



FOR IMMEDIATE RELEASE

1 July 2021

Hume assumes control of maintenance management for Australia's largest social housing transfer portfolio

From today - 1 July 2021 – Hume Community Housing takes over responsibility for arranging maintenance and repairs of 2,200 Hunter social housing properties leased from the NSW Land and Housing Corporation (LAHC) in 2019.

Tenancy and Rental management of the properties in the Maitland and Port Stephens Local Government Areas were transferred to Hume under the Social Housing Management Transfers (SHMT) program in 2019.

Following a rigorous procurement process, Hume is pleased to appoint [Kingston Building Australia \(Kingston\)](#) and [Programmed](#) to deliver maintenance services to Hume's customers in the region.

Hume will provide a planned and responsive building maintenance program for the LAHC owned properties, which includes lawns and grounds, essential building services and annual compliance services such as smoke alarms. The transfer of responsibility for arranging maintenance includes transitioning the current customer helpdesk function from LAHC over to Hume.

Hume CEO, Nicola Lemon said the new multi-trade structure enables Hume to provide effective and efficient maintenance services for customers, it also once again offers local trades business opportunities.

“By continuing to work and partner with local businesses we are supporting regional trade and creating jobs. this will again act as an economic stimulus for the Hunter,” she said.

Ms Lemon also spoke of benefits to customers.

“In taking control of maintenance management for our Hunter properties we intend to deliver a very positive customer experience, whilst ensuring Hume drives value for money and quality through our new contracts.,” said Ms Lemon.

“We are making it as easy and as transparent as possible for our customers,” said Ms Lemon.

“We understand how important home maintenance and repairs are for our customers and we look forward to providing our Hunter customers with the same high level of service we currently deliver to our thousands of customers living in Hume-managed housing across metropolitan Sydney.”

Hume customers have been advised of the changes to contractors and introduced to a new maintenance booking system that gives customers the freedom to book maintenance online, via live chat, through calls and even using Facebook messenger.

Hume Community Housing is a Community Housing Provider with more than 30 years' experience in providing homes and services to over 9,000 customers across metropolitan and regional NSW.

Hume offers a full continuum of housing spanning temporary and transitional crisis housing through to long-term community and affordable housing. It also builds and develops new properties and provides tenancy management services for property owners.

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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