



FOR IMMEDIATE RELEASE

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Local Hunter trades industry to benefit from Hume maintenance transfer

Changes to maintenance management for 2,200 social housing properties in the Hunter region is set to continue to benefit the local trades industry with two new companies now contracted for the work.

From today – 1 July 2021 – Hume Community Housing, which currently manages tenancies for the social housing properties, will take over maintenance management from their owner, the NSW Government’s Land and Housing Corporation (LAHC), engaging local Hunter businesses [Kingston Building Australia \(Kingston\)](#) and via [Programmed](#) – for the work.

Hume will provide responsive and planned building maintenance programs for the LAHC owned properties, this includes lawns and grounds, essential building services and annual compliance services such as smoke alarms.

Hume CEO, Nicola Lemon said the companies were selected based on their proven expertise, as well as their commitment to customer service and to investment in social impact within the local community.

“The new multi-trade structure will again provide local trades with business and employment opportunities. Where ever we can Hume will choose support local business and boost economic stimulus for the region,” she said.

“Our new contractors have committed to working with Hume to develop social outcomes programs leveraging from their maintenance activities, so there’s real potential to also provide Hume’s customers with traineeships, apprenticeships and employment opportunities.

“In addition, we believe that taking control of maintenance management for our Hunter properties provides us with a unique opportunity to deliver improved services, whilst making significant costs savings via increased efficiencies and streamlined processes. We can reinvest these savings into our properties and front-line services,” said Ms Lemon.

The new maintenance regime will now align with Hume processes.

“Processes now align with our current and successful maintenance system run for our properties in the Sydney metropolitan region. We are asking Hunter customers for their patience while we bed this down,” Ms Lemon said.

Managing Director, Col Robards from Kingston Group, said it was committed to ensuring responsive and efficient services.

“Kingston is looking forward to this great business opportunity will provide at least 20 extra jobs for local trades’ and will allow us to increase our social business impact model,” Col Robards said.

“We are committed to establishing and investing in long term relationships with clients, staff, communities, suppliers and subcontractors in the absolute belief that this approach creates the greatest value for all,” said Col Robards.

Kingston is based in Newcastle with a strong focus on the Hunter region and mid North Coast. It is one of the largest and most awarded industrial, commercial and residential construction companies in Newcastle and employs approximately 100 people in the Hunter.

The second contractor, Programmed, is also a highly respected maintenance and recruiting business operating in the Hunter, as well as all over Australia.

Programmed said it was excited to be extending their services in the Hunter region. Programmed will be coordinating their services for the Hume Community Housing from the Tomago branch.

“Programmed welcomes the opportunity to work with the Hume Community Housing with a new maintenance approach. As value aligned organisations, our focus is on providing the customer with great services, while also supporting the local community, through engaging local contractors,” Graeme Hurn, Facility Management CEO of Programmed said.

“Programmed successfully runs trades training opportunities in communities we operate in and we look forward to doing the same for the Hume Community Housing customers.”

Hume’s handover arrangements are well advanced ahead of the 1 July 2021 start date. The focus is on ensuring customers’ homes contribute to their health and wellbeing. The current condition of the portfolio means that the planned program of upgrade work will take some time. However Hume is committed to escalating urgent work to ensure the properties are safe and secure,

The maintenance transfer also includes transitioning the current customer maintenance helpdesk from LAHC over to Hume.

For more information go to www.humehousing.com.au/repairs or use Live chat Website and Live Chat: <https://www.humehousing.com.au/repairs.html>

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