

From: The Minister

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Our ref: AQW 41734 /22-27
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Andy Allen MLA
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Dear Andy

AQW 41734/22-27 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY

Due to the volume of detail required to answer AQW 41734/ 22-27, the information provided at Annex A has been placed in the Assembly Library.

Yours Sincerely,



**Gordon Lyons MLA
Minister for Communities**

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 tables below present all formal First & Final Stage complaints recorded between 1 April 2020 and 31 March 2025. The complaint categories covered are Repairs and Maintenance and Contractor/Workmanship.

First Stage Formal Complaints

| <i>Financial Year</i> | <i>Total Number of Complaints Received - Repairs and Maintenance</i> | <i>Total Number of Complaints Received - Contractors/Workmanship</i> | <i>Total number of Complaints Received</i> |
|------------------------------|---|---|---|
| <i>2020- 2021</i> | <i>39</i> | <i>3</i> | <i>42</i> |
| <i>2021 - 2022</i> | <i>39</i> | <i>13</i> | <i>52</i> |
| <i>2022 - 2023</i> | <i>89</i> | <i>11</i> | <i>100</i> |
| <i>2023 - 2024</i> | <i>94</i> | <i>12</i> | <i>106</i> |
| <i>2024 - 2025</i> | <i>117</i> | <i>14</i> | <i>131</i> |
| <i>Total Number</i> | <i>378</i> | <i>53</i> | <i>431</i> |

Final Stage Formal Complaints

| Year | Total Number of Complaints Received - Repairs and Maintenance | Total Number of Complaints Received - Contractors | Total number of Complaints Received |
|---------------------|--|--|--|
| 2020 - 2021 | 4 | 1 | 5 |
| 2021 - 2022 | 7 | 0 | 7 |
| 2022 - 2023 | 18 | 0 | 18 |
| 2023 - 2024 | 16 | 4 | 20 |
| 2024 - 2025 | 17 | 1 | 18 |
| Total Number | 62 | 6 | 68 |

Time Taken to Resolve

The tables below present the response times for First Stage and Final Stage complaints. The required target for First Stage complaints is 10 working days, while Final Stage complaints have a target of 20 working days. The tables also identify the number of complaints that were resolved within 90 working days and the number that exceeded ninety working days.

In reviewing the historical data, it was noted that several records from the previous complaints handling system did not contain a closure date. For the purposes of this request, and in order to ensure a complete and consistent dataset, any complaint with a missing closure date has been included in the category representing more than 90 working days.

First Stage Formal Complaints

| Financial Year | <10 days | 10-90 days | More than 90 days | Total Number of Complaints Received |
|-----------------------|--------------------|-------------------|--------------------------|--|
| 2020 - 2021 | 10 | 30 | 2 | 42 |
| 2021 - 2022 | 13 | 39 | 0 | 52 |
| 2022 - 2023 | 39 | 51 | 10 | 100 |
| 2023 - 2024 | 29 | 57 | 20 | 106 |
| 2024 - 2025 | 52 | 58 | 21 | 131 |
| Total Number | 143 | 235 | 53 | 431 |

Final Stage Formal Complaints

| Financial Year | <20 days | 20-90 days | More than 90 days | Total Number of Complaints Received |
|-----------------------|--------------------|-------------------|--------------------------|--|
| 2020 - 2021 | 2 | 2 | 1 | 5 |
| 2021 - 2022 | 0 | 2 | 5 | 7 |
| 2022 - 2023 | 1 | 9 | 8 | 18 |
| 2023 - 2024 | 2 | 4 | 14 | 20 |
| 2024 - 2025 | 3 | 10 | 5 | 18 |
| Total Number | 8 | 27 | 33 | 68" |