



Response to Request for Information

Reference FOI 003419

Date 1 April 2019

Response Maintenance Post Inspection Regime

Request:

As a freedom of information request, I am requesting some information relating to the assurance process which you apply to response repairs carried out to your council properties by contractors either directly employed or contracted to carry out response day to day maintenance work to your housing stock.

Specifically, I would like information relating to

1. The percentage selection of completed response jobs selected for post inspection by maintenance / technical officers or any other quality / cost control staff for quality assurance and governance.
[The number and percentage of post quality inspections depends greatly on the type and nature of the work undertaken.](#)

[This can vary from 0- 100% For example random QA inspections are undertaken on gas and electrical work and this is increased depending upon findings](#)

2. The percentage selection attributed to any specific work type / value category. For example; change of tenancy works, large value response works greater than a specific value, low value works less than a specific value or any other groups that your response works are categorised into. This may come in the format of for example, completed change of tenancy works, 50% selected for post inspection, high value response repairs over £500, 20% selected for post inspection etc. The selection process may be unique to your organisation.
[100% of all works carried out as part of Void works which are inspected upon completion of works.](#)

Chief Executive: Shaun Aldis

Registered Office: Wolverhampton Homes, 29 Market Street, Wolverhampton WV1 3AG



3. The average number of days taken to re-let empty properties.
Wolverhampton Homes average number of days taken to re-let empty properties indicator is split into two categories Standard Voids, and Major Voids as follows:

Standard Voids - 22 Days (2017/18)

The definition used is in line with Housemark's Priority Performance Standard Relets Indicator definition from the April 2015 Priority Performance Benchmarking guidance manual

Major Voids - 11 Days (2017/18)

This definition is in line with the CORE (Department For Communities and Local Government **C**ontinuous **R**ecording)

4. The number of properties re-let in the 2017/2018 financial year.
1,322
5. The approximate number of response maintenance works orders completed in the 2017 /2018 financial year.
2017/18 end of year figure (run on 24.4.18) = 72,377.

Figure for 2017/18 (run on 02.04.19) = 73,832.

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