

Question on Notice

No. 795

Asked on Wednesday, 16 June 2021

MR T MANDER ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

QUESTION:

Will the Minister advise how many individual complaints the department has received (reported separately by State Electorate since 1 July 2020) for (a) complaints concerning antisocial or unlawful behaviour by social housing tenants and (b) complaints made by social housing tenants concerning the standard and/or amenity of a social housing dwelling?

ANSWER:

I thank the Honourable Member for the question.

The Queensland Government assists some of the most vulnerable people in our society with social housing support. The vast majority of Queenslanders living in public housing do the right thing and are good neighbours.

The Department of Communities, Housing and Digital Economy manages disruptive behaviour under the Fair Expectations of Behaviour policy. This involves working pro-actively with people, resolving concerns early, and working together with a broad range of other government and community support agencies. A punitive approach, as was pursued by the former LNP Government, that does not take a person's circumstances into account makes things worse by increasing the risk of homelessness, exacerbated personal issues and increase the cost to government.

The department has zero tolerance for criminal behaviour and illegal activity and the behaviour management policies help to ensure that tenants meet their obligations to pay rent, look after their properties and be good neighbours. These are fundamental responsibilities of any tenant in Queensland, whether in a public or private tenancy.

From 1 July 2020 to 31 May 2021, the department received:

- a) 2,690 disruptive behaviour complaints about serious and severe behaviour concerns in 1,687 public housing tenancies. See below table for breakdown of information by electorate.
The number of total disruptive behaviour complaints received by the department represents a 15% decrease from 2019-20 and a 38% decrease from 2018-19.
- b) Managing a portfolio of over 54,000 households the department takes its responsibility as a landlord seriously and requests for maintenance are not considered or reported as complaints, but as requests for service. Requests for maintenance are actioned as a priority.

State electorate breakdown of complaints 1 June 2020 – 31 May 2021

State Electorate	Total FEOB	Number of tenancies	Government owned and managed dwellings
Algester	18	16	604
Aspley	7	6	163
Bancroft	19	13	519
Barron River	9	5	306
Bonney	177	76	851
Broadwater	34	11	184
Buderim	3	3	249
Bulimba	13	13	815
Bundaberg	38	16	928
Bundamba	14	14	971
Burdekin	7	7	495
Burleigh	37	21	618
Burnett	1	1	75
Cairns	93	51	1,632
Callide	7	5	381
Caloundra	41	32	554
Capalaba	48	37	820
Chatsworth	3	3	539
Clayfield	14	13	583
Condamine	5	5	115
Cook	11	9	2,714
Coomera	12	5	84
Cooper	3	3	207
Currumbin	25	17	431
Everton	34	18	419
Ferny Grove	29	19	738
Gaven	67	26	468
Gladstone	30	22	758
Glass House	2	2	44
Greenslopes	19	17	1,062
Gregory	15	10	690
Gympie	8	8	295

Hervey Bay	93	46	502
Hill	17	15	460
Hinchinbrook	10	5	173
Inala	41	40	2,116
Ipswich	5	5	680
Ipswich West	6	5	568
Jordan	2	2	212
Kawana	20	15	341
Keppel	17	17	543
Kurwongbah	27	20	524
Lockyer	1	1	157
Logan	3	3	175
Lytton	23	20	963
Macalister	47	37	906
Mackay	21	19	1,294
Maiwar	2	2	142
Mansfield	8	8	850
Maroochydore	11	9	751
Maryborough	171	55	479
Mcconnel	8	7	557
Mermaid Beach	24	15	184
Miller	20	20	739
Mirani	0		81
Moggill	0		1
Morayfield	107	62	875
Mount Ommaney	8	7	289
Mudgeeraba	12	8	152
Mulgrave	36	20	779
Mundingburra	8	6	894
Murrumba	26	24	620
Nanango	37	15	253
Nicklin	3	3	370
Ninderry	4	3	252
Noosa	4	3	336
Nudgee	196	105	1,199
Oodgeroo	22	21	557

Pine Rivers	9	7	205
Pumicestone	31	24	350
Redcliffe	76	55	1,348
Redlands	5	3	205
Rockhampton	11	10	956
Sandgate	21	17	564
Scenic Rim	0		144
South Brisbane	34	29	1,007
Southern Downs	6	5	287
Southport	116	55	943
Springwood	6	6	199
Stafford	199	106	1,600
Stretton	0		199
Surfers Paradise	0		1
Theodore	9	4	127
Thuringowa	16	7	1,043
Toohey	2	2	622
Toowoomba North	38	32	841
Toowoomba South	7	7	577
Townsville	39	23	1,602
Traeger	32	26	1,560
Warrego	14	14	414
Waterford	31	27	1,337
Whitsunday	9	9	200
Woodridge	96	72	2,044