



Department for
Communities
www.communities-ni.gov.uk

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Department for

Communities

From: The Minister

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Our ref: AQW 26821/17-22
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Northern Ireland Assembly
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Kellie, a chara

AQW 26821/17-22 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY

Due to the nature of the material required to answer AQW 26821/17-22, the information attached at Annex A has been placed in the Assembly Library.

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**Deirdre Hargey MLA
Minister for Communities**

Annex A

The Housing Executive has provided details of the following methods used to inform its tenants on how to report a repair.

- i) Housing Executive Website
- ii) Rent Statements
- iii) Street Ahead 2020 magazine
- iv) Information on reporting a repair is also shared with Supporting Communities who include details in their E-zine.

Copies of the written communications provided to Housing Executive tenants are provided below.

Annex A

1. Website (extract provided below). This includes:
 - a. Telephone number
 - b. Text
 - c. NIHE COVID-19 Customer Service updates are regularly updated and links are posted on our social media accounts continuously throughout the year (Twitter and Facebook). Information is provided on how to report a repair. The links to these were provided to all elected representatives in March 2020 and again in July 2020.
 - d. Annual winter weather campaign which details the methods of reporting a repair.

How to report a repair



Did you know that you can request and track a repair on the My Housing Executive portal?

My Housing Executive allows you to access information about your tenancy and contact us securely 24 hours a day



Phone us: [03448 920 901](tel:03448920901) (including emergencies outside office hours)

Text us: you can text your repair to 66644 starting your message with the word "Repair" and remembering to include your address

[Home](#) > [My Housing Executive](#) > [Advice for Housing Executive tenants](#) > [Customer service updates](#)

Customer service updates

In this section

| | | | |
|----|---|----|---|
| 1 | My Housing Executive portal | 4 | Customer service updates |
| 3 | Making Your Money Work | 4 | Pay your bills |
| 5 | Rent arrears | 6 | Avoiding debt |
| 7 | Social Sector Size Criteria Bedroom Tax | 8 | Tower blocks |
| 9 | Universal credit | 10 | Welfare supplementary payment |
| 11 | Transfers and exchanges | 12 | HomeSwapper |
| 13 | Tenancy conditions and advice | 14 | Customer charter |
| 15 | Rent scheme | 16 | Rates |

All repairs can be reported

- [Online](#)
- By calling us on [03448 920 901](tel:03448920901)
- By text to 66644 starting your message with the word "Repair" and remembering to include your address.
- On the new [My Housing Executive](#) tenant portal

Annex A

Home > Housing Help > Repairs and maintenance > Top tips for winter

Top tips for winter

In this section

- 1 Top tips for winter
- 2 Fire safety
- 3 Gas Safety
- 4 Reopening old fireplaces
- 5 Advice about asbestos
- 6 How to maintain your home
- 7 Find your stopcock
- 8 If your cold water tank is leaking
- 9 Looking after your pipes in cold weather
- 10 If your water is cut off
- 11 What to do in severe weather
- 12 What to do in a crisis of emergency
- 13 If your home is damaged
- 14 Compensation for home improvements
- 15 Water Hvoiene

Don't freeze up!

During spells of severe cold it is possible for water pipes in your home to freeze. This may lead to a burst pipe when the thaw sets in.

This can damage your home and belongings. With these simple precautions you can reduce the risk or deal with burst pipes.

You can find out more about reporting a repair during the winter months by viewing this short video on our [YouTube channel](#).

Follow these tips to protect your home from the worst of the winter weather

2. Rent statements are sent to all Housing Executive tenants and the repairs contact number is detailed on the last page as shown below.

MAKE YOUR MONEY WORK HARDER

Make two calls!

- Call **0800 232 1271** ('Make the Call' line) and check if you're getting all the money and support you should
- Call **03448 920 900** | NGT† **18001 03448 920 900** and speak to your local Housing Executive office to find out how you can make your money work harder for you!

INDEPENDENT ADVICE

Welfare Changes Helpline:

Freephone **0808 802 0020** - Mon - Fri (9am-5pm)

Independent Money and/or Housing Advice Services:

- Advice NI: Freephone **0800 028 1881**
- Housing Rights Service: **028 9024 5640**

CONTACT THE HOUSING EXECUTIVE

- 📞 **Housing Benefit: 03448 920 902** | NGT†: **18001 03448 920 902**
- 📞 **General Enquiries: 03448 920 900** | NGT†: **18001 03448 920 900**
- 📞 **Repairs: 03448 920 901** | NGT†: **18001 03448 920 901**

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facebook.com/housingexecutive
@nihecommunity

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†NGT: Next Generation Text is for use by those who are deaf, hearing or speech impaired; a text phone or App is needed.

TIN 55-07-2015

Annex A

3. [Streets Ahead 2020](#) was delivered to all tenants in December 2020 (2021 edition is due to be posted shortly) and included:
 - A 2 page feature on home safety included information on how to report repairs in an emergency
 - A 'Get in touch' information section on the back page includes the repair line telephone number and SMS option.



Annex A

What can my Patch Manager help me with?

Patch Managers are here to look after you and help resolve your housing issues. Here are some of the ways your Patch Manager can support you.

I love my home but need some support so I can continue to live there independently.

With a referral from an Occupational Therapist, we can carry out minor and major adaptations to make it easier for you to do everyday tasks. You should chat to your Patch Manager about the difficulties you're having so they can determine what adaptations can be made to your home so it meets your needs. They can also refer you to specialist organisations that provide additional support services to help you manage your home.

I'm finding it difficult to manage my money and I'm worried about falling behind on my rent.

Your Patch Manager can talk you through your situation and discuss the various options available to help you manage your rent payments. If you like, they can also refer you to one of our Financial Inclusion Officers who can check that you're getting all the benefits you're entitled to, and help you make your money go further.

My home no longer meets my family's needs and I would like to move.

If you would like to live in a different area or another property, your Patch Manager can help you complete a transfer application and talk you through your housing options.

I've been having difficulties with my neighbours and need some help resolving them.

If you're worried about anti-social behaviour, or are having a dispute with your neighbour, you should speak to your Patch Manager. They will handle your complaint in a sensitive way and work alongside our partners like the PSNI to resolve the problem.

Get in touch

You can contact your Patch Manager and other members of our housing team in the following ways:

BY OUR TENANT PORTAL
Send us a message on our tenant portal My Housing Executive at a time that suits you.
Register at www.nihe.gov.uk

BY PHONE
GENERAL ENQUIRIES
03448 920 900
(Lines are open 8.30am to 5pm, Monday - Friday)
REPORT A REPAIR
03448 920 901
(Lines are open 8.30am to 5pm for general repairs and 24 hours for emergencies)

You can also report a repair by texting **6644** (starting your message with the word 'REPAIR' and remembering to include your address)

BY EMAIL
For general enquiries email information@nihe.gov.uk

BY SOCIAL MEDIA
Social media is a great way to keep up to date with everything happening in your area and you can also report anything you need help with.
Like us on Facebook
[@HousingExecutive](#)
Follow us on Twitter
[@nihecommunity](#)
Instagram [nihecommunity](#)

BY VISITING OUR OFFICES
We understand that you may prefer

- Information on reporting a repair is also shared with Supporting Communities who include details in their E-zine (extract below).

[SC E-Zine March 2020](#)

Annex A

Housing Executive and Covid-19

The **Housing Executive** has issued this guide to its response to the current public health crisis caused by the pandemic coronavirus.



In line with government advice on the management of the coronavirus outbreak, it has become necessary to make changes in the way we deliver our services. These changes are intended to protect our customers and our staff while ensuring that we continue to provide key essential services.

The main changes are as follows:

Local Offices:

All public reception areas in our local offices will close with immediate effect and until further notice. Staff will still be working from our offices and we can be contacted on these telephone numbers:

- 03448 920 900 - General enquiries
- 03448 920 901 - Repairs
- 03448 920 902 - Housing Benefit

Please note that staff will not be carrying out home visits until further notice.

Homeless Services / Applying for a house

Our services will be disrupted as a result of the closure of our local offices and staff being unable to carry out home visits. However, we will continue to provide advice and assistance by telephone. Customers should contact the general enquiries number above.

Rental Payments

Customers facing financial difficulties as a result of the on-going emergency should telephone their patch manager for further advice. We will have a sensitive approach to those in financial difficulty. Repair Service

To minimise the spread of the virus and in keeping with the Governments advice on social distancing, over the coming days our repairs service we will be moving to an emergency service only until further notice. We will therefore only carry out repair works where there is a risk to life or property.

When reporting a repair, staff will be asking if customers are self-isolating, and, if so, our contractor will be advised. Our contractors will have to carry out a risk assessment before attending to the works and they will contact you to advise on what to do next.

Repairs can be reported by telephone - 03448 920 901 or online [Report a repair](#) online

Housing Benefit

Housing Benefit payments will continue as normal. Should you wish to make a new claim or advise of a change in circumstances please telephone the Housing Benefit number above.