Our Ref: MN15075-2024

0 6 JAN 2025

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
clerksoffice@parliament.qld.gov.au

Dear Mr Laurie *Neil*

Thank you for your email on 11 December 2024 regarding the petition received by the Queensland Legislative Assembly No. 4092-2024.

The petition requests the Queensland Government to reinstate regular meetings for public housing tenants (referred to in the petition as tenants of the Housing Commission).

Delivering quality housing services is a key priority of the Queensland Government. This includes ensuring the views of tenants are heard and that matters raised by tenants about their housing are addressed in a timely manner and in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008.*

Tenants and other housing customers are encouraged to provide feedback on the services delivered through the department. Feedback can be provided online, and feedback forms are also available at Housing Service Centres.

I can assure all of our tenants that each piece of feedback received is reviewed by the department and investigated as required. Insights from feedback received are used to inform service delivery improvements.

Currently there are almost 56,000 households living in public housing in Queensland. I encourage tenants to continue to build connections with neighbours and their community and contact their local Housing Service Centre with any concerns related to their housing. Advisory services such as QSTARS and the Residential Tenancies Authority can also assist tenants with tenancy information if needed.

If you require further information, my Chief of Staff, Mr Matt Adams can be contacted on (07) 3035 2100 or by email at matt.adams@ministerial.qld.gov.au.

Yours sincerely

Sam O'Connor MP
Minister for Housing and Public Works
Minister for Youth