

07 February 2025

**Our Ref: FOI 651**

## **Request**

We received your request on 20 January 2025 for the following information:

*Does the NIHE provide bonus schemes or other forms of additional payment for managers who submit less “urgent” or “emergency” repairs? Do they get bonuses or other payments for doing more “routine” repairs or approving less repairs overall?*

*Does the NIHE provide bonus schemes or other forms of additional payment for managers who send less repairs to in-house contractors (DLO) and less out outside contractors?*

*When the DLO completes a job, who put the invoice into the system and registers the job as “complete” or “practically complete” on the NIHE website?*

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

## **Our response**

***Does the NIHE provide bonus schemes or other forms of additional payment for managers who submit less “urgent” or “emergency” repairs? Do they get bonuses or other payments for doing more “routine” repairs or approving less repairs overall?***

No.

***Does the NIHE provide bonus schemes or other forms of additional payment for managers who send less repairs to in-house contractors (DLO) and less out outside contractors?***

No.

***When the DLO completes a job, who put the invoice into the system and registers the job as “complete” or “practically complete” on the NIHE website?***

The process for completing jobs on our Workforce Management System (Evolution) is as follows:

1. The DLO Operative carries out a risk assessment, does the work if it is safe to do so and documents each stage by taking photographs and adding notes.
2. The DLO Supervisor checks the Workforce Management System for notes and photographs and marks the job as Practically Complete if they deem that no further work is required (N.B. Supervisor will also attend the property in person for a certain number of inspections).
3. The DLO Supervisor or Senior admin add Schedule of Rates (SOR) codes to the job reflecting the work carried out to be charged for.
4. When all coding is complete, when no further follow up work is required and when all necessary documentation (photographs, certificates, warranties etc) are attached, the DLO Senior Admin marks the job as Financially Complete at which point it transfers back to the Housing Management System (HMS). Depending on the value of the job, a Maintenance Officer from District Office may post-inspect the work before it is passed for payment (N.B. If the Maintenance Officer does not deem the work fit for payment the job is rejected back to DLO to remedy this).

This concludes our response.