FOIA 9950

| Question | Description | 2013-14 | 2014-15 | 2015-16 |
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| 1(a) | Target response time for emergency repairs | 12 hours until 04/11/2013  24 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 01/05/2015  10 working days from 01/05/2015 onwards |
| 1(c) | Target response time for routine repairs | 5 weeks | 5 weeks | 5 weeks until 01/05/2015  1 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 Repair  Reported 18/12/13  First Attend 18/12/13  Completed 27/08/14  (2)  District Heating Repair  Reported 25/01/14  First Attend 25/01/14  Completed 27/08/14  (3)  Plumbing Repair  Reported 01/11/13  First Attend 8/11/13  Completed 28/05/14 | (1)  Window Repair  Reported 27/10/14  First Attend 27/10/14  Completed 28/04/15  (2)  Window Repair  Reported 12/12/14  First Attend 12/12/14  Completed 20/04/15  (3)  Window Repair  Reported 11/12/14  First Attend 12/12/14  Completed 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 |

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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 Repair  Reported 11/10/13  First Attend 28/11/13  Completed 13/01/15  (2) Repair external door to communal block  Reported 20/12/13  First Attend 16/03/15  Completed 16/03/15  (3) Carpentry – replace door lock  Reported 13/01/14  First Attend 16/03/15  Completed 30/03/15 | (1)  Remedial work after damp inspection  Reported 03/07/14  First Attend 14/7/14  Completed 22/07/15  (2)  Remedial work after damp survey  Reported 03/07/14  First Attend 25/7/14  Completed 21/07/15  (3)  Glazing repair  Reported 07/04/14  First Attend 30/4/14  Completed 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 survey  Reported 30/05/13  First Attend 27/06/13  Completed 10/02/14  (2)  Plastering repair – remedial work after damp inspection  Reported 18/06/13  First Attend 18/12/13  Completed 09/04/14  (3)  Repair to door frame to drying room  Reported 06/08/13  First Attend 16/08/13  Completed 31/03/14 | (1)  Follow On Work – install extractor fan  Reported 14/11/13  First Attend 14/07/14  Completed 29/05/15  (2)  Supply and Fit new seals to drying room windows  Reported 25/10/13  First Attend 15/04/14  Completed 15/04/14  (3)  Supply and Fit new seals to drying room windows  Reported 25/10/13  First Attend 08/04/14  Completed 08/04/14 |