



BALLYMENA

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district housing plan & local housing strategy 2011/12



**Housing**Executive  
Celebrating 40 years



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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:

- Capital Homes, Ballymena;
- Harry Clarke and Co, Ballymena;
- Homes Independent, Ballymena;
- Rainey and Gregg, Ballymena.

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

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

## Responses to District Housing Plan

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

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The District Housing Plans for the 26 district councils will be available on our website at [www.nihe.gov.uk](http://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 Ballymena housing market analysis

It should be noted that House Condition Survey figures at 2009 (HCS) are for **Ballymena, Carrickfergus and Larne** Council areas.

#### Planning

- The planning context for Ballymena Borough is detailed in the Ballymena Area Plan 2001. Though this plan has now expired, it remains a material consideration until it is replaced;
- There is potential for 5,228 units of new housing (private and social) - Department of the Environment (DOE) Planning Services Land Availability Monitor 2010.

#### Socio-economic statistics

- The population is projected to increase by 6.2% by 2019; average household size is decreasing;
- The largest numerical increase is in the working age group;
- The population has become more diverse in Ballymena, as a result of migrant workers, however net international migration is decreasing;
- Ballymena Borough is ranked 11th most deprived council area in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed at March 2011 is 4.1%. This is lower than the NI average;
- The number of households in fuel poverty in Mid Antrim (combining Ballymena with Carrickfergus and Larne Council areas) was 43.2% in 2009, slightly lower than the NI figure (Source HCS).

#### Housing market statistics

- The total housing stock in Mid Antrim is 56,320; the social housing sector at 13% is among the lowest in NI (Source HCS);
- Housing unfitness in Mid Antrim is higher at 4.0% than the NI average of 2.4% (Source HCS);
- In 2006, the average house price in Ballymena was £161,089 (NI average £174,178), and at 2010 had decreased to £148,943 (NI average £156,746);

- Housing Executive housing stock at March 2011 totalled 2,778 units with 3,943 units sold to date (of which 3,479 were houses);
- There is a waiting list for social housing in both urban and rural areas of Ballymena. At December 2010 there were 1,433 applicants of whom 846 (59%) were in housing stress;
- There were 904 homeless applicants of whom 498 (55%) were awarded Full Duty Status. Homeless applications have decreased since 2006 whilst applicants being awarded Full Duty Status have increased over the same period;
- An average of 214 allocations were made annually over the past five years;
- The housing needs assessment estimates that 549 new social homes are required for the period 2010 to 2015.

### **Section 3 Ballymena Local Housing Strategy**

In Ballymena in the past year (2010/11), the Housing Executive spent £6.84 million. The Housing Executive's projected investment for 2011/12 is £6.20 million. In addition new build work to the value of £2.01 million was commenced in 2010/11. Performance for 2010/11 is given along with programmes for 2011/12 and is reported under our Corporate Objectives.

#### **Corporate Objective 1 delivering the decent homes standard**

- During 2010/11 heating replacements were started to 280 Housing Executive properties, revenue replacements to 195 properties, smoke alarm installations to 419 properties and carbon monoxide detectors to 54 properties;
- We completed 162 heating replacements and 237 revenue replacements to Housing Executive properties;
- During 2011/12 we plan to start heating replacements to 101 dwellings, external cyclical maintenance to 363 dwellings and health and safety works to 343 dwellings;
- During 2010/11 there were 7 Renovation grants, 46 Disabled Facilities Grants, 8 Repairs grants and 9 Home Repair Assistance grants completed in the private sector;
- We anticipate that 45 grant aided improvements will be completed in 2011/12;
- In addition to heating replacements to our own stock in Ballymena we manage the Warm Homes Scheme. In the year to March 2011, 227 homes in the private sector were insulated, 27 had heating installations and 38 had both insulation and heating installed;

#### **Corporate Objective 2 promoting independent living**

- During 2010/11 there were 46 Disabled Facilities Grants completed in the private sector and 55 adaptations were completed to our own stock. In 2011/12 we plan to approve 27 Disabled Facilities Grants;
- £2.42 million was spent during 2010/11 on providing supporting people services. £2.43 million funding has been budgeted for 2011/12;
- Existing funding currently delivers 26 supported housing accommodation-based schemes and 3 floating support schemes in Ballymena;

- We will continue to assess the need for new wheelchair housing;
- We will provide a range of services to tackle homelessness;
- During 2010/11 Ballymena District Office placed a total of 197 homeless applicant households into temporary accommodation.

**Corporate Objective 3 fostering urban and rural regeneration**

- We will continue to implement a Neighbourhood Renewal programme in support of the Department for Social Development (DSD) Neighbourhood Renewal Strategy;
- Implement the Rural Housing Strategy;
- Work with North East Region (NER) on Axis 3 of the Northern Ireland Rural Development Programme in the Ballymena area;
- Continue to upgrade our housing stock as funding permits;
- Continue to monitor housing conditions in Ballymena Borough.

**Corporate Objective 4 promoting affordable housing**

- At 31<sup>st</sup> March 2010, 2 general needs social housing schemes for 64 units were on-site in Ballymena Borough;
- There are 6 general needs schemes (99 units) and 1 supported housing scheme (16 units) on the 2011/12 draft Social Housing Development Programme;
- Locations of housing need are included in the unmet need prospectus where schemes have not been programmed;
- Continue to work with the 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;**

- Ballymena District Office staff are involved in a number of multi-agency groups relating to community safety;
- Ballymena District Office is carrying out a Local Offers pilot scheme, engaging with local community groups in Ballee and Doury Road, to involve them in the process of allocating homes;
- During 2010/11 the District Office dealt with 98 anti-social behaviour cases. 5 of these cases were referred to mediation services. 105 cases were closed without legal action;
- The District Office will continue to work with 14 community groups on a range of topics.

**Corporate Objective 6 delivering better public services**

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

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



# SECTION ONE

## Section 1 Regional context

### 1.1 Introduction

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

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

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

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

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

### 1.2 Our housing priorities and programmes

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

#### **Our priorities are as follows:**

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

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

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

### 1.3 Funding

Delivery of our programmes and services depends on rental income, government subsidy and the sale of assets including land and house sales. Around £100million 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 can not plan for or deliver the level of investment that we know is needed to improve housing conditions in both the social and private sectors.

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

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

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

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

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

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

#### 1.4 Policy context

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

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

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

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

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

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

We have responded to the **sustainable development updated action plan** 'Everyone's Involved' and await the final action plan. The aims of the strategy are to build a future characterised by economic prosperity, equality and social

cohesion. We actively monitor our own activities against a set of performance measures to help us gauge progress in terms of sustainable development best practice.

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

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

## 1.5 Northern Ireland housing market

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

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

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

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

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

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

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

## **1.6 Corporate Governance**

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

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



# SECTION TWO

## Section 2 Ballymena housing market analysis

### 2.1 Introduction

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

**Map 1: Ballymena Borough Council Area**



Source: NIHE GIS

The geographical area of Ballymena Borough is detailed in the map above. Ballymena town is the largest settlement within the borough. There is a substantial rural area where approximately 51% of the population live. The definition of 'rural' is a settlement of less than 4,500 people. This includes all settlements in Ballymena Borough other than Ballymena town.

### 2.2 Planning

#### Physical planning

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

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 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 Ballymena Borough is detailed in the Ballymena Area Plan 2001. Though this plan has now expired, it remains a material consideration until it is replaced. The DRD's Housing Growth Indicators show the new build requirement for Ballymena Borough during the period 1998-2015 as 7,000 additional dwellings, although this is subject to current review. According to the DOE Planning Service's Northern Ireland Housing Land Availability Report for 2010, there were 2,892 units completed between 1998 and 2010, with potential for a further 5,228 dwellings.

**Regeneration** initiatives for Ballymena include a Masterplan for Ballymena town commissioned by DSD in close co-operation with Ballymena Borough Council and Ballymena Town Centre Partnership. The plan was launched in April 2009. The plan covers physical, social and economic aspects of the town centre regeneration and proposes 46 regeneration projects. These projects include improvements to the town's streets and spaces, enhancing the evening economy, and specific projects to regenerate key parts of the town centre. A number of projects are currently being developed by Ballymena Town Centre Partnership.

The construction industry, hotel and retail sectors remain particularly affected by the economic downturn over the past few years. Although the private rented sector is playing an increasing role in the housing market within Ballymena Borough, the level of private sector construction has decreased since 2007. The retail sector in Ballymena town faces significant challenges with a number of local traders closing down and a number of empty retail properties appearing in the town centre.

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

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

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

### **Socio economic planning**

The population of Ballymena increased by 8.7% between 1999 and 2009 and is projected to increase by a further 6.2% by 2019. During the same period the number of households is projected to increase by 10.9%. Changing demographic trends, particularly in age profiles and the average household size, are important factors in planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

Ballymena is a growing borough that has become more diverse through migration. The A8 population (from countries which joined the European Union in May 2004) was around 2,200 at 2009 representing approximately 3.4% of the Ballymena population. The number of new migrant workers in the borough has reduced since 2008. This reduction reflects reduced employment opportunities due to the decline in the economy. The majority of migrant workers live in the private rented sector with a small but growing number seeking housing in the social sector.

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

Inevitably the **local economy** has been affected by the recent recession and the number of people unemployed in the borough has increased by 104 over the past year. The unemployment rate however is lower than the N.I. average of 5.2%. The private house building sector has been severely affected with local estate agents confirming that construction work that had ceased on many new housing developments last year has not progressed substantially this year.

In 2009 there was a high percentage of households (43.2%) in **fuel poverty** in the Mid Antrim area. This is very close to the Northern Ireland figure (43.7%). In Mid Antrim, 49% of the over 60s age group were in fuel poverty. Rises in energy prices have been a major contributory factor to the sharp escalation in fuel poverty. Unemployment and income reduction have made an increased number of households vulnerable to fuel poverty.

**Table 1: Socio economic statistics**

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	58,097	63,162	67,061
Households	-	24,800	27,500
Household Size	-	2.51	2.39
No. of children	13,159 (23%)	12,983 (21%)	13,438 (20%)
No. of working age	35,261 (61%)	38,031 (60%)	40,281 (60%)
No. of older people	9,677 (17%)	12,148 (19%)	13,342 (20%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Ballymena	313	376	253

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived *SOA
Ballymena	11	Ballee	Galgorm 2

Source: NISRA  
\* Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	1,217 (3.2%)	1,514 (4.0%)	1,618 (4.1%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,941	1,969	1,969

Source: NIHE

Fuel Poverty	Ballymena HCS 06	Mid Antrim HCS 09	NI HCS 09
% in Fuel Poverty	34.8%	43.2%	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 **Ballymena with Carrickfergus and Larne Boroughs**. This change of boundary means that figures cannot be compared with previous surveys.

The housing stock in the Mid Antrim area is approximately 56,320 units. There has been a change in the **tenure share** over recent years with the private rented sector tenure accounting for 18.4%, higher than the N.I. figure of 17%. Conversely the social housing sector at 13.3% is among the lowest in Northern Ireland (15%). The percentage of vacant stock in the Mid Antrim area is 2.5%, lower than the N.I. figure of 5.9%.

Despite **housing conditions** continuing to improve unfitness in the Mid Antrim area is still higher than the regional average. At 2009 the level of unfitness was 4% while 14.6% of properties failed the Decent Homes Standard.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 340 in 2006 compared to 271 in 2010. Local estate agents have reported that the housing market remains slow in the borough however it has been recovering slightly over the past year. There has been a reduction in new housing starts and transactions over the past number of years with a high number of properties currently for sale. Estate agents have indicated that the number of repossessions has increased significantly. The majority of housing purchases in Ballymena Borough continue to take place at the lower end of the market with terraced and semi-detached houses being the most popular.

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

The **average house price** in Ballymena Borough peaked in 2007 and has decreased significantly since with a 29% decrease in the average house price by 2010. For the quarter ending December 2010 there were just 12 **new build** property sales in the borough at an average price of £190,400. The brief recovery in the property market that had begun during 2009 has not been sustained and market adjustment is still on-going. Limited access to mortgages, an increase in potential vendors and a loss of confidence brought on by budgetary cuts has resulted in further market uncertainty and increasing affordability pressure. 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
Ballymena HCS 2006	16,390	3,430	2,010	1,140	22,970
Mid Antrim HCS 2009	37,050	7,470	10,380	1,420	56,320
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Ballymena 2006	Mid Antrim 2009	NI 2006	NI 2009
Unfitness	3%	4%	3.4%	2.4%
Fail Decent Homes Std	27.5%	14.6%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Ballymena New Build Starts	340	352	272	262	271
NI New Build Starts	14,105	12,373	5,916	6,489	6,037
Ballymena Average House Price	£161,089	£209,098	£196,630	£160,346	£148,943
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Ballymena	2007	2008	2009	2010	2011
No. of Claims	1,390	1,343	1,517	1,886	2,029

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

Source: NIHE

Information for the 2009 House Condition Survey was collected on the basis of the proposed new council boundaries under the Review of Public Administration, combining Ballymena, Carrickfergus and Larne 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 484 properties have been purchased through the scheme in Ballymena, 19 of those in the past financial year.

Another route to low cost owner occupation has been the **purchase of social housing** from the Housing Executive or housing associations by existing tenants. However, the number of transactions has dropped considerably in this sector since 2007. In 2010/2011, 8 houses were sold to NIHE tenants under the House Sales Scheme.

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

**Houses in Multiple Occupation (HMO)** 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 and enforcement orders to raise standards in HMOs. There are 59 registered HMOs in the borough.

## 2.4 Social housing

The number of social housing applicants fluctuated over the past five years. There has been an increase in housing stress over the same period and at December 2010 housing stress numbered 846. Allocations were highest in 2009 but dropped slightly in 2010.

The 5 year housing need projection to 2015 for Ballymena Borough is 549 units. Projections are calculated using waiting list trends, supply trends and other demographic and local information. The Social Housing Development Programme is formulated using our housing needs assessments and strategic guidelines to help address social housing need.

Across Ballymena there are considerable variations in the level of need for social housing. Popular locations in Ballymena town include Adair/Demesne and Harryville. Less popular areas are Dunclug and Doury Road. Demand remains in Broughshane, Ahoghill and Cullybackey.

Single person households continue to dominate the waiting list, accounting for 43.5% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing. Waiting list trends in Ballymena will continue to be monitored closely.

Current **Housing Executive stock** within the borough is 2,778 dwellings, the majority of which are houses or flats. Since the introduction of the House Sales Scheme around 59% of Housing Executive properties have been purchased. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of March 2011, 4% 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 2006. The main factors for applicants presenting as homeless in Ballymena Borough include marriage/sharing breakdown, relationship or family disputes, loss of private rented accommodation and unsuitable accommodation.

Single person households accounted for 46% of all who presented as homeless in 2010/11, and 35% of all applicants who received Full Duty Status. Small family households accounted for 26% of those presenting and 29% of those receiving Full Duty Status. Ballymena District Office made a total of 197 placements into temporary accommodation in 2010/11, higher than the total of 187 placements in 2009/10.

At 31st March 2011 there were 110 empty Housing Executive properties in Ballymena Borough. Twenty three properties were in the process of allocation. A further 30 properties require extensive repairs and will be reinstated and allocated when budgets permit. Twenty five properties have been identified for demolition as part of estate strategies in Ballykeel 2, Doury Road and Dunclug. These properties have Housing Executive Board and DSD approval for demolition. A further 13 properties in Doury Road estate have been identified for potential demolition and are currently the subject of an economic appraisal. The remaining 19 properties are difficult to let, generally unpopular stock located in Ballee and Doury Road. The future of these dwellings is being considered under ongoing strategies for these estates.

Table 3: Social housing statistics Public sector

	5 year projected need to March 2015 <sup>1</sup>	Units Completed April 2010 – March 2011	Units On-Site at 31 March 2011	Gross No. Units Programmed 2011/12
Ballymena town	410	0	0	78
Villages	133	0	64	37
Small Settlements	6	0	0	0
<b>Total</b>	<b>549</b>	<b>0</b>	<b>0</b>	<b>115</b>

**Ballymena Social Housing Waiting List trends**

December	2006	2007	2008	2009	2010
All Applicants	1,333	1,540	1,542	1,422	1,433
Housing Stress	721	840	832	806	846
Allocations	210	187	187	251	234

**Ballymena Waiting list sub-set of homeless applicants**

	2006/07	2007/08	2008/09	2009/10	2010/11
Number Presented	951	733	726	763	904
Awarded Full Duty Status	441	338	399	490	498

	2007/08	2008/09	2009/10	2010/11
HA Starts Ballymena	0	6	48	16
NIHE House Sales Ballymena	14	3	6	8
Average Market Value	£94,714	£106,666	£65,000	£67,213

Source: NIHE

<sup>1</sup> 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 Ballymena local housing strategy

### 3.1 Introduction

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

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

The Housing Executive's projected investment within Ballymena Borough in 2011/12 is over £6.20 million.

Table 4: Ballymena Borough actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	0.43	0.07	0.04
Planned maintenance work	1.12	2.06	1.48
Response maintenance*	1.89	1.42	1.82
Private Sector Grants	0.59	0.47	0.43
Warm Homes	-	0.40	**
Supporting People	2.41	2.42	2.43
<b>Total</b>	<b>6.44</b>	<b>6.84</b>	<b>6.20</b>
<b>Investment in New Build***</b>	5.92	2.01	****

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 £3.81million for 48 units (2009/10) and £1.11 million for 16 units (2010/11).

\*\*\*\* The 2011/12 draft gross Social Housing Development Programme contains 115 units, total cost of units has not been finalised.

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

Table 5: North East Area spend

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

Source: NIHE

### 3.2 Objective 1 – Delivering the Decent Homes Standard

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

#### NIHE stock - In the past year we commenced:

- 280 heating replacements;
- 195 revenue replacements;
- 419 smoke alarm installations;
- 54 carbon monoxide installations.

#### NIHE stock - In the past year we completed:

- 162 heating replacements;
- 237 revenue replacements;

Details of our programmes can be found in Appendix 2.

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

#### In the past year we completed:

- 7 Renovation grants;
- 46 Disabled Facilities Grants;
- 8 Repair grants;
- 9 Home Repair Assistance grants.

**Houses in Multiple Occupation (HMOs)** are an important part of the private rented sector. Within Ballymena there were 31 properties registered by the Housing Executive as HMOs in the past year. There are a total of 59 registered HMOs in the borough. 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, 25 Article 80 Notices (fit for number of occupants) and 24 Article 79 Notices (management standards) were served in Ballymena Borough. An HMO Strategy has been developed to not only ensure compliance, but also to provide advice to prospective tenants of HMOs.

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 Housing Executive Board and DSD approval. Approximately 58% of Housing Executive stock in Ballymena has oil central heating, 16% electric and 12% open fires with the remainder having gas, room heater or other forms of heating systems.

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

GT Energy has carried out a number of studies which have indicated extensive potential for the development of deep geothermal energy in the Ballymena area. As part of these studies a number of suitable sites have been identified. The Ballymena Deep Geothermal Project is awaiting the introduction of the Renewable Heat Incentive (RHI) to support the development of deep geothermal energy in Northern Ireland. It is hoped that the introduction of the RHI scheme will be similar to the RHI scheme announced by the Department of Energy and Climate Change (DECC) which will commence in Great Britain later this year. Once a sufficient support incentive is in place in Northern Ireland, GT Energy, with the support of Ballymena Borough Council, will commence plans to develop a geothermal plant. This will aim to provide renewable heat to consumers via a district heating network.

In 2010/11 Ballymena Borough Council, in partnership with Housing Executive, GT Energy and Action Renewables proposed developing a pilot scheme in Harryville to demonstrate the technologies and benefits of a district heating scheme. Unfortunately due to circumstances out of the project team's control this pilot

project had to be cancelled. The cancellation has no bearing on the Ballymena Deep Geothermal Project.

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:

- 227 homes were insulated,
- 27 homes had heating replacements
- 38 had both insulation and heating installed.



A Department for Social Development Scheme

Housing Executive



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

We continue to fund Bryson Charitable Group to provide energy efficiency awareness courses to schools and during the year 2 schools in Ballymena were visited.

Through working closely with partner housing associations and where we are leading design work, we continue to promote the best modern standards of **housing design**. An important aspect of this is sustainable design which seeks to ensure energy efficiency and a small 'carbon footprint'. All new social housing developments must currently comply with Code for Sustainable Homes (Code level 3). Housing associations however are encouraged to bring forward schemes at code level 4. At level 3, CO<sub>2</sub> emissions are improved by 25%, at Code 4, by 44% above current building regulations.

#### **In the coming year 2011/12 for Ballymena we plan to:**

- Commence 101 heating replacements to Housing Executive stock;
- Commence Health and Safety works to 343 Housing Executive properties;
- Commence external cyclical maintenance works to 363 Housing Executive homes;
- Complete 7 Repair grants, 26 Disabled Facilities Grants, 4 Renovation grants and 8 Home Repair Assistance 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 people. This report is due to be published in summer 2011.

#### **In Ballymena Borough in the past year:**

- We spent approximately £2.42 million providing assistance to vulnerable people through **Supporting People** services. £2.43 million funding has been budgeted for 2011/12;
- The existing funding delivers 26 supported housing accommodation-based schemes and 3 floating support schemes in the Ballymena area, providing services to a range of client groups

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

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

#### **In the past year within Ballymena Borough:**

- 904 homeless applications were received;
- 498 were assessed as Full Duty Applicants;

- 197 households were provided with temporary accommodation;

We are developing an Area Homelessness Strategy which will take account of each borough's local requirements.

Advice booklets on homelessness are available for those living in rural parts of Ballymena Borough.

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

During 2010/11 we approved 27 Disabled Facilities Grants for the private sector and 46 were completed. A total of £314,000 was spent on adaptations to our own stock. Details of this work can be found in Appendix 2. The North East Area has a budget of £2.04 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households. This budget cannot be projected to district level as it is demand led.

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

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

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

#### **In the coming year we plan to:**

- Continue to improve the quality of housing for people with disabilities in Ballymena Borough;
- Approve 27 Disabled Facilities Grants;
- Start an estimated 400 adaptations to our own stock in North East Area;
- Invest £2.43 million to continue to deliver housing support services to vulnerable people through the Supporting People programme;
- Provide a range of services to tackle homelessness in line with our homelessness strategy;
- Continue to develop a Traveller housing programme as required.

### 3.4 Objective 3 – Fostering urban and rural regeneration

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

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

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

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

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

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



Rural Housing Guide Launch

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

DARD has particular responsibility for rural areas and where possible, we work with them to support rural regeneration. Our work also aims to complement the work of the NER (North East Region). This group is responsible for the administration of Axis 3 of the Northern Ireland Rural Development Programme 2007-2013 within the rural areas of Ballymoney, Ballymena, Coleraine, Larne and Moyle.

During 2010/11, DARD has been rolling out a 'Maximising Access to Services, Grants and Benefits' service in rural areas. This partnership between the public and community sectors targets the more vulnerable households in rural areas; through home visits, it helps those in need to access a range of services. Housing Executive staff contributed to this initiative and at 2<sup>nd</sup> February 2011 a total of 4,121 visits had been completed across N. Ireland. This resulted in referrals to the Warm Homes Scheme, benefit entitlement checks, home safety checks and rural community transport, and other services.

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

- The delivery of local housing and regeneration strategies in Ballee, Ballykeel 2 and a small section of Harryville under the DSD Neighbourhood Renewal initiative, and in Dunclug and Doury Road which have been deemed Areas at Risk by DSD;

- Physical improvement through our neighbourhood regeneration and estate based strategy programme, private sector grants, estate based modernisation schemes, environmental improvements and statutory action against owners whose properties are deemed to be in disrepair;
- Working in partnership with others who are involved in neighbourhood renewal. Ballymena District Office works in partnership with the local PSNI Crime Prevention Officer to improve home security for the older and most vulnerable members of the community;
- Ballymena District Office representation on Ballymena Community Safety Partnership;
- The District Manager is a member of the newly constituted Ballymena Community Planning Strategic Alliance Committee;
- Neighbourhood Officers from Antrim, Ballymena and Newtownabbey participated in an area wide volunteer project to help tidy the grounds around the Children's Hospice in Glengormley.



Ground tidy up at Children's Hospice, Glengormley

### In the coming year we plan to:

- Continue to implement existing local housing and regeneration strategies and, in co-operation with our strategic and statutory partners, further develop strategies and action plans where appropriate;

- Progress our Neighbourhood Renewal programme and community based local regeneration initiatives;
- Implement the Rural Housing Strategy – ‘Rural Homes and People’;
- Work with NER on Axis 3 of the Northern Ireland Rural Development Programme in the Ballymena area;
- Continue to upgrade our housing stock when funding permits;
- Continue to monitor housing conditions in Ballymena Borough.

### 3.5 Objective 4 – Promoting affordable housing

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

#### In the past year in Ballymena:

- There were 2 general needs social housing schemes on site at Caherty Road, Broughshane and Garvaghy Avenue, Portglenone. These schemes will deliver 64 units of housing;
- There were 5 schemes which did not commence. Reasons included planning issues, or loss of site. Of these schemes, 4 slipped in the Social Housing Development Programme and it is planned they will commence in 2011/12;
- We supplied DOE Planning Service with an annual housing needs assessment;
- Locations of housing need were identified in our ‘Unmet Need Prospectus’ to direct housing associations to areas of need, but where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the Housing Executive’s Strategic Guidelines;
- We finalised a joint protocol with Planning Service detailing procedures for Housing Associations when applying to build social housing under Policy CTY 5 of Planning Policy Statement 21 - Housing in the Countryside;
- We continued to implement the House Sales Scheme, which provides an opportunity for tenants to own their 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 26 applications received; 24 offers made and 8 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 Housing Executive Board are shown in Appendix 3 and are subject to the DSD's approval.

In addition to the Social Housing Development Programme, **an Unmet Housing Need** Prospectus will be published on our website. Further Programme details and unmet need by location can be obtained by clicking on the hyperlink [www.nihe.gov.uk/index/www\\_home/unmet\\_need\\_prospectus.htm](http://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](http://www.nihe.gov.uk/house_sales_incorporating_equity_sharing_tenants_guide.pdf).

The 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 Selection Scheme** and will consult on proposals for change during the year ahead.

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

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



Garvaghy Avenue, Portglenone being developed by Apex Housing Association

**In the coming year we plan to:**

- Assess the need for new social housing in the borough. The current five year housing need assessment indicates a need for a further 549 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The Programme for 2011/12 contains 6 general needs schemes and one supported housing scheme which will deliver 115 units (Appendix 5);
- Provide DOE Planning Service with an annual housing need assessment;
- Promote the private rented sector as a decent and affordable housing option. We are using feedback from a Private Landlord Scheme in the development of an N.I. rent guarantee scheme, under the DSD private rented strategy 'Building Sound Foundations';
- Manage our social housing stock to minimise empty dwellings;
- Promote affordable home ownership through our House Sales Scheme;
- Examine the potential to develop intermediate housing on surplus Housing Executive 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.

### 3.6 Objective 5 – Building a stronger community

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

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

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

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

**Table 6: Ballymena District Office: ASB Performance 2010/11**

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
98	0	0	5	0	105

\*Acceptable behaviour contracts

- The District Manager and Assistant District Manager participate in the strategic and operational tiers of the Community Safety Partnership;
- Ballymena District Office is represented on the Multi Agency Risk Assessment Conference (MARAC) which deals with domestic violence and its consequences. Using a multiagency approach with agencies including PSNI, Women’s Aid, Probation and Social Services, MARAC meets fortnightly to discuss serious cases of domestic violence.
- In Ballymena the Safer Dunclug project has resulted in 48 homes, which had been the subject of domestic burglary, being provided with extra home security

measures such as door and window locks, external security lights and property marker equipment. Almost 75 households attending 2 public awareness events were issued with markers and personal alarms along with information on how to make their homes safer.

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 on how a service is delivered.

The North East Area pilot for Local Offers involves Ballymena District engaging with local community groups in two locations, Ballee and Doury Road, to involve them in the process of allocating homes. New and prospective tenants can elect to have a representative of the community in attendance when they sign the tenancy agreement and to participate in early tenancy support visits.

Under the terms of this Community Participation Initiative the two community groups represented have attended joint training sessions with District Office staff regarding aspects of the work they will undertake such as addressing anti-social behaviour, occupancy of Housing Executive properties and the Common Selection Scheme.

Ballymena District Office currently works with 14 community groups in the borough to help address issues that affect the community and actively participates and contributes to a wide range of partnerships and inter agency groups. Bi-monthly housing fora have been established with each of the community groups to discuss local issues such as anti-social behaviour and housing need. The fora also serve as a performance reporting mechanism from the district office to community groups. Bi-annual estate inspections are held with community groups, grounds maintenance and other agencies.

Ballymena Housing Community Network (HCN) meets bi-monthly to monitor and evaluate housing services in the borough. During 2010, the HCN received presentations on a number of issues including housing and homelessness, managing anti-social behaviour, youth justice conferencing services and the role of the Neighbourhood Officer.



Ballymena Neighbourhood Officers and HCN members

A customer focus group has been established under the HCN Community Involvement Strategy to monitor and challenge delivery of housing services within Ballymena District. The group aims to encourage the formation of new groups to enable the Housing Executive to deliver housing services;

Dunclug and District Residents Association and Cullybackey Residents Association are involved in a pilot for a Community Welcome Pack, produced by the Housing Executive's Community Cohesion Unit.

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

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

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

Our approach to developing greater community cohesion locally includes:

- Our **Shared Future** Housing Initiative which involves creating new housing where prospective residents sign up to a set of Shared Future principles;
- The third phase of the **Shared Neighbourhood Partnership** which started in 2010 and funding was received from the International Fund for Ireland.

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

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

#### **In the coming year we plan to:**

- Increase the number of Community Participation Compacts. Currently 10 groups have signed up to Community Participation Compacts within the borough;
- Implement and report progress on the Community Involvement Strategy;
- Work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level;
- Implement the recommendations of the Housing and Health strategy;
- Work in partnership with housing associations to implement the Shared Future Housing Programme;
- Develop the Shared Neighbourhoods programme;
- Implement the regional Good Relations BRIC programme which aims to "put good relations at the heart of social housing";
- Continue to implement the race relations action plan.

### 3.7 Objective 6 – Delivering better public services

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

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

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

Units in the Area office are now responsible for the administration of these functions for 6 Districts.

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

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

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

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

We propose to use valuable links with community representatives, to communicate information and receive updates to and from local communities.

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

**Table 7: North East Area Performance at March 2011**

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

**Ballymena District Office** continues to provide key services such as housing, homelessness, response & planned maintenance, estate management, community development and partnerships. Relationships between the District

Office and the new Service Units at Ballymena continue to develop through the North East Districts, Accounts and Housing Benefit steering group.

During the past year the Ballymena District Office Management team co-joined with the Larne District Office Management team under the Housing Executive's Modernising Services Strategy, with Mr. Eric Woods, District Manager now responsible for both outlets.

**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 approximately 550 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 8: Ballymena District Office Performance at March 2011**

Total	Target	Actual
<b>Housing Applications</b>	Process in < 21 days	100%
<b>Homeless Applications</b>	Process in < 34 days	100%
<b>Maintenance</b>		
<b>Emergency</b>	90/95%	99%
<b>Urgent</b>	85/95%	97%
<b>Routine</b>	85/95%	97%
<b>COT</b>	85/90%	98%
<b>Relet turnaround time</b>	<26 days	31 days

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

- Designation of a Case Officer for all applications. The Case Officer is now the customer's main contact point with the Grants Office;
- Case Officers now contact customers at key stages of their applications to ensure they are aware of what they need to do next;

- All case files are electronic which ensures documentation is stored safely and letters are issued quickly and accurately;
- Grants Officers use mobile technology to record information on site visits;
- Payments are processed to our Finance Department electronically which makes the process quicker and more cost efficient.

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

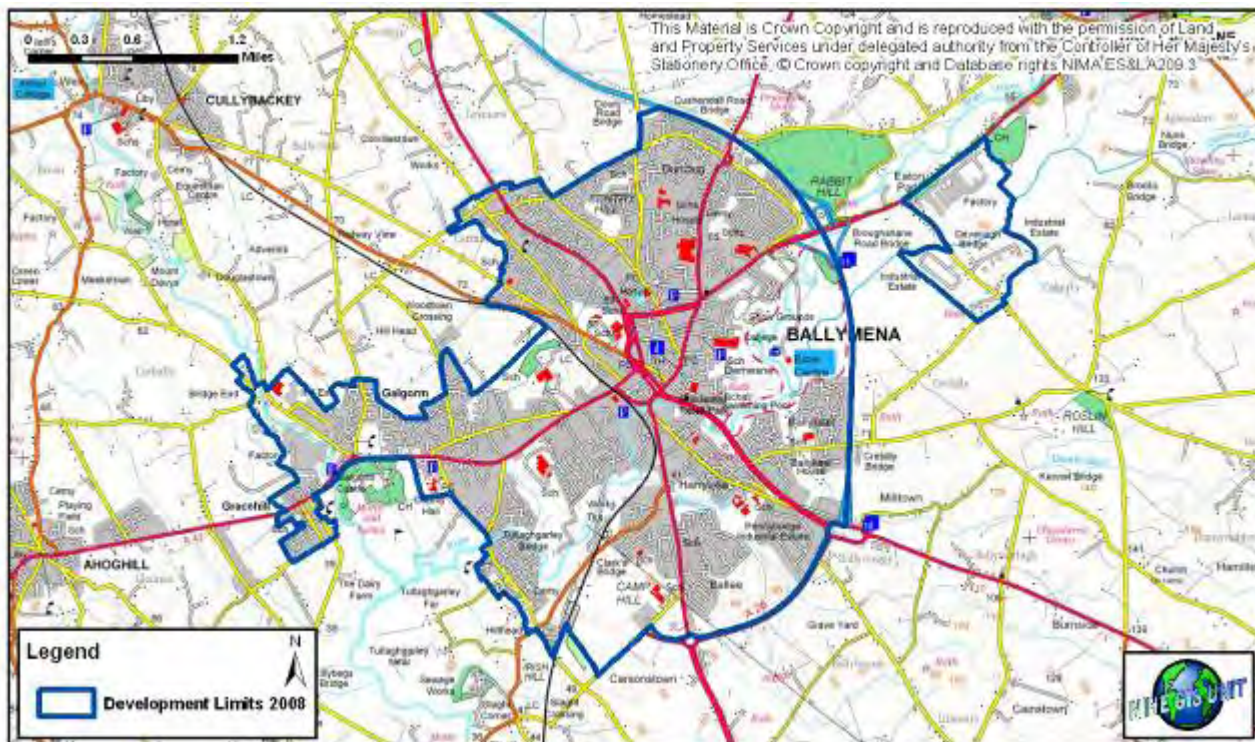
**In the coming year we plan to:**

- Provide tenants with an annual publication of Housing News;
- Provide 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: Ballymena town profile



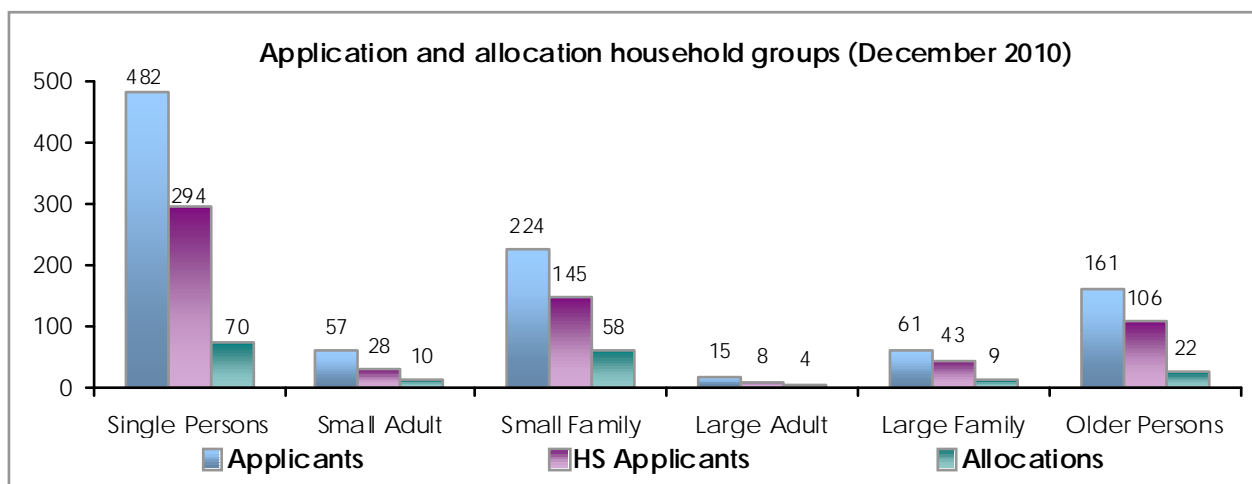
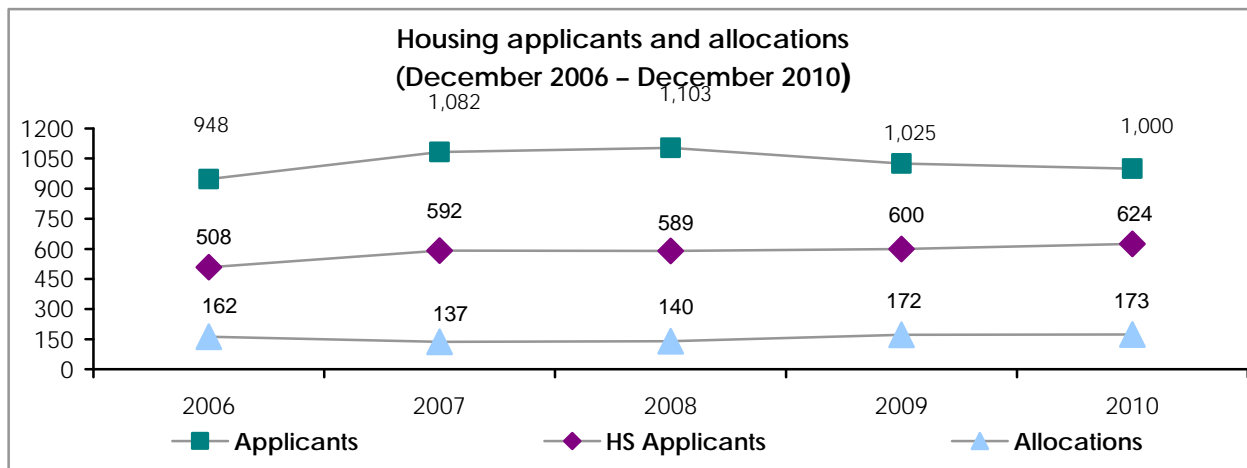
Ballymena town comprises 19 common landlord areas. These areas are detailed in Appendix 5.

Projected social housing need in Ballymena town has increased over the past number of years. Housing stress continues to rise and has increased substantially over the past 5 years. Housing need varies throughout the town with the main areas of need being Adair/Demesne and Harryville. Housing stress at December 2010 was 624 with just over 47% of this number being applicants from the single person's household group. The private rented sector continues to play an important role in the housing market within the town. Ballymena District Office has returned to stock a substantial number of empty Housing Executive properties over the past 2 years and this has helped address housing need.

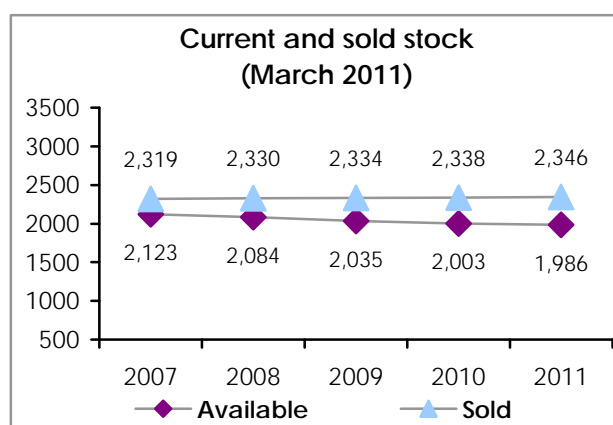
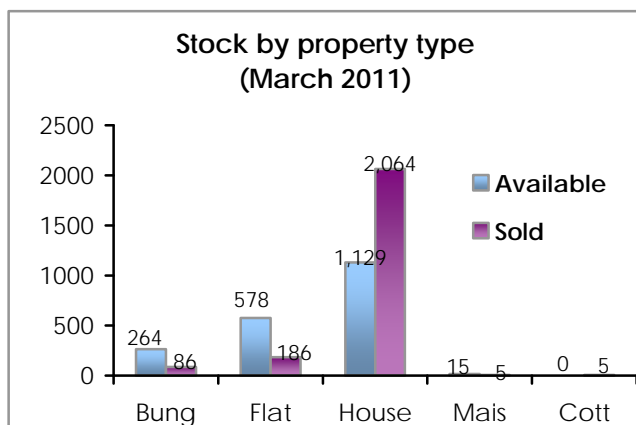
A large portion of Housing Executive stock has been sold in the town. By the end of March 2011, 2,346 dwellings had been sold leaving 1,986 dwellings. The House Sales Scheme is a method of providing an affordable housing option to first time buyers however the decline over the past 4 years can be attributed to general uncertainty in the housing market and the reluctance of lending institutions to provide finance.

In Ballymena town the housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 410 units over the next 5 years and this will be kept under review.

### Ballymena town social housing waiting list analysis



### Housing Executive stock analysis



## Appendix 2: Improvements, maintenance & adaptations to Housing Executive stock and Private Sector Grants

### Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
<b>PLANNED MAINTENANCE</b>		
<b>Heating Replacement</b>	Harryville Phase 1 Heating	24
	Ballykeel 2 E7	21
	Harryville Phase 2 Heating	117
<b>Revenue Replacement</b>	Harryville Phase 1	145
	Ballymena/Cullybackey	92

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

Work Category	Scheme	Units
<b>PLANNED MAINTENANCE</b>		
<b>Heating Replacement</b>	Area One-Offs	6
	Harryville Phase 2	115
	Ballykeel 2 Phase 1	87
	Ballykeel 2 Phase 2	40
	Ballykeel 2 E7	32
<b>Revenue Replacement</b>	Ballymena/ Cullybackey	92
	Harryville Phase 2 Kitchens	83
	Rectory Kitchens	20
<b>Smoke Alarm Installations</b>	Ballymena	419
<b>Carbon Monoxide Detectors</b>	Ballymena	54

Note some schemes may start and complete in year

### Programme of work for 2011/12

Work Category	Scheme	Units
<b>PLANNED MAINTENANCE</b>		
<b>Heating Replacement</b>	Lantara/Lettercreeve	101
<b>External Cyclical Maintenance</b>	Ballee	363
<b>Health and Safety</b>	Ballymena Med Rise Flats	343

Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
<b>PLANNED MAINTENANCE</b>		
Revenue Replacement	Killane Park/Chichester Park East	121
	Ballykeel 2 Phase 1	87
Heating Replacement	Ballymena South	79
	Ballymena North	87
	Ballymena Town	79

Analysis of adaptations to Housing Executive stock 2010/11

Type of adaptation	Adaptations commenced April 2010 to March 2011	Adaptations spend April 2010 to March 2011 (£k)
Extension to dwelling	5	167
Change of heating	13	94
Lifts	9	10
Showers	28	43
<b>Total</b>	<b>55</b>	<b>314</b>

Grants Performance 2010/11 - Ballymena

Grant Type	No Approved	Approval Value (£k)	No. Completed	Completion Value (£k)
<b>Mandatory Grants</b>				
Disabled Facilities	27	327	46	408
Repairs	6	6	8	7
<b>Discretionary Grants</b>				
Renovation	4	23	7	60
Home Repair Assistance	8	18	9	20

Definition of improvement and planned maintenance work categories	
<b>Health and Safety (HS)</b>	Specific works where health and safety issues have been identified.
<b>External Cyclical Maintenance (ECM)</b>	Work to the external fabric of a dwelling and its immediate surrounding area.
<b>Revenue Replacement (RR1)</b>	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
<b>Smoke Alarm Installation (SAI)</b>	Installation of hard wire smoke alarms.
<b>Heating Replacement (HR)</b>	Replacement of solid fuel or electric heating.
<b>Carbon Monoxide Detectors</b>	Installation of stand alone contractor sealed battery operated carbon monoxide detectors

### Appendix 3: Social Housing Development Programme

#### Schemes on site at 31<sup>st</sup> March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
<b>Caherty Road, Broughshane</b>	48	General needs	Triangle	Rural need
<b>Garvaghy Avenue, Portglenone</b>	16	General needs	Apex	Rural need
<b>Total</b>	64			

#### Schemes deferred / not commenced at 31<sup>st</sup> March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
<b>45-51 Castle Street, Ballymena</b>	12	General needs	Conns-water	Urban need
<b>St. Patrick's MOD Site, Ballymena</b>	47	General needs	Fold	Urban need
<b>Tobar Park, Cullybackey</b>	18	General needs	Fold	Rural need
<b>Brookfield Gardens, Ahoghill</b>	8	General needs	Apex	Rural need
<b>PSNI Site, Kells</b>	8	General needs	Triangle	Rural need
<b>Total</b>	93			

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

Scheme	No of units	Client Group	Start date	Housing association	Policy theme
<b>Main Urban Centre</b>					
<b>Ballymena</b>					
<b>St. Patrick's MOD Site</b>	47	General needs	2011/12	Fold	Urban need
<b>27-33 Queen Street</b>	15	General needs	2011/12	Clanmil	Urban need
<b>Kintyre Park Villages</b>	16	Supported	2011/12	Selection	Supported housing
<b>Ahoghill</b>					
<b>Brookfield Gardens</b>	9	General needs	2011/12	Apex	Rural need
<b>Brook Street</b>	5	General needs	2011/12	Apex	Rural need
<b>Cullybackey</b>					
<b>Tobar Park</b>	17	General needs	2011/12	Fold	Rural need
<b>Kells</b>					
<b>PSNI site, Kells</b>	6	General needs	2011/12	Triangle	Rural need

## 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
<b>District town</b>				
Ballymena town	410	0	0	78
<b>Villages</b>				
Ahoghill	45	0	0	14
Broughshane	20**	0	48	0
Glenravel	8	0	0	0
Clough	0	0	0	0
Cullybackey	35	0	0	17
Kells	20	0	0	6
Portglenone	5**	0	16	0
<b>Small Settlements</b>				
Moorlands/Taylorstown	0	0	0	0
Slatt	0	0	0	0
Straid	0	0	0	0
Glarryford	0	0	0	0
Craigwarren	0	0	0	0
Procklis	0	0	0	0
Ballymarlow	6	0	0	0
Moorfields/Glenwherry	0	0	0	0
<b>Total</b>	<b>549</b>	<b>0</b>	<b>64</b>	<b>115</b>

\* Projections baseline at March 2010

\*\*Schemes on-site deducted from projected need

### Appendix 5: Household composition of housing applicants at December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
<b>District Town</b>								
Adair/ Demense	Applicant	86	14	70	6	18	61	255
	<b>App (HS)</b>	<b>49</b>	<b>8</b>	<b>45</b>	<b>3</b>	<b>15</b>	<b>37</b>	<b>157</b>
	Alloc App	0	0	0	0	0	9	9
Rectory	Applicant	36	7	12	0	4	4	63
	<b>App (HS)</b>	<b>23</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>43</b>
	Alloc App	3	0	1	0	0	0	4
Doury Road	Applicant	8	1	5	0	0	0	14
	<b>App (HS)</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>
	Alloc App	2	0	3	1	0	0	6
Ballykeel 1	Applicant	65	6	16	2	7	8	104
	<b>App (HS)</b>	<b>41</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>59</b>
	Alloc App	7	0	4	0	0	1	12
Ballykeel 2	Applicant	20	1	8	0	5	2	36
	<b>App (HS)</b>	<b>15</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>25</b>
	Alloc App	2	0	11	0	2	1	16
Harryville	Applicant	90	8	37	4	8	35	182
	<b>App (HS)</b>	<b>54</b>	<b>6</b>	<b>25</b>	<b>3</b>	<b>6</b>	<b>31</b>	<b>125</b>
	Alloc App	12	0	1	0	0	4	17
Fisherwick Crescent	Applicant	22	0	2	0	0	0	24
	<b>App (HS)</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
	Alloc App	1	0	1	0	0	0	2
Millfield	Applicant	11	4	12	0	3	24	54
	<b>App (HS)</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>34</b>
	Alloc App	2	0	4	0	0	3	9
Dunclug	Applicant	24	2	2	0	1	3	32
	<b>App (HS)</b>	<b>16</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>21</b>
	Alloc App	7	4	13	0	1	1	26
Dunvale	Applicant	10	2	17	1	2	8	40
	<b>App (HS)</b>	<b>7</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>20</b>
	Alloc App	1	0	2	0	2	0	5
Ballee	Applicant	83	5	23	2	10	6	129
	<b>App (HS)</b>	<b>57</b>	<b>0</b>	<b>17</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>85</b>
	Alloc App	32	6	17	3	4	2	64
Clonavon Terrace	Applicant	5	1	1	0	0	0	7
	<b>App (HS)</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
	Alloc App	0	0	0	0	0	0	0
Duke Street	Applicant	2	0	0	0	0	3	5
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>
	Alloc App	0	0	0	0	0	0	0

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
District Town ctd.								
Balmoral Avenue/ Princes St	Applicant	2	1	3	0	1	0	7
	<b>App (HS)</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>
	Alloc App	0	0	0	0	0	0	0
Herbison Park	Applicant	3	1	3	0	0	3	10
	<b>App (HS)</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>6</b>
	Alloc App	1	0	0	0	0	1	2
Carniny	Applicant	4	1	1	0	2	0	8
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>
	Alloc App	0	0	0	0	0	0	0
Galgorm	Applicant	7	1	10	0	0	4	22
	<b>App (HS)</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>15</b>
	Alloc App	0	0	1	0	0	0	1
Gracehill	Applicant	3	0	1	0	0	0	4
	<b>App (HS)</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
	Alloc App	0	0	0	0	0	0	0
Tullygarley/ Riverdale	Applicant	1	2	1	0	0	0	4
	<b>App (HS)</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
	Alloc App	0	0	0	0	0	0	0
DISTRICT TOWN TOTAL	Applicant	482	57	224	15	61	161	1,000
	<b>App (HS)</b>	<b>294</b>	<b>28</b>	<b>145</b>	<b>8</b>	<b>43</b>	<b>106</b>	<b>624</b>
	Alloc App	70	10	58	4	9	22	173

Villages

Ahoghill	Applicant	24	3	20	1	9	12	69
	<b>App (HS)</b>	<b>17</b>	<b>2</b>	<b>15</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>47</b>
	Alloc App	4	0	3	0	1	4	12
Brough – shane	Applicant	25	8	41	3	7	38	122
	<b>App (HS)</b>	<b>15</b>	<b>6</b>	<b>26</b>	<b>1</b>	<b>4</b>	<b>19</b>	<b>71</b>
	Alloc App	1	0	2	0	0	8	11
Glenravel	Applicant	5	0	5	0	2	3	15
	<b>App (HS)</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>6</b>
	Alloc App	3	0	2	0	0	0	5
Clough	Applicant	3	2	1	0	1	0	7
	<b>App (HS)</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
	Alloc App	0	0	0	0	0	1	1
Cullybackey	Applicant	39	5	20	0	3	13	80
	<b>App (HS)</b>	<b>14</b>	<b>4</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>37</b>
	Alloc App	4	1	4	0	1	6	16
Kells	Applicant	20	6	15	0	2	19	62
	<b>App (HS)</b>	<b>12</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>33</b>
	Alloc App	1	0	3	1	3	0	8

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
<b>Villages ctd.</b>								
Portglenone	Applicant	19	2	7	0	1	7	36
	<b>App (HS)</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>21</b>
	Alloc App	2	0	2	0	1	1	6
VILLAGE TOTAL	Applicant	135	26	109	4	25	92	391
	<b>App (HS)</b>	<b>72</b>	<b>18</b>	<b>64</b>	<b>2</b>	<b>15</b>	<b>46</b>	<b>217</b>
	Alloc App	15	1	16	1	6	20	59
<b>Remainder</b>								
Moorlands/ Taylorstown	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Alloc App	0	0	0	0	0	0	0
Slatt	Applicant	1	0	0	0	0	0	1
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Alloc App	0	0	0	0	0	0	0
Straid	Applicant	0	0	1	0	0	0	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Alloc App	0	0	0	0	0	0	0
Glarryford	Applicant	0	0	0	0	1	0	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
	Alloc App	0	0	0	0	0	0	0
Craigy – warren	Applicant	30	1	2	0	1	3	37
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
	Alloc App	1	0	0	0	0	0	1
Procklis	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Alloc App	0	0	0	0	0	0	0
Ballymarlow	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Alloc App	0	0	0	0	0	0	0
Moorfields/ Glenwherry	Applicant	0	0	2	0	0	0	2
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Alloc App	0	0	1	0	0	0	1
REMAINDER TOTAL	Applicant	31	1	5	0	2	3	42
	<b>App (HS)</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>
	Alloc App	1	0	1	0	0	0	2
DISTRICT TOTAL	Applicant	648	84	338	19	88	256	1,433
	<b>App (HS)</b>	<b>368</b>	<b>46</b>	<b>211</b>	<b>10</b>	<b>59</b>	<b>152</b>	<b>846</b>
	Alloc App	86	11	75	5	15	42	234

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

### Definition of Household composition of housing applicants

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

## Appendix 6: Housing Executive stock at March 2011

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
District Town	N.B. Sold stock in bold						
Adair/Demesne	6	59	34	0	0	99	1
	<b>0</b>	<b>45</b>	<b>154</b>	<b>0</b>	<b>0</b>	<b>199</b>	
Rectory	0	49	20	0	0	69	6
	<b>0</b>	<b>13</b>	<b>146</b>	<b>0</b>	<b>0</b>	<b>159</b>	
Doury Road	7	26	106	0	0	139	33
	<b>0</b>	<b>0</b>	<b>101</b>	<b>0</b>	<b>0</b>	<b>101</b>	
Ballykeel 1	0	90	45	15	0	150	0
	<b>1</b>	<b>15</b>	<b>206</b>	<b>4</b>	<b>0</b>	<b>226</b>	
Ballykeel 2	19	29	254	0	0	302	3
	<b>0</b>	<b>2</b>	<b>180</b>	<b>1</b>	<b>0</b>	<b>183</b>	
Harryville	53	171	162	0	0	386	1
	<b>9</b>	<b>78</b>	<b>295</b>	<b>0</b>	<b>0</b>	<b>382</b>	
Fisherwick Crescent	0	0	25	0	0	25	0
	<b>0</b>	<b>2</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>30</b>	
Millfield	0	1	40	0	0	41	0
	<b>1</b>	<b>1</b>	<b>98</b>	<b>0</b>	<b>1</b>	<b>101</b>	
Dunclug	0	26	128	0	0	154	14
	<b>0</b>	<b>9</b>	<b>200</b>	<b>0</b>	<b>0</b>	<b>209</b>	
Dunvale	20	0	68	0	0	88	1
	<b>0</b>	<b>0</b>	<b>130</b>	<b>0</b>	<b>0</b>	<b>130</b>	
Ballee	131	104	144	0	0	379	19
	<b>71</b>	<b>10</b>	<b>208</b>	<b>0</b>	<b>0</b>	<b>289</b>	
Clonavon Estate	0	8	15	0	0	23	0
	<b>0</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>15</b>	
Duke Street	1	7	2	0	0	10	1
	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>10</b>	
Balmoral Avenue/ Princes St	6	0	22	0	0	28	0
	<b>0</b>	<b>0</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>77</b>	
Herbison Park	8	0	25	0	0	33	0
	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Carniny	2	0	6	0	0	8	0
	<b>0</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>4</b>	<b>28</b>	
Galgorm	5	8	8	0	0	21	0
	<b>1</b>	<b>6</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>84</b>	
Gracehill	0	0	13	0	0	13	1
	<b>2</b>	<b>0</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>58</b>	
Tullygarley/ Riverdale	6	0	12	0	0	18	0
	<b>0</b>	<b>0</b>	<b>58</b>	<b>0</b>	<b>0</b>	<b>58</b>	
<b>DISTRICT TOWN TOTAL</b>	264	578	1,129	15	0	1,986	80
	<b>86</b>	<b>186</b>	<b>2,064</b>	<b>5</b>	<b>5</b>	<b>2,346</b>	
Villages							
Ahoghill	56	20	46	0	0	122	2
	<b>15</b>	<b>4</b>	<b>190</b>	<b>0</b>	<b>0</b>	<b>209</b>	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Broughshane	49	19	59	0	3	130	1
	<b>13</b>	<b>5</b>	<b>222</b>	<b>0</b>	<b>5</b>	<b>245</b>	
Glenravel	17	0	22	0	0	39	0
	<b>13</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>0</b>	<b>78</b>	
Clough	3	0	11	0	1	15	0
	<b>0</b>	<b>0</b>	<b>46</b>	<b>0</b>	<b>10</b>	<b>56</b>	
Cullybackey	81	11	111	0	0	203	1
	<b>22</b>	<b>1</b>	<b>344</b>	<b>0</b>	<b>2</b>	<b>369</b>	
Kells/Connor	35	3	94	0	0	132	0
	<b>27</b>	<b>2</b>	<b>246</b>	<b>0</b>	<b>3</b>	<b>278</b>	
Portglenone	44	0	40	0	0	84	1
	<b>32</b>	<b>0</b>	<b>132</b>	<b>0</b>	<b>0</b>	<b>164</b>	
<b>VILLAGE TOTAL</b>	285	53	383	0	4	725	5
	<b>122</b>	<b>12</b>	<b>1,245</b>	<b>0</b>	<b>20</b>	<b>1,399</b>	

#### Remainder

Moorlands/ Taylorstown	1	0	11	0	0	12	0
	<b>1</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>22</b>	
Slatt	0	0	3	0	0	3	0
	<b>1</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>18</b>	
Straid	0	0	6	0	0	6	0
	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>	
Glarryford	3	0	15	0	1	19	0
	<b>12</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>8</b>	<b>60</b>	
Craigywarren	1	0	15	0	0	16	0
	<b>3</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>23</b>	
Procklis	0	0	4	0	0	4	0
	<b>0</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>16</b>	
Ballymarlow	0	0	0	0	0	0	0
	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>	
Moorfields/ Glenwherry	0	0	7	0	0	7	0
	<b>3</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>35</b>	
<b>REMAINDER TOTAL</b>	5	0	61	0	1	67	0
	<b>20</b>	<b>0</b>	<b>170</b>	<b>0</b>	<b>8</b>	<b>198</b>	
<b>DISTRICT TOTAL</b>	554	631	1,573	15	5	2,778	85
	<b>228</b>	<b>198</b>	<b>3,479</b>	<b>5</b>	<b>33</b>	<b>3,943</b>	

\*Of the Total Stock these properties are void and do not include properties for sale or demolition

(i) Bungalow (ii) Maisonette

## Appendix 7: Contact details

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

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

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)	<a href="http://www.nifha.org">www.nifha.org</a> Tel No. 028 9023 0446
Department for Social Development: Housing Operations Branch	<a href="http://www.dsdni.gov.uk">www.dsdni.gov.uk</a> 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](http://www.dsdni.gov.uk)) and the Northern Ireland Federation of Housing Associations, the trade body for housing associations in Northern Ireland ([www.nifha.org](http://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](http://www.nieenergy.co.uk) and Airtricity [www.airtricity.com](http://www.airtricity.com). In relation to natural gas there are two suppliers, Phoenix Natural Gas [www.phoenixgroupni.com](http://www.phoenixgroupni.com) and Firmus Energy [www.firmusenergy.co.uk](http://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](http://www.oilpricecheck.co.uk) and [www.cheapestoil.co.uk](http://www.cheapestoil.co.uk)

## Appendix 8: Useful Documents

Housing News

[http://www.nihe.gov.uk/ballymena\\_housing\\_news\\_2010.pdf](http://www.nihe.gov.uk/ballymena_housing_news_2010.pdf)

House Condition Survey 2006

[www.nihe.gov.uk/housing\\_conditions\\_survey\\_2006.pdf](http://www.nihe.gov.uk/housing_conditions_survey_2006.pdf)

Northern Ireland Housing Market Review and Perspectives 2011-2014

[http://www.nihe.gov.uk/housing\\_market\\_review\\_perspectives\\_2011-2014.pdf - adobe acrobat standard.pdf](http://www.nihe.gov.uk/housing_market_review_perspectives_2011-2014.pdf_adobe_acrobat_standard.pdf)

Northern Ireland Housing Market: Drivers & Policies

[www.nihe.gov.uk/northern\\_ireland\\_housing\\_market\\_drivers\\_and\\_policies\\_2007.pdf](http://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](http://www.nihe.gov.uk/annual_report_2009-10.pdf)

Corporate Plan 2010/13

[http://www.nihe.gov.uk/corporate\\_plan\\_2010-11.pdf](http://www.nihe.gov.uk/corporate_plan_2010-11.pdf)

Mapping BME & Migrant Worker Communities in NI

[http://www.nihe.gov.uk/black\\_and\\_minority\\_ethnic\\_and\\_migrant\\_worker\\_mapping\\_update\\_february\\_2011.pdf](http://www.nihe.gov.uk/black_and_minority_ethnic_and_migrant_worker_mapping_update_february_2011.pdf)

Wheelchair User Housing Study

[www.nihe.gov.uk/wheelchairreport.pdf](http://www.nihe.gov.uk/wheelchairreport.pdf)

Second Homes Report

[www.nihe.gov.uk/second\\_homes\\_final\\_report.pdf](http://www.nihe.gov.uk/second_homes_final_report.pdf)

Home Energy Conservation Report 2010

[www.nihe.gov.uk/home\\_energy\\_conservation\\_report\\_2010.pdf](http://www.nihe.gov.uk/home_energy_conservation_report_2010.pdf)

Rural Matters – January 2011

[http://www.nihe.gov.uk/rural\\_matters\\_january\\_2011.pdf](http://www.nihe.gov.uk/rural_matters_january_2011.pdf)

Ballymena Grants Newsletter 2010

[http://www.nihe.gov.uk/ballymena\\_grants\\_newsletter\\_2010.pdf - 833.1K](http://www.nihe.gov.uk/ballymena_grants_newsletter_2010.pdf)

### Strategy Documents

The Homelessness Strategy

[www.nihe.gov.uk/homelessness\\_strategy.pdf](http://www.nihe.gov.uk/homelessness_strategy.pdf)

Independent Living

[www.nihe.gov.uk/index/sp\\_home/strategies/independent\\_living-2.htm](http://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](http://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](http://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](http://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](http://www.nihe.gov.uk/building_safer_communities_community_safety_strategy_2008-11.pdf)

Race Relations

[www.nihe.gov.uk/racerelationspolicy.pdf](http://www.nihe.gov.uk/racerelationspolicy.pdf)

Good Relations

[www.nihe.gov.uk/index/sp\\_home/strategies/community\\_cohesion-2.htm](http://www.nihe.gov.uk/index/sp_home/strategies/community_cohesion-2.htm)

Energy

[www.nihe.gov.uk/index/sp\\_home/strategies/energy.htm](http://www.nihe.gov.uk/index/sp_home/strategies/energy.htm)

Rural Action Plan 2010

[http://www.nihe.gov.uk/rural\\_action\\_plan\\_2010.pdf](http://www.nihe.gov.uk/rural_action_plan_2010.pdf)

Travellers

[www.nihe.gov.uk/travellers\\_accommodation\\_needs\\_assessment\\_2008.pdf](http://www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf)



This document is available  
in alternative formats.

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