



12 May 2025

Dear Applicant

Our Ref: FOI 741

Your request for information received on 07 April 2025 has been handled under the Freedom of Information Act 2000 (FOIA).

Request

A copy of NIHE's own procedures and policies in the case of a service failure, including timelines, communication responsibilities, and escalation protocols.

Information on what CFM, as NIHE's contractor, is contractually obliged to undertake in instances of service failures, particularly when such failures are repeated.

Details of how delays to repairs and the lack of communication may contravene NIHE's own internal policies, procedures, or tenant service standards.

In response to the letter asking for clarification in what I mean by "service failure"

Whenever a repair had not been carried out and I had to call NIHE repairs line, I was told by staff that they can escalate the matter as a "service failure". This means they let CFM know that the repair has not been carried out in the expected timeframe. I was informed by the manager on the repairs line that these service failures would then flag up on their monthly review meetings. For further clarity I would suggest contacting the staff on the repairs line as it could be a phrase used for a process with a different official title

Our response

- 1) *A copy of NIHE's own procedures and policies in the case of a service failure, including timelines, communication responsibilities, and escalation protocols.*

Guidance on our policies and procedures in case of a service failure can be found on our website by following this link [The Housing Executive - Complaints](#)

- 2) *Information on what CFM, as NIHE's contractor, is contractually obliged to undertake in instances of service failures, particularly when such failures are repeated*

In instances where Service Failures occur, contractually there is no specific action to be undertaken by the Contractor. All jobs including Service Failures are incorporated within the Key Performance Indicators which apply to the Contract.

On a monthly basis a report on the number of customer interactions after the jobs have been issued, **second time calls** including Service Failures.

This information is reported to the contractor as part of the monthly figures by CSU and discussed at monthly meetings.

Where the figures show poor performance non-compliance is raised and the contractor is asked for an improvement plan. Due to the nature of the service the volume of second time calls is a rolling figure which changes monthly.

Any service failure of any kind is immediately phoned through to the contractor by NIHE CSU as are any subsequent calls.

If there is a specific issue the customer can raise with Area who will liaise with the contractor.

In relation to customer contact regarding a complaint would not come to contract management unless there is a contractual matter or dispute.

The process normally involves the following:

1. When a customer contacts CSU re an issue with a job it is recorded and the CSU phone the contractor and ask for an update it is common for the contractor to advise CSU that they will contact the customer again and schedule an appointment to discuss any issue and resolve. The CSU will pass the customer over to the contractor call handling service where possible
2. If the customer calls back again the CSU repeat the process as set out above and raise a service failure event
3. All subsequent failures would be treated as above hence some jobs could have more than one service failure.

3) *Details of how delays to repairs and the lack of communication may contravene NIHE's own internal policies, procedures, or tenant service standards.*

These details are set on our Customer Charter. Information on our Customer Charter can be found on our website by following this link [The Housing Executive - The Customer Charter](#)

Delays to repairs are reported to the contractor as part of the monthly figures by CSU and discussed at monthly meetings. Where the figures show poor performance non-compliance is raised and the contractor is asked for an improvement plan. Due to the nature of the service the volume of second time calls is a rolling figure which changes monthly. Any service failure of any kind is immediately phoned through to the contractor by NIHE CSU as are any subsequent calls.

This concludes our response.