



Government of South Australia

Department of Human Services

Our ref: DCSI/18/06035

**Housing SA
Strategy & Reporting
Directorate**

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Ms Alison Sandy
Seven Network
560 Sir Samuel Griffith Drive
MOUNT COOT-THA QLD 4066

Sent by email: asandy@seven.com.au

Dear Ms Sandy

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Department of Human Services (DHS) on 20 March 2018. I confirm that your application seeks access to the following information:

I request documents relating to: Ministerial briefing notes and attachments and reports relating to damage by public housing tenants and the cost to repair the damage caused by public housing tenants; A summary of cost of damage incurred by public housing tenants for each year; A list of the top 10 substantiated claims of damage to public housing properties which includes the suburb, or city, or town of the damaged property and the substantiated cost to repair the damage for each of the top 10 claims; For each of the top 10 substantiated claims of damage to public housing properties captured in point two, I also seek a copy of any breach of duty notice issued or possession order as a result of the damage and copies of related photos/CCTV of the damage and a document which describes the damage. Please exclude duplicates, documents that have already been publicly released, and media reports/articles/statements. Please note I do not consent to any documents being deemed irrelevant without consultation. Timeframe: Since 1 January, 2017.

On 11 April 2018, following discussions with DHS's Senior Freedom of Information (FOI) Officer, you advised you wanted the identified properties to be limited to the Greater Adelaide area. You also agreed to receive the information in the form of a report outlining the breakdown of costs to repair the top ten properties, and ten photographs of damage to each property.

DHS advised you that this was a significant enough amendment for it to be regarded as a new application, and the due date would now be 11 May 2018 rather than 20 April 2018. You agreed to this change.

Housing SA has obtained 17 documents that fall within the scope of your application. Of these, six have been deemed exempt under Clause 17(c) of Schedule 1 of the Act, as to release them would be a breach of Parliamentary privilege. Of the remainder, one is a document containing two tables, and the other 10 documents each contain 10 photos of the individual properties requested.

My full determination is as follows:

Group 1	Parliamentary briefing notes regarding maintenance issues		Exempt
Document 1	19/10/17	13 pages	Clause 17(c)
Document 2	13/09/17	12 pages	Clause 17(c)
Document 3	17/07/17	13 pages	Clause 17(c)
Document 4	26/04/17	10 pages	Clause 17(c)
Document 5	31/03/17	10 pages	Clause 17(c)
Document 6	31/01/17	11 pages	Clause 17(c)

Group 2	Spreadsheet containing information on costs of tenant damage and top ten properties		Release in full
Document 7	Tables 1 and 2	1 page	Release in full

Group 3	Photographs of top ten properties		Release in full
Document 8	Kilburn	10 photographs	Release in full
Document 9	Gulfview Heights	10 photographs	Release in full
Document 10	Morphettville (A)	10 photographs	Release in full
Document 11	Kent Town	10 photographs	Release in full
Document 12	Hackham West	10 photographs	Release in full
Document 13	Gawler West	10 photographs	Release in full
Document 14	Morphettville (B)	10 photographs	Release in full
Document 15	Renown Park	10 photographs	Release in full
Document 16	Campbelltown	10 photographs	Release in full
Document 17	Seacombe Gdns	10 photographs	Release in full

Group 4	Duty of care and notice of possession documents		Nil documents
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Costs to tenants are incurred for what is regarded as non-fair wear and tear on the property. As part of their Conditions of Tenancy, tenants are responsible for keeping their property clean and removing rubbish, though Housing SA may assist in cases where tenants are having difficulty and then charge the tenant applicable costs. Rubbish removal, either during or at the conclusion of a tenancy, may include cutting grass, removal of garden rubbish and debris, removal of abandoned goods, and the supply of containers for rubbish collection. As such, not all costs incurred by tenants are due to property damage.

Tenant charges may also include damage caused due to events outside the tenant's control, such as domestic violence.

My determination to exempt Documents 1-6 from release is made in accordance with Clause 17(c) of Schedule 1 of the Act, as to release these documents would be a breach of Parliamentary privilege.

Charges payable for dealing with your application

After considering an application and determining that access to the requested document(s) is to be given, an agency must determine any charge payable for dealing with the application in accordance with Section 19(1)(c) of the Act.

A total of 14 hours was spent processing your application and the total cost of processing your application is \$716.80 (\$12.80 per 15 minutes). After deducting the application fee of \$34.25 already paid, the remaining cost payable is **\$682.55**. This fee comprises time spent on finding, sorting, compiling and copying documents within the scope of your request.

Please note that the documents referred to will be provided upon payment of the processing costs outlined above and are not included with this determination.

Fees and charges for the processing of FOI applications are established by Section 53 of the Act, and quantified in the *Freedom of Information (Fees and Charges) Regulations 2003* as varied. Copies are enclosed for your information.

If you disagree with the assessment of the fee, you may seek a review of the charge in accordance with Section 53(3) of the Act. This may be done in writing to DHS's Chief Executive as the Principal Officer of the agency. Your request for a review should be submitted to the Chief Executive within 7 days of the date of this letter.

If you do not intend to seek a review of the charge, the fee of \$682.55 will need to be paid within 14 days of the date of this letter. Please make your cheque payable to Housing SA and forward it to Freedom of Information, Housing SA, GPO Box 292, Adelaide SA 5001. Upon receipt of your payment, the documents will be released to you.

The abovementioned sections and clause of the Act are outlined below for your information:

17. Documents subject to contempt etc

A document is an exempt document if it contains matter the public disclosure of which would, but for any immunity of the Crown—

(c) infringe the privilege of Parliament.

19. Determination of applications

(1) After considering an application for access to a document, an agency must determine

(c) any charge payable for dealing with the application.

In accordance with the requirements of Premier and Cabinet circular PC045, details of your FOI application and the documents to which you are given access, may be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any question in relation to this matter, please contact the Department's Senior FOI Officer on telephone 8413 9094 or by email at DCSIFreedomofInformation@sa.gov.au. If you disagree with publication, you will need to advise the Senior FOI Officer within two weeks of the date of this determination.

If you disagree with my determination, you may seek an internal review of my decision by writing to the Chief Executive as Principal Officer, Department of Human Services. This must be done within 30 days of the date of this letter.

Housing SA's reference number is shown above and you should quote this number in any further correspondence concerning your application.

Yours sincerely



Alice Lawson
Accredited FOI Officer
Housing SA

10 / 5 / 2018

Contact Officer:	Freedom of Information Officer
Contact Phone:	8207 0327

Maintenance Tenant Charges

As at 31/3/2018

Total maintenance charges and top 10 value of charges by property
Based on maintenance charges raised on invoices paid between 1/1/2017 and 31/3/2018
Maintenance Charge is the amount Housing SA charged the tenant
Includes AHA and SAHT properties
Top 10
OTHER Trade includes - CONCRETING, ELECTIRCAL, EXTERNAL PAINTING, FENCING, GAS FITTING, LOCKSMITH, PEST CONTROL, ROOF PLUMBING, TILING, WHITE GOODS SUPPLY

TABLE 1

Period	Total Maintenance Charge
1 Jan 2017 – 31 Dec 2017	\$5,781,466.65
1 Jan 2018 – 31 Mar 2018	\$1,140,323.05
Total	\$6,921,789.70

TABLE 2

Region Name	Office Name	Suburb	Post Code	CARPENTRY	INTERNAL PAINTING	RUBBISH REMOVAL	HOUSE CLEANING	FLOOR COVERINGS	GLAZING	MISCELLANEOUS WORKS	PLUMBING & DRAINAGE	SCREEN DOORS	OTHER	Total Maintenance Charge
Northern Adelaide	Modbury	KILBURN	5084	\$4,217.34	\$2,648.43	\$1,941.80	\$1,282.73		\$3,405.02		\$47.08	\$295.14	\$881.65	\$14,719.19
Northern Adelaide	Salisbury	GULFVIEW HEIGHTS	5096	\$7,396.09		\$2,662.19	\$103.92		\$351.48	\$2,462.81		\$1,050.59	\$439.35	\$14,466.43
Southern Adelaide	Marion	MORPHETTVILLE (A)	5043	\$3,968.67	\$2,660.79	\$3,038.65	\$833.65	\$758.32		\$355.48	\$11.73		\$1,112.70	\$12,739.99
Eastern Adelaide	Adelaide	KENT TOWN	5067	\$3,362.08	\$2,571.10	\$686.14	\$486.40	\$1,757.46	\$1,498.84			\$738.96	\$926.28	\$12,027.26
Southern Adelaide	Noarlunga	HACKHAM WEST	5163	\$138.74		\$11,211.67	\$188.28				\$36.23			\$11,574.92
Northern Adelaide	Gawler	GAWLER WEST	5118	\$3,492.34	\$1,403.37	\$2,589.31			\$799.90	\$116.98	\$69.29	\$437.29	\$2,085.37	\$10,993.85
Southern Adelaide	Marion	MORPHETTVILLE (B)	5043	\$5,352.81		\$1,499.56	\$145.25		\$1,333.91		\$46.99	\$1,150.69	\$1,187.93	\$10,717.14
Western Adelaide	Croydon Park	RENOWN PARK	5008	\$4,152.25		\$1,709.53	\$76.32		\$3,557.52			\$910.86	\$255.48	\$10,661.96
Eastern Adelaide	Adelaide	CAMPBELLTOWN	5074	\$6,264.94	\$1,394.33		\$314.01		\$506.63		\$42.11	\$1,390.99	\$357.95	\$10,270.96
Southern Adelaide	Marion	SEACOMBE GARDENS	5047	\$306.42					\$543.04			\$295.14	\$351.38	\$10,079.66
Southern Adelaide	Marion	SEACOMBE GARDENS	5047	\$1,569.42	\$4,504.06	\$1,401.66	\$208.98		\$407.23		\$261.69		\$230.64	

Please note the Seacombe Gardens property is listed twice as it had more than one tenancy during the period specified.



































































































