

13 November 2024

**Our Ref: FOI 560**

## **Request**

We received your request on 18 October 2024. You asked for the following information:

*I am writing to make a request under the Freedom of Information Act 2000. I would like to request the following information concerning social housing in Fermanagh.*

- 1. What is the current condition of social housing units in Fermanagh? Please provide detailed inspection reports and assessments conducted over the past 12 months.*
- 2. How many social housing units in Fermanagh have been reported to have mould issues over the past 12 months? Please provide data on the extent and severity of these mould problems.*
- 3. What specific health and safety issues have been identified in social housing units in Fermanagh over the past 12 months? Please include any reports or evidence of structural problems, dampness, pest infestations, and inadequate heating.*
- 4. What measures have been taken to address and remediate mould and dampness in social housing units in Fermanagh? Please provide details of any repair and maintenance work carried out, including timelines and outcomes.*
- 5. How many complaints have been received from tenants regarding the poor condition of social housing in Fermanagh over the past 12 months? Please provide a breakdown of the nature of these complaints and the actions taken in response.*
- 6. What is the average response times for addressing maintenance and repair issues in social housing units in Fermanagh? Please provide data on the time taken to resolve reported issues.*
- 7. Can you provide images and visual documentation of the current condition of social housing units in Fermanagh? Please include photographs of any issues such as mould, dampness, structural damage, and inadequate facilities.*

*I would appreciate it if you could provide this information in a format that details each year separately for clarity.*

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

## **Our response**

- 1. What is the current condition of social housing units in Fermanagh? Please provide detailed inspection reports and assessments conducted over the past 12 months.**

The Housing Executive does not hold any general reports about the current condition of social housing units in Fermanagh.

To retrieve detailed inspection reports and assessments conducted over the past 12 months would take considerable time, extensive searches, checks and collation. This would take beyond the appropriate limit of 18 hours as outlined in the FOI Act.

Section 12 of the Act makes provision for public authorities to refuse requests for information where it is estimated that the cost of dealing with them would exceed the appropriate limit, which for the Housing Executive is set at £450. This represents the cost of one or more individuals spending 18 hours collectively in determining whether the Housing Executive holds the information, locating, retrieving and extracting it.

Also, in relation to detailed inspection reports and assessments of specific properties, we cannot provide information relating to a specific property as this is considered to be the personal data of the owner and/or occupant of that property. Under the FOI Act, we are not able to provide personal information relating to another individual, when disclosure would contravene data protection principle (a) in Article 5 of the UK GDPR and the exemption at FOI Act Section 40 applies.

- 2. How many social housing units in Fermanagh have been reported to have mould issues over the past 12 months? Please provide data on the extent and severity of these mould problems.**

Our systems do not hold this information in the format requested. Our current data records reports of Mould, Damp and Condensation which can include structural dampness, leaks, penetration water, and condensation which may not result in a mould issue. This information is reported by Parliamentary Constituency.

Please confirm if you would like to receive this information for the Fermanagh and South Tyrone parliamentary constituency area.

- 3. What specific health and safety issues have been identified in social housing units in Fermanagh over the past 12 months? Please include any reports or evidence of structural problems, dampness, pest infestations, and inadequate heating.**

Due to the broad nature of this request, it would not be possible to provide this information without exceeding the appropriate limit as outlined in the FOI Act as this would require an extensive manual review of electronically held information.

Also, in relation to specific properties, we cannot provide information relating to a specific property as this is considered to be the personal data of the owner and/or occupant of

that property. Under the FOI Act, we are not able to provide personal information relating to another individual, when disclosure would contravene data protection principle (a) in Article 5 of the UK GDPR and the exemption at FOI Act Section 40 applies.

**4. What measures have been taken to address and remediate mould and dampness in social housing units in Fermanagh? Please provide details of any repair and maintenance work carried out, including timelines and outcomes.**

The Housing Executive has invested considerable resources in the creation of a policy specifically to address mould and damp across all its properties. This policy is applied in the Fermanagh area, where a proactive approach is adopted to carry out remediate work that is required if issues of mould and damp arise.

We are not able to provide details of work carried out on specific properties as to retrieve this information would take considerable time, extensive searches, checks and collation, which would take beyond the appropriate limit of 18 hours as outlined in the FOI Act.

Also, we cannot provide this information in relation to specific properties as this is considered to be the personal data of the owner and/or occupant of that property. Under the FOI Act, we are not able to provide personal information relating to another individual, when disclosure would contravene data protection principle (a) in Article 5 of the UK GDPR and the exemption at FOI Act Section 40 applies.

**5. How many complaints have been received from tenants regarding the poor condition of social housing in Fermanagh over the past 12 months? Please provide a breakdown of the nature of these complaints and the actions taken in response.**

The information that has been requested “**regarding the poor condition of social housing in Fermanagh**” is not a category we can report on in our complaints system.

We would be able to advise of the number of first and final stage complaints received in the last 12 months from an agreed date, however this would have to heavily caveated noting we would be providing a figure based on any complaints received where repair issues have been raised by tenants in Fermanagh and are reported under the category of repairs and maintenance on our current complaints system. These complaints may be in relation to a single repair issue as opposed to the poor condition of a property.

**6. What is the average response times for addressing maintenance and repair issues in social housing units in Fermanagh? Please provide data on the time taken to resolve reported issues.**

Our systems do not hold this information in the format requested. To retrieve this information would require an extensive manual review of our records and take beyond the appropriate limit of 18 hours as outlined in the FOI Act.

**7. Can you provide images and visual documentation of the current condition of social housing units in Fermanagh? Please include photographs of any issues such as mould, dampness, structural damage, and inadequate facilities**

We cannot provide information relating to a specific property as this is considered to be the personal data of the owner and/or occupant of that property. Under the FOI Act, we are not able to provide personal information relating to another individual, when disclosure would contravene data protection principle (a) in Article 5 of the UK GDPR and the exemption at FOI Act Section 40 applies.

This concludes our response.