

## Fact sheet

# Maintenance reform

July 2024

The NSW Government is making changes to the way maintenance and repair services are delivered to people across NSW. Tenants can expect a new chapter of public housing maintenance that puts people at the heart of service delivery and a maintenance system they can rely on.

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## Public housing maintenance reform

- Homes NSW is working to reform the public housing maintenance system and ensure better experiences for our tenants.
  - A new maintenance contract came into effect on 1 July 2024.
  - Tenants can expect better service and support, with maintenance issues resolved faster.
  - Our Maintenance Hub is a one-stop customer response centre for maintenance and repairs.
  - Homes NSW staff will be available 24/7 through the Maintenance Hub to help tenants with their maintenance concerns.
  - Tenants can report maintenance issues via the Maintenance Hub on 1800 422 322 or eRepair.
  - Maintenance issues will be carefully assessed by our staff and then fixed by contractors.
  - We'll make sure contractors deliver quality work in good time with integrity and respect.
  - A new Maintenance App is in development.
  - The reform is backed by an \$810 million investment in the 2024-25 NSW Budget – the biggest investment in maintenance by a NSW Government ever.
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## Maintenance Hub – same phone line, better service

The Maintenance Hub is a one-stop response centre for maintenance support. It can be used to:

- Lodge a maintenance request
- Request a home modification
- Ask a question about maintenance/repair at your home
- Find out how long it will take for your maintenance issue to be fixed
- Check on the progress of your request
- Submit feedback about your experience

This service is available 24 hours a day, 7 days a week.

To contact the Maintenance Hub, call **1800 422 322**.

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## About Homes NSW

Homes NSW, a division within the Department of Communities and Justice, leads work to deliver quality homes and services that change lives and end homelessness.

Homes NSW brings maintenance and tenancy management staff under one roof, working together to support tenants. Our priority is to maintain a public housing portfolio of 95,000 properties in a way that ensures safety, belonging and privacy for the people who call them home.

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## More information

To find out more, scan the QR code below or visit <https://nsw.gov.au/homesnsw-maintenance>.

