

13 December 2024

Our Ref: FOI 575

Request

We received your request on 23 October 2024 for the following information:

I now wish to make a Freedom Of Information Request, regarding the Northern Ireland Housing Executive's policy and procedure concerning 'Communication/Time Frames' etc., in relation to customers/tenants etc., to be released to me, to provide me with the knowledge of what your policies and procedures state.

Clarification 29.10:

To enable us to proceed with a search for this information we require some clarification: At the moment your request is too broad. We would ask you to be more specific. This will help us to search for the information that you require. We do not have a specific policy and procedure concerning 'communication/time frames', in relation to customers/tenants etc. We need you to specify / explain for what as these time frames will vary depending on the matter that they relate to.

Clarification response 25.11:

Timeframes in relation to returning calls from customers, timeframes in replying to customer emails etc

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

Our response

The Housing Executive endeavours to respond to all calls and written correspondence received from customers in a timely manner. Our Customer Charter provides information in relation to this. More details are available at: [The Housing Executive - The Customer Charter](#). For ease of reference, I have enclosed a copy of the NIHE Customer Charter and our NIHE Housing Complaints Policy.

Our current targets for response to complaints are:

- First Stage – within 10 working days
- Final Stage – within 20 working days

This concludes our response.