FOIA 9950

| Question | Description | 2013-14 | 2014-15 | 2015-16 |
| --- | --- | --- | --- | --- |
| 1(a) | Target response time for emergency repairs | 12 hours until 04/11/201324 hours from 04/11/2013 onwards | 24 hours | 24 hours |
| 1(b) | Target response time for urgent repairs | 1 week | 1 week | 1 week until 01/05/201510 working days from 01/05/2015 onwards |
| 1(c) | Target response time for routine repairs | 5 weeks | 5 weeks | 5 weeks until 01/05/20151 year from 01/05/2015 onwards |
| 2(a) | Number of emergency repairs completed by local authority | Not available.The new Northgate system was introduced in January 2016 and not all historical data has been migrated forward onto it. The old OpenHousing has been decommissioned and is no longer available.  | 35,695 | 34,550 |
| 2(b) | Number of emergency repairs completed within 24 hours | See above | 32,179 | 32,050 |
| 2(c) | Number of emergency repairs completed within 48 hours | See above | 32,931 | 32,837 |
| 2(d) | Number of emergency repairs completed within 1 week | See above | 33,459 | 33,291 |

| Question | Description | 2013-14 | 2014-15 | 2015-16 |
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| 2(e) | 3 x Longest times taken to complete emergency repairs & the nature of those repairs | Not available | (1)District Heating RepairReported 18/12/13First Attend 18/12/13Completed 27/08/14(2)District Heating RepairReported 25/01/14First Attend 25/01/14Completed 27/08/14(3)Plumbing RepairReported 01/11/13First Attend 8/11/13Completed 28/05/14 | (1)Window RepairReported 27/10/14First Attend 27/10/14Completed 28/04/15(2)Window RepairReported 12/12/14First Attend 12/12/14Completed 20/04/15(3)Window RepairReported 11/12/14First Attend 12/12/14Completed 07/04/15 |
| 3(i) | Number of emergency repairs completed by local authority | See above | See 2(a) | See 2(a) |
| 3(ii) | Number of emergency repairs completed within 72 hours | See above | 33,459 | 33,291 |
| 3(iii) | Number of emergency repairs completed within 1-week | See above | See 2(d) | See 2(d) |
| 3(iv) | Number of emergency repairs completed within 1-month | See above | 34,970 | 34,371 |

| Question | Description | 2013-14 | 2014-15 | 2015-16 |
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| 3(v) | Three longest times taken to complete an urgent repair. State nature of each repair. | Not available | (1)Window Frame RepairReported 11/10/13First Attend 28/11/13Completed 13/01/15(2)Repair external door to communal blockReported 20/12/13First Attend 16/03/15Completed 16/03/15(3)Carpentry – replace door lockReported 13/01/14First Attend 16/03/15Completed 30/03/15 | (1)Remedial work after damp inspectionReported 03/07/14First Attend 14/7/14Completed 22/07/15(2)Remedial work after damp surveyReported 03/07/14First Attend 25/7/14Completed 21/07/15(3)Glazing repairReported 07/04/14First Attend 30/4/14Completed 23/04/15 |
| 4(a) | Number of emergency repairs completed by local authority | See above | See 2(a) | See 2(a) |
| 4(b) | Number of emergency repairs completed within 20 days | See above | 34,703 | 34,269 |
| 4(c) | Number of emergency repairs completed within 1-month | See above | See 3(iv) | See 3(iv) |
| 4(d) | Number of emergency repairs completed within 3-months | See above | 35,364 | 34,465 |

| Question | Description | 2013-14 | 2014-15 | 2015-16 |
| --- | --- | --- | --- | --- |
| 4(e) | Three longest times taken to complete a routine repair. State nature of each repair | Not available | (1)Plastering repair – remedial work after damp surveyReported 30/05/13First Attend 27/06/13Completed 10/02/14(2)Plastering repair – remedial work after damp inspectionReported 18/06/13First Attend 18/12/13Completed 09/04/14(3)Repair to door frame to drying roomReported 06/08/13First Attend 16/08/13Completed 31/03/14 | (1)Follow On Work – install extractor fanReported 14/11/13First Attend 14/07/14Completed 29/05/15(2)Supply and Fit new seals to drying room windowsReported 25/10/13First Attend 15/04/14Completed 15/04/14(3)Supply and Fit new seals to drying room windowsReported 25/10/13First Attend 08/04/14Completed 08/04/14 |