

PUBLIC HOUSING PROPERTIES — NORTH EAST METROPOLITAN REGION — MAINTENANCE

**844. Hon ALANNA CLOHESY to the parliamentary secretary representing the Minister for Housing:**

I refer to the public housing properties in the north east metropolitan region. Of the 86 properties under maintenance as at 31 July 2016 —

- (1) What was the average length of time between a maintenance request being received and the maintenance being performed?
- (2) What are the typical maintenance requests to properties?

**Hon COL HOLT replied:**

I thank the member for some notice of the question.

- (1) Maintenance works have the following time frames: emergency works, such as no power, faulty smoke alarm or reported smell of gas, have a maximum time for work to be completed of eight hours; urgent works, such as no hot water or blocked toilets, have a target time for work to be completed within 24 hours; priority works, such as a faulty stove, leaking taps or security lights not working, have a recommended time for work to be completed of 48 hours; and routine works, such as rehangings doors, replacing washing lines or rewiring flyscreens to windows or doors, have a recommended time for work to be completed of 28 days. Urgent and priority works align with the time frame requirements outlined in the Residential Tenancies Act 1987. Vacant properties generally have an average time for work to be completed of 14 days unless additional or unscheduled works are required.
- (2) Typical maintenance requests are for repairs to hot water systems, replacing or repairing door locks, replacing flyscreens, replacing tap washers, repairing roof or water leaks and fencing repairs. Seasonal factors can often determine the nature of works required.