

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 40009 /22-27
Date: 5 March 2026

Andy Allen MLA
Northern Ireland Assembly
Parliament Buildings
Ballymiscaw
Stormont

Dear Andy

AQW 40009/22-27 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY

Due to the volume of detail required to answer AQW 40009/22-27, the information attached at Annex A has been placed in the Assembly Library.

Yours Sincerely,



**Gordon Lyons MLA
Minister for Communities**

AQW 40009 22-27 – Annex A

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

“The figures below have been extracted directly from the HMS (Housing Management System).

(i) the number of housing repair requests received by the Housing Executive;

<i>Financial Year</i>	<i>Total Requests</i>
<i>2020/2021</i>	<i>230775</i>
<i>2021/2022</i>	<i>261952</i>
<i>2022/2023</i>	<i>257840</i>
<i>2023/2024</i>	<i>291192</i>
<i>2024/2025</i>	<i>289073</i>

(ii) the number of requests which required repeat attendance for the same issue;

<i>Financial Year</i>	<i>Total Requests</i>
<i>2020/2021</i>	<i>10611</i>
<i>2021/2022</i>	<i>16397</i>
<i>2022/2023</i>	<i>15965</i>
<i>2023/2024</i>	<i>17272</i>
<i>2024/2025</i>	<i>18433</i>

When an issue has been reported which has been previously attended to by a contractor for completion of works and it is still within the defect liability period, the customer's request is classified as a recall. This could mean that the work was not completed properly, the issue was not resolved, or the repair failed after completion. The Housing Executive will issue a recall order for the contractor to re-attend the property to resolve the issue at no additional cost to the Housing Executive. If the contractor attends and a new fault is found this is then not classed as a recall but as a separate repair order requiring payment.

(iii) the number of repeat repairs carried out;

<i>Financial Year</i>	<i>Total Repairs</i>
<i>2020/2021</i>	<i>6417</i>
<i>2021/2022</i>	<i>9773</i>
<i>2022/2023</i>	<i>9607</i>
<i>2023/2024</i>	<i>10709</i>
<i>2024/2025</i>	<i>12672</i>

The totals within the above table are those orders which have been confirmed as recalls with nil value cost jobs attached.

(iv) the cost of housing repairs, and the proportion attributable to repeat repairs;

<i>Financial Year</i>	<i>Total Value</i>
<i>2020/2021</i>	<i>£22,004,528.53</i>
<i>2021/2022</i>	<i>£33,121,385.92</i>
<i>2022/2023</i>	<i>£38,323,803.87</i>
<i>2023/2024</i>	<i>£52,356,349.50</i>
<i>2024/2025</i>	<i>£53,595,295.99</i>

The NIHE issues recalls for the contractor to attend the property to resolve any issue at no additional cost to the Housing Executive. No proportion of the value of any of the works is attributable to recall instructions.

(v) the number of completed repairs inspected;

<i>Financial Year</i>	<i>Total jobs with post Inspection</i>
<i>2020/2021</i>	<i>64948</i>
<i>2021/2022</i>	<i>27075</i>
<i>2022/2023</i>	<i>29795</i>
<i>2023/2024</i>	<i>30085</i>
<i>2024/2025</i>	<i>34748</i>

Post inspection numbers increased significantly in 2020/2021 due to a decision to implement desktop reviews on additional jobs because of limited onsite inspection capability due to the Covid pandemic.

(vi) the number of inspections that identified defects requiring further remedial work;

<i>Financial Year</i>	<i>Total failed Inspections</i>
<i>2020/2021</i>	<i>4611</i>
<i>2021/2022</i>	<i>4527</i>
<i>2022/2023</i>	<i>5867</i>
<i>2023/2024</i>	<i>4591</i>
<i>2024/2025</i>	<i>4987</i>

Where remedial works are required following an inspection, payment is not due until those works are completed.

Payments to contractors are made in accordance with the terms of the relevant contracts, which provide that payment is due only upon satisfactory completion of the works.

It must be noted that the failed post inspections table above relates to failed inspections due to work incomplete or not done, and or failures due to workmanship or the standard of materials.

(vii) the quality standards applied to housing repair works;

Quality standards for housing repair works within the NIHE are enforced through a combination of statutory regulations and contractor performance measurement tools. Key performance indicators focus on timely completion, cost and quality of repairs.

1. Core Quality Frameworks & Standards

- NIHE Standard Specification:*** *All repair works must adhere to the NIHE Standard Specification, which outlines technical requirements for*

materials and workmanship. Where contradictions exist within documentation, the most rigorous standard takes precedence.

- **Decent Homes Standard:** NIHE aims for its properties to meet the Decent Homes Standard, which requires homes to be in a reasonable state of repair, have reasonably modern facilities and provide adequate insulation.
- **Health & Safety Standards:** Contractors must comply with stringent health and safety guidelines, including managing risks like asbestos, ensuring fire safety, and managing potential hazards on-site.
- **Technical Standards:** Building standards in Northern Ireland are governed by the Building Regulations (Northern Ireland) 2012, which are supported by a series of technical booklets providing guidance on compliance. These regulations focus on health, safety, welfare, convenience, and energy conservation.

2. Response Maintenance Standards

Repairs are classified by urgency, with strict response times monitored to ensure quality of service:

- **Emergency Repairs:** Attended to within 24 hours.
- **Urgent Repairs:** Completed within four working days.
- **Routine Repairs:** Completed within 28 working days.
- **Right to Repair:** A specific scheme applies to small, urgent repairs that could affect health, safety, or security.

3. Quality Assurance and Control

- **Pre- and Post-Inspections:** Maintenance work involves pre-inspections to assess needs, and post-inspections to ensure the quality of completed work, especially for larger or complex repairs.

- **Contract Management:** Contractors are vetted for technical competence and experience. Performance is reviewed through monthly meetings, with independent audits ensuring compliance.
 - **Customer Satisfaction:** Tenant feedback via surveys is used to monitor the quality of the repair service.
 - **External Audits:** The NIHE is subject to audits by bodies like the Northern Ireland Audit Office (NIAO), Northern Ireland Public Service Ombudsman (NIPSO) which review the management and quality of response maintenance contracts.
- (viii) the (a) contractual; (b) performance management; or (c) sanction, measures applied where repair work repeatedly fell below the accepted standard.**

Contract Performance Management

Throughout the service period the NIHE continuously monitors and reviews Contractors' performance to ensure efficient Contract management and the delivery of a high level of customer satisfaction, quality of service and value for money.

The NIHE uses the following processes to achieve this aim

1. Continual assessment of the Contractor's general compliance with its obligations under the Contract (referred to as Contract non-compliance)
2. Assessment of Key Performance Indicators (KPIs)
3. Contract Performance Notice (CPN)
4. Imposition of low service damages where applicable
5. Remedial/Improvement Plans
6. Default Notices
7. Monthly review meetings

8. *Annual Contract performance review meetings*
9. *Escalation Contract performance review meetings*
10. *Strategic Core Group*

Sanctions can be applied where the contractor fails to meet any of the nine KPIs in place to measure standards and compliance established by the NIHE at the start of the response maintenance contracts.

Pre-established scheduled meetings

These are in place to manage performance and to consider required improvement short of imposing sanctions.

Monthly Review meetings will examine performance by the Contractor in relation to the KPIs and any Contract non-compliance issues. It will confirm action required arising out of performance issues.

Annual Contract performance review meetings will examine any aspect of the operation of the Contract and review the previous year's performance by the Contractor. It will consider any matters which require discussion/clarification or action to resolve.

Escalation Contract Performance Review meetings. Regional Escalation or Exceptional Contract performance review meetings will be held as necessary to address performance issues.

Strategic Core Group Meetings, an Annual Review or Performance Review meeting the Client may refer a performance issue to the Strategic Core Group for consideration if it is an issue which affects all Contracts.”