

Pobal

Commonities

From: The Minister

Level 9
Causeway Exchange
1-7 Bedford Street
Belfast
BT2 7EG

Telephone: (028) 9051 2662 e-mail: private.office@communities-ni.gov.uk

Our ref: AQW 26821/17-22 Date: 13 December 2021

Kellie Armstrong MLA Northern Ireland Assembly Parliament Buildings Ballymiscaw Stormont

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.

Is mise le meas

Deirdre Hargey MLA Minister for Communities



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.

- 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



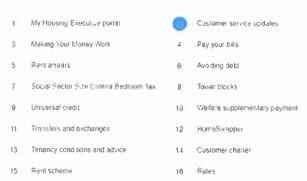
Did you know that you can request and track a repair on the My Housing Executive portal?

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



# Customer service updates

#### In this section



## All repairs can be reported:

- Online
- . By calling us on 03448 920 901
- 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

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

## Top tips for winter

#### In this section





- Gas Safety
- Advice about asbestos
- Find your slopcock
- Looking after your pipes in cold weather
- What to do in severe weather
- 13 If your name is damaged
- Water Hydiene

- 2 Fire safety
- 4 Reopening old frieplaces
- 6 How to maintain your home
- 8 If your cold water tank is leaking
- 10 If your water is cut off
- 12 What to do in a costs of emergency
- 14 Compensation for home improvements

Curing spells of severe cold this possible for water bidds in your home to freeze. This may lead to a burst pipe when the may 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 • every this short video on our "malfule 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)

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

- Housing Rights Service: 028 9024 5640

#### **CONTACT THE HOUSING EXECUTIVE**

4 Housing Benefit: 03448 920 902 | NGT: 18001 03448 920 902

© General Enquiries: 03448 920 900 | NGT: 18001 03448 920 900

Repairs: 03448 920 901 | NGT1: 18001 03448 920 901

nihe.gov.uk facebook.com/housingexecutive mihecommunity



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

- 3. <u>Streets Ahead 2020</u> 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.





4. 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

# **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.