



ARMAGH

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 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:

- Premier Property Estate Agents, Armagh City
- Property Link Estate Agents, Armagh City
- Peter Cullen and Son Estate Agents, Keady

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:

Mr S Semple, Strategic Planning Manager
Northern Ireland Housing Executive
Housing Centre
2 Adelaide Street
BELFAST, BT2 8PB
e-mail: stephen.semple@nihe.gov.uk



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 Armagh City & District housing market analysis

It should be noted that House condition survey figures at 2009 (HCS) are for **Armagh, Banbridge & Craigavon** council areas.

Planning

- There is remaining potential for 5,873 units of new housing (private and social) - DOE Planning Services land availability monitor 2010;
- The specific planning context for Armagh City & District is detailed in the Armagh Area Plan 2004 and the Armagh Area Plan 2004 - Alteration No 1: Armagh Countryside Proposals. Though these plans are now past their end dates, they remain a material consideration until replaced;
- The Armagh Master Planning exercise was completed during 2009 and the DSD and Armagh City & District Council have commissioned Place First to bring forward the development of four publicly owned sites to help stimulate economic growth;
- The Council is a key player in taking forward the regeneration of the Armagh Gaol and Shambles Market sites to assist in the development and growth of the City.

Socio-economic statistics

- The population is projected to increase by 9.9% by 2019, however the average household size is decreasing;
- The largest numerical increase is projected to occur within the working age group (16-64 years);
- The population has become more diverse in Armagh, as a result of migrant workers, however net international migration is decreasing;
- The Council area is the 19th most deprived in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed at March 2011 is 5.2%, which corresponds with the Northern Ireland average;
- The number of households in fuel poverty was 46.3% in 2009, the fourth highest in NI (Source HCS).

Housing market statistics

- The total housing stock in Armagh, Banbridge & Craigavon is 78,310; the private rented sector has shown the largest increase in tenure share since 2006 (Source HCS);
- Housing unfitness in Armagh, Banbridge & Craigavon is lower (2.3%) than the NI average of 2.4% (Source HCS);
- In 2007, the average house price in Armagh was £230,874 (NI average £233,415), and at 2010 had dropped significantly to £176,072 (NI average £156,746) ;
- NIHE housing stock at March 2011 totalled 1,950 units with 3,891 units sold to date (of which 2,749 were houses). Housing Association stock has supplied 214 units of general needs housing;
- There is a significant waiting list for social housing in Armagh City, particularly Armagh 1 local housing area however the rural areas of the district experience limited demand. In Armagh District at December 2010 there were 794 applicants of which 290 (37%) were in housing stress;
- There were 278 homeless applicants of which 122 (44%) were awarded full duty status for the year to March 2011;
- An average of 207 allocations were made annually over the past five years;
- Our housing needs assessment estimates that 155 new social homes are required for the period 2010 to 2015.

Section 3 Armagh Local Housing Strategy

In Armagh City & District in the past year (2010/2011), we spent £4.909 million. The Housing Executive's projected investment for 2011/2012 is £5.968 million. In addition new build work to the value of £4.806 million was commenced in 2010/11. Performance for 2010/2011 along with programmes for 2011/2012 is reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/2011 we completed 80 revenue replacements;
- External cyclical maintenance was started to 291 dwellings and smoke alarm installation to 140 dwellings;
- During 2011/12 we plan to start kitchen improvements to 39 dwellings, revenue replacement to 75 dwellings and heating replacement to 187 dwellings;
- During 2010/2011 there were 29 renovation grants, 24 repair grants and 5 replacement grants completed;
- In addition to heating installations to our own stock in Armagh we manage the Warm Homes Scheme. In the year to March 2011 324 homes in the private sector were insulated, 17 had heating installations and 24 had both insulation and heating installed;
- Armagh district office is represented on the Warmer Homes group;
- We are working to implement an energy brokering scheme and continue to work with others to promote energy efficiency awareness.

Corporate Objective 2 promoting independent living

- During 2010/2011 there were 25 disabled facilities grants completed in the private sector and 27 adaptations were commenced to our own stock;
- The South Area has a budget of £3.23 million for Disabled Facilities Grants (DFGs) to private sector stock for 2011/12, and a total of £2.92 million for Disabled Persons Adaptations (DPAs) to our own stock;
- A total of £219,670 was spent on adaptations to our own stock in 2010/11. Details of this work can be found in Appendix 2.
- Approximately £1.43 million was spent during 2010/2011 on providing supporting people services. A similar level of funding has been budgeted for 2011/2012.
- We will provide a range of services to tackle homelessness in line with our homelessness strategy;
- During 2010/2011 Armagh District office placed a total of 29 homeless applicant households into temporary accommodation;
- The District Office in partnership with Supporting People will continue to develop and progress the Home Care Project for over 25's initiative which was launched in December 2010;
- We are working with the Southern Area Action with Travellers (SAAT) multi-agency partnership which is committed to improving the health and wellbeing of Travellers.

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;
- Continue to promote and progress the LOTS initiative in Armagh City and Tandragee;
- Implement the rural housing strategy;
- Work with Southern Organisation for Action in Rural areas (SOAR) on the Northern Ireland Rural Development Programme in the Armagh area.

Corporate Objective 4 promoting affordable housing

- During 2010/2011 2 general needs social housing schemes were completed for 11 units with a further 2 schemes on site for 33 units;
- There are 5 general needs schemes (54 units) on the 2011/12 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;

- Armagh District office staff are involved in a number of multi-agency groups relating to community safety;
- Our Neighbourhood Officer service works directly with local communities on issues which affect their daily lives;
- During 2010/2011, 120 anti-social behaviour cases were received with 109 closed without legal action;
- The District will continue to work with 19 community groups on a range of topics;
- Work in partnership with Gosford Housing Association in developing and implementing the Shared Future Housing scheme at Ardmore Road in Armagh City;
- Increase the number of Community Participation Compacts. Currently 14 groups have signed up to Community Participation Compacts within the district;
- A 'local offer' has been piloted by housing benefit, accounts unit and the Area housing community network;

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 district.



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 **Antisocial 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.



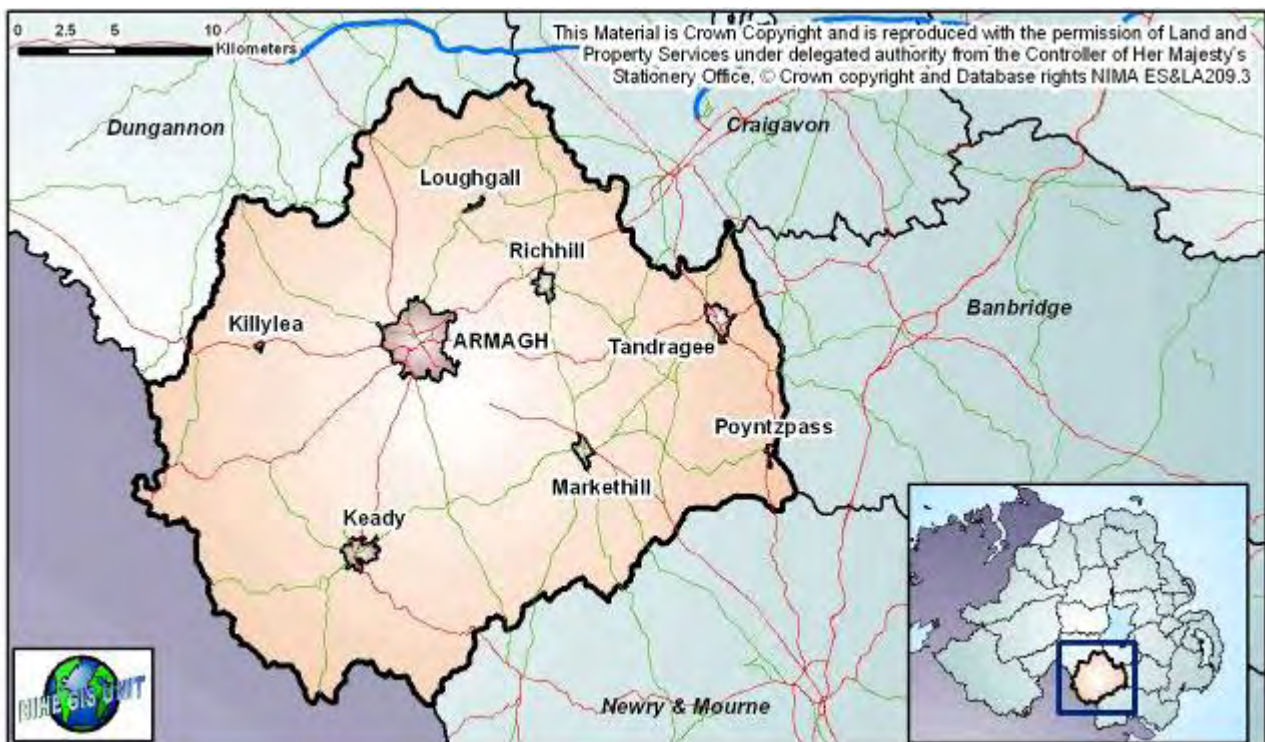
SECTION TWO

Section 2 Armagh City & District housing market analysis

2.1 Introduction

Section 2 analyses the main factors that 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: Armagh City & District Council Area



Source: NIHE GIS

The geographical area of Armagh City & District is detailed in the map above. Armagh City is the largest settlement within the District. There is a substantial rural area in which approximately 73% of the population live. The definition of 'rural' is a settlement of less than 4,500 people. This includes all settlements other than Armagh City.

2.2 Planning

Physical Planning

The planning context for Armagh City & District 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. The RDS is kept under regular review in order to ensure it is fit for

purpose, up to date, and takes account of recent emerging trends. 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 Armagh City & District is detailed in the Armagh Area Plan 2004 and the Armagh Area Plan 2004 - Alteration No 1: Armagh Countryside Proposals. Though these plans are now past their end dates, they remain a material consideration until replaced. The DRD's Housing Growth Indicators show the new build requirement during the period 1998-2015 as 6,000 additional dwellings, although this is subject to current review. According to the DOE Planning Service's NI Housing Land Availability Report for 2010 there were 3,197 units completed between 1998 and 2010, with further potential for 5,873 dwellings.

Regeneration initiatives include the completion of a Master Planning exercise commissioned by the Department for Social Development in partnership with Armagh City and District Council. The Masterplan was developed over a period of 11 months by a team of consultants to provide a blueprint for the future development of the City and includes nearly 100 initiatives to help direct regeneration. The Council in partnership with DSD and the Roads Service has also completed a £5.7 million city centre public realm scheme and further extended the work into the English area of the City. The scheme has completely regenerated the centre of Armagh City and helped transform it into a high quality, pedestrian and tourist friendly environment.

During early 2011 the International Fund for Ireland approved a joint application by Armagh City & District Council and Armagh Church Forum to regenerate Shambles Market Yard. The £1 million project is an innovative cross community partnership approach towards changing the physical environment and maximising the social and economic development of the site. The delivery of the scheme will be on a phased basis and will stretch over a 2 – 3 year period with the Council hoping that work can commence early 2012. The physical improvement of the Yard forms only one aspect of this regeneration scheme. The other aspect involves the transformation of the site into a flexible /common use area which can be utilised to host and deliver an extensive programme of cross community events.

Armagh City & District Council has appointed the Prince's Regeneration Trust and the Osborne Group to develop proposals for the regeneration of the currently redundant Armagh Gaol site. The above organisations have put forward a project for the proposed restoration of the Gaol buildings and the redevelopment of the site for a mixed use scheme including a high quality hotel, restaurants, retail units, a Heritage and Reconciliation and Learning Centre with a heritage trail, enabling residential development and three new shared public spaces. On 5th January 2011 the Council and their partners hosted a second consultation event to further collate public and key stakeholder opinion on the project proposals.

The Housing Executive has contributed considerable resources and investment to implementing strategic regeneration plans for housing within Armagh City & District. During early 2008 Armagh City and Tandragee were declared Town Centre Living Initiative Areas (TCLIA) with the aim of promoting town centre living and regeneration.

The Living Over The Shops (LOTS) Initiative operated by the Housing Executive helps to regenerate town centres by utilising under used retail space for housing. The scheme has proved successful; however budget curtailments have reduced the amount of grant aid available.

The Minister announced during March 2011 that the Housing Executive will be managing and implementing a range of regeneration projects, totalling £160,000 within the Neighbourhood Renewal area of Armagh City. The regeneration projects were identified by the Armagh Neighbourhood Partnership and are being funded through the Departments Neighbourhood Renewal Investment Fund.

From a rural perspective, we continue to work with the Department of Agriculture and Rural Development and other partners to help ensure that housing contributes to 'broader' rural development. In this respect, we are in contact with SOAR (Southern Organisation for Action in Rural Areas) which is implementing Axis 3 of the N.I. Rural Development programme in this area. SOAR have been selecting settlements which will receive funding for village planning and renewal; once these villages have been determined by SOAR, 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 2011. 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 Armagh increased by 11.9% between 1999 and 2009 and is projected to increase a further 9.9% by 2019. During the same period the number of households is projected to increase by 14%. Changing demographic trends, particularly in age profiles and a reduction in the average household size, indicate a need for a larger proportion of dwellings for single/smaller household groups.

Armagh is a growing district that has attracted a diverse population through migration. The A8 population was around 1,900 at 2009 representing 3.2% of the Armagh population. Key indicators suggest that there are falling numbers of new

migrant workers moving into Armagh District Council area; however the number applying for social housing has increased significantly to 150 in the year to 31 July 2010 compared to 95 in the previous year.

The majority of migrant workers reside in Armagh City with the remainder living in Loughgall, Markethill, Richhill and Tandragee. Migrant workers mainly live in the private rented sector however a growing number are seeking housing in the social sector because of the greater security of tenure and lower rents offered. The reduction in overall migrant numbers in the district can be attributed to reduced employment opportunities due to the decline in the economy.

Lack of **community cohesion** can restrict the proper functioning of the housing market. There is a strong community ethos throughout Armagh District. 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. The number of people unemployed in the district has increased by 13% over the past year with the unemployment rate now identical to the N.I. average. The construction sector has been particularly affected by the recession with local estate agents confirming work that had ceased on many new housing developments last year has not progressed substantially this year. The exception to this would appear to be new developments within the City which, while small in numbers, are selling quite well. New build starts over the year to September 2010 stood at 334, an 18% increase on the previous years figure and a sign that the market is slowly moving forward.

At 2009 there were a high percentage of households (46.3%) in **fuel poverty** in the RPA area of Armagh, Banbridge & Craigavon which is the fourth highest figure in Northern Ireland behind West Belfast, Newry & Down and North Belfast. Income is a major factor in the level of fuel poverty with older persons being particularly vulnerable given their high level of benefit dependency. The House Condition Survey 2009 records 39% of over 60's in the Armagh, Banbridge & Craigavon RPA area as being in fuel poverty. The sharp increase in energy prices has compounded the situation and caused an escalation in the numbers of households in fuel poverty.

Until recently, the District's relative proximity to the southern Irish towns of Monaghan, Clones and Cavan and the favourable currency exchange, which resulted in a higher visitor number than usual to the City, helped insulate it from many effects of the recession. However the changing economic conditions both North and South of the border have greatly reduced the incentives to travel. The main reasons for this include the weakness of the Euro, deflation in the Irish Republic and the increase in the UK VAT rate. In response to the above factors Armagh City & District Council has committed considerable resources into the development of a variety of regeneration projects to assist in promoting future

growth and prosperity. The Council is also directing efforts towards increasing tourism and publicising Armagh City as a sustainable 'must see' destination due to its rich history and attractive architecture.

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	52,587	58,824	64,639
Household	-	20,600	23,400
Household Size	-	2.81	2.7
No. of children	13,684 (26%)	13,722 (23%)	15,045 (23%)
No. of working age	31,130 (59%)	35,439 (60%)	38,685 (60%)
No. of older people	7,773 (15%)	9,663 (17%)	10,909 (17%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Armagh City & District	385	147	220

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived *SOA
Armagh City & District	19	Callanbridge	Richhill 1

Source: NISRA

* Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	1,291 (3.7%)	1,723 (4.9%)	1,942 (5.2%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,184	1,165	1,408

Source: NIHE

Fuel Poverty	Armagh City & District HCS 06	Armagh, Banbridge & Craigavon HCS 09	NI HCS 09
% in Fuel Poverty	37.15%	46.3%	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 Armagh with Banbridge and Craigavon Districts. This change of boundary means that figures cannot be compared with previous surveys. The housing stock in the Armagh, Banbridge & Craigavon area is approximately 78,310 units. There has been a change in the tenure share over recent years with the private rented sector increasing to around 23%. This is considerably higher than the N.I. figure of 17%. The social housing stock figure in contrast sits at just under 12%, nearly half the private rented figure and approximately 3% lower than the N.I. average figure. The percentage of vacant stock in the district is 7.5%.

Housing conditions continue to improve and this is reflected in the Armagh, Banbridge & Craigavon area unfitness figure which is lower, albeit slightly, than the Northern Ireland average. In contrast however the number of dwellings failing the Decent Homes Standard in the area is considerably higher than the N.I. average of 15.1%. We have made substantial improvements in the quality and condition of our stock however budgetary cuts impacted on our aim to have all dwellings meet the Decent Homes Standard by 2010. Energy efficiency improvements alone cannot effectively tackle fuel poverty it also requires simultaneous action on fuel prices and low incomes.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 334 in 2010 compared to 518 in 2006. Local estate agents report a reduction in new housing starts and transactions in the past two years. The majority of housing purchases in Armagh City & District continue to take place at the lower end of the market with terraced and semi-detached houses being the most popular. Armagh City is the most requested location by potential buyers. There are very few house sales in rural locations throughout the district.

Owner occupation continues to be the most popular tenure in the district. 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, particularly for first time buyers.

The **average house price** in Armagh City & District reached a peak in 2008 and had dropped by 38% to £176,072 at 2010, a steeper decline than that experienced by Northern Ireland over the same period. The brief recovery in the property market that began during 2009 has been sustained in the district however 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. The increase in the private rented tenure is an indication that the owner occupied sector continues to prove inaccessible to many potential buyers.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Armagh City & District HCS 2006	14,890	2,100	2,350	1,480	20,820
Armagh, Banbridge & Craigavon HCS 2009	45,520	9,220	17,690	5,880	78,310
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Armagh City & District 2006	Armagh, Banbridge & Craigavon 2009	NI 2006	NI 2009
Unfitness	4.5%	2.3%	3.4%	2.4%
Fail Decent Homes Standard	30.9%	21.5%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Armagh New Build Starts	518	529	321	282	334
NI New Build Starts	13,946	12,488	7,879	6,140	6,339
Armagh Average House Price	£167,304	£230,874	£275,348	£173,497	£176,072
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Armagh	2007	2008	2009	2010	2011
No. of Claims	1,345	1,357	1,547	1,822	1,901

Local Housing Allowance for 3 bedrooms = up to £92.52 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 Armagh with Banbridge & Craigavon Districts. 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 278 properties have been purchased through the scheme in Armagh, including only one in the past financial year.

Another route to low cost owner occupation has been the **purchase of social housing** from the NI Housing Executive or housing associations by existing tenants. However, the number of transactions has dropped considerably in this sector since 2007. In 2010, 13 houses were sold to tenants under the House Sales scheme.

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents confirmed that this tenure is buoyant within the district. Private sector Housing Benefit claims continue to increase. Since 2007 the increase reflects both the economic climate in Armagh 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 tenants who face affordability pressures. It is also popular among migrant workers and an increasing number of single person households.

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 18 registered HMOs in the district.

2.4 Social housing

Over the period December 2006 – December 2010 the number of applicants on the waiting list fluctuated noticeably, reaching a peak in 2007 and a low in 2009. The past year has witnessed numbers begin to increase with a 7% change over the December 2009 position. Those in housing stress followed an identical pattern with numbers falling to a low in 2009 and increasing by 5% over the past year. At December 2010 allocations reached over 200 for only the second time since 2006. The changes in waiting list statistics in the past year may have been caused by the reduction of available properties in the Private Rented sector and additional social new build.

The housing need projection for 5 years to 2015 for Armagh District is 155 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. It is likely that the budget for social housing will be reduced in the coming years and this will inevitably affect the delivery of schemes locally.

Across Armagh City & District there are considerable variations in the level of need for social housing. Housing demand has remained relatively high in Armagh 1 local housing area which comprises the common landlord areas of Banbrook / Railway Street, Callanbridge Park, Cregagh, Culdee, Dairies Willows, Dalton, Drumarg, Drumbreda, Dukes Grove, Emania Terrace, Legar Hill Park, Longstone, Mullacreevie, Navan Street and Windmill. Housing demand has also been growing in Armagh 2 local housing area over the past two years after a long period of decline / inactivity. Armagh District is largely rural in nature and the smaller settlements exhibit limited housing need.

Single person households continue to dominate the waiting list, accounting for 55% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing.

The changes in the waiting list over the past year may be a short term trend given the uncertainty in the other housing sectors. Waiting list trends in Armagh City & District will continue to be monitored closely.

Current **NIHE stock** within the District is 1,950 dwellings, the majority of which are houses or bungalows. Since the introduction of the House Sales Scheme around 67% of NIHE properties have been purchased. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of December 2010 less than 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 reduced since 2008 however there has been a 25% and 22% increase in numbers respectively over the past year. The main factors for applicants presenting as homeless in Armagh City & District include marriage/sharing breakdown, relationship or family disputes, loss of private rented accommodation and unsuitable accommodation.

Just over 60% of all applicants who presented as homeless and 43% of those who received Full Duty Status in 2010/11 were single households. Small family households accounted for 20% of those presenting and 30% of those receiving Full Duty Status. Armagh District Office made a total of 29 placements into temporary accommodation in 2010/11, a slight increase over the 2009/10 figure.

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
Armagh 1	80	0	21	34*
Armagh 2	25	0	0	0
Local towns	8	0	0	8
Villages	34	5	12	12
Small settlements	8	6	0	0
Total	155	11	33	54

*Armagh 1 total figure includes Ardmore Road Ph 1 scheme for 26 units being developed by Gosford Housing Association which will cater for some of the Armagh 2 housing need.

Armagh Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	770	860	823	742	794
Housing Stress	309	382	334	276	290
Allocations	213	187	175	190	207

Armagh Waiting list sub-set of homeless applicants

	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Number Presented	286	309	250	223	278
Awarded Full Duty Status	137	161	124	100	122

	2007/08	2008/09	2009/10	2010/11
HA Starts Armagh	0	6	2	44
NIHE House Sales Armagh	15	3	16	13
Average Market Value	£79,033	£90,000	£64,563	£42,769

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 Armagh local housing strategy

3.1 Introduction

The housing market analysis identified a number of housing issues within the district, 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 Armagh City & District in 2011/12 is £5.968 million.

Table 4: Armagh City & District actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	0.290	0.119	0.689
Planned maintenance work	0.588	0.909	2.169
Response maintenance*	1.078	1.120	1.043
Private Sector Grants	1.255	0.951	0.632
Warm Homes	-	0.374	**
Supporting People	1.380	1.436	1.435
Total	4.591	4.909	5.968
Investment in New Build***	0.202	4.806	****

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 £0.164million for 2 units (2009/10) and £2.736 million for 44 units (2010/11).

**** The 2011/12 draft gross programme contains 54 units, total cost of units has not been finalised.

The South area actual spend for Grounds Maintenance in 2009/10 and 2010/11 was 1.802 million and 1.824 million respectively

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 and we cannot say when this will now be achieved.

In the past year we completed:

- 80 Revenue replacements to NIHE stock;

In addition we commenced:

- 140 Smoke Alarm Installations to NIHE stock;
- External cyclical maintenance work to 291 Housing Executive units.

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 disabled people continue to be available. See Appendix 2 for details of grants performance during 2010/2011.

In the past year we completed:

- 29 Renovation grants and approved 16;
- 5 Replacement grants and approved 4;
- 13 Home Repair Assistance grants and approved 22;
- 24 Repair grants and approved 30.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within Armagh, there were 18 properties registered by the Housing Executive as Houses in Multiple Occupation. Ongoing identification of potential HMOs, 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, 15 Article 80 Notices (fit for number of occupants) and 7 Article 79 Notices (management standards) were served in Armagh City & District. A HMO Strategy has been developed to not only ensure compliance but also to provide advice to tenants and prospective tenants of HMOs such as students.

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, however, we are reviewing our heating policy to ensure that it is fit for purpose. Any changes will require both NIHE Board and Department for Social Development (DSD) approval.

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 8.



Kitchen Replacement Scheme – Upper Irish Street, Armagh City

Armagh District Office is represented on the Warmer Homes Group, a multi agency fuel poverty partnership that works with Southern Investing for Health to tackle fuel poverty and encourage energy efficiency. The group has been actively involved with a number of local initiatives, one of the most successful being the introduction of a local oil saving stamp which allows residents to budget for oil heating costs throughout the year. The escalation in oil prices over the last 6–12 months has made this initiative invaluable to many.

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:

- 324 homes were insulated,
- 17 homes had heating installations
- 24 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 simultaneous action on fuel prices and low incomes. The Assembly has now passed legislation to allow us to implement an energy brokering scheme and we are working to design a scheme to allow early implementation.

Housing Executive



We continue to fund Bryson Charitable Group to provide energy efficiency awareness courses to schools and during the year 22 schools were visited in Armagh.

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); however housing associations 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.

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

- Carry out 187 Heating replacements to NIHE stock (Appendix 2);
- Carry out 75 Revenue replacements to NIHE stock (Appendix 2);
- Carry out 39 Kitchen improvements to NIHE stock (Appendix 2);
- Process 50 disabled facilities grants and 30 repair grants;
- 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 on developing a new Supporting People Strategy to take account of the Bamford Review and changing Homeless duties to 16 and 17 year old homeless young people. This report is due to be published in summer 2011.

In Armagh City & District:

- We spent approximately £1.43 million during 2010/11 providing assistance to vulnerable people through **Supporting People services**. A similar level of funding has been budgeted for 2011/12;
- The existing funding delivers 18 supported housing accommodation-based schemes in the Armagh area, providing services to a range of client groups. In addition, there is 1 floating support provider working in the district;
- The Good Morning and Good Neighbour services provide support to older people who feel isolated or vulnerable and in need of a friendly voice to speak and listen to. These services are delivered in the Armagh City & District Council area by Armagh Volunteer Bureau and funded through the Southern Health & Social Care Trust, Armagh Community Safety Partnership and Armagh Volunteer Bureau;
- Good Neighbour is both a back up service to Good Morning and a stand alone service for older people. A dedicated team of volunteers in the local community provide a home visit on a regular basis. The service provides a vital social contact for older people to help them remain as independent as possible, and ultimately less vulnerable. Social isolation remains one of the most significant problems for older people leading to a real fear of crime;
- At present 290 older people in the Armagh area are availing of the Good Morning service with a further 15-25 receiving the Good Neighbour service. These services have established partnerships with the local branch of Northern Ireland Housing Executive through the Community Safety Partnership;
- Armagh District Office works closely with the 'Lite' (Living Independently through Empowerment) project to provide floating support for 18-25 year olds who take up a tenancy or are seeking a tenancy in their own right;

- The District Office in partnership with Supporting People have set up a Home Care project for the over 25's to help prevent homelessness and promote independent living. The project which is funded by Supporting People is intended to provide floating support, parallel to the 'Lite' service, for those aged over 25. Since the launch in December 2010 the project has proved very successful and is currently at full capacity with a substantial waiting list of clients wishing to avail of the service;



Security Door Bar being fitted

- Armagh Community Safety Partnership, of which the Housing Executive is a member, has developed the Community Crime Alert scheme to improve the security features in the homes of 65 year olds and over to help them feel safer and more confident in their home. The scheme applies to both privately owned and Housing Executive houses. In Housing Executive houses the security features deemed necessary by the scheme Co-ordinator are installed by Housing Executive contractors.

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.

Within Armagh City & District:

- 278 homeless applications were received in the past year, with 122 of those assessed as Full Duty Applicants and 29 provided with temporary accommodation;
- We are developing an Area Homelessness Strategy which will take account of each district's local requirements;
- Advice booklets on homelessness are available for those living in rural parts of Armagh District.

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 35 disabled facilities grants for the private sector and 22 were completed. The South Area has a budget of £3.23 million for Disabled Facilities Grants (DFGs) to private sector stock for 2011/12.

A total of £219,670 was spent on adaptations to our own stock. Details of this work can be found in Appendix 2. The South Area has a budget of £2.92 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households.

Our staff have been working with the DSD and health and social services to review the adaptations process and the report is expected later in the year.

We have made progress on accommodation for **Travellers** families. The Southern Area Action with Travellers (SAAT) is a multi agency partnership made up of voluntary, statutory and community organisations, including the NIHE, that are committed to improving the health and wellbeing of Travellers.

The SAAT Partnership obtained funding from the Big Lottery Fund in 2009 to set up a 5 year Safe and Well Outcomes based project whose purpose is to work in partnership to ensure that Travellers will be living in a society that promotes equality, access to services and respect for culture.

Our **financial inclusion and debt prevention strategies** are very important and 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 Armagh City & District;
- Approve 50 Disabled Facilities Grants;
- Carry out adaptations to our own stock where required;
- Invest £1.435 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;



New Build Scheme – Eglish Road, Eglish (Rural HA)

3.4 Objective 3 – Fostering urban and rural regeneration

Our work on regeneration makes a lasting contribution to improving the quality of life in some of Northern Ireland's most deprived areas.

Some of our physical regeneration activity has been curtailed by reduced public funding and housing market circumstances. In **urban areas** our work focuses 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 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 any efforts to provide houses or improve properties not only provides decent homes but has a ripple effect in supporting schools, businesses etc – thus aiding rural regeneration and rural development.

During 2010/11 302 new units of social housing commenced throughout Northern Ireland, the highest outturn in 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 the Southern Organisation for Action in Rural Areas (SOAR). This group is responsible for the administration of Axis 3 of the Northern Ireland Rural Development Programme 2007-2013 within the rural areas of Newry, Armagh and Craigavon.

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 sector 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 Northern Ireland. This resulted in referrals to the Warm

Homes Scheme, benefit entitlement checks, home safety checks and rural community transport, and other services.

In **Armagh City & District** we are supporting physical and community regeneration through a number of activities:

- The development of a new allotment scheme initiative within Drumarg Park in Armagh City which originated from an 'estate walkabout' by the Assistant District Manager and the Chairman of Drumarg Community Association. The allotment scheme is situated on what was a derelict piece of land belonging to both Habinteg Housing Association and the Housing Executive. The Community Association has signed a Licence Agreement with the District Office and Habinteg to develop the site and plant vegetables. Funding of £4,000 has been received from the Public Health Agency and additional monies have been applied for through the Armagh Neighbourhood Renewal Partnership. Groundwork NI has planned the layout of the site and Southern Regional College will be providing apprentice brick layers to build the raised beds. The Chairman of Drumarg Community Association views the project as the final phase in the regeneration of Drumarg Park which began back in 2007;



Drumarg Park Allotment Scheme

- The District Office continues to work with the Lisanally and Alexander estates Project Group in progressing an environmental scheme which provided a play area and amenity space. Both estates have been identified as an Area at Risk under the DSD Areas at Risk Programme;
- The Latent Demand test which was carried out in Loughgall at the beginning of 2010 generated sufficient responses to justify the inclusion of a scheme in Year 1 (2011/12) of the Social Housing Development Programme. The scheme will provide 6 units of general needs accommodation and be developed by Oaklee Housing Association on Housing Executive land at Rectory Close;
- Continuing to promote and progress the LOTS (Living over the Shops Initiative) in Armagh City and Tandragee. The purpose of the initiative is to encourage urban regeneration by utilising vacant or under used retail space for housing. There are currently 13 applications for grant aid with 2 properties currently on-site. Unfortunately due to budget cuts the Grants Office is not able to fund the full range of grant types for properties located within the designated Town Centre Living Initiative area boundaries and this has impacted the numbers availing of the scheme.

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 SOAR on Axis 3 of the Northern Ireland Rural Development Programme in the Armagh area;
- Continue to upgrade our housing stock where funding permits;
- Continue to monitor housing conditions in Armagh City & District.

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 Armagh:

- There were 2 general needs social housing schemes completed, at Poyntzpass and Eglis, delivering a total of 11 units of housing;
- There are 2 general needs social housing schemes on site, which will deliver a further 33 units;
- We supplied DOE Planning Service with an annual housing needs assessment;
- Locations were identified on our 'Unmet Need Prospectus' to direct Housing Associations to areas of need, but where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the NIHE's Strategic Guidelines;
- We published 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. Charlemont village has been proposed as a potential location for consideration under Policy CTY 5;
- 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 25 applications received; 25 offers made and 13 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 three-year Social Housing Development Programme, **an Unmet Housing Need** Prospectus will be published on our website. Further details of 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 of the Common **Housing 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 five 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 district. The current five year housing need assessment indicates a need for a further 155 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The programme for 2011/12 contains five schemes which will deliver 54 units;
- Provide DOE Planning Service with an annual housing need assessment;
- Pursue surplus public sector lands in areas where housing need exists for social / affordable housing. Ulidia Housing Association is currently on-site in Middletown developing 12 units of general needs accommodation on the former PSNI Site at Main Street;

- Promote the private rented sector as a decent and affordable housing option; we are using feedback from the pilot Newry Private Landlord Scheme in the development of a 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.



New Build Scheme – 1-5 Fedorna Heights, Poyntzpass (Oaklee HA)

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 100% increase on the previous year. Most reports relate to low level anti-social behaviour, but while 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 5: Armagh 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
120	0	1	0	0	109

*Acceptable behaviour contracts

- The District Manager and Assistant District Manager sit on the strategic and operational tiers of the Community Safety Partnership. The Partnership has been successful, in particular, in funding a range of diversionary projects which have reduced anti-social behaviour around Halloween and other set times of the year. In addition the Partnership has also funded measures to support the elderly / vulnerable and reduce the fear of crime;
- Neighbourhood Officers pursue non occupation and misuse of houses and have brought 9 dwellings back into stock;
- Armagh District Office sits on the Multi Agency Risk Assessment Conference (MARAC) which meets fortnightly, dealing with domestic violence and its consequences. Partners include PSNI, Women’s Aid, Probation and Social Services;
- The District Office has established a close working relationship with the Youth Justice Agency and the PSNI to address issues of anti-social behaviour associated with young offenders;



Alley-gating project at Callanbridge Park

- The Assistant District Manager chairs the physical sub group of the DSD funded Armagh Neighbourhood Renewal Partnership. Over the past year the Partnership delivered a complete 'alley-gating' project, the first of its kind outside Belfast, to the residents of Callanbridge Park in Armagh which involved the installation of wrought iron gates with a door entry system to prevent youths from gaining access to the rear of the properties. The project has reduced the level of anti-social behaviour, rubbish dumping and helped to regenerate the area;
- The completion of car parking improvements at Druids Villas and Drumarg Park in Armagh City;
- Fencing has been replaced at Mullacreevie Park in Armagh City to improve the appearance of the area and address anti-social behaviour;
- The Housing Executive encourages those residents living adjacent to empty Housing Executive dwellings to contact the local district office or the PSNI to report any incidents of anti-social behaviour or criminal activity in the general locality. When a dwelling becomes vacant surrounding residents are provided with the relevant contact details of the local Neighbourhood Wardens / District Office with the aim of reducing the fear of crime traditionally associated with vacant properties.

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.

Local Offers is a regulatory requirement in England but not in Northern Ireland. However, the Housing Executive is developing pilot 'local offers', in one location in each Area. A local offer is an agreement between the local community and landlord/s on how a service is delivered. In South Area, a pilot scheme is being undertaken by the Housing Benefit and Accounts Unit together with the Area Housing Community Network (HCN).

The District Office works with more than 19 community groups and contributes to a wide range of partnerships and inter-agency groups. The HCN meets bi-monthly and during 2010 received presentations on a number of issues.



Fencing erected at Mullacreevie Park, Armagh City

Our [Community Cohesion Strategy](#) incorporates actions which link closely with the Government's Shared Future programme and 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;
- A Shared Future housing scheme of 26 dwellings is due on-site during 2011/12 at Ardmore Road in Armagh City. The scheme is being developed by Gosford Housing Association;
- The third phase of the **Shared Neighbourhood Partnership** which started in 2010 with vital funding received from the International Fund for Ireland;
- Our work in partnership with the Community Relations Council in funding the Good Relations Awards scheme. The awards are designed to provide community groups with the opportunity to bring to life in a practical manner the principles of the Housing Executive's Good Relations Policy. The Lisanally / Alexander Project Group which was chosen as winner during 2009, was nominated again in 2010. The group continues to promote community pride, increase the respect for difference and foster good relations between the two estates.

Our **race relation** 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 NI.

In Armagh:

- The District Office is represented on the local Armagh Bonfire Committee which comprises representatives from Armagh District Council, PSNI, Fire Service and local residents. The work of the group has led to a reduction in rubbish / litter, increased safety, no tyres being included on the majority of the recognised bonfire sites and a dramatic reduction in clean up costs;
- The District Office works closely with South Tyrone Empowerment Programme (STEP) and the Armagh Travellers Support group to address issues relating to migrant workers and travellers within the district.

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.

In the coming year we plan to:

- Continue to work with the Lisnally / Alexander Project Group to deliver projects of a cross community nature, promote community pride and foster good relations;
- Increase the number of Community Participation Compacts. Currently 14 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. District office staff will continue to engage with the Neighbourhood Renewal Partnership in carrying out joint estate walkabouts with other service providers and relevant community groups. This has proved very successful in identifying issues, developing projects and delivering improvements;
- Implement the recommendations of the Housing and Health strategy;
- Work in partnership with Gosford Housing Association in developing and implementing the Shared Future Housing scheme at Ardmore Road in Armagh City;
- Develop the Shared Neighbourhoods programme;
- Implement the regional Good Relations BRIC (Building Relations in Communities) programme which aims to "put good relations at the heart of social housing" The programme will be delivered over a four year period through three distinctive and complementary themes:-Changing Minds, Sharing Visions and Crossing Borders and will provide a bespoke training programme to 80 residents groups across Northern Ireland;
- 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 **South Customer Service Unit** delivers a repair and grounds maintenance reporting service for customers in Armagh District. 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 Armagh District.

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 South Customer Service Unit answering 9,899 queries during the month of December 2010 compared to an average of 5,600 calls per month. We will review, report and update our major incident plan as part of Corporate Objective 1. This will include improved communication and services for our customers.

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

Table 6: South Area Performance at March 2011

Total	Target	Actual
Total Rent Arrears	£987,000	£893,000
Clear new Housing Benefit claims	Within 25 days	24.4
Clear Housing Benefit change of circumstances	Within 10 days	5.6

Armagh 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 Craigavon continue to develop with debt management and housing benefit advice being enhanced.

Our tenants can nominate a member of staff who they feel has provided exceptional service. As a result five staff from Armagh District Office received nominations over the past year.

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 6,500 customers per month 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 7: Armagh District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process in < 21 days	100%
Homeless Applications	Process in < 34 days	100%
Maintenance		
Emergency	90/95%	98%
Urgent	85/95%	95%
Routine	85/95%	99%
COT	85/90%	96%
Relet turnaround time	<26 days	18 days

South **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 Pro Active Case Officer for all applications. The Case Officer is now the customers' 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 Housing 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 District Council area.

In the coming year we plan to:

- Provide tenants with an annual publication of Housing News;
- Provide grant applicants with copies of our Grants Newsletter;
- Provide high quality and responsive services to all customers;
- 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.

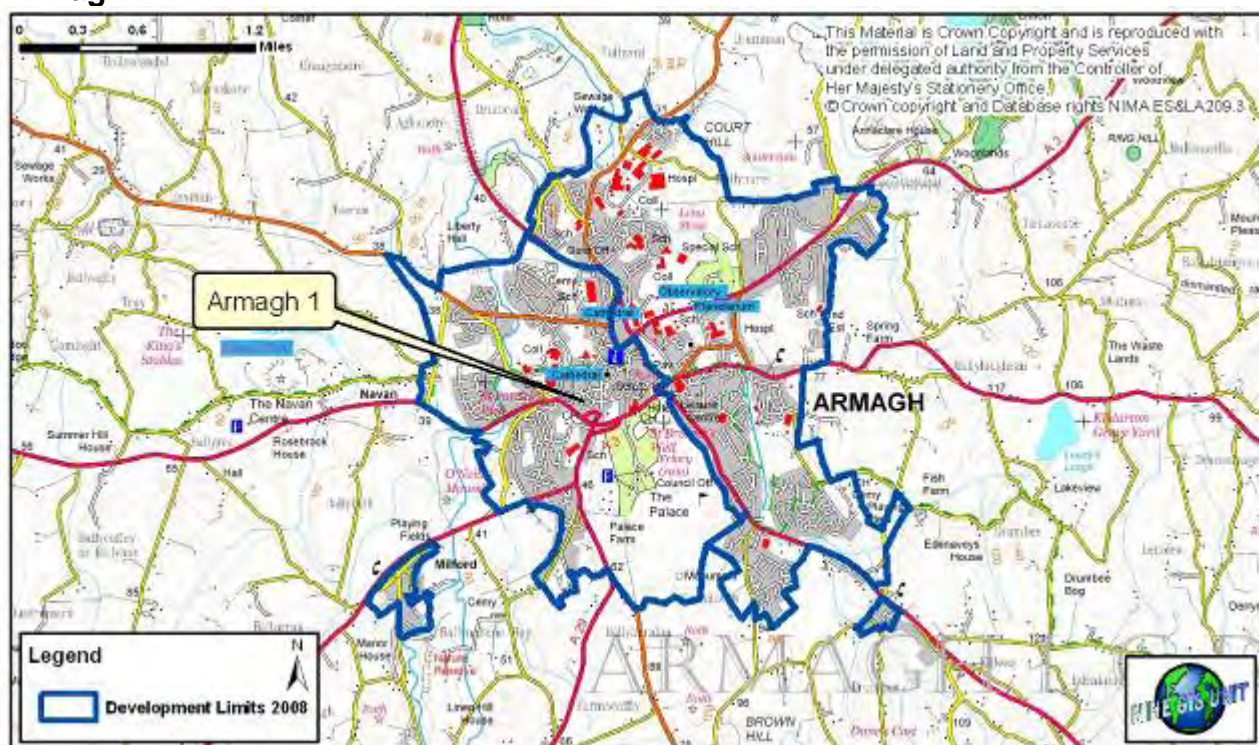


APPENDICES

Appendix 1: Armagh City Profile

Armagh City comprises Armagh 1 and Armagh 2

Armagh 1



Armagh City comprises the 2 local housing areas of Armagh 1 and Armagh 2. Armagh 1 includes the common landlord areas of Banbrook / Railway Street, Callanbridge Park, Cregagh, Culdee, Dairies Willows, Dalton, Drumarg, Drumbreda, Dukes Grove, Emania Terrace, Legar Hill Park, Longstone, Mullacreevie, Navan Street and Windmill. The projected social housing need in Armagh 1 has decreased since March 2009 as a result of a drop in housing stress numbers and a consistently high level of allocations. Housing stress has fluctuated over the 5 year period with numbers reaching a peak in December 2007 at 176 and falling to a low of 132 in December 2009. Housing stress numbers over the year to December 2010 increased by 14% and we will continue to monitor this situation. Single Persons continue to dominate the waiting list comprising 55% of those in housing stress at March 2010 and 56% at December.

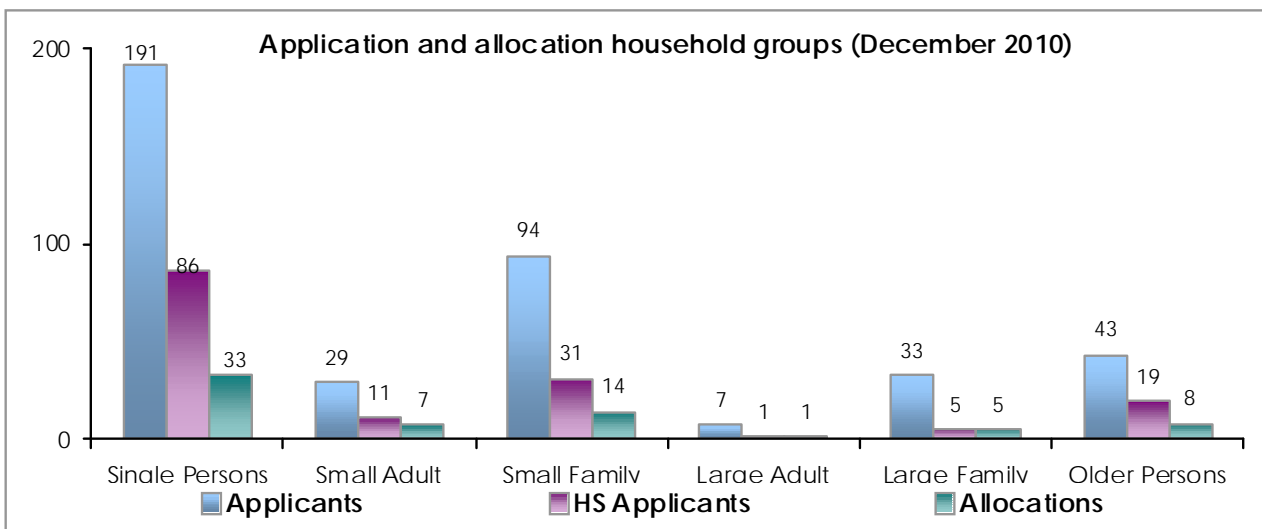
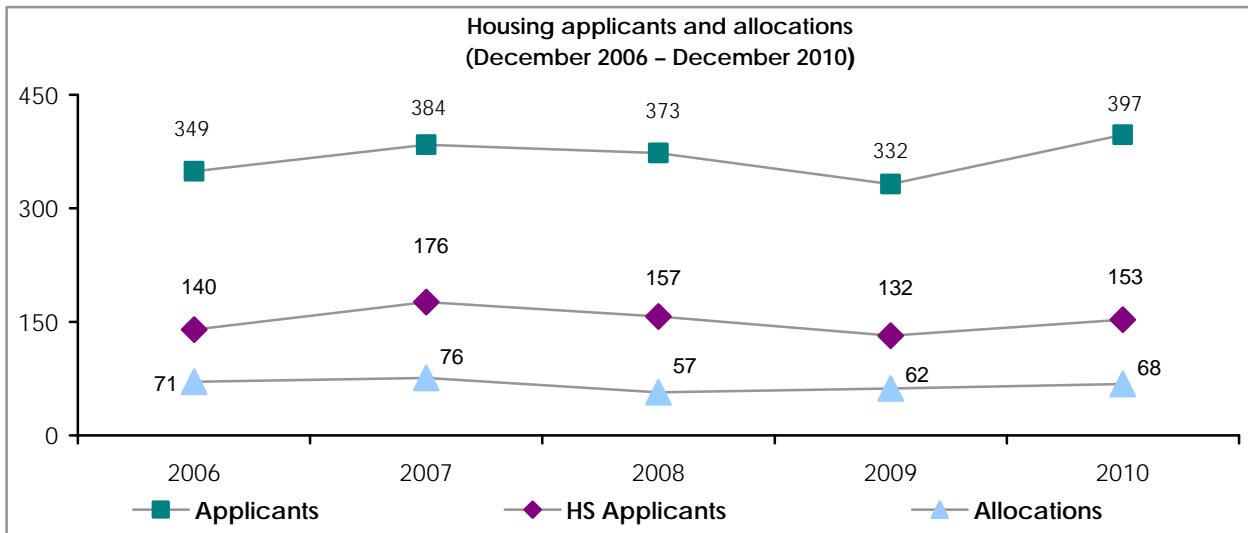
The private rented sector in Armagh City is playing an important role in the housing market and has impacted the housing stress figure. In conjunction with this, Armagh District office has returned all of their empty dwellings to active stock, which has helped to address housing need. The level of housing need is high for all parts of Armagh 1 local housing area, particularly the social housing estates located in the Callanbridge / Callan Street area, Cregagh, Irish Street and Druids Villas.

A large portion of Housing Executive stock has been sold in Armagh 1 local housing area, 931 dwellings at March 2011 leaving 605 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 Armagh 1 the housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 80 units over the next 5 years; this will be kept under review.

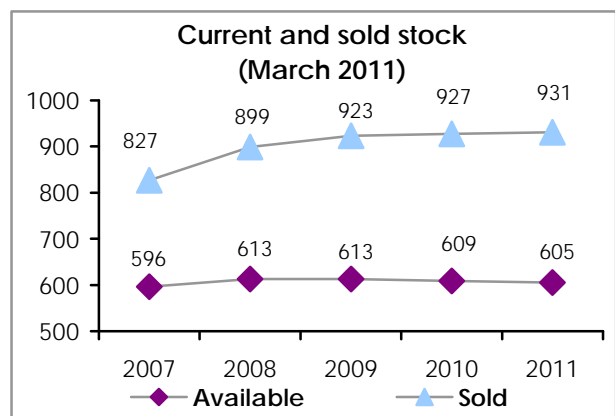
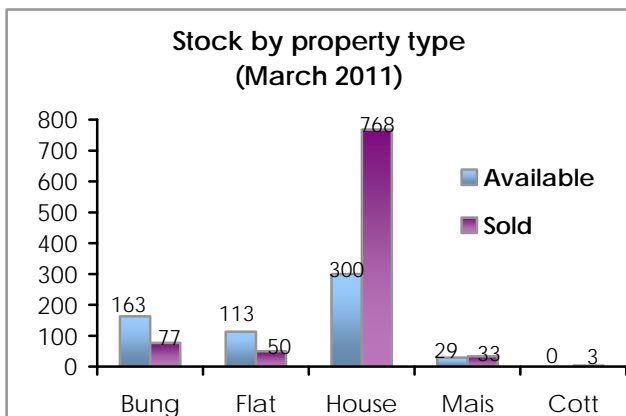


Armagh City Centre

Armagh 1 social housing waiting list analysis

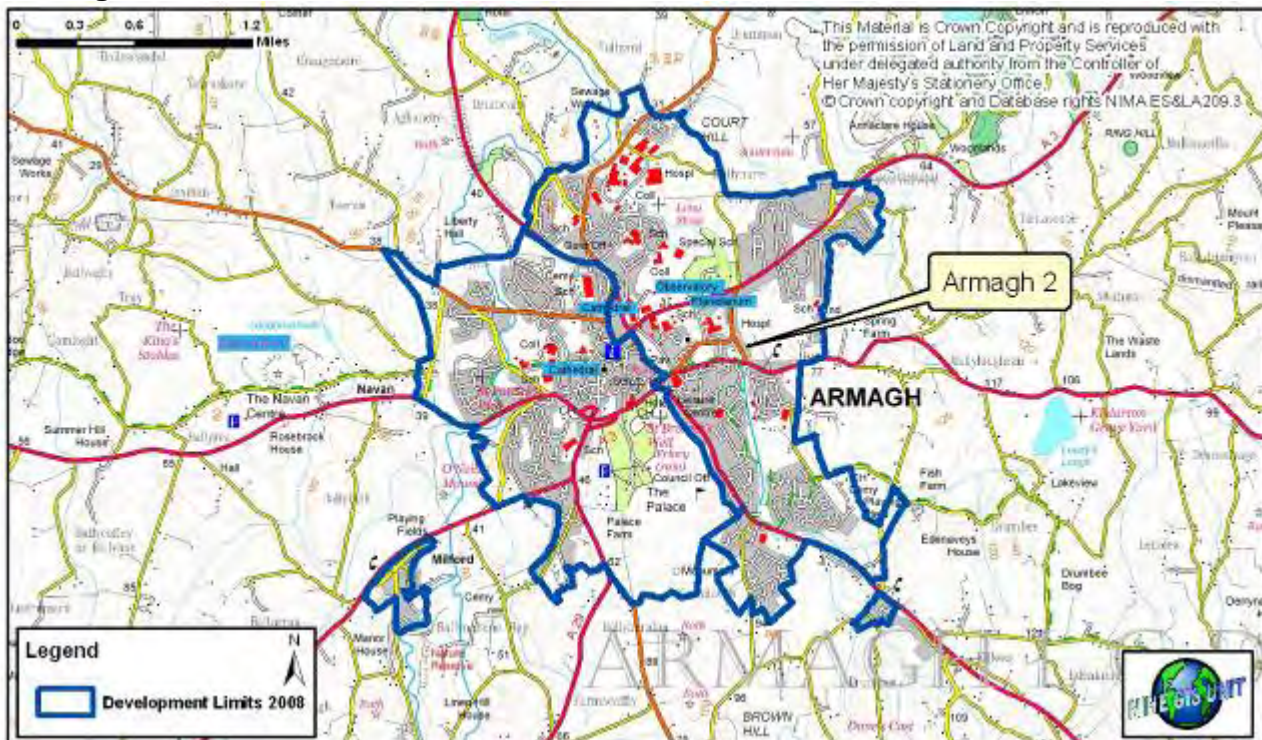


NIHE Housing stock analysis





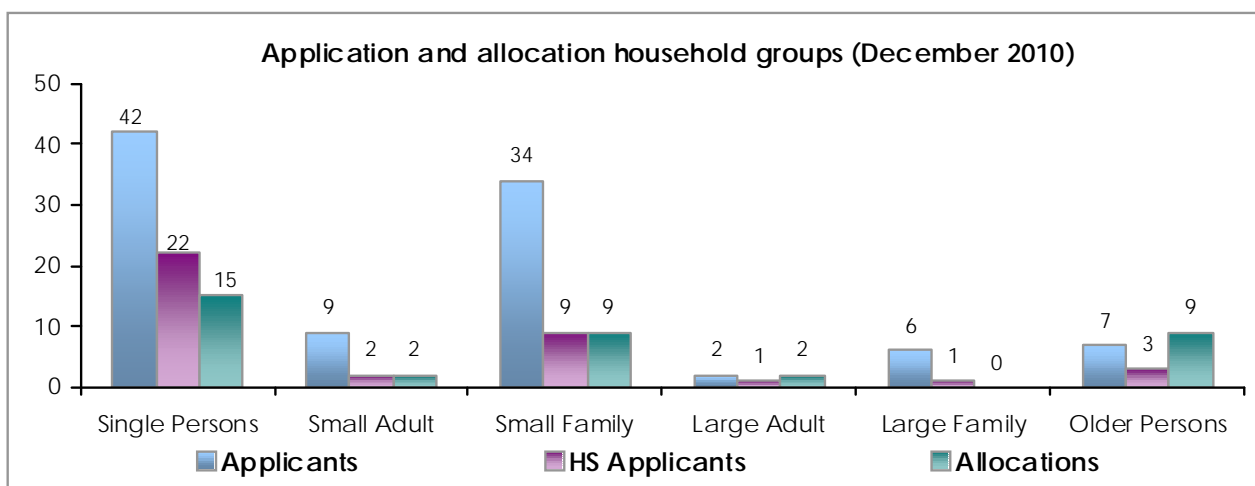
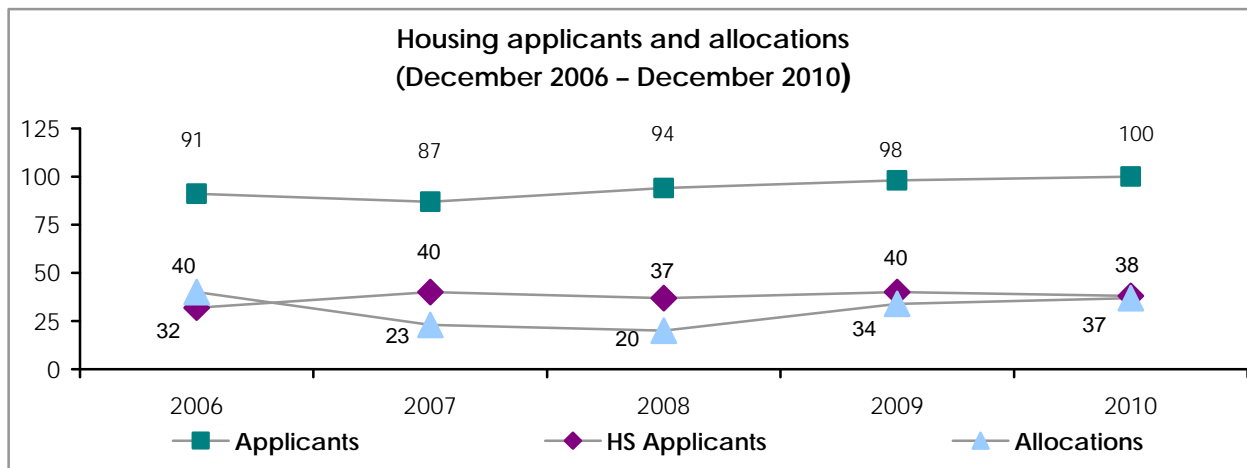
Armagh 2



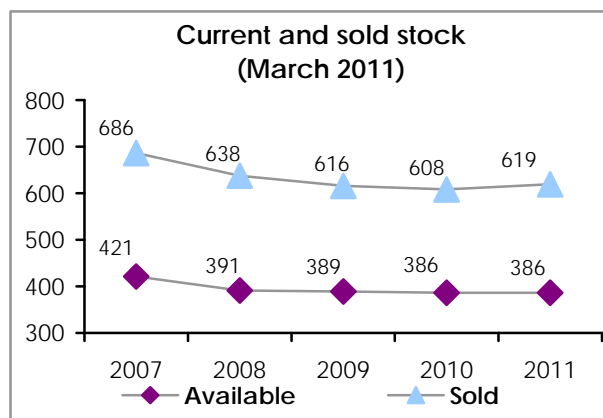
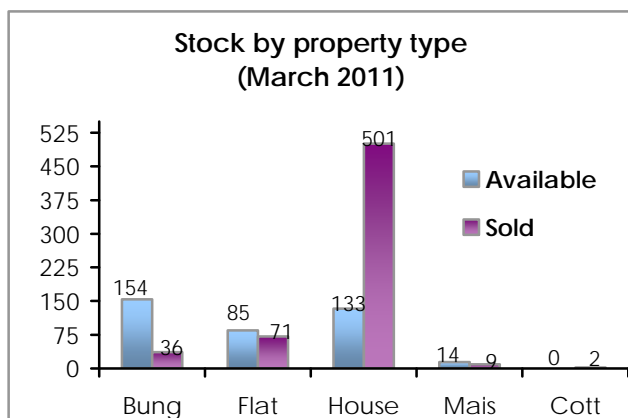
Armagh 2 includes the common landlord areas of Alexander, Ardmore Drive, Ballinahone, Barrack Street / Barrack Hill / Gough Avenue, Beresford Court, Bridge Street, Folly, Lisanally Gardens / Villas, Lonsdale Gardens, Orangefield and Victoria Park. The 5 year projected social housing need figure in Armagh 2 has increased since March 2009 as a result of a rise in housing stress numbers and a reduction in the availability of existing stock. Housing stress numbers have remained relatively consistent over the period December 2006 – December 2010 varying between 32 and 40. Over the year to December 2010 housing stress decreased by 16% in Armagh 2 however had risen to 42 by March 2011. Single Persons continue to dominate the waiting list comprising 53% of those in housing stress at March 2010 and 58% at December.

The level of housing need is not consistent for all parts of Armagh 2 local housing area. Demand is high for the Ardmore Drive, Ballinahone and Victoria Park / Gardens social housing estates however some other estates prove less popular for a variety of reasons. A large portion of Housing Executive stock has been sold in Armagh 2 local housing area, 608 dwellings at March 2011 leaving 386 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 Armagh 2 the housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 25 units over the next 5 years and this will be kept under review.

Armagh 2 social housing waiting list analysis



NIHE Housing stock analysis



Appendix 2: Improvements, maintenance & adaptations to Housing Executive stock

Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
Revenue Replacement	Markethill/ Richhill/ Tandragee	80

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

Work Category	Scheme	Units
External Cyclical Maintenance	Richhill/ Markethill/ Cladymore/ Mountnorris/ Loughjilly/ Glennane/ Drumnahuncheon	291
Smoke Alarm Installation	2 storey dwellings	140

Programme of work for 2011/12

Work Category	Scheme	Units
IMPROVEMENT		
Kitchen Improvement	Alexander Estate	39
PLANNED MAINTENANCE		
Revenue Replacement	Annaghmore/ Blackwatertown/ Milltown/ Middletown/ Keady/ Armagh	75
Heating Replacement	Alexander Estate	18
	Glennane, Mossfield Estate/ Armagh, Dobbins Grove, Glenside, Killuney, Tyross Gardens	68
	Armagh, Callan Crescent & Street, Upper Irish Street, Castle Street, Culdee Drive, Drumarg, Barrack Hill & Street, Bridge House Flats, Woodford Place	101

Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Installation	Poyntzpass/ Tandragee	102

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
Extension to dwelling	4	£92,466
Change of heating	13	£97,421
Lifts	-	£600
Showers	10	£29,183
Total	27	£219,670.00

Grants performance 2010/11

Grant Type	No Approved	Approval Value	No Completed	Completion Value
Mandatory Grants				
Disabled Facilities	35	£440,475	22	£338,357
Repairs	30	£56,440	24	£44,008
Discretionary Grants				
Renovation	16	£187,408	29	£338,357
Replacement	4	£102,804	5	£128,605
Home Repairs Assistance	22	£60,082	13	£32,987

Definition of improvement and planned maintenance work categories

External Cyclical Maintenance (ECM)	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement (RR1)	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation (SAI)	Installation of hard wire smoke alarms.
Heating Replacement (HR)	Replacement of solid fuel or electric heating.
Kitchen Improvement	Provision of an extension/ major works to provide dining space to meet decent homes standard.

Appendix 3: Social Housing Development Programme

Schemes Completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Poyntzpass, Fedorna Heights	5	General Needs	Oaklee	Rural Need
Eglish, Eglish Road	6	General Needs	Rural	Rural Need
Total	11			

Schemes on site at 31st March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Armagh 1, Mullacreevie Phase 1	21	General Needs	Fold	Urban Need
Middletown, PSNI Site, Main Street	12	General Needs	Ulidia	Rural Need
Total	33			

Schemes deferred / not commenced at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Armagh 1 & 2, Ardmore Road, Phase 1	26	General Needs	Gosford	Urban Need
Markethill, Coolmillish Road Phase 1	8	General Needs	Ulidia	Rural Need
Richhill, Millview	6	General Needs	Ulidia	Rural Need
Total	40			

New Build schemes programmed April 2011 - 2012 (Subject to DSD approval)

Scheme	No of units	Client Group	Housing association	Policy theme
Armagh 1, Dobbin Street	8	General Needs	Gosford	Urban Need
Armagh 1 & 2, Ardmore Road Phase 1	26	General Needs	Gosford	Urban Need
Markethill, Coolmillish Road, Phase 1	8	General Needs	Ulidia	Rural Need
Loughgall, Rectory Close	6	General Needs	Oaklee	Rural Need
Richhill, Millview	6	General Needs	Ulidia	Rural Need
Total	54			

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
Main Urban Centre				
Armagh 1	80	0	21	34*
Armagh 2	25	0	0	0
Local Towns				
Keady	0	0	0	0
Tandragee	0	0	0	0
Markethill	8	0	0	8
Villages				
Charlemont/Blackwatertown /Carrickaness/Donnelly Hill	6	0	0	0
Drumhillery/Darkley/ Derrynoose	0	0	0	0
Glenanne/Mountnorris/ Loughgilly	0	0	0	0
Hamiltonsbawn/Edenaveys	0	0	0	0
Loughgall	6	0	0	6
Madden/Milford/Ballyards	0	0	0	0
Middletown	15	0	12	0
Poyntzpass	1	5	0	0
Richhill	6	0	0	6
Tynan/Killylea	0	0	0	0
Small Settlements				
Annaghmore/Eglis	0	6	0	0
Annahugh	6	0	0	0
Clady/Corran/Ballymacnab	2	0	0	0
Total	155	11	33	54

* Projections baseline at March 2010

*Armagh 1 total figure includes Ardmore Road Ph 1 scheme for 26 units being developed by Gosford Housing Association which will cater for some of the Armagh 2 housing need.

Projections have been reduced to take into account new build schemes which completed between 1 April - 6 August 2010 and new build schemes which were on-site at 6 August 2010

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
Main Urban Centre								
Armagh 1	Applicant	191	29	94	7	33	43	397
	App (HS)	86	11	31	1	5	19	153
	Alloc App	33	7	14	1	5	8	68
Armagh 2	Applicant	42	9	34	2	6	7	100
	App (HS)	22	2	9	1	1	3	38
	Alloc App	15	2	9	2	0	9	37
Local Towns								
Keady	Applicant	32	1	10	4	8	10	65
	App (HS)	12	0	1	0	0	2	15
	Alloc App	15	0	7	1	1	4	28
Tandragee	Applicant	19	4	16	0	1	8	48
	App (HS)	6	0	3	0	1	5	15
	Alloc App	9	3	7	0	1	1	21
Markethill	Applicant	13	5	9	0	0	9	36
	App (HS)	5	1	4	0	0	4	14
	Alloc App	5	1	2	0	0	1	9
Local Towns Total	Applicant	64	10	35	4	9	27	149
	App (HS)	23	1	8	0	1	11	44
	Alloc App	29	4	16	1	2	6	58
Villages								
Charlemont/Blackwaterto-wn/Carrickanness/D Hill	Applicant	9	1	5	0	2	2	19
	App (HS)	4	0	2	0	2	0	8
	Alloc App	2	0	0	0	0	0	2
Drumhillery/Darkley/Derrynoose	Applicant	1	0	0	0	0	1	2
	App (HS)	1	0	0	0	0	0	1
	Alloc App	3	0	1	0	0	0	4
Glenanne/Mountnorris/Loughgilly	Applicant	5	2	0	0	0	1	8
	App (HS)	2	2	0	0	0	1	5
	Alloc App	8	0	3	0	1	0	12
Hamiltonsbawn/Edenaveys	Applicant	2	0	2	0	1	0	5
	App (HS)	0	0	0	0	1	0	1
	Alloc App	2	0	2	0	1	0	5
Loughgall	Applicant	5	1	1	0	0	3	10
	App (HS)	0	1	0	0	0	0	1
	Alloc App	2	0	0	0	0	0	2
Madden/Milford/Ballyards	Applicant	0	0	1	0	0	1	2
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	0	0	0	0	0

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Villages								
Middletown	Applicant	15	2	9	0	0	3	29
	App (HS)	8	1	3	0	0	0	12
	Alloc App	2	0	0	0	0	0	2
Poyntzpass	Applicant	3	0	5	0	1	2	11
	App (HS)	2	0	2	0	1	1	6
	Alloc App	0	0	0	0	0	0	0
Richill	Applicant	14	5	8	0	2	8	37
	App (HS)	6	2	2	0	1	1	12
	Alloc App	4	1	0	0	0	5	10
Tynan/ Killylea	Applicant	3	2	1	0	0	0	6
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	1	0	0	0	1
VILLAGES TOTAL	Applicant	57	13	32	0	6	21	129
	App (HS)	23	6	9	0	5	3	46
	Alloc App	23	1	7	0	2	5	38

Small Settlements

Annaghmore/ Eglishe	Applicant	1	0	4	2	3	1	11
	App (HS)	0	0	0	1	1	1	3
	Alloc App	1	0	4	1	0	0	6
Annahugh	Applicant	4	0	0	1	0	0	5
	App (HS)	3	0	0	1	0	0	4
	Alloc App	0	0	0	0	0	0	0
Clady/ Corran/Bally macnab	Applicant	2	0	1	0	0	0	3
	App (HS)	1	0	1	0	0	0	2
	Alloc App	0	0	0	0	0	0	0
Small Settlements Total	Applicant	7	0	5	3	3	1	19
	App (HS)	4	0	1	2	1	1	9
	Alloc App	1	0	4	1	0	0	6
DISTRICT TOTAL	Applicant	361	61	200	16	57	99	794
	App (HS)	158	20	58	4	13	37	290
	Alloc App	101	14	50	5	9	28	207

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Definition of Household composition of housing applicants at December 2010

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*
Main Urban Centre							
N.B. Sold stock in bold							
Armagh 1	163	113	300	29	0	605	4
	77	50	768	33	3	931	
Armagh 2	154	85	133	14	0	386	3
	36	71	501	9	2	619	
MAIN URBAN CENTRE TOTAL	317	198	433	43	0	991	7
	113	121	1269	42	5	1,550	
Local Towns							
Keady	102	21	60	1	1	185	3
	81	15	365	7	8	476	
Tandragee	83	37	78	0	3	201	5
	142	4	234	0	21	401	
Markethill	62	25	38	0	1	126	0
	35	3	195	0	8	241	
LOCAL TOWNS TOTAL	247	83	176	1	5	512	8
	258	22	794	7	37	1,118	
Villages							
Charlemont/ Blackwatertown/ Carrickaness/ Donnelly Hill	26	0	11	0	3	40	1
	47	1	103	0	25	176	
Drumhillery/Darkl ey/Derrynoose	9	0	18	0	0	27	0
	13	0	2	0	0	15	
Glenanne/Mount- norris/Loughgilly	20	0	71	0	1	92	1
	12	0	69	0	15	96	
Hamiltonsbawn/ Edenaveys	22	0	11	0	1	34	1
	44	0	84	0	5	133	
Loughgall	15	0	7	0	0	22	0
	34	0	29	0	14	77	
Madden/Milford/ Ballyards	6	0	2	0	0	8	0
	24	0	18	0	5	47	
Middletown	13	0	2	0	0	15	0
	27	0	23	0	1	51	
Poyntzpass	10	0	5	0	0	15	0
	10	0	45	0	0	55	
Richhill	47	6	48	0	3	104	0
	85	3	206	0	36	330	
Tynan/Killylea	19	0	13	0	0	32	0
	47	0	28	0	8	83	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
VILLAGES TOTAL	187	6	188	0	8	389	3
	343	4	607	0	109	1,063	
Small Settlements							
Annaghmore/ Eglish	14	0	16	0	0	30	0
	30	0	44	0	11	85	
Annahugh	0	0	11	0	1	12	0
	14	0	21	0	3	38	
Clady/Corran/ Ballymacnab	8	0	8	0	0	16	0
	22	0	14	0	1	37	
SMALL SETTLEMENTS TOTAL	22	0	35	0	1	58	0
	66	0	79	0	15	160	
DISTRICT TOTAL	773	287	832	44	14	1,950	18
	780	147	2,749	49	166	3,891	

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

Appendix 7: Housing Association stock at March 2011

Settlement	General needs	Supported Housing*	Totals
Main Urban Centre			
Armagh 1	86	24	110
Armagh 2	39	104	143
MAIN URBAN CENTRE TOTAL	125	128	253
Local Towns			
Keady	59	26	85
Tandragee	0	0	0
Markethill	0	8	8
LOCAL TOWNS TOTAL	59	34	93
Villages			
Charlemont/Blackwatertown/ Carrickaness/Donnelly Hill	0	0	0
Drumhillery/Darkley/Derrynoose	0	0	0
Glenanne/Mountnorris/Loughgilly	7	0	7
Hamiltonsbawn/Edenaveys	0	0	0
Loughgall	1	11	12
Madden/Milford/Ballyards	0	0	0
Middletown	10	0	10
Poyntzpass	5	0	5
Richhill	7	16	23
Tynan/Killylea	0	0	0
VILLAGES TOTAL	30	27	57
Small Settlements			
Annaghmore/Eglis	0	0	0
Annahugh	0	0	0
Clady/Corran/Ballymacnab	0	0	0
SMALL SETTLEMENTS TOTAL	0	0	0
DISTRICT TOTAL	214	189	403

*inclusive of sheltered housing. -- Housing association stock figures are reported locally by associations.

Appendix 8: 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
Armagh District Office 48 Dobbin Street Armagh BT61 7QQ	Mr Aengus Hannaway District Manager	Fax No. 028 3751 0664 armagh@nihe.gov.uk
South Area Office Marlborough House Central Way Craigavon BT64 1AJ	Mrs Lorraine Campbell Area Manager	Fax No. 028 38341 264 southarea@nihe.gov.uk
	Mr Chris Cunningham Area Planner	Fax No. 028 38343 977 chris.cunningham@nihe.gov.uk
	Mr Comghal McQuillan Programme Manager	Fax No. 028 38341 264 comghal.mcquillan@nihe.gov.uk
	Mrs Margaret Donnelly Customer Service Unit Manager	Fax No. 028 38341 264 margaret.donnelly@nihe.gov.uk
	Mr Gervase McGuigan Land and Property Manager	Fax No. 028 38341 264 gervase.mcguigan@nihe.gov.uk
	Mr Paul Hughes Service Unit Manager – Housing Benefit	Fax No. 028 38341 264 paul.hughes@nihe.gov.uk
Mr Paul Ahern HMO Manager	Fax No: 028 38315736 hmo.craigavon@nihe.gov.uk	
Grants Office 35-45 Boat Street Newry BT34 2DB	Mr Malcolm McKeown Grants Manager	Fax No. 028 3025 3591 newrygrants@nihe.gov.uk
Information Officer 32-36 Great Victoria Street Belfast, BT2 7BN	Mr Bill McGrath Information Officer	Fax No: 028 9024 8464 bill.mcgrath@nihe.gov.uk
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

Office	Contact	Contact Information
Supporting People 3rd Floor Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Eamon Mullan South 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 9: Useful Documents

Housing News

http://www.nihe.gov.uk/armagh_housing_news_2010.pdf

House Condition Survey 2006

www.nihe.gov.uk/housing_conditions_survey_2006.pdf

Northern Ireland Housing Market Review and Perspectives 2010-2013

www.nihe.gov.uk/housing_market_review_and_perspective_2010-13.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 2009/12

http://www.nihe.gov.uk/corporate_plan_2009-12.pdf

Black and Minority Ethnic and Migrant Worker Mapping Update February 2011

<http://www.nihe.gov.uk/displayFile?id=17874>

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

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

Armagh City Masterplan

<http://www.dsdni.gov.uk/rdo-armagh-masterplan.pdf>

Armagh City Masterplan Draft Leaflet

<http://www.dsdni.gov.uk/rdo-armagh-masterplan-leaflet.pdf>

Armagh City & District Council: 2020 Vision and Corporate Plan

http://www.armagh.gov.uk/uploaded/4ad4b36d7e52a_Corporate%20Plan%202009%20-%202010.pdf

'Attwood explores past, present and future regeneration of Armagh'

http://www.armagh.gov.uk/news_item_archive.php?id=391&from=6&monthid=09&yearid=2010

'Armagh Gaol Community Consultation Event'

http://www.armagh.gov.uk/news_item_archive.php?id=447&from=2&monthid=12&yearid=2010

'£1m facelift at Shambles Yard'

<http://www.ulstergazette.co.uk/articles/news/19589/1m-facelift-at-shambles-yard/>



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
www.nihe.gov.uk