



24 June 2025

Dear Applicant

Our Ref: FOI 793

Your request for information received on 30 May 2025 has been handled under the Freedom of Information Act 2000 (FOIA).

Request

I would also like to submit a FOI request for the data in the last 12 months for all emergency call outs by police to conduct emergency repairs, specifically when the call was first made and how long it took for the repair to be conducted and the contractor to leave. If it is easier to not filter police out of the equation and just use all emergency call outs, that is fine. I believe NIHE can learn lessons from this, including what contractors they use to conduct the emergency repairs.

Our response

The following table has been extracted from our Housing Management System (HMS) to identify jobs coded as being received from the PSNI and indicating the time from issue to our contractor to completion of the job from 01 June 2024 – 31 May 2025.

Emergency works procedures within the Housing Executive stipulate that a contractor is required to attend to the property on the same day or within 24 hours. The contractor will then inform us if additional works are required. In these cases, the completion of works can be result in longer turnaround timeframes because of the additional works, which may include specialist materials.

The following figures are based on the 'practically completed' date by the contractor:

Days from Issue to Completion	Total Jobs
0	159
1	130
2	45
3	24
4	9
5	5
6	3
7	1
8	7
9	3
10	1
11	3
14	1
16	1
17	1
19	1
23	2
52	1
62	1
Grand Total	398

This conclude our response.