

LISBURN

district housing plan & local housing strategy 2011/12



HousingExecutive
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Contents

Foreword	4
Executive Summary	6
Section 1 Regional context	11
Section 2 Lisburn housing market analysis	17
2.1 Introduction	17
2.2 Planning	18
2.3 Housing Market Profile	22
2.4 Social housing	24
Section 3 Lisburn City Council Area local housing strategy	30
3.1 Introduction	30
3.2 Objective 1 – Delivering the Decent Homes Standard	32
3.3 Objective 2 – Promoting independent living	35
3.4 Objective 3 – Fostering urban and rural regeneration	38
3.5 Objective 4 – Promoting affordable housing	42
3.6 Objective 5 – Building a stronger community	45
3.7 Objective 6 – Delivering better public service	51
Appendix 1: Lisburn/Dunmurry Urban Area profile	56
Lisburn Dairy Farm profile	58
Appendix 2: Improvements, maintenance & adaptations to Housing Executive Properties and Private Sector Grants	60
Appendix 3: Social Housing Development Programme	64
Appendix 4: Social Housing Need Assessment (HNA) 2010-2015	67
Appendix 5: Household composition of housing applicants at December 2010	68
Appendix 6: Housing Executive stock at March 2011	71
Appendix 7: Contact details	74
Appendix 8: Useful Documents	77

Consultation

As part of the District Housing Plan process a consultation exercise was carried out with a range of stakeholders, including Estate Agents and Council Offices, active in the local housing market. The purpose of the consultation was to ascertain their thoughts and views on related housing matters within their areas.

We would like to thank all those who participated in the consultation exercise which has been a valuable source of information when identifying key issues and in 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 Lisburn housing market analysis

It should be noted that House Condition Survey figures at 2009 (HCS) are for **Lisburn City and Castlereagh Borough** council areas. All other figures not relating to the House Condition survey are for Lisburn only.

Planning

- There is remaining potential for 9,780 units of new housing (private and social) to 2015 - DOE Planning Services land availability monitor 2010;
- It is anticipated that the Belfast Metropolitan Area Plan will be adopted in 2012;
- The Northern Ireland Housing Executive continues to work closely with DOE Planning on developing agreed procedures in relation to various Planning Policy Statements.

Socio-economic statistics

- The population is projected to increase by 7.1% by 2019 however, the average household size is decreasing;
- The largest numerical increase is in the working age group (16-64 years);
- The population has become more diverse in Lisburn, as a result of migrant workers, however net international migration is decreasing;
- The Council area is ranked the 6th most deprived in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed claiming benefits at March 2011 is 4.3 %, and is lower than the Northern Ireland average of 5.2%;
- The number of households in fuel poverty in Lisburn and Castlereagh was 38.2% in 2009, the lowest in Northern Ireland (Source House Condition Survey 2009).

Housing market statistics

- The total housing stock in the Lisburn and Castlereagh council area is 75,520; the private rented sector represents 11.9% which is lower than the Northern Ireland Average (Source HCS 2009);
- Housing unfitness in Lisburn and Castlereagh is the lowest in Northern Ireland at less than 2%; the Northern Ireland average is 2.4% (Source HCS 2009);
- The average house price in Lisburn peaked at £259,117 in 2007. Since then it has dropped significantly to £153,715, lower than the Northern Ireland average of £156,746;
- There is a significant waiting list for social housing in Lisburn. At December 2010 there were 1,984 applicants in Lisburn Antrim Street of which 1,096 (55.2 %) were in housing stress. In Lisburn Dairy Farm there were 588 applicants, of which 446 (75.9%) were in housing stress;
- In Lisburn Antrim Street there were 1,189 homeless applicants of which 644 (54.1%) were awarded full duty status;
- In Lisburn Dairy Farm there were 374 homeless applicants of which 218 (58.3%) were awarded full duty status;
- In Lisburn Antrim Street an average of 437 allocations were made annually over the past five years. In Lisburn Dairy Farm the average is 168;
- Our housing needs assessment estimates that 1,690 new social homes are required for the period 2010 to 2015 (945 in Antrim Street, 745 in Dairy Farm).

Section 3 Lisburn Local Housing Strategy

In Lisburn in the past year (2010/2011), we spent £9.998 million. The Housing Executive's projected investment for 2011/2012 is £10.794 million. In addition new build work to the value of £34.189 million (270 units) commenced in 2010/11 and funding is available for 227 new build units in 2011/12. Performance for 2010/2011 along with programmes for 2011/2012 is reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/2011 we completed 50 multi element improvements;
- External cyclical maintenance was started to 326 dwellings, heating installation to 404 dwellings and revenue replacement to 355 dwellings;
- During 2011/12 we plan to start heating installations to 134 dwellings, external cyclical maintenance to 621 dwellings and revenue replacement to 135 dwellings;
- During 2010/2011 seven renovation grants were completed;
- In addition to heating installations to our own stock, we manage the Warm Homes Scheme. In the year to March 2011, 501 homes in the private sector were insulated, 14 had heating installations and 53 had both insulation and heating installed.

Corporate Objective 2 promoting independent living

- During 2010/2011 83 disabled facilities grants were completed in the private sector and 161 adaptations were completed to our own stock;
- During 2011/12 we plan to approve 87 disabled facilities grants;
- The 2011/12 South East Area budget for disabled adaptations to our own stock is £4.350 million;
- £ 2.1 million was spent during 2010/2011 on providing supporting people services. A similar level of funding has been budgeted for 2011/2012;
- 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 2010/2011 Lisburn Antrim Street District office placed a total of 337 homeless applicant households into temporary accommodation and in Lisburn Dairy Farm 192 placements were made.

Corporate Objective 3 fostering urban and rural regeneration

- We will continue to implement a Neighbourhood Renewal programme in support of the DSD neighbourhood renewal strategy;
- We will continue to pursue re-imagining of local estates removing murals and implementing the "Re-imagining of Communities Initiative";
- Continue to support and promote inter-agency regeneration initiatives to our estates;
- Implement the rural housing strategy 'Places for People';
- Continue to upgrade our housing stock where funding permits.

Corporate Objective 4 promoting affordable housing

- During 2010/2011, 6 new build social housing schemes were completed for 155 units with a further 10 schemes on site for 218 units in Antrim Street and 52 units in Dairy Farm;
- There are 9 new build social housing schemes (129 units) on the 2011/12 programme for Lisburn Antrim Street and two (98 units) for Dairy Farm;
- Locations of housing need are included in the unmet need prospectus where schemes have not been programmed;
- Promote the private rented sector;
- Continue to examine the potential to develop intermediate housing on surplus NIHE sites;
- Continue to work with DSD and DOE to help formulate policy to deliver developer contributions for affordable housing through the planning system.

Corporate Objective 5 building a stronger community;

- Lisburn District office staff are involved in a number of multi-agency groups relating to community safety;
- Our Neighbourhood Officer service works directly with local communities on issues which affect their daily lives;
- During 2010/2011 5 properties were repossessed, and 7 cases were referred to mediation services;
- Both Districts will continue to work with 23 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 district.



SECTION ONE

Section 1 Regional context

1.1 Introduction

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

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

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

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

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

1.2 Our housing priorities and programmes

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

Our priorities are as follows:

- New social house building;
- Maintenance and Improvements to our own stock;
- Promoting energy efficiency and helping to combat fuel poverty in the residential sector;
- Investment in private sector housing through Grants;
- Supporting the housing needs of disabled people;
- Homelessness and those in housing stress;

- Community safety;
- Better community relations, community development, participation and cohesion;
- Better housing for the Traveller Community;
- Urban and rural regeneration.

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

1.3 Funding

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

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

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

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

We make a considerable investment to housing in Northern Ireland each year. During 2010/11 we spent £352.5 million on our mainstream programme expenditure, including capital costs associated with improvement programmes, together with the revenue costs of

maintenance and other improvement programmes, private sector grants and the Social Housing Development Programme.

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

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

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

1.4 Policy context

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

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

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

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

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

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

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

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

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

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

1.5 Northern Ireland housing market

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

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

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

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

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

Demographic trends have important implications for the design and number of new dwellings required and also for housing support services. It should be noted that projections are based on trends, 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

- By 2013 the number of households is projected to grow by 6% but the average household size will reduce from 2.53 to 2.47;
- 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 from reduced 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.



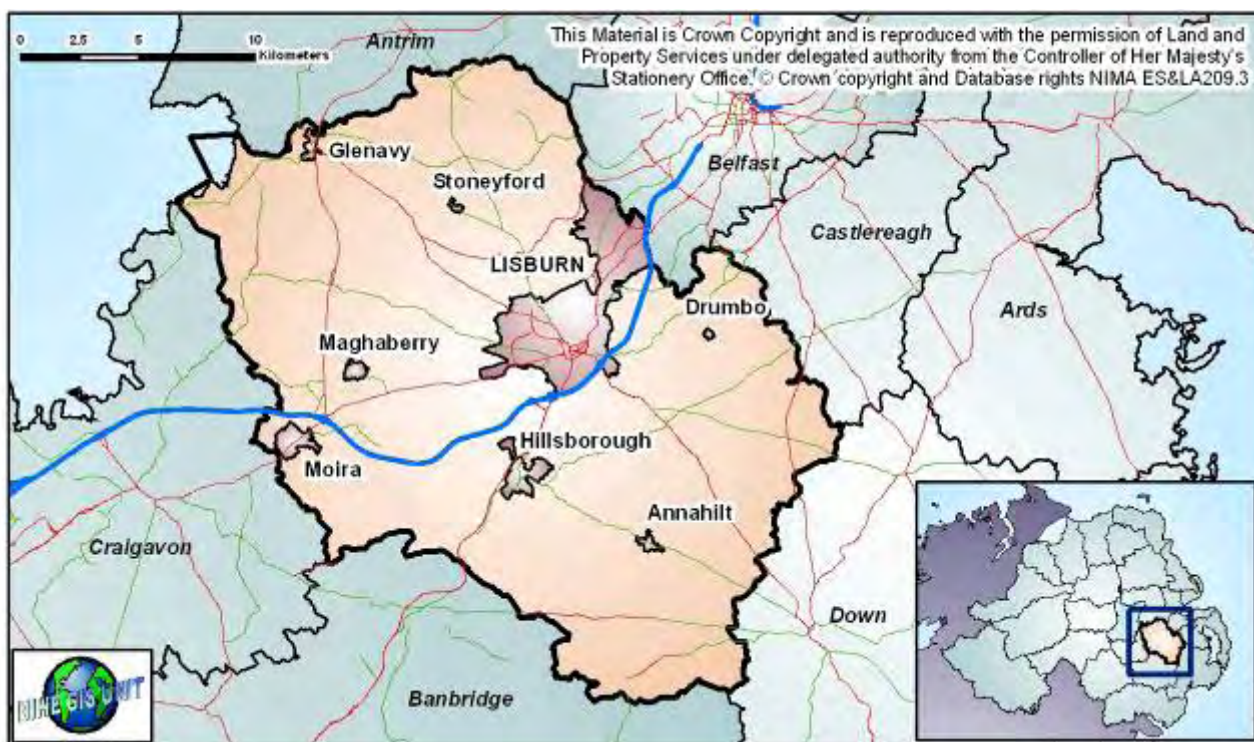
SECTION TWO

Section 2 Lisburn housing market analysis

2.1 Introduction

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

Map 1: Lisburn City Council Area



Map 2:

Source: NIHE GIS

The geographical area of Lisburn City is detailed in the map above. The Lisburn housing market area is located within the Housing Executive's Lisburn Antrim Street and Lisburn Dairy Farm administrative boundaries and coincides with that of Lisburn City Council. Lisburn Antrim Street covers Lisburn City, Dunmurry, Hillsborough, Moira and a number of small villages and settlements in rural areas. The definition of 'rural' is a settlement of less than 4,500 people. The Dairy Farm Office covers areas to the North East of the City that include Poleglass, Twinbrook and Lagmore, and is entirely urban.

2.2 Planning

Physical Planning

The planning context is set out in the Regional Development Strategy for Northern Ireland 2025: 'Shaping our Future' and the draft Belfast Metropolitan Area Plan. The Housing Growth Indicators set by the Department for Regional Development (DRD) for the Belfast Metropolitan Area and its hinterland for the periods 1998-2015 and 2008-2025 allows for 66,500 units and 60,600 units respectively of new build development. According to the DOE Planning Service's NI Housing Land Availability Report for 2010 there were 8,567 units completed between 1998 and 2010, in Lisburn District, with immediate potential for a further 9,780 units.

On 31 March 2011, the Planning Appeals Commission delivered its report on the BMAP Strategic Plan Framework and indicated that it currently expects to deliver the site specific section of the report to the Department by summer 2011. It is anticipated that the plan will be adopted in 2012.

The Housing Executive continues to meet regularly to progress the review of PPS12 with Planning Service in order to help better ensure the delivery of social and affordable housing. In addition we have developed a joint protocol explaining the application of OS1 (PPS8) for the development of open spaces.

Regeneration initiatives for Lisburn include the Lisburn City Masterplan, commissioned by the Department for Social Development in partnership with Lisburn City Council and Lisburn City Centre Management. Published in August 2010, the principal aim of the masterplan is to identify how the full economic potential of the City Centre can be realised, through setting out a clear vision and framework for investment in the future. The plan includes a number of regeneration initiatives, including housing development, and will enhance the environment and provide quality housing for existing and new residents of Lisburn.

The Housing Executive has contributed to the regeneration of Lisburn City through both the Lisburn and the Greater West Belfast Strategies. From a rural perspective, we continue to work with the Department of Agriculture and Rural Development and other partners to help ensure that housing contributes to 'broader' rural development. In this respect, we are in contact with The Lagan Rural Partnership, the delivery agent for Axis 3 of the N.I. Rural Development Programme. Further details of our work can be found in Section 3.4.



New Fencing at Prince William/Knockmore Road

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

Socio economic Planning

The population of Lisburn increased by 6.9% between 1999 and 2009 and is projected to increase by a further 7.1% by 2019. During the same period the number of households is projected to increase by 14.2%. Changing demographic trends, particularly age profiles and a reduction in the average household size, are important factors in planning for new housing indicating a need for a larger proportion of dwellings for smaller household groups.

Lisburn is a growing City that has attracted a diverse population through migration. The A8 population was around 1,400 at 2009 representing around 1.0% of the Lisburn population, compared with the Northern Ireland average of 2%. However, the number of new migrant workers in the City has reduced steadily since 2006. This reduction reflects reduced employment opportunities due to the decline in the economy. The majority of migrant workers live in the private rented sector with a small 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 all parts of Lisburn City. The Housing Executive continues to work along with other agencies and local groups to build a stronger community, particularly in areas of social need.

Inevitably, the **local economy** has been affected by the recent recession. Lisburn is now ranked the sixth most deprived council area according to the Northern Ireland Research and Statistics Agency's 2010 Multiple Deprivation Measure. Deprivation is concentrated within the small areas mostly mirroring the NIHE estates. Colin Glen 3 being the most deprived super output area (SOA) in Dairy Farm, and Old Warren the most deprived SOA in Antrim Street.

The percentage of the working population of Lisburn unemployed at March 2011 was 4.3%, which was less than the NI average of 5.2%. Lisburn has experienced significant job losses and business closures particularly in agriculture, construction and related business services; however the high levels of employment in education, health and other public services have offset some of the decline so far. Cuts in public spending, a weaker economy and a growing working age population may pose a major employment challenge for Lisburn in the coming years.

At 2009, Lisburn and Castlereagh had the lowest percentage (38.2%) of fuel poverty in Northern Ireland. Income is a major factor in the level of fuel poverty with older people being particularly vulnerable given their high level of benefit dependency. Rises in energy prices have contributed to the escalation in fuel poverty.

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	108,930	116,471	125,430
Household	-	44,400	50,700
Household Size	-	2.56	2.42
No. of children	27,300 (25.1%)	26,320 (22.6%)	27,326 (21.8%)
No. of working age	66,661 (61.2%)	71,607 (61.5%)	77,361 (61.7%)
No. of older people	14,969 (13.7%)	18,544 (15.9%)	20,743 (16.5%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Lisburn	164	78	-113

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived SOA
Lisburn	6	Colin Glen 3	Wallace Park 1

Source: NISRA
*Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	2,484 (3.5%)	3,018 (4.3%)	3,187 (4.3%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	4,459	4,552	4542

Source: NIHE

Fuel Poverty	Lisburn HCS 06	Lisburn/Castlereagh HCS 09	NI HCS 09
% in Fuel Poverty	29.4%	38.2%	43.7%

Source: NIHE House Condition Survey

2.3 Housing Market Profile

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

The housing stock in the Lisburn and Castlereagh area is approximately 75,520 units. The private rented sector accounts for 11.9% of total stock lower than the N.I. figure of 17%. The social housing sector at 15.9% is slightly higher than the Northern Ireland figure of 15% and the percentage of vacant stock in the area is 4.1%; lower than the N.I. figure of 5.9%.

Housing conditions are continuing to improve with levels of unfitness in Lisburn and Castlereagh the lowest in Northern Ireland in 2009.

Within the private sector, construction of new dwellings dropped considerably from 1,200 in 2007 to 394 in 2010. This year there has been a slight growth in new build starts with estate agents confirming that developers are offering turn key properties at more reasonable prices. The majority of housing purchases in Lisburn continue to take place at the lower end of the market and recently there has been increased activity on sensibly priced new build.

Owner occupation continues to be the most popular tenure in the Lisburn council area. However, there are strong 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 2006, the **average house price** in Lisburn was higher than the NI average but by 2010 this position had reversed. Although many areas in Northern Ireland have experienced some stabilisation in house prices, estate agents in Lisburn report a continuing decline, most notably in apartments. During Quarter 4 ending December 2010 there were 41 **new build** property sales in Lisburn at an average price of £174,000. Limited access to mortgages, an increase in potential vendors and a loss of confidence brought on by budgetary cuts has resulted in further market uncertainty and increasing affordability pressure. The increase in the private rented tenure is an indication that the owner occupied sector continues to prove inaccessible to many potential buyers.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Lisburn HCS 2006	29,560	8,480	4,180	430	42,650
Lisburn/Castlereagh HCS 2009	51,510	11,980	8,950	3,080	75,520
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Lisburn 2006	Lisburn 2009	NI 2006	NI 2009
Unfitness	<2.0%	<2.0%	3.4%	2.4%
Fail Decent Homes Std	19.7%	11.8%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Lisburn New Build Starts	891	1,200	683	312	394
NI New Build Starts	13,946	12,488	7,879	6,140	6,339
Lisburn Average House Price	£194,516	£259,117	£209,363	£157,103	£153,715
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Lisburn	2007	2008	2009	2010	2011
No. of Claims	969	1,070	1,305	1,819	2,069

Local Housing Allowance for 3 bedrooms = up to £103.55pw from April 2011

Source: NIHE

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

Northern Ireland **Co-ownership** Housing Association assists those on low income to access the owner occupied sector. A total of 1,918 properties have been purchased through the scheme in Lisburn, 90 of those in the past financial year.

Another route to low cost owner occupation has been the **purchase of social housing** from the NI Housing Executive or housing associations by existing tenants. However, the number of transactions has dropped considerably in this sector since 2007. In 2010, 15 NIHE properties were sold to tenants under the House Sales scheme.

Local estate agents confirmed that the **private rented sector** is buoyant within the Lisburn council area and private sector Housing Benefit claims continue to increase. Since 2007, the increase reflects both the economic climate in Lisburn and a rise in the number of households choosing to live in the private rented sector. Private rental has become a popular choice for an increasing number of younger households who face affordability pressures. It is also popular among migrant workers and an increasing number of single person households.

On 1st April 2011, changes were made to **Private Housing Benefit** that may result in less housing benefit being paid to some private tenants and could result in affordability pressures especially for those in larger properties. People may opt for cheaper rented properties or alternatively apply for social housing.

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

2.4 Social housing

The number of applicants in **Lisburn Antrim Street** has fluctuated over the past five years, rising again this year to 1,984 after a drop last year. Housing stress figures reflect a similar trend. Allocations were highest in 2009 but dropped back in 2010.

Single person households continue to dominate the waiting list in Lisburn Antrim Street, accounting for 41.4% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing.

The changes in the waiting list over the past year indicate that Lisburn Antrim Street continues to experience high demand. This is due to the overall housing market situation and the fact that demand for the private rental sector is outstripping supply. There have also been some developments in Lisburn recently, such as Windermere and Pond Park which have been popular and a further large scheme

has just gone on site at Ballymacoss Hill which has attracted a great deal of interest, and has reflected on the waiting list.

In **Lisburn Dairy Farm** the number of applicants has fallen this year to 588, a five year low. Housing stress figures however remain high, representing 75.8% of all applicants. Allocations also have fallen to a five year low.

In Lisburn Dairy Farm single person households and small family households dominate the waiting list; singles account for 46.9% of all applicants in housing stress, with small families accounting for 45.3%.

Lisburn Dairy Farm continues to experience high demand. The completion of new build in Lagmore attracted a great deal of interest, and resulted in higher allocations than in the past. The district office feels that the drop in applicants is temporary. New build schemes on site in the area and programmed for 2011/12 has resulted in the waiting list increasing again to 604 (March 2011). Further information on the new build programme can be found in Appendix 2.

The **total housing need projection** for 5 years to 2015 for the Lisburn council area is 1,690 units; 945 for Antrim Street, 745 for Dairy Farm. Projections are calculated using waiting list trends, supply trends and other demographic and local information. The Social Housing Development Programme is formulated using our housing needs assessments and strategic guidelines to help address social housing need. It is likely that the budget for social housing will be reduced in the coming years and this will inevitably affect the delivery of schemes locally, as will the availability of suitable sites.

Across Lisburn, there are considerable variations in the level of need for social housing. The highest concentration of need in Lisburn Antrim Street is within the Lisburn/Dunmurry Urban area, in particular Lisburn North. Lisburn Dairy Farm remains popular and continues to generate a high need. The waiting lists of both districts reflect this need.

Current **NIHE stock** in **Lisburn Antrim Street District** is 4,376 dwellings, the majority of which are houses and flats. Since the introduction of the House Sales Scheme around 58% of NIHE properties have been purchased. In **Lisburn Dairy Farm**, there are 1,874 dwellings, the majority of which are houses. Around 49% of NIHE properties have been sold in the district. In both districts, the remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of December 2010 only around 1% of properties were vacant, in Lisburn Antrim Street, and less than 1% in Lisburn Dairy Farm.

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 in Lisburn Antrim Street District has increased this year, while in Lisburn Dairy Farm numbers have fallen to the lowest in

five years. The main factors for applicants presenting as homeless in both Lisburn Districts include marriage/sharing breakdown, relationship or family disputes, loss of private rented accommodation and unsuitable accommodation.

In **Lisburn Antrim Street**, single households represented 50.5% of all who presented as homeless in 2010/11, and 36.6% of all applicants who received Full Duty Status. Small family households accounted for 25.3% of those presenting and 32.9% of those receiving Full Duty Status. The district office made 337 placements into temporary accommodation in 2010/11.

In **Lisburn Daiyfarm**, single households represented 48.9% of all who presented as homeless in 2010/11, and 31.6% of all applicants who received Full Duty Status. Small family households accounted for 35.0% of those presenting and 45.9% of those receiving Full Duty Status. The district office made 192 placements into temporary accommodation in 2010/11.



Hillhall Estate

Table 3: Social housing statistics Public sector - Lisburn Antrim Street

5 year projected need to March 2015 ¹	
Lisburn/Dunmurry Urban	845
Local towns	35
Villages	65
Small settlements	0
Total	1,690

Lisburn Antrim Street Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	1,687	1,982	2,039	1,897	1,984
Housing Stress	966	1,163	1,196	1,054	1,096
Allocations	452	420	363	530	419

Lisburn Antrim Street Waiting list sub-set of homeless applicants

	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Number Presented	1,433	1,226	1,190	1,118	1,189
Awarded Full Duty Status	631	521	587	606	644

	2007/08	2008/09	2009/10	2010/11
HA Starts Lisburn Antrim Street	127	178	31	218
NIHE House Sales Lisburn Antrim Street	42	2	8	10
Average Market Value	£96,119	£97,500	£74,625	£71,600

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.

Table 4: Social housing statistics Public sector – Lisburn Dairy Farm

5 year projected need to March 2015 ²	
Lisburn Dairy Farm	745

Lisburn Dairy Farm Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	589	596	620	634	588
Housing Stress	374	424	428	465	446
Allocations	247	192	125	166	109

Lisburn Dairy Farm Waiting list sub-set of homeless applicants

	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Number Presented	497	434	427	450	374
Awarded Full Duty Status	264	224	249	282	218

	2007/08	2008/09	2009/10	2010/11
HA Starts	27	11	1	52
Lisburn Dairy Farm				
NIHE House Sales	25	1	9	5
Lisburn Dairy Farm				
Average Market Value	£94,110	-	£74,444	£74,800

Source: NIHE

² 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 Lisburn City Council Area local housing strategy

3.1 Introduction

The housing market analysis identified a number of housing issues within the Council area, 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 Lisburn City Council area (Antrim Street and Dairy Farm District Offices) in 2011/12 is £10.794 million.

Table 5: Lisburn City Council Area actual and projected spend (update table)

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	2.779	0.588	0.596
Planned maintenance work	2.653	1.589	3.097
Response maintenance*	4.153	3.991	4.024
Private Sector Grants	1.532	1.171	0.994
Warm Homes	-	0.615	**
Supporting People	1.718	2.044	2.083
Total	12.835	9.998	10.794
Investment in New Build***	4.032	34.189	****

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 £2.905million for 32 units (2009/10) and £22.574million for 270 units (2010/11).

**** The 2011/12 draft gross Social Housing Development programme contains 227 units, total cost of units has not been finalised.

Some financial information cannot be reported at a district level and therefore it is shown at an **Area level** in Table 6.

Table 6: South East Area actual spend 2009/10 – 2010/11

Activity areas	Actual spend £m	
	2009/10	2010/11
Grounds Maintenance	1.917	1.740

Source: NIHE



Clanmil scheme – Seymour Court, Lisburn

3.2 Objective 1 – Delivering the Decent Homes Standard

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

In **Lisburn Antrim Street District** during the past year we completed:

- 50 Multi Element Improvements to Housing Executive stock.

In addition we commenced:

- External cyclical maintenance to 326 dwellings;
- 257 heating installations;
- 333 revenue replacements;
- 673 smoke detector installation/replacement;
- 7 health and safety improvements.

In **Lisburn Dairy Farm** we commenced:

- 147 heating installations to Housing Executive stock;
- 269 smoke detector installation/replacement;
- 22 revenue replacements.

Details of our programme can be found in Appendix 2.

Providing **Grants** to private sector landlords and owner occupiers has been an effective tool in maintaining properties in good condition and preventing them from falling into unfitness or serious disrepair. However, due to current funding restrictions, discretionary renovation, replacement and Home Repair Assistance grants are only available in exceptional circumstances. Grants to adapt properties in the private sector for disabled people continue to be available. See appendix 2 for details of grants performance during 2010/2011.

Across both Districts in the past year we completed:

- 7 Renovation grants;
- 83 Disabled facilities grants.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within Lisburn, 111 properties were identified by the Housing Executive as potential Houses in Multiple Occupation. Ongoing identification of potential HMO's, and ensuring compliance with the HMO Statutory Registration Scheme, continue to present a significant challenge, as does the enforcement activity

associated with the scheme where non compliance exists. In the past year, no Article 80 Notices (fit for number of occupants) or Article 79 Notices (management standards) were served in Lisburn District. A HMO Strategy has been developed not only to ensure compliance, but also to provide advice to tenants and prospective tenants of HMO's such as students.

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

We have been working to switch to efficient gas and oil heating systems in our homes, however, we are reviewing our heating policy to ensure that it is fit for purpose. Any changes will require both Northern Ireland Housing Executive Board and Department for Social Development (DSD) approval.

All of the main fuels (natural gas, oil, coal and electricity) have increased in price in recent years and the review will test if our approach needs to change. The review will include the role of new technologies, evaluating the practicalities of installation, maintenance costs, servicing, emissions and operational costs. A choice of energy suppliers in Northern Ireland is highlighted in Appendix 8.

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:

- 501 homes were insulated;
- 14 homes had heating installations;
- 53 had both insulation and heating installed.



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

We continue to fund Bryson Charitable Group to provide energy efficiency awareness courses to schools and during the year 12 schools were visited in Lisburn.

Through working closely with partner housing associations and where we are leading design work, we continue to promote the best modern standards of **housing design**. An important aspect of this is sustainable design which seeks to

ensure energy efficiency and a small 'carbon footprint'. All new social housing developments must currently comply with Code for Sustainable Homes (Code level 3) however; housing associations are encouraged to bring forward schemes at code level 4. At level 3, CO2 emissions are improved by 25%, at Code 4, by 44% above current building regulations.

In the coming year 2011/12 for Lisburn City Council Areas we plan to commence:

- 134 Heating installations to Housing Executive stock;
- 135 Revenue replacements to Housing Executive stock;
- external maintenance work to 621 Housing Executive properties;
- 98 smoke detector replacements;
- 405 smoke detector installations;
- the fitting of fire doors to 160 multi-storey flats;

Full details of our programme can be found in Appendix 2.

In 2011/12 we also plan to:

- Process 87 disabled facilities grants and 9 repair grants;
- Work to improve energy efficiency, promote energy conservation and help to alleviate fuel poverty;
- Continue to promote good standards of housing design and practice across all tenures.
- Conclude a full review of our emergency response plans, based upon lessons learned for the severe weather of December 2010.

3.3 Objective 2 – Promoting independent living

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

In Lisburn City Council Area overall:

- We spent approximately £2.1 million during 2010/11 providing assistance to vulnerable people through **Supporting People services**. A similar level of funding has been budgeted for 2011/12;
- The existing funding delivers 43 supported housing accommodation-based schemes in the Lisburn area, providing services to a range of client groups.
- Monthly meetings are held in both district offices with local Occupational Therapists (OT) to discuss progress on adaptation requests and housing applications where there is an OT involvement. This regular contact enables those closely involved in individual cases to make informed decisions about the needs and care of clients.

In Lisburn Antrim Street District:

- The district office works closely with Simon Floating Support. Referrals for vulnerable adults are made by staff and the service holds a clinic one day per week in the district office with clients being given appointments to discuss their circumstances and seek advice and assistance.
- The Safe and Well Project is led by the SE Health and Social Care Trust. It aims to work with partner organisations, including the district office, to promote home safety and well being among elderly people. Staff in the district office have been briefed by the Project Co-ordinator and are engaged in promoting the project among socially isolated older people with whom they come into contact;
- Through the DSD Areas at Risk programme, support is provided to vulnerable adults in the Seymour Hill and Conway area. The district office is represented on the development agency made up of statutory and community partners to oversee the projects. Strand 2 of the programme has enabled a contribution to

be made to the Well Springs Project for counselling costs and an intergenerational project. The Well Springs Project is a church led project, which provides support, activities, counselling and personal development to people with addictions and mental health problems.

In Lisburn Dairy Farm District:

- The Laburnum Hostel which is managed by the district office has a visiting support worker from Simon Community providing services to residents. Support is also received from Job Assist and Colin Sure Start;
- Dairy Farm District is represented on the Board of The Colin Neighbourhood Partnership which is jointly developing a care and support service for the over 65's in the area with the South East Health and Social Care Trust and GP practice. The service will be launched this year. The Partnership is also conducting an audit of dental services in the Colin Area where there is currently only one registered dentist.

The Housing (Amendment) Act 2010 confers upon the Housing Executive a duty to publish a homelessness strategy every five 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 across the Council Area:

- 1,563 homeless applications were received (1,189 in Antrim Street and 374 in Dairy Farm);
- 862 were assessed as Full Duty Applicants (644 in Antrim Street and 218 in Dairy Farm);
- 529 were provided with temporary accommodation (337 in Antrim Street, and 192 in Dairy Farm);
- We are developing an Area Homelessness Strategy which will take account of each district's local requirements;
- Advice booklets on homelessness are available for those living in rural parts of Lisburn District.

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

- During 2010/2011 we approved 66 disabled facilities grants for the private sector and 83 were completed. A total of £461,000 was spent on adaptations to our own stock in Lisburn Antrim Street, and £160,000 in Lisburn Dairy Farm. Details of this work can be found in Appendix 2. The South East Area has a budget of £4.350 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households, but this budget cannot be broken down to district level.

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

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

In the Lisburn Council area in the coming year we plan to:

- Continue to improve the quality of housing for people with disabilities in Lisburn;
- Provide a range of services to tackle homelessness in line with our homelessness strategy. Work is nearing completion on the upgrading of accommodation at Laburnum Hostel in Dairy Farm including improvements to make the hostel more secure for residents;
- Work on developing a new Supporting People Strategy to take account of the Bamford Review and changing Homeless duties to 16 and 17 year old homeless people. A report is due to be published in summer 2011;
- Continue to advance the recommendations of the DSD's review of the Supporting People programme including the development of guidance on funding/governance issues.

3.4 Objective 3 – Fostering urban and rural regeneration

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

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

We will also deliver the DSD Neighbourhood Renewal funding in 17 areas in Northern Ireland, through the Small Pockets of Deprivation programme (SPOD). This is not applicable to either Lisburn District Offices.

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

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

During 2010/2011 there were 302 new units of social housing commenced in Northern Ireland, the highest outturn in at least 10 years, and in line with our rural housing target for new build.

DARD has particular responsibility for rural areas and where possible, we work with them to support rural regeneration. Our work also aims to complement the work of the Lagan Rural Partnership. This group is responsible for the administration of the Axis 3 of the Northern Ireland Rural Development Programme 2007-2013 within the rural areas of Lisburn City, Castlereagh Borough and Belfast City council areas.

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

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

We are supporting physical and community regeneration through a number of activities:

In Lisburn Antrim Street:

- Derriaghy Village has been selected to participate in the Village Renewal and Development Programme that offers an opportunity to develop an integrated approach to regeneration. A village action plan will be drawn up following consultation with stakeholders including the district office.
- Community development in Derriaghy has been supported by the district office through participation in a Community Development Agency. The Housing Executive has also provided funding for a development worker in the area for the past three years. The local community association has indicated it is ready to assume the community development role as a collective volunteer body because of the support provided. This support will be continued by the district office, Supporting Communities NI and Lisburn City Council;
- Latent demand testing was carried out in early 2011 in two rural areas of Lisburn, St James Park and Ravarnet. This involved community consultation and in the case of St James Park, the local primary school took part in a promotional exercise with pupils in P5, 6, and 7 competing for a prize by drawing their dream home. Neither of the latent demand tests revealed sufficient need for social housing in these areas;
- The Lisburn Housing and Regeneration Strategy was launched in 2007 and continues to deliver solutions to housing problems in Lisburn City, and surrounding rural settlements, further details of new build housing can be found in Appendix 3;
- The Strategy also aims to ensure that all empty properties are returned to use within target turn around times. A void reinstatement programme supports the refurbishment of vacant properties requiring extensive work and normal change of tenancy repairs are carried out to bring properties to an acceptable standard for letting.
- Lisburn Community Self Build developed a small infill site at Glenavy Gardens in Old Warren providing 4 units for families whilst also providing training opportunities and work experience for local youths;

- Consultation on further new build proposals took place with communities in Old Warren and Knockmore. As a result land has been transferred by the Housing Executive to enable the development of sites at Killaney Avenue in Old Warren and Tirowen Drive in Knockmore.



Self Build – Glenavy Gardens, Lisburn

In Lisburn Dairy Farm:

- The Colin Neighbourhood Partnership is leading out neighbourhood renewal in the Colin area with community development projects, social economy enterprises and physical developments. Work has commenced on the Stewartstown Road environmental scheme and the Colin town Centre project recently received endorsement from the DSD. A Town Centre Executive will be appointed to promote new retail, leisure and housing facilities. In addition, plans for a Children's Campus are at an advanced stage with the support of both the Health and Education departments;
- In Dairy Farm, land has recently been transferred to enable the development of sites at Lagmore and Summerhill. During 2011/12 the Dairy Farm District will consult on two land use reports for the Twinbrook and Poleglass estates that have identified possible new build development sites;

In the coming year in the Lisburn Council area we plan to:

- Implement the urban renewal programme;
- Implement the Rural Housing Strategy – ‘Places for People’;
- Work with partners on Axis 3 of the Northern Ireland Rural Development Programme in the Derriaghy area;
- Continue to upgrade our housing stock where funding permits;
- Ensure that housing issues are identified for the Lisburn City Centre Master Plan;
- Continue to monitor housing conditions in Lisburn City Council area;
- Continue to work with local community groups and partner organisations on housing and community development issues.

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:

- There were six social housing schemes completed delivering an additional 155 units of housing;
- There were 10 social housing schemes on site, which will deliver a further 269 units;
- There were eight schemes which were deferred or did not commence. Reasons for delay included planning and land issues;
- We supplied DOE Planning Service with an annual housing needs assessment;
- Locations of housing need were identified on our 'Unmet Need Prospectus' to direct Housing Associations to areas of need, but where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the Northern Ireland 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 59 applications received (48 in Antrim Street and 11 in Dairy Farm); 54 offers made (44 in Antrim Street and 10 in Dairy Farm); and 15 sales completed (10 in Antrim Street and 5 in Dairy Farm).

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

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

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

In addition to the Social Housing Development Programme, **an Unmet Housing Need** Prospectus will be published on our website.

Further details of unmet need by location can be obtained by clicking on the hyperlink www.nihe.gov.uk/index/www_home/unmet_need_prospectus.htm
There is also a search facility for the Social Housing Development Programme.

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

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

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

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

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

In the coming year we plan to:

- Assess the need for new social housing in Lisburn. The current five year housing need assessment indicates a need for a further 945 units in Lisburn Antrim Street and 745 in Lisburn Dairy Farm to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The programme for 2011/12 contains nine schemes in Lisburn Antrim Street which will deliver 129 units; and two schemes in Lisburn Dairy Farm which will deliver 98 units;
- Provide DOE Planning Service with an annual housing need assessment;
- Promote the private rented sector as a decent and affordable housing option;
- Manage our social housing stock to minimise empty dwellings;
- Promote affordable home ownership through our house sales scheme;
- Examine the potential to develop intermediate housing on surplus NIHE sites;
- Continue to work with DSD and DOE Planning Service to deliver developer contributions for affordable housing via the planning system;
- Work with housing associations to ensure delivery of new housing;
- Explore opportunities presented by Planning Policy Statement 21 (PPS21) to develop social housing outside designated settlements.

3.6 Objective 5 – Building a stronger community

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

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

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

Table 7: Lisburn Antrim Street District : 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
216	3	0	2	0	152

*Acceptable behaviour contracts

In **Lisburn Antrim Street** there has been a 12.9% decrease in the number of reported incidents of anti-social behaviour in 2010/11 when compared with the previous year. This year we closed 152 cases without legal action and continue to process cases daily which are at varying stages of the process. Most reports relate to low-level anti-social behaviour; there has been a decrease in the number of serious incidents. District office staff are involved in a number of ways to help address anti-social behaviour.

- The District Manager and Assistant District Manager represent the Housing Executive on the strategic and operational tiers of the Community Safety Partnership, Safer Lisburn;
- In Hillhall, SOS Bus NI is working with Safer Lisburn, the Hillhall Regeneration Group and the district office to engage with local youth in an intergenerational project that will involve painting pensioners bungalows;
- The Education and Community Development inter agency partnership for South Lisburn has formed a community safety subgroup including a representative of the office to look at the feasibility of engaging a volunteer co-ordinator to recruit, train and manage volunteer community wardens;
- The CARE project is based in Seymour Hill and Conway, and relies on input from workers employed through Areas at Risk funding and volunteers. The project has been successful in breaking down barriers and improving community relations across the greater Dunmurry area. Community confidence to report and deal with anti-social behaviour is increasing. In 2010, the Seymour Hill and Conway Residents Association received an award for the CARE project

sponsored by SCNI, the Community relations Council, NIHE and the Inter Community Network;

- The Lisburn Antrim Street district office has participated in local information events on community safety issues, in partnership with Safer Lisburn. The office has continued to work with Lisburn Secured in identifying vulnerable individuals who require assistance in home security measures and advice.

Table 8: Lisburn Dairy Farm District : 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
108	2	0	5	0	109

In **Lisburn Dairy Farm** there has been a 23.9% decrease in the number of reported incidents of anti-social behaviour in 2010/11 when compared with the previous year. This year we closed 109 cases without legal action and continue to process cases daily which are at varying stages of the process. Most reports relate to low-level anti-social behaviour; there has been a decrease in the number of serious incidents. District office staff are involved in a number of ways to help address anti-social behaviour:

- The District Manager is a member of the Community Safety Forum comprising all Social Housing providers in the Colin Area, PSNI, Colin Neighbourhood Partnership, Community Restorative Justice and Safer Neighbourhood Project. The Forum operates an information sharing protocol;
- The District Manager represents the Housing Executive on the community safety subgroup of the Colin Neighbourhood Partnership which draws it's membership from a broad range of statutory and non statutory bodies;
- Action was taken on ASB hotspots at Glasvey, Ardcaoin and Filbert/Lagmore. According to PSNI statistics, incidents of crime and anti-social behaviour continue to decline with burglaries down by 28% and a decrease in incidents of vehicle theft and domestic violence;
- The Dairy Farm District actively supports the Colin Environmental Week co-ordinated by Michael George, Community Safety/Environmental Officer with Colin Neighbourhood Partnership. This year included an anti-graffiti blitz and litter lift throughout the area as well as Environmental Information events;

In addition both Lisburn Districts:

- Represent the Housing Executive on the Multi Agency Risk Assessment Conference (MARAC), which meets monthly, dealing with domestic violence and its consequences. Partners include PSNI, Women's Aid, Probation and Social Services;
- Continue to work with PSNI and Lisburn City Council Environmental Services to deal with complex cases of anti-social behaviour. In the past year, three evictions have taken place. Anti-Social Behaviour (ASB) hotspots identified by the community at Causeway End, Knockburn and Knockmore Road were dealt with by the provision of fencing;
- Neighbourhood and Housing Officers pursue non occupation and misuse of houses and brought eight dwellings back into stock in the 2010/11 year;

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

Local Offers is a regulatory requirement in England but not in Northern Ireland. However, the Housing Executive is developing pilot 'local offers', in one location in each Area. A local offer is an agreement between the local community and landlord/s on how a service is delivered. One of these pilots is being run in Lisburn Dairy Farm District in conjunction with the Housing Providers Forum. The Housing Executive is promoting minimum standards of service to be offered by all social Housing Providers in relation to dealing with cases of anti-social behaviour. Supporting Communities Northern Ireland is supporting the initiative. A scrutiny committee comprised of tenants will monitor the performance of the Housing Providers.

In addition:

- The Lisburn Antrim Street district staff work with 17 community groups and the Lisburn Dairy Farm staff work with 6; both districts contribute to a wide range of partnerships and inter-agency groups;
- The District Housing Community Networks (HCN) meet bi-monthly and during 2010 received presentations on a number of issues including child protection, fire safety in community lettings, and energy efficiency. Both Lisburn District HCNs hosted a visit by the Castlereagh District HCN. The programme for the visit included a talk from the Chairman of the Board of the Laganview Enterprise Centre and a tour of the community centre and business units;
- Members of both Lisburn district HCNs have been trained on setting up websites and can now communicate by electronic means;

- In Hillhall, support is being provided to the Hillhall Regeneration Group on the reimagining work being done with the Arts Council and Groundwork NI. The Hillhall Regeneration Group has secured funding for a community centre in the area and the Lisburn Antrim Street office is working with the group and Lisburn City Council on proposals for a land transfer to enable the centre to be built;
- In Areema, work is ongoing on a project to enhance the appearance of the estate and deal with the unsightly physical barrier at the interface with the Colin area;
- Following on from the success of the CARE project in the greater Dunmurry area, Seymour Hill and Conway Residents Association has joined with Dunmurry Community Association, Derriaghy Community Association and the Colin Neighbourhood Partnership to set up a new positive futures initiative. The initiative is being supported by statutory agencies including the Lisburn Antrim Street district office.

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

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

We await the final publication of the 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:

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

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

In Lisburn Antrim Street:

- The district office has close links with the Welcome Project which is based in Old Warren estate but operates across the whole Lisburn area providing advice and assistance to migrant workers and people from ethnic minority communities;
- The District Manager represents the Housing Executive on the Good Relations Forum led by Lisburn City Council, which aims to assist Lisburn's development as a forward-looking City by promoting good relations;
- Knockmore and Tonagh Community Development Agency has been successful in obtaining funding from the NIHE Community Cohesion Unit for a further year. The funding is to support initiatives to reduce anti-social behaviour, deliver senior citizens and women's projects and increase IT skills in both communities. All of the work is to be carried out within the shared neighbourhood ethos;
- In Dunmurry the community association is working with the community cohesion officer from the Housing Executive and the district office to develop a welcome pack for new members of the community;
- Shared Future schemes have been provided at Causeway Meadows and Pond Park in Lisburn;
- The district HCN will continue to monitor the progress of shared neighbourhood initiatives.

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 both districts during the coming year we plan to:

- Continue to work with Safer Lisburn at strategic and operational levels to address community safety issues;
- Continue to expand the number of Community Participation Compacts within the district;
- Support community development and promote community involvement and participation in local management issues;
- Implement the recommendations of the Housing and Health strategy;
- Work in partnership with housing associations to implement the Shared Future Housing Programme;
- Develop the Shared Neighbourhoods programme in Areema and Dunmurry and continue with the work already carried out in Knockmore and Tonagh;
- Assist greater community cohesion by supporting new initiatives identified through the district HCN;
- Implement the regional Good Relations BRIC programme which aims to “put good relations at the heart of social housing”; all staff working with communities will attend training;
- Continue to implement the race relations action plan and work with other agencies to promote good relations and deal with sectional symbols, flags and emblems.

3.7 Objective 6 – Delivering better public service

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

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

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

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

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

The **South East Area Customer Service Unit** delivers a repair and grounds maintenance reporting service for customers in all Districts in the South East Area.

The Unit also provides a telephony service to facilitate the processing of housing and transfer applications and arrange appointments for domiciliary visits.

The weather conditions experienced over the Christmas period were some of the worst on record and affected virtually all services including roads, public transport, air travel and water. It also impacted on many of our dwellings which had heating issues and burst pipes. The Housing Executive received tens of thousands of calls during the holiday period with the South East Customer Service Unit answering 10,410 calls during the month of December 2010 and 10,441 calls in January 2011 compared to an average of 7,500 calls per month. We will review and update our major incident plan. This will include improved communication and services for our customers.

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

Table 9: South East Area Performance at March 2011

Total	Target	Actual
Total Rent Arrears	£3,298,000	£3,079,000
Clear New Housing Benefit claims	Within 25 days	24.4 days
Clear Housing Benefit change of circumstances	Within 10 days	5.6 days

Lisburn Antrim Street and Dairy Farm District Offices continue 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 Lisburn and Newtownards continue to develop with debt management and Housing Benefit advice being enhanced.

Locally we:

- Aim to process at least 90% of housing applications within 20 working days;
- Aim to process 95% of emergency, urgent and routine repairs within the agreed time scales of 24 hours, 4 days and 4 weeks respectively;
- Operate housing clinics in Ballymacoss, Milltown, Knockmore, Manor Park, Seymour Hill, The Dales, Areema and Dunmurry to meet the needs of customers;
- Deal with an average of 1,300 customers per month for local services which are being streamlined and enhanced to meet our customers changing needs;
- Provide tenants with an annual publication of Housing News which highlights local projects and performance;

Table 10: Lisburn Antrim Street District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process 95% in < 21 days	96%
Homeless Applications	Process 95% in < 34 days	100%
Maintenance		
Emergency	90/95%	97%
Urgent	85/95%	93%
Routine	85/95%	97%
COT	85/90%	97%
Relet turnaround time	<26 days	31 days

Table 11: Lisburn Dairy Farm District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process 95% in < 21 days	99%
Homeless Applications	Process 95% in < 34 days	100%
Maintenance:		
Emergency	90/95%	97%
Urgent	85/95%	94%
Routine	85/95%	95%
COT	85/90%	98%
Relet turnaround time	<26 days	19 days

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

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

- Designation of Case Officer for all applications. The Case Officer is now the customers' main contact point with the Grants Office;
- Case Officers now contact customers at key stages of their applications to ensure they are aware of what they need to do next;
- All case files are electronic which ensures documentation is stored safely and letters are issued quickly and accurately;
- Grants Officers use mobile technology to record information on site visits;
- Payments are processed to our Finance Department electronically which makes the process quicker and more cost efficient.

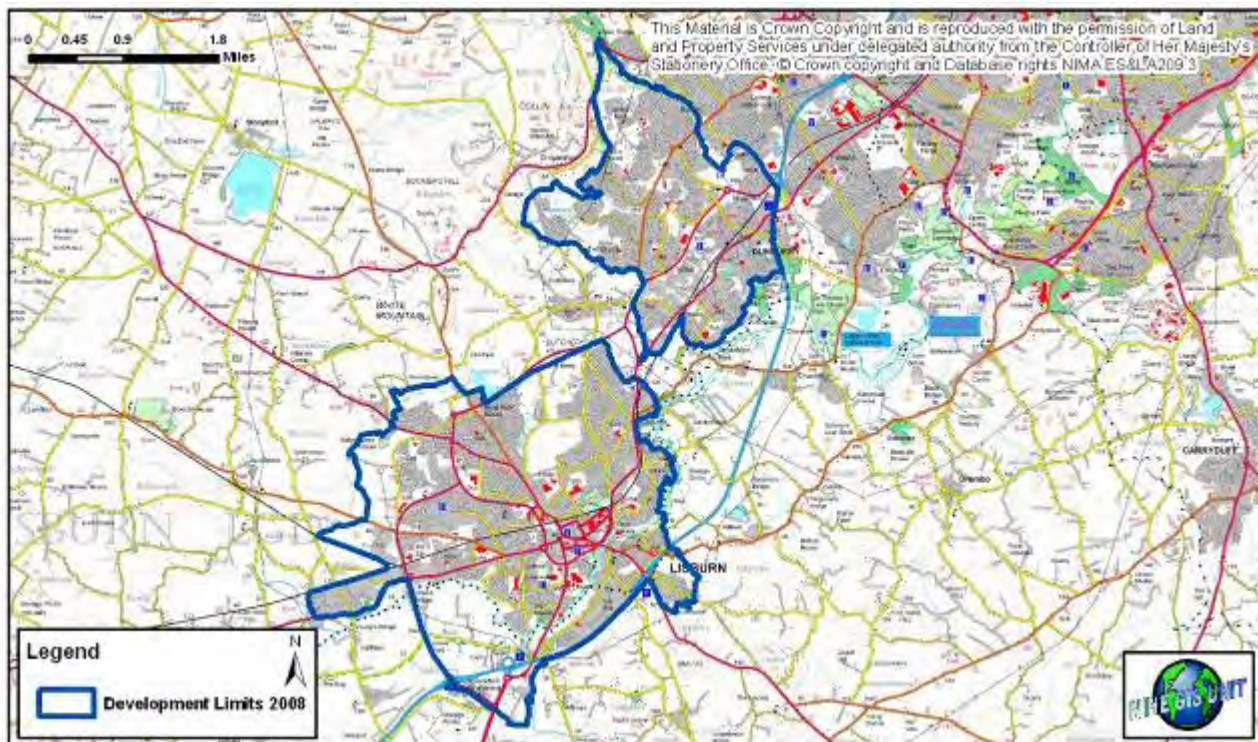
In the coming year we plan to:

- 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: Lisburn/Dunmurry Urban Area profile



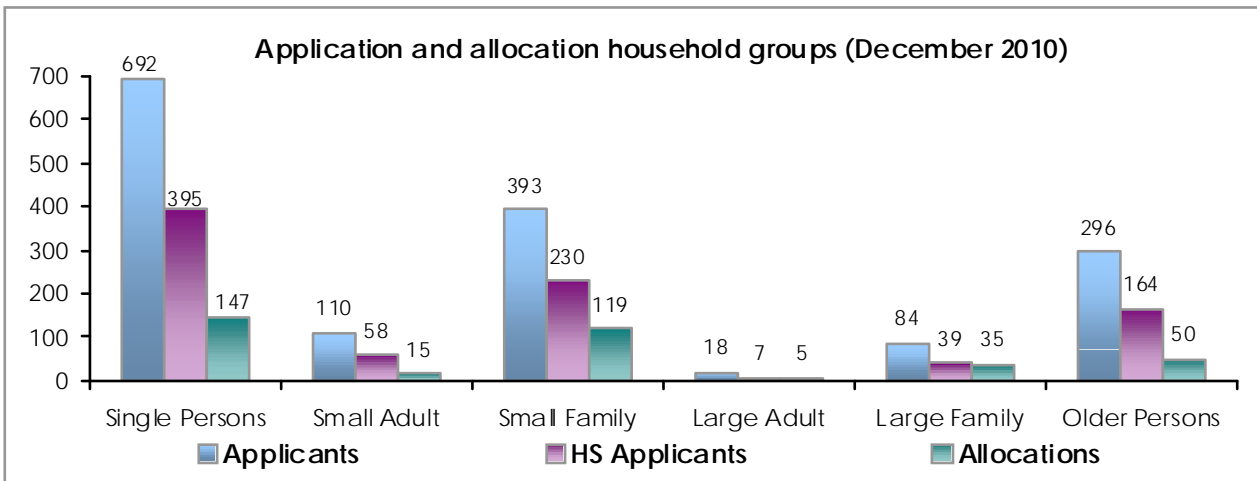
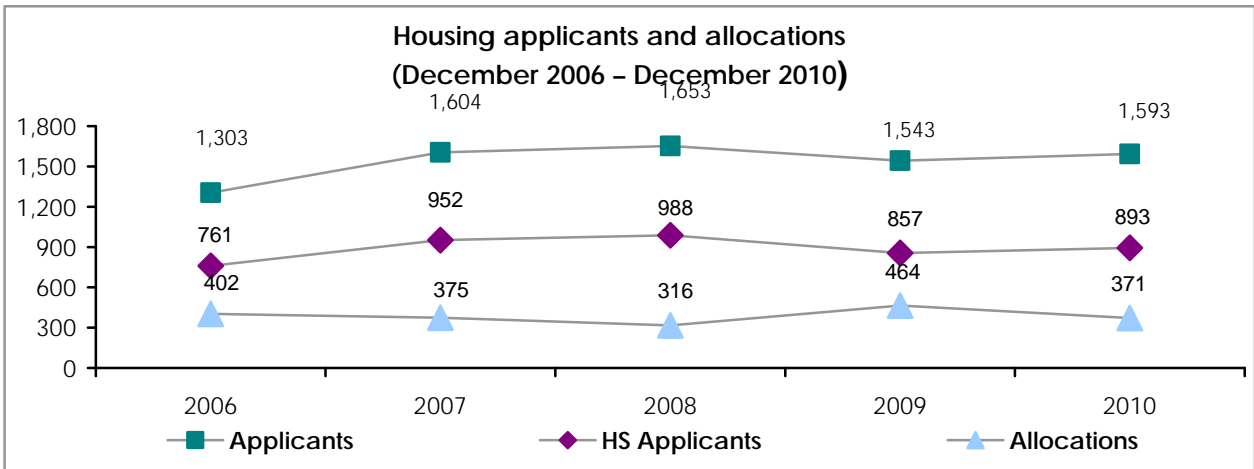
Lisburn/Dunmurry Urban area comprises the five Local Housing Areas of Dunmurry (excluding Lambeg), Greenwood, Lisburn North, Lisburn Town Centre and Old Warren.

The waiting list has fluctuated over the past five years with the number of households in housing stress at December 2010 increasing to 893. Single households accounting for 44.2% continue to represent the largest number of those in housing stress.

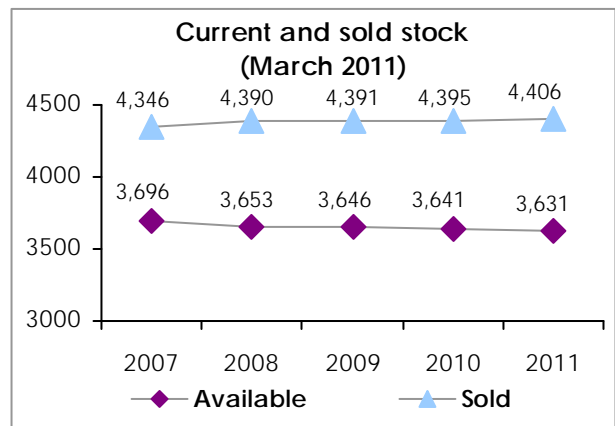
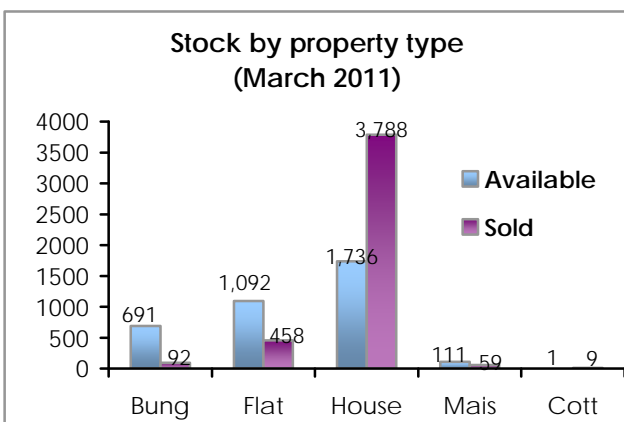
There was a notable increase in the demand from older person households, rising from 22.2% in 2009 to 33.1% of the housing stress waiting list in 2010. Two cat. 1 elderly social new build schemes completed this year providing 56 units for older persons. This plus a third scheme currently on site has proved popular and in part explains the increased demand from this household group.

Projected social housing need in the Lisburn/Dunmurry Urban area has increased only slightly since March 2009; the housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 485 units over the next 5 years. The pattern of need in the area has changed however with the need in Lisburn North increasing significantly. This is reflecting demand for the area where a social new build scheme completed this year providing 75 units of general needs housing; a second scheme for 146 units is on site. We will continue to keep this under review.

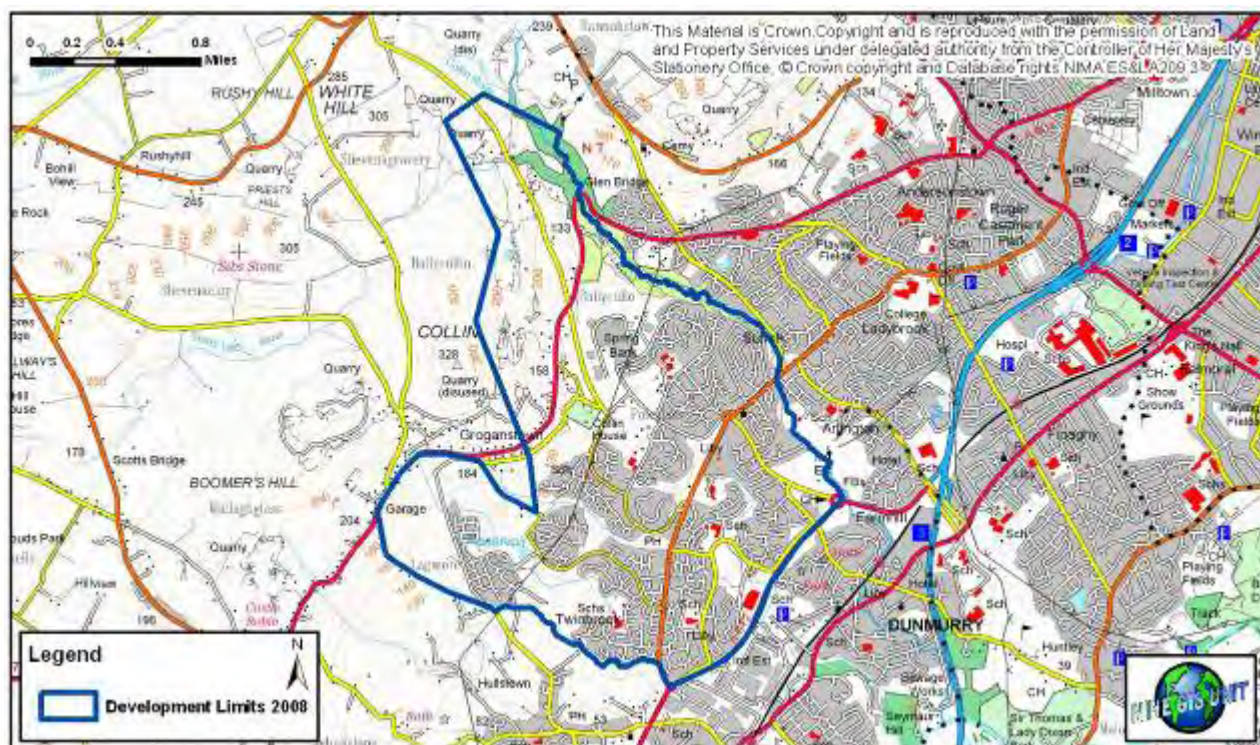
Lisburn/Dunmurry urban area social housing waiting list analysis



NIHE Housing stock analysis



Lisburn Dairy Farm profile

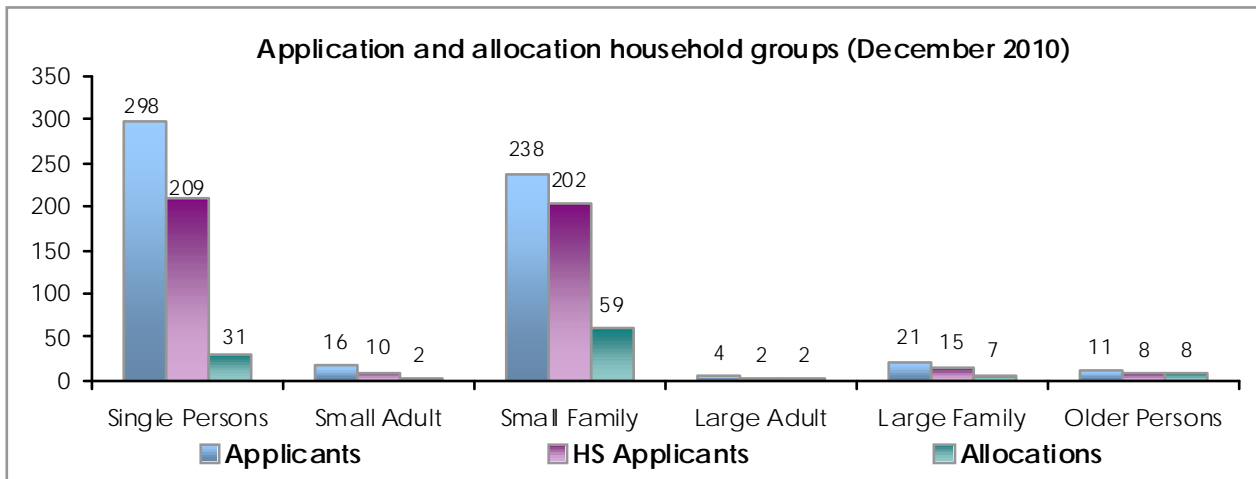
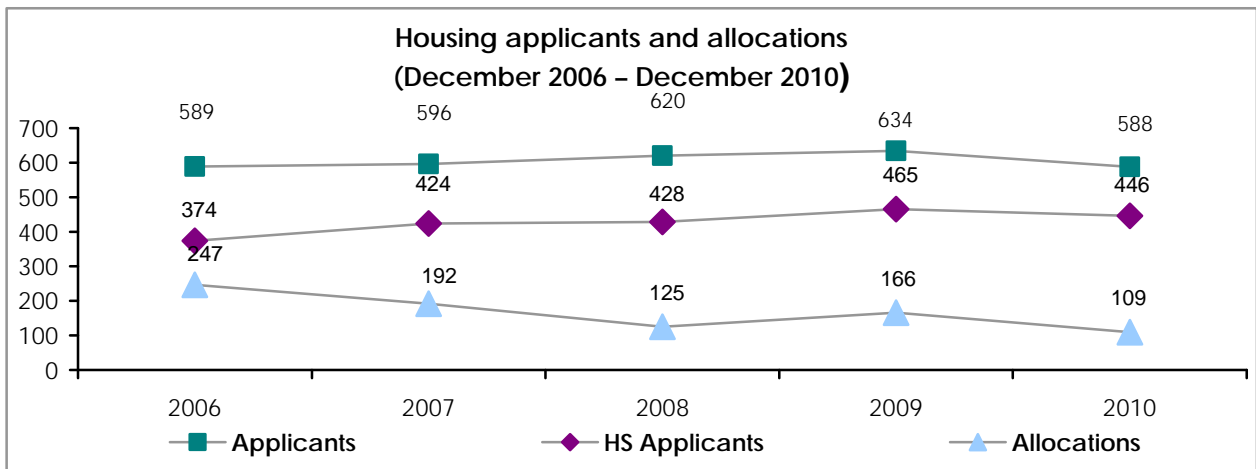


Lisburn Dairy Farm District Office in outer west Belfast forms part of the Greater West Belfast Sector and strategy area. It comprises a mix of social, private rented and owner occupied housing. The main NIHE estates are Poleglass, Twinbrook and Lagmore.

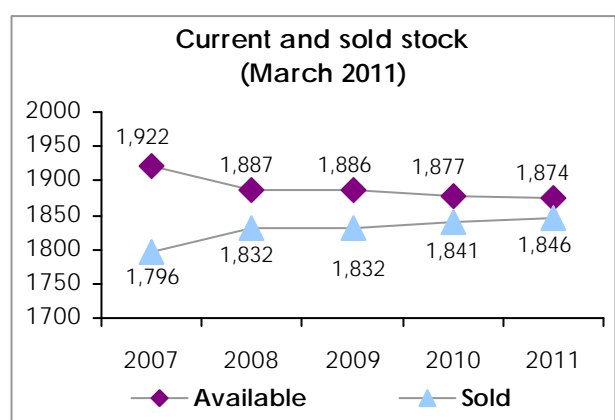
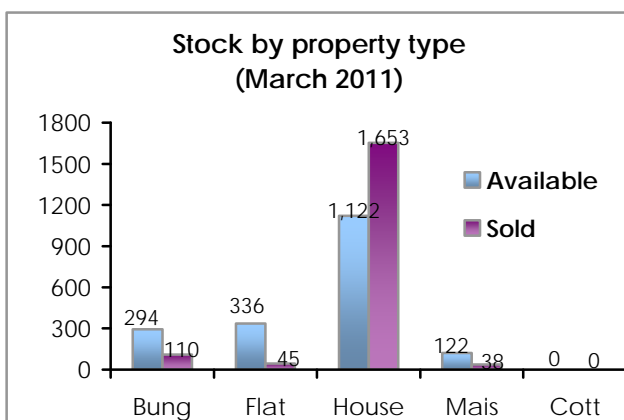
The number of applicants on the waiting list in housing stress has decreased slightly this year to 446 at December 2010. The population is young in its overall profile and the waiting list is mostly comprised of single and small family households, who continue to form the largest percentage of demand with 46.8% and 45.1% respectively, in housing stress. Allocations have remained low at 109 during 2010.

The housing needs assessment supported by the housing market analysis demonstrates a requirement to increase the supply of social housing by 745 units over the next 5 years based on March 2010 figures. In recent years, the number of schemes delivering new social housing has been less than that required. In the year to 31st March 2011, 52 units were on site and 98 units have been programmed to commence during 2011/12 (subject to DSD approval). Land supply for social housing continues to be an issue. All available NIHE lands capable of development have already been identified.

Lisburn Dairy Farm social housing waiting list analysis



NIHE Housing stock analysis



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

Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
Lisburn Antrim Street		
Multi Element Improvement	Ballymacoss Bungalow	50

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

Work Category	Scheme	Units
Lisburn Antrim Street:		
External Cyclical Maintenance	Milltown, Barnfield	143
	Hilden/Low Road	183
Heating Installation	Knockmore	87
	Retrofit Seymour Hill	77
	Moira/Ravarnette/Annahilt	42
	Seymour Hill/Killaney Avenue	47
Revenue Repair	Dales/Moynes Fire Doors	280
	Gregg House/Killaney Avenue Hostel	53
Health & Safety	Avonmore Park Roofs	7
Smoke Alarms	Lisburn AS District Smoke Alarm Replacement	268
	Lisburn AS District Smoke Alarm Installation	405
Estate Infrastructure	Ivan Street Turning Head	-
Lisburn Dairy Farm:		
Heating Installation	Colinvale Phase 1	72
	Colinvale Phase 2	24
	Retrofit Altan/Glenfearna	51
Revenue Repair	Laburnum Hostel	22
Smoke Alarm	Lisburn DF District Smoke Alarm Replacement	136
	Lisburn DF District Smoke Alarm Installation	133

Programme of work for 2011/12

Work Category	Scheme	Units
Lisburn Antrim Street		
External Cyclical Maintenance	LAP Lisburn District Windows	296
	Rushmore/Knockburn	132
Revenue Replacement	Miltown Avenue Kitchens	88
	Greenwood/Moira Kitchens	47
	148A-158A Longstone Street (Special Revenue)	6
Revenue Repair	Dales/Moynes Lifts/Bin Chutes	-
Heating Installation	Milltown/Areema	85
Health & Safety	Barley Hill Asbestos Removal	12
Estate Infrastructure	Clencairn, Ravarnette	-
	Alina Gardens Flood Relief	-
	Hillhall Estate Retaining Wall	-
Pre-adoption repairs	River Road Pathway	-
	Rushmore Drive Pathway	-
Lisburn Dairfarm		
External Cyclical Maintenance	LAP Glenbawn Estate	193
Estate Infrastructure	Glenkeen Planters	-
	Summerhill Road Carpark	-

Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
Lisburn Antrim Street		
Revenue Replacement	Hilden/Low Road Kitchens	68
Heating Installation	Low Road Economy 7	82
Lisburn Dairy Farm		
Revenue Replacement	Ardcaoin 1992 Kitchens	98

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)
Lisburn Antrim Street		
Extension to dwelling	7	121
Change of heating	29	150
Lifts	5	29
Showers	90	155
Total	131	455
Lisburn Dairy Farm		
Extension to dwelling	-	15
Change of heating	2	32
Lifts	3	18
Showers	24	55
Total	30	120

Grants Performance (Private Sector)

Grant Type	No Approved	Approval Value (£)	No. Completed	Completion Value (K)
Mandatory Grants				
Disabled Facilities	66	643	83	731
Repairs	8	21	7	18
Discretionary Grants				
Renovation	11	115	7	18
Replacement	0	0	0	0
Home Repairs Assistance	34	89	22	56

Definition of improvement and planned maintenance work categories	
Health and Safety (HS)	Specific works where health and safety issues have been identified.
Grounds Maintenance (GM)	Tree and shrub planting and maintenance, grass cutting, fencing etc.
External Cyclical Maintenance (ECM)	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement (RR1)	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Revenue Repair (RR2)	Miscellaneous repairs of minor elements.
Smoke Alarm Installation (SAI)	Installation of hard wire smoke alarms.
Asbestos Removal (AR)	Removal or treatment of asbestos.
Heating Replacement (HR)	Replacement of solid fuel or electric heating.

Appendix 3: Social Housing Development Programme

Schemes Completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Antrim Street				
Seymour Street, Lisburn	48	Cat 1 Elderly	Clanmil	Housing stress
Woodbrook Phase 3, Lisburn	8	General needs	Clanmil	Urban need
94-96 Woodland Park, Lisburn	15	General needs	Oaklee	Urban need
21 Ashley Park, Dunmurry	8	Cat 1 Elderly	Trinity	Urban need
Ballymacoss Central Phase 5	75	General needs	Ulidia	Urban need
Total	154			
Dairy Farm				
8 Colin Close, Poleglass	1	General needs	Clanmil	Urban need
Total	1			

Schemes on site at 31st March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Antrim Street				
Glenview, Glenavy Road, Lisburn	2	General needs	Clanmil	Rural need
Woodbrook Phase 3, Lisburn	8	General needs	Clanmil	Urban need
Killaney Avenue, Old Warren, Lisburn	20	General needs	Helm	Urban need
Tirowen Drive, Knockmore, Lisburn	6	General needs	Helm	Urban need
94-96 Woodland Park, Lisburn	15	General needs	Oaklee	Urban need
Nettlehill Road, Lisburn	21	Cat 1 Elderly	Trinity	Urban need
Ballymacoss Hill Phase 1, Lisburn	146	General needs	Ulidia	Urban need
Total	218			
Dairy Farm				
Summerhill Road, Twinbrook	14	General needs	Clanmil	Urban need

Scheme	No of units	Client Group	Housing Association	Policy theme
Lagmore Phase 7, Poleglass	37	General needs	Helm	Urban need
Total	51			

Schemes deferred / not commenced at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Antrim Street				
35-37 Islandkelly Park, Lisburn	12	General needs	Connswater	Urban need
Hillhall Road Primary School	19	General needs	Connswater	Rural need
190 Longstone Street, Lisburn	6	Learning Disabilities	Fold	Supported
Dundrod Drive, Old Warren, Lisburn	12	General needs	Helm	Urban need
Lagan Walk, Old Warren, Lisburn	20	General needs	Helm	Urban need
Hillside Terrace, Culcavy	2	General needs	North & West	Rural need
Ballymacash, Lisburn	16	General needs	TBC	Urban need
Total	87			
Dairy Farm				
Good Shepherd Road, Poleglass	40	General needs	TBC	Urban need
Total	40			

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

Scheme	No of units	Client Group	Start date	Housing association	Policy theme
Antrim Street					
Hillside Terrace, Culcavy	2	General needs	2011/12	Apex Housing	Rural need
Kingsway, Dunmurry	27	General needs	2011/12	Apex Housing	Urban need
Causeway End Road, Lisburn	20	General needs	2011/12	Clanmil	Urban need
4 Soldierstown Road, Aghalee	5	General needs	2011/12	Clanmil	Rural need
Hillhall Road Primary School, Lisburn	19	General needs	2011/12	Connswater	Urban need
Crossbill Place, Pond Pk (Infill), Lisburn	10	General needs	2011/12	Oaklee	Urban need
Lagan Walk, Old Warren, Lisburn	6	General needs	2011/12	TBC	Urban need
Dundrod Drive, Old Warren, Lisburn	31	General needs	2011/12	TBC	Urban need
190 Longstone Street, Lisburn	9	General needs	2011/12	Fold	Supported Housing
Total	129				
Dairy Farm					
Mitchells GAA, Poleglass	74	General needs	2011/12	Fold	Urban need
Good Shepherd Road, Poleglass	24	General needs	2011/12	Ulidia	Urban need
Total	98				

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

All settlements

Settlement	5 Year Projected Social Housing Need*
Lisburn Dairy Farm	745
Lisburn Antrim Street:-	
Lisburn/Dunmurry Urban:	
Lisburn City	180
Lisburn North	475
Greenwood	20
Old Warren	60
Dunmurry	110
Other Towns	
Hillsborough	15
Moira	20
Villages	
Aghalee	5
Annahilt	0
Dromara	10
Drumbeg/Lambeg/Ballyskeagh	15
Drumbo	0
Glenavy	25
Lower/Upper Ballinderry	5
Maze	0
Maghaberry	5
Milltown	0
Ravarnette	0
Stoneyford	0
Small Settlements	
Long Kesh/Kesh Bridge	0
Purdysburn	0
Boardmills	0
Drumlough Rd/Drumlough	0
Dundrod	0
Feumore	0
Hillhall (Porter's Row)	0
Ballynadolly	0
Lisburn Rural	0
Lisburn Antrim Street total	945
Total (Lisburn Antrim Street and Dairy Farm)	1,690

* 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
LISBURN ANTRIM STREET								
Lisburn / Dunmurry Urban	Applicant	692	110	393	18	84	296	1,593
	App (HS)	395	58	230	7	39	164	893
	Alloc App	147	15	119	5	35	50	371
Lisburn Antrim Street - Local Towns								
Hillsborough	Applicant	17	8	11	3	1	35	75
	App (HS)	11	3	5	2	1	16	38
	Alloc App	0	0	1	0	0	6	7
Moira	Applicant	25	2	12	4	1	21	65
	App (HS)	10	0	9	0	1	13	33
	Alloc App	1	0	1	0	0	2	4
Lisburn Antrim Street - Villages								
Aghalee	Applicant	16	1	4	0	1	1	23
	App (HS)	4	0	0	0	1	0	5
	Alloc App	0	0	1	0	0	0	1
Annahilt (Ballycrune CLA)	Applicant	0	0	2	0	1	0	3
	App (HS)	0	0	1	0	0	0	1
	Alloc App	0	0	0	0	0	0	0
Dromara	Applicant	7	2	3	0	0	2	14
	App (HS)	5	2	2	0	0	0	9
	Alloc App	0	0	1	0	0	0	1
Drumbeg/ Lambeg/ Ballyskeagh	Applicant	19	8	13	0	3	51	94
	App (HS)	8	5	8	0	1	29	51
	Alloc App	1	1	1	1	0	12	16
Drumbo	Applicant	6	0	0	0	0	2	8
	App (HS)	4	0	0	0	0	0	4
	Alloc App	4	1	1	0	0	0	6
Glenavy	Applicant	9	3	13	0	5	4	34
	App (HS)	4	2	8	0	2	2	18
	Alloc App	0	0	0	0	0	0	0
Lower & Upper Ballindery	Applicant	6	1	5	0	4	3	19
	App (HS)	4	0	4	0	3	1	12
	Alloc App	1	0	0	0	0	0	1
Maghaberry	Applicant	1	0	5	0	0	1	7
	App (HS)	0	0	4	0	0	1	5
	Alloc App	0	0	0	0	0	0	0
Maze	Applicant	4	1	2	0	2	1	10
	App (HS)	3	1	0	0	1	0	5
	Alloc App	1	0	1	0	1	0	3
Milltown	Applicant	7	2	7	2	1	2	21
	App (HS)	5	1	4	0	0	1	11
	Alloc App	1	2	3	0	2	1	9

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Ravarnette	Applicant	1	2	2	1	0	0	6
	App (HS)	0	0	0	1	0	0	1
	Alloc App	0	0	0	0	0	0	0
Stoneyford	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

Lisburn Antrim Street - Small Settlements

Long Kesh/ Kesh Bridge	Applicant	0	1	2	0	0	0	3
	App (HS)	0	0	2	0	0	0	2
	Alloc App	0	0	0	0	0	0	0
Purdysburn	Applicant	0	0	0	1	0	0	1
	App (HS)	0	0	0	1	0	0	1
	Alloc App	0	0	0	0	0	0	0
Boardmills (Dunmurry Rural CLA)	Applicant	0	0	2	0	0	0	2
	App (HS)	0	0	1	0	0	0	1
	Alloc App	0	0	0	0	0	0	0
Drumlough Rd/ Drumlough	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
Dundrod	Applicant	1	0	1	0	0	0	2
	App (HS)	1	0	1	0	0	0	2
	Alloc App	0	0	0	0	0	0	0
Feumore	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
Hillhall (Porter's Row CLA)	Applicant	0	0	0	0	0	3	3
	App (HS)	0	0	0	0	0	3	3
	Alloc App	0	0	0	0	0	0	0
Ballynadolly	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
Magheragall	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
Lisburn Rural	Applicant	0	0	1	0	0	0	1
	App (HS)	0	0	1	0	0	0	1
	Alloc App	0	0	0	0	0	0	0
Lisburn Antrim Street TOTAL	Applicant	811	141	478	29	103	422	1,984
	App (HS)	454	72	280	11	49	230	1,096
	Alloc App	156	19	129	6	38	71	419

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
Lisburn	Applicant	298	16	238	4	21	11	588
Dairy Farm	App (HS)	209	10	202	2	15	8	446
	Alloc App	31	2	59	2	7	8	109

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Definition of Household composition of housing applicants at December 2010

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

Appendix 6: Housing Executive stock at March 2011

Common Landlord Area	Bungalow (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Lisburn Antrim Street							
Lisburn/Dunmurry Urban	N.B. Sold stock in bold						
Beattie Park	24	0	35	0	0	59	2
	2	0	105	0	0	107	
Ballymacoss	204	109	289	0	1	603	3
	35	54	619	7	9	724	
Greenwood	57	78	79	0	0	214	2
	5	13	267	0	0	285	
Hilden/Low Road	57	126	124	15	0	322	2
	35	52	512	1	0	600	
Hillhall	43	0	201	0	0	244	3
	2	0	162	0	0	164	
Hill Street	14	16	60	0	0	90	1
	0	2	127	0	0	129	
Knockmore	14	49	84	37	0	184	1
	3	16	306	2	0	327	
Old Warren	79	134	420	21	0	654	12
	2	8	251	36	0	297	
Seymour Hill/Conway	104	424	192	22	0	742	3
	3	229	679	8	0	919	
Tonagh/Manor/Iniscarn	65	68	194	16	0	343	12
	2	38	528	5	0	573	
Upper Dunmurry Lane/Areema	13	29	37	0	0	79	2
	3	25	128	0	0	156	
Warren	17	59	21	0	0	97	2
	0	21	104	0	0	125	
Lisburn/Dunmurry Urban Total	691	1092	1,736	111	1	3,631	45
	92	458	3,788	59	9	4,406	
Local Towns							
Hillsborough	39	11	17	0	6	73	1
	14	13	133	0	40	200	
Culcavey	24	0	12	0	0	36	1
	2	0	73	0	3	78	
Moira	31	13	30	0	4	78	0
	8	7	172	0	36	223	
Antrim Street Local Towns Total	94	24	59	0	10	187	2
	24	20	378	0	79	501	
Villages							
Aghalee	8	0	3	0	1	12	0
	2	0	25	0	18	45	

Common Landlord Area	Bungalow (i)	Flat	House	Maisonette (ii)	Cottage	Total	Void*
Annahilt (Ballycrune CLA)	6	0	12	0	0	18	0
	1	0	19	0	0	20	
Dromara	7	0	7	0	0	14	0
	1	0	63	0	7	71	
Drumbeg/Lambeg/Ballyskeagh	21	30	33	0	0	84	0
	5	18	115	0	0	138	
Drumbo	8	17	5	0	0	30	0
	22	3	39	0	0	64	
Glenavy	12	0	14	0	1	27	0
	3	0	31	0	14	48	
Lower & Upper Ballinderry	8	0	11	0	11	30	0
	11	0	37	0	38	86	
Maze	0	7	37	0	2	46	0
	1	5	63	0	16	85	
Maghaberry	10	0	5	0	2	17	0
	8	0	29	0	4	41	
Milltown	14	0	123	0	0	137	2
	1	0	178	0	0	179	
Ravarnette	9	0	31	0	2	42	1
	0	0	23	0	2	25	
Stoneyford	5	0	4	0	1	10	0
	18	0	4	0	0	22	
Antrim Street Villages Total	108	54	285	0	20	467	3
	73	26	626	0	99	824	
Small Settlements							
Long Kesh/Kesh Bridge	5	0	19	0	0	24	0
	0	0	23	0	1	24	
Purdysburn	15	0	1	0	0	16	0
	2	0	13	0	0	15	
Boardmills (Dunmurry Rural)	15	0	0	0	7	22	0
	44	1	27	1	62	135	
Drumlough Rd (Rockview CLA)	0	0	2	0	0	2	0
	0	0	12	0	0	12	
Dundrod	0	0	4	0	0	4	0
	0	0	14	0	0	14	
Feumore	0	0	0	0	1	1	0
	0	0	0	0	7	7	
Hillhall (Porter's Row CLA)	10	0	0	0	0	10	0
	1	0	0	0	0	1	
Ballynadolly	0	0	3	0	0	3	0
	0	0	15	0	8	23	
Lisburn Rural	0	0	1	0	2	3	0
	3	0	0	0	3	6	
Magheragall	0	0	0	0	6	6	0
	5	0	2	0	24	31	
Antrim Street Small Settlement Total	45	0	30	0	16	91	0
	55	1	106	1	105	268	

Common Landlord Area	Bungalow (i)	Flat	House	Maisonette (ii)	Cottage	Total	Void*
Lisburn Antrim	938	1170	2,110	111	47	4,376	50
Street District Total	244	505	4,898	60	292	5,999	
Lisburn Dairy Farm	N.B. Sold stock in bold						
Lisburn Dairy Farm	294	336	1,122	122	0	1,874	9
Totals	110	45	1,653	38	0	1,846	

*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>Lisburn Antrim Street District Office 29 Antrim Street Lisburn, BT28 1AU</p>	<p>Mr Owen Brady District Manager</p>	<p>Fax No. 028 9182 5498 lisburndistrict@nihe.gov.uk</p>
<p>Lisburn Dairy Farm District Office Dairy Farm Centre Stewartstown Road Belfast, BT17 0SB</p>	<p>Mr Philip O'Flaherty District Manager</p>	<p>Fax No. 028 9182 5432 Dairy Farm@nihe.gov.uk</p>
<p>South East Area Office Strangford House 28 Court Street Newtownards BT23 7NX</p>	<p>Mr Stephen Graham Area Manager</p>	<p>Fax No. 028 9182 2494 southeastarea@nihe.gov.uk</p>
	<p>Mr Norman Hagan Area Planner</p>	<p>Fax No. 028 9182 5191 norman.hagan@nihe.gov.uk</p>
	<p>Mr Gerry Watson Information Officer</p>	<p>Fax No. 028 9182 2494 gerry.watson@nihe.gov.uk</p>
	<p>Mr John Nelson Programme & Housing Manager</p>	<p>Fax No. 028 9182 2494 john.nelson@nihe.gov.uk</p>
	<p>Mr Danny Simpson Service Unit Manager – Rent Accounting/Customer Service Unit</p>	<p>Fax No. 028 9182 2494 danny.simpson@nihe.gov.uk</p>
	<p>Mr Gervase McGuigan Land and Property Manager</p>	<p>Fax No. 028 38341 264 gervase.mcguigan@nihe.gov.uk</p>
<p>South East Grants Office 4-6 Graham Gardens Lisburn BT28 1XE</p>	<p>Mr Michael Taylor Service Unit Manager – Housing Benefit</p>	<p>Fax No. 028 9182 2494 michael.taylor@nihe.gov.uk</p>
	<p>Mr Paul Muir Grants Manager</p>	<p>Fax No. 028 9182 9096 southeast.grants@nihe.gov.uk</p>

Office	Contact	Contact Information
Regional HMO Sub Office - Craigavon Marlborough House, Central Way, Craigavon, BT64 1AJ	Mr Paul Ahern HMO Manager	Fax No. 02838 315736 hmo.craigavon@nihe.gov.uk
Rural Housing Unit Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Michael Conway Rural Housing Co-ordinator	Fax No. 028 9031 8775 michael.conway@nihe.gov.uk
Supporting People 3rd Floor Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Donal Brereton South East Area Lead Officer	Fax No. 028 9031 8391 supportingpeople@nihe.gov.uk

Office	Contact Information
During Business Hours:	
Housing Benefit	Tel No. 03448 920 902
Repairs Line	Tel No. 03448 920 901
Grants	Tel No. 03448 920 900
After hours emergency phone Number:	
Repairs Line	Tel No. 03448 920 901
Homelessness	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/lisburn_antrim_street_housing_news_2010.pdf

http://www.nihe.gov.uk/lisburn_Dairy_Farm_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_u
pdate_-_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

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_2008-2011.pdf

Race Relations

www.nihe.gov.uk/racerelationspolicy.pdf

Good Relations

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

Grants

http://www.nihe.gov.uk/lisburn_grants_newsletter_2010.pdf

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

Lisburn Masterplan

http://www.dsdni.gov.uk/index/urcdg-urban_regeneration/regional_dev_office/regdv-publications/lisburn-masterplan-launch-020910.htm



This document is available
in alternative formats.

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