

DEPARTMENT OF HOUSING — MAINTENANCE CONTRACT — SPOTLESS

**18. Hon KATE DOUST to the Minister for Housing:**

I refer to the maintenance contract entered into by the Department of Housing and Spotless.

- (1) What is the average turnover rate to fully complete maintenance jobs issued by the department since Spotless was issued the contract?
- (2) Can the minister assure the Parliament that Spotless is quoting all maintenance jobs issued by the department at fair value?

**Hon COL HOLT replied:**

I thank the honourable member for some notice of the question.

- (1) The average time to complete maintenance jobs is as follows: emergency, 11 hours; urgent, two days; priority, three days; vacant properties, 14 days; and routine maintenance, 24 days.
- (2) Spotless won the competitive tender for maintenance works through the provision of a detailed schedule of rates. Spotless is also required to obtain between one to four written quotes from subcontractors based on the scope of works provided by the Housing Authority. Quotes provided by Spotless are reviewed by the relevant Housing Authority regional office to ensure value for money is achieved.