



# Customer Profile

## Housing ACT

### Customer

Housing and Community Services (HACS)

### Term

2018 - 2024

### Value

\$48m p.a.

### Location

Canberra, ACT

## Facilities Management and Maintenance

Housing and Community Services (HACS) manages the provision of housing assistance and associated tenancy activities on behalf of the commissioner for Social Housing.

### Contract history

In 2018 Programmed was awarded the Total Facilities Management Services for HACS. The portfolio has approximately 11,700 dwellings and provides accommodation for approximately 23,000 people.

The housing portfolio is dispersed throughout the majority of suburbs in the ACT and has 4 regions:

- ▶ Tuggeranong
- ▶ Woden
- ▶ City
- ▶ Belconnen / Gungahlin.

Services are also provided to the following sites:

- ▶ Community Head Leased (CHL) Dwellings Maintenance Services
- ▶ Bimberi Youth Justice Centre
- ▶ Ainslie Village
- ▶ Narrabundah Long Stay Relocatable Home Park

Programmed provide a tailored service solution that is responsive to the requirements of Housing ACT.

## Scope of services

The scope of services being provided by Programmed includes:

- ▶ Contact Service Centre (24 / 7 / 365 Helpdesk)
- ▶ Responsive Repairs and Maintenance Services
- ▶ Tenant Responsible Maintenance
- ▶ Planned Maintenance and Upgrade Service
- ▶ Fixed Plant and Equipment and Maintenance Services
- ▶ Disability Modifications
- ▶ Bimberi Youth Justice Centre
- ▶ Project Management Service
- ▶ Vacant Dwellings Maintenance Services
- ▶ Property Condition Assessment Service
- ▶ Community Head Leasing Dwellings Management Service
- ▶ Complaint Management Services
- ▶ Quality Assurance Service
- ▶ Common Areas
- ▶ Property Services (Common Areas of Dwellings)

## Notable achievements

### Diversity and Social Inclusion Program

A key aspect of the contract is Programmed's commitment to Target 5000 – a ten-year Programmed Aboriginal and Torres Strait Islander Engagement and Employment Plan to employ 5,000 Aboriginal and Torres Strait Islander people at Programmed by 2026.

The Social Inclusion Program implemented to the contract is the first of its kind and demonstrates Programmed's commitment to the belief that everybody has a right to be heard and socially included in a meaningful way.

Our team works closely with Housing ACT and together we have aligned diversity values and have already employed Indigenous people, people with a disability, young people, people from a social housing background and tenants into our team.

Our subcontractors are also engaged in the diversity journey, employing young people and assisting Programmed to meet our social cohort targets. Through employing a new diversity and inclusion specialist, we will be sharing more stories of our new community outreach initiatives with the Programmed team and our external stakeholders.

### Value add - ProMAP

Housing ACT was the first of Programmed's social housing contracts to use ProMAP. This provides real-time status updating of work order data from the field.

Having this visibility of asset data is a major step forward along the journey delivering strategic asset management on the contract.

