

BROWNLIE TOWERS, BENTLEY

696. Hon Kate Doust to the Minister for Agriculture and Food representing the Minister for Housing:

I refer the Minister to the ongoing maintenance issue within Brownlie Towers in Bentley, and ask:

- (a) how many maintenance issues have been reported by residents within Brownlie Towers throughout 2013;
- (b) how many of these maintenance issues were resolved;
- (c) how many of these maintenance issues are ongoing;
- (d) what is the average time frame for Brownlie Tower residents to have their maintenance issues resolved; and
- (e) what was the total cost of resolving maintenance issues within Brownlie Towers for the year 2013?

**Hon Ken Baston replied:**

The Department of Housing advises:

- (a) 1,105 job orders were issued for individual units and general complex maintenance at Brownlie Towers.
- (b) Of the 1,105 job orders issued, 1,033 were actioned and 37 were cancelled. Maintenance requests may be cancelled as a result of incorrect information being received, jobs being incorrectly allocated or where the contractor attends the property and does not consider that the work is required.
- (c) Of the 1,105 job orders issued, 35 are still current.
- (d) The Department allocates job orders according to the type of works required. Emergency works are completed within three hours, priority works within 48 hours and routine works within 14 days. Some maintenance works can take longer to complete where multiple contractors are required to attend or when an issue is particularly complex. Unfortunately the Department's maintenance register does not allow for the determination of an average timeframe for completion.
- (e) The total cost of works completed at Brownlie Towers for 2013 to date is \$168,309.56 including works to the general complex amenities. This figure does not include the cost of relocating two air-conditioner units to the common room, the cost of works undertaken by ATCO Gas, or the programmed maintenance being undertaken by Quattro Project Engineering. Quattro Project Engineering is currently undertaking maintenance works at the complex, at an estimated cost of \$300,000.