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Our ref: AQW 54814/22-27
Date: 09 November 2026

From: The Minister

Mark Durkan MLA
Northern Ireland Assembly
Parliament Buildings
Ballymiscaw
Stormont

Dear Mark,

AQW 54814/22-27 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY

Due to the volume of detail required to answer AQW 54814/22-27, the information attached at Annex A has been placed in the Assembly Library.

Yours Sincerely,



Gordon Lyons MLA
Minister for Communities

AQW 54814 22-27 **Annex A**

This issue is an operational matter for Northern Ireland Housing Executive, they have advised me as follows:

"(i) The following table represents the total number of response emergency prioritised jobs completed in each of the Council Areas for the last five financial years:

Total count of Emergency Job Numbers						
Council / Financial year	***2021/2022***	***2022/2023***	***2023/2024***	***2024/2025***	***2025/2026***	***Grand Total***
Antrim & Newtownabbey	*4751*	*5114*	*5764*	*5135*	*5087*	*25851*
Ards & North Down	*3452*	*3109*	*3436*	*3195*	*3365*	*16557*
Armagh, Banbridge & Craigavon	*4211*	*5489*	*3807*	*4326*	*4530*	*22363*
Belfast	*15718*	*19949*	*21763*	*17882*	*17982*	*93294*
Causeway Coast & Glens	*4215*	*4990*	*5405*	*4867*	*4657*	*24134*
Derry & Strabane	*3961*	*4533*	*5006*	*5235*	*4867*	*23602*
Fermanagh & Omagh	*2128*	*2308*	*2285*	*2126*	*2059*	*10906*
Lisburn & Castlereagh	*3373*	*3538*	*4133*	*3991*	*3766*	*18801*
Mid & East Antrim	*4734*	*5021*	*3865*	*5152*	*4664*	*23436*
Mid Ulster	*2039*	*2151*	*2257*	*2108*	*2267*	*10822*
Newry, Mourne & Down	*2119*	*3290*	*3412*	*3388*	*3417*	*15626*
Grand Total	***50701***	***59492***	***61133***	***57405***	***56661***	***285392***

(ii) The following table represents the average completion times in working days between issued and completion of response emergency prioritised jobs completed in each of the Council Areas for the last five financial years:

Average of Working Days Between Issue and Completion for Emergency jobs					
Council / Financial year	***2021/2022***	***2022/2023***	***2023/2024***	***2024/2025***	***2025/2026***
Antrim & Newtownabbey	*0.3*	*0.2*	*0.3*	*0.8*	*0.4*
Ards & North Down	*0.1*	*0.1*	*0.4*	*0.7*	*0.3*
Armagh, Banbridge & Craigavon	*0.0*	*0.1*	*0.1*	*0.2*	*0.1*
Belfast	*0.3*	*1.1*	*1.0*	*0.5*	*0.4*
Causeway Coast & Glens	*0.1*	*0.4*	*0.4*	*0.7*	*0.3*
Derry & Strabane	*0.1*	*0.1*	*0.1*	*0.1*	*0.1*
Fermanagh & Omagh	*0.1*	*0.1*	*0.1*	*0.1*	*0.2*
Lisburn & Castlereagh	*1.0*	*0.4*	*0.7*	*1.1*	*0.2*
Mid & East Antrim	*0.3*	*0.2*	*0.3*	*0.7*	*0.7*
Mid Ulster	*0.1*	*0.1*	*0.2*	*0.2*	*0.2*
Newry, Mourne & Down	*0.9*	*2.1*	*0.6*	*0.2*	*0.1*
Grand Total	***0.3***	***0.6***	***0.6***	***0.5***	***0.3***

(iii) Of the 285,392 task orders completed during the five-year period, 93% were completed within one day of issue. A further proportion were completed within a small number of days, with only 1% of all task orders taking longer than ten days to reach recorded completion. The cases with the longest completion periods therefore represent a very small fraction of overall repair activity and are not reflective of the performance of the service as a whole.

While a small number of task orders show recorded completion periods extending beyond 100 days, a detailed review found that these figures do not necessarily indicate that tenants waited that length of time for an initial response or for their homes to be made safe. In many instances, an emergency attendance was provided promptly, with the task order remaining open while follow-on inspections, specialist works or administrative processes were completed.

The review identified a range of circumstances contributing to extended recorded completion periods, including:

- *Triage assessments being undertaken before determining the most appropriate course of action;*
- *Preliminary or temporary works being carried out to make the situation safe pending permanent repair;*
- *Initial attendances where additional visits were subsequently required to complete the work;*
- *Actions taken to remove immediate risks to persons or property at the earliest opportunity;*
- *The procurement of specialist parts, materials or contractor services prior to final completion;*
- *Inspections that concluded no further remedial work was necessary; and*
- *Cases where a repair remained open for administrative purposes following completion of works on site.*

The review also identified instances where repairs had been categorised as emergency repairs despite not requiring that level of priority, meaning that the recorded completion period was measured against emergency response parameters that were not appropriate to the nature of the work.

In addition, authorised extensions of time, difficulties in obtaining access to properties, tenant availability, third-party dependencies and delays in updating completion records can all contribute to longer recorded completion periods.

Consequently, the recorded completion date should not always be interpreted as representing the period during which a tenant was awaiting an emergency response or living with an unresolved health and safety risk. Rather, it reflects the full lifecycle of the task order within the repairs management system, which in some cases extends beyond the date on which the property was made safe, or the substantive repair work was completed.

Max of Working Days Between Issue and Completion					
Council / Financial year	***2021/2022***	***2022/2023***	***2023/2024***	***2024/2025***	***2025/2026***
Antrim & Newtownabbey	*114*	*122*	*172*	*367*	*212*
Ards & North Down	*27*	*20*	*311*	*334*	*107*
Armagh, Banbridge & Craigavon	*15*	*67*	*126*	*92*	*112*
Belfast	*95*	*177*	*201*	*187*	*144*
Causeway Coast & Glens	*61*	*83*	*267*	*215*	*74*
Derry & Strabane	*35*	*15*	*26*	*30*	*42*
Fermanagh & Omagh	*24*	*17*	*21*	*24*	*186*
Lisburn & Castlereagh	*135*	*159*	*101*	*156*	*98*
Mid & East Antrim	*220*	*133*	*106*	*76*	*147*
Mid Ulster	*20*	*64*	*142*	*181*	*40*
Newry, Mourne & Down	*161*	*298*	*98*	*171*	*31”*