

Request:

We are conducting market research into social housing providers, following receipt of the RP list from the Regulator.

I would be most grateful if you could provide the following:

- Last annual spend for repairs, voids, gas and planned work streams.
- Last 12 months KPI's
- Details of who delivers the above work streams i.e. an in-house DLO, main contractor, contract type and timescales.

Response:

1. Spend 2022/23

Day to Day repairs £18,135,796.90

Voids £14,749,283.59

Gas – this is available in the Spending and Finance Data – published at [Open data \(wigan.gov.uk\)](https://open.data.wigan.gov.uk).

Planned Works - this is available in the Spending and Finance Data – published at [Open data \(wigan.gov.uk\)](https://open.data.wigan.gov.uk).

2. KPIs 2022/23

- Urgent Repairs – Percentage of urgent repairs completed within Government timescales 98.4%
- Gas Servicing - Proportion of homes with a valid gas safety certificate 96.8%
- Planned Works – Overall Satisfaction 98.9%

3. Delivery 2022/23

Wigan Council has an in-house DLO that delivers Day to Day and Void repairs. We have various timescales depending on the work type:

Day to Day repairs:

- Emergency – 24 hours
- 2 days – urgent
- 7 days – not an emergency/very urgent but can't wait 14 days.
- 14 days - Standard repair jobs and Care Leavers
- 28 days – non-urgent

Void Repairs:

- 2 and 7 days – for furnished or dispersed properties – minor works and/or gas and electrical tests
- 14 days minor works
- 28 days – minor works plus a kitchen and bathroom and more than 1 full room of plastering
- 42 days - for major works only

Gas:

Gas services (inspection, maintenance, repair, emergency response) are delivered by Liberty Gas Ltd.

Timescales –

- H&S & Welfare issues - or water leaks – 2 hr.
- Carbon monoxide report – 1 hr.
- Gas leak report – 1hr.
- Winter response to heating / hot water breakdown – 12 hr.
- Summer response to heating breakdown – 24 hr.
- Decommission vacated dwellings - 24hr.
- Re commission re occupied dwellings – 24hr.

Planned work streams:

There are currently 2 external contractors - Baas Construction Ltd and A Connolly Ltd.

The type of contract used on the cyclical maintenance is PPC2000 (amended 2013) version. The current contract was procured on a 3 year plus 1 on 1 basis. The length of the contract is 5 years working on approx. 4100 dwellings each year.