

PUBLIC HOUSING — MAINTENANCE REQUESTS —
SOUTH EAST METROPOLITAN ADMINISTRATIVE REGION

505. Hon SAMANTHA ROWE to the minister representing the Minister for Housing:

- (1) How many public housing maintenance requests were received by the Department of Housing from residents in the south east metropolitan administrative region in 2013?
- (2) What was the average waiting time for these maintenance issues to be resolved?

Hon KEN BASTON replied:

I thank the honourable member for some notice of the question. The Department of Housing advises —

- (1) The Department of Housing receives maintenance requests through multifarious channels, including, but not limited to, telephone, over the counter, mail, email and third parties. In addition, not all requests are immediately actioned; they may be declined or held in abeyance for future scheduling or follow-up action. Therefore, it is not possible to provide the member with an accurate number of maintenance requests received in the south east metropolitan administrative region in 2013.

However, the Department of Housing can advise that 43 342 job orders were issued in response to reactive maintenance requests in the south east metropolitan administrative region in 2013. There were 8 648 in the emergency category, 10 089 in the priority category, 21 113 in the routine category, and 2 492 in the after-hours category. This total figure does not include works categorised as major improvements, quoted or tendered works.

- (2) In the time available, the department is unable to provide the average waiting time for those job orders issued to be resolved, and the minister requests that the member place this part of the question on notice.