



MAGHERAFELT

district housing plan & local housing strategy 2011/12



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Consultation

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

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

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

Responses to District Housing Plan

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

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

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



FOREWORD

Foreword

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

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

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

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

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

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

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

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



Stewart Cuddy
Acting Chief Executive



Brian Rowntree
Chairman

Executive Summary

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

Section 1 Regional Context

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

Section 2 Magherafelt housing market analysis

It should be noted that House condition survey figures at 2009 (HCS) are for the proposed Mid-Ulster District, comprising **Magherafelt, Cookstown, Dungannon and South Tyrone** council areas.

Planning

- There is remaining potential for 2,953 units of new housing (private and social) to 2015 - DOE Planning Services land availability monitor 2010;
- The Magherafelt Area Plan 1976-1996 sets out the adopted planning policy for the district;
- The Draft Magherafelt Area Plan 2015 is due to be formally adopted at the end of 2011.
- The Magherafelt Town Centre Masterplan has been issued in draft form and is expected to be adopted this year. Once adopted, it will provide non-statutory guidance for the regeneration of the town centre to 2020.

Socio-economic statistics

- The population is projected to increase by 11.2% by 2019; and although the number of households are increasing, the average household size is decreasing;
- From now until 2019, no significant percentage change is expected in the overall age group profile of the district;
- The Council area is the least deprived in Northern Ireland (NI), according to the most recent Northern Ireland Multiple Deprivation Index (2010);
- The percentage of the workforce unemployed at March 2011 was 3.9%, which is lower than the Northern Ireland average of 4.9%;
- The number of households in fuel poverty was 40.6% in 2009, which is below the Northern Ireland average of 43.7% (Source HCS).

Housing market statistics

- The total housing stock in the proposed Mid-Ulster District (including Magherafelt District) is 49,870; owner occupation remains the largest tenure (Source HCS);
- The social housing sector at 9.1% is among the lowest in Northern Ireland (15%);
- Housing unfitness in Mid-Ulster at 5.1% is higher than the Northern Ireland average of 2.4% (Source HCS);
- In 2007, the average house price in Mid-Ulster was £252,561 (NI average £233,415), and at 2010 had dropped to £151,572 (NI average £156,746);
- Northern Ireland Housing Executive housing stock at March 2011 totalled 1,300 units with 2,469 units sold to date (of which 1,853 were houses);
- At December 2010, there were 516 social housing applicants of which 255 (49%) were in housing stress;
- There were 191 homeless applicants of which 121 (62%) were awarded full duty status;
- The housing market in Magherafelt District continues to be impacted by the downturn in the local economy. Market confidence is weak and market adjustments are ongoing;
- The private rented sector remains popular, and according to local estate agents, demand continues to outstrip supply. However, recent changes to Housing Benefit entitlement may create affordability pressures for some private sector tenants;
- Despite falling or stabilising house prices, affordability remains an issue particularly for first-time buyers, with growing unemployment, reducing spending power, and restrictive lending practices.

Section 3 Magherafelt Local Housing Strategy

In the past year (2010/11) in Magherafelt District we spent £3.192 million, excluding the new-build investment and the local cost of maintaining estates through our grounds maintenance department. Performance for 2010/2011 and programmes for 2011/2012 is reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/2011 we started 64 heating installations of which 52 were completed, we also provided 104 smoke alarms;
- During 2011/12 we plan to insulate 25 dwellings, carry out external cyclical maintenance to 89 dwellings, heating installation for 89 dwellings and kitchen replacement for 76 dwellings;
- There were 22 renovation grants and one replacement grant, three repair grants, 36 disabled facility grants and 21 home repair assistance grants completed in 2010/11;
- The anticipated grant expenditure during the year for Magherafelt district will be £3.729 million excluding any new-build investment, Warm Homes Scheme and grounds maintenance;

- In the year to March 2011, the Warm Homes Scheme facilitated the insulation of 268 homes, 12 heating installations and 23 homes provided with both insulation and heating installed.

Corporate Objective 2 promoting independent living

- During 2010/2011 there were 36 disabled facilities grants completed in the private sector and 16 adaptations were completed to our own stock;
- £0.937 million was spent during 2010/2011 on providing Supporting People services. A similar level of funding (£0.928 million) has been budgeted for 2011/2012;
- 12 supported housing schemes were funded in 2010/11 for a range of client groups;
- 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 Magherafelt District office placed a total of 19 homeless applicant households into temporary accommodation;
- There is no identified need for Traveller accommodation in the district, but this is reviewed annually.

Corporate Objective 3 fostering urban and rural regeneration

- Ensure housing issues continue to be identified in the regeneration of Magherafelt town centre as envisaged in the Town Centre Masterplan;
- Implement the rural housing strategy;
- Work with South West Action for Rural Development (SWARD) on the implementation of the Northern Ireland Rural Development Programme in rural Magherafelt;
- Continue to monitor housing conditions in Magherafelt District;
- Continue to support renewal and regeneration of our estates and complete latent demand tests in rural settlements.

Corporate Objective 4 promoting affordable housing

- During 2010/2011 one general needs social housing scheme was completed in Draperstown which delivered 23 units of housing;
- During 2010/2011 one general needs social housing scheme commenced on site, which will deliver a further 30 units at Aughrim Road, Magherafelt;
- One Existing Satisfactory Purchase was made in Castledawson in the past year;
- Promote the private rented sector as a decent and affordable housing option;
- Continue to work with DSD and DOE to help formulate policy to deliver developer contributions for affordable housing through the planning system;
- 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 Northern Ireland Housing Executive sites;
- 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;
- Work with the DSD to review the Common Selection Scheme and consult on proposals for change during the year ahead.

Corporate Objective 5 building a stronger community

- Magherafelt District office staff participate in the Community Safety Partnership;
- Recorded incidents of anti-social behaviour have decreased in the past year;
- Our Neighbourhood Officer service works directly with local communities on issues which affect their daily lives;
- During 2010/2011 two properties were repossessed, and two cases referred to mediation services;
- The District currently work with local community groups on a range of community issues under the Housing Community Network (HCN);
- Peace III funding continues to benefit the Magherafelt area and is administered by the South West Peace III Partnership;
- Continue to work to deliver projects of a cross community nature including the Shared Neighbourhood Programme;
- Implement and report progress on the Community Involvement Strategy;
- Work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level;
- Implement the recommendations of the Housing and Health strategy;
- Implement the regional Good Relations BRIC programme which aims to “put good relations at the heart of social housing”;
- Continue to implement the race relations action plan.

Corporate Objective 6 delivering better public services

- Manage services in a cost effective manner;
- Provide high quality and responsive services for our customers;
- Continue to improve services through modernising services programme;
- In the coming year we will strive to ensure that a high quality service is delivered to residents in the district.



SECTION ONE

Section 1 Regional context

1.1 Introduction

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

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

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

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

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

1.2 Our housing priorities and programmes

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

Our priorities are as follows:

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

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

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

1.3 Funding

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

Our budgets will continue to be restricted and will affect all areas of work including new build, improvements and grants. We 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 Northern Ireland 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 two 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 four 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." Northern Ireland households face the combined effects of a declining manufacturing base, lower rates of public expenditure, higher fuel and food prices and an increase in value added tax. Main headlines from the Review of the Housing Market are:

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

underpinned by housing benefit. Changes to housing benefit regulations are planned between 2011 and 2013;

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

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

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

1.6 Corporate Governance

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

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



SECTION TWO

Section 2 Magherafelt 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: Magherafelt District Council Area



Source: NIHE GIS

The geographical area of Magherafelt District is detailed in the map above. Magherafelt Town is the largest settlement within the District. There is a substantial rural area in which approximately 78% of the population live. The definition of 'rural' is a settlement of less than 4,500 people.

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 Magherafelt Area Plan 2015. Until such time as the draft area plan is adopted, the Magherafelt Area Plan 1976-1996 is a 'material consideration' in the planning process. DRD's Housing Growth Indicators show the new build requirement for the district during the period 1998-2015 as 5,000 additional dwellings.

The Northern Ireland Housing Land Availability Report for 2010 prepared by DOE Planning Service states that 1,689 new dwellings were completed in the district during the period January 1999 to July 2010 (inclusive), with a potential for a further 2,953 dwellings.

The final session of the Independent Examination of the Draft Magherafelt Area Plan 2015 took place in 2010, and a report following this examination was completed by the Planning Appeals Commission and received by DOE Planning Service in January 2011. Adoption of the Area Plan is therefore expected by the end of 2011.

Regeneration initiatives for Magherafelt District include the Town Centre Master Plan. A draft plan has been prepared under the leadership of DSD in association with Magherafelt District Council and the Town Centre Forum (a partnership of the District Council and the Chamber of Commerce). The draft masterplan presents a 15-year framework for development to bring about a vibrant, thriving and welcoming town centre. A number of initiatives are proposed to enable this, including an enhanced and enlivened public realm, cultural and heritage projects, pedestrian routes, active street frontages, and the development of opportunity sites throughout the town centre with the potential for mixed development. It is anticipated that the master plan will be formally adopted this year.

We also 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 SWARD (South West Action for Rural Development) which is implementing Axis 3 of the Northern Ireland Rural Development programme in this area. SWARD has been selecting settlements which will receive funding for village planning and renewal; once these villages have been determined by SWARD, we will consider any housing issues arising from the resultant village plans.

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

Socio economic Planning

The **population** of Magherafelt District increased by 12.8% between 1999 and 2009 and is projected to increase by a further 11.2% by 2019. During the same ten year period up to 2019, the number of households is projected to increase by 15.1%.

Changing demographic trends, particularly in age profiles and average household size, are important factors in planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

The district has attracted a diverse population through migration. The A8 population was around 1,200 at 2009 representing 2.7% of the population. However, the number of new migrant workers in the Council area has been reducing steadily since 2007, reflecting fewer economic opportunities and the difficult labour market. 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. 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, despite the district Council area being ranked the least deprived local government district in NISRA 's Multiple Deprivation Measure (2010). The number of businesses in the local economy increased consistently over the decade to 2008, but in 2009 they fell by 1.5% due to the general fall in demand and restricted access to credit.

The number of people claiming unemployment benefits at March 2010 was 1,162; this decreased to 1,122 at March 2011 representing an unemployment rate of 3.9%.

The profile of employment reveals that there are many small companies which make up the mainstay of the local economy. Recent research carried out by the District Council found that 81% of businesses employ less than ten staff and 45% employ less than two. The District Council is currently delivering a number of programmes to support businesses across the Council area including the Retail Therapy Programme, the Business Clusters Programme and the Be International Programme. These are designed to assist local businesses in a number of ways including maximising efficiency, sustaining current sales, product development, sourcing clients, collaboration, sharing ideas on best practice, and how to work within wider international markets. Up until now, the support available for businesses through Invest NI, DEL and Workspace have only benefitted 4.3% of the total number of companies in the district, largely because the majority of companies do not meet the core eligibility criteria.

Figures collated in June 2010 by Magherafelt District Council show that the main economic sectors (measured by workforce participation) are construction (23%),

manufacturing (20%), distribution and retail (13%), health and education (10%). Some of these sectors have been affected disproportionately due to the downturn in demand and demonstrate the need to diversify the local economic base.

The **private house building sector** has been severely affected with local estate agents confirming that the number of house sales has continued to fall in the past twelve months. The housing market is reported as consistently poor with a relatively high number of unsold properties, and there seems no immediate prospect of a turnaround. Although the number of new-build starts has increased in the past twelve months, there is nonetheless no clear indication of a market recovery by way of increased demand.



Private sector new build, Mullaghboy, Magherafelt

At 2009 there was a lower percentage (40.6%) of households in Mid Ulster in **fuel poverty** than the Northern Ireland average of 43.7%. Rises in energy prices have contributed to the sharp escalation in fuel poverty.

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	39,182	44,200	49,147
Household	-	15,200	17,500
Household Size	-	2.9	2.78
No. of children	10,581 (27%)	10,291 (23%)	11,105 (23%)
No. of working age	23,396 (60%)	27,694 (63%)	31,010 (63%)
No. of older people	5,205 (13%)	6,215 (14%)	7,032 (14%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Magherafelt	284	169	5

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived SOA
Magherafelt	26	Glebe 2	Glebe 1

Source: NISRA
*Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	985 (3.7%)	1,162 (4.2%)	1,122 (3.9%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,007	1,056	1,029

Source: NIHE

Fuel Poverty	Magherafelt HCS 06	Mid Ulster HCS 09	NI HCS 09
% in Fuel Poverty	34.2%	40.6%	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 **Magherafelt, Cookstown, Dungannon and South Tyrone District**. This change of boundary means that figures cannot be compared with previous surveys.

The housing stock in the proposed Mid-Ulster District (including Magherafelt) is approximately 49,870 units. The private rented sector accounts for approximately 9.8% of total stock. Although the private rented sector has become more popular in the District it is still proportionately lower than the Northern Ireland average of 14.9%. Social housing represents 9.8% of local stock which is also less than the N.I. average of 15%. The percentage of vacant stock in the Mid-Ulster area is only 0.3% and is considerably lower than the N.I average of 5.9%.

Despite **housing conditions** continuing to improve, unfitness at 5.1% for the proposed Mid-Ulster District is still higher than the regional average of 2.4%. Higher unfitness levels are found in rural areas and in vacant stock and this may partially explain the higher than average unfitness figure.

The past year has seen a notable increase in **private sector** new-build activity in the Magherafelt area. However this increase is taken from a low base and is not therefore a clear indication of market recovery. Reports from local estate agents indicate that the housing market continues to be slow with falling or static sale volumes and a high volume of unsold dwellings. Magherafelt and Castledawson are the most requested locations by potential buyers.

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

In 2006 and 2007, the **average house price** in Magherafelt District was higher than the Northern Ireland average but from 2008 onwards this had reversed, suggesting that Magherafelt's housing market may have had to re-adjust more significantly than Northern Ireland as a whole. House prices have increased marginally in the past year, but by less than 1%, and from a comparatively low base. During 2010 there were just 16 new build property sales in the District at an average price of £130,100, (average sales price is based on ten properties only). The brief recovery in the property market that had begun during 2009 has not been sustained and market adjustment is on-going. Limited access to mortgages, an increase in potential vendors and a loss of confidence brought on by budgetary cuts has resulted in further market uncertainty and increasing affordability pressure. The

increase in the private rented tenure is an indication that the owner occupied sector continues to prove inaccessible to many potential buyers.

Northern Ireland **Co-ownership** Housing Association assists those on low income to access the owner occupied sector. A total of 408 properties have been purchased through the scheme in Magherafelt District, three of those in the past financial year.

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

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents indicate that this tenure is increasingly popular within the district with Magherafelt Town and Castledawson having the highest concentrations. A shortage of private rented accommodation is also reported, in Magherafelt town in particular, but also in the smaller settlements and rural areas.

Private sector Housing Benefit claims continue to increase. Since 2007 the increase reflects both the economic climate in Magherafelt 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.

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 is just one registered HMO in the district.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Magherafelt HCS 2006	10,190	1,540	1,610	930	14,270
Mid Ulster HCS 2009	34,870	4,530	4,890	5,580	49,870
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Magherafelt 2006	Mid Ulster 2009	NI 2006	NI 2009
Unfitness	4.7%	5.1%	3.4%	2.4%
Fail Decent Homes Std	19%	12.9%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Magherafelt New Build Starts	419	327	255	194	297
NI New Build Starts	13,946	12,488	7,879	6,140	6,339
Magherafelt Average House Price	£180,638	£252,561	£174,909	£150,594	£151,572
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Magherafelt	2007	2008	2009	2010	2011
No. of Claims	830	853	944	1,220	1,288

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

Source: NIHE

Information for the 2009 House Condition Survey was collected on the basis of the proposed new council boundaries under the Review of Public Administration. Magherafelt is located within the proposed Mid-Ulster Council area. This change of boundary means that figures cannot be compared with previous surveys.

2.4 Social housing

During the past five years the average number of applicants in housing stress has been 488 and in the same period the number of allocations averaged 262. At December 2010 the single household group represented 45% of housing stress applicants with families accounting for 34%. The gap between housing stress and allocations may be attributed to a number of factors; a current shortfall in social housing provision, a shortage of opportunities in the private-rented sector as well as more general difficulties for first-time buyers in securing a mortgage.

The housing need projection for five years to 2015 for Magherafelt District is 189 units. Projections are calculated using waiting list trends, supply trends and other demographic and local information. The Social Housing Development Programme is formulated using our housing needs assessments and strategic guidelines to help address social housing need. It is likely that the budget for social housing will be reduced in the coming years and this will inevitably affect the delivery of schemes locally.

Across the district, there are considerable variations in the level of need for social housing. Magherafelt Town has the greatest social housing need, followed by Maghera. There is also social housing need across a number of the rural settlements. Full details are included in Appendix 4.

Homeless applicants are included in the overall waiting list figures but it is possible to analyse homelessness separately. The number of people presenting as homeless and being awarded full duty status has reduced since 2006. The main reasons for applicants presenting as homeless in Magherafelt District include breakdown of relationship/sharing and the loss of rented accommodation.

Just over 48% of the 191 applicants who presented as homeless in 2010/11 were single households, representing 34% of all applicants who received Full Duty Status. Small family households accounted for 27% of those presenting and 36% of those receiving Full Duty Status. Magherafelt District Office made a total of 19 placements into temporary accommodation in 2010/11, which was three less than the previous year.

Current **Housing Executive stock** within the District is 1,300 dwellings, the majority of which are houses and bungalows. Since the introduction of the House Sales Scheme 65% of Northern Ireland Housing Executive properties have been purchased in the Council area. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of December 2010 only five properties were vacant.

Table 3: Social housing statistics Public sector

	5 year projected need to March 2015 ¹
Magherafelt	90
Local towns	25
Villages	36
Small settlements	38
Total	189

Magherafelt Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	458	488	498	482	516
Housing Stress	252	281	278	243	255
Allocations	82	75	86	107	92

Magherafelt Waiting list sub-set of homeless applicants

	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Number Presented	215	199	203	163	191
Awarded Full Duty Status	136	135	123	107	121

Magherafelt Housing Executive Sales Information & Housing Association (HA) Starts

	2007/08	2008/09	2009/10	2010/11
HA New Build Starts Magherafelt	0	1	6	54
NIHE House Sales Magherafelt	5	0	5	2
Average Market Value	£105,500	0	£73,000	£72,500

Source: NIHE

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



SECTION THREE

Section 3 Magherafelt local housing strategy

3.1 Introduction

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

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

The Housing Executive's projected investment within Magherafelt District in 2011/12 is £3.729 million, excluding the new-build investment which is not yet finalised, and the Warm Homes Scheme.

Table 4: Magherafelt District actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	0.348	0.462	0.805
Planned maintenance work	0.466	0.129	0.861
Response maintenance*	0.663	0.669	0.661
Private Sector Grants	1.361	0.673	0.474
Warm Homes	-	0.322	**
Supporting People	0.918	0.937	0.928
Total	3.756	3.192	3.729
Investment in New Build***	-	7.399	****

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 funding by Government subsidy which was £0.688 million for 6 units (2009/10) and £7.398 million for 55 units (2010/11).

**** The 2011/12 draft gross Social Housing Development programme contains 38 units, total cost of units has not been finalised.

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

Table 5: West Area actual spend 2009/10 – 2010/11

Activity areas	Actual spend £m	
	2009/10	2010/11
Grounds Maintenance	1.784	1.720

Source: NIHE

3.2 Objective 1 – Delivering the Decent Homes Standard

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

- Heating installations to 52 NIHE homes;
- Installation/Replacement of 104 smoke alarms

Details of our programmes can be found in Appendix 2.

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

In the past year we completed:

- 22 Renovation grants;
- 1 Replacement grant;
- 3 Repair grants;
- 36 Disabled Facilities grants;
- 21 Home Repair Assistance Grants.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within Magherafelt, there were 26 properties identified by the Housing Executive as 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, one Article 80 Notice (fit for number of occupants) and seven Article 79 Notices (management standards) were served in Magherafelt 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 detailed in Appendix 7.

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:

- 268 homes were insulated,
- 12 homes had heating installations,
- 23 homes had both insulation and heating installed.



HousingExecutive



Despite substantial improvements in energy efficiency there has been an increase in the number of households in fuel poverty. Energy efficiency improvements alone cannot effectively tackle fuel poverty; it also requires 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 five schools were visited in the Magherafelt district.

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. Currently, a social housing scheme is being built on Aughrim Road, Magherafelt on the former Desmond's Factory site for 30 units to Code Level 3.

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

- Commence heating installations to 89 NIHE properties (Appendix 2);
- Commence 76 kitchen replacements (Appendix 2);
- Commence external cyclical maintenance to 89 dwellings (Appendix 2);
- Commence cavity wall Insulations to 25 units;
- 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 from the severe weather of December 2010.



NIHE Stock Sandy Braes, Magherafelt

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. A report is due to be published in summer 2011.

In Magherafelt District in the past year:

- We spent approximately £937k providing assistance to vulnerable people through **Supporting People services**;
- We received funding for 12 supported housing schemes in the Magherafelt District, providing services to a range of client groups. In addition, one floating support service was provided for in the district;
- We completed 16 adaptations to Northern Ireland Housing Executive dwellings.

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 five years. The main themes in relation to future direction will be:

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

In the past year within Magherafelt District:

- 191 homeless applications were received;
- 121 were assessed as Full Duty Applicants;
- 19 were provided with temporary accommodation;
- Advice booklets on homelessness have been made available for those living in rural parts of Magherafelt District.

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

During 2010/11 we approved 26 disabled facilities grants for the private sector and 36 were completed. Approximately £122k was spent on adaptations to our own stock. Details of this work can be found in Appendix 2. The West Area has a budget of £4.036 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 have been working with the Department for Health and Social Services and Public Safety to review the adaptations process. At the time of writing the report had not been completed.

We continue to make progress on accommodation for **Travellers** families. Currently, there is no identified need for Traveller accommodation in the district. The Housing Executive is currently commissioning a third comprehensive Traveller Accommodation Needs Assessment for 2013.

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

In the coming year we plan to:

- Continue to improve the quality of housing for people with disabilities in Magherafelt District;
- Develop a Homelessness Strategy which will take account of each district's local requirements;
- Invest £0.928 million in delivering housing support services to vulnerable people through the Supporting People programme;
- Provide a range of services to tackle homelessness in line with our homelessness strategy;
- Work to meet the accommodation needs of Travellers as required.

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 changes arising from DSD's review of its urban regeneration policy and Neighbourhood Renewal strategy.

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

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

Rural regeneration actions are described in our Rural Housing Strategy and Action Plan 2009/10 – 2012/13. The dispersed nature and smaller scale of rural communities presents us with different challenges. We work to ensure that our policies reflect the needs of people living in rural areas. Our approach to rural regeneration is based on the premise that 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 302 new units of social housing commenced across Northern Ireland, the highest outturn in at least ten 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 SWARD (South West Action for Rural Development). This group is responsible for the administration of Axis 3 of the Northern Ireland Rural Development Programme 2007-2013 within the rural areas of Magherafelt, Cookstown, Dungannon, South Tyrone and Fermanagh. SWARD has awarded significant funding to the private sector for rural development in the district. Currently, there are 78 'live' projects across a range of activities including tourism, farm diversification, business creation and development, village renewal, culture and heritage.

During 2010/11, DARD has been rolling out a Maximising Access to Services, Grants and Benefits' service in rural areas. This partnership between the public and

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

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

- We continue to support community development through our funding and oversight of Supporting Communities Northern Ireland which provides funding to local community groups. An example of recent work in the district includes that of the Lower Castledawson Community Association which has successfully transformed the area known as 'The Bronx', into a more attractive residential area including environmental works, a wild flower meadow and river cleaning.
- We support the regeneration of redundant sites, where possible, for social housing. In the past year, work has commenced on a scheme for 30 social housing units on the former clothing factory (Desmond's) on Aughrim Road, Magherafelt. This construction activity will bring physical and economic benefits to the town.
- Following a latent demand test last year, Apex Procurement Group will develop ten social housing units at Carn View, Swatragh. We have nominated Triangle Housing Association to develop six social housing units at Gulladuff. We are also examining the potential for affordable housing on the adjacent site at Gulladuff.

In the coming year we plan to:

- Implement the Rural Housing Strategy – 'Rural Homes and People';
- Work with SWARD on Axis 3 of the Northern Ireland Rural Development Programme in the district;
- Continue to upgrade our housing stock where funding permits;
- Work with DSD and Magherafelt District Council on the implementation of the Magherafelt Town Centre Master Plan;
- Continue to monitor housing conditions in the district.

3.5 Objective 4 – Promoting affordable housing

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

In the past year in Magherafelt:

- A general needs social housing scheme delivered 23 units of housing in Draperstown;
- There is a general needs social housing scheme on site, which will deliver 30 units for Magherafelt town;
- One Existing Satisfactory Purchase was made in Castledawson;
- 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. A first application of this type in the district was approved by Planning Service for a site at Carn View, Swatragh earlier this year;
- 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 11 applications received; eight offers made and two sales completed.

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

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

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

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

www.nihe.gov.uk/house_sales_incorporating_equity_sharing_tenants_guide.pdf.

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

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

We are also beginning pilot schemes of **choice-based lettings** for difficult to let properties in 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 private renting as a critical element in affordable housing.

In the coming year we plan to:

- Assess the need for new social housing in the district. The current five year (2010/2015) housing need assessment indicates a need for a further 189 units;
- Formulate a Social Housing Development Programme and manage delivery by housing associations.
- 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 Northern Ireland Housing Executive sites;
- Continue to work with DSD and DOE Planning Service to deliver developer contributions for affordable housing via the planning system;
- Work with housing associations to ensure delivery of new housing;
- Explore opportunities presented by Planning Policy Statement 21 (PPS21) to develop social housing outside designated settlements;
- Work with the DSD to review the Housing Selection Scheme and consult on proposals for change during the year ahead.



New social housing development at Scutchers Lane, Draperstown

3.6 Objective 5 – Building a stronger community

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

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

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

The number of reported incidents in 2010/11 represents a 26.1% decrease on the previous year. Most reports relate to low level anti-social behaviour, while there has been a decrease of six cases in the number of serious/complex incidents. District office staff are involved in a number of ways to help address anti-social behaviour.

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

No. of ASB cases received	No. of properties repossessed	No. of injunctions	No. of cases referred to mediation	No of ABC* agreed	No. of cases closed without legal action
48	2	0	2	0	33

*Acceptable behaviour contracts

- The District Manager participates on the Community Safety Partnership and the Anti Social behaviour sub group;
- A Neighbourhood Officer Service for Magherafelt was launched in March this year. The Neighbourhood officer will work directly with local communities on issues which affect their daily lives including illegal dumping, graffiti, and anti-social behaviour. The Neighbourhood Officer will also monitor and report on non occupation and misuse of houses. It is hoped that this will identify unoccupied dwellings and bring them back into stock;
- Initiatives focused on youth have been implemented in specific areas of the district;
- A “Who do you Call?” leaflet has been produced by the Community Safety Partnership. The leaflet details the appropriate agency that deals with specific issues, i.e. Noise Nuisance – District Council;

- The 'Age Well Project' funded by £1 million of Big Lottery money provides a Good Morning Service to older people in the district. Additionally, it is funding a 'handy man' service to carry out minor works;
- The Anti Social Behaviour Forum will provide eight post primary schools with TV screen monitors that will display community safety details relevant to young people;
- An intergenerational project involving 24 young and older people in the Beechlands estate has been in operation since November 2010 and will complete in June 2012. Due to the schemes success, it is hoped to extend the project to two further estates in Magherafelt.

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

Local Offers is a regulatory requirement in England but not in Northern Ireland. However, the Housing Executive is developing pilot 'local offers', in one location in each Area. A local offer is an agreement between the local community and landlord/s on how a service is delivered. In West Area, pilot schemes, based on estate inspections, are currently being undertaken in Omagh and Cookstown districts.

The District Office works with local community groups and contributes to a wide range of partnerships and inter-agency groups. The HCN meets regularly to monitor housing services and receive presentations/updates on housing issues.

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 designation of a **Shared Neighbourhood** area during Phase 2 of the Shared Neighbourhood Programme. The Riverside Estate in Castledawson is an example of a community participating in this phase. It is currently in the final stage of the programme, the 'Good Neighbourhood Agreement', which was launched in April 2011.
- The third phase of the **Shared Neighbourhood Partnership** started in 2010 and vital funding was received from the International Fund for Ireland;

Lower Castledawson Community Group (LCCG) launched its 'Good Neighbourhood Agreement' in April 2011 following completion of the Housing Executives' Shared Neighbourhood Programme. The Shared Neighbourhood programme was a three year pilot programme which received IFI funding.

LCCG has secured £179.6k area from the IFI Community Bridges Programme. Match funding has been received from the Northern Ireland Housing Executive Community Cohesion Unit, Community Relations Council and Holywell Consultancy. The funding will facilitate a three year Community Leadership Programme and Youth Development Programme.

To follow on from the Shared Neighbourhood Programme the Housing Executive has now formed a partnership with Tides Training and the Rural Development Council to deliver a project that will develop the administrative effectiveness of the Housing Executive as well as delivering good relations programmes across a further 80 Northern Ireland Housing Executive estates. This project, known as BRIC (Building Relationships in Communities), will be rolled out over the next three and a half years, and is designed to put Good Relations at the heart of our policy and service delivery functions. It will be delivered under three policy themes: Changing Minds, Sharing Visions and Crossing Borders.

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.

The District Office continues to be involved in the Hate Incident Practical Actions (**HIPA**) scheme, together with the PSNI and the Community Safety Unit of the Northern Ireland Office. The scheme aims to tackle the consequences of hate incidents through the provision of personal and physical home protection measures. As a result of our involvement, we produce and promote our own Hate Crime Procedures leaflet, providing additional information for callers to the District Office.

Magherafelt District Council in conjunction with Cookstown, Dungannon and Fermanagh Districts has formed a South West Cluster to deliver Priority 1.1 and 1.2 of the Peace III Programme (2007-2013) - Building Positive Relations at a local level. The aim of these themes is to challenge attitudes towards sectarianism and to support conflict resolution and mediation at the local community level.

Some of the projects funded through the Peace III programme are not district specific but are rolled out over the entire South West Cluster. In the Maghera District, £440k was allocated to local projects. Projects during the past year included:

- SELB – Employment of peace building youth workers;
- Venturei – Peace building programme with playgroups;
- Magherafelt District Council – Cross Community Programme for Young People – World War I;
- Castledawson Allotments – Cross Community Allotments and 300-year celebration;
- CWSAN Rainey Centre – Integration programme for ethnic minorities (eight community projects);
- Lestas Consulting – Capacity building programme for cross border groups;
- New Meadows Community Partnership – Cross Border trip to Messine (World War 1 Centre);
- Drapers / Truagh – Strategic programme to tackle rural segregation;
- Blu Zebra – Assisted 42 groups to apply for Peace III funding across the Cluster;
- Lestas Consulting – Civic Leadership Programme.

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

In the coming year we plan to:

- Ensure the effective use of our neighbourhood officer through working with local communities;
- Continue to encourage local groups in developing activities that support their community;
- Continue to participate in the Community Safety Partnership in addressing anti-social behaviour across the district;
- Strengthen the work with the community groups involved in the Housing Community Network;
- Participate in the Peace III Programme for the benefit of the local communities;
- Put Good Relations at the heart of our service delivery to customers;
- Work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level;
- Continue to implement the race relations action plan.

3.7 Objective 6 – Delivering better public services

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

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

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

- We accredit the performance of our services through a number of frameworks such as Customer Service Excellence, external validation from the European Foundation for Quality Manager; Investors in People; and we hold a number of ISO 9001 accreditations;
- We operate a two-stage Complaints Scheme for our customers. Our complaints system has been a valuable resource in measuring how well we deliver our services and helping us to make improvements;
- Over the last three years we have radically changed the ways in which we deliver services through our **Modernising Services** Programme;
- We are continuing to work on service improvement using techniques such as 'LEAN' and better use of information and communications technology;
- During 2010/2011 we will implement the Private Sector Management System in our Grants Office;
- During 2011/12 we will upgrade 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 **West Customer Service Unit** delivers a repair and grounds maintenance reporting service for customers in Magherafelt District. The Unit also provides a telephony service to facilitate the processing of housing and transfer applications and arrange appointments for domiciliary visits. Housing Benefit and Rent Accounting Units in the Area Office are now responsible for the administration of these functions for Magherafelt District.

The weather conditions experienced over the Christmas period were some of the worst on record and affected virtually all services including roads, public transport, air travel and water. It also impacted on many of our dwellings which had heating issues and burst pipes. The Housing Executive received tens of thousands of calls during the holiday period with the West Customer Service Unit answering 9,454 queries during the month of December 2010 compared to an average of 5,614 calls per month. We will review, report and update our major incident plan as part of Corporate Objective 1. This will include improved communication and services for our customers.

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

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

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

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

Table 7: Performance at March 2011

Total	Target	Actual
Total Rent Arrears West Area	£2.344 million	£2.262 million
Clear Housing Benefit new claims West HB Unit	Within 25 days	18.6 days
Clear Housing Benefit change of circumstances West HB Unit	Within 10 days	9.3 days

Magherafelt District Office continues to provide key services such as housing, homelessness, response maintenance, estate management, community development and partnerships.

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;
- Provide tenants with an annual publication of Housing News which highlights local projects and performance.

Table 8: Magherafelt District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process in < 21 days	98%
Homeless Applications	Process in < 34 days	99%
Maintenance		
Emergency	90/95%	99%
Urgent	85/95%	99%
Routine	85/95%	98%
COT	85/90%	100%
Relet turnaround time	<26 days	22 days

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

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

Following a major review and consultation exercise, a revised structure has been implemented across the Private Sector Improvement Service. The outcome of this review resulted in the closure of the Ballyclare, Craigavon and Dundonald Grants offices with their workload redistributed within our new office structure.

The new grants structure consists of six offices, namely Belfast, Derry / Londonderry, North East (based in Ballymena), South (based in Newry), South East (based in Lisburn), and West (based in Omagh with a sub office in Fermanagh). To ensure we can meet our targets for inspecting and registering Houses in Multiple Occupation (HMO), a small HMO sub-office has been created in Craigavon to assist the Regional HMO office in Coleraine. The Belfast HMO office will now only manage HMO properties in the Belfast City Council area.

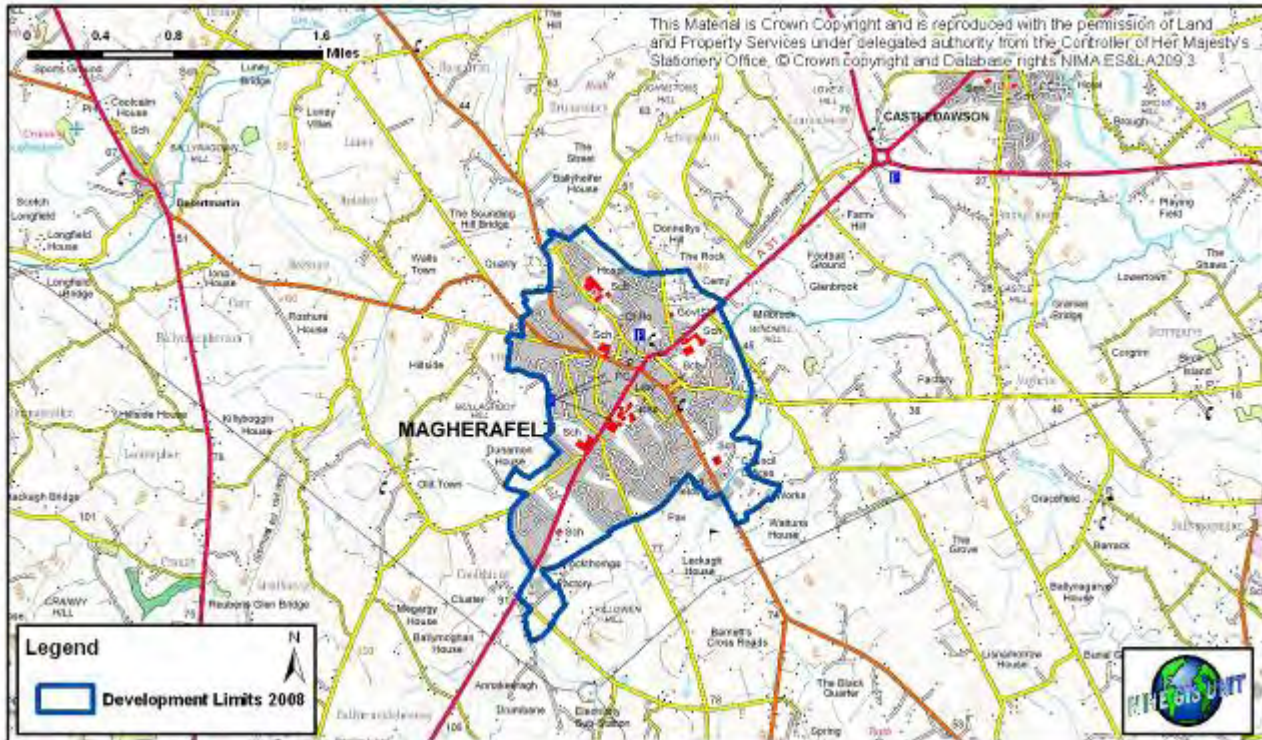
In the coming year we plan to:

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



APPENDICES

Appendix 1: Magherafelt Town profile



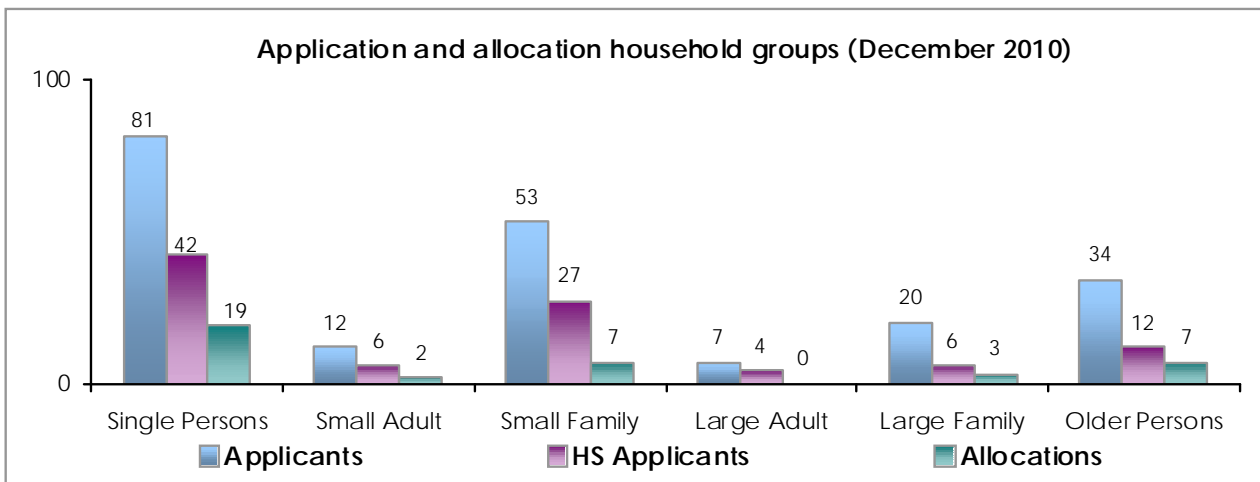
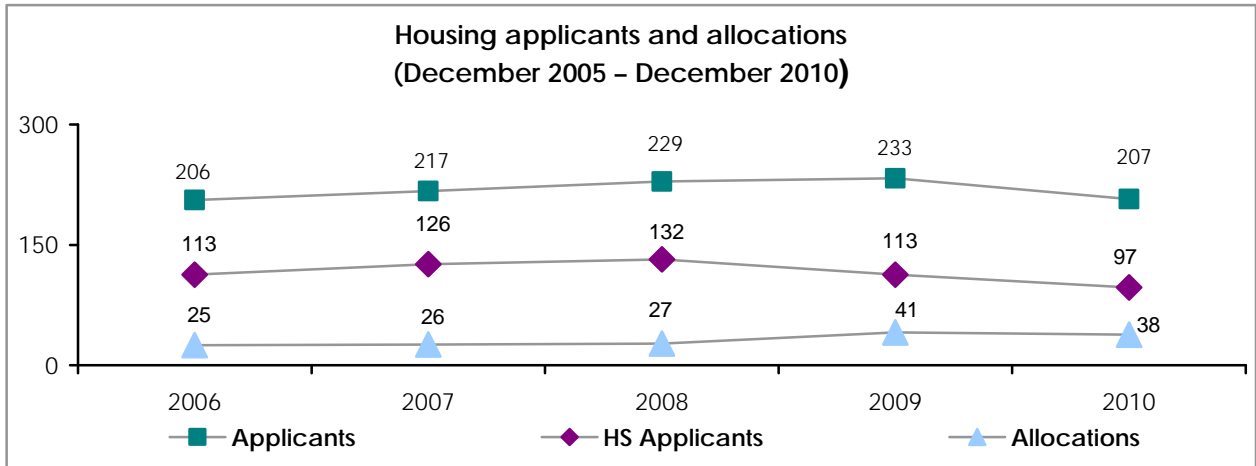
The number of applicants in housing stress at December 2011 decreased by 25% from its peak in 2008. At December 2010, there were 97 applicants in Housing Stress of which 43% were singles and 28% were small families. In the 12 months to December 2010 there were 38 allocations with singles receiving 50% of these. At March 2010, the five year project housing need for Magherafelt town was 90 units.

In the past year, a scheme for 30 social housing units has commenced on the former Desmond's Factory site on Aughrim Road, and on completion this will further meet housing need. It is also proposed that a scheme be placed on the Social Housing Development Programme to address additional social housing need.

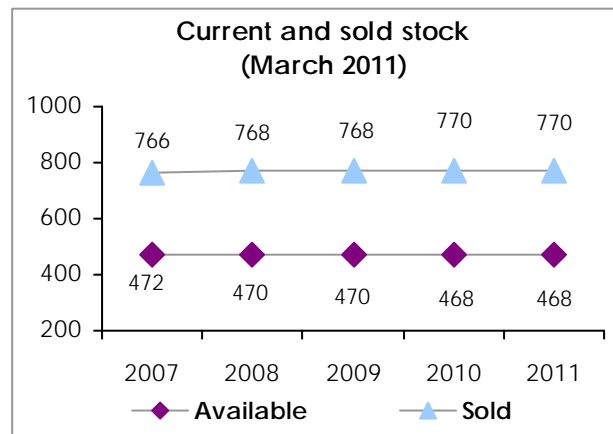
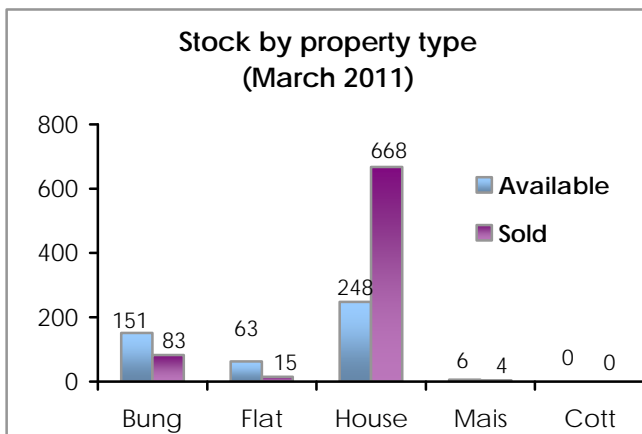
Local estate agents report a slow and declining market, and do not anticipate a recovery over the next twelve months. There is also a shortage of private rented accommodation in the town. It is anticipated that this may impact on the social housing waiting list resulting in an increase in applicant numbers.

A large portion of Housing Executive stock has been sold in the town over the last two decades, 2,469 dwellings at March 2011 leaving 1,300 dwellings.

Magherafelt social housing waiting list analysis



NIHE Housing stock analysis



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

Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
Heating Installation	Sunnyside Drive, Maghera / Sandy Braes, Magherafelt	52
Smoke Alarm Installations	Magherafelt District	61
Smoke Alarm Replacement	Magherafelt District	43

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

Work Category	Scheme	Units
Heating Installation	Sunnyside Drive, Maghera / Sandy Braes, Magherafelt	64
Smoke Alarm Installation	Magherafelt District	82
Smoke Alarm Replacement	Magherafelt District	49

Note some schemes may start and complete in year.

Programme of work for 2011/12

Work Category	Scheme	Units
Insulation	King William III Crescent (CWI) Maghera	25
External Cyclical Maintenance	Sandy Braes Maghera/Hunters Park, Bellaghy including Window Replacement	89
Revenue Replacement	Brown Drive, Maghera/Edmund Court, Tobermore/O'Hara Road, Maghera, Kitchen Replacement	76
Heating Installation	Sunnyside Drive, Maghera/Park View, Castledawson	13
	Crawfordsburn, Maghera/McMasters Cres, Castledawson – Thermal Comfort	76

Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
Revenue Replacement	Kitchen Improvement, Rural locations	4

Analysis of adaptations to Housing Executive stock 2010/11

Type of adaptation	Adaptations commenced April 2010 to March 2011	Adaptations spend April 2010 to March 2011 (£)
Extension to dwelling	2	50,313
Change of heating	8	58,704
Lifts	1	-
Showers	5	10,842
Total	16	122,629

Grants performance

Grant type	No Approved	Approval Value (£k)	No. Completed
MANDATORY GRANTS			
Disabled Facilities	26	315.3	36
Repairs	2	5.4	3
DISCRETIONARY GRANTS			
Renovation	23	174	22
Replacement	4	163.8	1
Home Repairs Assistance	12	43	21

Definition of work categories

External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation	Installation of hard wire smoke alarms.
Heating Installation	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
Tobermore Road, Draperstown	23	General needs	Apex	Rural need
Total	23			

Schemes on site at 31st March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Desmond's Factory Site, Aughrim Road, Magherafelt	30	General needs	Apex	Urban need
Apex acquisition – 26 Davison Villas, Castledawson	1	General needs	Apex	Rural need
Total	31			

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

All settlements

Settlement	5 Year Projected Social Housing Need
Local Towns	
Magherafelt	90
Maghera	25
Villages	
Bellaghy	3
Castledawson	10
Draperstown	23
Small Settlements	
Gulladuff	5
Ballymaguigan	6
Clady	6
Inishrush	6
Knockloughrim	5
Swatragh	10
Total	189

* 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
Main Urban Centre								
Magherafelt	Applicant	81	12	53	7	20	34	207
	App (HS)	42	6	27	4	6	12	97
	Alloc App	19	2	7	0	3	7	38
Local Towns								
Maghera	Applicant	43	2	26	1	4	16	92
	App (HS)	27	0	11	0	0	11	49
	Alloc App	6	0	7	0	2	1	16
Villages								
Bellaghy	Applicant	6	2	13	0	3	2	26
	App (HS)	3	0	7	0	1	1	12
	Alloc App	1	1	6	0	1	0	9
Castle-dawson	Applicant	20	7	10	2	2	2	43
	App (HS)	12	4	7	2	0	1	26
	Alloc App	4	0	1	0	0	1	6
Draperstown	Applicant	16	3	27	4	7	7	64
	App (HS)	12	0	12	0	5	5	34
	Alloc App	3	0	2	0	1	2	8
Tobermore	Applicant	7	1	2	0	1	0	11
	App (HS)	4	0	2	0	0	0	6
	Alloc App	0	1	0	0	1	0	2
Small Settlements								
Lisnamuck	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Alloc App	1	0	0	0	0	1	2
Tullyheron	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
Gulladuff	Applicant	2	1	2	0	3	1	9
	App (HS)	0	0	1	0	2	0	3
	Alloc App	0	0	0	0	0	0	0
Ballyma-guigan	Applicant	1	0	1	0	0	1	3
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	0	0	0	0	0
Creagh	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
Clady	Applicant	3	2	3	0	2	1	11
	App (HS)	2	0	1	0	0	1	4
	Alloc App	1	0	1	0	0	0	2
Money-neaney	Applicant	0	1	2	0	0	2	5
	App (HS)	0	1	1	0	0	1	3
	Alloc App	0	0	0	0	0	0	0

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Inishrush	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
Portglenone	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
Tamlaght	Applicant	1	0	0	0	0	0	1
	App (HS)	1	0	0	0	0	0	1
	Alloc App	1	0	0	0	0	1	2
Fallahogey	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
Knock-loughrim	Applicant	5	1	2	0	2	0	10
	App (HS)	2	0	0	0	1	0	3
	Alloc App	0	0	0	0	0	0	0
Curran	Applicant	2	0	0	0	0	0	2
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	0	0	0	0	0
Rural Cottages	Applicant	2	0	0	0	0	0	2
	App (HS)	1	0	0	0	0	0	1
	Alloc App	0	0	1	0	0	0	1
Swatragh	Applicant	10	1	1	0	2	3	17
	App (HS)	8	1	0	0	0	1	10
	Alloc App	0	0	0	0	0	0	0
Desertmartin	Applicant	0	0	0	0	1	0	1
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	0	0	0	0	0
Kilross	Applicant	1	0	0	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	1	0	0	0	0	1
Upperlands	Applicant	3	0	2	0	1	2	8
	App (HS)	2	0	1	0	0	1	4
	Alloc App	3	0	0	0	0	0	3
Culnady	Applicant	1	0	0	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Alloc App	0	0	2	0	0	0	2
DISTRICT TOTAL	Applicant	204	33	146	14	48	71	516
	App (HS)	116	12	72	6	15	34	255
	Alloc App	39	5	27	0	8	13	92

Applicant – Housing Applicant (i.e. 30 points or more)

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Definition of Household composition of housing applicants at December 2010

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

Appendix 6: Housing Executive stock at March 2011

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Main Urban Centre	N.B. Sold stock in bold						
Magherafelt	151	63	248	6	0	468	2
	83	15	668	4	0	770	
LOCAL TOWNS							
Maghera	125	22	110	3	0	260	0
	97	10	333	7	0	447	
VILLAGES							
Bellaghy	25	2	27	0	0	54	0
	14	0	115	0	0	129	
Castledawson	53	7	50	0	0	110	1
	49	1	133	0	0	183	
Draperstown	29	9	35	0	0	73	0
	40	5	132	0	0	177	
Tobermore	19	0	29	0	0	48	0
	14	0	68	0	0	82	
SMALL SETTLEMENTS							
Lisnamuck	3	0	0	0	0	3	0
	1	0	10	0	0	11	
Tullyheron	6	0	4	0	0	10	0
	23	0	2	0	0	25	
Carmean	4	0	0	0	0	4	0
	6	0	0	0	0	6	
Gulladuff	9	0	15	0	0	24	0
	3	0	30	0	0	33	
Ballymaguigan	2	0	3	0	0	5	0
	18	0	9	0	0	27	
Creagh	0	0	0	0	0	0	0
	8	0	19	0	0	27	
Clady	20	0	13	0	0	33	0
	6	0	63	0	0	69	
Moneyneany	9	0	5	0	0	14	0
	5	0	21	0	0	26	
Inishrush	2	2	6	0	0	10	0
	0	0	17	0	0	17	
Portglenone	2	0	5	0	0	7	0
	8	0	21	0	0	29	
Tamlaght	10	0	2	0	0	12	0
	12	0	5	0	0	17	
Fallahogey	1	0	5	0	0	6	0
	8	0	5	0	0	13	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Knockloughrim	7	0	3	0	0	10	0
	21	0	18	0	0	39	
Curran	1	0	4	0	0	5	0
	1	0	8	0	0	9	
Rural Cottages	0	0	0	0	28	28	0
	2	0	2	0	125	129	
Swatragh	7	0	17	0	0	24	0
	8	0	49	0	0	57	
Desertmartin	5	4	15	0	0	24	1
	9	0	28	0	0	37	
Kilross	8	0	0	0	0	8	0
	10	0	0	0	0	10	
Longfield	0	0	1	0	0	1	0
	0	0	24	0	0	24	
Upperlands	11	2	31	0	0	44	0
	3	0	56	0	0	59	
Culnady	4	0	11	0	0	15	1
	0	0	17	0	0	17	
DISTRICT TOTAL	513	111	639	9	28	1,300	5
	449	31	1,853	11	125	2,469	

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

Appendix 7: Contact details

Office	Contact	Contact Information
All enquiries Tel: 033448 920 900 Type Talk Tel: 18001 02890240 588		
Headquarters Housing Centre 2 Adelaide Street Belfast, BT2 8PB	General Enquiries	Fax No.028 9031 8008 www.nihe.gov.uk
Magherafelt District Office 3 Ballyronan Road Magherafelt, BT45 6BP	Mr Eddie Doherty District Manager	Fax No. 028 7963 1121 magherafelt@nihe.gov.uk
West Area Office Richmond Chambers The Diamond Londonderry BT48 6QP	Mr Sean Mackie Area Manager	Fax No. 028 38341 264 sean.mackie@nihe.gov.uk
	Mrs Hazel Faithfull Information Officer	Fax No. 028 7130 6329 hazel.fairthfull@nihe.gov.uk
	Mr Kevin McDowell Customer Service Unit Manager	Fax No. 028 7126 6678 kevin.mcdowell@nihe.gov.uk
	Mr Gerry Deeney Land and Property Manager	Fax No. 028 7130 6128 gerry.deeney@nihe.gov.uk
Mr Michael Dallat Service Unit Manager – Housing Benefit	Mr Michael Dallat Service Unit Manager – Housing Benefit	Fax No. 028 7126 6678 westarea.housingbenefit@nihe.gov.uk
	Mr William Carlin Grants Manager	Fax No. 028 7130 6133 derrygrants@nihe.gov.uk
Grants Office 3 Horace Street Londonderry, BT48 6JS	Mr William Carlin Grants Manager	Fax No. 028 7130 6133 derrygrants@nihe.gov.uk
West Area Planning 3 Horace Street Londonderry, BT48 6JS	Mr Brendan Adams Area Planner	Fax No. 028 7130 6133 brendan.adams@nihe.gov.uk
HMO West Regional HMO Office 19 Abbey Street Coleraine BT52 1DU	Mr Paul Ahern (Acting) HMO Manager	Tel No. 03448 920 900 Fax No. 028 3831 5736 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

Office	Contact	Contact Information
All enquiries Tel: 033448 920 900 Type Talk Tel: 18001 02890240 588		
Supporting People 3rd Floor Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mrs Louise Clarke West Area Lead Officer	Fax No. 028 9031 8391 supportingpeople@nihe.gov.uk

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

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

Choice of Energy Supplier in Northern Ireland

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

Appendix 8: Useful Documents

Housing News

http://www.nihe.gov.uk/magherafelt_housing_news_2010.pdf

Housing News Special Winter Edition January 2011

http://www.nihe.gov.uk/housing_news_special_winter_edition_2011.pdf

Northern Ireland Housing Executive Grants Newsletter

http://www.nihe.gov.uk/derry_grants_newsletter_2010.pdf

House Condition Survey 2009

http://www.nihe.gov.uk/index/sp_home/research-2/house_condition_survey.htm

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 2010/11-2012/13

http://www.nihe.gov.uk/corporate_plan_2010/11-2012/13.pdf

Black and Minority Ethnic and Migrant Worker Mapping Update - February 2011

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

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

Supporting People Strategy 2005-2010

www.nihe.gov.uk/supporting_people_strategy2005.pdf

Older Person Housing Policy Review Action Plan 2008-2010

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

Analysis of future need and demand for appropriate models of accommodation and associated services for older people (Feb 2011)

http://www.nihe.gov.uk/analysis_of_the_future_need_and_demand_for_appropriate_models_of_accommodation_and_associated_services_for_older_people_published_february_2011.pdf

Community Safety

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

Race Relations

www.nihe.gov.uk/racerelationspolicy.pdf

Good Relations

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

Energy

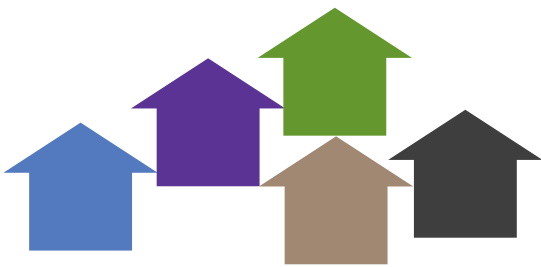
http://www.nihe.gov.uk/home_energy_conservation_report_2010.pdf

Rural Action Plan 2009/10 – 2012/13

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

Travellers

www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf



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May 2011
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