

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0456) Program 5.1: Settlement Services for Migrants and Refugees

Senator Michaelia Cash asked:

Who is responsible for the maintenance and repairs costs in HSS client housing? What is the process in the event a repair is required? What are the costs of repairs by state for the Financial Year 2010/2011 and to date? Who pays for the cost of the repair?

Answer:

Humanitarian Settlement Services (HSS) providers assist clients with arranging maintenance and repairs in their short-term accommodation rental properties – where the lease is held by the service provider.

In the event of a repair, a client will contact the service provider, who will contact the owner/landlord. The owner/landlord will then arrange for the repair to be undertaken.

In long-term accommodation rental properties, clients hold leases directly with owner/landlords and may not need assistance from HSS service providers in negotiating maintenance matters.

As is the case with rental properties generally, maintenance and repair costs are born by the property owner/landlord. Data regarding the costs for repairs state by state is unavailable.