarrenyty Arltene received \$7,786,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

SIHIP Expenditure= New Houses x \$450,000 + Rebuilds x \$172,000 + Refurbishments X \$75,000

Of 34 houses at Yarrenyty Arltene 12 were constructed during SIHIP, 13 were rebuilt and 2 were refurbished. 7 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Yarrenyty Arltene.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Appendix 8: Yarrenyty Arltere Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Work was rarely carried out within the required time frames as per the following guidelines:

➤ Emergency	Instant response required
➤ Immediate	Make safe response required within 4 hours
➤ Urgent	Response required within 2 days
➤ Routine	Response required within 10 days

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

Appendix 8: Yarrenyty Arltere Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

3.1.1. Vacant Houses Awaiting Pre-Release Repairs and Maintenance

Yarrenyty Arltere has three vacant houses that were allocated to successful applicants in December 2015. Each of the following houses requires Repairs and Maintenance work before the applicant can take possession of the house.

Number	Street	Bedrooms	Vacant	Allocated	Awaiting R&M
1	61 Lynch Court	3	Yes	Yes	Yes
5	17 Forrester Court	2	Yes	Yes	Yes
7	9 Ebatarinja Court	2	Yes	Yes	Yes

At present the applicant is required to pay rent and bond in advance. Only once this rent and bond is paid will the Department commission work on the premises to make it ready for the applicant to occupy. There can be considerable delays in procuring Repairs and Maintenance. This can result in the ongoing homelessness of the successful applicant and their family.

Requiring rent and bond upfront is also counter intuitive for the income of the Department. If the applicants take 3 months to save rent and bond (or to pay it in installments) then the Department loses the opportunity for 3 months rental income. It would be better to allow people to move in with a commitment to pay in place using income management or Centrepay deductions.

In many cases applicants with children are forced to live in overcrowded dwellings with family. This places these families and those other tenancies at risk.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Yarrenyty Arltere has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Yarrenyty Arltere has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Yarrenyty Arltere Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.1. Rental Rebate Renewals and the Post

Yarrenyty Arltere has never received the post and yet until the 1st February the Department of Housing in Darwin posted our letters to the addresses on our tenancy agreements. So for the tenants of 17 Obitja Court, Yarrenyty Arltere the mail would be posted from the Department to 17 Obitja Court but would not be received. Any such mail including our rental rebate renewals would be returned to sender (ultimately). The consequence of this was debt as in the case of rental rebate renewals our rental rebates would cease if these forms were not completed and returned. Instead of being charged 23% of our income we would be charged for 'market rent' but as our deductions would not be adjusted then there would be a huge gap between our rental deductions and our new rates. These debts increased to thousands of dollars in some cases. This was an issue that was addressed by both Tangentyere Council and the Central Australian Affordable Housing Company.

We have seen the letter from the Minister to Tangentyere Council and now we are told that the Department will back date our rental rebates in recognition of the lack of postal services. We would like this commitment in writing and would like to know what will happen to those people that have moved out and for those that will not get the opportunity to do a new rental rebate renewal. This debt was never real and was unfair for those without postal deliveries and for those with poor literacy and numeracy.

Appendix 8: Yarrenyty Arltete Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.


Yours,

A handwritten signature in black ink that reads "Mervyn. RUBUNTJA". The signature is written in a cursive style with a period after "Mervyn" and the surname in all caps.

Mervyn Rubuntja
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

 **DEPARTMENT OF JUSTICE**
Business Affairs GPO Box 1154, DARWIN NT 0801

Northern Territory
Associations Act
Section 9

Incorporation Number: **00576C**


Certificate of Incorporation


This is to certify that

**YARRENYTY ARLTERE ASSOCIATION
INCORPORATED**


is, on and from the Seventeenth day of November 1978
incorporated under the Associations Act.

Dated this Twenty-Third day of July 2012

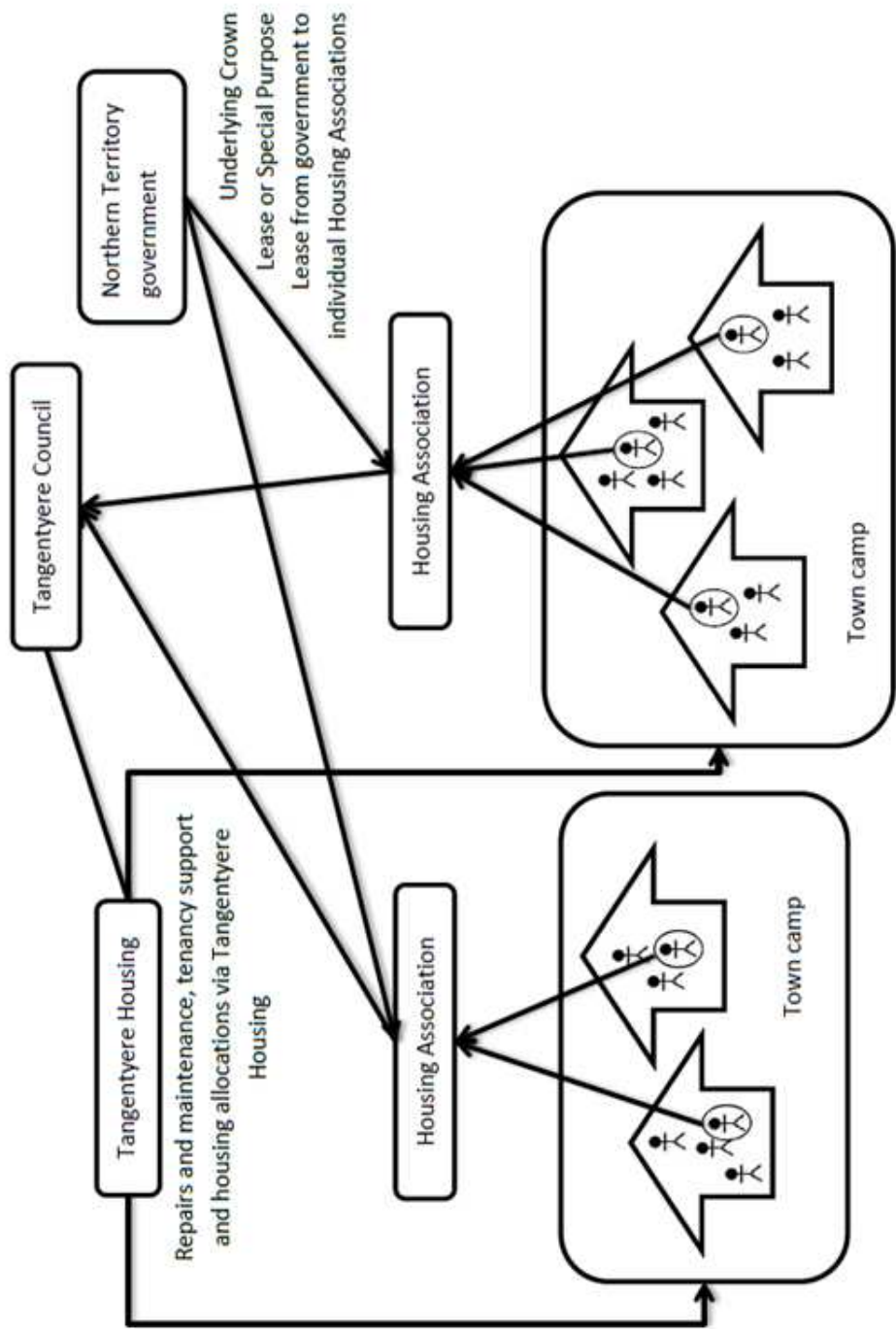

Delegate of the Commissioner

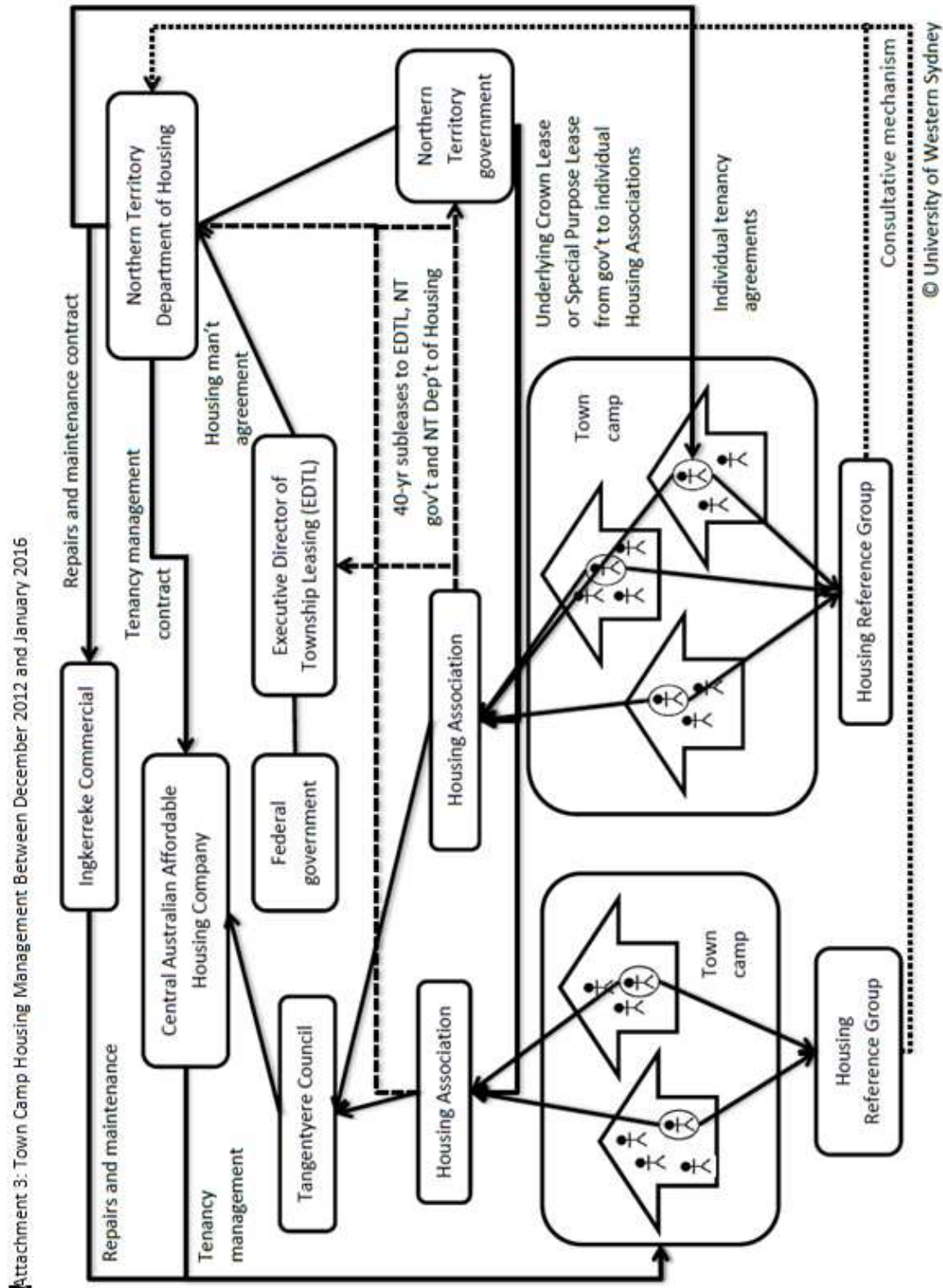


CERTIFICATE



Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Appendix 9: Anthepe Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Anthepe Association Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Anthepe Association on behalf of the members and residents of Anthepe Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Anthepe Association was first incorporated on the 8th, March 1974 (see Attachment 1). Anthepe is located at Alice Springs Lot 5146 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1976.

Anthepe is home to speakers of Arrernte, Warlpiri, Luritja and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 94 people and that the service population was as high as 154 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Anthepe. The majority of the housing predates the Alice Springs Living Area Subleases and the Strategic Indigenous Housing and Infrastructure Program (SIHIP).

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Town Camp
1	3	Rubuntja Crescent	Tenanted
2	5	Rubuntja Crescent	Tenanted
3	7	Rubuntja Crescent	Tenanted
4	11	Rubuntja Crescent	Vacant
5	13	Rubuntja Crescent	Tenanted
6	15	Rubuntja Crescent	Tenanted
New House	6	Rubuntja Crescent	Tenanted
12	42	Rubuntja Crescent	Vacant
13	38	Rubuntja Crescent	Tenanted
New House	8	Rubuntja Crescent	Tenanted
New House	10	Rubuntja Crescent	Tenanted
New House	14	Rubuntja Crescent	Vacant
New House	12	Rubuntja Crescent	Vacant
New House	34	Rubuntja Crescent	Tenanted
New House	32	Rubuntja Crescent	Tenanted

According to Anne Bradford, Anthepe received \$3,719,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Figure 2: SIHIP Expenditure					
Official Name	Alternative	New	Rebuilds	Refurb	Expenditure
Anthepe	Drive In	7	2	3	\$3,719,000

Whilst the majority of existing houses were rebuilt or refurbished 1 dwelling received no upgrade. It has never been made clear as part of a reporting process what infrastructure work has been done at Anthepe.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Appendix 9: Anthepe Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

The Anthepe Association cannot comment on the cost of repairs but we can make comment on the impact of the cost of repairs and the failure of the Department to properly insure properties.

42 Rubuntja Circuit

Since mid in 2015 the Anthepe Association has been asking the Department about whether there is a plan to repair the house at 42 Rubuntja Circuit. This house was damaged by fire on the 5th May 2015.

We have not had a formal response to queries made to the Department. The Department has been queried through Housing Association General Meetings and Housing Reference Group Meetings.

In addition to community housing shortages we are concerned that this dwelling is a safety risk as it is not properly secured and looks in a state of near collapse. The Association sees the work of refurbishing this house as a priority. Anthepe needs an additional house.

Under an Indigenous Community Housing Organisation like Tangentyere there would have been insurance to cover this sort of damage and to repair this property. The Department says that it 'self insures' and that it has no money. According to the Department this house is 'Beyond Economic Repair' (BER).

In the end we fear that the number of houses available for tenants will decline under the Department of Housing.

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to houses such as 42 Rubuntja Circuit and other 'Beyond Economic Repair' houses both now and in the future (until December 2049).

Repairs and Maintenance Obligations

Under clause 9.2(b) of the Alice Springs Living Area Sublease, if the Special Purpose Lease "requires the Association to maintain, repair or replace any Existing Improvements, the EDTL must maintain, repair or replace those Existing Improvements". In addition clause 9.4(b) of the subleases provides that "all EDTL's Improvements and EDTL's Services will remain the property of the EDTL who is responsible for their maintenance, repair and replacement".

These obligations were transferred to the Territory under clause 8.2(b) of the Housing Management Agreements which provides that if the subleases "require the EDTL to maintain... any Existing Improvements, the Territory must maintain... those Existing improvements" and clause 8.5(c) of the Housing Management Agreements which provides that the Territory "must maintain... the Territory's improvements". In addition under the Housing Management Agreements the Territory confirms that it is self insured in respect to any loss, destruction or damage of the improvements.

For the record the Special Purpose Leases and Crown Leases in Perpetuity held by the Associations require that each Association "maintain, repair or replace any improvements" and this means that the Territory is required to repair the house at 42 Rubuntja Circuit.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Philip Miller
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act

Section 9

Incorporation Number: 00320C

Certificate of Incorporation

This is to certify that

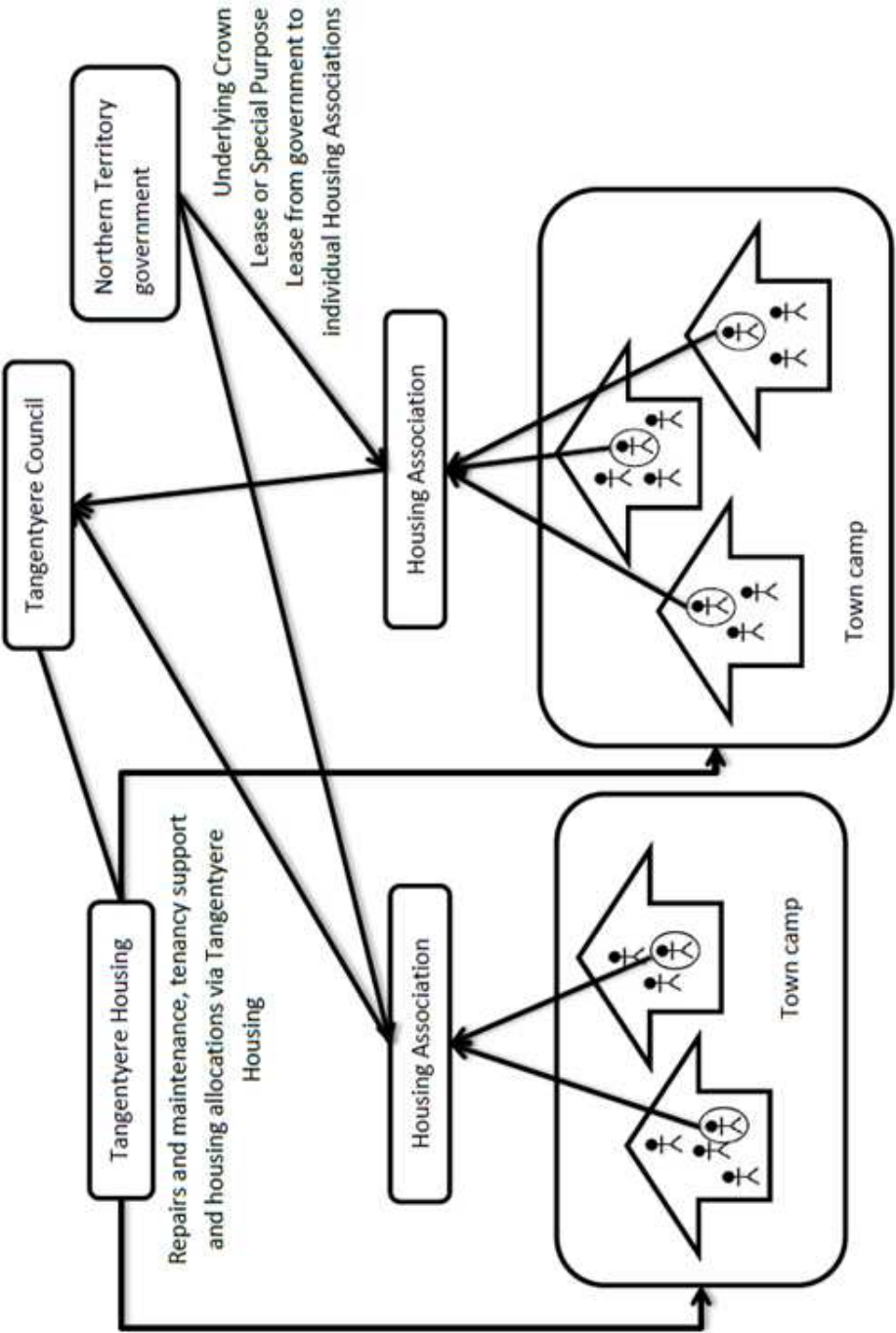
ANTHEPE HOUSING ASSOCIATION INCORPORATED

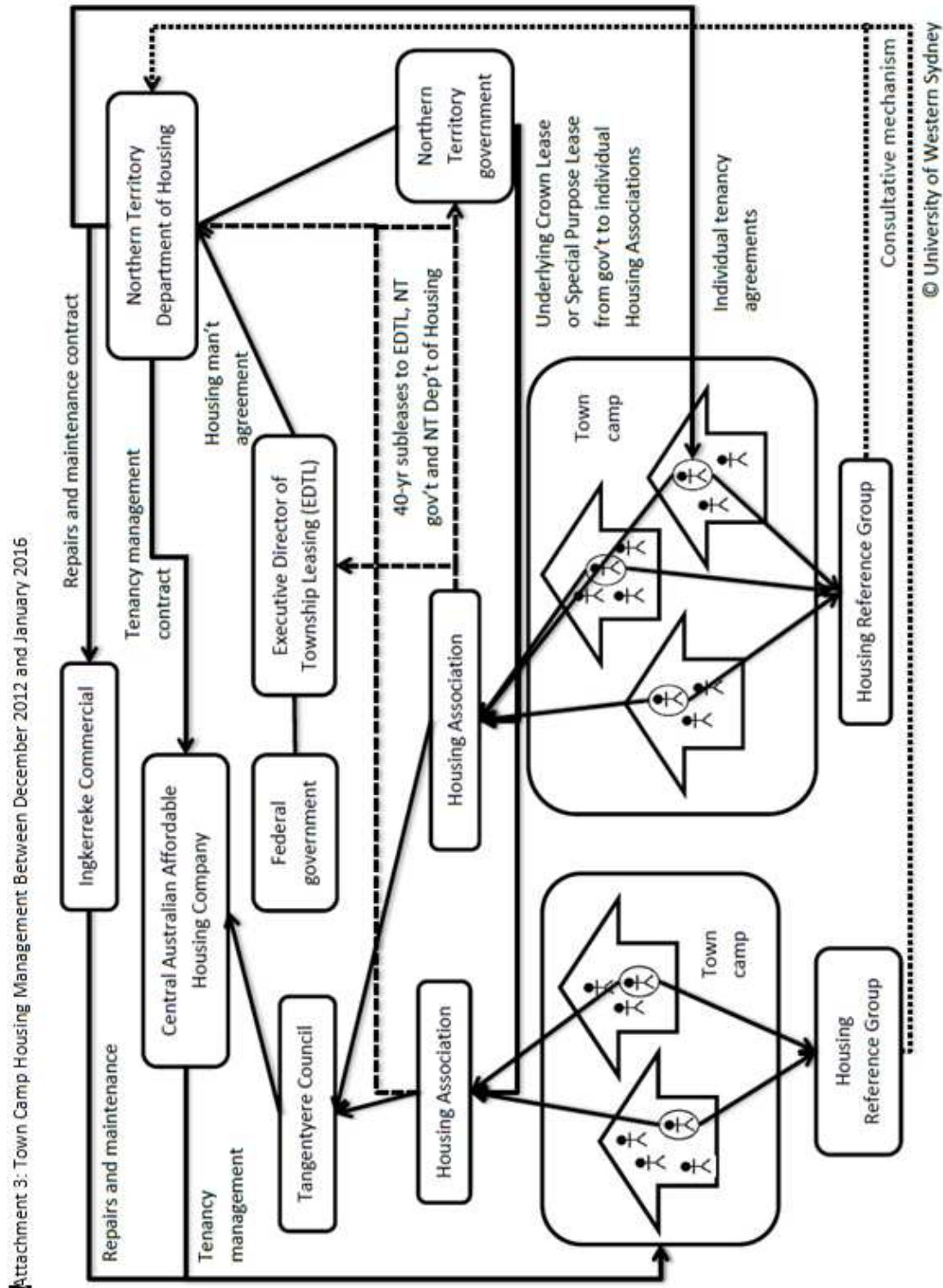
is, on and from the Eighth day of March 1974
incorporated under the Associations Act.

Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Inarlenge Community Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Inarlenge Community on behalf of the members and residents of Inarlenge Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Inarlenge Community was first incorporated on the 28th, February 1978 (see Attachment 1). Inarlenge is located at Alice Springs Lot 3701 which has been held by virtue of a Crown Lease in Perpetuity for Aboriginal Communal Purposes since 1973.

Inarlenge is home to speakers of Arrernte, Warlpiri, Luritja and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 154 people and that the service population was as high as 250 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Inarlenge. The majority of the housing predates the Alice Springs Living Area Subleases and the Strategic Indigenous Housing and Infrastructure Program (SIHIP).

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
1	55	Ntjalka Circuit	Vacant
2	10	Ntjalka Circuit	
3	61	Ntjalka Circuit	
4	63	Ntjalka Circuit	
5	65	Ntjalka Circuit	
6	31	Ntjalka Circuit	
7	49	Ntjalka Circuit	Vacant
8	22	Ntjalka Circuit	
10	8	Ntjalka Circuit	
11	27	Ntjalka Circuit	
12	41	Ntjalka Circuit	
14	4	Ntjalka Circuit	Vacant
15	35	Ntjalka Circuit	
New House	26	Ntjalka Circuit	
New House	59	Ntjalka Circuit	
New Duplex	51	Ntjalka Circuit	Vacant
New Duplex	53	Ntjalka Circuit	
New Duplex	37	Ntjalka Circuit	
New Duplex	39	Ntjalka Circuit	Vacant
New Duplex	25	Ntjalka Circuit	
New Duplex	23	Ntjalka Circuit	
New House	21	Ntjalka Circuit	

According to Anne Bradford, Inarlenge received \$5,232,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 22 houses at Inarlenge 9 were newly constructed, 6 were rebuilt and 2 were refurbished. 5 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Inarlenge.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 10: Inarlenge Community Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

The Inarlenge Community cannot comment on the cost of repairs but we can make comment on the impact of the cost of repairs and the failure of the Department to properly insure properties.

4 Ntjalka Circuit

Since early 2013 the Inarlenge Community has been asking the Department about whether there is a plan to rebuild the house at 4 Ntjalka Circuit. This house was damaged by fire on the 21st March 2013.

We have not had a formal response to queries made to the Department. The Department has been queried through Housing Association General Meetings and Housing Reference Group Meetings.

We have a severe housing shortage and the Association sees the work of refurbishing this house as a priority. Inarlenge needs an additional house.

Under an Indigenous Community Housing Organisation like Tangentyere there would have been insurance to cover this sort of damage and to repair this property. The Department says that it 'self insures' and that it has no money. According to the Department this house is 'Beyond Economic Repair' (BER).

In the end we fear that the number of houses available for tenants will decline under the Department of Housing.

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to houses such as 4 Ntjalka Circuit and other 'Beyond Economic Repair' houses both now and in the future (until December 2049).

Repairs and Maintenance Obligations

Under clause 9.2(b) of the Alice Springs Living Area Sublease, if the Special Purpose Lease "requires the Association to maintain, repair or replace any Existing Improvements, the EDTL must maintain, repair or replace those Existing Improvements". In addition clause 9.4(b) of the subleases provides that "all EDTL's Improvements and EDTL's Services will remain the property of the EDTL who is responsible for their maintenance, repair and replacement".

These obligations were transferred to the Territory under clause 8.2(b) of the Housing Management Agreements which provides that if the subleases "require the EDTL to maintain... any Existing Improvements, the Territory must maintain... those Existing improvements" and clause 8.5(c) of the Housing Management Agreements which provides that the Territory "must maintain... the Territory's improvements". In addition under the Housing Management Agreements the Territory confirms that it is self insured in respect to any loss, destruction or damage of the improvements.

For the record the Special Purpose Leases and Crown Leases in Perpetuity held by the Associations require that each Association "maintain, repair or replace any improvements" and this means that the Territory is required to repair the house at 4 Ntjalka Circuit.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Braydon Williams
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

Northern Territory

Associations Act
Section 9

Incorporation Number: 00544C

Certificate of Incorporation

This is to certify that

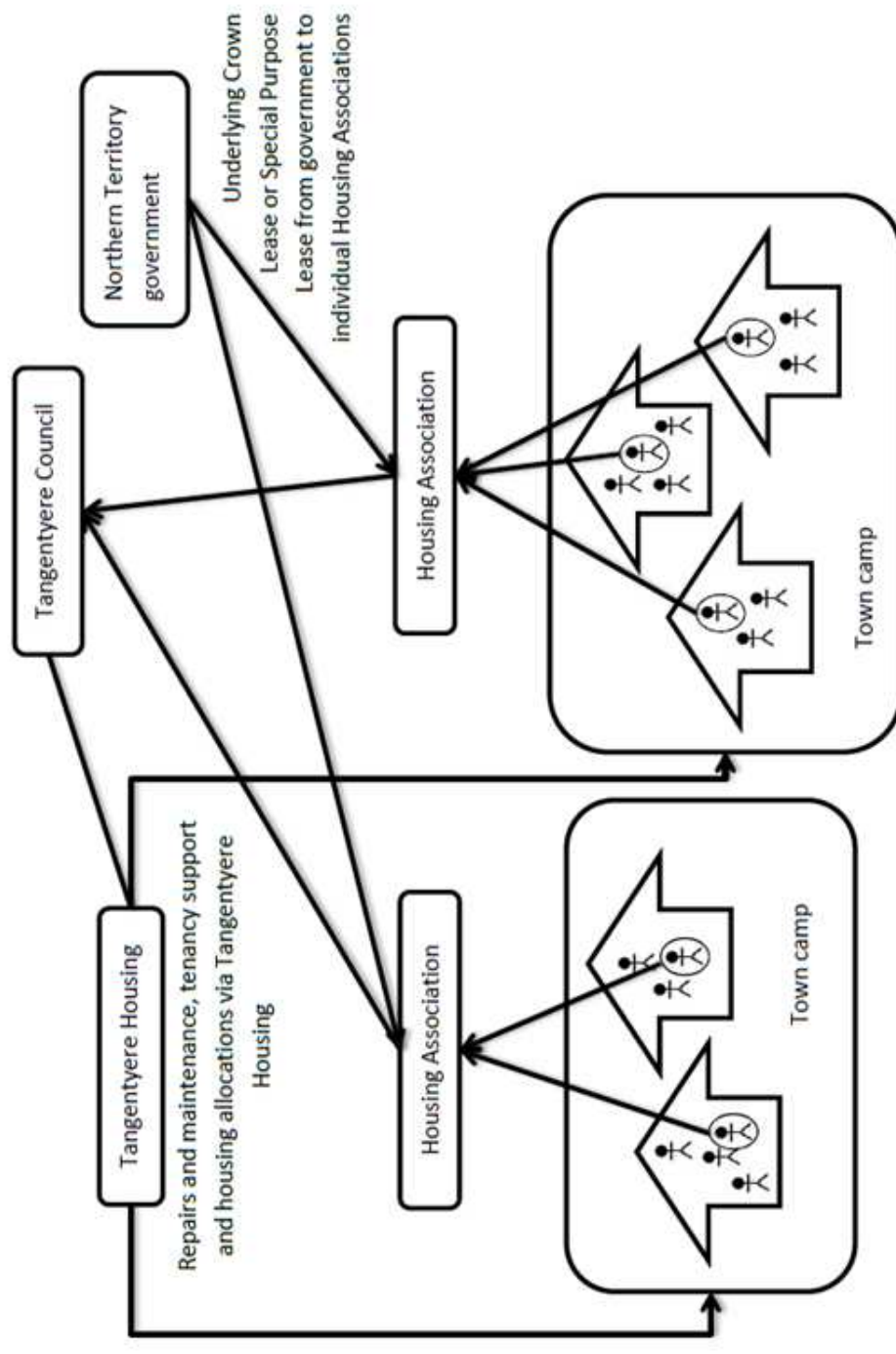
INARLENGE COMMUNITY INCORPORATED

is, on and from the Twenty-Eighth day of February 1978
incorporated under the Associations Act.

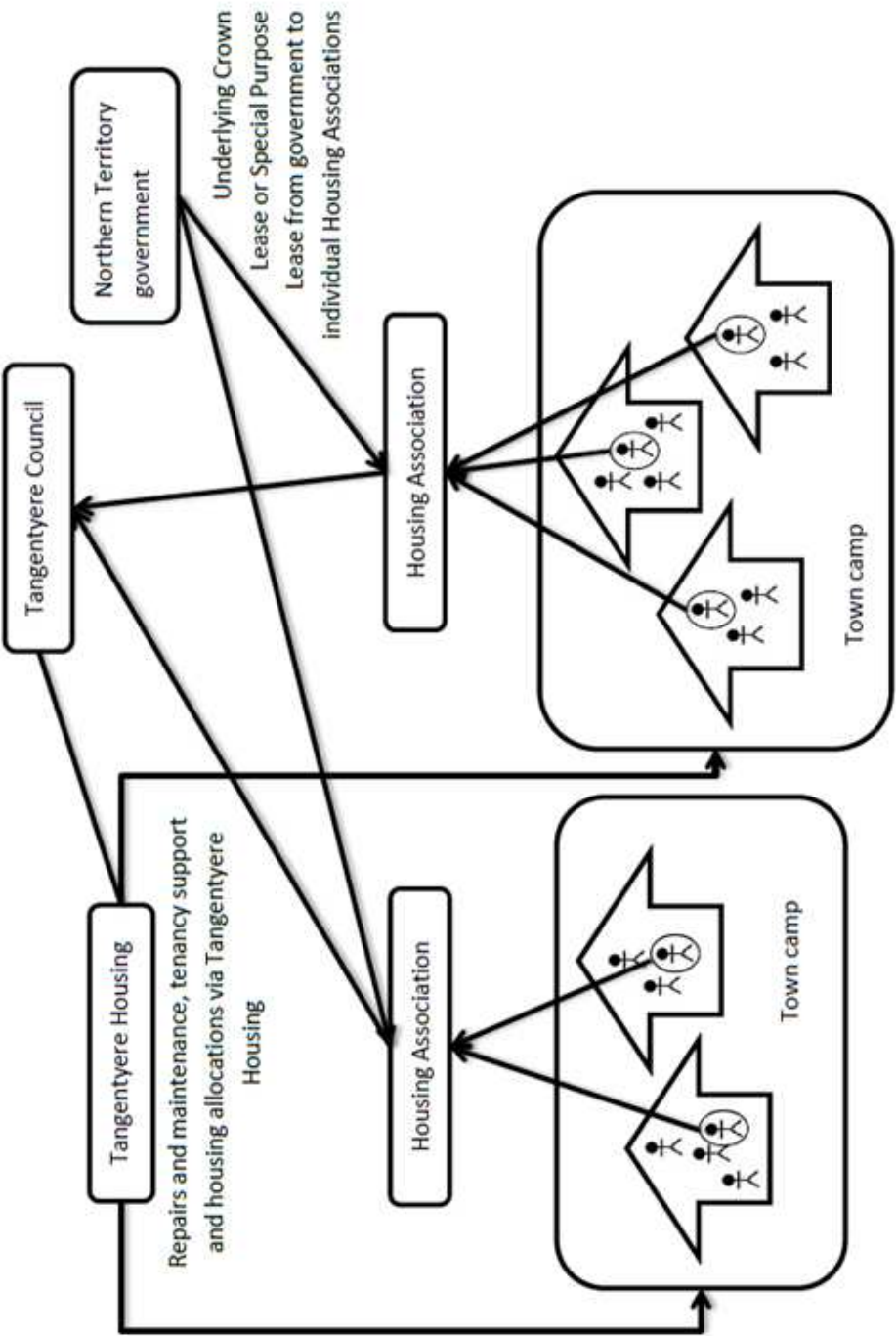
Dated this Ninth day of May 2014

Delegate of the Commissioner

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)



Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)



Appendix 11: Ilyperenye Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Ilyperenye Association Inc
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Ilyperenye Association on behalf of the members and residents of Old Timers Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Ilyperenye Association was first incorporated on the 22nd, August 1977 (see Attachment 1). Ilyperenye is located at Alice Springs Lot 5708 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1981.

Ilyperenye is home to speakers of Arrernte, Warlpiri, Luritja, and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 89 people and that the service population was as high as 145 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Ilyperenye. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Town Camp
1	4	Marshall Street	Ilyperenye
2	4	Marshall Street	Ilyperenye
3	6b	Marshall Street	Ilyperenye
4	6a	Marshall Street	Ilyperenye
5	5	Marshall Street	Ilyperenye
6	10	Morgan Street	Ilyperenye
7	12	Morgan Street	Ilyperenye
8	2	Morgan Street	Ilyperenye
New Duplex	1	Marshall Street	Ilyperenye
New Duplex	2	Marshall Street	Ilyperenye

According to Anne Bradford, Ilyperenye received \$1,491,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 10 dwellings at Ilyperenye 2 were constructed during SIHIP, 3 were rebuilt and 1 was refurbished. 4 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Ilyperenye.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 11: Ilyperenye Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Ilyperenye has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Ilyperenye has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Ilyperenye Association believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.4. Housing Reference Group Processes

We have a number of concerns about Housing Reference Groups since they were initiated in December 2009. Some of these concerns were temporarily alleviated during 2014 and 2015 when the meetings were facilitated by the Central Australian Affordable Housing Company but have now returned as a consequence of the changed Tenancy Management arrangements.

Our concerns are as follows:

- Housing Reference Group members cannot get access to information relevant to the meetings prior to the meetings, for example we have requested a list of vacant houses that includes their allocation status and their condition (i.e. are repairs required);
- Housing Reference Group members cannot review a list of applicants or the waiting list prior to the Housing Reference Group meeting;
- Minutes of meetings are not provided to the members;
- The Department only provides some of the applications for review. Any applications assessed as being inappropriate are removed and not discussed;
- There is considerable pressure to allocate houses on the basis of these meetings where we have had no opportunity to review material ahead of time;
- The policy of the Department requiring bond and rent upfront and the practice of only initiating repairs to vacant houses once the bond has been paid has several impacts as follows (1) the applicant can wait months before being able to occupy a house, (2) the Department loses the potential for rental income, (3) the house is likely to deteriorate, (4) the applicants remain homeless and (5) other households face additional pressure from overcrowding;
- That it should be the Housing Association that is consulted about matters related to allocations, tenancy management and property maintenance.

3.5. Culturally Appropriate Treatment of Grief and Loss

Amongst Central Australian Aboriginal people mourning involves a number of unique cultural observances including 'sorry camp'. Edwards describes 'sorry camp' as "where family and other close associates spent much of their time during the period of mourning" (Edwards, 2013, p.41)¹. There are other observances and taboos that were historically observed by Aboriginal people that do not comfortably fit with their contemporary lives, for example "brush shelters could be dismantled and burned" but houses can "not be dealt with in this way", an adaption to this reality is that residents can "vacate the house for a short period, have the internal walls repainted and another family occupy the dwelling" (Edwards, 2013, p. 43). The final point outlined by Edwards is relevant in this situation i.e. that "another family occupy the dwelling".

The Department does not respect our grief and loss seriously. When transfer applications are made for cultural reasons connected with 'Sorry Business' they are refused on the basis of outstanding repairs and maintenance and debt.

When we had an Indigenous Community Housing Organisation the community could determine swaps and care for those members who were grieving but the Department makes those people who are vulnerable homeless.

3.6. Rental Rebate Renewals and the Post

Ilyperenye has never received the post and yet until the 1st February the Department of Housing in Darwin posted our letters to the addresses on our tenancy agreements. So for the tenants of 10 Morgan Street, Ilyperenye the mail would be posted from the Department to 10 Morgan Street but would not be received. Any such mail including our rental rebate renewals would be returned to sender (ultimately). The consequence of this was debt as in the case of rental rebate renewals our rental rebates would cease if these forms were not completed and returned. Instead of being charged 23% of our income we would be charged for 'market rent' but as our deductions would not be adjusted then there would be a huge gap between our rental deductions and our new rates. These debts increased to thousands of dollars in some cases. This was an issue that was addressed by both Tangentyere Council and the Central Australian Affordable Housing Company.

We have seen the letter from the Minister to Tangentyere Council and now we are told that the Department will back date our rental rebates in recognition of the lack of postal services. We would like this commitment in writing and would like to know what will happen to those people that have moved out and for those that will not get the opportunity to do a new rental rebate renewal. This debt was never real and was unfair for those without postal deliveries and for those with poor literacy and numeracy.

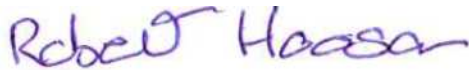
¹ Edwards, B. (2013). Changes in Pitjantjatjara mourning and burial practices. *Australian Aboriginal Studies*, 1, p. 31-44

Appendix 11: Ilyperenye Association Submission to the Parliamentary Accounts Committee Inquiry into
Town Camp Housing Management

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp
Housing Management.

Thanks for your assistance.

Yours,



Robert Hoosan
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Northern Territory
Associations Act
Section 9

Incorporation Number: **00506C**

Certificate of Incorporation

This is to certify that

**ILYPERENYE ASSOCIATION
INCORPORATED**

is, on and from the Twenty-Second day of August 1977
incorporated under the Associations Act.

Dated this Eighth day of May 2014


Delegate of the Commissioner

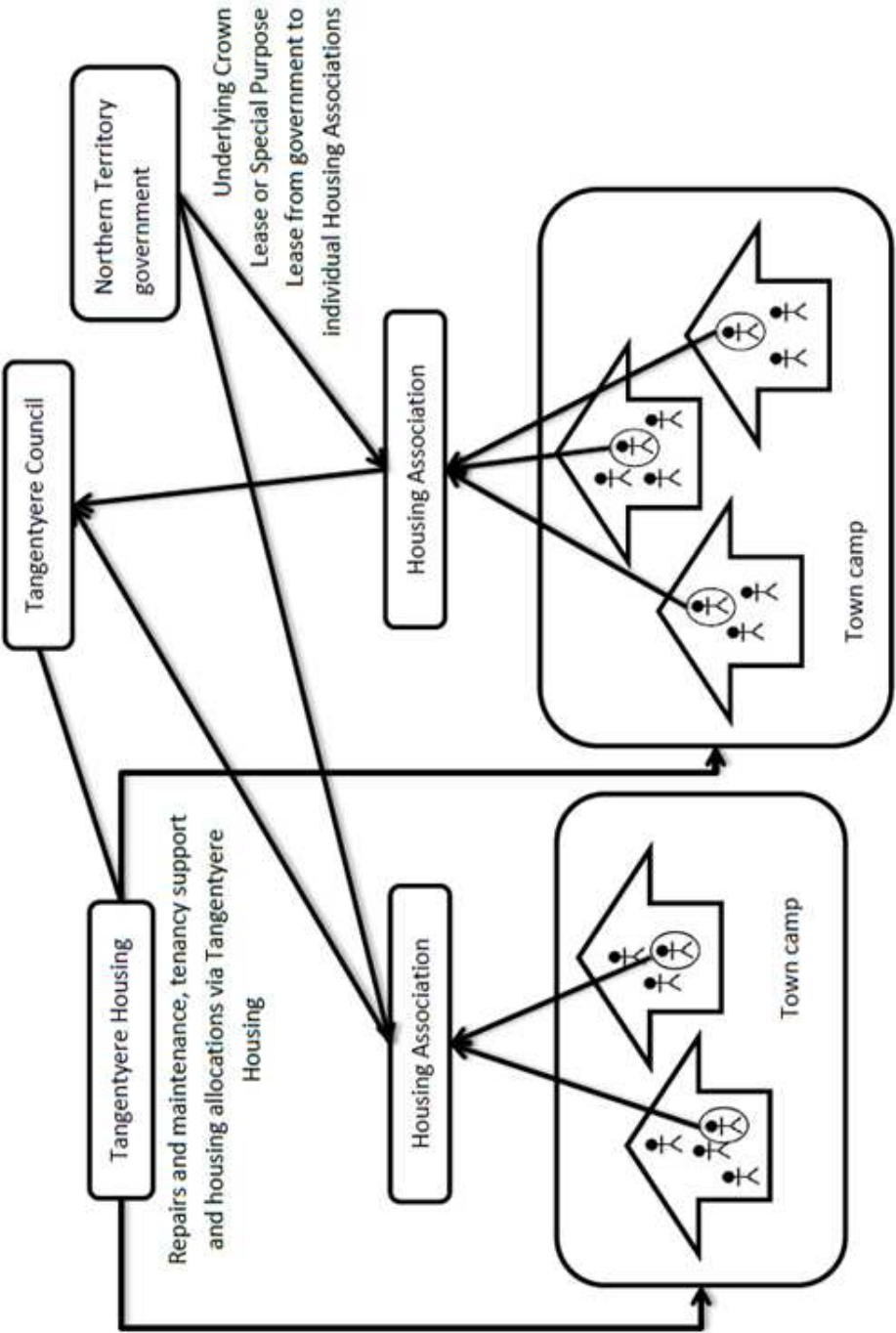


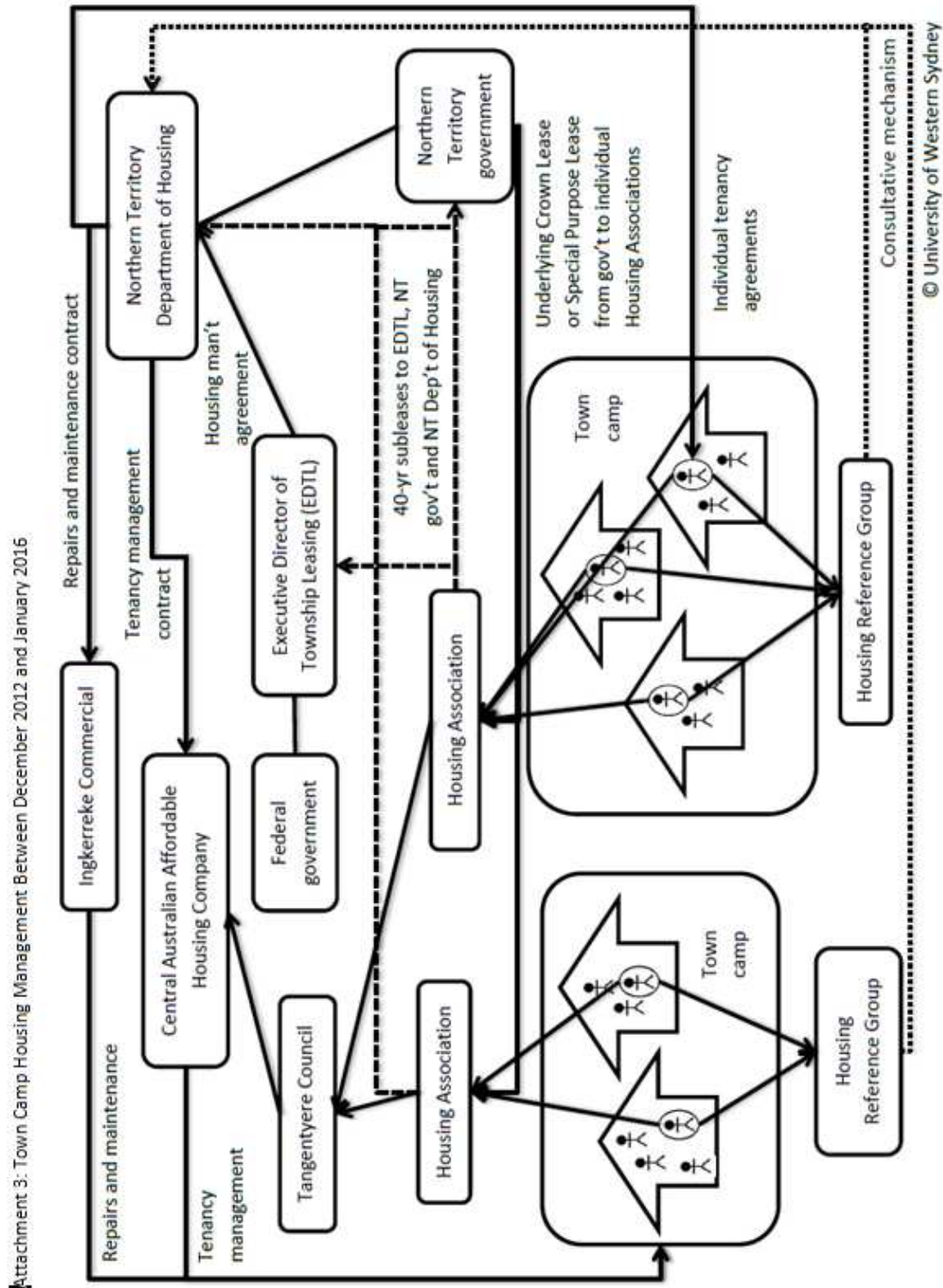
 Northern Territory
Government

CERTIFICATE

Appendix 11: Ilyperenye Association Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Ilparpa Aboriginal Corporation
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Ilparpa Aboriginal Corporation on behalf of the members and residents of Ilparpa Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Ilparpa Aboriginal Corporation was first incorporated on the 25/10/1979 (see Attachment 1). Ilparpa is located at Alice Springs Lot 5713 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1980.

Ilparpa is home to speakers of Luritja, and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 106 people and that the service population was as high as 173 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Ilparpa. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	Administrative Lot		Status
1	10479	Administrative Lot	Tenanted
2	10478	Administrative Lot	Administrative Lot
3	10476	Administrative Lot	Administrative Lot
4	10482	Administrative Lot	Administrative Lot
5	10473	Administrative Lot	Administrative Lot
6	10472	Administrative Lot	Administrative Lot
7	10483	Administrative Lot	Administrative Lot
8	10470	Administrative Lot	Administrative Lot
9	10468	Administrative Lot	Administrative Lot
10	10481	Administrative Lot	Administrative Lot
11	10485	Administrative Lot	Administrative Lot
New House	10474	Administrative Lot	Administrative Lot
New House	10475	Administrative Lot	Administrative Lot

According to Anne Bradford, Ilparpa received \$2,276,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 13 dwellings at Ilparpa 2 were constructed during SIHIP and 8 were rebuilt. 3 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Ilparpa.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

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In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Attachment 12: Ilparpa Aboriginal Corporation Submission to the Parliamentary Accounts Committee
Inquiry into Town Camp Housing Management

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- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

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The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

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- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

Attachment 12: Ilparpa Aboriginal Corporation Submission to the Parliamentary Accounts Committee
Inquiry into Town Camp Housing Management

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,

Peter Armstrong
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

FORM 11 Sub-regulation 13 (3)
COMMONWEALTH OF AUSTRALIA
Aboriginal Councils and Associations Act 1976

Certificate of Incorporation of an Aboriginal Association on Change of Name

I, DONALD JAMES O'ROURKE,
the Registrar of Aboriginal Corporations,
*in pursuance of sub-section 53 (4) of the Act, hereby
certify that the Association incorporated under the
Act on TWENTY-FIFTH OCTOBER 1979
under the former name of*

OLD ILPARPA ABORIGINAL CORPORATION

*is now incorporated under the Act under the new
name of*

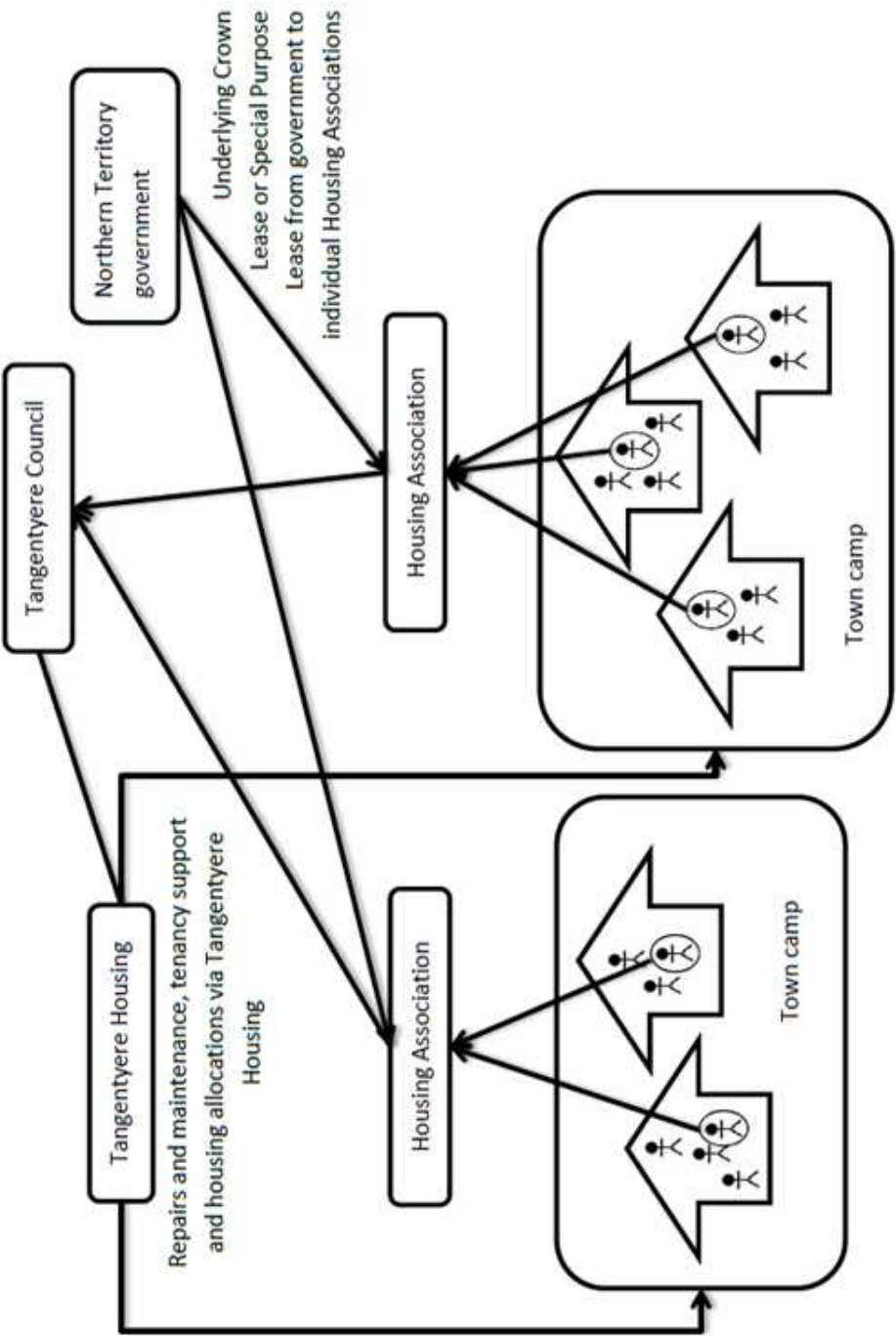
ILPARPA ABORIGINAL CORPORATION

Dated this FIFTEENTH day of MARCH, 1990.

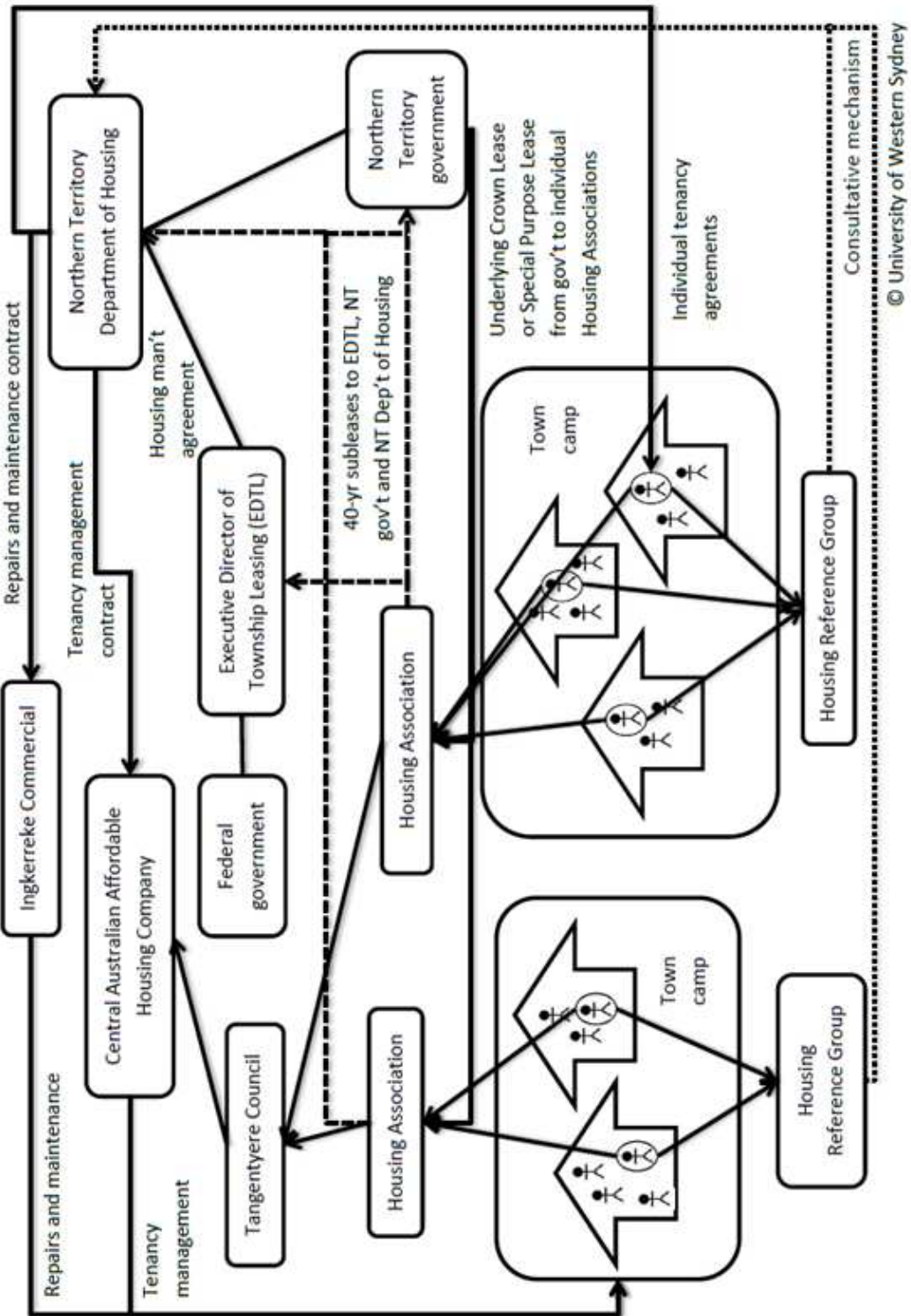


R. J. O'Rourke
REGISTRAR

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)



Attachment 3: Town Camp Housing Management Between December 2012 and January 2016



Mpwetyerre Aboriginal Corporation PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Mpwetyerre Aboriginal Corporation on behalf of the members and residents of Abbotts Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Mpwetyerre Aboriginal Corporation was first incorporated on the 25th, October 1975 (see Attachment 1). Mpwetyerre is located at Alice Springs Lot 2664 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1980.

Mpwetyerre is home to speakers of Arrernte, Warlpiri, Luritja, and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 74 people and that the service population was as high as 156 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Mpwetyerre. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
2	4	Mpwetyerre Court	Tenanted
3	6	Mpwetyerre Court	Tenanted
4	8	Mpwetyerre Court	Tenanted
5	10	Mpwetyerre Court	Vacant
6	12	Mpwetyerre Court	Tenanted
7	11	Mpwetyerre Court	Tenanted

According to Anne Bradford, Mpwetyerre received \$516,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$$

Of 6 dwellings at Mpwetyerre 3 were rebuilt. 3 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Mpwetyerre.

The house at 10 Mpwetyerre Court has been vacant and awaiting Repairs and Maintenance since 2014. The residents of Mpwetyerre feel very frustrated with this circumstance given that they have growing families and the houses are overcrowded. In addition the members of the Mpwetyerre Aboriginal Corporation feel that the investment of \$516,000 for the upgrade of 3 houses was very little to receive in compensation for the 40 Year Alice Springs Living Area Sublease over Mpwetyerre.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Appendix 13: Mpwetyerre Aboriginal Corporation Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Mpwetyerre has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Mpwetyerre has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Mpwetyerre Aboriginal Corporation believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,

LOUISE ABBOTT

Louise Abbott
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachments 1: Certificate of Incorporation

FORM 11

Sub-regulation 13 (3)

COMMONWEALTH OF AUSTRALIA

Aboriginal Councils and Associations Act 1976

Certificate of Incorporation of an Aboriginal Association on Change of Name

I, NEVILLE JOSEPH LOUIS JANSZ,
the Registrar of Aboriginal Corporations,
*in pursuance of sub-section 53(4) of the Act, hereby
certify that the Association incorporated under the
Act on the twenty fifth day of October 1979
under the former name of*

MBUTJARA ABORIGINAL CORPORATION

*is now incorporated under the Act under the new
name of*

MPWETYERRE ABORIGINAL CORPORATION

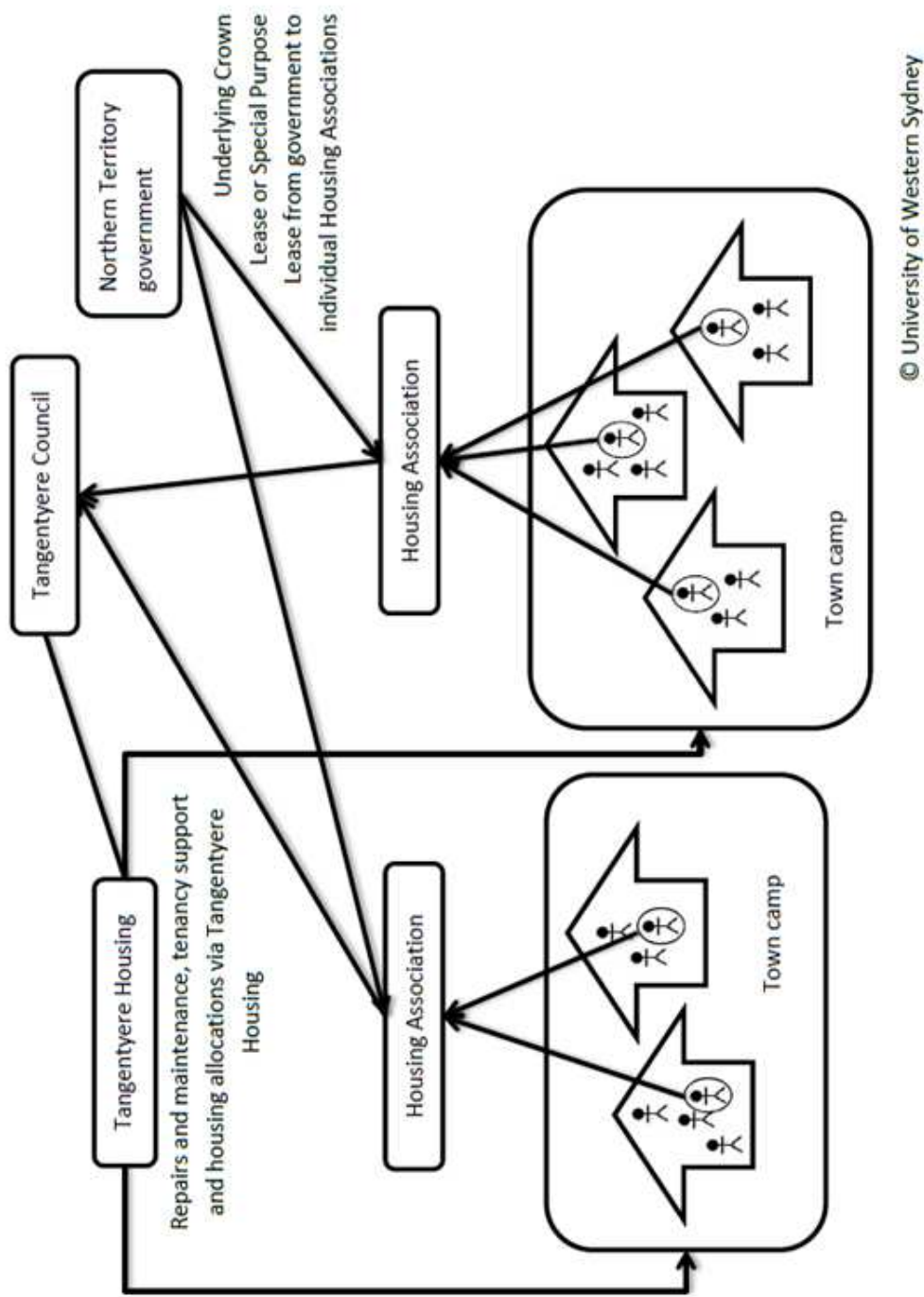
Dated this fourteenth *day of* July , 19 81 .



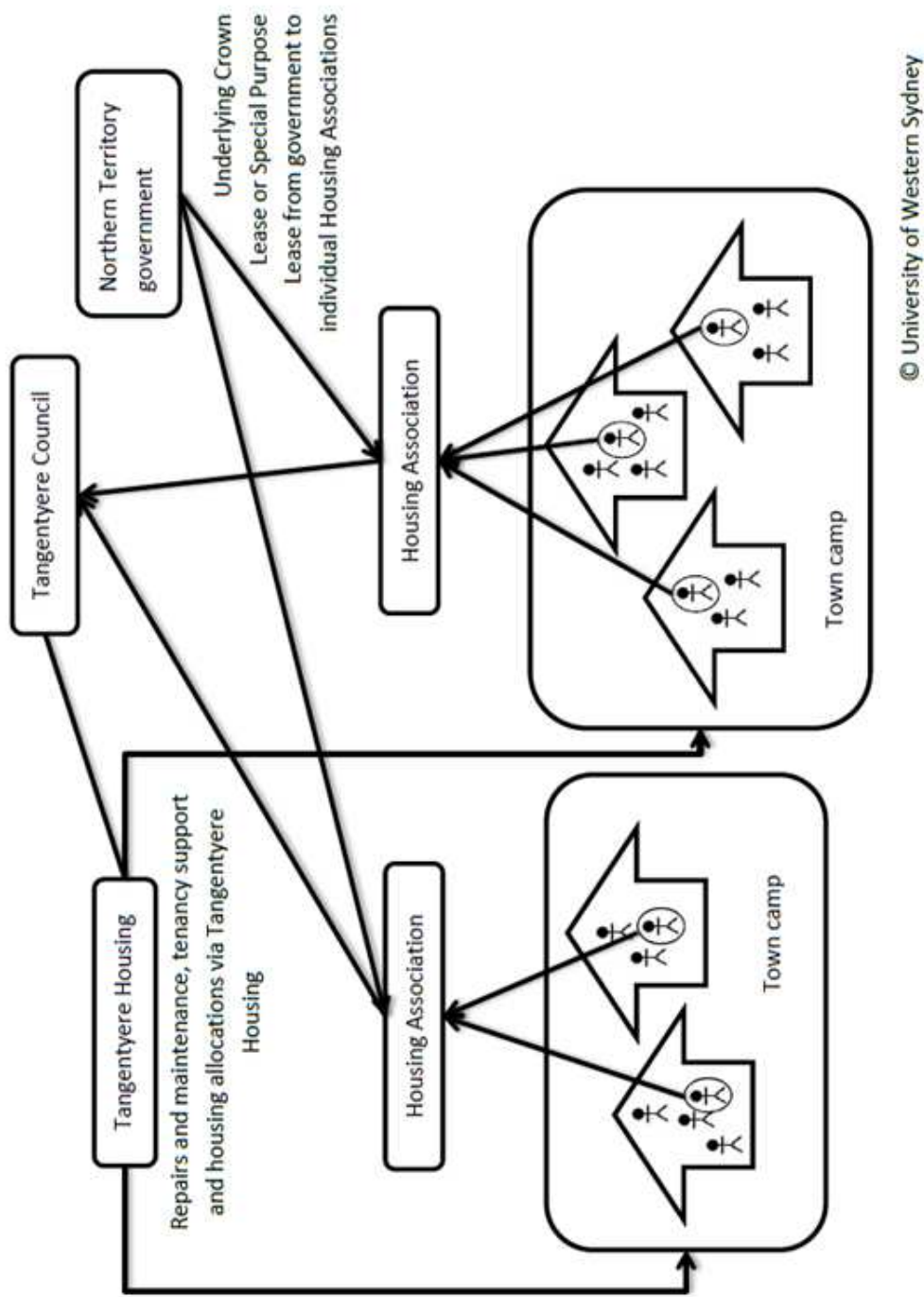
N. J. Jansz

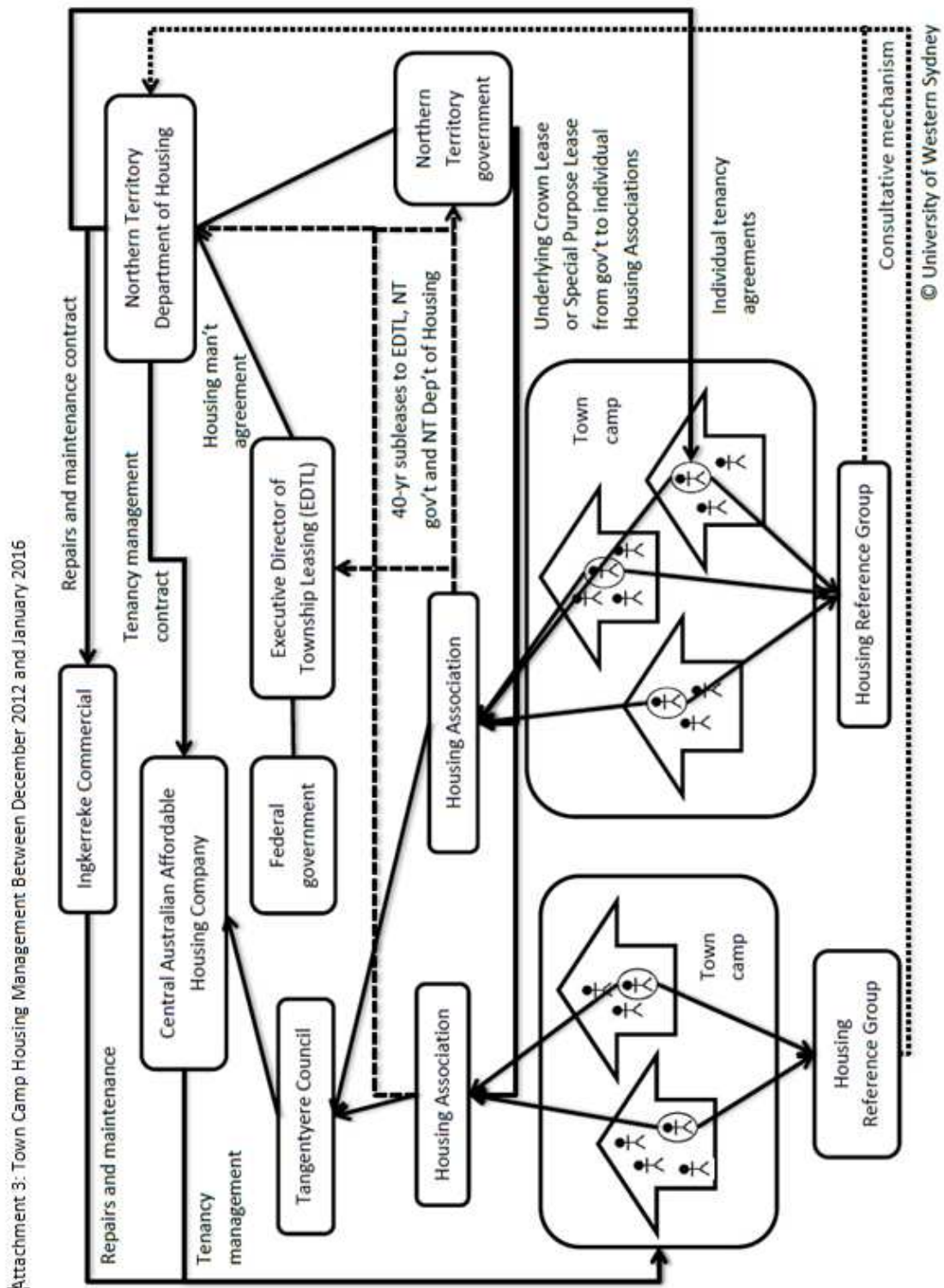
REGISTRAR

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)



Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Karnte Aboriginal Corporation
PO Box 8070, Alice Springs NT 0871

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Karnte Aboriginal Corporation on behalf of the members and residents of Karnte Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Karnte Aboriginal Corporation was first incorporated on the 11, July 1983 (see Attachment 1). Karnte is located at Alice Springs Lot 7850 which has been held by virtue of a Crown Lease in Perpetuity for Aboriginal Communal Purposes since 1988.

Karnte is home to speakers of Luritja, and Pitjantjatjara. The 2005 population and mobility study identified that the resident population was 135 people and that the service population was as high as 219 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Leases and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Karnte. The majority of the housing predates the Alice Springs Living Area Subleases and SIHIP.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Town Camp
1	29	Kurparu Crescent	Karnte
2	3	Maku Crescent	Karnte
3	1	Maku Crescent	Karnte
4	23	Kurparu Crescent	Karnte
5	21	Kurparu Crescent	Karnte
6	18	Kurparu Crescent	Karnte
7	16	Kurparu Crescent	Karnte
8	14	Kurparu Crescent	Karnte
9	6	Kurparu Crescent	Karnte
11	1	Kurparu Crescent	Karnte
10	2	Kurparu Crescent	Karnte
12	5	Kurparu Crescent	Karnte
New House	7	Kurparu Crescent	Karnte
New House	9	Kurparu Crescent	Karnte
New House	11	Kurparu Crescent	Karnte
New House	13	Kurparu Crescent	Karnte
New House	31	Kurparu Crescent	Karnte
New Duplex	22	Kurparu Crescent	Karnte
New Duplex	20	Kurparu Crescent	Karnte

According to Anne Bradford, Karnte received \$4,182,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 19 dwellings at Karnte 7 were constructed during SIHIP and 6 were rebuilt. 9 houses received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Karnte.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

- | | |
|-------------|--|
| ➤ Emergency | Instant response required |
| ➤ Immediate | Make safe response required within 4 hours |
| ➤ Urgent | Response required within 2 days |
| ➤ Routine | Response required within 10 days |

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Attachment 14: Karnte Aboriginal Corporation Submission to the Parliamentary Accounts Committee
Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

Unlike a number of other Town Camps, Karnte has been fortunate that none of our houses have been considered to be 'Beyond Economic Repair'. We are however aware that a number of Town Camps have been impacted upon by the cost of extensive repairs and by the failure of the Department to properly insure properties

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to these so called 'Beyond Economic Repair' houses both now and in the future (until December 2049). It is our understanding that no matter how unwilling the Territory has a legal obligation to repair these houses and to maintain Town Camp Housing.

Whilst Karnte has no houses classified as being 'Beyond Economic Repair' our members have been frustrated by the unwillingness and inability of the Department to raise work orders for the repair or replacement of larger items including the following:

- Air conditioners;
- Hot water services;
- Stoves

In fact our members have on numerous occasions been informed by the Department that stoves will not be replaced unless completely inoperable. A stove with one of four elements working is deemed partially operable and therefore won't be replaced.

Karnte Aboriginal Corporation believes that the issues with the previous property management contract largely stemmed from the unwillingness of the Department to spend money on Town Camp housing. Even in the case of a relatively minor repair the Department would be obliged to raise a purchase order to get Ingkerreke to investigate and initiate the required repair. It is true that at times we were not satisfied with the work of Ingkerreke but it seems suspect that the Department now appears willing to blame the previous contractors for previous poor arrangements. The Department was always responsible for both procurement and contract management.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

3.4. Large Blocks and Yard Maintenance

Maintaining yards is a challenge for many Town Camp residents for a number of factors including a lack of financial resources and limited access to motor vehicles. Recent research undertaken by the Tangentyere Council Research Hub and Baker IDI highlights that 76% of Town Campers don't have access to a car in an emergency, that only 22% of adults have a license and that car ownership is at 15% (of households). This makes yard maintenance and the disposal of hard rubbish a significant challenge.

To make matters worse through the process of determining cadastral boundaries; the determination between house lots and common areas and the fencing of house lots many Town Camp yards became very large.

The following table outlines the size of blocks at Karnte Camp as an example of the issue being described:

Figure 2: House Lots		
Rank	Lot Number	Size
1	10169	3120m ²
2	10166	2150m ²
3	10147	2110m ²
4	10168	2000m ²
5	10165	1660m ²
6	10148	1570m ²
7	10164	1500m ²
8	10160	1350m ²
9	10157	1270m ²
10	10155	1200m ²
11	10161	1160m ²
12	10158	1150m ²
13	10163	1070m ²
14	10162	1070m ²
15	10154	1030m ²
16	10159	1020m ²
17	10156	973m ²
18	10152	971m ²
19	10151	969m ²
20	10290	882m ²
21	10153	873m ²
22	10149	872m ²
23	10289	814m ²
24	10150	801m ²

The largest 16 of these blocks would be considered very large by Alice Springs standards where an average suburban house lot is approximately 850m².

Attachment 14: Karnte Aboriginal Corporation Submission to the Parliamentary Accounts Committee
Inquiry into Town Camp Housing Management

The case is similar at Yarrenyty Arltere, Hidden Valley and several other Town Camps. The biggest block at Yarrenyty Arltere is 3600m² and the biggest block at Hidden Valley is 2598m².

As mentioned Town Camp residents have limited income, resources and access to vehicles. Many residents are concerned that large blocks could lead to increased numbers of visitors, impacts on resident health (due to increased rubbish, reduced dust suppression and respiratory complaints) and an increased risk of eviction.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Gwen Gillen
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

FORM 7

Sub-regulation 11 (1)

COMMONWEALTH OF AUSTRALIA

Aboriginal Councils and Associations Act 1976

Certificate of Incorporation of an Aboriginal Association

I, ANTHONY GEORGE KOUKOULAS

the Registrar of Aboriginal Corporations,

*in pursuance of paragraph 45(1)(a) of the Act
hereby certify that*

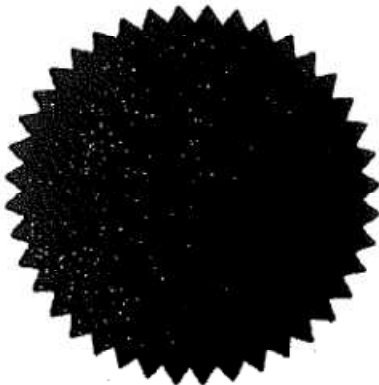
KARNTÉ ABORIGINAL CORPORATION

has this day been incorporated under the Act

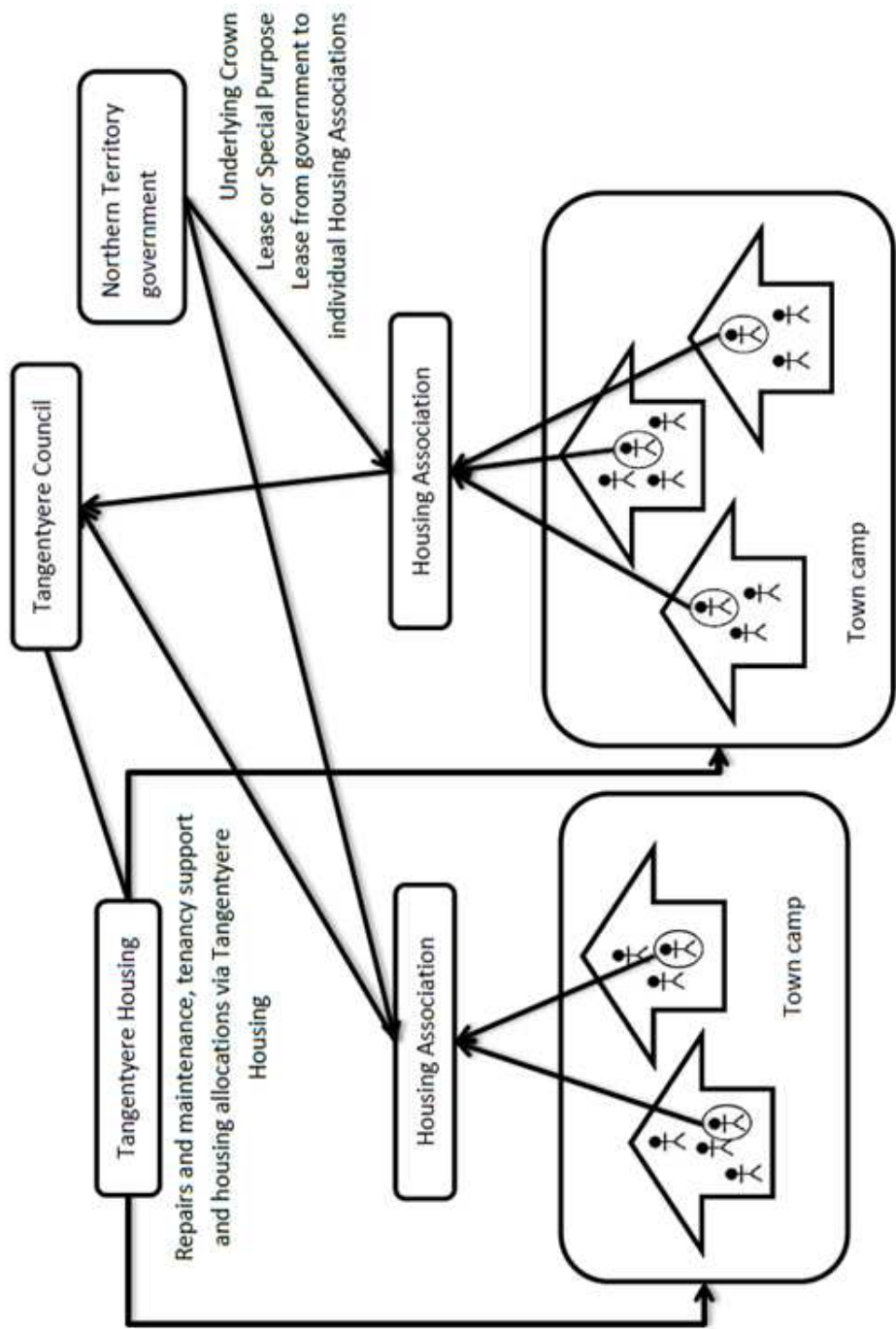
Dated this ELEVENTH *day of* JULY *, 19* 83 *.*

Anthony George Koukoulas

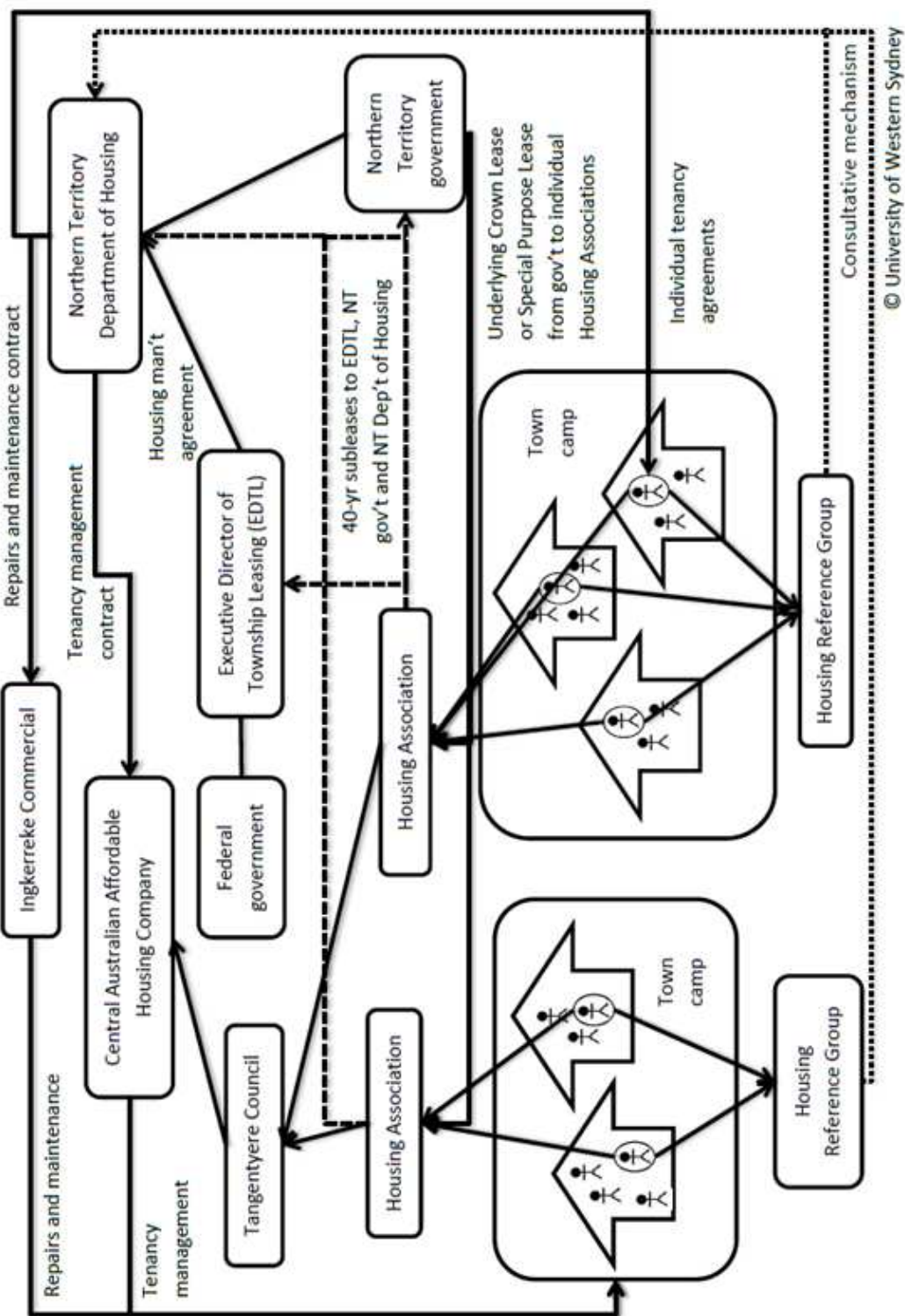
REGISTRAR



Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)



Attachment 3: Town Camp Housing Management Between December 2012 and January 2016



Lhenpe Artnwe Aboriginal Corporation
PO Box 8070, Alice Springs NT 0871
Lot 1733, Ulpaya Road, Alice Springs NT 0870

Robyne Lambley MLA
Chairperson
Public Accounts Committee
PO Box 2654
Alice Springs, NT, 0871
electorate.araluen@nt.gov.au

Dear Ms Lambley,

RE: Public Accounts Committee Investigation of Town Camp Housing Management

I write to you in my capacity as the President of Lhenpe Artnwe Aboriginal Corporation on behalf of the members and residents of Hoppys Camp in regard to the Public Accounts Committee Investigation of Town Camp Housing Management.

1. Background

The Town Camp Movement was set into motion by the displacement of people from their traditional lands, the repeal of the Welfare Ordinance Act (1964) and the Equal Wages Case (1968) and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage.

Lhenpe Artnwe Aboriginal Corporation itself was first incorporated on the 6th, August 1986 (see Attachment 1). Lhenpe Artnwe is located at Alice Springs Lot 1733 which has been held by virtue of a Special Purpose Lease in Perpetuity for Aboriginal Communal Purposes since 1977.

Lhenpe Artnwe is home to speakers of Arrernte, Warlpiri, Luritja and Anmatyerre. The 2005 population and mobility study identified that the resident population was 167 people and that the service population was as high as 272 people.

In 2009, 15 Town Camp Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government who is currently the Housing Authority over Town Camp houses. The Alice Springs Living Area Subleases expire in December 2049 and the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has been a periodical agreement being extended from month to month.

Despite the changed tenancy arrangements the Town Camp Housing Associations still hold Special Purpose Lease and Crown Leases in Perpetuity over their land.

2. Housing and Land

The following table outlines the distribution of old and new housing at Lhenpe Artnwe. The majority of the housing predates the Alice Springs Living Area Subleases and the Strategic Indigenous Housing and Infrastructure Program (SIHIP).

The 2 dwellings that were constructed at Lhenpe Artnwe were the 2 sides of a duplex.

Figure 1: Old Addresses and New Addresses			
Old House Number	New Street Address	Street	Status
10	18	Ulpaya Rd	Tenanted
9	8	Ulpaya Rd	Tenanted
11	20	Ulpaya Rd	Vacant
12	41	Ulpaya Rd	Beyond Economic Repair
13	45	Ulpaya Rd	Vacant
14	49	Ulpaya Rd	Tenanted
15	47	Ulpaya Rd	Tenanted
New House	12	Ulpaya Rd	Tenanted
New House	10	Ulpaya Rd	Tenanted
23	15	Ulpaya Rd	Tenanted
24	14	Ulpaya Rd	Vacant
30	51	Ulpaya Rd	Tenanted
31	53	Ulpaya Rd	Tenanted
32	19	Ulpaya Rd	Vacant

According to Anne Bradford Lhenpe Artnwe received \$2,404,000 in housing upgrades as part of the \$100 million in SIHIP money spent on the Town Camps after the signing of the Alice Springs Living Area Subleases. This seems to be calculated using the following formula:

$\text{SIHIP Expenditure} = \text{New Houses} \times \$450,000 + \text{Rebuilds} \times \$172,000 + \text{Refurbishments} \times \$75,000$
--

Of 14 houses at Lhenpe Artnwe 2 were constructed during SIHIP, 7 were rebuilt and 4 were refurbished. 1 house received no work during the Strategic Housing and Infrastructure Program. It has never been made clear as part of Strategic Indigenous Housing and Infrastructure Program Reporting to the Housing Associations what infrastructure work has been carried out at Lhenpe Artnwe.

3. Terms of Reference

3.1. Timeliness of Completing Repairs

Since December 2009 the Department of Housing has been the Housing Authority/Landlord for the Town Camps. Initially the Department of Housing entered into a contract with the Central Australian Affordable Housing Company to provide both Tenancy Management and Property Management services to the Alice Springs Town Camps.

For the first three years of the Alice Springs Living Area Subleases the delivery of Tenancy Management and the coordination of Repairs and Maintenance by a single provider worked well.

Between 2nd December 2012 and the 31st January 2016 the Tenancy Management and Property Maintenance roles were split between two separate contracts held by the Central Australian Affordable Housing Company (Tenancy Manager) and Ingkerreke Commercial (Property Manager). In between the Tenancy Manager and the Property Manager was the Department of Housing.

The role of the Department included contract management, procurement and coordination of services.

Until the 31st January when a resident had a Repairs and Maintenance issue it would be reported to the Central Australian Affordable Housing Company. The Central Australian Affordable Housing Company operated a Help Desk for receiving Repairs and Maintenance requests in addition to reports received by Tenancy Managers. The Central Australian Affordable Housing Company would then escalate the report to the Department. The urgency of the issue would be classified on the basis of the type of repairs when reported to the Department of Housing. Once reported the Department would then issue a work order to the Property Manager. The work was supposed to be undertaken in a timely manner, but in too many cases the work would take months to be completed. There appeared to be no quality control by the Department to ensure that the work was satisfactorily completed by the Property Manager.

Work was rarely carried out within the required time frames as per the following guidelines:

➤ Emergency	Instant response required
➤ Immediate	Make safe response required within 4 hours
➤ Urgent	Response required within 2 days
➤ Routine	Response required within 10 days

This meant that our houses were not functioning to the extent that we as tenants are legally entitled.

In addition houses remain vacant while we wait for the completion of Repairs and Maintenance that is required so that these houses are available for occupation.

The only recourse for Town Campers with outstanding Repairs and Maintenance was to keep ringing the Tenancy Manager. It is our understanding that the Central Australian Affordable Housing Company would keep

Appendix 15: Lhenpe Artnwe Aboriginal Corporation Submission to the Parliamentary Accounts Committee Inquiry into Town Camp Housing Management

re-forwarding the same reports to the Department on our behalf. This was a very frustrating process, and the previous Tenancy Manager would encourage residents to make official complaints to the Department of Housing complaints line, so that there was an official record that the work had not been done.

Representatives from the Department would be invited to our AGMs and on occasion Repairs and Maintenance issues would be addressed in writing to the Department of Housing.

As the holders of the Special Purpose and Crown Leases in Perpetuity the Housing Associations have legal rights in relation to the Alice Springs Living Area Sublease and the Housing Management Agreement. This should include ensuring that tenants receive an appropriate level of service and that the condition of houses complies with the provisions of the Residential Tenancies Act.

As tenants we have legal rights under the Residential Tenancies Act and this includes a right to the enjoyment of housing that is functional and well maintained.

We are aware that Department has awarded the Tenancy Management contract to Zodiac Business Services and the Property Maintenance Contract to Tangentyere Constructions. In addition we recognise that the model has been improved so that the Tenancy Manager can report work directly to the Housing Maintenance Officer for immediate investigation, repair (if the cost of the job is less than \$100) and accurate reporting to the Department (if over \$100). The Department remains responsible for procuring the services of a member of the panel contract for the larger jobs (everything over \$100). Previously the Tenancy Manager had to escalate all reports to the Department and the Head Contractor could not investigate or complete any work without a purchase order.

We think the issue with the previous Property Maintenance arrangements was structural and that the Department was largely culpable for the deterioration of our houses due to poor procurement processes. Reports from the Tenancy Manager to the Department were not acted upon efficiently.

The Department of Housing cannot claim that it has addressed the issue by installing new contractors and reworking the model when it alone has been responsible for these issues over the last 6 years.

3.2. Costs of Repairs

The Lhenpe Artnwe Aboriginal Corporation cannot comment on the cost of repairs but we can make comment on the impact of the cost of repairs and the failure of the Department to properly insure properties.

41 Ulpaya Road, Lhenpe Artnwe

Since 2013 the Lhenpe Artnwe Aboriginal Corporation has been asking the Department about whether there is a plan to repair the house at 41 Ulpaya Road. This house was damaged by fire on the 22nd January 2013.

We have not had a formal response to letters or to verbal queries made to the Department. In addition to letters the Department has been queried through Housing Association General Meetings and Housing Reference Group Meetings. In November 2013 we made a request for an itemized structural report so that we could see for ourselves what would be involved in the repairs.

Our community requires additional housing and sees the work of refurbishing this house as a priority. Lhenpe Artnwe needs an additional house.

Under an Indigenous Community Housing Organisation like Tangentyere there would have been insurance to cover this sort of damage and to repair this property. The Department says that it 'self insures' and that it has no money. According to the Department this house is 'Beyond Economic Repair' (BER).

In the end we fear that the number of houses available for tenants will decline under the Department of Housing.

The Alice Springs Living Area Sublease and the Housing Management Agreement between the EDTL and the Territory outlines the obligations relevant to houses such as 41 Ulpaya Road and other 'Beyond Economic Repair' houses both now and in the future (until December 2049):

Repairs and Maintenance Obligations

Under clause 9.2(b) of the Alice Springs Living Area Sublease, if the Special Purpose Lease "requires the Association to maintain, repair or replace any Existing Improvements, the EDTL must maintain, repair or replace those Existing Improvements". In addition clause 9.4(b) of the subleases provides that "all EDTL's Improvements and EDTL's Services will remain the property of the EDTL who is responsible for their maintenance, repair and replacement".

These obligations were transferred to the Territory under clause 8.2(b) of the Housing Management Agreements which provides that if the subleases "require the EDTL to maintain... any Existing Improvements, the Territory must maintain... those Existing improvements" and clause 8.5(c) of the Housing Management Agreements which provides that the Territory "must maintain... the Territory's improvements". In addition under the Housing Management Agreements the Territory confirms that it is self insured in respect to any loss, destruction or damage of the improvements.

For the record the Special Purpose Leases and Crown Leases in Perpetuity held by the Associations require that each Association "maintain, repair or replace any improvements" and this means that the Territory is required to repair the house at 41 Ulpaya Road.

3.3. Consistency, accessibility and efficiency of administrative arrangements

The administrative arrangements on the Town Camps have not been efficient or consistent with respect to the Department of Housing. Overall the consistency, accessibility and efficiency of these arrangements have been compromised by the complexity of the arrangements in place since December 2009 (and particularly since December 2012). Attachment 2 demonstrates the arrangements that were in place prior to the Alice Springs Living Area Subleases and Attachment 3 demonstrates the arrangements that were in place between December 2012 and January 2016.

Our members have reported that:

- Housing Management was best when Tangentyere Council and the Housing Associations worked together and operated a member owned and controlled Indigenous Community Housing Organisation;
- Housing Management between December 2009 and December 2012 under the Central Australian Affordable Housing Company when it had responsibility for both Tenancy Management and Property Management was also good. The Central Australian Affordable Housing Company is a community controlled and nationally accredited Community Housing Organisation;
- When Tenancy Management and Property Maintenance roles were split between the Central Australian Affordable Housing Company and Ingkerreke things deteriorated badly. Residents feel that this was in large part due to the role of the Department as contract manager and procurement manager;
- The awarding of Property Management to Tangentyere Constructions has been welcomed and residents feel that the installation of a Property Maintenance Contractor that employs Housing Maintenance Officers is far more practical than the previous arrangement with a Head Contractor with no Housing Maintenance Officers. The previous contractor could only respond if the Department generated a work order;
- The awarding of a Tenancy Management Contract to a for-profit non-Indigenous business at the expense of a Community Controlled and Nationally Accredited Community Housing provider is disappointing. Residents have heard poor reports from family members from communities such as Ntaria, Papunya and Santa Teresa.

I would like to acknowledge my appreciation to the Public Accounts Committee for investigating Town Camp Housing Management.

Thanks for your assistance.

Yours,



Shirleen Campbell
President

Cc: Ms Natasha Fyles MLA, Member for Nightcliff, electorate.nightcliff@nt.gov.au
Ms Nicole Manison MLA, Member for Wanguri, electorate.wanguri@nt.gov.au
Mr Gerry Wood MLA, Member for Nelson, electorate.nelson@nt.gov.au

Attachment 1: Certificate of Incorporation

FORM 11

Sub-regulation 13 (3)

COMMONWEALTH OF AUSTRALIA

Aboriginal Councils and Associations Act 1976

Certificate of Incorporation of an Aboriginal Association on Change of Name

I, **NOUREDDINE BOUHAFS**, ACTING AS
the Registrar of Aboriginal Corporations,
*in pursuance of sub-section 53(4) of the Act, hereby
certify that the Association incorporated under the
Act on* **6 August** **19 86**
under the former name of

LHENPE ARTNE ABORIGINAL CORPORATION

*is now incorporated under the Act under the new
name of*

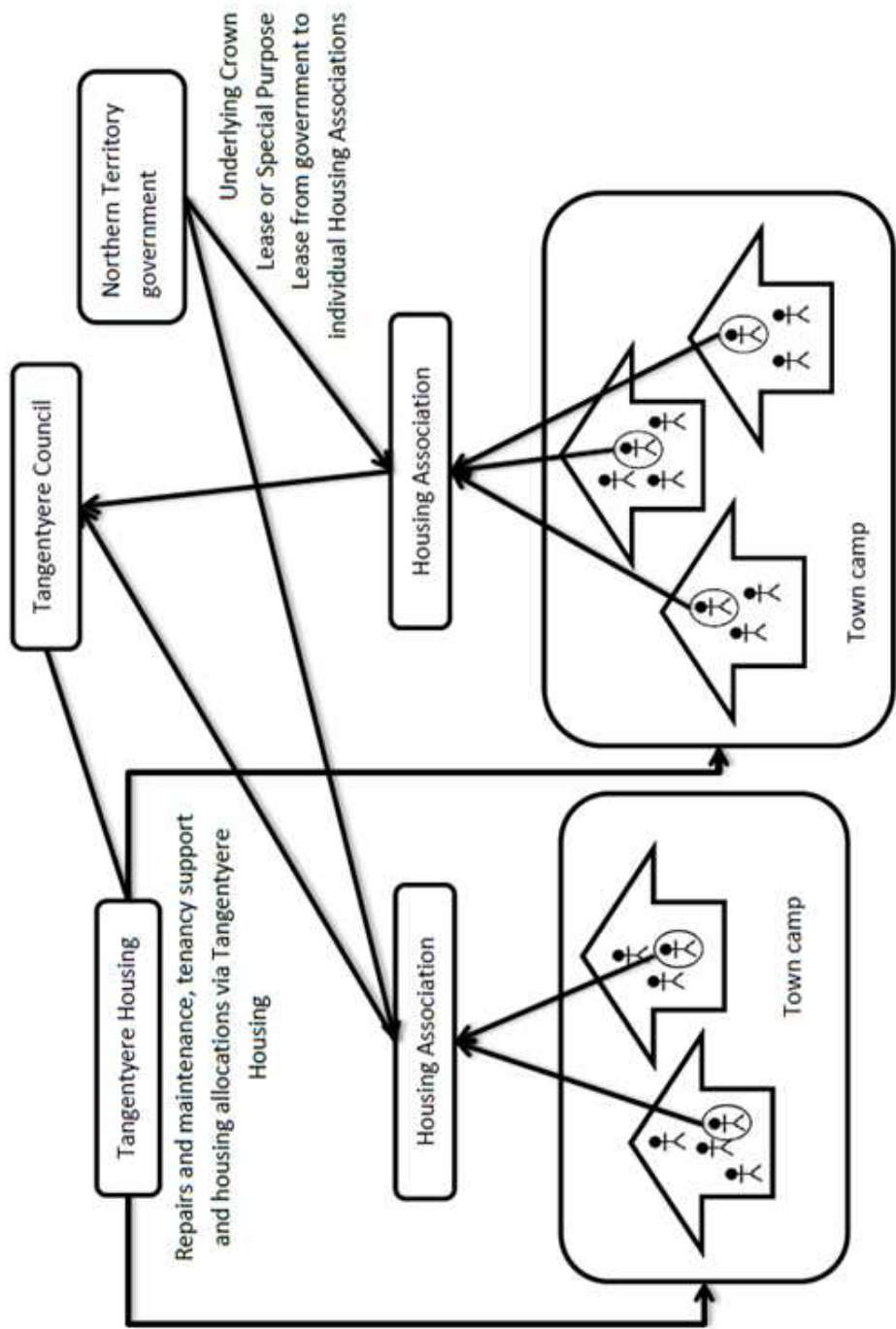
LHENPE ARTNWE ABORIGINAL CORPORATION

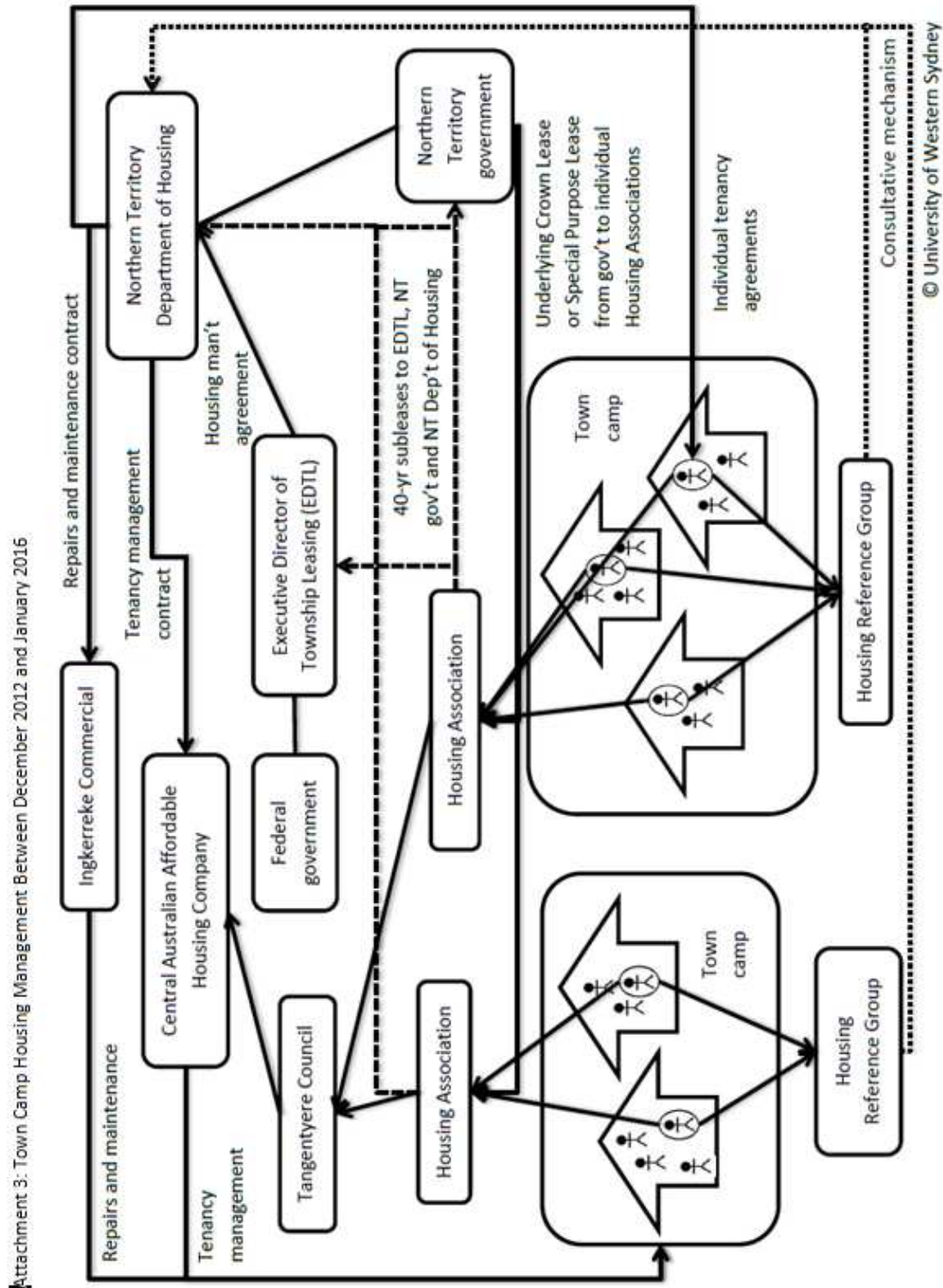
Dated this **TWENTY-SEVENTH** *day of* **OCTOBER** *, 19* **92** *.*



[Signature]
Acting REGISTRAR

Attachment 2: Town Camp Housing Management Before the Alice Springs Living Area Subleases (1979-December 2009)





Fixing Houses for Better Health (2006)

Prior to December 2009 and the Subleases, Tangentyere Council worked closely with Health Habitat to survey and repair the Health Hardware of Town Camp Housing.

Health Habitat developed the Fixing Houses for Better Health based upon a number of Healthy Living Practices. The work of Health Habitat was first developed and delivered in Aboriginal Communities but is now recognised and implemented internationally. In 2011 Health Habitat won the United Nations Habitat and Building and Social Housing Foundation's World Habitat Award.

Health Habitat developed a methodology that focused on environmental changes that would lead to maximum health gains, particularly for children aged 0-5 years.

The Housing for Health process aims to assess, repair or replace health hardware so that houses are safe and the occupants have the ability to carry out healthy living practices.

The priorities of Health Habitat include safety and the Health Living Practices:

Safety	Immediate life threatening dangers, particularly electrical, gas, fire, sewage and structural safety issues are addressed as the highest priority.
--------	--

After safety is addressed, the prioritised list of Health Living Practices provides a focus for Repairs and Maintenance:

Health Living Practices	Details
1. Washing People	Ensuring there is adequate hot and cold water and that the shower and bath work
2. Washing Clothes & Bedding	Ensuring the laundry is functional with separate taps for waste for the washing machine and tub.
3. Removing Waste safely	Ensuring drains aren't blocked and that the toilets are working.
4. Improving Nutrition	Assessing the ability to prepare and store food, making sure the stove works and improving the functionality of the kitchen.
5. Reducing Overcrowding	Ensuring health hardware (hot water systems and septic systems) can cope with the actual number of people living in a house at any time.
6. Reducing the Impacts of animals, vermin or insects	Reducing the Impacts of animals, vermin or insects on the health of people, for example, ensuring adequate insect screening.
7. Reducing dust	Reducing dust - to reduce the risk of respiratory illness.
8. Controlling Temperature	Looking at the use of insulation and passive design to reduce the health risks, particularly to small children, the sick and the elderly.
9. Reducing Trauma	Reducing trauma from non life threatening injury etc

Health Habitat delivered the Fixing Houses for Better Health program in the Alice Springs Town Camp in 2006.

According to Health Habitat “the housing when managed by Tangentyere Council was the best performing in the Territory and compared well with national housing function figures”¹.

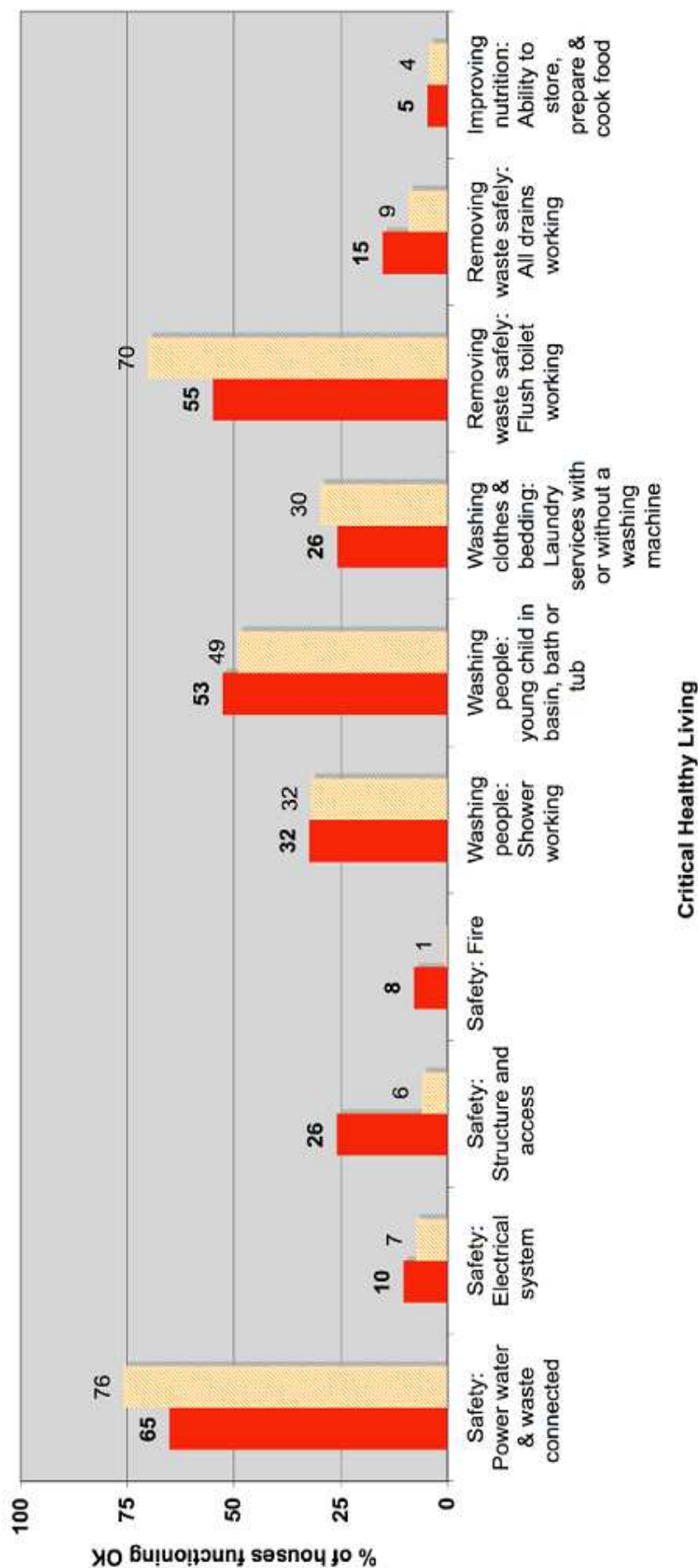
Health Habitat stated that “at the commencement of the project, before any fix work was commenced under the federally funded Fixing Houses for Better Health program, the 187 houses were generally in poor condition, but performed better than the national average in 6 of 10 critical safety and health criteria” and equalled the national average in a seventh. Health Habitat reported that after “the fix works were completed the final results of the Fixing Houses for Better Health program showed the Tangentyere managed houses outperforming the national average in 8 of the 10 critical safety and health criteria”.

Health Habitat posed a question on their website about how the outcomes of a Fixing Houses for Better Health Survey if conducted today would compare with the results of the 2006 survey. The feedback from our members suggests that the outcome would not be favourable for the Department of Housing.

The graphs provided overleaf outlined the outcomes of the Fixing Houses for Better Health Survey (2006) and a comparison between the 187 houses surveyed by Health Habitat in the Alice Springs Town Camps and 5085 houses surveyed nationally. This comparison was quite favourable.

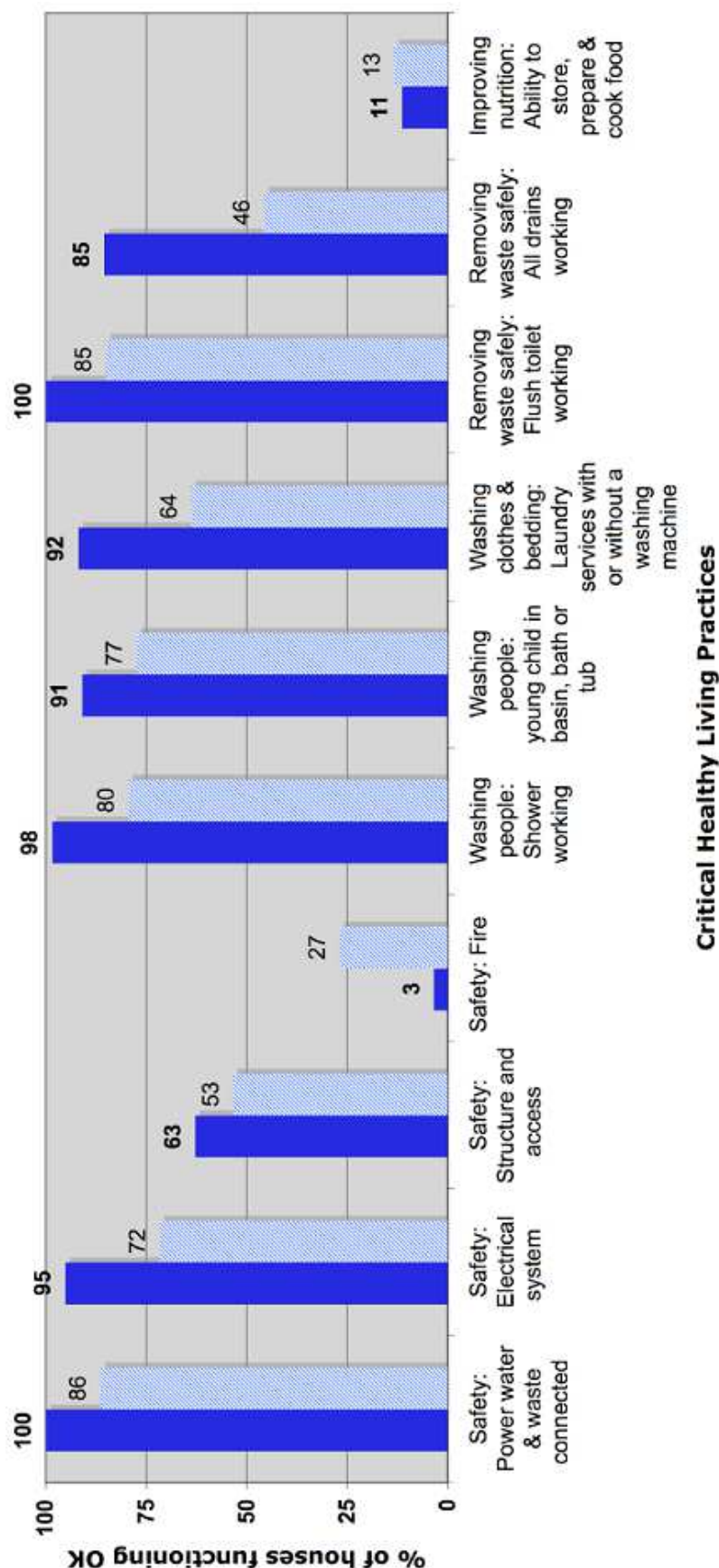
¹<http://www.healthhabitat.com/blog/alice-springs-town-camp-residents-left-without-homes-or-amenities-for-months>

Tangentyere Council managed Alice Springs Town Camp houses (2006) and all national Fixing Houses for Better Health and Housing for Health projects (2007): comparison before fix work is commenced



■ Tangentyere Council All town Camps Alice Springs combined 187 houses surveyed before fix work had commenced.
■ National results as at 28/08/07 representing 5085 houses in 136 projects before fix work had commenced.

Tangentyere Council managed Alice Springs Town Camp houses and all national Fixing Houses for Better Health and Housing for Health projects comparison after fix work is completed 2007



■ Tangentyere Council All town Camps Alice Springs combined 178 houses surveyed and fixed. Total fix budget (labour and materials) for the Alice Springs town Camps was \$5128 average per house
 ▨ National results as at 28/08/07 representing 3860 houses in 116 projects. National budgets vary from \$3500 - \$7600 average per house



Northern
Territory
Government

DEPARTMENT OF HOUSING

www.nt.gov.au

Chief Executive Officer
Level 7, RCG Centre,
47 Mitchell Street, Darwin NT

Postal address GPO Box 4621
Darwin NT 0801
Tel 08 8999 8472
Fax 08 8999 8499

File No. HSG2014/01792-003

Mr Greg Roche
Executive Director
Township Leasing
GPO BOX 3671
DARWIN NT 0801

Dear Mr Roche

REVIEW OF THE CURRENT AND FUTURE NEEDS OF ALICE SPRINGS TOWN CAMPS HOUSING

Thank you for your letter dated 12 August 2014, seeking advice on when a review of housing needs would be undertaken across Alice Springs Town Camps pursuant to a specific clause in the 40 year Alice Springs Town Camp Subleases.

The Department of Housing will work with relevant government agencies to undertake an independent review, as per Clause 12 of the 40 year Sublease between 14 Town Camp Housing Associations (representing 17 Town Camps), the Executive Director Township Leasing (EDTL), the Northern Territory of Australia and the Chief Executive Officer (Housing). I have instructed staff to commence the necessary work. As you will appreciate we will need to develop a clear scope for the project and undertake procurement to engage the services of an independent reviewer.

On finalisation of the review, copies will be made available as required under the Sublease. The report will be made provided to the Department of the Prime Minister and Cabinet, as they have portfolio responsibilities that were transferred to them.

Yours sincerely

ANNE BRADFORD
Chief Executive Officer

27 August 2014



DEPARTMENT OF HOUSING

www.nt.gov.au

Chief Executive Officer
Level 7, RCG Centre,
47 Mitchell Street, Darwin

Postal address GPO Box 4621
Darwin NT 0801
Tel 08 8999 8472
Fax 08 8999 8499
Website www.housing.nt.gov.au

File No. HSG2014/01215-014

Mr Greg Roche
Executive Director Township Leasing
Office of Township Leasing
GPO Box 3671
DARWIN NT 0801

Dear Mr Roche *Greg*

SIHIP Expenditure Alice Springs Town Camps

Thank you for your letter of 25 June 2014 regarding expenditure associated with works delivered under the Strategic Indigenous Housing Program (SIHIP) within the Alice Springs Town Camps.

As requested, the table below outlines estimated expenditure:

Town Camp	New House	Rebuilds	Refurbishments	Expenditure \$ (000s)
Trucking Yard	7	8	6	4 976
Morris Soak	5	5	2	3 260
Larapinta Valley	12	13	2	7 786
Hidden Valley	24	16	2	13 702
Little Sisters	9	6	2	5 232
Palmer's Camp	1	4	1	1 213
Ilparpa	2	8	0	2 276
Karnte	7	6	0	4 182
Anthepe	7	2	3	3 719
Old Timer's	2	3	1	1 491
Ilpeye Ilpeye	6	4	1	3 463
Walpiri	2	4	0	1 588
Hoppy Camp	2	7	4	2 404
Mt Nancy	0	6	2	1 182
Charles Creek	0	5	4	1 160
Kunoth	0	2	0	344
Basso's Farm	0	1	0	172
Abbott's Camp	0	3	0	516
TOTAL EXPENDITURE: \$ 58 666 000				

Appendix 19 Town Camp Addresses and Vacancies

Town Camp House Numbers and New Addresses				
Old Number	Street Address	Street Name	Town Camp	Status
New House	1	Yipilijaji Cres	Ilperle Tyathe	
1	5	Yipilijaji Cres	Ilperle Tyathe	
2	6	Yipilijaji Cres	Ilperle Tyathe	
3	10	Yipilijaji Cres	Ilperle Tyathe	
4	19	Yipilijaji Cres	Ilperle Tyathe	
5	21	Yipilijaji Cres	Ilperle Tyathe	
6	23	Yipilijaji Cres	Ilperle Tyathe	
7	11	Yipilijaji Cres	Ilperle Tyathe	
New House	17	Yipilijaji Cres	Ilperle Tyathe	
1B	7A	Untyere Court	Aper-Alwerrkng	Vacant
1A	7B	Untyere Court	Aper-Alwerrkng	
2	6	Untyere Court	Aper-Alwerrkng	
3	5	Untyere Court	Aper-Alwerrkng	
4	4	Untyere Court	Aper-Alwerrkng	
5	1	Untyere Court	Aper-Alwerrkng	
New House	2	Untyere Court	Aper-Alwerrkng	
1	1	Matthews Court	Mount Nancy	
2	11	Matthews Court	Mount Nancy	
3	15	Matthews Court	Mount Nancy	
5	3	Shaw Court	Mount Nancy	
6	7	Shaw Court	Mount Nancy	Vacant
7	9	Shaw Court	Mount Nancy	
8	4	Shaw Court	Mount Nancy	
10	5	Shaw Court	Mount Nancy	
11	6A	Shaw Court	Mount Nancy	
12	6B	Shaw Court	Mount Nancy	
13	12	Shaw Court	Mount Nancy	
1	1	Atyunpe Street	Anthelk Ewlpaye	
2	3	Atyunpe Street	Anthelk Ewlpaye	Demolished
3	1	Little Flower Court	Anthelk Ewlpaye	
4	2	Little Flower Court	Anthelk Ewlpaye	
5	3	Little Flower Court	Anthelk Ewlpaye	
6	6	Atyunpe Street	Anthelk Ewlpaye	
7	3	Paddy Court	Anthelk Ewlpaye	
8	5	Little Flower Court	Anthelk Ewlpaye	
9	8	Ulpaya Rd	Anthelk Ewlpaye	
17	8	Atyunpe Street	Anthelk Ewlpaye	
18	4A	Atyunpe Street	Anthelk Ewlpaye	Vacant
19	4B	Atyunpe Street	Anthelk Ewlpaye	
21	4A	Little Flower Court	Anthelk Ewlpaye	
22	4B	Little Flower Court	Anthelk Ewlpaye	
25	7	Little Flower Court	Anthelk Ewlpaye	

Appendix 19 Town Camp Addresses and Vacancies

26	4	Paddy Court	Anthelk Ewlpaye	
27	5	Paddy Court	Anthelk Ewlpaye	
28	2	Paddy Court	Anthelk Ewlpaye	
29	6	Little Flower Court	Anthelk Ewlpaye	
33	1/10	Atyunpe Street	Anthelk Ewlpaye	
34	2/10	Atyunpe Street	Anthelk Ewlpaye	
1	19	McCormack St	Nyewente	
2	15	McCormack St	Nyewente	
3	18	McCormack St	Nyewente	
4	16	McCormack St	Nyewente	
12	3	McCormack St	Nyewente	
16A	5	McCormack St	Nyewente	
16B	7	McCormack St	Nyewente	
18	17	McCormack St	Nyewente	
New House	4	McCormack St	Nyewente	Vacant
New Duplex	13	McCormack St	Nyewente	
New Duplex	11	McCormack St	Nyewente	
13	8	Pepperill Court	Nyewente	Vacant
14	6	Pepperill Court	Nyewente	
15	10	Pepperill Court	Nyewente	Vacant
New House	4	Pepperill Court	Nyewente	
New House	2	Pepperill Court	Nyewente	
New Duplex	3	Pepperill Court	Nyewente	
New Duplex	1	Pepperill Court	Nyewente	
5	5	Benno St	Nyewente	
6	12	Benno St	Nyewente	
7	14	Benno St	Nyewente	
8	11	Benno St	Nyewente	
9	13	Benno St	Nyewente	
10	9	Benno St	Nyewente	
19	10	Benno St	Nyewente	
2	4	Glenmon Court	Akngwertnarre	
3	3	Glenmon Court	Akngwertnarre	
6	1	Glenmon Court	Akngwertnarre	
Community Centre	2	Glenmon Court	Akngwertnarre	
1	1	Lechleitner Street	Akngwertnarre	
4	11	Lechleitner Street	Akngwertnarre	
New Duplex	3	Lechleitner Street	Akngwertnarre	
New Duplex	5	Lechleitner Street	Akngwertnarre	
New Duplex	7	Lechleitner Street	Akngwertnarre	
New Duplex	9	Lechleitner Street	Akngwertnarre	Vacant
14	17	Lechleitner Street	Akngwertnarre	
5	1	Miller Court	Akngwertnarre	
10	2	Miller Court	Akngwertnarre	
11	6	Miller Court	Akngwertnarre	

Appendix 19 Town Camp Addresses and Vacancies

12	7	Miller Court	Akngwertnarre	
3	1	Lockyer Ct	Ewyenper Atwatye	
New House	5	Lockyer Ct	Ewyenper Atwatye	
New House	7	Lockyer Ct	Ewyenper Atwatye	
New House	6	Lockyer Ct	Ewyenper Atwatye	
New House	2	Lockyer Ct	Ewyenper Atwatye	
New House	3	Lockyer Ct	Ewyenper Atwatye	Vacant
1	1	Ewyenper Street	Ewyenper Atwatye	
2	3	Ewyenper Street	Ewyenper Atwatye	
New House	5	Ewyenper Street	Ewyenper Atwatye	
17	19	Ewyenper Street	Ewyenper Atwatye	
28	13	Ewyenper Street	Ewyenper Atwatye	
New House	21	Ewyenper Street	Ewyenper Atwatye	
New House	17	Ewyenper Street	Ewyenper Atwatye	
30	56	Ewyenper Street	Ewyenper Atwatye	
New House	54	Ewyenper Street	Ewyenper Atwatye	
33	53	Ewyenper Street	Ewyenper Atwatye	Vacant
34	45	Ewyenper Street	Ewyenper Atwatye	
35	39	Ewyenper Street	Ewyenper Atwatye	
37	51	Ewyenper Street	Ewyenper Atwatye	
New House	41	Ewyenper Street	Ewyenper Atwatye	
New House	37	Ewyenper Street	Ewyenper Atwatye	
New House	35	Ewyenper Street	Ewyenper Atwatye	
New House	6	Irretye Ct	Ewyenper Atwatye	
10	4	Irretye Ct	Ewyenper Atwatye	
New House	2	Irretye Ct	Ewyenper Atwatye	
12	8	Irretye Ct	Ewyenper Atwatye	
13	11	Irretye Ct	Ewyenper Atwatye	
14	9	Irretye Ct	Ewyenper Atwatye	
New House	7	Irretye Ct	Ewyenper Atwatye	
New House	5	Irretye Ct	Ewyenper Atwatye	
New House	3	Irretye Ct	Ewyenper Atwatye	
20	8	Tjuwanpa Court	Ewyenper Atwatye	BER
21	12	Tjuwanpa Court	Ewyenper Atwatye	
22	16	Tjuwanpa Court	Ewyenper Atwatye	Vacant
New House	10	Tjuwanpa Court	Ewyenper Atwatye	
24	15	Tjuwanpa Court	Ewyenper Atwatye	
New House	17	Tjuwanpa Court	Ewyenper Atwatye	
25	13	Tjuwanpa Court	Ewyenper Atwatye	
New House	6	Tjuwanpa Court	Ewyenper Atwatye	
New House	4	Tjuwanpa Court	Ewyenper Atwatye	
29	13	Abbott Court	Ewyenper Atwatye	
32	15	Abbott Court	Ewyenper Atwatye	
36	9	Abbott Court	Ewyenper Atwatye	Vacant
38	14	Abbott Court	Ewyenper Atwatye	Vacant

Appendix 19 Town Camp Addresses and Vacancies

New House	17	Abbott Court	Ewyenper Atwatye	
New House	3	Abbott Court	Ewyenper Atwatye	
New House	5	Abbott Court	Ewyenper Atwatye	
New House	7	Abbott Court	Ewyenper Atwatye	
2	3	Arrkwetyetherre Circuit	Yarrenyty Arltere	
20	26	Arrkwetyetherre Circuit	Yarrenyty Arltere	
21	30	Arrkwetyetherre Circuit	Yarrenyty Arltere	
22	32	Arrkwetyetherre Circuit	Yarrenyty Arltere	
23	33	Arrkwetyetherre Circuit	Yarrenyty Arltere	
1		Forrester Court	Yarrenyty Arltere	
3	31	Forrester Court	Yarrenyty Arltere	
New House	12	Forrester Court	Yarrenyty Arltere	
New House	14	Forrester Court	Yarrenyty Arltere	
New Duplex	20	Forrester Court	Yarrenyty Arltere	
New Duplex	1	Forrester Court	Yarrenyty Arltere	
New Duplex	24	Forrester Court	Yarrenyty Arltere	
New Duplex	22	Forrester Court	Yarrenyty Arltere	
New House	13	Forrester Court	Yarrenyty Arltere	
New Duplex	15	Forrester Court	Yarrenyty Arltere	
New Duplex	17	Forrester Court	Yarrenyty Arltere	Vacant
4	9	Ebatarinja Court	Yarrenyty Arltere	Vacant
5	6	Ebatarinja Court	Yarrenyty Arltere	
6	7	Ebatarinja Court	Yarrenyty Arltere	
7	11	Ebatarinja Court	Yarrenyty Arltere	
8	13	Ebatarinja Court	Yarrenyty Arltere	
9	15	Ebatarinja Court	Yarrenyty Arltere	
11	34	Lynch Court	Yarrenyty Arltere	
12	32	Lynch Court	Yarrenyty Arltere	
15	63	Lynch Court	Yarrenyty Arltere	
16	62	Lynch Court	Yarrenyty Arltere	
17	65	Lynch Court	Yarrenyty Arltere	
New House	64	Lynch Court	Yarrenyty Arltere	
New House	61	Lynch Court	Yarrenyty Arltere	Vacant
10	4	Obitja Court	Yarrenyty Arltere	
13	6	Obitja Court	Yarrenyty Arltere	
14A	11a	Obitja Court	Yarrenyty Arltere	
14B	11b	Obitja Court	Yarrenyty Arltere	
New House	15	Obitja Court	Yarrenyty Arltere	
New House	17	Obitja Court	Yarrenyty Arltere	
1	3	Rubuntja Crescent	Anthepe	
2	5	Rubuntja Crescent	Anthepe	
3	7	Rubuntja Crescent	Anthepe	
4	11	Rubuntja Crescent	Anthepe	Vacant
5	13	Rubuntja Crescent	Anthepe	
6	15	Rubuntja Crescent	Anthepe	

Appendix 19 Town Camp Addresses and Vacancies

New House	6	Rubuntja Crescent	Anthepe	
12	42	Rubuntja Crescent	Anthepe	BER
13	38	Rubuntja Crescent	Anthepe	
New House	8	Rubuntja Crescent	Anthepe	
New House	10	Rubuntja Crescent	Anthepe	
New House	14	Rubuntja Crescent	Anthepe	Vacant
New House	12	Rubuntja Crescent	Anthepe	Vacant
New House	34	Rubuntja Crescent	Anthepe	
New House	32	Rubuntja Crescent	Anthepe	
1	55	Ntjalka Circuit	Inarlenge	Vacant
2	10	Ntjalka Circuit	Inarlenge	
3	61	Ntjalka Circuit	Inarlenge	
4	63	Ntjalka Circuit	Inarlenge	
5	65	Ntjalka Circuit	Inarlenge	
6	31	Ntjalka Circuit	Inarlenge	
7	49	Ntjalka Circuit	Inarlenge	Vacant
8	22	Ntjalka Circuit	Inarlenge	
10	8	Ntjalka Circuit	Inarlenge	
11	27	Ntjalka Circuit	Inarlenge	
12	41	Ntjalka Circuit	Inarlenge	
14	4	Ntjalka Circuit	Inarlenge	BER
15	35	Ntjalka Circuit	Inarlenge	
New House	26	Ntjalka Circuit	Inarlenge	
New House	59	Ntjalka Circuit	Inarlenge	
New Duplex	51	Ntjalka Circuit	Inarlenge	Vacant
New Duplex	53	Ntjalka Circuit	Inarlenge	
New Duplex	37	Ntjalka Circuit	Inarlenge	
New Duplex	39	Ntjalka Circuit	Inarlenge	Vacant
New Duplex	25	Ntjalka Circuit	Inarlenge	
New Duplex	23	Ntjalka Circuit	Inarlenge	
New House	21	Ntjalka Circuit	Inarlenge	
1	4	Marshall Street	Ilyperenye	
2	4	Marshall Street	Ilyperenye	
3	6b	Marshall Street	Ilyperenye	
4	6a	Marshall Street	Ilyperenye	
5	5	Marshall Street	Ilyperenye	
6	10	Morgan Street	Ilyperenye	
7	12	Morgan Street	Ilyperenye	
8	2	Morgan Street	Ilyperenye	
New Duplex	1	Marshall Street	Ilyperenye	
New Duplex	2	Marshall Street	Ilyperenye	
1	10479	Administrative Lot	ILPARPA	
2	10478	Administrative Lot	ILPARPA	
3	10476	Administrative Lot	ILPARPA	
4	10482	Administrative Lot	ILPARPA	

Appendix 19 Town Camp Addresses and Vacancies

5	10473	Administrative Lot	ILPARPA	
6	10472	Administrative Lot	ILPARPA	
7	10483	Administrative Lot	ILPARPA	
8	10470	Administrative Lot	ILPARPA	
9	10468	Administrative Lot	ILPARPA	
10	10481	Administrative Lot	ILPARPA	
11	10485	Administrative Lot	ILPARPA	
New House	10474	Administrative Lot	ILPARPA	
New House	10475	Administrative Lot	ILPARPA	
2	4	Mpwetyerre Court	Mpwetyerre	
3	6	Mpwetyerre Court	Mpwetyerre	
4	8	Mpwetyerre Court	Mpwetyerre	
5	10	Mpwetyerre Court	Mpwetyerre	Vacant
6	12	Mpwetyerre Court	Mpwetyerre	
7	11	Mpwetyerre Court	Mpwetyerre	
1	29	Kurparu Crescent	KARNTÉ	
2	3	Maku Crescent	KARNTÉ	
3	1	Maku Crescent	KARNTÉ	
4	23	Kurparu Crescent	KARNTÉ	
5	21	Kurparu Crescent	KARNTÉ	
6	18	Kurparu Crescent	KARNTÉ	
7	16	Kurparu Crescent	KARNTÉ	Vacant
8	14	Kurparu Crescent	KARNTÉ	
9	6	Kurparu Crescent	KARNTÉ	
11	1	Kurparu Crescent	KARNTÉ	
10	2	Kurparu Crescent	KARNTÉ	
12	5	Kurparu Crescent	KARNTÉ	
New House	7	Kurparu Crescent	KARNTÉ	
New House	9	Kurparu Crescent	KARNTÉ	
New House	11	Kurparu Crescent	KARNTÉ	
New House	13	Kurparu Crescent	KARNTÉ	
New House	31	Kurparu Crescent	KARNTÉ	
New Duplex	22	Kurparu Crescent	KARNTÉ	
New Duplex	20	Kurparu Crescent	KARNTÉ	
10	18	Ulpaya Rd	Lhenpe Artnwe	
9	8	Ulpaya Rd	Lhenpe Artnwe	
11	20	Ulpaya Rd	Lhenpe Artnwe	Vacant
12	41	Ulpaya Rd	Lhenpe Artnwe	BER
13	45	Ulpaya Rd	Lhenpe Artnwe	Vacant
14	49	Ulpaya Rd	Lhenpe Artnwe	
15	47	Ulpaya Rd	Lhenpe Artnwe	
New House	12	Ulpaya Rd	Lhenpe Artnwe	
New House	10	Ulpaya Rd	Lhenpe Artnwe	
23	15	Ulpaya Rd	Lhenpe Artnwe	
24	14	Ulpaya Rd	Lhenpe Artnwe	Vacant

Appendix 19 Town Camp Addresses and Vacancies

30	51	Ulpaya Rd	Lhenpe Artnwe	
31	53	Ulpaya Rd	Lhenpe Artnwe	
32	19	Ulpaya Rd	Lhenpe Artnwe	Vacant

Summary:

- Excluding Ilpeye-Ilpeye there were 270 Town Camp dwellings at the end of SIHIP;
- Excluding Ilpeye-Ilpeye there were 80 new dwellings constructed on the Town Camps as part of SIHIP;
- There are 33 vacant dwellings on the Town Camps including 3 Little Flower Court and the 'Beyond Economic Repair' houses;
- There are 5 houses that the Department has indicated as being 'Beyond Economic Repair' including 3 Little Flower Court (which was demolished);
- Our understanding is that the 33 vacant houses require pre-tenancy Repairs and Maintenance.

Tangentyere notified the Department of Housing on a number of occasions about the Postal issues experienced by residents. In the end Tangentyere wrote to the Minister:



The Honorable Bess Price, MLA
Minister for Housing
GPO Box 3146
Darwin, NT 080
minister.price@nt.gov.au

26 October 2015

Dear Minister Price,

RE: Town Camp Postal Services

I write to you as the CEO of Tangentyere Council Aboriginal Corporation to outline concerns about the quality and scope of services provided by Australia Post to Town Camp residents.

The issue of Town Camp Postal Services is something that Tangentyere has identified and is investigating. At first we perceived that the quality of the Postal Service was undermined by a number of issues including the use of cluster boxes, confusion around the addressing of letters to Town Camps and the poor literacy and numeracy of a proportion of residents.

The impact of not receiving tenancy related mail is the primary issue. In the quest for hard data Tangentyere started to post Town Camp AGM Notices rather than hand delivering them to resident households. To date all mail was returned by Australia Post for the 2 largest Town Camps being Hidden Valley (43 letters) and Larapinta Valley (31 letters). Australia Post has now confirmed that five Town Camp Housing Associations, Itwiyethwenge and Ilpeye-Ilpeye receive no mail service as follows:

Official Name	Alternative	Houses
Ilperle Tyathe	Warlpiri	9
Itwiyethwenge	Basso's Farm	2
Ewyenper-Atwatye	Hidden Valley	47
Yarrenyty Arltere	Larapinta Valley	34
Ilperenye	Old Timers	9
Ilparpa	Ilparpa	13
Ilpeye-Ilpeye	Ilpeye-Ilpeye	15
Total		129
		45%

This figure of 129 reflects 45% of Town Camp Households (there are 285 houses including Ilpeye-Ilpeye).

Tangentyere has contacted the Department of Prime Minister and Cabinet and the Executive Director of Township Leasing both of whom are Commonwealth stakeholders in the improvement of service delivery to the Town Camps since the signing of subleases between the Town Camps and the Commonwealth and NT Governments. It is hoped that the Commonwealth can assist with addressing the scope and quality of mail services.

Appendix 20 Town Camp Postal and Rental Rebates

It is our understanding that the majority of households on these Town Camps are in rental arrears or other forms of debt with the Department of Housing.

Much of this debt relates to rental rebate renewals not being completed. Residents are required to apply for a rental rebate on a six monthly basis. The paperwork is posted from the Department of Housing in Darwin to the resident address. If the resident doesn't respond then their rent increases whilst their deduction stays the same (regardless of whether they received the mail or not). Many of these households are therefore in rental arrears. Tangentyere has raised this issue with the NT Department of Housing on a number of occasions.

Of those Town Camps with Postal Services the majority have inadequate services characterized by cluster boxes that can be a considerable distance away from the houses. The following table highlights this issue:

Official Name	Alternative	Cluster	At Premises	Houses
Aper-Alwerrkngge	Palmer's Camp	Yes		7
Mount Nancy	Mount Nancy	Yes		11
Anthelk-Ewlpaye	Charles Creek		Yes	21
Nyewente	Trucking Yards		Yes	26
Akngwertnarre	Morris Soak		Yes	15
Anthepe	Drive In	Yes		15
Inarlengge	Little Sisters	Yes		22
Mpwetyerre	Abbotts Camp		Yes	6
Karnte	Karnte	Yes		19
Lhenpe Artnwe	Hoppy's Camp		Yes	13
Total		74	81	155
		26%	29%	

The Department of Housing and other agencies post mail directly from their offices to Town Camp addresses. It is unclear what then happens with the mail that is returned from those 45% of households without a postal service.

The consequence for these residents is significant and can include debt, rental arrears and other consequences. Tangentyere is optimistic that the Department of Housing will review such debts on the basis of this information and that some work will be done to limit the future implication of such inconsistencies in service delivery.

Please contact Michael Klerck on 0438891722 should you have any comments or queries.

Thanks for your assistance.

Yours,



Walter Shaw
Chief Executive Officer

The Minister responded 3 months after the letter was sent by Tangentyere Council.



MINISTER FOR HOUSING

Parliament House
State Square
Darwin NT 0800
minister.price@nt.gov.au

GPO Box 3146
Darwin NT 0801
Telephone: 08 8928 6587
Facsimile: 08 8928 6594

Mr Michael Klerck
Social Policy and Research Manager,
Tangentyere Council Incorporated
PO Box 8070
ALICE SPRINGS NT 0871

Dear Mr Klerck

Thank you for your correspondence dated 26 October 2015, on behalf of the Tangentyere Council Aboriginal Corporation, outlining issues associated with postal services to Alice Springs Town Camps.

The Chief Minister's Alice Springs Town Camps Steering Committee is liaising with Australia Post on this matter.

When the Department of Housing receives returned mail, correspondence is forwarded to the tenancy service provider for redistribution on behalf of the Department.

The Department of Housing's new contract for the delivery of tenancy services to Alice Springs Town Camps includes specific requirements for improved processes in delivering the Department's official correspondence to tenants in Town Camps, including rental rebates.

Should you require further information, I encourage you to contact Mr Michael White, Executive Director Service Delivery Central, Department of Housing on telephone 8951 5243, if you have any further questions about the Department of Housing's mail delivery on town camps.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Bees Price'.

BEES PRICE

29 JAN 2016