

ANTRIM

district housing plan & local housing strategy 2011/12



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Consultation

As part of the District Housing Plan process a consultation exercise was carried out with some key stakeholders in the local housing market. The purpose of the consultation exercise was to ascertain their thoughts and views on related housing matters within their areas.

Consultation was carried out with the following:

- Antrim Borough Council;
- Evans Little Estate Agents, Antrim;
- Norman Morrow and Co, Crumlin;
- Global Properties, Crumlin;
- Blair and Boyd Estate Management Ltd, Randalstown.

We would like to thank all those who participated in the consultation exercise which has been a valuable source of information when compiling the District Housing Plan.

The key issues are included in Section 2 of this report.

Responses to District Housing Plan

This document has been produced by the Housing Executive's Corporate and Area Planning teams. We would welcome your comments on this year's plan. Comments should be sent to:

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The District Housing Plans for the 26 district councils will be available on our website at www.nihe.gov.uk

We can let you have a copy of the plans in a language that meets your needs and in different formats, including print, Braille, audio cassette, computer disk and DAISY format.



FOREWORD

Foreword

The District Housing Plan reports Housing Executive performance for 2010/2011 and the programmes planned for your council area for the coming year.

The recession continues to have an impact on the entire public sector and recent budgets from the UK Government and Northern Ireland Executive have pointed to continuing reductions in public expenditure, especially in capital projects, for the foreseeable future. In addition the collapse of the property market has a direct effect on the amount of income that we receive from selling our houses and land.

Despite the economic situation, in the past year, housing associations, in partnership with the Housing Executive and the Department for Social Development (DSD) started work on a record 2,418 social housing units, greatly exceeding the target of 2,000. However, with reducing levels of funding for new housing in the coming years, the target for the year ahead will be 1,400 starts and the budget for the succeeding two years will reduce these annual targets further.

In terms of our own houses, you will see from this year's Plan that we are limited in the number of improvements that we will carry out compared to previous years. The recent severe winter weather highlighted the need to invest in our stock and especially to ensure houses are as warm and energy efficient as possible. We will continue to make the case for investment in our tenant's homes and across all tenures.

The initial report of the fundamental review of the Housing Executive, commissioned by the Department for Social Development (DSD), was submitted in March. We expect that there will be extensive consultation on any proposals which will be put forward by the Department.

2011 marks the 40th anniversary of the Northern Ireland Housing Executive, an organisation which has a history of achievement and progress. However, we work to serve the community and we want to continue to move forward and meet the housing challenges which are ahead of us.

Throughout this report, you will see many examples of our work, the scope of our business and the impact housing has on the local community. Partnership working is important in helping to bring about shared and safe communities and we would like to thank all who have worked with us in the past year.

We would like to acknowledge the work of the Housing Council which makes a valuable contribution to housing policy throughout the course of the year.



Stewart Cuddy
Acting Chief Executive



Brian Rowntree
Chairman

Executive Summary

The District Housing Plan forms part of our statutory requirement to consult with councils in Northern Ireland on our programmes and performance.

Section 1 Regional Context

This section gives an overview of Government policies in relation to the Programme for Government, economy, planning and welfare reforms that direct our work or affect the housing market. An overview of the Northern Ireland housing market context is given along with the Housing Executive's priorities for housing.

Section 2 Antrim housing market analysis

It should be noted that House Condition Survey figures at 2009 (HCS) are for **Antrim and Newtownabbey** Council areas.

Planning

- There is potential for 3,850 units of new housing (private and social) - Department Of the Environment (DOE) Planning Services Land Availability Monitor 2010;
- The planning context for Antrim Borough is detailed in the Antrim Area Plan 1984-2001. Although this plan has now expired, it remains a material consideration until it is replaced.
- Masterplans commissioned by the Department for Social Development (DSD) and Antrim Borough Council are ongoing for Antrim town, Crumlin and Randalstown.

Socio-economic statistics

- The population is projected to increase by 11% by 2019; average household size is decreasing;
- The largest numerical increase is in the working age group (16-64 years);
- The population has become more diverse in Antrim, as a result of migration;
- Antrim Borough is ranked the 7th least deprived council area in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed at March 2011 is 3.8%, lower than the Northern Ireland average;
- The number of households in fuel poverty in Antrim and Newtownabbey was 42.4% in 2009. This is slightly lower than the NI figure (Source HCS).

Housing market statistics

- The total housing stock in Antrim and Newtownabbey is 55,450; the social housing sector at 11.5% is among the lowest in Northern Ireland (15%). (Source HCS);
- Housing unfitness in Antrim and Newtownabbey is 3.5% which is higher than the NI average of 2.4% (Source HCS);

- In 2006, the average house price in Antrim was £193,171 (NI average £174,178), and at 2010 had decreased to £186,220 (NI average £156,746);
- Housing Executive housing stock at March 2011 totalled 2,457 units with 4,604 units sold to date (of which 194 were flats);
- There is a waiting list for social housing in both urban and rural areas of Antrim. At December 2010 there were 964 applicants of whom 439 (46%) were in housing stress;
- There were 600 homeless applicants of whom 388 (65%) were awarded full duty status. Homeless applications and applicants being awarded full duty status have increased over the past 5 years ;
- An average of 193 allocations were made annually over the past five years;
- Housing needs assessment estimates that 246 new social homes are required for the period 2010 to 2015.

Section 3 Antrim Local Housing Strategy

In Antrim in the past year (2010/11), the Housing Executive spent £5.34 million. The Housing Executive's projected investment for 2011/12 is £4.43 million. In addition new build work to the value of £10.32 million was commenced in 2010/11. Performance for 2010/11 along with programmes for 2011/12 is reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/11 heating replacements were started to 133 Housing Executive properties, revenue replacements to 237 properties, smoke alarm installations to 393 properties and carbon monoxide detectors to 90 properties;
- We completed 246 heating replacements and 168 revenue replacements;
- During 2011/12 we plan to commence heating replacements to 44 dwellings, revenue replacements to 75 dwellings, health and safety works to 132 dwellings and a grounds maintenance scheme at Stiles;
- During 2010/11 there were 6 Renovation grants, 28 Disabled Facilities Grants, 2 Repair grants and 8 Home Repair Assistance grants completed in the private sector;
- We anticipate that 35 grant aided improvements will be completed in 2011/12;
- In addition to heating installations to our own stock in Antrim we manage the Warm Homes Scheme. In the year to March 2011, 165 homes in the private sector were insulated, 16 had heating installations and 19 had both insulation and heating installed.

Corporate Objective 2 promoting independent living

- During 2010/11 there were 28 Disabled Facilities Grants completed in the private sector and 36 adaptations were completed to our own stock. In 2011/12 we plan to approve 20 Disabled Facilities Grants;
- £1.5 million was spent during 2010/11 on providing supporting people services. £1.58 million funding has been budgeted for 2011/12;

- Existing funding delivers 23 supported housing accommodation-based schemes and 1 floating support scheme in Antrim;
- We will continue to assess the need for new wheelchair housing;
- We will provide a range of services to tackle homelessness in line with our homelessness strategy;
- During 2010/11, Antrim District Office placed a total of 126 homeless applicant households into temporary accommodation.

Corporate Objective 3 fostering urban and rural regeneration

- We will continue to implement a Neighbourhood Renewal programme in support of the DSD neighbourhood renewal strategy;
- Implement the rural housing strategy;
- Work with Generating Rural Opportunities Within Antrim, Carrickfergus and Newtownabbey Council areas (GROW) on Axis 3 of the Northern Ireland Rural Development Programme in the Antrim area;
- Continue to upgrade our housing stock as funding permits.

Corporate Objective 4 promoting affordable housing

- During 2010/11, 2 general needs social housing schemes were completed for 11 units with a further 4 schemes on site for 92 units;
- There are 3 general needs schemes (71 units) and 1 supported housing scheme (12 units) in the draft 2011/12 Social Housing Development Programme;
- Locations of housing need are included in the unmet need prospectus where schemes have not been programmed;
- Continue to work with DSD and DOE to help formulate policy to deliver developer contributions for affordable housing through the planning system.

Corporate Objective 5 building a stronger community;

- Antrim District Office staff are involved in a number of multi-agency groups relating to community safety;
- During 2010/11 Antrim District Office dealt with 173 anti-social behaviour cases, 3 properties were repossessed and 2 cases were referred to mediation services;
- The District Office will continue to work with 12 community groups;
- Antrim District Office continues to work with Springfarm and District Community Association to further develop Springfarm estate as a shared neighbourhood under the Shared Neighbourhood programme.

Corporate Objective 6 delivering better public services

- Manage services in a cost effective manner;
- Provide high quality and responsive services for our customers;
- Continue to improve services through modernising services programme.

In the coming year we will strive to ensure that a high quality service is delivered to residents in the borough.



SECTION ONE

Section 1 Regional context

1.1 Introduction

Each year the Housing Executive publishes District Housing Plans for the 26 District Councils in Northern Ireland. These documents form part of our statutory requirement to consult with councils on our programmes and performance.

Section 1, outlines priorities and spending for the year ahead. It also gives a brief overview of policy issues affecting housing and summarises some of the main issues from the Housing Market Review and Perspectives Report. Section 2 gives an analysis of the local housing market and Section 3, sets out the Local Housing Strategy. The final section contains appendices giving statistics, contact details and useful links for further information on topics discussed in the Plan.

Our plans are constructed to reflect government policy as set out in the *Programme for Government*, published in January 2008. In addition, our policies and plans are developed in the context of a number of government strategies including: the Sustainable Development Strategy; Anti-Poverty Strategy; and the Department for Social Development's priorities.

Our policies are developed with equality considerations incorporated from the outset. We consult regularly with our partners in the Consultative Forum on equality issues and through the Housing Council and the Housing Community Network. We have begun implementation of our new policy statement on Children and Young People along with our child protection policy.

Together, the Review of the Northern Ireland Housing Market, the Corporate Plan and the District Housing Plans represent our overall housing strategy for Northern Ireland.

1.2 Our housing priorities and programmes

Reduced levels of funding and reduced income from the sale of our assets will present challenges and we have prioritised our work for the year ahead. There remains an ongoing need to invest in both the private and social housing sectors to maintain conditions and in measures to alleviate fuel poverty.

Our priorities are as follows:

- New social house building;
- Maintenance and Improvements to our own stock;
- Promoting energy efficiency and helping to combat fuel poverty in the residential sector;
- Investment in private sector housing through Grants;

- Supporting the housing needs of disabled people;
- Homelessness and those in housing stress;
- Community safety;
- Better community relations, community development, participation and cohesion;
- Better housing for the Traveller Community;
- Urban and rural regeneration.

Section 3 gives details of our local performance and programmes which are set out under our six Corporate Objectives.

1.3 Funding

Delivery of our programmes and services depends on rental income, government subsidy and the sale of assets including land and house sales. Around £100 million per year of our income has been lost due to the effects of the recession on the housing market, particularly in the reduced number of sales of our assets.

Our budgets will continue to be restricted and will affect all areas of work including new build, improvements and grants. We cannot plan for or deliver the level of investment that we know is needed to improve housing conditions in both the social and private sectors.

We will seek further funding during the course of the year through the 'monitoring round' process, but this is likely to meet with only limited success as budgets across Government are tightened.

Overall the level of reductions in the NI Budget following the **Comprehensive Spending Review 2010**, is to reduce capital expenditure by 40% over the four years and 5% of revenue expenditure in each of those years.

We make a considerable investment to housing in Northern Ireland each year. During 2010/11 we spent £352.5 million on our mainstream programme expenditure, including capital costs associated with improvement programmes, together with the revenue costs of maintenance and other improvement programmes, private sector grants and the Social Housing Development Programme.

The 2011/12 proposed spend for our mainstream programmes is £321.3 million. Funding of £142.6 million is available for the Social Housing Development Programme to enable delivery of 1,400 new social housing starts (1,200 general needs housing and 200 supported housing).

For our Capital Improvement programme there is funding of £19.3 million and for our Maintenance Programme there is funding of £138.0 million.

Expenditure for private sector grants will be around £21.4 million, to enable approval of mandatory Disabled Facility and Repairs Grants, and to take into account previous committed expenditure on both mandatory and discretionary grants.

1.4 Policy context

The Northern Ireland Executive has made the economy its top priority in the Programme for Government and has established a Sub Committee to oversee the production of an Economic Strategy for Northern Ireland. The aims are to rebalance the economy, by rebuilding the economy and securing employment growth in the shorter term and increasing the private sector in the longer term.

Planning policy sets the context for housing provision in Northern Ireland. The Department for Regional Development (DRD) published its consultation document in January 2011, for the ten year review of the Regional Development Strategy - 'Shaping Our Future'. The Strategy's purpose is to deliver the spatial aspects of the Programme for Government. The consultation period ended on the 31 March 2011 and we have submitted a response.

The main purpose of the **Planning Bill** is to transfer the majority of planning functions from the Planning Service to the new councils, once new government arrangements and standards have been put in place. From the 1st of April 2011, the Planning Service's function and staff have been absorbed into the core of the Department of the Environment (DOE). Planning functions have been reorganised to anticipate transfer to councils. Local Planning Divisions will take responsibility for development plans and management functions, which will in due course transfer to councils and a Strategic Planning Division, will take forward the responsibilities which will remain with the DOE, following government reform.

Housing has been impacted by **planning policy statements** in recent years with the introduction of PPS12 (Housing in Settlements) and PPS21 (Sustainable Development in the countryside). The review of PPS12 by a multi agency steering group, incorporating DOE, DSD and the Housing Executive, continues to consider ways of securing delivery of additional social and affordable housing via developer contributions.

The Housing (Amendment) Act 2010 placed, for the first time, a statutory responsibility on the Housing Executive to produce a homeless strategy.

Under Amendment Bill No 1 we are required to publish our **Anti Social Behaviour policy** procedures.

We have responded to the **sustainable development updated action plan** 'Everyone's Involved' and await the final action plan. The aims of the strategy are

to build a future characterised by economic prosperity, equality and social cohesion. We actively monitor our own activities against a set of performance measures to help us gauge progress in terms of sustainable development best practice.

As well as the Comprehensive Spending Review there are a series of **welfare reforms** proposed by the UK Government. These include the introduction of a 'Universal Credit' from 2013 to replace most in work and out of work benefits. By 2017 all existing claimants should have transferred to the new system. It is proposed that the amount of credit will be subject to an upper limit to ensure that no household can receive more in welfare than net median income.

Housing Benefit entitlement levels are also set to reduce and changes relating to Local Housing Allowances for private tenants commenced in April 2011. Other changes are planned for 2012 and 2013 with some proposals yet to be finalised. The impact of these changes on the housing market and particularly tenure choice is as yet difficult to predict.

1.5 Northern Ireland housing market

The Housing Executive publishes an annual Review of the Housing Market which sets out trends and key developments across tenures. The report helps in setting policy direction and resource priorities for the year ahead.

This year's Review again focuses on the interdependence of the economy and the housing market. The past 2 years have proved difficult for the Northern Ireland economy and the First Trust's economic outlook offers little optimism for 2011.

According to the University of Ulster quarterly house price index for quarter 4 of 2010, "the pattern of the house price index has been erratic since 2009 showing an uneven recovery for the Northern Ireland housing market. It would seem that this rather tentative fluctuating picture is likely to prevail over 2011 as the market seeks to stabilise." NI households face the combined effects of a declining manufacturing base, lower rates of public expenditure, higher fuel and food prices and an increase in value added tax. Main headlines from the Review of the Housing Market are:

- While property prices have reduced, there is still an affordability issue as tighter lending restrictions means that it is more difficult to secure a mortgage;
- The outlook for house building in 2011 looks poor;
- The private rented sector has grown significantly and accounts for 17% of occupied housing tenures at 2009. The growth in this sector has in part been underpinned by housing benefit. Changes to housing benefit regulations are planned between 2011 and 2013;

- There are still a substantial number of applicants registering for social housing. For many households, social housing offers security of tenure at an affordable price;
- Through our Net Stock Model, we have assessed that 2,500 new social dwellings are required each year;
- Housing conditions have improved with only 2.4% of Northern Ireland's total stock deemed unfit, although there are variations between tenures and in urban and rural areas. Current restrictions on discretionary grant funding may have a detrimental effect on unfitness levels across the private sector;
- The level of fuel poverty rose rapidly between 2006 and 2009 from 34% to 44% of all households, reflecting in particular the rise in fuel prices over this period.

Demographic trends have important implications for the design and number of new dwellings required and also for housing support services. It should be noted that projections are based on trends and current housing and economic conditions. Any major changes in these may affect projections.

- The population of Northern Ireland is projected to grow to 1,906,000 by 2019;
- The number of children under 16 is forecast to grow a little over the next ten years but the percentage will decrease slightly;
- The number and proportion of people of pensionable age will grow from 302,000 to 326,000 however, the number of people aged 75 and over is projected to increase substantially between 2009 and 2019: by 38,000 to 153,000;
- The number of households is projected to grow however, the average household size is projected to decrease from 2.52 in 2009 to 2.40 by 2019;
- Although the unemployment claimant count is lower than most of the European countries at 7.4%, the reliance on public sector jobs makes us vulnerable to reducing budgets.

1.6 Corporate Governance

We have received a report by DSD following an inspection of the governance arrangements which the Housing Executive has in place to regulate how we carry out our business. In the main the report found that governance arrangements are good. However, the review highlighted a number of areas where the existing framework of checks and balances could be improved further. We are now working through an agreed implementation plan to address these matters, with reviews of progress undertaken by the Board and DSD on a regular basis.

There has also been a "Gateway Review / Health-check" of our maintenance contracts and again we are progressing an implementation plan to address the recommendations.



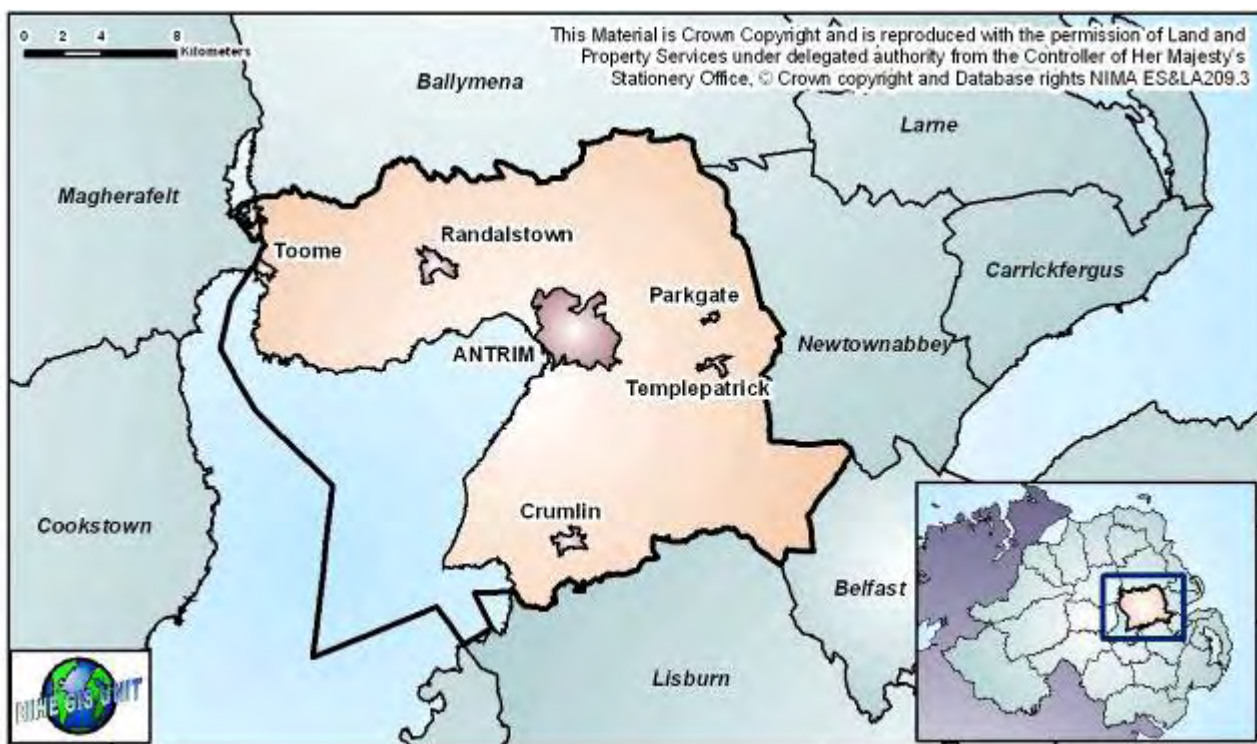
SECTION TWO

Section 2 Antrim housing market analysis

2.1 Introduction

Section 2 analyses the main factors which influence the local housing market and inform our housing need assessment. These include the planning context within which the District Housing Plan is set, demographic trends, socio-economic issues and information on housing stock.

Map 1: Antrim Borough Council Area



Source: NIHE GIS

The geographical area of Antrim Borough is detailed in the map above. Antrim town is the largest settlement within the borough. There is a substantial rural area where approximately 48% of the population live. The definition of 'rural' is a settlement of less than 4,500 people. This includes all settlements other than Antrim town and Randalstown.

2.2 Planning

Physical Planning

The planning context for Antrim Borough is set out in the Regional Development Strategy (RDS) for Northern Ireland: "Shaping Our Future". One of the aims of the RDS is to develop an attractive and prosperous rural area, based on a balanced and integrated approach to the development of towns, villages and countryside.

In June 2008 the Department for Regional Development (DRD) published the first five year review of the strategy, followed by a public consultation of the Ten Year Review in January 2011.

The specific planning context for Antrim Borough is detailed in the Antrim Area Plan 1984-2001. Though this plan has now expired, it remains a material consideration until it is replaced. The DRD's Housing Growth Indicators show the new build requirement for Antrim Borough during the period 1998-2015 as 8,000 additional dwellings, although this is subject to current review. According to the DOE Planning Service's Northern Ireland Housing Land Availability Report for 2010 there were 3,129 units completed between 1998 and 2010, with potential for a further 3,850 dwellings.

Regeneration initiatives for Antrim include Masterplans commissioned by DSD and Antrim Borough Council for Antrim town, Crumlin and Randalstown, representing a vision for the physical, structural and economic regeneration of these areas. The Antrim Masterplan was officially launched in June 2010. Amongst the main actions included are new retail developments on the Central Car Park and the Railway Street site; construction of a new multi-storey car park on Central Car Park; improving and redeveloping shops and premises along Railway Street and Castle Street; improving the public realm in High Street and Church Street to encourage movement and improve pedestrian circulation throughout the town centre; a new bus terminus at Market Square and new entrances to Castle Mall to improve the connections between Castle Mall and the rest of the town centre. Other regeneration initiatives planned for Antrim include Phase 2 of Antrim town centre environmental improvements scheme (subject to DSD funding) and the completion of Antrim Castle Gardens restoration scheme in 2012.

From a rural perspective, we continue to work with the Department of Agriculture and Rural Development (DARD) and other partners to help ensure that housing contributes to 'broader' rural development. In this respect, we are in contact with GROW (Generating Rural Opportunities Within Antrim, Carrickfergus and Newtownabbey Council areas) which is implementing Axis 3 of the N.I. Rural Development programme in this area. GROW have been selecting settlements which will receive funding for village planning and renewal; once these villages have been selected, we will consider any housing issues arising from the resultant village plans.

Following our involvement in the initial stakeholder groups last year, we welcome the publication of the draft Rural White Paper Action Plan which was issued for public consultation at the end of March. The Plan, for the first time, sets out proposed actions to deal with rural issues across Government. The consultation closes in June 2011; we will be submitting a response to this with particular reference to those proposals related to rural housing. Following the outcome of the consultation, we will be keen to avail of any opportunities that the Rural White

Paper Action Plan creates for us to work with others to further progress rural regeneration.

Socio Economic Planning

The population of Antrim increased by 11% between 1999 and 2009 and is projected to increase by a further 11% by 2019. During the same period the number of households is projected to increase by 16.6%. Changing demographic trends, particularly in age profiles and the average household size, are important factors in planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

Antrim is a growing borough that has attracted some population diversity through migration. The A8 population (from countries which joined the European Union in May 2004) was approximately 1,700 at 2009 representing approximately 3.2% of the Antrim population. The number of new migrant workers in the borough has reduced significantly since 2006. This reduction reflects reduced employment opportunities due to the decline in the economy. The majority of migrant workers live in the private rented sector with a small number seeking housing in the social sector.

Community cohesion can contribute to the proper functioning of the housing market. There is a strong community ethos throughout Antrim Borough. The Housing Executive continues to work along with other agencies and local groups to build a stronger community, particularly in areas of social need.

Inevitably the **local economy** has been affected by the recent recession however the unemployment rate is currently lower than the Northern Ireland average of 5.2%. The number of people unemployed in the borough has decreased by 36 over the past year. The retail industry continues to struggle in Antrim and the construction industry remains depressed however some sections of the manufacturing industry have expanded employment. The private house building sector has been severely affected with local estate agents confirming that construction work on the majority of new housing developments has slowed down or stalled over the past year.

In 2009 there was a high percentage of households (42.4%) in **fuel poverty** in Antrim and Newtownabbey. This is very close to the Northern Ireland figure (43.7%). Rises in energy prices have been a major contributory factor to the sharp escalation in fuel poverty. Income reduction has made an increased number of households vulnerable to fuel poverty.

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	48,670	54,030	59,986
Households	-	19,900	23,200
Household Size	-	2.61	2.49
No. of children	11,756 (24%)	12,594 (23%)	13,280 (22%)
No. of working age	30,960 (64%)	33,452 (62%)	37,358 (62%)
No. of older people	5,954 (12%)	7,984 (15%)	9,348 (16%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Antrim	307	190	6

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived *SOA
Antrim	20	Farranshane	Templepatrick

Source: NISRA
* Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	1,090 (3.3%)	1,353 (4.1%)	1,317 (3.8%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,643	1,676	1,721

Source: NIHE

Fuel Poverty	Antrim HCS 06	Antrim and Newtownabbey HCS 09	NI HCS 09
% in Fuel Poverty	23.6%	42.4%	43.7%

Source: NIHE House Condition Survey

2.3 Housing Market Profile

Information for the 2009 House Condition Survey was collected on the basis of the proposed new council boundaries under the Review of Public Administration, combining **Antrim with Newtownabbey Borough**. This change of boundary means that figures cannot be compared with previous surveys.

The housing stock in the Antrim & Newtownabbey area is approximately 55,450 units. Analysis of the **tenure share** illustrates that the social housing sector at 11.5% is among the lowest in Northern Ireland (15%). The percentage of vacant stock in the area is 4.1%, lower than the N.I. figure of 5.9% and the private rented sector is 6.8%, lower than the N.I. figure of 17%. Qualitative sources indicate that the number of private rented properties may well be an undercount.

Despite **housing conditions** continuing to improve unfitness is still higher than the regional average. At 2009 the level of unfitness was 3.5% while 13.2% of properties failed the decent homes standard.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 645 in 2006 compared to 224 in 2010. Local estate agents report that the housing market remains slow however it has been recovering slightly in Antrim over the past year. There has been a reduction in new housing starts and transactions over the past number of years with a high number of properties currently for sale. Estate agents have indicated that the number of repossessions has increased significantly. The majority of housing purchases in Antrim Borough continue to take place at the lower end of the market with terraced and semi-detached houses being the most popular.

Owner occupation continues to be the most popular tenure in the borough. However there are indications that although the number of owner occupied dwellings may grow over the coming years, its tenure share of the overall housing market will not increase. Ongoing economic uncertainty and restricted lending practices will continue to limit construction and transactions.

At 2006 and 2010, the **average house price** in Antrim was higher than the Northern Ireland average. Over the same time period there has been a 3.6% decrease in the average house price. For the quarter ending December 2010, there were 32 new build property sales in the borough at an average price of £149,200. The brief recovery in the property market that had begun during 2009 has not been sustained and market adjustment is still on-going. Limited access to mortgages, an increase in potential vendors and a loss of confidence brought on by budgetary cuts has resulted in further market uncertainty and increasing affordability pressure.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Antrim HCS 2006	13,130	2,710	1,780	950	18,570
Antrim & Newtownabbey HCS 2009	43,010	6,370	3,790	2,280	55,450
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Antrim 2006	Antrim & Newtownabbey 2009	NI 2006	NI 2009
Unfitness	1.5%	3.5%	3.4%	2.4%
Fail Decent Homes Std	22.5%	13.2%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Antrim New Build Starts	645	403	205	252	224
NI New Build Starts	14,105	12,373	5,916	6,489	6,037
Antrim Average House Price	£193,171	£261,473	£217,454	£196,931	£186,220
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Antrim	2007	2008	2009	2010	2011
No. of Claims	768	812	979	1,215	1,335

Local Housing Allowance for 3 bedrooms = up to £91.73 pw from April 2011

Source: NIHE

Information for the 2009 House Condition Survey was collected on the basis of the proposed new council boundaries under the Review of Public Administration, combining Antrim with Newtownabbey Borough. This change of boundary means that figures cannot be compared with previous surveys.

Northern Ireland **Co-ownership** Housing Association assists those on low income to access the owner occupied sector. A total of 594 properties have been purchased through the scheme in Antrim, 17 of those in the past financial year.

Another route to low cost owner occupation has been the **purchase of social housing** from the Housing Executive or housing associations by existing tenants. However, the number of transactions has dropped considerably in this sector since 2007. In 2010, 5 houses were sold to Housing Executive tenants under the House Sales scheme.

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents have confirmed that this tenure is buoyant and demand remains high within the borough. Private sector Housing Benefit claims continue to increase. Since 2007 the increase reflects both the economic climate in Antrim and a rise in the number of households choosing to live in the private rented sector. Private rental has become a popular choice for an increasing number of younger households who face affordability pressures. It is also popular among migrant workers and an increasing number of single person households. With the downturn in the housing market, many vendors are now looking to the private rented sector to provide an income from their properties.

Houses in Multiple Occupation continue to play an important role in meeting the housing needs of people who are single, who have temporary employment, students, low income households and more recently migrant workers. The Housing Executive uses a combination of methods – inspection, grant aid and enforcement orders – to raise standards in HMOs. There are 6 registered HMOs in the borough.

2.4 Social housing

The number of applicants has increased from 926 to 964 over the past five years. There has been a decrease in housing stress over the same period and at December 2010 numbered 439. Allocations were highest in 2009 but dropped in 2010. The changes in waiting list statistics in the past number of years may have been partly caused by the increase in available properties in the private rented sector.

The 5 year housing need projection to 2015 for Antrim Borough is 246 units. Projections are calculated using waiting list trends, supply trends and other demographic and local information. The Social Housing Development Programme is formulated using our housing needs assessments and strategic guidelines to help address social housing need.

Across Antrim there are considerable variations in the level of need for social housing. Popular locations remain Townparks North and Firfields/Dublin Road Common Landlord Areas, Crumlin and Randalstown. Less popular areas include Rathenraw and Stiles/Rathkyle/Rathglynn.

Single person households continue to dominate the waiting list, accounting for 43% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing.

Changes in the waiting list with increased allocations over the past few years may be a short term trend given the uncertainty in the other housing sectors. Waiting list trends in Antrim will continue to be monitored closely.

Current **Housing Executive stock** within the Borough is 2,457 dwellings, the majority of which are houses or flats. Since the introduction of the House Sales Scheme around 65% of Housing Executive properties have been purchased. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of March 2011 only 1.1% of properties were vacant.

Homeless applicants are included in the overall waiting list figures but it is possible to analyse homelessness separately. The number of people presenting as homeless and being awarded full duty status has increased since 2006. The main factors for applicants presenting as homeless in Antrim Borough include marriage/sharing breakdown, relationship or family disputes, loss of private rented accommodation and unsuitable accommodation.

Single person households accounted for just over 51% of all who presented as homeless in 2010/11 and 39% of all applicants who received Full Duty Status. Small family households accounted for 27% of those presenting and 35% of those receiving Full Duty Status. Antrim District Office made a total of 126 placements into temporary accommodation in 2010/11, the same number as for 2009.

At 31 March 2011 there were a total 27 **empty Housing Executive properties** in Antrim Borough. Two properties were empty to facilitate improvement schemes and a further 11 empty properties were undergoing repairs prior to allocation. Twelve properties were empty pending extensive repairs some following fire damage or vandalism and two properties are under consideration for sale.

Antrim District Office continues to place high importance on reducing the number of empty Housing Executive properties within the borough with the total number of empty properties decreasing by 76 over the period April 2010 to March 2011. Fifty nine of these were properties formerly occupied by Ministry Of Defence personnel have now been transferred to Clanmil Housing Association for refurbishment.

Table 3: Social housing statistics Public sector

	5 year projected need to March 2015 ¹	Units Completed April 2010 – March 2011	Units On-Site at 31 March 2011	Gross No. Units Programmed 2011/12
Antrim Town	85	6	65	12
Local towns	145	5	25	66
Villages	16	0	2	5
Total	246	11	92	83

Antrim Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	926	1,037	1,004	962	964
Housing Stress	531	538	490	423	439
Allocations	144	167	175	264	216

Antrim Waiting list sub-set of homeless applicants

	2006/07	2007/08	2008/09	2009/10	2010/11
Number Presented	584	468	510	539	600
Awarded Full Duty Status	271	200	234	338	388

	2007/08	2008/09	2009/10	2010/11
HA Starts Antrim	0	4	5	98
NIHE House Sales Antrim	23	1	9	5
Average Market Value	£95,043	N/A	£73,333	£66,300

Source: NIHE

¹ Projected housing need is calculated using a number of factors such as waiting list trends; supply trends; specific local issues; regeneration and rural proofing.



SECTION THREE

Section 3 Antrim local housing strategy

3.1 Introduction

The housing market analysis identified a number of housing issues within the borough, including affordability, homelessness, fuel poverty and the need for additional social housing in some locations. These issues present significant challenges in the current economic climate.

This section sets out our priorities for the current year as well as our performance for the past year. Our programmes are set out under our six Corporate Objectives.

The Housing Executive's projected investment within Antrim Borough in 2011/12 is £4.43 million.

Table 4: Antrim Borough actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	0.88	0.20	0.18
Planned maintenance work	2.54	1.60	0.53
Response maintenance*	1.99	1.57	1.91
Private Sector Grants	0.51	0.25	0.23
Warm Homes	-	0.22	**
Supporting People	1.54	1.50	1.58
Total	7.46	5.34	4.43
Investment in New Build***	0.65	10.32	****

Source: NIHE

*Response maintenance figures include minor Disabled Person Adaptations, redecoration and displacement grants.

**Warm Homes spend is demand led and cannot be projected at District level.

*** Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year. The amount includes Housing Association Grant funded by Government subsidy which was £0.40 million for 5 units (2009/10) and £7.05 million for 98 units (2010/11).

**** The 2011/12 draft gross Social Housing Development Programme contains 83 units, total cost of units has not been finalised.

Some financial information cannot be reported at a district level and therefore it is shown at an Area level in Table 5.

Table 5: North East Area spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Grounds Maintenance	2.14	2.36	2.13

Source: NIHE

3.2 Objective 1 – Delivering the Decent Homes Standard

A decent home is one that meets modern standards in relation to fitness, structure, energy efficiency and facilities. We had planned that all our properties would reach the Decent Homes Standard (DHS) by 2010; however, reduced funding has prevented this.

In the past year we commenced:

- 133 heating replacements to Housing Executive stock;
- 237 revenue replacements to Housing Executive stock;
- 393 smoke alarm installations to Housing Executive stock;
- The installation of 90 carbon monoxide detectors to Housing Executive stock.

We also completed:

- 246 heating replacements to Housing Executive stock;
- 168 revenue replacements to Housing Executive stock.

Details of our programmes can be found in Appendix 2.

Providing **Grants** to private sector landlords and owner occupiers has been an effective tool in maintaining properties in good condition and preventing them from falling into unfitness or serious disrepair. However, due to current funding restrictions discretionary Renovation, Replacement and Home Repair Assistance grants are only available in exceptional circumstances. Grants to adapt properties in the private sector for persons with a disability continue to be available. See Appendix 2 for details of grants performance during 2010/11.

In the past year the following were completed:

- 6 Renovation grants;
- 28 Disabled Facilities Grants;
- 2 Repair grants;
- 8 Home Repair Assistance grants.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within Antrim, over the past year one property was registered by the Housing Executive as a House in Multiple Occupation. Ongoing identification of potential HMO's, and ensuring compliance with the HMO Statutory Registration Scheme, continue to present a significant challenge, as does the enforcement activity associated with the scheme where non compliance exists. In the past year, 1 Article 80 Notice (fit for number of occupants) was served in Antrim Borough. A HMO Strategy has been developed to not only ensure compliance but also to provide advice to prospective tenants of HMO's.

Improving energy efficiency and helping to reduce fuel poverty remain key priorities for the Housing Executive. Our work as **Home Energy Conservation Authority (HECA) for Northern Ireland** has helped to improve energy efficiency across the residential sector by 21.4% from 1996 to 2009.

We have been working to switch to efficient gas and oil heating systems in our homes. We are currently reviewing our heating policy to ensure that it is fit for purpose. Any changes will require both Housing Executive Board and DSD approval. Approximately 53% of Housing Executive stock in Antrim has oil central heating, 34% gas, and 6% electric with the remainder having, room heater, open fire or other forms of heating systems.

All of the main fuels (natural gas, oil, coal and electricity) have increased in price in recent years and the review will test if our approach needs to change. The review will include the role of new technologies, evaluating the practicalities of installation, maintenance costs, servicing, emissions and operational costs. A choice of energy suppliers in Northern Ireland is detailed in Appendix 7.

Antrim District Office is represented on the Warmer Homes Group, a multi-agency fuel poverty partnership that works with Northern Investing for Health to tackle fuel poverty and encourage energy efficiency. The group continues to manage the local oil saving stamp scheme. The scheme has been a very successful initiative and through agreement with local suppliers has allowed residents to budget for oil heating costs throughout the year. This was particularly beneficial during the extreme weather conditions of the most recent winter.

We now manage the **Warm Homes Scheme** which can help vulnerable households in the private sector to improve the energy efficiency of their homes and help to alleviate fuel poverty. In the year to March 2011:

- 165 homes were insulated;
- 16 homes had heating installations;
- 19 homes had both insulation and heating installed.



A Department for Social Development Scheme

Despite substantial improvements in energy efficiency there has been an increase in the number of households in fuel poverty. Energy efficiency improvements alone cannot effectively tackle fuel poverty, it also requires action on fuel prices and low incomes. The Assembly has now passed legislation to allow the Housing Executive to implement an energy brokering scheme and we are working to design a scheme to allow early implementation.

We continue to fund Bryson Charitable Group to provide energy efficiency awareness courses to schools and during the year a school in Antrim was visited.

Through working closely with partner housing associations and where we are leading design work, we continue to promote the best modern standards of **housing design**. An important aspect of this is sustainable design which seeks to ensure energy efficiency and a small 'carbon footprint'. All new social housing developments must currently comply with Code for Sustainable Homes (Code level 3) housing associations however are encouraged to bring forward schemes at Code level 4. At level 3, CO2 emissions are improved by 25%, at Code 4, by 44% above current building regulations.



Apple Day, Parkhall Orchard, Antrim

In the coming year 2011/12 for Antrim we plan to:

- Commence 44 heating replacements to Housing Executive stock;
- Commence 75 revenue replacements to Housing Executive stock;
- Commence a grounds maintenance scheme at Stiles;
- Commence 132 Health and Safety works to Housing Executive stock;

- Process 2 Repair grants, 19 Disabled Facilities Grants, 8 Renovation grants, (including 1 Renovation grant located in the Antrim Town Centre Living Initiative Area) and 6 Home Repair Assistance grants in the private sector;
- Work to improve energy efficiency, promote energy conservation and help to alleviate fuel poverty;
- Continue to promote good standards of housing design and practice across all tenures;
- Conclude a full review of our emergency response plans, based upon lessons learned from the severe weather of December 2010.

3.3 Objective 2 – Promoting independent living

Our aim is to help people live independent lives by developing services and housing solutions tailored to each person's circumstances. A number of existing housing strategies are directed at vulnerable groups such as our Homeless Strategy and our Supporting People Strategy. This support to vulnerable groups is delivered through our Supporting People programme, Homeless services and our housing support and adaptation services. We are working to develop a new Supporting People Strategy to take account of the Bamford Review and changing Homeless duties to 16 and 17 year old homeless people. This report is due to be published in summer 2011.

In Antrim Borough in the past year:

- We spent approximately £1.5 million providing assistance to vulnerable people through **Supporting People** services. £1.58 million funding has been budgeted for 2011/12;
- The existing funding delivers 23 supported housing accommodation-based schemes and 1 floating support scheme in the Antrim area, providing services to a range of client groups;
- The Good Morning Antrim service provides support to older people who feel isolated or vulnerable and in need of a friendly voice to speak and listen to. Through a team, mainly of volunteers, it provides users with access to other local and statutory services; helps reduce loneliness, isolation, ill health and the fear of crime. The dedicated team will provide home and hospital visits in addition to bringing users to the Family Caring Centre in Rathenraw for regular social events. These services are delivered in the Antrim area by the Family Caring Centre in partnership with the Northern Trust, Housing Executive and Community Safety Partnership;
- At present 97 older people in the Antrim area, including Toome, Randalstown, Parkgate, Templepatrick and Crumlin are availing of the Good Morning Antrim Service.

The Housing (Amendment) Act 2010 confers upon the Housing Executive a duty to publish a homelessness strategy every 5 years, with the first to be produced by July 2011. We are currently in the process of finalising a draft strategy following which an extensive consultation process will begin. The strategy will concentrate on reviewing progress in the provision of homelessness services since 2002 and detail the way forward over the next 5 years. The main themes in relation to future direction will be:

- To review the temporary accommodation portfolio in relation to its strategic relevance and effectiveness;
- To improve housing options primarily in the private rented sector;
- To develop a comprehensive prevention programme around the assessment process, delivery of advice and assistance and developing community advice and education projects;
- To further improve services to a range of vulnerable households.

In the past year within Antrim Borough:

- 600 homeless applications were received;
- 388 were assessed as Full Duty Applicants;
- 126 homeless applicants were provided with temporary accommodation;
- We are developing an Area Homelessness Strategy which will take account of the borough's local requirements;
- Advice booklets on homelessness are available for those living in rural parts of Antrim Borough.

Providing **home adaptations** is an important means of helping people remain independent in their own home. Adaptations are not restricted to people living in Housing Executive homes. People in privately owned housing can have adaptations aided through the Grants scheme. Adaptations range from handrails and ramps to stair lifts, heating, showers and extensions. The number of adaptations that we are able to carry out will be subject to funding.

During 2010/11 we approved 19 Disabled Facilities Grants for the private sector and 28 were completed. A total of £177,000 was spent on adaptations to our own stock. Details of this work can be found in Appendix 2. The North East Area has a budget of £2.04 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households. This budget cannot be projected to district level as it is demand led.

Our staff have been working with the DSD and Department of Health, Social Services and Public Safety (DHSSPS) to review the adaptations process and the report is expected later in the year.

There are no **Traveller** accommodation needs currently identified for Antrim Borough. This will be kept under review.

Our **financial inclusion and debt prevention strategies** help people cope with financial insecurity and avoid debt. We have introduced financial advice and counselling services to help our residents cope with difficult financial circumstances.

In the coming year we plan to:

- Continue to improve the quality of housing for people with disabilities in Antrim Borough;
- Approve 20 Disabled Facilities Grants;
- Start an estimated 400 adaptations to our own stock in North East Area;
- Invest £1.58 million to continue to deliver housing support services to vulnerable people through the Supporting People programme;
- Provide a range of services to tackle homelessness in line with our homelessness strategy;
- Continue to develop a Traveller housing programme as required.

3.4 Objective 3 – Fostering urban and rural regeneration

The Housing Executive plays a major role in supporting regeneration across Northern Ireland.

Some of our physical regeneration activity has been curtailed by reduced public funding and housing market circumstances. In **urban areas** our work focus is on our urban renewal and estate-based strategy programmes, on supporting the DSD's urban regeneration initiatives and on providing strategic direction for housing investment. We will assess the impact on our support of any change arising from DSD's review of its urban regeneration policy and Neighbourhood Renewal Strategy.

We will also deliver the DSD Neighbourhood Renewal funding in 17 areas in Northern Ireland through the Small Pockets of Deprivation programme (SPOD).

It is important to recognise the positive impact of locally-based community development and community cohesion programmes in preventing decline and details of these can be found in Objective 5.

Rural regeneration actions are described in our Rural Housing Strategy and Action Plan 2009/10 – 2012/13. The dispersed nature and smaller scale of rural communities presents us with different challenges. We work to ensure that our policies reflect the needs of people living in rural areas. Our approach to rural regeneration is based on the premise that providing houses or improving properties not only provides decent homes but has a ripple effect thus aiding rural regeneration and rural development.

During 2010/11, 302 new units of social housing in Northern Ireland commenced in rural locations, the highest number for at least 10 years, and in line with our rural housing target for new build.

DARD has particular responsibility for rural areas and where possible, we work with them to support rural regeneration. Our work also aims to complement the work of GROW (Generating Rural Opportunities Within Antrim, Carrickfergus and Newtownabbey Council areas). This group is responsible for the administration of Axis 3 of the Northern Ireland Rural Development Programme 2007-2013 within the rural areas of Antrim, Carrickfergus and Newtownabbey.

During 2010/11, DARD has been rolling out a 'Maximising Access to Services, Grants and Benefits' service in rural areas. This partnership between the public and community sectors targets the more vulnerable households in rural areas; through home visits, it helps those in need to access a range of services. Housing Executive staff contributed to this initiative and at 2nd February 2011 a total of 4,121 visits had

been completed across N. Ireland. This resulted in referrals to the Warm Homes Scheme, benefit entitlement checks, home safety checks, rural community transport, and other services.

As part of the Housing Executive's Rural Homes and People Strategy, a housing guide for rural young people was developed in conjunction with Young Farmers Clubs of Ulster (YFCU). The guide was launched by Housing Executive Chairman Brian Rowntree and YFCU President Thoburn McCaughey at Greenmount College, Antrim.



Rural Housing Guide launch

In **Antrim** Borough we are supporting physical and community regeneration through a number of activities:

- Rathenraw has been identified as an Area at Risk under DSD Areas at Risk Programme. The District Office supported the Rathenraw Development Project in the development of a community centre which was formally opened in September 2010. The centre brings new facilities not only to Rathenraw but the wider community. The Housing Executive provided the land for the new centre;
- Antrim District Office continues to progress its long term empty homes reinstatement programme. Seventeen properties which required extensive repairs, including some as the result of fire damage or vandalism have been refurbished and allocated;

- The District Manager represents the Housing Executive on the Antrim town and Crumlin Masterplan groups;
- District Office and Grounds Maintenance staff worked in partnership with other agencies, including Antrim Borough Council and the local community to carry out a spring clean in Greystone Estate. This joint approach has a proven track record and benefits local people and their environment;
- Neighbourhood Officers from Antrim, Ballymena and Newtownabbey participated in an area wide volunteer project to help tidy the grounds around the Children's Hospice in Glengormley;



A grounds tidy up by Neighbourhood Officers of Children's Hospice, Glengormley

- Housing Executive Chairman Brian Rowntree and Alan Lawther Deputy Major of Antrim Borough Council celebrated Apple Day on 20th October 2010 at Parkhall Orchard with pupils from Parkhall Primary School and St Josephs Primary School. The pupils participated in an artist workshop and created an art piece to celebrate the variety of apple species and wildlife connected to the orchard. The event also included apple pressing, apple juice tasting, honey and bee display, healthy eating and information regarding looking after plants and trees.

In the coming year we plan to:

- Continue to implement a Neighbourhood Renewal Programme (in support of the DSD Neighbourhood Renewal Strategy);
- Implement the Rural Housing Strategy – ‘Rural Homes and People’;
- Work with GROW on Axis 3 of the Northern Ireland Rural Development Programme in the Antrim area;
- Continue to upgrade our housing stock as funding permits;
- Continue to monitor housing conditions in Antrim Borough.

3.5 Objective 4 – Promoting affordable housing

We are working in a number of ways to promote and widen the range of affordable housing options. Details of programmes are shown in Appendix 3.

In the past year in Antrim:

- There were 2 general needs social housing schemes completed delivering an additional 11 units of housing. Six of these units were ex-MOD dwellings at Castle Park, Antrim. These units were refurbished and adapted to meet the specific needs of the applicants identified for the scheme;
- There were 4 general needs social housing schemes on site, which will deliver a further 92 units;
- There was 1 scheme at Glenavy Road, Crumlin which did not commence. Reasons for delay included planning issues. This scheme is now included in 2011/12 of the Social Housing Development Programme;
- An interest was declared in making the PSNI site at Crumlin available for social housing. Clanmil Housing Association plans to develop the surplus public sector library and PSNI sites at Templepatrick ;
- A review of the Crumlin Hotspot study (originally completed in 2004) was carried out;
- We supplied DOE Planning Service with an annual housing needs assessment;
- Locations of housing need were identified in our 'Unmet Need Prospectus' to direct housing associations to areas of need, where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the Housing Executive's Strategic Guidelines;
- We advised applicants of other housing options including the private rented sector as an affordable option;
- We finalised a joint protocol with Planning Service detailing procedures for Housing Associations when applying to build social housing under Policy CTY 5 of Planning Policy Statement 21 - Housing in the Countryside. Investigations are ongoing regarding a potential application of this type for Templepatrick;
- We continued to implement the House Sales Scheme, which provides an opportunity for tenants to own their own home. The number of our tenants availing of this scheme has dropped in recent years due to current housing

market conditions. During the past year there were 28 applications received; 20 offers made and 5 sales completed.

The Social Housing Development Programme is formulated using our housing need assessments and strategic guidelines. The primary purpose of the guidelines is to allocate programme share geographically on an equitable basis.

When formulating a housing mix for individual schemes we take into consideration a number of factors such as household types, current stock, wheelchair users needs, and where need has been identified, bespoke properties for those with complex needs.

Details of year one of the draft Social Housing Development Programme approved by the Board of the Housing Executive are shown in Appendix 3 and is subject to the Department for Social Development's approval.

In addition to the Social Housing Development Programme, **an Unmet Housing Need** Prospectus will be published on our website. Further Programme details and unmet need by location can be obtained by clicking on the hyperlink www.nihe.gov.uk/index/www_home/unmet_need_prospectus.htm. There is also a search facility for the Social Housing Development Programme.

The **Equity Sharing Scheme** provides an option for those tenants who wish to buy their homes through a part own/part rent approach as they are unable to afford the full cost. Further information on this can be found by clicking on http://www.nihe.gov.uk/house_sales_incorporating_equity_sharing_tenants_guide.pdf.

The Department for Social Development (DSD) in conjunction with the Housing Executive are examining the potential for delivering affordable intermediate housing on surplus NIHE sites. DSD are developing policy, detailing procedures on how this pilot proposal could be delivered.

We are working with DSD to examine four inter-connected aspects for the **Common Selection Scheme** and will consult on proposals for change during the year ahead.

We are also beginning pilot schemes of **choice-based lettings** for difficult to let properties in 5 districts where properties have been identified as void with no prospective tenants available.

The DSD has completed consultation on its document "**Building Sound Foundations - A strategy for the private rented sector**". We look forward to the review findings and we will continue to work to support the further development of the private renting as a critical element in affordable housing.

In the coming year we plan to:

- Assess the need for new social housing in the borough. The current five year housing need assessment indicates a need for a further 246 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The draft Social Housing Development Programme for 2011/12 contains 3 general needs schemes and 1 supported housing scheme which will deliver 83 units;
- Provide DOE Planning Service with an annual housing need assessment;
- Promote the private rented sector as a decent and affordable housing option. We are using feedback from a pilot Private Landlord Scheme in the development of an N.I. rent guarantee scheme, under the DSD private rented strategy 'Building Sound Foundations';
- Manage our social housing stock to minimise empty dwellings;
- Promote affordable home ownership through our house sales scheme;
- Examine the potential to develop intermediate housing on surplus NIHE sites;
- Continue to work with DSD and DOE Planning Service to deliver developer contributions for affordable housing via the planning system;
- Work with housing associations to ensure delivery of new housing;
- Explore opportunities presented by Planning Policy Statement 21 (PPS21) to develop social housing outside designated settlements.



51 Main Street, Crumlin developed by Helm Housing Association

3.6 Objective 5 – Building a stronger community

We have a role to help make Northern Ireland a better place to live. Our community strategies are set out below.

We recognise the impact that anti-social behaviour can have on communities and our **Community Safety Strategy** sets out our approach to community safety. The implementation of this strategy has proved successful in limiting the number of properties repossessed each year.

Services to address reported anti-social behaviour (ASB) are accessed through our district offices.

The number of reported incidents in 2010/11 is a 31% decrease on the previous year. Most reports relate to low level anti-social behaviour, but there has been an increase in the number of serious incidents. District Office staff are involved in a number of ways to help address anti-social behaviour.

Table 6: Antrim District Office: ASB Performance 2010 / 2011

No. of ASB cases received	No. of properties repossessed	No. of injunctions	No. of cases referred to mediation	No of ABC* agreed	No. of cases closed without legal action
173	3	0	2	0	129

*Acceptable behaviour contracts

- The Assistant District Manager sits on the strategic and operational tiers of the Community Safety Partnership;
- Neighbourhood Officers continue to monitor and report non occupation and misuse of dwellings, returning these dwellings to stock for allocation;
- Antrim District Office is a key player in the Multi Agency Risk Assessment Conference (MARAC) which meets monthly, dealing with domestic violence and its consequences. Partners include PSNI, Women’s Aid, Probation and Social Services;
- The District Office is a member of the Inter Agency Forum, meeting monthly to discuss complex cases of anti-social behaviour. The Housing Executive, Antrim Borough Council and PSNI share information under an agreed protocol to resolve issues as quickly as possible for the benefit of all the community;
- Antrim District Office continues to encourage residents adjacent to empty Housing Executive dwellings to contact the local Housing Executive office or the PSNI to report incidents of anti-social behaviour or criminal activities in the

vicinity of the empty dwelling. When a dwelling becomes vacant, adjacent residents are issued with relevant contact details;

- The District Office is represented on the Antrim Bonfire Committee, meeting throughout the year to promote better bonfire management with a family focus emphasis;
- The Housing Executive has supported Antrim Community Safety Partnership in the introduction of Community Safety Wardens operating at night throughout the Antrim Borough area.

Our [Community Involvement Strategy](#) demonstrates our commitment to giving the community a voice. We will review the strategy during the year and prepare a new **Community Involvement Strategy** 2011-2014.

The District Office works with 12 community groups and contributes to a wide range of partnerships and inter-agency groups. The Housing Community Network (HCN) meets bi-monthly and during 2010 received presentations on a number of issues.

Antrim District Office carried out a pilot scheme for Tenant Led Inspections of anti-social behaviour cases in Antrim council area. The aims are to examine the service and effectiveness of Housing Executive processes. This has resulted in the review of some practices and procedures as well as the highlighting of a number of areas of good practice.

The District Office assisted Springfarm and District Community Association with their new Welcome Pack which was launched earlier this year.

Our [Community Cohesion Strategy](#) addresses the main themes of:

- Flags, emblems and sectional symbols;
- Transitional areas;
- Shared Future housing schemes;
- Youth engagement;
- Interface areas;
- Our good relations activity;
- Race relations.

We await the final publication of the NI Executive's Cohesion, Sharing and Integration Policy to help direct the delivery of good relations work across all agencies.

Our approach to developing greater community cohesion locally includes:

- Our **Shared Future** Housing Initiative which involves creating new housing where prospective residents sign up to a set of Shared Future principles;
- The District Office continues to work with and support Springfarm and District Community Association to further develop Springfarm estate as a shared neighbourhood under the Shared Neighbourhood programme. This includes working with Groundwork NI to establish an activity zone for use by local residents;
- The third phase of the **Shared Neighbourhood Partnership** started in 2010 and funding for which was received from the International Fund for Ireland.

Our **Race Relations** policy promotes good relations between and within ethnic groups. It aims to ensure that the increasingly diverse community enjoys full and fair access to housing services. To assist this aim, we work with the Inter Community Network, the HCN and Supporting Communities Northern Ireland.

The quality of housing has direct links to people's quality of life. Our [Housing and Health Strategy](#) and Action Plan involve us in work with a range of health bodies through initiatives such as the Investing for Health Partnerships and our Supporting People Programme.



Castle Park, Antrim developed by Apex Housing Association

In the coming year we plan to:

- Increase the number of Community Participation Compacts. Currently 12 groups have signed up to Community Participation Compacts within the district;
- Implement and report progress on the Community Involvement Strategy;
- Work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level;
- Implement the recommendations of the Housing and Health strategy;
- Work in partnership with housing associations to implement the Shared Future Housing Programme;
- Develop the Shared Neighbourhoods programme. The District Office continues to support Springfarm and District Community Association to further develop the shared neighbourhood ethos and continues to provide funding for a development worker;
- Implement the regional Good Relations BRIC programme which aims to “put good relations at the heart of social housing”;
- Continue to implement the race relations action plan.

3.7 Objective 6 – Delivering better public services

We aim to deliver services that meet the needs of our customers, whilst ensuring that we achieve value for money. We continually strive to improve the quality and efficiency of our services.

Housing research plays a vital role in helping us meet our objectives. We have a statutory responsibility to regularly examine housing conditions and housing need, but we also research customer satisfaction. Our research programmes help us to develop better public services and housing policies. Details of the programme of work being undertaken by our research department can be found on our website at www.nihe.gov.uk.

To understand our customers' needs we use techniques such as customer surveys while also comparing the quality and efficiency of our services with other organisations. This helps us to identify areas for improvement and:

- We accredit the performance of our services through a number of frameworks such as Customer Service Excellence, external validation from the European Foundation for Quality Manager; Investors in People; and we hold a number of ISO 9001 accreditations;
- We operate a two-stage Complaints Scheme for our customers. Our complaints system has been a valuable resource in measuring how well we deliver our services and helping us to make improvements;
- Over the last three years we have radically changed the ways in which we deliver services through our **Modernising Services** Programme;
- We are continuing to work on service improvement using techniques such as 'LEAN' and better use of information and communications technology. During 2010/11 we implemented the Private Sector Management System in our Grants Offices and during 2011/12 we will be upgrading our housing management computer systems.

Our **Sustainable Development** Policy is based on the Government's Sustainable Development Strategy for Northern Ireland ([Everyone's Involved](#)). We have responded to the Government's consultation on the draft Sustainable Development Action Plan and we look forward to publication of the final plan. Details of our environmental policy can be found on our website at www.nihe.gov.uk.

The **North East Customer Service Unit** delivers a repair and grounds maintenance reporting service for customers in 6 Districts. The Unit also provides a telephony service to facilitate the processing of housing and transfer applications and

arrange appointments for domiciliary visits. Housing Benefit and Rent Accounting Units in the Area office are now responsible for the administration of these functions for 6 Districts.

The weather conditions experienced over the Christmas period were some of the worst on record and affected virtually all services including roads, public transport, air travel and water. It also impacted on many of our dwellings which had heating issues and burst pipes. The Housing Executive received tens of thousands of calls during the holiday period with the North East Customer Service Unit answering 13,041 queries during the month of December 2010 compared to an average of 7,838 calls per month. We have reviewed our major incident plan as part of Corporate Objective 1. This includes improved communication and services for our customers.

The Emergency Services Unit will have increased capacity to ensure that customers will be able to have calls answered 'out of hours'. The North East Customer Service Unit will have the capacity to provide a service to handle incoming customer telephone calls 'out of hours' by the use of appropriately trained staff from other areas of the Housing Executive.

Should an emergency arise which requires a local response, District Offices will provide a service outside normal working hours supported by the Customer Service Unit.

The Housing Executive website already provides its customers with the facility to report repairs online. It is planned to improve this service by offering guidance to customers on dealing with particular situations and to communicate up to date information as an emergency escalates.

The District Office also proposes to use its valuable links with community representatives, to communicate information to and receive updates from local communities

Our targets and performance for the North East Area are set out below.

Table 7: North East Area Performance at March 2011

Total	Target	Actual
Total Rent Arrears	£2,282k	£2,353k
Clear new Housing Benefit claims	Within 25 days	21 days
Clear Housing Benefit change of circumstances	Within 10 days	3 days

Antrim District Office continues to provide key services such as housing, homelessness, response maintenance, estate management, community development and partnerships. Relationships between the District Office and the new Service Units at Ballymena continue to develop with debt management and Housing Benefit advice being enhanced.

Locally we:

- Aim to process at least 90% of housing applications within 20 working days;
- Aim to process 95% of emergency, urgent and routine repairs within the agreed time scales of 24 hours, 4 days and 4 weeks respectively;
- Deal with an average of 800 customers per month in the District Office for local services which are being streamlined and enhanced to meet our customers changing needs;
- Provide tenants with an annual publication of Housing News which highlights local projects and performance;
- We will review, report and update our major incident plan.

Table 8: Antrim District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process in < 21 days	100%
Homeless Applications	Process in < 34 days	99%
Maintenance		
Emergency	90/95%	99%
Urgent	85/95%	99%
Routine	85/95%	100%
COT	85/90%	99%
Relet turnaround time	<26 days	26 days

North East Grants Office has implemented the new grants management system which involves a more customer focused approach to processing applications which included the introduction of a new computer system. The new system has led to many improvements some of which include:-

- Designation of a Case Officer for all applications. The Case Officer is now the customer's main contact point with the Grants Office;
- Case Officers now contact customers at key stages of their applications to ensure they are aware of what they need to do next;
- All case files are electronic which ensures documentation is stored safely and letters are issued quickly and accurately;
- Grants Officers use mobile technology to record information on site visits;

- Payments are processed to our Finance Department electronically which makes the process quicker and more cost efficient.

Following a major review and consultation exercise, a revised structure has been implemented across the Private Sector Improvement Service. The outcome of this review resulted in the closure of the Ballyclare, Craigavon and Dundonald Grants offices with their workload redistributed within our new office structure. The new grants structure consists of six offices, namely Belfast, Derry, North East (based in Ballymena), South (based in Newry), South East (based in Lisburn), and West (based in Omagh with a sub office in Fermanagh). To ensure we can meet our targets for inspecting and registering Houses in Multiple Occupation (HMO), a small HMO sub-office has been created in Craigavon to assist the Regional HMO office in Coleraine. The Belfast HMO office will now only manage HMO properties in the Belfast City Council area.

In the coming year we plan to:

- Provide tenants with an annual publication of Housing News;
- Provide high quality and responsive services to all customers;
- Provide grants applicants with copies of our Grants Newsletter;
- Manage services in a cost effective manner;
- Continue to improve services through the modernising services programme and information technology;
- Maintain an excellent, well-trained and highly motivated workforce.



APPENDICES

Appendix 1: Antrim town profile

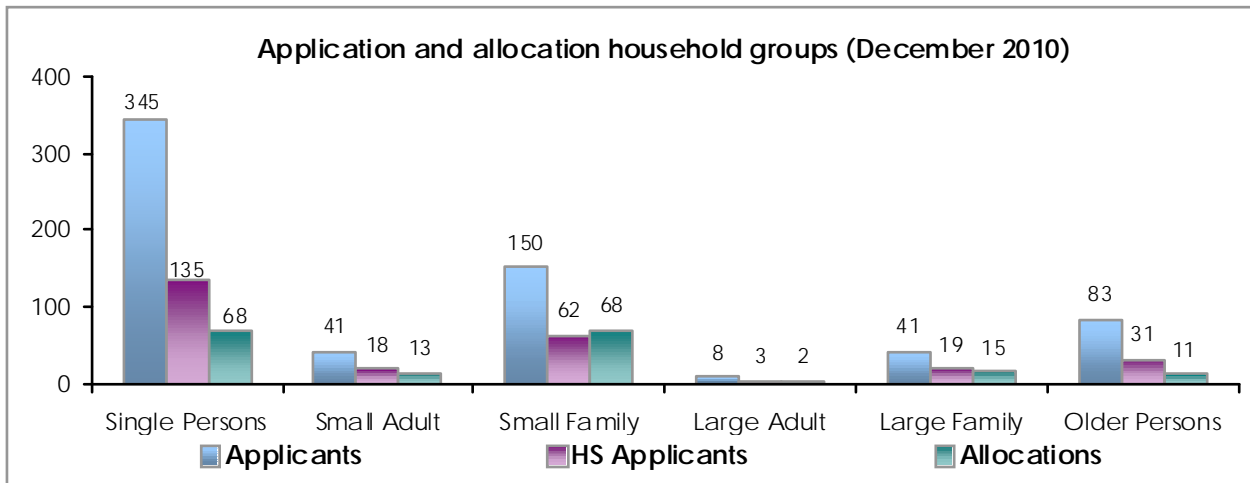
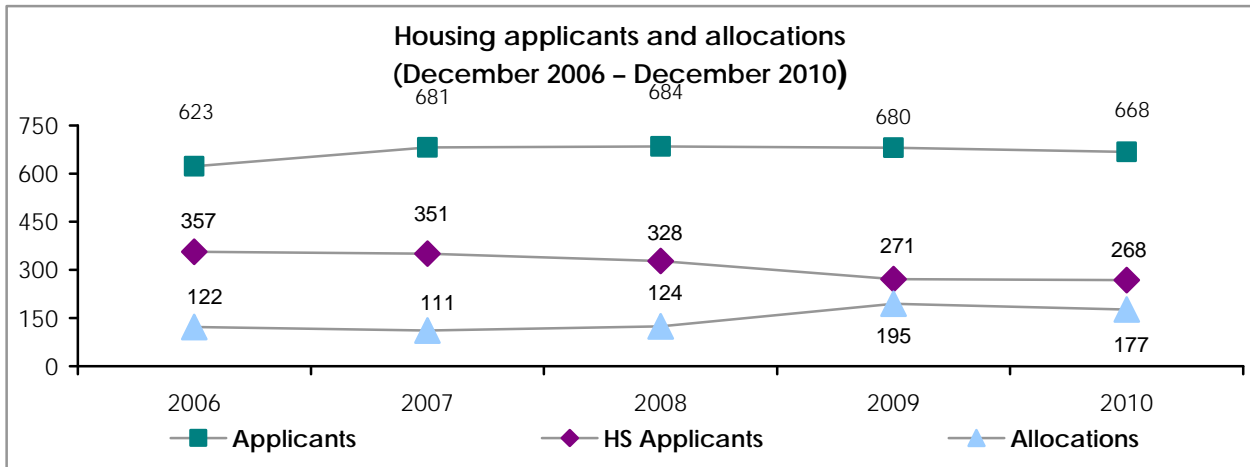


Antrim Town comprises 10 common landlord areas. These areas are detailed in Appendix 5.

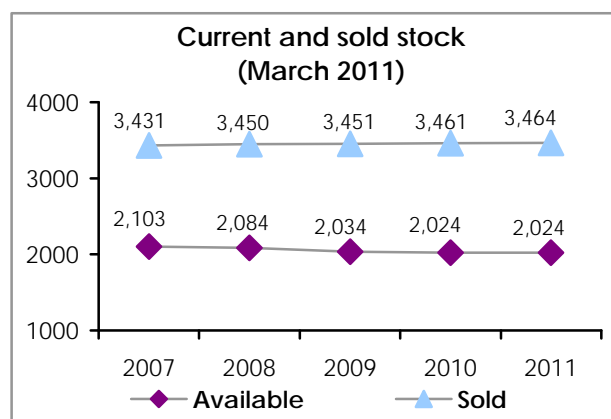
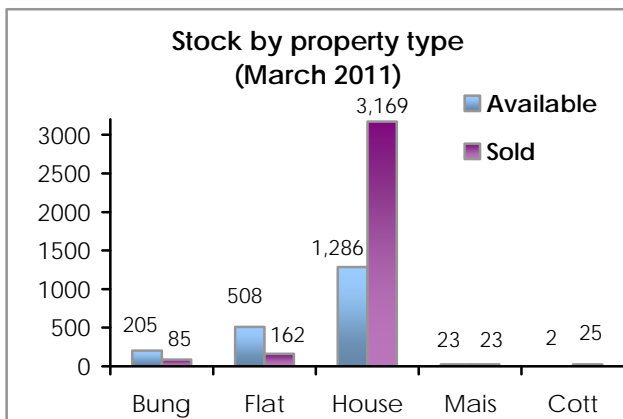
Projected social housing need in Antrim town has decreased over the past 2 years with an increase in allocations and a decrease in housing stress. The private rented sector continues to play an important role in the housing market within the town and has contributed to this current trend. Antrim District Office has also returned to stock a substantial number of empty Housing Executive properties over the past 2 years and this has helped meet existing housing need. Housing stress at December 2010 was 268 with just over 50% of this number being applicants from the single persons household group. The areas of highest housing need in Antrim are Firfields/Dublin Road and Townparks North. Less popular areas are Rathenraw and Stiles/Rathkyle/Rathglynn.

A large portion of Housing Executive stock has been sold off in the town, 3,464 dwellings at March 2011 leaving 2,024 dwellings. The House Sales scheme is a method of providing an affordable housing option to first time buyers however the decline over the past 4 years can be attributed to general uncertainty in the housing market and the reluctance of lending institutions to provide finance. In Antrim town the housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 85 units over the next 5 years and this will be kept under review.

Antrim town social housing waiting list analysis



Housing Executive stock analysis



Appendix 2: Improvements, maintenance & adaptations to Housing Executive stock and private sector Grants

Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Parkhall Phase 1	190
	Newpark	56
Revenue Replacement	Townparks South	27
	Parkhall 3B Phase 1	83
	Parkhall 3B Phase 2	58

Schemes started between 1st April 2010 and 31st March 2011

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Area One-off	2
	Parkhall Phase 2	131
Revenue Replacement	Springfarm Phase 1	36
	Springfarm Phase 2	33
	Parkhall 3B Phase 1	83
	Parkhall 3B Phase 2	58
	Townparks South	27
Smoke Alarm Installation	Antrim	393
Carbon Monoxide Detector Installation	Antrim	90

Note some schemes may start and complete in year

Programme of work for 2011/12

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Revenue Replacement	Toome/Coolsythe	75
Grounds Maintenance	Stiles	-
Health and Safety	Antrim Med-Rise flats	132
Heating Replacement	Springfarm/Stiles	44

Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
PLANNED MAINTENANCE		
External Cyclic Maintenance	Antrim Town	357
Revenue Replacement	Springfarm Ph 3	123
Heating Replacement	Dublin Road/Townparks	108
IMPROVEMENT		
Structurally Defective Stock	Grant Avenue Aluminium bungalows	8

Analysis of adaptations to Housing Executive stock 2010/11

Type of adaptation	Adaptations commenced April 2010 to March 2011	Adaptations spend April 2010 to March 2011 (£k)
Extension to dwelling	5	116
Change of heating	1	n/a
Lifts	5	15
Showers	25	46
Total	36	177

Grants Performance 2010/11 - Antrim

Grant Type	No Approved	Approval Value (£k)	No. Completed	Completion Value (£k)
Mandatory Grants				
Disabled Facilities	19	199	28	203
Repair	2	2	2	2
Discretionary Grants				
Renovation	5	54	6	33
Replacement	-	-	-	-
Home Repair Assistance	6	7	8	9

Definition of improvement and planned maintenance work categories	
Health and Safety	Specific works where health and safety issues have been identified.
Grounds Maintenance	Tree and shrub planting and maintenance, grass cutting, fencing etc.
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation	Installation of hard wire smoke alarms.
Heating Replacement	Replacement of solid fuel or electric heating.
Structurally Defective Stock	Repair/replacement of external fabric, e.g. walls and roofs, upgrading of insulation and replacement of kitchens
Carbon Monoxide Detectors	Installation of stand alone contractor sealed battery operated carbon monoxide detectors

Appendix 3: Social Housing Development Programme

Schemes Completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Castle Park, Antrim	6	General needs	Apex	Urban need
51 Main Street, Crumlin	5	General needs	Helm	Rural need
Total	11			

Schemes on site at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Springfarm, Antrim	53	General needs	Clanmil	Urban need
Cunningham Way, Antrim	12	General needs	Connswater	Urban need
Neilsbrook, Randalstown	25	General needs	Clanmil	Urban Need
Templepatrick Library Site	2	General needs	Clanmil	Rural need
Total	92			

Schemes deferred / not commenced at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Glenavy Road, Crumlin	55	General needs	Apex	Rural need
Total	55			

New Build schemes programmed 2011/12 (Subject to DSD approval)

Scheme	No of units	Client Group	Start date	Housing association	Policy theme
Norfolk Court, Antrim	12	Supported	2011/12	Selection	Supported
Glenavy Road, Crumlin	55	General needs	2011/12	Apex	Rural need
53 Mill Road, Crumlin	11	General needs	2011/12	Clanmil	Rural need
PSNI site, Templepatrick	5	General needs	2011/12	Clanmil	Rural need
Total	83				

Appendix 4: Social Housing Need Assessment (HNA) 2010-2015

All settlements

Settlement	5 Year Projected Social Housing Need	Units Completed April 2010 – March 2011	Units On-Site at 31 March 2011	Gross No. Units Programmed 2011/12
District town				
Antrim town	85	6	65	12
Local Towns				
Crumlin	130	5	0	66
Randalstown**	15	0	25	0
Villages				
Parkgate/Tempelpatrick	10	0	2	5
Toomebridge	6	0	0	0
Total	246	11	92	83

* Projections baseline at March 2010

** Units on-site deducted from projected need

Appendix 5: Household composition of housing applicants at December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
District Town								
Firfields/ Dublin Rd	Applicant	67	14	21	0	7	20	129
	App (HS)	12	4	7	0	4	4	31
	Alloc App	5	3	1	1	0	3	13
Menin Rd/ Springfarm Rd	Applicant	6	1	1	0	0	2	10
	App (HS)	1	0	0	0	0	1	2
	Alloc App	1	0	0	0	0	0	1
Newpark/ Ballycraigy	Applicant	44	4	22	1	3	10	84
	App (HS)	23	2	11	0	1	6	43
	Alloc App	9	3	16	0	2	2	32
Parkhall/ Steeple	Applicant	74	10	37	1	10	8	140
	App (HS)	29	5	14	1	5	2	56
	Alloc App	17	4	11	0	4	0	36
Stiles/ Rathkyle/ Rathglynn	Applicant	52	0	15	1	3	7	78
	App (HS)	23	0	10	0	2	2	37
	Alloc App	15	2	17	0	4	2	40
Rathenraw	Applicant	7	3	6	1	2	3	22
	App (HS)	5	1	3	0	1	1	11
	Alloc App	0	0	5	1	2	0	8
Townparks South	Applicant	6	1	6	0	0	13	26
	App (HS)	4	1	4	0	0	6	15
	Alloc App	2	0	1	0	1	3	7
Townparks North	Applicant	22	5	18	0	4	9	58
	App (HS)	10	3	9	0	3	5	30
	Alloc App	1	0	3	0	0	0	4
Springfarm Estate	Applicant	63	3	21	3	11	6	107
	App (HS)	26	2	4	1	3	4	40
	Alloc App	17	1	14	0	2	1	35
Moylena Grove	Applicant	4	0	3	1	1	5	14
	App (HS)	2	0	0	1	0	0	3
	Alloc App	1	0	0	0	0	0	1
DISTRICT TOWN TOTAL	Applicant	345	41	150	8	41	83	668
	App (HS)	135	18	62	3	19	31	268
	Alloc App	68	13	68	2	15	11	177
Small Town								
Crumlin	Applicant	38	3	53	4	14	32	144
	App (HS)	23	2	38	2	11	16	92
	Alloc App	5	7	0	1	1	2	16

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Small Town continued								
Randalstown	Applicant	39	6	31	1	10	23	110
	App (HS)	23	2	13	1	7	13	59
	Alloc App	5	1	4	0	2	7	19
SMALL TOWN TOTAL	Applicant	77	9	84	5	24	55	254
	App (HS)	46	4	51	3	18	29	151
	Alloc App	10	8	4	1	3	9	35
Villages								
Parkgate/ Temple - patrick	Applicant	6	2	7	1	0	5	21
	App (HS)	4	1	3	0	0	3	11
	Alloc App	0	0	0	0	0	0	0
Toome - bridge	Applicant	8	2	7	0	3	1	21
	App (HS)	4	0	3	0	1	1	9
	Alloc App	2	1	1	0	0	0	4
VILLAGE TOTAL	Applicant	14	4	14	1	3	6	42
	App (HS)	8	1	6	0	1	4	20
	Alloc App	2	1	1	0	0	0	4
DISTRICT TOTAL	Applicant	436	54	248	14	68	144	964
	App (HS)	189	23	119	6	38	64	439
	Alloc App	80	22	73	3	18	20	216

Applicant – Housing Applicant
 App (HS) – Housing Stress Applicant
 Alloc App – Annual Allocations for year ending December 2010

Definition of Household composition of housing applicants

Definition of household types	
Single person	1 person 16-59 years old
Older person	1 or 2 persons aged 16 or over, at least 1 over 60
Small adult	2 persons 16-59 years old
Small family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large family	1 or 2 persons aged 16 or over, and 3 or more persons 0-15, or 3 or more persons 16 or over and 2 or more persons aged 0-15
Large adult	3 or more persons aged 16 or over with or without 1 person aged 0-15

Appendix 6: Housing Executive stock at March 2011

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Antrim District	N.B. Sold stock in bold						
Firfields/Dublin Road	21	66	36	11	0	134	0
	22	74	370	5	0	471	
Menin Rd /Springfarm Rd	2	0	12	0	0	14	1
	22	0	49	0	6	77	
Newpark/Ballycraigy/Muckamore Country	47	28	240	0	2	317	1
	30	9	784	2	19	844	
Parkhall/Steeple	32	196	301	12	0	541	5
	0	39	878	16	0	933	
Stiles/Rathkyle/Rathglynn	0	117	303	0	0	420	3
	0	19	556	0	0	575	
Rathenraw	9	0	125	0	0	134	4
	0	0	141	0	0	141	
Townparks South	30	0	26	0	0	56	0
	4	0	53	0	0	57	
Townparks North	31	38	34	0	0	103	1
	0	18	105	0	0	123	
Springfarm Estate	22	63	202	0	0	287	5
	2	3	168	0	0	173	
Moylena Grove	11	0	7	0	0	18	1
	5	0	65	0	0	70	
DISTRICT TOWN TOTAL	205	508	1,286	23	2	2,024	21
	85	162	3,169	23	25	3,464	
Small Towns							
Crumlin	39	29	37	0	0	105	0
	53	21	262	0	4	340	
Randalstown	60	21	107	0	6	194	4
	68	11	419	0	7	505	
SMALL TOWN TOTAL	99	50	144	0	6	299	4
	121	32	681	0	11	845	
Villages							
Parkgate/ Templepatrick	16	0	18	0	0	34	0
	25	0	90	0	2	117	
Toomebridge	28	0	71	0	1	100	0
	42	0	115	0	21	178	
VILLAGE TOTAL	44	0	89	0	1	134	0
	67	0	205	0	23	295	
DISTRICT TOTAL	348	558	1,519	23	9	2,457	25
	273	194	4,055	23	59	4,604	

*Of the Total Stock these properties are void and do not include properties for sale or demolition
 (i) Bungalow (ii) Maisonette

Appendix 7: Contact details

Office	Contact	Contact Information
All Enquiries Tel: 03448 920 900 Type Talk Tel: 18001 02890240 588		
Headquarters Housing Centre 2 Adelaide Street Belfast, BT2 8PB	General Enquiries	Fax No.028 9031 8008 www.nihe.gov.uk
Antrim District Office 48 High Street Antrim BT41 4AN	Mrs Mairead Flatley District Manager	Fax No. 028 2566 6289 antrim@nihe.gov.uk
North East Area Twickenham House Mount Street Ballymena BT43 6BP	Mr Frank O'Connor Area Manager	Fax No. 028 2566 7835 northeastarea@nihe.gov.uk
	Mrs Mona Conway Area Planner	Fax No. 028 2566 7835 mona.conway@nihe.gov.uk
	Mrs Yvonne Montgomery Information Officer	Fax No. 028 2566 7835 yvonne.montgomery@nihe.gov.uk
	Mr John Ramsey Programme Manager	Fax No. 028 2566 7905 john.ramsey@nihe.gov.uk
	Mr Ron Mitchell Grants Manager	Fax No. 028 2566 7905 ron.mitchell@nihe.gov.uk
	Mrs Elizabeth Martin Customer Service Unit Manager	Fax No. 028 2566 7920 elizabeth.martin@nihe.gov.uk
	Mr Kieron Murphy Service Unit Manager – Housing Benefit	Fax No. 028 2566 7924 kieron.murphy@nihe.gov.uk
	Mrs Patsy Smyth Principal Officer - Housing	Fax No. 028 2566 7905 patsy.smyth@nihe.gov.uk
Land and Property Richmond Chambers The Diamond Londonderry BT48 8QP	Mr Gerry Deeney Land and Property Manager	Fax No. 028 7030 6128 gerry.deeney@nihe.gov.uk
HMO West 19 Abbey Street Coleraine, BT52 1DU	Mr Paul Ahern HMO Manager (Acting)	Fax No. 028 7032 0961 hmocoleraine@nihe.gov.uk

Office	Contact	Contact Information
Rural Housing Unit Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Michael Conway Rural Housing Co-ordinator	Fax No. 028 9031 8775 michael.conway@nihe.gov.uk
Supporting People Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mrs Pamela Stevenson North East Area Lead Officer	Fax No. 028 9031 8391 supportingpeople@nihe.gov.uk

Office	Contact Information
During Business Hours: Housing Benefit Repairs Line Grants	Tel No. 03448 920 902 Tel No. 03448 920 901 Tel No. 03448 920 900
After hours emergency phone number: Repairs Line Homelessness	Tel No. 03448 920 901 Tel No. 028 9446 8833
Energy Saving Trust Advice Centre	Free Phone Tel No. 0800 512012
NIFHA (Northern Ireland Federation of Housing Associations)	www.nifha.org Tel No. 028 9023 0446
Department for Social Development: Housing Operations Branch	www.dsdni.gov.uk Tel No. 028 9081 9147
Warm Homes	Free Phone Tel No. 0800 9880559

Detailed information on the work of housing associations can be obtained from the websites of the Department for Social Development (www.dsdni.gov.uk) and the Northern Ireland Federation of Housing Associations, the trade body for housing associations in Northern Ireland (www.nifha.org).

Choice of Energy Supplier in Northern Ireland

Many householders in Northern Ireland now have a choice of energy suppliers. There are two companies offering to supply electricity to households in Northern Ireland - NIE Energy www.nieenergy.co.uk and Airtricity www.airtricity.com. In relation to natural gas there are two suppliers, Phoenix Natural Gas www.phoenixgroupni.com and Firmus Energy www.firmusenergy.co.uk in the Greater Belfast area. There are over two hundred individual supply companies for home heating oil and a number of oil price comparison websites to help you find the best price. Examples include www.oilpricecheck.co.uk and www.cheapestoil.co.uk.

Appendix 8: Useful Documents

Housing News

http://www.nihe.gov.uk/antrim_housing_news_2010.pdf

House Condition Survey 2006

www.nihe.gov.uk/housing_conditions_survey_2006.pdf

Northern Ireland Housing Market Review and Perspectives 2011-2014

[http://www.nihe.gov.uk/housing_market_review_perspectives_2011-2014.pdf - adobe acrobat standard.pdf](http://www.nihe.gov.uk/housing_market_review_perspectives_2011-2014.pdf_adobe_acrobat_standard.pdf)

Northern Ireland Housing Market: Drivers & Policies

www.nihe.gov.uk/northern_ireland_housing_market_drivers_and_policies_2007.pdf

Annual Report 2009-2010

http://www.nihe.gov.uk/annual_report_2009-10.pdf

Corporate Plan 2010/13

http://www.nihe.gov.uk/corporate_plan_2010-11.pdf

Mapping BME & Migrant Worker Communities in NI

[http://www.nihe.gov.uk/black_and_minority_ethnic_and_migrant_worker_mapping_update - february 2011.pdf](http://www.nihe.gov.uk/black_and_minority_ethnic_and_migrant_worker_mapping_update_february_2011.pdf)

Wheelchair User Housing Study

www.nihe.gov.uk/wheelchairreport.pdf

Second Homes Report

www.nihe.gov.uk/second_homes_final_report.pdf

Home Energy Conservation Report 2010

www.nihe.gov.uk/home_energy_conservation_report_2010.pdf

Rural Matters – January 2011

http://www.nihe.gov.uk/rural_matters_january_2011.pdf

Ballymena Grants Newsletter 2010

[http://www.nihe.gov.uk/ballymena_grants_newsletter_2010.pdf - 833.1K](http://www.nihe.gov.uk/ballymena_grants_newsletter_2010.pdf)

Strategy Documents

The Homelessness Strategy

www.nihe.gov.uk/homelessness_strategy.pdf

Independent Living

www.nihe.gov.uk/index/sp_home/strategies/independent_living-2.htm

Health

www.nihe.gov.uk/housing_health_review_action_plan_2008-2011.pdf

Supporting People Strategy 2005-2010

www.nihe.gov.uk/supporting_people_strategy2005.pdf

Older Person Housing Policy Review Action Plan 2008-2010

www.nihe.gov.uk/older_people_housing_policy_review_action_plan_2008-2010.pdf

Community Safety

www.nihe.gov.uk/building_safer_communities_community_safety_strategy_2008-11.pdf

Race Relations

www.nihe.gov.uk/racerelationspolicy.pdf

Good Relations

www.nihe.gov.uk/index/sp_home/strategies/community_cohesion-2.htm

Energy

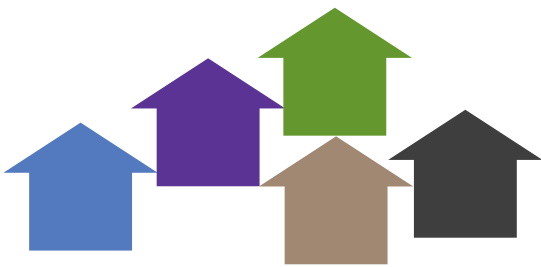
www.nihe.gov.uk/index/sp_home/strategies/energy.htm

Rural Action Plan 2010

http://www.nihe.gov.uk/rural_action_plan_2010.pdf

Travellers

www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf



This document is available
in alternative formats.

Contact:
Strategic Planning Team
Corporate Planning
The Housing Centre
2 Adelaide Street
Belfast BT2 8PB

Tel: 03448 920 900
Fax: (028) 9031 8775
Textphone: 0845 6504381
Email: corporate.planning@nihe.gov.uk



May 2011
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