

Associations Forum  
C/- CHCSA  
283-285 Payneham Road  
ROYSTON PARK  
SA 5070

Friday, July 07, 2006

Maria Fidge  
Acting General Manager  
Office for Community Housing  
GPO Box 1669  
ADELAIDE  
SA 5001

Dear Maria,

We are writing this letter in relation to the housing stock inspections that are being undertaken by the department. Some of our members have voiced concerns in the manner in which they are being conducted. Firstly, our understanding from previous correspondence from SACHA stated that we as CHO's would have some choice from a list of inspectors to carry out the inspections.

The members are receiving letters dated the 3<sup>rd</sup> July 2006 from Programmed Maintenance Services. The inspections supposedly started on July the 3<sup>rd</sup>! The letter also asks that contact details be forwarded to them of the tenants and their contact details. A copy of the letters going out is attached. The following are points brought up at the Associations Forum held today the 7<sup>th</sup> July 2006:

- We acknowledge the need for the stock inspections.
- The relationship with the tenants is through us the landlords / Associations.
- It is a breach of Privacy legislation for CHO's to hand over information on names and phone numbers to a third party.
- Extreme concern that the timetable does not allow the time for correct notice to be given to the tenants.
- Community Housing Association tenants are often vulnerable people with many issues – strangers knocking on their doors with out proper notice expecting to enter could add to their trauma..
- Not all tenants are home during business hours and CHO's will not hand over keys to PMS.
- A number of groups would have conducted their own business on the same day and time to impact as little as possible on the tenants.

- Inspections have already commenced without the correct notice being given to the tenant and in some instances without the prior knowledge of the Landlord's – The CHO's. The organisations are required under the act to give between 7 and 14 days notice of requiring entry to the property. Section 72 of the Residential Tenancies Act 1995. Due to the time given by Programmed Maintenance Services this notice can not be given.

The Associations Forum asks for the remaining inspections for July be suspended and re scheduled for either later this year or early next year so that the tenants can be notified correctly and that arrangements can be made to minimise the impact on tenants.

Your addressing of this issue as quick as possible would be greatly appreciated by the organisations and their tenants.

Yours in Co-operation

Evette Johnson  
Chairperson CHCSA

Vicki Lachlan  
Deputy Chairperson  
Associations Forum