

From: The Minister

Kellie Armstrong MLA
Northern Ireland Assembly
Parliament Buildings
Ballymiscaw
Stormont

Dear Kellie,

AQW 38211/22-27 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY

Due to the volume of detailed required to answer AQW 38211/22-27, the information attached at Annex A has been placed in the Assembly Library.

Yours sincerely,



**Gordon Lyons MLA
Minister for Communities**

Annex A

This is an operational matter for the Housing Executive. I have sought the information requested from the Chief Executive who has advised me as follows:

“Please see Table 1 below, which provides a breakdown of the total number of Stage 1 complaints received by Housing Executive Area Office, for the financial years 2020/21 - 2024/25.

Please also see Table 2 below, which provides a breakdown of the total number of Stage 2 complaints received by Area Office, for the financial years 2020/21 - 2024/2025.

It should be noted that the figures are recorded and reported by our Area Offices and not by council areas. The Housing Executive’s current system does not allow it to break the information down exactly by council area.

Both tables also include complaints received by regional or central offices. These offices cover more than one geographical area or Local Office.

Table 1: Total number of Stage 1 complaints received by Area Office for the financial years 2020/21 - 2024/25.

| | 2020/2021 | 2021/2022 | 2022/2023 | 2023/2024 | 2024/2025 |
|-----------------------------------------|------------------|------------------|------------------|------------------|------------------|
| <i>Belfast Region Total</i> | 76 | 73 | 171 | 188 | 322 |
| North Region | | | | | |
| <i>Causeway Total</i> | 11 | 24 | 34 | 36 | 38 |
| <i>West Total</i> | 28 | 18 | 49 | 55 | 51 |
| <i>South Antrim Total</i> | 35 | 31 | 25 | 44 | 47 |
| <i>Mid & East Antrim Area Total</i> | 12 | 24 | 28 | 39 | 40 |
| South Region | | | | | |
| <i>South West Area Total</i> | 4 | 1 | 7 | 12 | 4 |
| <i>North Down & Ards Area Total</i> | 7 | 4 | 24 | 21 | 31 |
| <i>South Down Area Total</i> | 3 | 1 | 16 | 13 | 1 |
| <i>Mid Ulster Area Total</i> | 4 | 4 | 16 | 11 | 25 |
| <i>South Area Total</i> | 4 | 2 | 19 | 34 | 47 |

| | | | | | |
|-----------------------------------------------------------------------|------------|------------|------------|------------|------------|
| Central and Regional Offices | | | | | |
| Total | 31 | 42 | 51 | 30 | 18 |
| <u>Overall Total Number of Complaints Received</u> | 215 | 224 | 440 | 483 | 624 |

Table 2: Total number of Stage 2 complaints received by Area Office for the financial years 2020/21 - 2024/2025.

| | 2020/2021 | 2021/2022 | 2022/2023 | 2023/2024 | 2024/2025 |
|-----------------------------------------|------------------|------------------|------------------|------------------|------------------|
| <i>Belfast Region Total</i> | 23 | 15 | 52 | 43 | 67 |
| North Region | | | | | |
| <i>Causeway Area Total</i> | 5 | 10 | 12 | 9 | 4 |
| <i>West Area Total</i> | 5 | 5 | 14 | 4 | 13 |
| <i>South Antrim Area Total</i> | 7 | 5 | 9 | 9 | 4 |
| <i>Mid & East Antrim Area Total</i> | 1 | 3 | 11 | 8 | 6 |
| South Region | | | | | |
| <i>South West Area Total</i> | 3 | 1 | 0 | 2 | 2 |
| <i>North Down & Ards Area Total</i> | 2 | 3 | 9 | 8 | 4 |
| <i>South Down Area Total</i> | 1 | 3 | 1 | 4 | 4 |

| | | | | | |
|------------------------------------------------------------|-----------|-----------|------------|------------|-------------|
| <i>Mid Ulster Area Total</i> | 2 | 2 | 7 | 3 | 1 |
| <i>South Area Total</i> | 1 | 0 | 4 | 9 | 5 |
| <i>Central and Regional Offices</i> | | | | | |
| <i>Total</i> | 9 | 10 | 24 | 22 | 56 |
| <u>Overall Total of Stage 2 Complaints Received</u> | 59 | 57 | 143 | 121 | 166" |