

## Question on Notice

No. 978

Asked on Wednesday, 1 September 2021

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

### QUESTION:

With reference to Bond Loans Plus assistance, provided to assist Queenslanders with rental costs—

Will the Minister advise (a) the total value of 'bond loan plus' loans held by the department, (b) what percentage of 'bond loan plus' loans are paid in full, (c) how many 'bond loan plus' loans provided by the government are defaulted on, or are behind in payment and (d) in the past five financial years, what was the total value of losses, impairments and write-downs relating to 'bond loan plus' loans?

### ANSWER:

I thank the Honourable Member for the question.

The *Queensland Housing Strategy 2017-2027* has delivered new products and services to assist people to access housing through the private rental market.

Further, the launch of the *Queensland Housing and Homelessness Action Plan 2021-2025* continues to build on the delivery of the new products and services and the commitment to help people access and sustain private market accommodation.

In 2020–21, there were more than 205,000 forms of housing assistance provided to Queensland households or individuals, including emergency housing, social housing, private market assistance and homelessness services.

The Department of Communities, Housing and Digital Economy recognises that social housing is not the only solution and assists Queenslanders with other forms of housing assistance, including products and services to access the private rental market.

As at 31 August 2021, there were Bond Loan Plus Loans with a balance outstanding valued at \$3.4 million with over 67 per cent of Bond Loan Plus customers either up to date or in advance with their repayments.

Of Bond Loan Plus Loans related to current tenancies, 32.8 percent had repayment arrears of one monthly repayment or more.

Bond Loan recovery action may span many financial years dependent on the circumstances and when a debt may become eligible for write-off. Accordingly, data related to losses and write offs for Bond Loans in a specific year could be attributed to prior financial years rather than the year of the loan being issued. Presentation of this data by financial year would not provide a valid comparison. The write-off transaction does not waive the customer's liability for the debt. The department takes a person-centred approach and works with customers who require further housing assistance this includes arrangements to repay outstanding debts.

The total figure for Bond Loans Plus losses from the period 2018-2019 to 2020-2021 is \$8,049.60.

As noted previously, Bond Loan Plus recovery action may span over many financial years, accordingly data related to losses and write-offs in a specific year could be attributed to loans issued in prior financial years.

Due to the above, the total figure presented in response to this question does not correlate directly to the issuance and payment of Bond Loans plus for the same period.