

From: The Minister

Michelle McIlveen MLA
Northern Ireland Assembly
Parliament Buildings
Ballymiscaw
Stormont

Dear Michelle

AQW 45139/22-27 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY

Due to the volume of detail required to answer AQW 45139/ 22-27, the information attached 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, they have advised me as follows:

“The Northern Ireland Housing Executive’s (NIHE) previous complaints management system did not allow the NIHE to report on specific detail of damp and mould related formal complaints received.

The NIHE’s current complaints management system can provide data of damp and mould related formal complaints received in financial year 2025-2026.

<i>Financial Year</i>	<i>Stage 1</i>	<i>Stage 2</i>	<i>Total</i>
<i>2025-2026</i>	<i>29</i>	<i>5</i>	<i>34</i>

The data provided below concerns customer repair requests relating to mould, damp and condensation. These records represent requests for inspection or repair and do not indicate that a complaint has been made.

The figures below have been extracted directly from the HMS (Housing Management System). These figures reflect instances where the terms “mould,” “damp,” or “condensation” have been recorded within the job description field, or the DM (Damp & Mould) expense code has been used within the task order following a report from a customer.

It should be noted that NIHE classifies any report containing these terms as a mould, damp, or condensation-related case, in line with internal categorisation practices.

Accordingly, the data supplied is based solely on how these terms have been used and recorded within HMS at the time of extraction.

Table 1 below shows the total number of reports received from customers during the period 1 April 2016 to 31 March 2026.

TABLE 1					
<i>Council Area</i>	2016/17	2017/18	2018/19	2019/20	2020/21
<i>ANTRIM AND NEWTOWNABBEY</i>	499	714	857	803	632
<i>ARDS AND NORTH DOWN</i>	498	638	719	822	608
<i>ARMAGH CITY BANBRIDGE AND CRAIGAVON</i>	623	914	916	949	708
<i>BELFAST</i>	1,948	2,073	2,289	2,867	2,445
<i>CAUSEWAY COAST AND GLENS</i>	479	758	782	730	563
<i>DERRY CITY AND STRABANE</i>	652	989	1,047	1,034	454
<i>FERMANAGH AND OMAGH</i>	271	425	395	348	261
<i>LISBURN AND CASTLEREAGH</i>	488	574	532	569	512
<i>MID AND EAST ANTRIM</i>	457	759	747	731	603
<i>MID ULSTER</i>	217	327	320	352	263
<i>NEWRY MOURNE AND DOWN</i>	511	702	782	765	586
<i>Grand Total</i>	6,643	8,873	9,386	9,970	7,635

TABLE 1

<i>Council Area</i>	2021/22	2022/23	2023/24	2024/25	2025/26
<i>ANTRIM AND NEWTOWNABBEY</i>	846	1,071	1,209	1,077	1,157
<i>ARDS AND NORTH DOWN</i>	784	910	1,058	1,134	1,197
<i>ARMAGH CITY BANBRIDGE AND CRAIGAVON</i>	876	1,121	1,624	1,288	1,315
<i>BELFAST</i>	2,675	3,446	4,711	4,500	5,345
<i>CAUSEWAY COAST AND GLENS</i>	778	956	1,294	1,181	909
<i>DERRY CITY AND STRABANE</i>	1,130	1,461	1,537	1,412	1,172
<i>FERMANAGH AND OMAGH</i>	367	496	668	602	599
<i>LISBURN AND CASTLEREAGH</i>	542	686	1,207	1,110	1,272
<i>MID AND EAST ANTRIM</i>	790	1,223	1,781	1,357	1,224
<i>MID ULSTER</i>	363	423	482	478	488
<i>NEWRY MOURNE AND DOWN</i>	760	960	1,403	1,339	1,328
<i>Grand Total</i>	9,911	12,753	16,974	15,478	16,006"