

BALLYMONEY

district housing plan & local housing strategy 2011/12



HousingExecutive
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Consultation

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

Consultation was carried out with the following:

- Ballymoney Borough Council;
- McAfee, Properties and Mortgages, Ballymoney;
- Frank A McCaughan & Son.

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

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

Responses to District Housing Plan

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

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

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



FOREWORD

Foreword

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

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

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

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

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

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

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

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



Stewart Cuddy

Acting Chief Executive



Brian Rowntree

Chairman

Executive Summary

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

Section 1 Regional Context

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

Section 2 Ballymoney housing market analysis

It should be noted that House Condition Survey figures at 2009 (HCS) are for **Causeway Coast** which includes Ballymoney, Coleraine, Moyle and Limavady District Council areas.

Planning

- There is potential for 2,758 units of new housing (private and social) - Department of the Environment (DOE) Planning Services Land Availability Monitor 2010;
- The Public Examination of the draft Northern Area Plan is due to commence in September 2011.

Socio-economic statistics

- The population is projected to increase by 9.3% by 2019; average household size is decreasing;
- The largest numerical projected increase is in the working age group (16-64 years);
- Net international migration is decreasing;
- Ballymoney Borough is the 2nd least deprived council area in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed at March 2011 is 5.3%, similar to the Northern Ireland average;
- There were a high number of households in fuel poverty in Causeway Coast, 43.8% in 2009, which is marginally higher than the NI figure (Source HCS).

Housing market statistics

- The total housing stock in Causeway Coast is 60,110; tenure share has changed and the private rented sector represents 22.2% of total housing stock (Source HCS);
- Housing unfitness in Causeway Coast at less than 2% is lower than the Northern Ireland average of 2.4% (Source HCS);

- In 2006, the average house price in Ballymoney Borough was £170,895 (NI average £174,178), and at 2010 had dropped significantly to £137,996 (NI average £156,746);
- Housing Executive stock, at March 2011, totalled 1,476 units with 2,206 units sold to date (of which 1,261 were houses);
- There are variations across Ballymoney District in the level of need for social housing. At December 2010 there were 458 applicants of whom 138 (30%) were in housing stress;
- There were 172 homeless applicants of whom 102 (59%) were awarded full duty status. Both homeless applications and those awarded full duty status have decreased since 2006;
- An average of 95 allocations were made annually over the past five years;
- The housing needs assessment estimates that 50 new social homes are required for the period 2010 to 2015.

Section 3 Ballymoney Borough Local Housing Strategy

In Ballymoney Borough in the past year (2010/11), the Housing Executive spent £2.28 million. The Housing Executive's projected investment for 2011/12 is £3.12 million. Performance for 2010/11 and programmes for 2011/12 are reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/11 we started 127 smoke alarm installations to Housing Executive stock;
- We completed 140 heating replacements to Housing Executive stock;
- During 2011/12 we plan to commence kitchen replacements in 19 Housing Executive homes and continue work on External Cyclical Maintenance to 386 Housing Executive dwellings;
- We plan to commence 66 heating replacements;
- During 2010/11 there were 8 Renovation grants, 31 Disabled Facilities Grants and 5 Home Repair Assistance grants completed;
- During 2011/12 we anticipate that 15 Disabled Facilities Grants, 4 Renovation grants and 2 Home Repair Assistance grants will be completed;
- In addition to heating installations to our own stock in Ballymoney we manage the Warm Homes Scheme. In year to March 2011, 113 homes in the private sector were insulated, 6 had heating installations and 12 had both insulation and heating installed.

Corporate Objective 2 promoting independent living

- During 2010/11 there were 31 Disabled Facilities Grants completed in the private sector and 18 adaptations were commenced to our own stock;
- During 2011/12 we anticipate that 13 Disabled Facilities Grants will be approved for the private sector in Ballymoney Borough and that an estimated 400 adaptations will be started in Housing Executive homes in the North East Area;

- £0.7 million was spent during 2010/11 on providing supporting people services. A similar level of funding has been budgeted for 2011/12;
- We will continue to assess the need for new wheelchair housing;
- We will provide a range of services to tackle homelessness in line with our homelessness strategy;
- During 2010/11 Ballymoney District Office placed a total of 19 homeless applicant households into temporary accommodation.

Corporate Objective 3 fostering urban and rural regeneration

- We will continue to upgrade our housing stock as funding permits;
- Implement a Neighbourhood Renewal programme in support of the DSD neighbourhood renewal strategy;
- Implement the rural housing strategy;
- Work with NER (North East Region) on the Northern Ireland Rural Development Programme in Ballymoney Borough.

Corporate Objective 4 promoting affordable housing

- A general needs scheme for 6 units has been programmed for Cloughmills for 2011/12;
- Locations of housing need are included in the unmet need prospectus where schemes have not been programmed;
- Promote the private rented sector;
- Continue to work with the Department for Social Development (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;

- Ballymoney District Office staff are involved in a number of multi-agency groups;
- Our Neighbourhood Officer service works directly with local communities on issues which affect their daily lives;
- During 2010/11 the District Office dealt with 57 anti-social behaviour cases; 42 cases were closed without legal action;
- The District will continue to work with 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 £100 million per year of our income has been lost due to the effects of the recession on the housing market, particularly in the reduced number of sales of our assets.

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

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

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

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

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

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

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

1.4 Policy context

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

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

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

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

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

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

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

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

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

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

1.5 Northern Ireland housing market

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

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

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

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

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

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

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

1.6 Corporate Governance

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

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



SECTION TWO

Section 2 Ballymoney 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: Ballymoney Borough Council Area



Source: NIHE GIS

The geographical area of Ballymoney Borough is detailed in the map above. Ballymoney town is the largest settlement within the borough. There is a substantial rural area where approximately 66% of the population live. The definition of 'rural' is a settlement of less than 4,500 people. This includes all settlements other than Ballymoney town.

2.2 Planning

Physical Planning

The planning context for Ballymoney Borough is set out in the Regional Development Strategy for Northern Ireland 2025: 'Shaping our Future' and the draft Northern Area Plan 2016 (dNAP). The Department of the Environment (DOE) Planning Service published the dNAP in May 2005. The draft Plan sets out a policy framework and land use proposals to guide development decisions within the

Council areas of Ballymoney, Coleraine, Limavady and Moyle. The Housing Executive provided the DOE Planning Service with a full Housing Needs Assessment for the Plan area detailing social, supported and Travellers' needs.

The Strategic Environmental Assessment which accompanied the dNAP was the subject of judicial challenge, which delayed the Plan's progress. This challenge was withdrawn in 2010. The Public Examination of the Draft Plan, to be held by the Planning Appeals Commission on behalf of the Department of Environment (DOE), is due to commence in September 2011.

The Department for Regional Development's (DRD), Housing Growth Indicators (HGIs) represent a key element of the Regional Development Strategy. The indicators, published in 2008, show the new build requirement for Ballymoney Borough during the period 1998-2015 as 3,800 additional dwellings. The DOE Planning Service's Northern Ireland Housing Land Availability Report 2010 indicates that within the settlements of Ballymoney Borough, 2,051 units were completed between 1998 and 2010. This report also states that at July 2010 a further potential for 2,758 dwellings remained within the identified and monitored sites, those which have been zoned for housing or have had planning approvals granted.

Ballymoney Council is working with community groups throughout the borough on **Regeneration** projects to provide new and refurbished community halls and recreation facilities for young people.

From a rural perspective, the Housing Executive continues 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 Northern Ireland Rural Development programme in this area. NER has been selecting settlements which will receive funding for village planning and renewal; when these villages have been selected, we will consider any housing issues arising from the resultant village plans.

Following our involvement in the initial stakeholder groups last year, we welcome the publication of the draft Rural White Paper Action Plan which was issued for public consultation at the end of March 2011. The Plan, for the first time, sets out proposed actions to deal with rural issues across Government. 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 Ballymoney Borough increased by 17.0% between 1999 and 2009 and is projected to increase by a further 9.3% by 2019. The number of households is projected to increase by 15.7% between 2009 and 2019. Changing demographic trends, particularly in age profiles and the average household size, are important factors when planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

Ballymoney is a growing borough which has attracted some population diversity through migration. The A8 population (Accession 8 countries which joined the European Union in May 2004) was around 400 at 2009 representing approximately 1.4% of the borough population. The number of new migrant workers has reduced significantly since 2008. This reduction reflects reduced employment opportunities due to 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 the borough. The Housing Executive continues to work with other agencies and local groups to build a stronger community, particularly in areas of social need.

Inevitably the **local economy** has been affected by the recent recession. The number of people unemployed in the borough has increased by 71 over the past year with the unemployment rate the same as that for Northern Ireland. A number of businesses in the area have closed over the past year. A few new businesses were created relating to the IT sector and a small number of established businesses that have expanded. The manufacturing and construction industries continued to contract as did their support service industries such as transport, storage, architects and solicitors. There are a number of companies that have performed relatively well in spite of this and have offset some of the job losses. However, the number of new jobs becoming available has been limited.

There is potential for increased opportunities through the opening of the nearby Causeway Signature Project and the City of Culture 2013 and the availability of funding for tourist activity. There is also ongoing discussion around planning in rural areas and weighting given to development that contributes to the local economy.

At 2009 there was a high percentage of households (43.8%) in **fuel poverty** in the Causeway Coast Area which is marginally higher than the Northern Ireland figure (43.7%). 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	26,022	30,439	33,260
Household	-	11,500	13,300
Household Size	-	2.63	2.47
No. of children	6,364 (24%)	6,613 (22%)	6,688 (20%)
No. of working age	15,554 (60%)	18,632 (61%)	20,920 (63%)
No. of older people	4,104 (16%)	5,194 (17%)	5,652 (17%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Ballymoney	44	68	30

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived *SOA
Ballymoney	25	Newhill	Glebe

Source: NISRA
* Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	793 (4.3%)	962 (5.2%)	1,033 (5.3%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,142	1,155	1,172

Source: NIHE

Fuel Poverty	Ballymoney HCS 06	Causeway Coast HCS 09	NI HCS 09
% in Fuel Poverty	35.2%	43.8%	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. This change of boundary means that figures cannot be compared with previous surveys.

Housing stock in Causeway Coast (which includes Ballymoney, Coleraine, Moyle and Limavady District Council areas) is approximately 60,110 units. The private rented sector represents 22.2% of total stock. This is higher than the Northern Ireland figure of 17%. Conversely the social housing sector at 13.6% is lower than the Northern Ireland figure of 15%. The percentage of vacant stock in the Causeway Coast area is 2.4%, lower than the Northern Ireland figure of 5.9%.

Housing conditions continue to improve in Causeway Coast. At 2009 the level of unfitness was less than 2% while 10.8% of properties failed the Decent Homes standard.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 302 in 2006 compared to 145 in 2010. Local estate agents report that in the main developers are postponing construction. The housing market has been slow over the past year and there are a high number of unsold properties in the borough, most of which are resale properties. The majority of sales are at the lower end of the market with semi detached houses being the most popular. Buyers are mainly first time buyers. Access to finance and job uncertainty are the main issues facing prospective purchasers.

There are few investors currently in the market buying property. Local estate agents report that some investors are selling their properties and some owners are selling because of financial worries. There has been a substantial increase in the number of repossessions in the area, which impacts on house prices.

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.

In 2007, the **average house price** in Ballymoney Borough peaked, but by 2010 it had fallen by 39%. 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 affordability pressures.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Ballymoney HCS 2006	8,600	1,590	1,170	770	12,130
Causeway Coast HCS 2009	37,150	8,170	13,330	1,460	60,110
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Ballymoney 2006	Causeway Coast 2009	NI 2006	NI 2009
Unfitness	5.5%	<2.0%	3.4%	2.4%
Fail Decent Homes Std	20.2%	10.8%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Ballymoney New Build Starts	302	272	145	142	145
NI New Build Starts	14,105	12,373	5,916	6,489	6,037
Ballymoney Average House Price	£170,895	£224,611	£214,480	£140,916	£137,996
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Ballymoney	2007	2008	2009	2010	2011
No. of Claims	697	683	833	1,021	1,108

Local Housing Allowance for 3 bedrooms = up to £86.60 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. 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 316 properties have been purchased through the scheme in Ballymoney, 9 of those in the past financial year.

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

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents confirmed that there is a continuing strong demand for private rental accommodation in the borough. Families and single households are the main household groups renting private accommodation. Rental values have increased for some high demand properties. Private sector Housing Benefit claims continue to increase. Since 2008 this increase reflects both the economic climate in Ballymoney Borough 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 and migrant workers who face affordability pressures. Estate agents reporting on the private rented sector state that there is a settled migrant community in the borough and some new arrivals.

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 migrant workers. The Housing Executive uses a combination of methods; inspection and enforcement orders to raise standards in HMOs. There are 9 registered HMOs in the borough.

2.4 Social housing

The turnover in the social housing stock has been increasing over recent years in line with a number of our tenants choosing new affordable private renting accommodation. The number of allocations peaked in 2009 at 127. However as the supply of additional private rental accommodation declined during 2010, the allocations in the social housing sector reduced to 100 for the year.

The 5 year housing need projection to 2015 for Ballymoney District is 50 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 Ballymoney Borough there are considerable variations in the level of need for social housing. Popular locations include Townparks and Eastermeade within Ballymoney Town. Carnany and Glebeside both have a reasonable turnover and

there are occasions when district office staff are in a position to offer properties at a low points level.

Single person households continue to dominate the waiting list, accounting for 52.9% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing.

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

Current **Housing Executive stock** within the borough is 1,476 dwellings, the majority of which are houses and bungalows. Since the introduction of the House Sales Scheme around 60% 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 less than 0.7% of properties were vacant. At 31 March 2011 there were 10 empty properties in Ballymoney Borough. Two properties are long term voids which require improvement works. The remaining eight are awaiting change of tenancy repairs and have all been pre allocated.

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 risen in the past year. The main reasons for applicants presenting as homeless in Ballymoney District include marriage/sharing breakdown, relationship or family disputes and loss of private rented accommodation.

Fifty-eight per cent of all those who presented as homeless and 45% of all applicants who received Full Duty Status in 2010/11 were single households. Small family households accounted for 24% of those presenting and 26% of those receiving Full Duty Status. Ballymoney District Office made a total of 19 placements into temporary accommodation in 2010/11, a slight increase on the 2009 figure.

Table 3: Social housing statistics Public sector

	5 year projected need to March 2015 ¹	Gross No. Units Programmed 2011/12
Ballymoney town	10	0
Villages	28	6
Small settlements	12	0
Total	50	6

Ballymoney Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	424	519	530	420	458
Housing Stress	169	209	203	135	138
Allocations	101	74	72	127	100

Ballymoney Waiting list sub-set of homeless applicants

	2006/07	2007/08	2008/09	2009/10	2010/11
Number Presented	271	236	164	156	172
Awarded Full Duty Status	122	114	89	96	102

	2007/08	2008/09	2009/10	2010/11
HA Starts Ballymoney	0	4	9	0
NIHE House Sales Ballymoney	8	2	6	5
Average market value	£97,563	£61,250	£78,367	£69,400

Source: NIHE

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



SECTION THREE

Section 3 Ballymoney 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 Ballymoney District in 2011/12 is £3.12 million.

Table 4: Ballymoney Borough actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	0.10	- -	0.16
Planned maintenance work	0.70	0.29	1.10
Response maintenance*	0.89	0.81	0.80
Private Sector Grants	0.49	0.40	0.37
Warm Homes	- -	0.13	**
Supporting People	0.66	0.65	0.69
Total	2.84	2.28	3.12
Investment in New Build***	0.78	- -	****

Source: NIHE

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

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

*** Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year. The amount includes Housing Association Grant funded by Government subsidy which was £0.53 million for 9 units (2009/10).

**** The 2011/12 draft gross Social Housing Development Programme contains 6 units, total cost of units has not been finalised.

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

Table 5: North East Area spend

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

Source: NIHE

3.2 Objective 1 – Delivering the Decent Homes Standard

A decent home is one that meets modern standards in relation to fitness, structure, energy efficiency and facilities. We had planned that all our properties would reach the Decent Homes Standard (DHS) by 2010; however, reduced funding has prevented this and we cannot say when this will now be achieved.

In the past year:

- we started 127 smoke alarm installations;
- we completed 140 heating replacements to Housing Executive stock.

Details of our programmes can be found in Appendix 2.

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

In the past year the following were completed:

- 8 Renovation grants;
- 31 Disabled Facilities Grants;
- 5 Home Repair Assistance grants.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within Ballymoney Borough, over the past year, 7 properties were registered by the Housing Executive as HMOs. Ongoing identification of potential HMO's, and ensuring compliance with the HMO Statutory Registration Scheme, continue to present a significant challenge, as does the enforcement activity associated with the scheme where non compliance exists. In the past year, 1 Article 80 Notices (fit for number of occupants) and 2 Article 79 Notices (management standards) were served in Ballymoney Borough. An HMO Strategy has been developed to not only ensure compliance, but also to provide advice to prospective tenants of HMO's.

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

We have been working to switch to efficient gas and oil heating systems in our homes. We are reviewing our heating policy to ensure that it is fit for purpose. Any changes will require both Housing Executive Board and DSD approval.

Approximately 72% of Housing Executive homes in Ballymoney District have oil central heating, 12% gas heating systems with the remaining 16% open fires, electric or other forms of heating.

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.

Ballymoney District Office is represented on the Warmer Homes Group, a multi agency fuel poverty partnership that works with Northern Investing for Health to tackle fuel poverty and encourage energy efficiency. The group has been involved with a number of local initiatives including the introduction of a local oil saving stamp. This has been a very successful initiative and through agreement with local suppliers has allowed residents to budget for oil heating costs throughout the year. To date £275,000 worth of stamps have been sold.

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:

- 113 homes were insulated;
- 6 homes had heating installations;
- 12 homes had both insulation and heating installed.



A Department for Social Development Scheme

HousingExecutive



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 6 schools in Ballymoney Borough 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, CO2 emissions are improved by 25%, at Code 4, by 44% above current building regulations.

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

- commence 19 kitchen replacements (Appendix 2);
- commence External Cyclical Maintenance work on 386 Housing Executive homes (Appendix 2);
- commence 66 heating replacements (Appendix 2);
- complete 15 Disabled Facilities Grants, 4 Renovation Grants and 2 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, Supporting People Strategy and Travellers Strategy. This support to vulnerable groups is delivered through our Supporting People programme, Homeless services, Travellers Unit and our housing support and adaptation services. We are working to develop a new Supporting People Strategy to take account of the Bamford Review and changing Homeless duties to 16 and 17 year old homeless people. This report is due to be published in summer 2011.

In Ballymoney Borough in the past year:

- We spent approximately £0.7 million providing assistance to vulnerable people through **Supporting People services**. A similar level of funding has been budgeted for 2011/12;
- The existing funding delivers 12 supported housing accommodation based schemes and 1 floating support scheme in the borough, providing services to a range of client groups;
- Loughguile Community Association has been providing a unique floating support project since March 2003. This project allows approximately 60 older persons to live independently in their own homes.

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 Ballymoney Borough:

- 172 homeless applications were received;
- 102 were assessed as Full Duty Status;

- 19 homeless applicants were provided with temporary accommodation;
- We are developing an Area Homelessness Strategy which will take account of the borough's local requirements;
- Advice booklets on homelessness are available for those living in rural parts of Ballymoney Borough.

Carnany Hometel, which comprises two self contained flats, is used for temporary accommodation for homeless applicants. All occupants are provided with floating support, from Triangle Housing Association, which is tailored to meet their specific needs. Over the past year 3 persons have benefited from this support and 2 of these people have now been allocated Housing Executive tenancies. Both of these new tenants continued to receive floating support which assisted them to sustain their tenancy and integrate into the community.

The District Office is actively seeking to obtain one or two private lets within the borough to provide additional temporary accommodation.

Triangle Housing Association has a team of Floating Support Officers who provide support to vulnerable 16 to 21 year olds. This is known as the Key Project and is currently based in Ballymena. Over the past year the Key Project has assisted 5 young people in Ballymoney area.

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 stair lifts and heating to showers and extensions. The number of adaptations that we are able to carry out will be subject to funding.

During 2010/11 we approved 13 Disabled Facilities Grants for the private sector and 31 Disabled Facilities Grants were completed. A total of £207,000 was spent on adaptations to our 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 Housing Executive homes 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 the Department of Health, Social Services and Public Safety (DHSSPS) to review the adaptations process and the report is expected later in the year.

There are no **Traveller** accommodation needs currently identified for Ballymoney Borough. This will however 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 Ballymoney Borough;
- Approve 13 Disabled Facilities Grants;
- Start an estimated 400 adaptations to our own stock in North East Area;
- Invest approximately £0.7 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;
- Source the possibility of single lets for temporary accommodation.

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 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).

In **Ballymoney** Borough we are supporting physical and community regeneration through the DSD Neighbourhood Renewal – Small Pockets of Deprivation programme. This programme is delivered through Supporting Communities Northern Ireland. Over the past five years three communities, Carnany, Glebeside and Castle Street have benefited from funding and used the fund for a variety of community driven projects. All of the projects have made a real difference in each area and elements of the funding will continue until March 2012.

Below is an update on expenditure in Year 5:

- Glebeside Community Association continued to fund the Community Development Officer post, run a summer scheme, covered general running costs and purchased equipment for the Community House;
- Castle Community Association has hosted a number of reminiscence evenings, community fun day, provided 'Keep Warm' packs for the elderly, and covered general running costs;
- Carnany Community Association funded a part time Community Development worker, provided a new entrance feature and covered general running costs;
- Handyman Scheme is a pilot scheme that operates between the Castle and Carnany areas offering residents the opportunity to get minor repairs, gardening and decorating carried out at a very reasonable cost. In January 2011 the scheme was extended borough wide.

It is important to recognise the positive impact of locally-based community development and community cohesion programmes in preventing decline; 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 in supporting rural regeneration and rural development.

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 NER. This group is responsible for the administration of Axis 3 of the Northern Ireland Rural Development Programme 2007-2013. Dervock, Dunloy, Stranocum and Ballybogey have been shortlisted in round 1 regarding funding for a Masterplan for the areas. Cloughmills has been shortlisted for the follow up assessment to obtain funding for a Masterplan.

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, 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 more vulnerable households in rural areas; through home visits, it helps those in need to access a range of services. Housing Executive staff contributed to this initiative and at 2nd February 2011 a total of 4,121 visits had been completed across Northern Ireland. This resulted in referrals to the Warm Homes Scheme, benefit entitlement checks, home safety checks, rural community transport and other services.

In the coming year we plan to:

- Continue to implement existing local housing and regeneration strategies and to work with all departments and agencies who are partners in the regeneration process;
- Continue to work closely with partners involved in neighbourhood renewal projects – Small Pockets of Deprivation funding;
- Continue to work in partnership with local communities and other agencies throughout Ballymoney Borough;
- Continue to monitor housing conditions in Ballymoney Borough;
- Implement the Rural Housing Strategy – 'Rural Homes and People';
- Continue to upgrade our housing stock as funding permits.

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 Ballymoney Borough:

- A supported housing scheme was completed, which has delivered a further 5 units;
- We supplied DOE Planning Service with an annual housing needs assessment;
- Locations of housing need were identified in our 'Unmet Need Prospectus' to direct housing associations to areas of need, where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the Housing Executive's Strategic Guidelines;
- We 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 own home. The number of our tenants availing of this scheme has dropped in recent years due to current housing market conditions. During the past year there were 13 applications received; 11 offers made and 5 sales completed.

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

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

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

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

There is also a search facility for the Social Housing Development Programme.

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

The DSD in conjunction with the Housing Executive are examining the potential for delivering affordable intermediate housing on surplus Housing Executive 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 the private rented sector as a critical element in affordable housing.

In the coming year we plan to:

- Assess the need for new social housing in the borough. The current five year housing need assessment indicates a need for a further 50 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The draft Programme for 2011/12 contains a scheme for 6 units;
- Attend the draft Northern Area Plan Public Examination to explain and support our housing need assessment produced for the draft report;
- Provide DOE Planning Service with an annual housing need assessment;
- Promote the private rented sector as a decent and affordable housing option. We are using feedback from a pilot Private Landlord Scheme in the development of a Northern Ireland 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;
- Continue to work with DSD and DOE Planning Service to deliver developer contributions for affordable housing via the planning system;
- 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 are accessed through our district offices.

The number of reported incidents in 2010/11 is a 34% decrease on the previous year. Most reports relate to low level anti-social behaviour, however there has been an increase in the number of complex cases. District office staff are involved in a number of ways to help address anti-social behaviour.

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

No. of ASB cases received	No. of properties repossessed	No. of injunctions	No. of cases referred to mediation	No of ABC* agreed	No. of cases closed without legal action
57	0	0	2	2	42

*Acceptable behaviour contracts

Ballymoney Anti Social Behaviour Forum met a total of 7 times during the past year. This is an opportunity for Ballymoney Borough Council, PSNI and Housing Executive to meet and discuss cases and agree a way forward. Throughout the year a number of successful joint visits have taken place.

In the past year district office staff referred 2 cases for mediation, agreed 2 Acceptable Behaviour Contracts (ABC) and arranged for an Assisting People and Communities (APAC) worker to be assigned to 2 tenants to provide support.

District Office staff are members of the **Ballymoney Community Safety Partnership** and also participate in the Bonfire Sub Group which aims to improve bonfire management and its impact on the local environment. Over the past number of years a 'Safer Bonfire' competition has been held which has resulted in a reduction in the number of tyres burned and lower clean up costs. A number of local community associations are in negotiation with residents and partners regarding improved bonfire safety and flag protocols.

Our Neighbourhood Officer monitors and reports non occupation and misuse of houses and has brought 4 dwellings back into stock.

A member of District Office staff participates in the **Causeway VIP Group**, formed to promote the inclusion of vulnerable isolated people in Ballymoney, Coleraine and Moyle Council areas; providing practical security advice and assistance.

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.

Ballymoney District Office staff work with 13 local community groups, 10 of which are rural groups. Four of the groups have community houses leased from the Housing Executive and a wide range of activities are organised which benefit the local community. District Office staff also contribute to eleven partnerships and inter agency groups.

Ballymoney **Housing Community Network (HCN)** met a total of five times in the past year to discuss issues which affect the community, to monitor District Office performance and service delivery. The HCN received presentations on a number of issues affecting the borough.



Ballymoney Housing Community Network

In January 2011, Ballymoney and Coleraine HCN members had a joint Study Tour. The group visited the new housing development in Portballintrae managed by

APEX Housing Association. They also visited the Alphabet Angel in Dundarave and 'The Den' youth project in Bushmills.

The District Office continues to support the work of the Home Accident Prevention Group in Ballymoney, Moyle and Coleraine through leasing the Hazard House which is a practical way to promote health and safety in the home.

Our [Community Cohesion Strategy](#) incorporates actions which link closely with the Government's Shared Future programme and addresses the main themes of:

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

We await the final publication of the Northern Ireland 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:

- Phase 2 of the **Shared Neighbourhood Programme**, launched in August 2009, included Castle Street/Westgate as one of the eleven areas chosen. The community association has established an inter agency group with the aim to work together on service delivery issues and to deliver programmes to assist in developing the area as a Shared Neighbourhood;
- Dervock and District Community Association have successfully received funding from the **Re-Imaging Programme** to remove a mural in McArthur Avenue and replace it with 'The Magic Flute'. The project is also supported by the District Office and Community Cohesion Unit, NIE, Ballymoney Borough Council, DRD Roads Service and Community Resource Centre. Work on this project is well underway and should be completed soon.

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.

Ballymoney HCN Race Relations Charter Implementation Fund contributed a small amount of funding to the Multi Cultural showcase event held in Ballymoney Town Hall in June 2010. This day long event showcased the many traditional cultures that exist in Ballymoney area. The main funder was Ballymoney Borough Council's

Good Relations programme and the event was organised by Ballymoney Community Resource Centre Ethnic Minority Support worker.

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

In the coming year we plan to:

- Continue to provide community development through working closely with community associations, the Housing Community Network and Interagency groups;
- Implement and report progress on the Community Involvement Strategy;
- Address community safety issues in conjunction with the Community Safety Partnership, Bonfire Sub Group, Anti-Social Behaviour Forum and Causeway VIP Group;
- Work with others to promote and support good relations. Progress the Castle Street/Westgate Shared Neighbourhood programme and work closely with Dervock and District Community Association to complete their re-imaging project;
- Implement the regional Good Relations Building Relations in Communities programme which aims to "put good relations at the heart of social housing";
- Continue to implement the race relations action plan;
- Promote the work of the Neighbourhood Officer to provide advice and assistance to the most vulnerable and isolated people in the borough;
- Work with community associations to enhance each area and assist with the provision of materials for estate clean ups;
- Assist greater community cohesion by supporting ethnic minority and migrant worker households and the communities in which they live;
- Implement the recommendations of the Housing and Health strategy.

3.7 Objective 6 – Delivering better public services

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

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

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

- We accredit the performance of our services through a number of frameworks such as Customer Service Excellence, external validation from the European Foundation for Quality Manager; Investors in People; and we hold a number of ISO 9001 accreditations;
- Over the past three years we have radically changed the ways in which we deliver services through our **Modernising Services** Programme;
- We are continuing to work on service improvement using techniques such as 'LEAN' and better use of information and communications technology. During 2010/11 we implemented the Private Sector Management System in our Grants Offices and during 2011/12 we will be upgrading our housing management computer systems.

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

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

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

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

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

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

The Housing Executive also proposes to use its valuable links with community representatives, to communicate information to and receive updates 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
Total Rent Arrears	£2,282k	£2,353k
Clear new Housing Benefit claims	Within 25 days	21 days
Clear Housing Benefit change of circumstances	Within 10 days	3 days

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

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

Locally we:

- Aim to process at least 90% of housing applications within 20 working days;
- Aim to process 95% of emergency, urgent and routine repairs within the agreed time scales of 24 hours, 4 days and 4 weeks respectively;
- Deal with an average of 565 customers in the district office 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.

Table 8: Ballymoney District Office Performance at March 2011

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

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

- 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 grants office in Ballyclare on 31st March 2011, with the workload transferring to Ballymena. To reflect this change the Ballyclare/Ballymena Grants Office has been rebranded as the North East Grants Office under the management of Mr Ron Mitchell formally of the Ballyclare Grants Office.

Craigavon and Dundonald Grants offices have also closed with their workload transferring to Newry and Lisburn offices respectively. Fermanagh office remains open as a sub office of the Omagh Grants Office.

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.

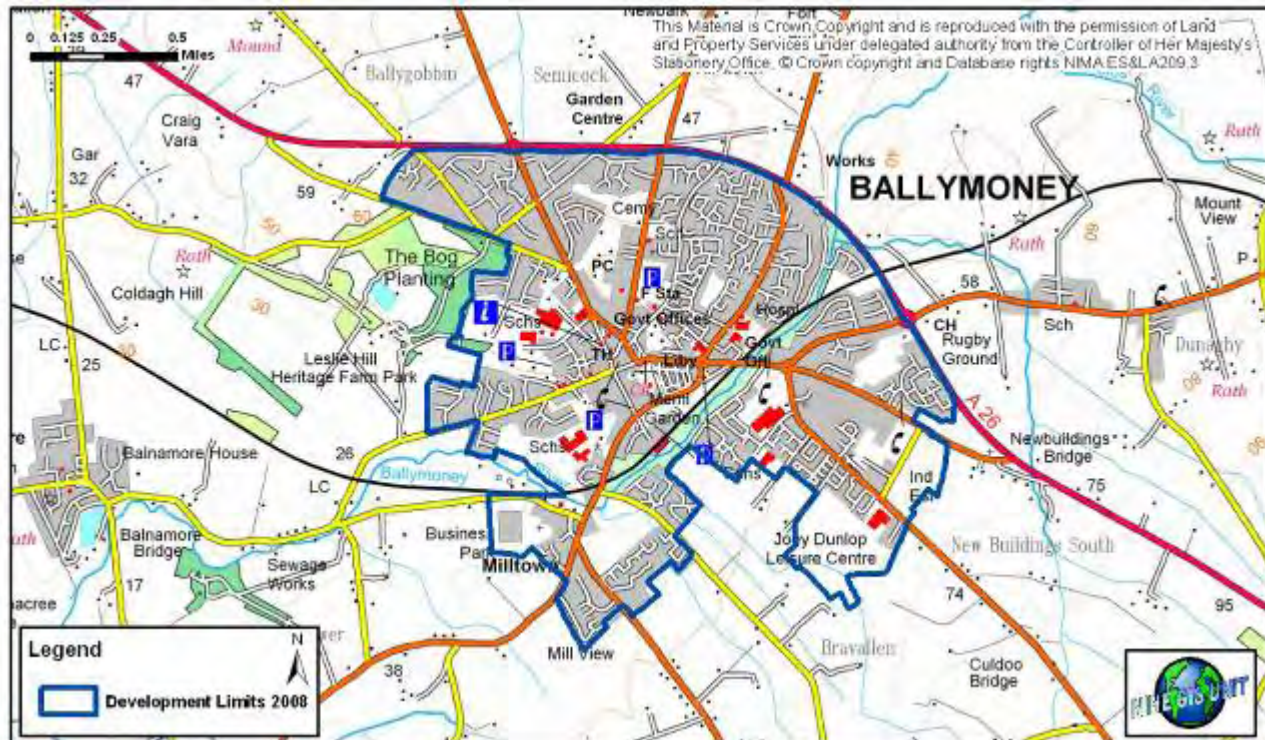
In the coming year we plan to:

- 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: Ballymoney town profile



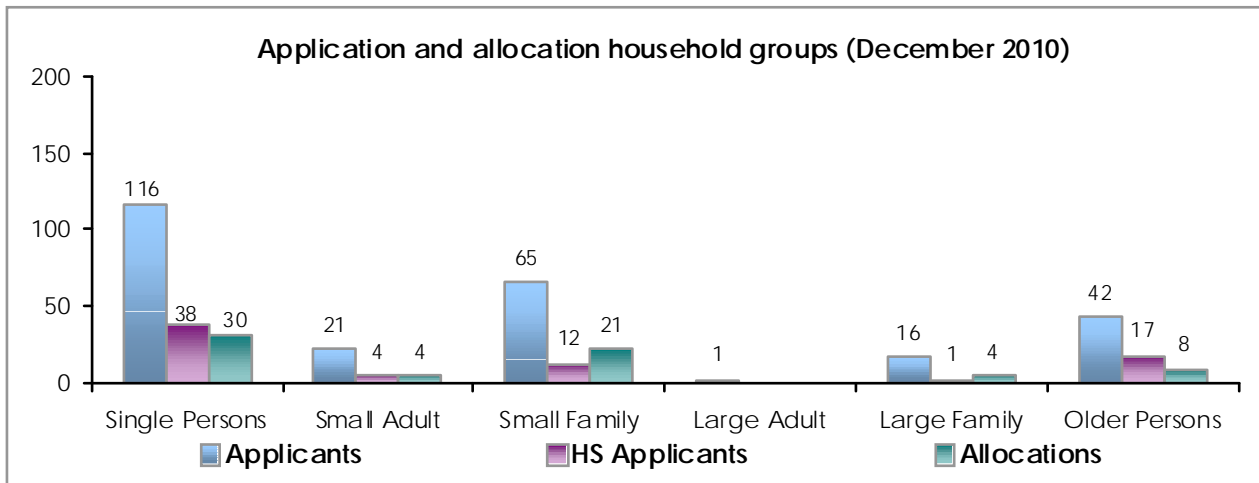
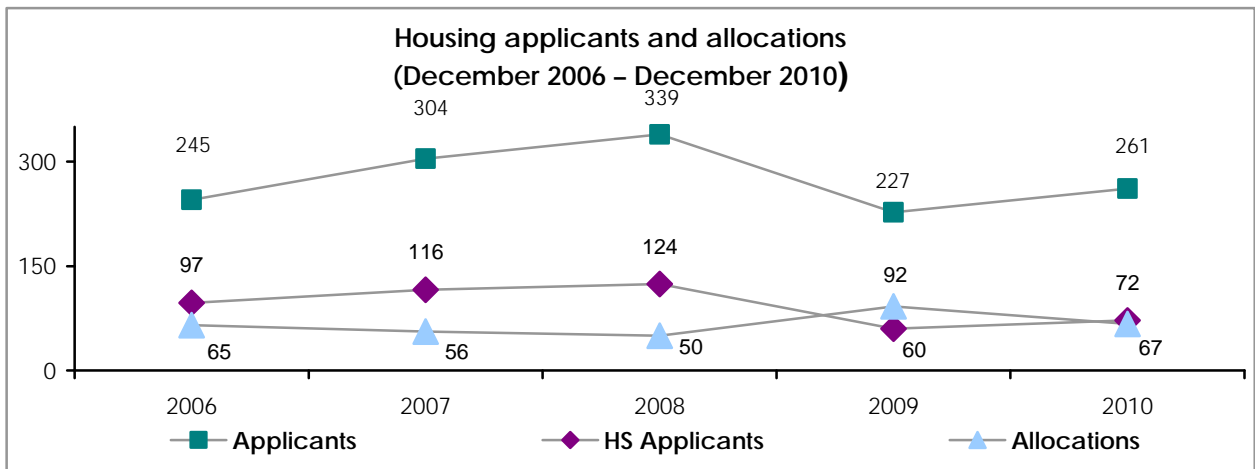
Ballymoney town comprises 7 common landlord areas as detailed in Appendix 5. Projected social housing need in Ballymoney town decreased dramatically between March 2009 and March 2010 with an increase in allocations and a decrease in housing stress. In Ballymoney town the housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 10 units over the next 5 years; this will be kept under review. The private rented sector continues to play an important role in the housing market within the town.

At December 2008 housing stress had peaked at 124, fell to 60 at December 2009 and then increased slightly to 72 at December 2010. Single person households represented 53% of the housing stress figure at December 2010.

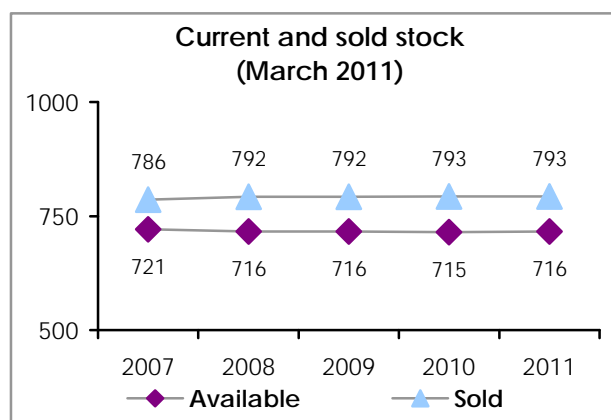
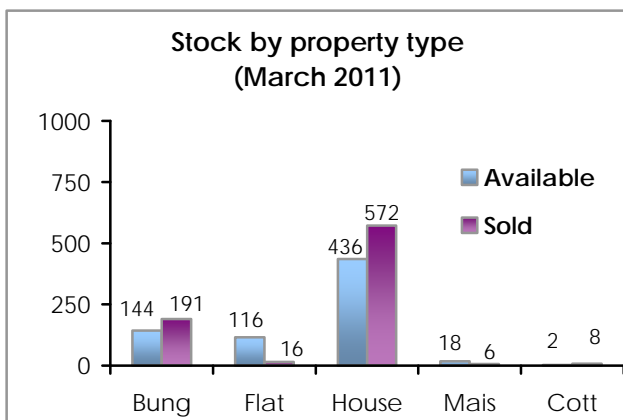
The level of housing need varies across Ballymoney town. There is a reasonable level of allocations in Carnary and Glebeside; there are occasions when district office staff are in a position to allocate at low points in these areas.

At March 2011 Housing Executive house sales in Ballymoney town totalled 793 properties leaving a stock of 716 dwellings.

Ballymoney town social housing waiting list analysis



Housing Executive stock analysis



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

Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Ballymoney Estates	79
	Ballymoney Town	36
	Ballymoney Cottages	23
	Area One-offs	2

Schemes started 1st April 2010 - 31st March 2011

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Ballymoney Town	42
	Ballymoney Cottages	45
Smoke Alarm Installation	Ballymoney Smoke Alarms	127

*Note some schemes may start and complete in year

Programme of work for 2011/12

Work Category	Scheme	Units
IMPROVEMENT		
Capital Kitchens	Lime Park/Fortview	19
PLANNED MAINTENANCE		
External Cyclical Maintenance	Dervock, Clintyfinnan, Rasharkin	386
Heating Replacement	Carnany	66

Definition of improvement and planned maintenance work categories

External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Smoke Alarm Installation	Installation of hard wire smoke alarms.
Heating Replacement	Replacement of solid fuel or electric heating.
Capital Kitchens	The dwelling is deficient in kitchen/dining space where the solution requires an extension to dwelling.

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	--	150
Change of heating	2	14
Lifts	3	21
Showers	13	22
Total	18	207

Grants Performance 2010/11- Ballymoney

Grant Type	No Approved	Approval Value (£k)	No. Completed	Completion Value (£k)
Mandatory Grants				
Disabled Facilities	13	162	31	277
Repairs	-	-	-	-
Discretionary Grants				
Renovation	4	61	8	94
Replacement	-	-	-	-
Home Repair Assistance	2	6.2	5	9.2

Appendix 3: Social Housing Development Programme

Schemes Completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Garryduff Gardens, Ballymoney	5	Learning Disabilities	Triangle	Supported

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

Scheme	No of units	Client Group	Housing association	Policy theme
Fenton Park, Cloughmills	6	General needs	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
District Town				
Ballymoney Town	10	5	0	0
Villages				
Ballybogy	0	0	0	0
Balnamore	7	0	0	0
Cloughmills	9	0	0	6
Dervock	0	0	0	0
Dunloy	6	0	0	0
Loughguile	0	0	0	0
Rasharkin	6	0	0	0
Stranocum	0	0	0	0
Small Settlements				
Bendooragh	6	0	0	0
Clintyfinnan	0	0	0	0
Corkey	6	0	0	0
Druckendult	0	0	0	0
Dunaghy	0	0	0	0
Killyrammer	0	0	0	0
Macfin	0	0	0	0
Seacon	0	0	0	0
Total	50	5	0	6

* Projections baseline at March 2010

Appendix 5: Household composition of housing applicants at December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
District Town								
Townparks	Applicant	26	2	6	0	3	3	40
	App (HS)	15	1	1	0	1	2	20
	Alloc App	0	0	1	0	0	0	1
Glebeside	Applicant	34	10	31	0	8	10	93
	App (HS)	8	1	6	0	0	3	18
	Alloc App	12	1	10	0	1	0	24
Trinity Drive	Applicant	8	0	3	0	0	1	12
	App (HS)	3	0	1	0	0	0	4
	Alloc App	2	0	0	0	0	0	2
Easter – meade	Applicant	15	1	3	1	0	19	39
	App (HS)	0	0	2	0	0	10	12
	Alloc App	1	0	0	0	0	5	6
Westgate	Applicant	13	3	9	0	1	4	30
	App (HS)	4	2	1	0	0	2	9
	Alloc App	2	0	1	0	1	3	7
Margaret Avenue	Applicant	1	0	2	0	2	0	5
	App (HS)	1	0	0	0	0	0	1
	Alloc App	0	0	0	0	0	0	0
Carnany	Applicant	19	5	11	0	2	5	42
	App (HS)	7	0	1	0	0	0	8
	Alloc App	13	3	9	0	2	0	27
DISTRICT TOWN TOTAL	Applicant	116	21	65	1	16	42	261
	App (HS)	38	4	12	0	1	17	72
	Alloc App	30	4	21	0	4	8	67
Villages								
Ballybogy	Applicant	2	0	1	0	0	0	3
	App (HS)	1	0	0	0	0	0	1
	Alloc App	0	0	0	0	0	0	0
Balnamore	Applicant	9	0	13	1	2	0	25
	App (HS)	4	0	1	0	1	0	6
	Alloc App	1	0	1	0	0	0	2
Cloughmills	Applicant	9	2	2	0	0	3	16
	App (HS)	2	1	1	0	0	0	4
	Alloc App	2	0	2	0	0	1	5
Dervock	Applicant	14	6	2	0	2	2	26
	App (HS)	4	1	0	0	0	0	5
	Alloc App	4	0	1	0	0	1	6

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
Villages continued								
Dunloy	Applicant	9	0	9	0	4	2	24
	App (HS)	6	0	3	0	1	1	11
	Alloc App	1	0	1	0	0	0	2
Loughguile	Applicant	6	0	9	0	1	4	20
	App (HS)	1	0	4	0	0	2	7
	Alloc App	2	0	1	0	0	0	3
Rasharkin	Applicant	22	4	8	0	1	2	37
	App (HS)	8	2	3	0	1	1	15
	Alloc App	5	0	4	0	0	0	9
Stranocum	Applicant	4	2	5	0	1	1	13
	App (HS)	2	0	0	0	1	0	3
	Alloc App	0	1	0	0	0	0	1
VILLAGE TOTAL	Applicant	75	14	49	1	11	14	164
	App (HS)	28	4	12	0	4	4	52
	Alloc App	15	1	10	0	0	2	28
Remainder								
Bendooragh	Applicant	4	3	3	1	0	1	12
	App (HS)	3	2	0	0	0	0	5
	Alloc App	0	0	1	0	0	0	1
Clintyfinnan	Applicant	2	0	1	0	0	0	3
	App (HS)	0	0	0	0	0	0	0
	Alloc App	1	0	0	0	0	0	1
Corkey	Applicant	1	0	1	0	0	0	2
	App (HS)	1	0	1	0	0	0	2
	Alloc App	1	0	0	0	0	0	1
Druckendult	Applicant	0	1	0	0	0	1	2
	App (HS)	0	1	0	0	0	1	2
	Alloc App	0	0	0	0	0	0	0
Dunaghy	Applicant	1	0	3	0	1	0	5
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	0	0	0	0	0
Killyrammer	Applicant	3	0	1	0	0	0	4
	App (HS)	2	0	0	0	0	0	2
	Alloc App	0	0	2	0	0	0	2
Macfin	Applicant	2	2	0	0	1	0	5
	App (HS)	1	1	0	0	1	0	3
	Alloc App	0	0	0	0	0	0	0
Seacon	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	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
Remainder Totals								
REMAINDER TOTALS	Applicant	13	6	9	1	2	2	33
	App (HS)	7	4	1	0	1	1	14
	Alloc App	2	0	3	0	0	0	5
DISTRICT TOTALS	Applicant	204	41	123	3	29	58	458
	App (HS)	73	12	25	0	6	22	138
	Alloc App	47	5	34	0	4	10	100

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						
Townparks	46	0	39	0	2	87	0
	154	0	209	0	8	371	
Glebeside	47	39	207	0	0	293	1
	20	9	184	0	0	213	
Trinity Drive	0	25	14	0	0	39	1
	0	3	57	0	0	60	
Eastermeade	13	5	12	0	0	30	0
	14	1	36	0	0	51	
Westgate	0	23	19	18	0	60	0
	0	3	30	6	0	39	
Margaret Avenue	0	0	21	0	0	21	0
	1	0	47	0	0	48	
Carnany	38	24	124	0	0	186	2
	2	0	9	0	0	11	
DISTRICT TOWN TOTAL	144	116	436	18	2	716	4
	191	16	572	6	8	793	
Villages							
Ballybogy	12	0	2	0	2	16	0
	28	0	13	0	11	52	
Balnamore	45	0	13	0	15	73	1
	61	0	16	0	21	98	
Cloughmills	32	0	30	0	8	70	0
	16	0	137	0	34	187	
Dervock	42	0	73	0	20	135	0
	27	0	45	0	45	117	
Dunloy	50	0	21	0	6	77	0
	53	0	72	0	29	154	
Loughguile	16	0	32	0	6	54	0
	9	0	47	0	30	86	
Rasharkin	63	0	60	0	9	132	1
	60	0	140	0	0	200	
Stranocum	10	0	9	0	8	27	0
	21	0	24	0	27	72	
VILLAGE TOTAL	270	0	240	0	74	584	2
	275	0	494	0	197	966	
Remainder							
Bendooragh	24	0	11	0	12	47	0
	65	0	52	0	2	119	
Clintyfinnan	17	0	9	0	12	38	0
	9	0	23	0	18	50	
Corkey	8	0	11	0	0	19	0
	19	0	20	0	5	44	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Remainder Continued							
Druckendult	4	0	1	0	2	7	2
	10	0	5	0	9	24	
Dunaghy	4	0	6	0	6	16	1
	0	0	38	0	30	68	
Killyrammer	7	0	11	0	6	24	0
	9	0	27	0	28	64	
Macfin	3	0	6	0	1	10	1
	12	0	20	0	11	43	
Seacon	7	0	4	0	4	15	0
	9	0	10	0	16	35	
REMAINDER TOTAL	74	0	59	0	43	176	4
DISTRICT TOTAL	488	116	735	18	119	1,476	10
	599	16	1,261	6	324	2,206	

*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: 18001 02890240 588</p>		
<p>Headquarters Housing Centre 2 Adelaide Street Belfast, BT2 8PB</p>	<p>General Enquiries</p>	<p>Fax No.028 9031 8008 www.nihe.gov.uk</p>
<p>Ballymoney District Office 50-54 Main Street Ballymoney, BT53 6AL</p>	<p>Mrs Mairead Myles Davey District Manager</p>	<p>Fax No. 028 2566 6351 ballymoney@nihe.gov.uk</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 northeastarea@nihe.gov.uk</p>
	<p>Mrs Mona Conway Area Planner</p>	<p>Fax No. 028 2566 7835 mona.conway@nihe.gov.uk</p>
	<p>Mrs Yvonne Montgomery Information Officer</p>	<p>Fax No. 028 2566 7835 yvonne.montgomery@nihe.gov.uk</p>
	<p>Mr John Ramsey Programme Manager</p>	<p>Fax No. 028 2566 7905 john.ramsey@nihe.gov.uk</p>
	<p>Mr Ron Mitchell Grants Manager</p>	<p>Fax No. 028 2566 7905 ron.mitchell@nihe.gov.uk</p>
	<p>Mrs Elizabeth Martin Customer Service Unit Manager</p>	<p>Fax No. 028 2566 7920 elizabeth.martin@nihe.gov.uk</p>
	<p>Mr Kieron Murphy Service Unit Manager – Housing Benefit</p>	<p>Fax No. 028 2566 7924 kieron.murphy@nihe.gov.uk</p>
	<p>Mrs Patsy Smyth Principal Officer - Housing</p>	<p>Fax No. 028 2566 7905 patsy.smyth@nihe.gov.uk</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 gerry.deeney@nihe.gov.uk</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 hmocoleraine@nihe.gov.uk</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 michael.conway@nihe.gov.uk
Supporting People Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mrs Pamela Stevenson North East Area Lead Officer	Fax No. 028 9031 8391 supportingpeople@nihe.gov.uk

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

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

Choice of Energy Supplier in Northern Ireland

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

Appendix 8: Useful Documents

Housing News

http://www.nihe.gov.uk/ballymoney_housing_news_2010.pdf

House Condition Survey 2006

www.nihe.gov.uk/housing_conditions_survey_2006.pdf

Northern Ireland Housing Market Review and Perspectives 2011-2014

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

Northern Ireland Housing Market: Drivers & Policies

www.nihe.gov.uk/northern_ireland_housing_market_drivers_and_policies_2007.pdf

Annual Report 2009-2010

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

Corporate Plan 2010/13

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

Mapping BME & Migrant Worker Communities in NI

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

Wheelchair User Housing Study

www.nihe.gov.uk/wheelchairreport.pdf

Second Homes Report

www.nihe.gov.uk/second_homes_final_report.pdf

Home Energy Conservation Report 2010

www.nihe.gov.uk/home_energy_conservation_report_2010.pdf

Rural Matters – January 2011

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

Ballymena Grants Newsletter 2010

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

Strategy Documents

The Homelessness Strategy

www.nihe.gov.uk/homelessness_strategy.pdf

Independent Living

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

Health

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

Supporting People Strategy 2005-2010

www.nihe.gov.uk/supporting_people_strategy2005.pdf

Older Person Housing Policy Review Action Plan 2008-2010

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

Community Safety

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

Race Relations

www.nihe.gov.uk/racerelationspolicy.pdf

Good Relations

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

Energy

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

Rural Action Plan 2010

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

Travellers

www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf



This document is available
in alternative formats.

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