

See tabled paper.

LEGISLATIVE COUNCIL
Question On Notice

Thursday, 23 February 2023

1278. Hon Dr Brad Pettitt to the Minister for Agriculture and Food representing the Minister for Housing

- (1) For each of the 2020, 2021 and 2022 calendar years, with respect to Department of Communities housing properties:
- (a) how many requests for maintenance were submitted;
 - (b) regardless of whether a request for maintenance was submitted, how many work orders were completed;
 - (c) how many work orders related to urgent maintenance; and
 - (d) where a request for maintenance was submitted, what was the average time taken to complete the works, broken down by region and urgency status?
- (2) with respect to tenant satisfaction with the condition of properties:
- (a) does the Department collect feedback from its tenants;
 - (b) if yes to (a), please provide the results for each of the 2020, 2021 and 2022 calendar years, by region; and
 - (c) if no to (a), why not?

Answer

1. (a)
The Department of Communities (Communities) does not report on the number of requests for maintenance submitted.

(b)-(d)

Maintenance is prioritised based on urgency, and the time taken to complete maintenance is dependent on the extent of the works required on the property. This may include for example, where multiple trades are needed to complete the necessary works, the remoteness of the property requiring works or where workers have difficulty in gaining access to properties from tenants.

Similar to the private market since the COVID pandemic, maintenance and refurbishment works have been impacted by strong demand for skilled labour, supply chain issues and material shortages. These effects have had variable impacts in different regions.

While at all times maintenance continues to be undertaken, priority is given to works that are categorised as emergency or urgent.

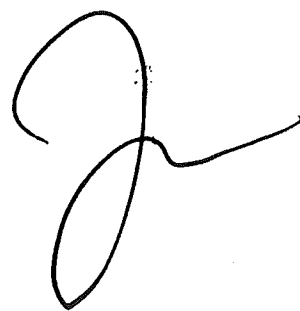
Communities is committed to providing safe, secure and appropriate housing for its tenants and seeks to address all maintenance in a responsive and timely manner, with priority given to maintenance works to alleviate health and safety concerns.

Please see to Tabled Paper No. (XX).



2. (a)-(c)

Communities provides tenants with multiple avenues to raise concerns with the condition of their properties including through the Housing Direct maintenance reporting line, annual property inspections, regional offices and via the Communities' Complaints Management Unit.

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Average time taken to complete maintenance works orders, by housing region and priority (2020 – 2022)					
Work Priority Category (Urgency)	2020		2021		2022
	Works Order Count	Average Time Taken (Days)	Works Order Count	Average Time Taken (Days)	Works Order Count
East Kimberley	9,789		9,405		10,330
P1 - Emergency	581	0.3	544	0.2	583
P2 - Urgent	2,174	3.3	2,152	4.0	2,211
P3 - Priority	4,294	3.0	4,139	4.8	4,268
P4 - Routine	2,443	15.2	2,324	24.2	2,983
East Metro	33,540		33,151		34,456
P1 - Emergency	2,681	0.2	2,820	0.2	3,091
P2 - Urgent	4,396	0.7	4,158	0.7	4,230
P3 - Priority	12,376	1.7	12,085	2.2	11,394
P4 - Routine	12,946	19.4	13,190	37.3	14,750
Goldfields	9,991		9,351		7,498
P1 - Emergency	560	0.4	575	0.2	562
P2 - Urgent	1,964	7.1	1,720	4.1	1,187
P3 - Priority	3,612	5.8	3,378	6.0	2,599
P4 - Routine	3,119	19.8	3,068	25.2	2,387
Goldfields - The Lands			970		4,285
C1 - Critical works			368	4.1	1,583
C2 - Non Critical works			597	19.2	1,325
C3 - Preventative maintenance					1,333
Great Southern	7,101		6,627		6,591
P1 - Emergency	545	0.2	567	0.2	536
P2 - Urgent	923	1.2	828	3.0	790
P3 - Priority	2,310	1.7	2,212	2.6	2,123
P4 - Routine	2,862	18.8	2,580	22.1	2,577
Midwest/Gascoyne	13,701		12,137		12,359
P1 - Emergency	961	0.3	1,033	0.4	966
P2 - Urgent	2,272	1.8	2,117	3.5	2,217
P3 - Priority	4,660	2.3	4,532	4.2	4,307
P4 - Routine	4,676	17.8	3,420	27.5	3,965
North Metro	49,543		46,593		50,223
P1 - Emergency	4,014	0.2	3,792	0.3	3,941
P2 - Urgent	7,029	0.7	6,620	0.7	6,912
P3 - Priority	18,872	1.6	17,936	2.2	17,936
P4 - Routine	18,004	17.0	16,902	31.8	19,965
Pilbara	16,492		13,530		13,679
P1 - Emergency	936	0.6	889	0.6	793
P2 - Urgent	2,386	4.0	2,244	9.0	2,234
P3 - Priority	5,634	3.4	5,299	6.5	5,219
P4 - Routine	6,323	17.8	4,010	21.7	4,402
South Metro	27,900		26,434		25,919
P1 - Emergency	2,212	0.2	2,331	0.2	2,272
P2 - Urgent	3,966	0.9	4,041	1.0	3,623
P3 - Priority	10,272	1.3	10,001	2.1	9,442
P4 - Routine	10,483	13.9	9,277	25.9	9,771
Southwest	13,496		11,323		11,208
P1 - Emergency	973	0.2	892	0.2	941
P2 - Urgent	1,571	1.4	1,448	1.5	1,451
P3 - Priority	4,313	2.1	3,715	2.0	3,848
P4 - Routine	5,886	19.0	4,680	20.2	4,492
West Kimberley	14,457		15,081		15,698
P1 - Emergency	792	0.3	783	0.2	832
P2 - Urgent	3,181	2.4	3,012	3.5	3,245
P3 - Priority	6,033	2.8	6,296	4.8	6,092
P4 - Routine	3,685	17.5	4,351	24.1	4,991
Wheatbelt	7,365		6,420		6,589
P1 - Emergency	566	0.2	523	0.2	519
P2 - Urgent	1,068	1.1	874	1.7	892
P3 - Priority	1,956	1.5	1,758	2.5	1,760
P4 - Routine	3,014	12.3	2,578	14.7	2,797
Grand Total	203,375		191,022		198,835