

NEWTOWNABBEY

district housing plan & local housing strategy 2011/12



HousingExecutive
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Consultation

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

Consultation was carried out with the following:

- Newtownabbey Borough Council;
- Hunter Campbell Estate Agents, Ballyclare;
- McMillan Estate Agents Ltd., Glengormley;
- Philip Tweedie & Company, Glengormley;
- Reeds Rains, Glengormley;
- Ulster Property Sales, Glengormley;
- University of Ulster, Jordanstown.

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

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

Responses to District Housing Plan

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

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



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

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



FOREWORD

Foreword

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

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

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

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

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

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

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

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



Stewart Cuddy

Acting Chief Executive



Brian Rowntree

Chairman

Executive Summary

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

Section 1 Regional Context

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

Section 2 Newtownabbey housing market analysis

It should be noted that House Condition Survey figures at 2009 (HCS) are for **Antrim and Newtownabbey** Council areas.

Planning

- There is potential for 5,072 units of new housing (private and social) - Department of the Environment (DOE) Planning Services Land Availability Monitor 2010;
- It is anticipated that the Belfast Metropolitan Area Plan will be adopted in 2012;
- A Master Planning exercise for Glengormley and Ballyclare was commissioned by the Department for Social Development (DSD).

Socio-economic statistics

- The population is projected to increase by 4.6% by 2019; average household size is decreasing;
- The largest numerical projected increase is in the working age group (16-64 years);
- Net international migration is decreasing;
- The Council area is the 8th most deprived in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed at March 2011 is 4.1%, and is lower than the Northern Ireland average;
- The number of households in fuel poverty increased to 42.4% in 2009 and is lower than the NI figure (Source HCS).

Housing market statistics

- The total housing stock in **Antrim and Newtownabbey** is 55,450 (Source HCS);
- Housing unfitness in **Antrim and Newtownabbey** is 3.5%, which is higher than the NI average of 2.4% (Source HCS);
- In 2006, the average house price in Newtownabbey was £134,086 (NI average £174,178), and at 2010 had increased slightly to £138,529 (NI average £156,746);
- NIHE housing stock at March 2011 totalled 4,391 units with 5,578 units sold to date (of which 4,752 were houses);

- Across Newtownabbey there are variations in the level of need for social housing. At December 2010 there were 1,720 applicants of whom 919 (53%) were in housing stress;
- There were 1,057 homeless applicants of whom 556 (53%) were awarded full duty status. Homeless applicants and applicants being awarded full duty status have increased since 2006/07;
- An average of 349 allocations were made annually over the past five years;
- The housing needs assessment estimates that 501 new social homes are required for the period 2010 to 2015.

Section 3 Newtownabbey Local Housing Strategy

In Newtownabbey in the past year (2010/11), the Housing Executive spent £7.87 million. The Housing Executive's projected investment for 2011/12 is £5.95 million. In addition new build work to the value of £10.36 million was commenced in 2010/11. Performance for 2010/11 along with programmes for 2011/12 is reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/11 heating replacements were started to 29 dwellings, smoke alarm installations to 362 dwellings, carbon monoxide detectors to 121 dwellings, 92 asbestos removals and grounds maintenance in 3 estates;
- We completed 94 heating installations, 158 revenue replacements and 50 multi-element improvements;
- During 2011/12 we plan to commence revenue replacements to 239 dwellings, health and safety works to 193 dwellings and 241 heating replacements;
- During 2010/11 there were 4 Renovation grants, 77 Disabled Facilities Grants and 10 Repair grants and 11 Home Repair Assistance grants completed;
- We anticipate that 12 mandatory grants, 7 Renovation grants and 7 Home Repair Assistance grants will be completed in 2011/12;
- In addition to heating installations to our own stock in Newtownabbey we manage the Warm Homes Scheme. In year to March 2011, 371 homes in the private sector were insulated, 26 had heating installations and 22 had both insulation and heating installed.

Corporate Objective 2 promoting independent living

- During 2010/11 there were 77 disabled facilities grants completed in the private sector and 97 adaptations commenced in our own stock;
- £1.3 million was spent during 2010/11 on providing supporting people services;
- Existing funding delivers 25 supported housing accommodation based schemes and 3 floating support providers in the borough;
- We will continue to assess the need for new wheelchair housing;
- We will provide a range of services to tackle homelessness in line with our homelessness strategy;
- During 2010/11 Newtownabbey District office placed a total of 80 homeless applicant households into temporary accommodation.

Corporate Objective 3 fostering urban and rural regeneration

- We will continue to upgrade our housing stock as funding permits;
- Implement a Neighbourhood Renewal programme in support of the DSD neighbourhood renewal strategy;
- Implement the rural housing strategy;
- Work with GROW (Generating Rural Opportunities Within Newtownabbey, Antrim and Carrickfergus Council areas) on the Northern Ireland Rural Development Programme.

Corporate Objective 4 promoting affordable housing

- During 2010/11, 2 general needs social housing schemes were completed for 41 units with a further 6 schemes on site for 92 units;
- There are 4 general needs schemes (34 units) on the 2011/12 programme;
- Locations of housing need are included in the unmet need prospectus where schemes have not been programmed;
- Continue to promote the private rented sector through 'Renting Privately in Newtownabbey' information packs;
- Continue to work with DSD and DOE to help formulate policy to deliver developer contributions for affordable housing through the planning system.

Corporate Objective 5 building a stronger community;

- Newtownabbey District office is represented on the Community Safety Partnership;
- Neighbourhood Officers monitor and report non occupation and misuse of houses;
- During 2010/11 the District Office dealt with 255 anti-social behaviour cases, 266 cases were closed without legal action;
- The District will continue to work with community groups on a range of topics.

Corporate Objective 6 delivering better public services

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



SECTION ONE

Section 1 Regional context

1.1 Introduction

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

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

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

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

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

1.2 Our housing priorities and programmes

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

Our priorities are as follows:

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

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

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

1.3 Funding

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

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

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

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

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

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

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

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

1.4 Policy context

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

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

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

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

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

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

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

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

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

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

1.5 Northern Ireland housing market

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

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

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

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

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

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

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

1.6 Corporate Governance

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

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



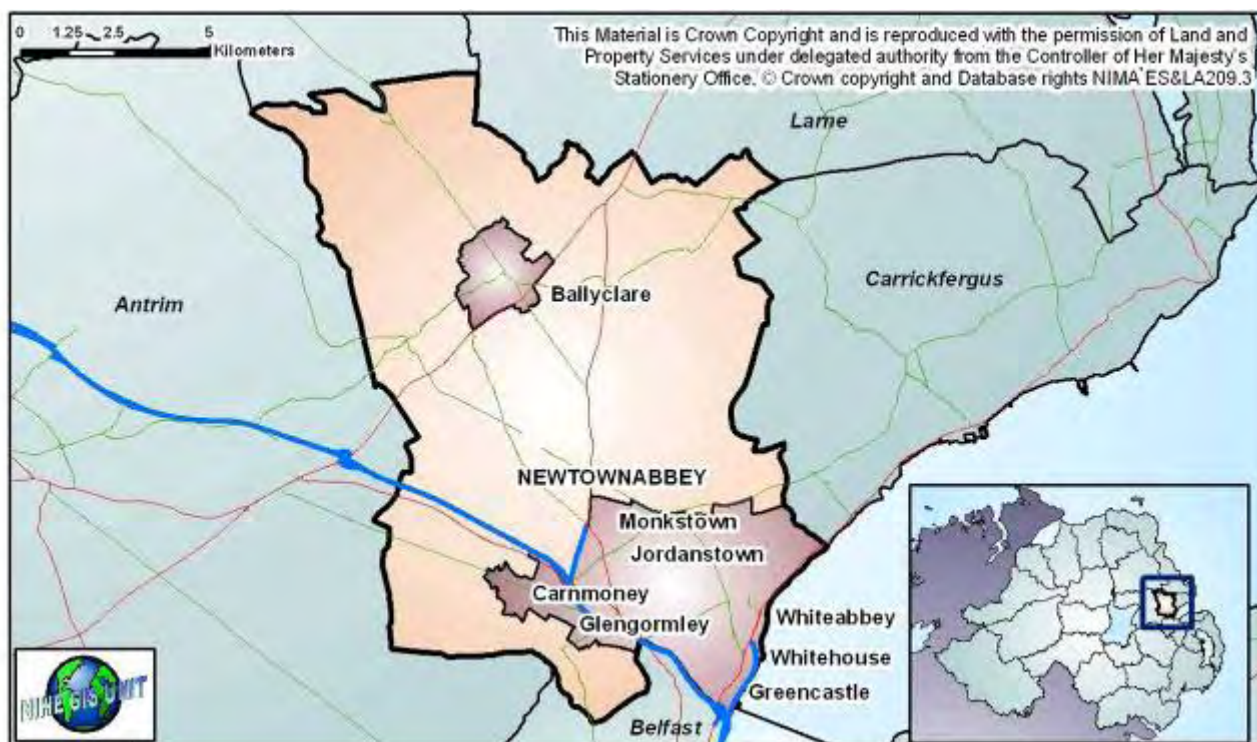
SECTION TWO

Section 2 Newtownabbey housing market analysis

2.1 Introduction

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

Map 1: Newtownabbey Borough Council Area



Source: NIHE GIS

The geographical area of Newtownabbey Borough is detailed in the map above. The south east of the borough contains a substantial urban area. Ballyclare town lies to the north west. Approximately 11% of the population live in rural Newtownabbey. The definition of 'rural' is a settlement of less than 4,500 people. Ballynure, Doagh/Kelburn and Oakview/Roughfort are rural areas within Newtownabbey Borough.

2.2 Planning

Physical Planning

The planning context is set out in the Regional Development Strategy for Northern Ireland 2025: 'Shaping our Future' and the draft Belfast Metropolitan Area Plan (dBMAP). The Housing Growth Indicators set by the Department for Regional Development (DRD) for Belfast Metropolitan Area for the period 1998-2015 allow

for 66,500 units of new build development. According to the DOE Planning Service's Northern Ireland Housing Land Availability Report for 2010 there were 5,849 units completed between 1998 and 2010 in Newtownabbey, with potential for a further 5,072 dwellings.

The dBMAP has allocated 370 hectares for housing in Newtownabbey Borough (out of a total of 1,831 hectares for the whole Belfast Metropolitan Area). The Housing Executive presented evidence to the BMAP Public Inquiry identifying the need to zone additional land for social housing. It is anticipated that the Plan will be adopted in 2012.

Regeneration initiatives for Newtownabbey include a Master Planning exercise commissioned by the Department for Social Development (DSD) for Glengormley and Ballyclare. The Master Plan presents a framework in which detailed proposals can be developed for business, tourism, leisure, public space and housing.

The Housing Executive has contributed to the regeneration of many social housing areas in Newtownabbey including Rathcoole, New Mossley, Monkstown and Ballyduff. From a rural perspective, we continue to work with the Department of Agriculture and Rural Development (DARD) and other partners to help ensure that housing contributes to 'broader' rural development. In this respect, we are in contact with GROW (Generating Rural Opportunities Within Newtownabbey, Antrim and Carrickfergus Council areas) which is implementing Axis 3 of the Northern Ireland Rural Development Programme in this area. GROW has been selecting settlements which will receive funding for village planning and renewal; when these villages have been selected, we will consider any housing issues arising from the resultant village plans.

Following our involvement in the initial stakeholder groups last year, we welcome the publication of the draft Rural White Paper Action Plan which was issued for public consultation at the end of March 2011. The Plan, for the first time, sets out proposed actions to deal with rural issues across Government. 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 creates for us to work with others to further progress rural regeneration.

Socio Economic Planning

The population of Newtownabbey increased by 4.6% between 1999 and 2009 and is projected to increase by a further 4.6% by 2019. The number of households is projected to increase by 8.8% between 2009 and 2019. Changing demographic trends, particularly in age profiles and a reduction in the average household size, are important factors in planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

Newtownabbey is a growing borough which has attracted some population diversity through migration. The A8 population (Accession 8 countries which joined the European Union in May 2004) was around 900 in 2009 representing approximately 1% of the population. The number of new migrant workers in the borough reduced considerably in 2006/07 and continued to reduce over the following 2 years. This reduction reflects reduced employment opportunities due to the decline in the economy. The majority of migrant workers live in the private rented sector with a small number seeking housing in the social sector.

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

Inevitably the **local economy** has been affected by the recent recession. The number of unemployed people in the borough has increased by 42 to 2,166 over the past year; the unemployment rate is lower than the Northern Ireland average. The construction sector has been severely affected with local estate agents confirming that work has stalled or slowed down on many new housing developments. This has subsequently impacted on the many businesses servicing the construction industry. While manufacturing industries have decreased in the borough there has been an increase in financial services and in the service sector. The retail sector is a main source of employment and Newtownabbey Borough Council continues to provide business support and endeavours to increase the number and range of businesses.

Newtownabbey has a lower dependence on public sector employment and has higher dependence on the private sector in comparison to Northern Ireland as a whole. The University of Ulster, Jordanstown is a major employer in the area and is central to the economy of the area.

In 2009 there was a high percentage of households (42.4%) in **fuel poverty** in Antrim and Newtownabbey; this is lower than the Northern Ireland figure (43.7%). In Antrim and Newtownabbey 54% of the over 60s age group were in fuel poverty. Rises in energy prices have been a major contributory factor to the sharp escalation in fuel poverty. Unemployment and income reduction have made an increased number of households vulnerable to fuel poverty.

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	79,718	83,406	87,254
Household	-	34,100	37,100
Household Size	-	2.4	2.3
No. of children	17,657 (22%)	16,980 (20%)	17,887 (21%)
No. of working age	49,071 (62%)	51,053 (61%)	52,652 (60%)
No. of older people	12,990 (16%)	15,373 (19%)	16,715 (19%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Newtownabbey	-149	-43	-77

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived *SOA
Newtownabbey	8	Dunanney	Jordanstown 2

Source: NISRA

* Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	1,633 (3.3%)	2,124 (4.2%)	2166(4.1%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	3,045	3,114	3,122

Source: NIHE

Fuel Poverty	Newtownabbey HCS 06	Antrim & Newtownabbey HCS 09	NI HCS 09
% in Fuel Poverty	26.3%	42.4%	43.7%

Source: NIHE House Condition Survey

2.3 Housing Market Profile

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

Housing stock in Antrim and Newtownabbey area is approximately 55,450 units. The private rented sector tenure accounts for around 6.8% of total stock. This is lower than the Northern Ireland figure of 17% but qualitative sources indicate that the number of private rented properties may well be an undercount. The social housing sector at 11.5% is lower than the Northern Ireland figure of (15%). The percentage of vacant stock in Antrim and Newtownabbey area is 4.1%, lower than the Northern Ireland figure of 5.9%.

Despite **housing conditions** continuing to improve, unfitness in Antrim and Newtownabbey is slightly higher than the figure for Northern Ireland.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 467 in 2007 compared to 262 in 2010. Local estate agents report a reduction in new housing starts and transactions in the past two years. The housing market has been slow over the past year and there are a high number of unsold properties in the borough, most of which are resale properties. The majority of sales continue to take place at the lower end of the market with semi-detached houses being the most popular. Buyers are mainly first time buyers. Access to finance and job uncertainty are the main issues facing prospective purchasers.

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

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

In 2007, the **average house price** in Newtownabbey peaked but by 2010 it had fallen by 34%. 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.

Northern Ireland **Co-ownership** Housing Association assists those on low income to access the owner occupied sector. A total of 1,505 properties have been

purchased through the scheme in Newtownabbey, 40 of those in the past financial year.

Another route to low cost owner occupation has been the **purchase of social housing** from the Housing Executive or housing associations by existing tenants. However, the number of transactions has dropped considerably in this sector since 2007. In 2010/11, 17 Housing Executive properties were sold to tenants under the House Sales scheme.

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents confirmed that there is an extremely high demand for private rented properties within the borough. Rental values have remained fairly static. Private sector Housing Benefit claims continue to increase. Since 2007 the increase reflects both the economic climate in Newtownabbey 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 amongst migrant workers. Estate agents report that there is a settled migrant community with a reduced number of new arrivals.

The University of Ulster at Jordanstown has 870 bedspaces available for **student accommodation** both on and off campus. The properties are University owned and managed through Headleasing and Private Partnerships. Students requiring accommodation in the private rented sector are referred to the studentpad website which is funded by the Housing Executive, www.nistudentpad.co.uk. This provides a classified list of student accommodation available throughout Northern Ireland.

Houses in Multiple Occupation (HMO) continue to play an important role in meeting the housing needs of people who are single, who have temporary employment, students, low income households and migrant workers. The Housing Executive uses a combination of methods; inspection, grant aid and enforcement orders to raise standards in HMOs. There are 92 registered HMOs in the borough.

2.4 Social housing

The number of applicants on the waiting list peaked in 2008 decreasing by 6% to December 2009 then increasing slightly again at December 2010. Housing stress figures peaked at December 2007, reducing gradually until December 2009 then increasing slightly again at December 2010. Allocations were highest in 2009 but dropped back by 16% in 2010.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Newtownabbey HCS 2006	25,000	5,340	3,070	1,100	34,510
Antrim & Newtownabbey HCS 2009	43,010	6,370	3,790	2,280	55,450
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Newtownabbey 2006	Antrim & Newtownabbey 2009	NI 2006	NI 2009
Unfitness	2.3%	3.5%	3.4%	2.4%
Fail Decent Homes Std	25.5%	13.2%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Newtownabbey New Build Starts	402	467	164	143	262
NI New Build Starts	14,105	12,373	5,916	6,489	6,037
Newtownabbey Average House Price	£134,086	£208,983	£173,713	£137,483	£138,529
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Newtownabbey	2007	2008	2009	2010	2011
No. of Claims	1,380	1,415	1,625	1,993	2,188

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

Source: NIHE

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

The 5 year housing need projection to 2015 for Newtownabbey is 501 units. Projections are calculated using waiting list trends, supply trends and other demographic and local information. The Social Housing Development Programme is formulated using our housing needs assessments and strategic guidelines to help address social housing need.

Across Newtownabbey there are considerable variations in the level of need for social housing. The distribution of demand is detailed in the appendices.

Single person households continue to dominate the waiting list, accounting for 46% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing.

Changes in the waiting list over the past few years may be a short term trend given the uncertainty in other housing sectors. Waiting list trends in Newtownabbey will continue to be monitored closely.

Current **Housing Executive stock** within the District is 4,391 dwellings, the majority of which are houses. Since the introduction of the House Sales Scheme 5,578 Housing Executive properties have been purchased. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of March 2011, 3% of properties were vacant.

Homeless applicants are included in the overall waiting list figures but it is possible to analyse homelessness separately. The number of people presenting as homeless and being awarded full duty status in Newtownabbey has increased since 2006. The main factors for applicants presenting as homeless include marriage/sharing breakdown, relationship or family disputes and unsuitable accommodation.

Approximately 50% of all those who presented as homeless in 2010/11 were single households; of all applicants who received Full Duty Status, 30% were single households. Older person households accounted for 17% of those presenting and 26% of those receiving Full Duty Status. Newtownabbey District Office made a total of 80 placements into temporary accommodation in 2010/11; a slight increase on the 2009 figure.

At 31st March 2011, there were 131 empty Housing Executive properties in Newtownabbey District. Fifteen of these properties were pending allocation and 85 properties were empty to facilitate improvement schemes. A further 24 properties are bedsit accommodation pending demolition, 6 flats in Rathcoole Gardens are pending demolition and 1 property at Shore Road is pending sale.

Table 3: Social housing statistics Public sector

	5 year projected need to March 2015 ¹	Units Completed April 2010 – March 2011	Units On-Site at 31 March 2011	Gross No. Units Programmed 2011/12
Newtownabbey	501	41	92	34

Newtownabbey Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	1,497	1,713	1,785	1,671	1,720
Housing Stress	872	968	960	887	919
Allocations	307	313	328	434	364

Newtownabbey Waiting list sub-set of homeless applicants

	2006/07	2007/08	2008/09	2009/10	2010/11
Number Presented	1,028	955	827	958	1,057
Awarded Full Duty Status	492	456	423	543	556

	2007/08	2008/09	2009/10	2010/11
HA Starts Newtownabbey	32	72	37	96
NIHE House Sales Newtownabbey	46	4	7	17
Average Market Value	£93,431	£65,500	£61,948	£58,689

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 Newtownabbey local housing strategy

3.1 Introduction

The housing market analysis identified a number of housing issues within Newtownabbey, 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 Newtownabbey in 2011/12 is £5.95 million.

Table 4: Districts actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	2.05	2.31	0.35
Planned maintenance work	2.07	1.14	1.95
Response maintenance*	2.12	2.07	2.10
Private Sector Grants	1.33	0.70	0.55
Warm Homes	- -	0.35	-**
Supporting People	1.02	1.30	1.00
Total	8.59	7.87	5.95
Investment in New Build***	4.23	10.36	****

Source: NIHE

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

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

*** Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year. The amount includes Housing Association Grant funded by Government subsidy which was £2.53million for 37 units (2009/10) and £7.33 million for 96 units (2010/11).

**** The 2011/12 draft gross new build programme contains 34 units, total cost of units has not been finalised.

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

Table 5: Area spend

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

Source: NIHE

3.2 Objective 1 – Delivering the Decent Homes Standard

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

In the past year we started:

- 29 heating replacements to Housing Executive stock;
- 362 smoke alarm installations;
- 121 carbon monoxide detector installations;
- 92 asbestos removals;
- Grounds maintenance in Rushpark, Rathfern and New Mossley.

In the past year we completed:

- 94 heating replacements to Housing Executive stock;
- 158 revenue replacements;
- 50 Multi Element Improvements in New Mossley.

The Multi Element Improvement Scheme, nearing completion at Glencoolie House, will provide 58 fully refurbished flats. Grounds rehabilitation works recently completed in Rathcoole and are currently ongoing in Rathfern.



Rathfern Grounds rehabilitation scheme

Details of our programmes can be found in Appendix 2

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

In the past year the following were completed:

- 4 Renovation Grants;
- 77 Disabled Facilities Grants;
- 10 Repair Grants;
- 11 Home Repair Assistance Grants.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within Newtownabbey, over the past year, 37 properties were registered by the Housing Executive as HMOs. Ongoing identification of potential HMOs, and ensuring compliance with the HMO Statutory Registration Scheme, continue to present a significant challenge, as does the enforcement activity associated with the scheme where non compliance exists. In the past year, 9 Article 80 Notices (fit for number of occupants) were served in Newtownabbey. An HMO Strategy has been developed to not only ensure compliance but also to provide advice to tenants and prospective tenants of HMOs.

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

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

Approximately 58% of Housing Executive homes in Newtownabbey have gas central heating systems, 24% oil central heating, with the remaining 18% electric, roomheater or other forms of heating.

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

In addition to this programmed activity, the installation and upgrading of insulation will be prioritised and the Warm Homes Scheme will be promoted.

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:

- 371 homes were insulated;
- 26 homes had heating installations;
- 22 had both insulation and heating installed.





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

We continue to fund Bryson Charitable Group to provide energy efficiency awareness courses to schools and during the year 4 schools in Newtownabbey were visited.

Through working closely with partner housing associations and where we are leading design work, we continue to promote the best modern standards of

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

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

- commence 239 revenue replacements to Housing Executive stock (appendix 2);
- commence health and safety works to 193 Housing Executive properties (appendix 2);
- commence 241 heating replacements to Housing Executive stock (appendix 2);
- complete 12 mandatory Repair grants, 7 Renovation grants and 7 Home Repair Assistance Grants;
- work to improve energy efficiency, promote energy conservation and help to alleviate fuel poverty;
- continue to promote good standards of housing design and practice across all tenures;
- continue to represent Newtownabbey on the local Warm Homes Group; conclude a full review of our emergency response plans, based on lessons learned from the severe weather of December 2010;
- External Cyclical Maintenance to 283 Housing Executive units has been included in a reserve programme for 2011/12 (subject to funding).



New Mossley Grounds rehabilitation scheme

3.3 Objective 2 – Promoting independent living

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

In Newtownabbey Borough in the past year:

- We spent approximately £1.3 million providing assistance to vulnerable people through **Supporting People services**;
- The existing funding delivers 25 supported housing accommodation-based schemes and 3 floating support schemes in Newtownabbey;
- The Good Morning and Fold Housing Support Scheme for older person services provide support to older people who feel isolated or vulnerable. These services are delivered in Newtownabbey District by the Monkstown Community Centre and Fold Housing Association, and funded through the Northern Health and Social Care Trust, Newtownabbey Community Safety Partnership, Newtownabbey Borough Council and the PSNI. At present, 125 older persons in Newtownabbey District are availing of the Good Morning Scheme;
- Newtownabbey Fold Housing Support Scheme for older persons is specifically targeted to meet the needs of older and more vulnerable people within their own homes. The service aims to provide a safe, secure and healthy home environment, promote greater independence and provide a high quality support service. As well as providing a 24 hour Telecare Service there are regular visits to service users, essential links to other vital services, the provision of a home safety and personal security system and the opportunity for users to engage in many social events such as day trips, luncheon clubs, entertainment events and coffee mornings. Support provided is tailored to meet the needs of the individual person. Currently 36 older persons are partaking in the Newtownabbey Housing Support Scheme Service. Monkstown Community Centre has secured funding for the next 3 years and plan to expand the service to provide evening calls;
- The Good Morning service provided by Monkstown Community Centre has extended to include residents in Rathcoole and Rathfern;

- In Newtownabbey, a warden service is provided by Extracare to residents living in lower Rathcoole and Rushpark and more recently in the greater Newtownabbey area. This service aims to give support to enable people to live independently in their own home. Practical help and advice is provided on a range of issues including health, budget and benefit entitlement.

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

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

In the past year within Newtownabbey Borough:

- 1,057 homeless applications were received;
- 556 were assessed as Full Duty Applicants;
- 80 were provided with temporary accommodation;
- We are developing an Area Homelessness Strategy which will take account of the borough's local requirements;
- Advice booklets on homelessness are available for all who present as homeless in Newtownabbey.

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

During 2010/11 we approved 56 Disabled Facilities Grants for the private sector and 77 were completed. A total of £240,000 was spent on adaptations to our own stock. Details of this work can be found in Appendix 2. The North East Area has a budget of £2.04 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households, but this budget cannot be projected to district level as it is demand led.

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

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

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

As part of the Housing Executive Investing for Health programme, the Grange Community house held a number of Money Advice workshops to help 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 Newtownabbey Borough;
- Approve 50 Disabled Facilities Grants and complete 52 Disabled Facilities Grants;
- Start an estimated 400 adaptations to our own stock in North East Area;
- Invest £1 million to continue to deliver housing support services to vulnerable people through the Supporting People programme;
- Provide a range of services to tackle homelessness in line with our homelessness strategy.

3.4 Objective 3 – Fostering urban and rural regeneration

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

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

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

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.

In Newtownabbey we are supporting physical and community regeneration through a number of activities:

- The District Manager is a member of the DSD funded Grange Neighbourhood Renewal Partnership. The Partnership has invested £144k this financial year on a series of projects;
- Newtownabbey District Office has been closely involved in a series of environmental improvements in New Mossley; this included the development of a community garden and assisting Newtownabbey Borough Council in the delivery of a play park/multi use games area;
- Following on from the success of the New Mossley Community Garden the Housing Executive implemented Phase 1 of a Grounds Rehabilitation scheme involving removal of raised planters, older shrub beds and converting areas to formal grass with some tree and bulb planting;
- A biodiversity project was implemented at the Ballyearl Drive entrance to New Mossley estate with the existing vegetation removed and a four year hi-colour wildflower meadow mix sown which is already germinating. Both of the above schemes involved extensive consultation with the local community group and church youth club;
- A Grounds maintenance rehabilitation scheme was implemented in the Erskine/Rashee area following extensive surveying of the area and consultation

with the local community group. A number of existing shrub beds were restocked, others were converted to formal grass areas and a number of trees planted at various locations throughout the estates;

- A multi agency approach is being led out through Northern Neighbourhoods Health Action Zone. Community, voluntary and statutory bodies are working together on this initiative to promote improvement to the health and well-being of people living within the New Mossley area;
- An estate appraisal of open space within New Mossley has been carried out. The study took a strategic perspective on how New Mossley could, or should, evolve in the future within the context of restructuring and improvements within the estate;
- Rathcoole has been identified as a Neighbourhood Renewal Area. Work is currently ongoing through the Rathcoole Neighbourhood Renewal Partnership and a number of working groups to deliver actions and projects identified in the Action Plan. Positive changes in Rathcoole, as evidenced by the provision of sculptures at the vehicular entrances to the estate and at The Diamond, have continued with the recent re-imaging initiative. Consideration is currently being given to the future of the Rathcoole 'Angel' and to the provision of a living Christmas tree;
- The delivery of a local housing and regeneration strategy in Rathcoole. The largest single Estate Based Strategy undertaken by the Housing Executive is in Rathcoole. It has been operational for approximately 20 years. The Strategy continues to improve the quality of housing while also addressing environmental issues. The most recent phase is the ongoing refurbishment of the multi-storey block of flats at Glencoole House;
- A number of Kitchen Replacement Schemes are ongoing and scheduled for Rathcoole;
- The scheduled demolition of Rathcoole Gardens flats will make way for a 28 unit new build development;
- Grounds Rehabilitation works have recently completed in Rathcoole;
- Consideration is being given to necessary works to the two blocks of multi-storey flats in Rushpark;
- Rathfern is included in an External Cyclic Maintenance Scheme which is nearing completion;
- Grounds Rehabilitation works are currently on site in Rathfern;

- The Housing Executive continues to support the work of Bawnmore and District Residents Association;
- Bawnmore continues to receive funding through the Small Pockets of Deprivation scheme. Funding assisted with a number of environmental projects and running costs of the Community House;
- We have continued to be involved in the Cleaning Up Newtownabbey initiative;
- Newtownabbey District Office is involved in and supports Hazelwood Community Partnership.

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 thus aiding rural regeneration and rural development.

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

DARD has particular responsibility for rural areas and where possible, we work with them to support rural regeneration. Our work also aims to complement the work of GROW. This group is responsible for the administration of Axis 3 of the Northern Ireland Rural Development Programme 2007-2013. In Doagh funding has been awarded for a Village Plan which is nearing completion. Village facilitators have been appointed to work on Village Plans for the smaller settlements of Ballyrobert, Cogry/Kilbride, Ballynure, Straid and Ballyeaston.

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

In the coming year we plan to:

- Continue to implement a Neighbourhood Renewal Programme (in support of the DSD Neighbourhood Renewal Strategy);
- Continue to support Action New Mossley in the development and delivery of health based events to the community;
- Continue to support multi-agency regeneration proposals for Ballyclare;
- Continue to monitor housing conditions in Newtownabbey;
- Continue to upgrade our housing stock when funding permits;
- Implement the Rural Housing Strategy – ‘Rural Homes and People’;
- Ensure that Housing Executive activities and programmes are aligned with, and contribute to, wider current and emerging regeneration programmes and initiatives;
- Organise a number of workshops for local schools with the intention to plant wildflower plugs later in the year.

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 Newtownabbey:

- There were 2 general needs social housing schemes completed delivering an additional 41 units of housing;
- There were 6 general needs social housing schemes on site, which will deliver a further 92 units;
- There were 3 schemes, Glengormley Park, Longlands Avenue and Ben Madigan, which were deferred or did not commence. Reasons for delay included planning and acquisition of lands issues;
- We supplied DOE Planning Service with an annual housing needs assessment;
- Locations of housing need were identified in our 'Unmet Need Prospectus' to direct housing associations to areas of need, but where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the Housing Executive's Strategic Guidelines;
- Newtownabbey District Office continues to make use of the 'Renting Privately in Newtownabbey' information packs. Both the pack and notice board in the reception area of the district office are updated regularly with information provided by local estate agents. Also included in the pack are Housing Benefit forms, a check list for benefit calculations, Local Housing Allowance rates, CAB and Outreach address listings and list of other useful telephone numbers;
- We published a joint protocol with Planning Service detailing procedures for housing associations when applying to build social housing under Policy CTY 5 of Planning Policy Statement 21 - Housing in the Countryside;
- We continued to implement the House Sales Scheme, which provides an opportunity for tenants to own their home. The number of our tenants availing of this scheme has dropped in recent years due to current housing market conditions. During the past year there were 22 applications received; 24 offers made and 17 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 Programme details and unmet need by location can be obtained by clicking on the hyperlink www.nihe.gov.uk/index/www_home/unmet_need_prospectus.htm

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

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

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

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

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

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

In the coming year we plan to:

- Assess the need for new social housing in the borough. The current five year housing need assessment indicates a need for a further 501 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The draft Programme for 2011/12 contains 4 schemes for 34 units;
- Provide DOE Planning Service with an annual housing need assessment;
- Promote the private rented sector as a decent and affordable housing option. We are using feedback from a pilot Private Landlord Scheme in the development of a Northern Ireland rent guarantee scheme, under the DSD private rented strategy 'Building Sound Foundations';
- Manage our social housing stock to minimise empty dwellings;
- Promote affordable home ownership through our house sales scheme;
- Examine the potential to develop intermediate housing on surplus Housing Executive sites;
- Continue to work with DSD and DOE Planning Service to deliver developer contributions for affordable housing via the planning system;
- Work with housing associations to ensure delivery of new housing;
- Explore opportunities presented by Planning Policy Statement 21 (PPS21) to develop social housing outside designated settlements.



New build scheme at Bawnmore developed by Habinteg Housing Association

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 decreased slightly on the previous year. Most reports relate to low level anti-social behaviour, with a similar number of serious incidents reported as in the previous year. District office staff are involved in a number of ways to help address anti-social behaviour.

Table 6: Newtownabbey: 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
255	3	0	0	2	266

*Acceptable behaviour contracts

- Newtownabbey District Office is represented on the Community Safety Partnership;
- Neighbourhood Officers monitor and report non occupation and misuse of houses and have brought 12 dwellings back into stock;
- Newtownabbey District Office sits on the Multi Agency Risk Assessment Conference (MARAC) which meets monthly, dealing with domestic violence and its consequences. Partners include PSNI, Women’s Aid, Probation and Social Services;
- ‘Safe Places’ is a new initiative to raise awareness of services available for anyone experiencing domestic abuse. Safe Places was launched in Ballyclare by Womens’ Aid, supported by the Newtownabbey Community Safety Partnership, the PSNI, Newtownabbey Borough Council, local businesses, Victim Support and Childline. Ballyclare became the first town in Northern Ireland to have ‘Safe Places’, where victims can access information on services for domestic abuse;

- Staff in Newtownabbey District Office continue to work in partnership with other statutory agencies through the monthly ASB forum. Partners include PSNI, Newtownabbey Borough Council, NEELB and the Youth Justice Agency. Working to an agreed protocol the forum aims to ensure that information is shared properly and consistently.
- This approach has enabled action against offenders to be better coordinated and as a result has helped to prevent many cases from becoming more serious. In the past year in Newtownabbey District, 113 warning letters have been issued and 2 individuals have signed Acceptable Behaviour Contracts. As a result of the PSNI working in consultation with the partnership agencies including the local District Office, 4 Anti Social Behaviour Orders have been obtained through Court Action;
- In Newtownabbey 'Alternatives' is offering a new approach to support those who may be victims of anti social behaviour. The district office is working with Northern Ireland Alternatives on this mediation and community project. It provides restorative justice, mediation and community support services and training. It aims to develop non violent strategies for achieving justice and addressing socially harmful activities in Rathcoole. This service is free, confidential and impartial;
- Newtownabbey District Office continues to work in partnership with local communities and statutory agencies to address community safety issues. The 4 tier initiative which was developed to support vulnerable persons, victims of domestic violence, victims of crime, disabled persons and ethnic minorities was recently evaluated. It has proved to be extremely positive and has had a significant impact on the lives of vulnerable people in Newtownabbey;
- Residents adjacent to empty Housing Executive dwellings in Newtownabbey District are encouraged to contact the local Housing Executive office or PSNI to report incidents of anti social behaviour or criminal activities in the vicinity of the empty dwelling. When a dwelling becomes vacant adjacent residents are issued with relevant contact details. It is hoped that this will reduce problems associated with vacant dwellings in the past and reduce the fear of crime for neighbouring residents;
- Our Neighbourhood Officers participate in a forum of statutory, voluntary and community representatives to promote Neighbourhood Watch. This is an educational event targeted at tackling ASB. The forum consists of PSNI, Housing Executive and Newtownabbey Borough Council representatives and was also attended by Neighbourhood Watch members and the YMCA;
- Our Neighbour Officers in Newtownabbey District were actively involved in an event sponsored by the PSNI Neighbourhood Policing Team, which promoted

Community Safety in Monkstown area. We also provided information on the role of the Neighbourhood Officer in the community;

- One of our Housing Officers is due to complete the PSNI pilot Neighbourhood Management Programme delivered by the Chartered Management Institute. This course covered all aspects of ASB, housing law, partnership working, stakeholder mapping and working together to solve problems;
- New Mossley Anti-Social Awareness Course was funded through the Housing Executive Investing for Health Programme. This provided members from New Mossley Community Group and New Mossley Women's Group with the opportunity to increase their understanding of anti social behaviour and with methods to deal with the issue.

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.

The District Office works with 26 community groups and contributes to a wide range of partnerships and inter-agency groups. The Housing Community Network (HCN) meets bi-monthly and during 2010 received presentations on a number of issues.

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

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

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

Our approach to developing greater community cohesion locally includes:

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

- Whiteabbey was included in the Shared Neighbourhood Programme in recognition of good relations work that has been undertaken and genuine commitment of the community to live together with respect and understanding. An interagency partnership has been set up with local community representatives from voluntary and statutory agencies to address identified needs and help deliver programmes;
- The New Mossley Conflict Management project was funded through the Housing Executive Investing for Health Programme. This provided members from the New Mossley Community Group and New Mossley Men's Group with the opportunity to teach individuals how to manage their reactions to conflict, to analyse and address confliction issues constructively in order to produce a positive outcome.

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.

Newtownabbey District Office supported the Grange Community House in delivering a Race Relations funded programme, 'Know me Know You', this project included workshops on racism, sectarianism, and visits to various different cultural centres.

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 for all residents in Newtownabbey. As a result of our involvement we produced and promote our own Hate Crime Procedures leaflet, providing additional information for callers to the District Office.

The Re Imaging Communities Programme led by the Arts Council and supported by the Housing Executive has significant potential impact on estates. In Rathcoole two sectional murals were replaced with historical murals in Iniscarn Dive and Knockenagh Gardens with local people playing a key role in developing the art work. This reflects the changing attitudes of a community that is proud of its area, welcoming to others and firmly focused on the future.

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.

- The aim of the New Mossley 'Grow It Cook It Eat It' project was to enable residents to participate in a healthy food project.

- Within New Mossley Health Action Zone area, the Community Group, Housing Executive and Newtownabbey Borough Council are working in partnership to establish allotments in New Mossley. This project is an exciting opportunity for local residents to participate in a locally based community food project and aims to encourage people to realise the benefits of 'growing-your-own'. It is proposed that the Council will lease the land from the Housing Executive for the benefit of local tenants and residents of the area;
- The Grange Community House Project 'Getting ahead of Yourself', a Housing Executive Investing for Health programme ran for a period of 6 months, delivering a number of health and advice clinics, including sessions on breast screening, women's health issues, mental health problems, youth and children programmes and adult education workshops and classes;
- The Grange 'Creating healthier lifestyles' provided educational advice and guidance to children and older people on how to make healthier choices in relation to diet and nutrition;
- Ballyduff 'Eat what you Grow' project enabled residents to participate in a locally based community food project.

In the coming year we plan to:

- Continue to work with Whiteabbey Community Group to deliver cross community projects and develop a Good Relations plan under the Shared Neighbourhood Programme;
- Increase the number of Community Participation Compacts. Currently 21 groups have signed up to Community Participation Compacts within the districts;
- Implement and report progress on the community Involvement Strategy;
- Work in partnership with statutory, community and voluntary sectors in developing and delivering improved community safety at estate level. Projects for the incoming year include;

Employment of a part time youth worker to engage young people in a variety of Youth Service lead projects making them more aware of the impact of their behaviour on themselves and the community;

BEESAFE project which aims to contribute to a reduction in anti social behaviour, drugs and alcohol abuse by young people;

LIFE project which will continue to engage young people from the local community with Northern Ireland Fire and Rescue Service developing life

skills and influencing a reduction in ASB such as fire setting, hoax calls and attacks on emergency services;

A coordinated programme of events and activities throughout the year that are aimed at reducing anti social behaviour in Newtownabbey Borough;

Fear Of Crime Communications Project which aims to reduce the fear of crime in Newtownabbey by promoting positive community safety messages throughout the year.

- Continue to provide Safety packs for vulnerable persons through 4 Tier Security;
- Implement the recommendations of the Housing and Health strategy;
- Work in partnership with housing associations to implement the Shared Future Housing Programme;
- Develop the Shared Neighbourhoods programme;
- Implement the regional Good Relations BRIC (building relationships in communities) programme which aims to 'put good relations at the heart of social housing';
- Continue to implement the race relations action plan.

3.7 Objective 6 – Delivering better public services

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

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

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

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

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

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

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

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

Should an emergency arise which requires a local response, district offices will provide a service outside normal working hours supported by the Customer Service Unit.

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

The Housing Executive also proposes to use its valuable links with community representatives, to communicate information and receive updates to and from local communities.

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

Table 7: North East Area Performance at March 2011

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

Newtownabbey District Offices continue to provide key services such as housing, homelessness, response maintenance, estate management, community development and partnerships. Relationships between the District Offices and the new service units in the Area Office continue to develop with debt management and Housing Benefit advice being enhanced.

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

Locally we:

- Aim to process at least 90% of housing applications within 20 working days;
- Aim to process 95% of emergency, urgent and routine repairs within the agreed time scales of 24 hours, 4 days and 4 weeks respectively;
- Deal with an average of 946 customers in the district offices per month for local services which are being streamlined and enhanced to meet our customers changing needs;
- Provide tenants with an annual publication of Housing News which highlights local projects and performance;
- We will review, report and update our major incident plan.

Table 8: Newtownabbey 1 District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process in < 21 days	99%
Homeless Applications	Process in < 34 days	100%
Maintenance		
Emergency	90/95%	97%
Urgent	85/95%	93%
Routine	85/95%	96%
COT	85/90%	96%
Relet turnaround time	<26 days	22 days

Table 9: Newtownabbey 2 District Office Performance at March 2011

Total	Target	Actual
Housing Applications	Process in < 21 days	99%
Homeless Applications	Process in < 34 days	100%
Maintenance		
Emergency	90/95%	96%
Urgent	85/95%	94%
Routine	85/95%	93%
COT	85/90%	98%
Relet turnaround time	<26 days	8 days

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

Following a major review and consultation exercise, a revised structure has been implemented across the Private Sector Improvement Service. The outcome of this review resulted in the closure of the grants office in Ballyclare on 31st March 2011, with the workload transferring to Ballymena. To reflect this change the Ballyclare/Ballymena Grants Office is being rebranded as the North East Grants Office under the management of Mr Ron Mitchell formally of the Ballyclare Grants Office.

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

To ensure we can meet our targets for inspecting and registering Houses in Multiple Occupation (HMO), a small HMO sub-office has been created in Craigavon to assist the Regional HMO office in Coleraine. The Belfast HMO office will now only manage HMO properties in Belfast Borough Council area.

In the coming year we plan to:

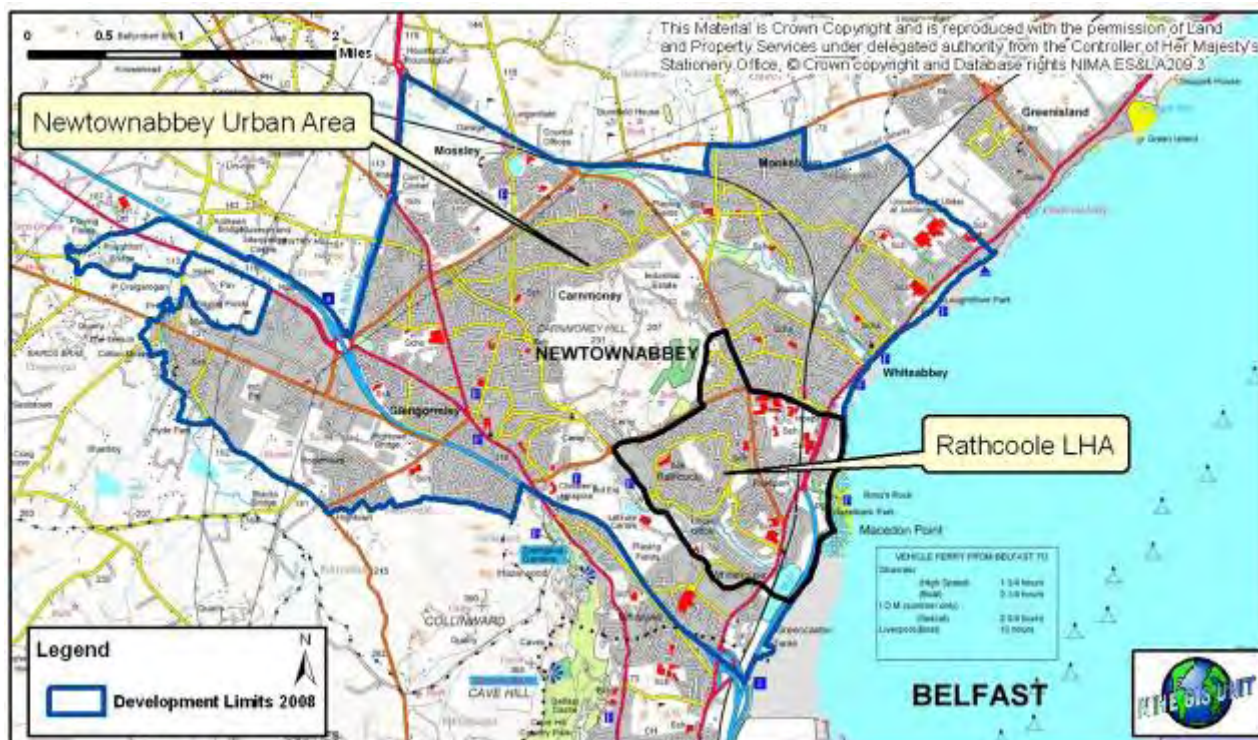
- Provide tenants with an annual publication of Housing News;
- Provide grant applicants with copies of our Grants Newsletter;
- Provide high quality and responsive services to all customers;
- Manage services in a cost effective manner;
- Continue to improve services through the modernising services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



APPENDICES

Appendix 1: Settlement Profiles

Rathcoole/Rushpark/Rathfern

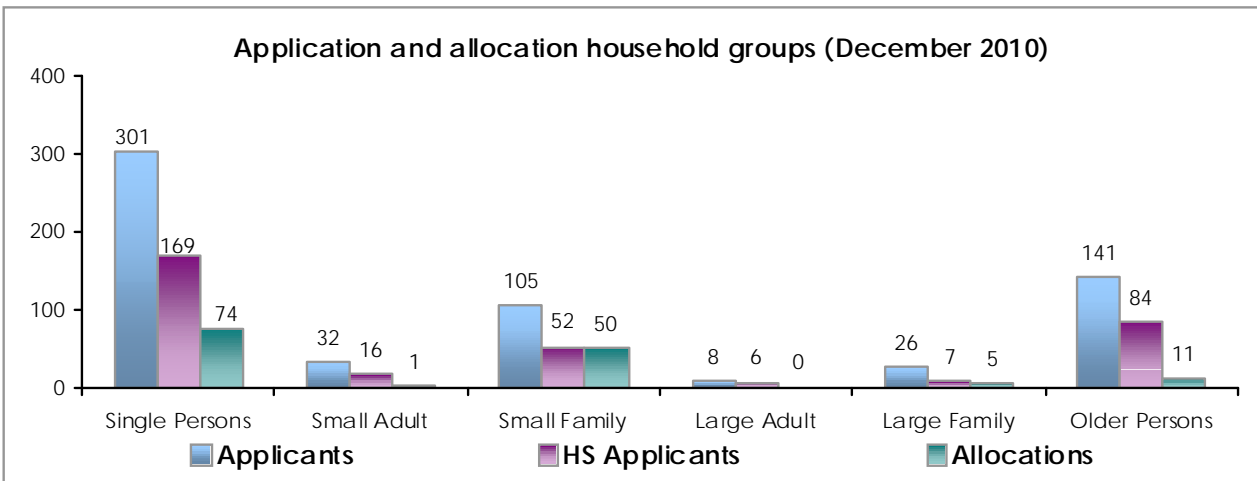
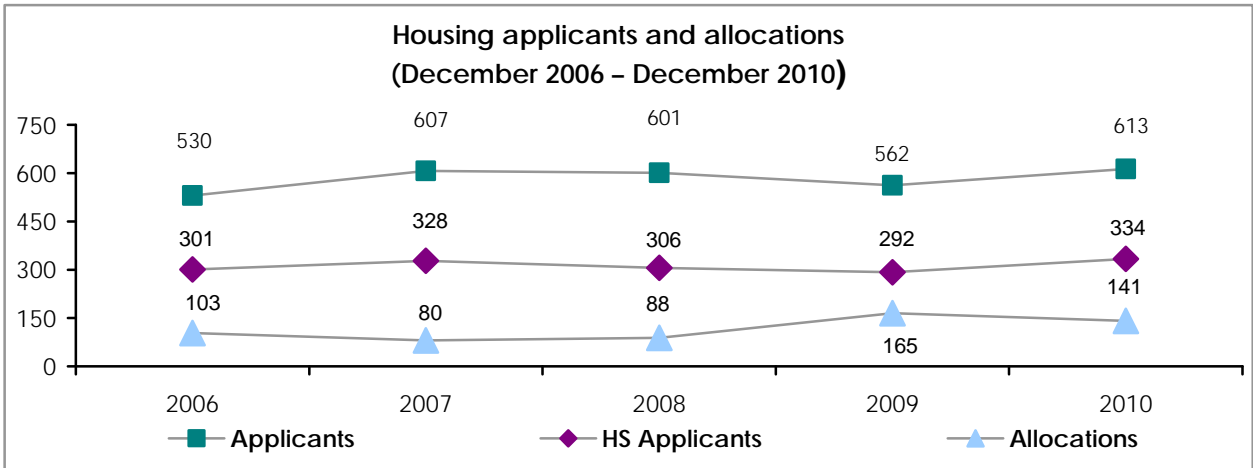


The social housing waiting list for Rathcoole/Rushpark/Rathfern, (detailed in appendix 5), fluctuated between December 2006 and December 2010, over the same period housing stress increased by 11% and allocations increased by 37%. This fluctuation in need and rise in allocations resulted from an expansion in the private rented sector and a substantial number of empty Housing Executive properties being returned to stock. At March 2011 a number of properties were vacant in Rathcoole to facilitate improvement schemes; these properties will eventually return to stock when improvements are completed.

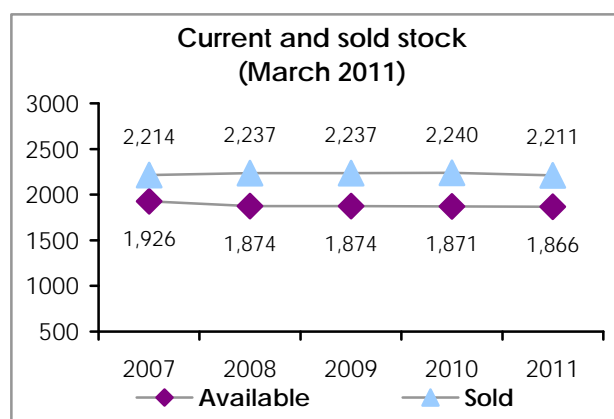
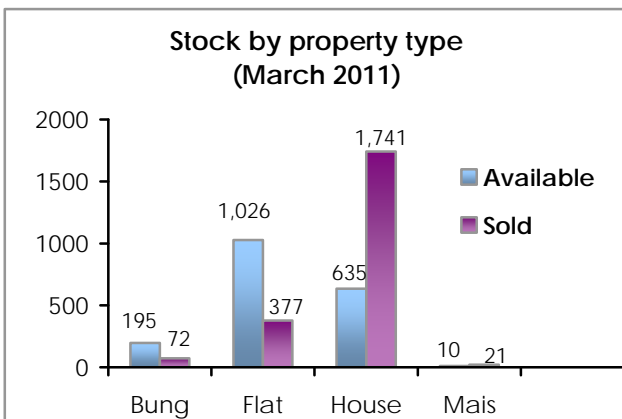
In Rathcoole/Rushpark/Rathfern the housing need assessment, at March 2010, supported by housing market analysis demonstrates a requirement to increase the supply of social housing by 97 units over a 5 year period; this will be kept under review. In year ending March 2011, a new build scheme for 37 units of general needs accommodation was completed at Dunanney Avenue, Rathcoole by Fold Housing Association. At March 2011, a scheme commenced at Rathcoole Gardens, to provide 28 units, taken forward by Apex Housing Association and a scheme at Doagh Road, Rushpark, taken forward by Helm Housing Association commenced for 13 units. Both schemes provide general needs accommodation.

A new build scheme has been included in the provisional Social Housing Development Programme for Rushpark, in year 2011/12, to provide 8 units of general needs accommodation, taken forward by Apex Housing Association.

Rathcoole/Rushpark/Rathfern social housing waiting list analysis



Housing Executive stock analysis



Glengormley (Glenvarna/Queens Park/Hightown)

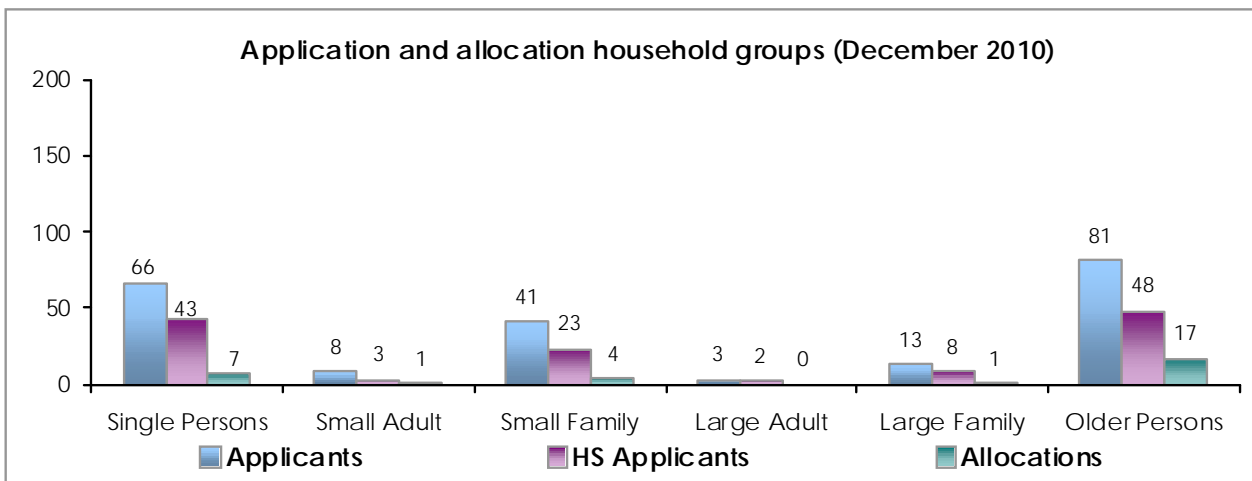
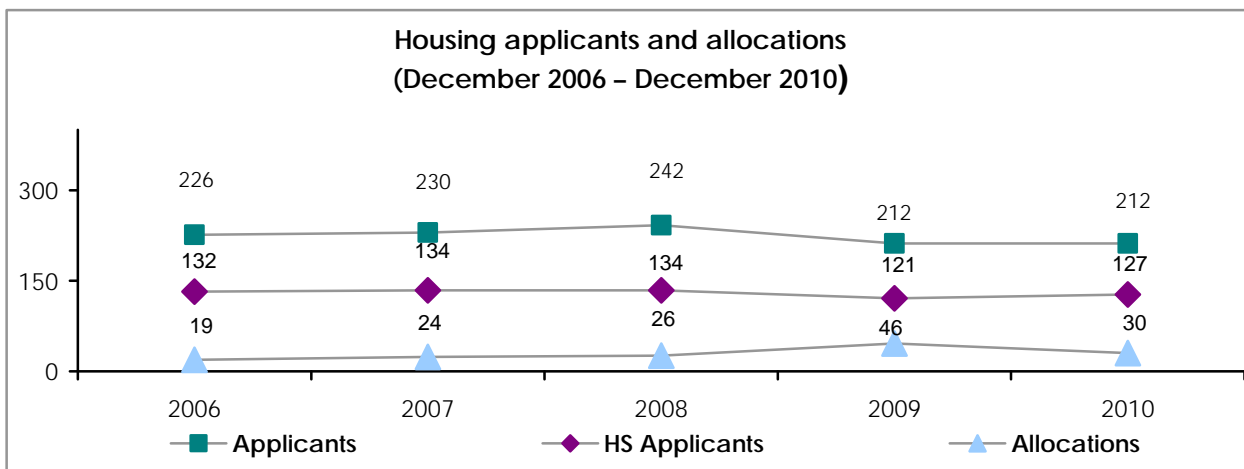


There was a steady demand for social housing in Glengormley between December 2006 and December 2010; over the same period allocations increased by 58%. This rise in allocations resulted from an expansion in the private rented sector. In conjunction with this a number of Housing Executive properties, which had previously been held to facilitate improvement schemes were returned to stock.

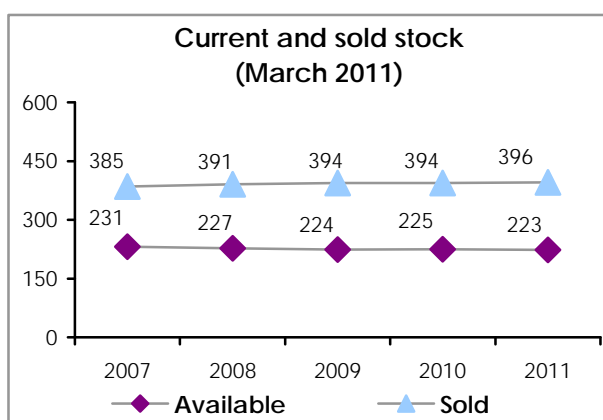
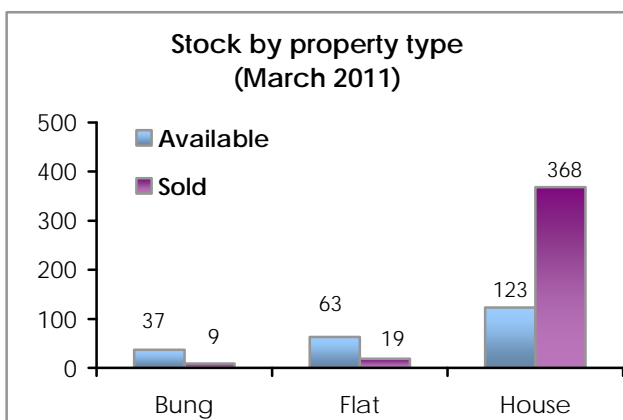
In Glengormley the housing need assessment, at March 2010, supported by housing market analysis demonstrates a requirement to increase the supply of social housing by 118 units over a 5 year period.

A new build scheme has been included in the provisional Social Housing Development Programme for Glengormley, in year 2011/12, to provide 8 units of general needs accommodation, taken forward by Oaklee Housing Association.

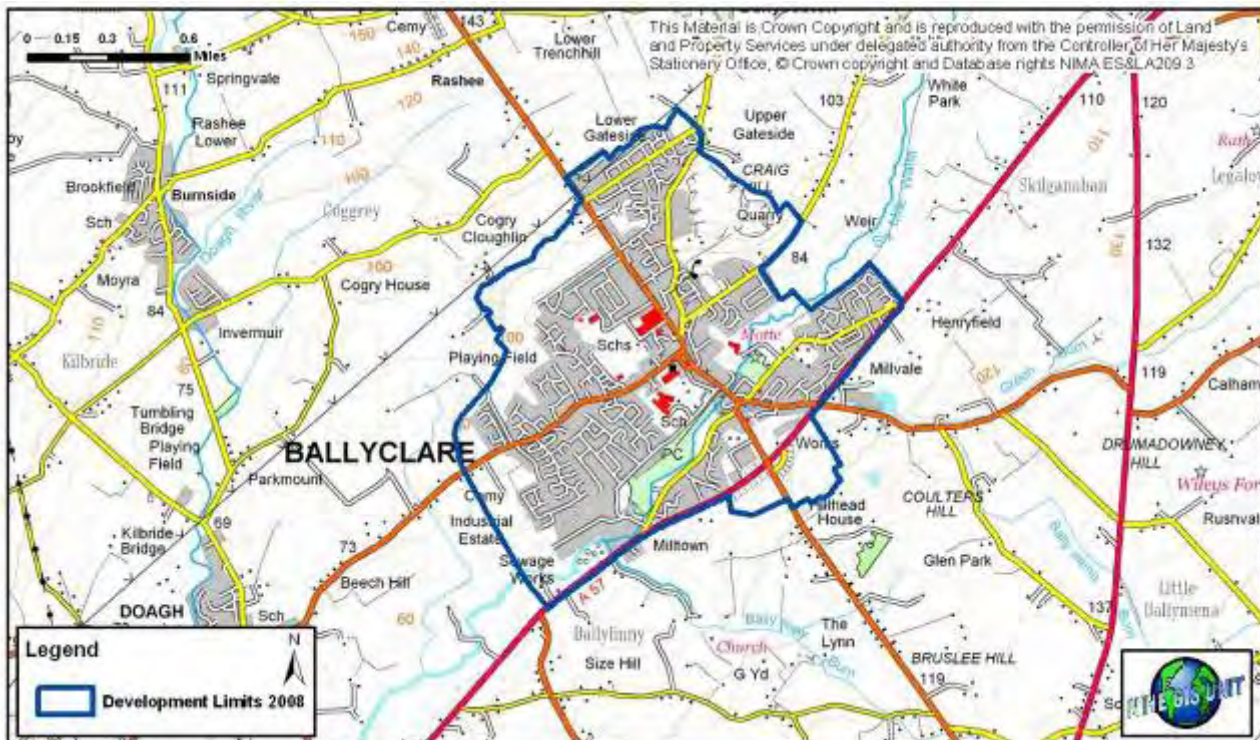
Glengormley (Glenvarna/Queens Park/Hightown) social housing waiting list analysis



Housing Executive stock analysis



Ballyclare

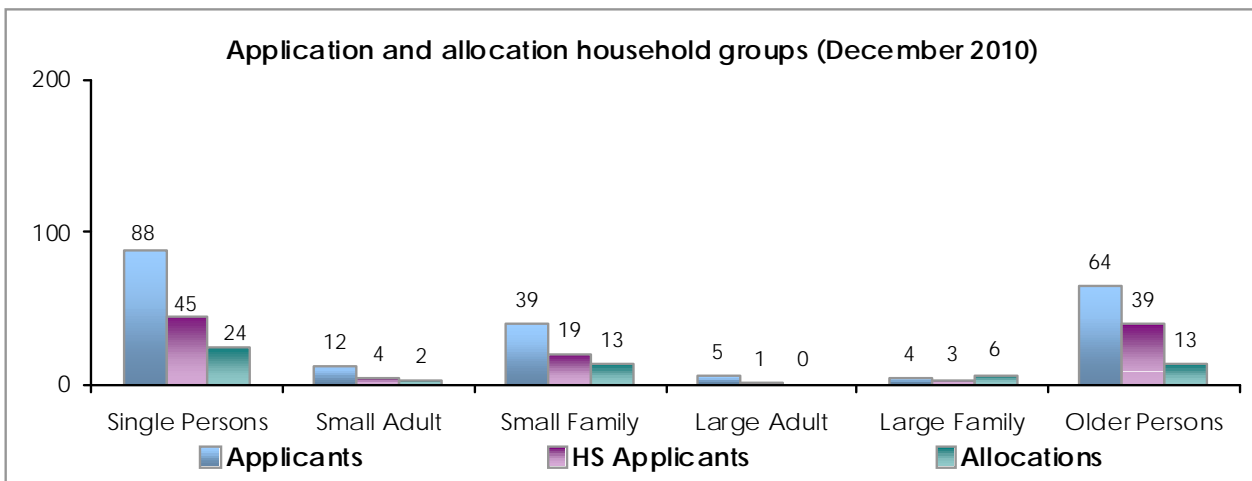
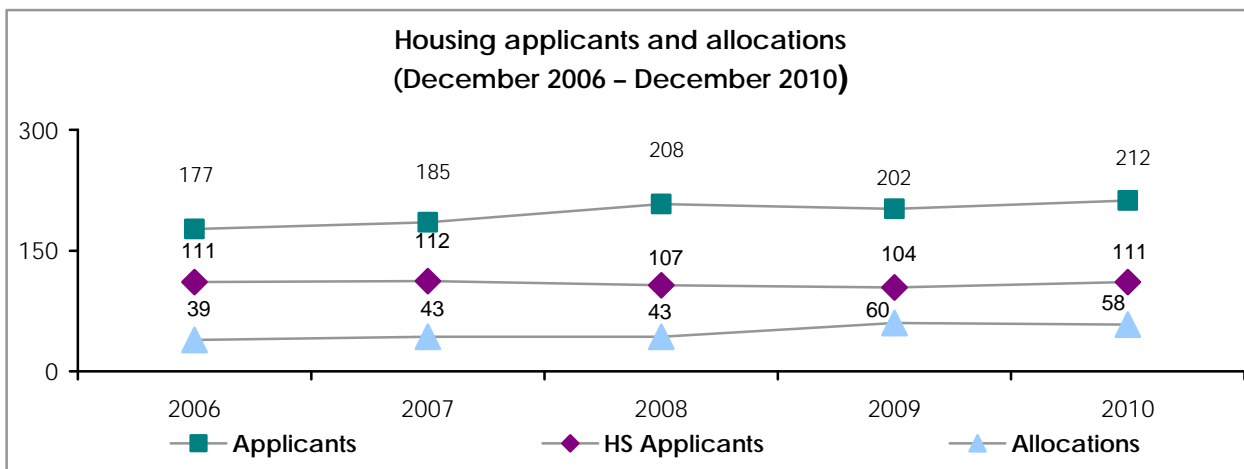


Housing stress in Ballyclare was fairly static between December 2006 and December 2010; over the same period allocations increased by 49%. The private rented sector is now playing an important role in Ballyclare and in conjunction with this a number of Housing Executive properties, which had been vacant to facilitate improvement schemes were returned to stock between December 2008 and December 2009, helping to meet need in the area.

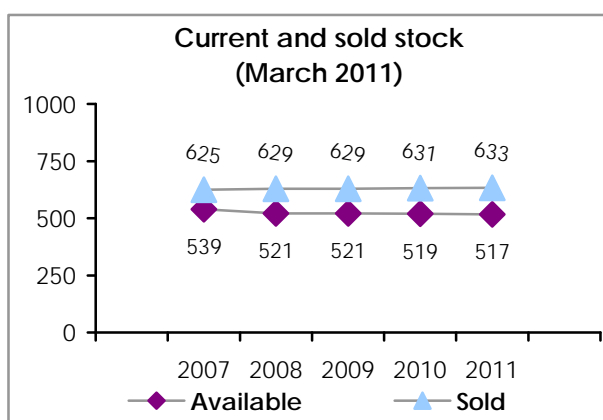
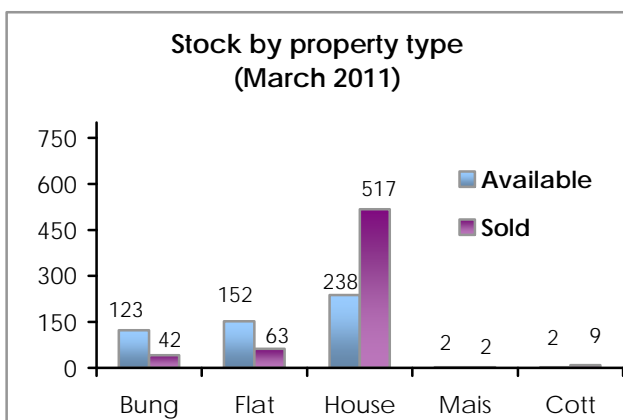
In Ballyclare the housing need assessment, at March 2010, supported by housing market analysis demonstrates a requirement to increase the supply of social housing by 45 units over a 5 year period.

At March 2011, a new build scheme commenced at Rashee Drive/Ballycorr Road to provide 15 units of general needs accommodation, taken forward by Fold Housing Association.

Ballyclare social housing waiting list analysis



Housing Executive stock analysis



Whiteabbey

The waiting list for Whiteabbey comprises the common landlord areas of Abbeyville, Glenville, Bleachgreen and Abbeyglen. The majority of common landlord areas in Whiteabbey are very settled with low turnover of properties. Demand for social housing peaked in 2007 and has gradually decreased to 64 in housing stress at December 2010. Allocations peaked at 28 in year to December 2009.

In Whiteabbey the housing need assessment, at March 2010, supported by housing market analysis demonstrates a requirement to increase the supply of social housing by 65 units over a 5 year period.

At March 2011, a new build scheme commenced at Shore Road, Newtownabbey to provide 10 units of general needs accommodation, taken forward by Oaklee Housing Association.

Bawnmore/Longlands

Bawnmore/Longlands is an area of high social housing need. The waiting list for Longlands also includes applications under the North Belfast Strategy. The waiting list has remained fairly static over the past 3 years. Allocations had increased at December 2008 reflecting the completion of a new build scheme at Longlands. Projected housing need for Bawnmore/Longlands, at March 2010, was assessed at 75 units over a 5 year period.

In year ending March 2011, a new build scheme for 4 units of general needs accommodation was completed in Bawnmore by Habinteg Housing Association. A new build scheme has been included in the provisional Social Housing Development Programme for Longlands Park/Arthur Road, in year 2011/12 to provide 6 units of general needs accommodation, taken forward by Oaklee Housing Association as part of the North Belfast Strategy.

Ballyduff/Mossley

Housing Need has remained fairly static in Ballyduff and Mossley over the past 3 years with a reasonable turnover of properties. Projected housing need for Ballyduff was assessed at 20 units at March 2010 and 50 units for New Mossley over a 5 year period.

At March 2011, a new build scheme commenced at Ballyduff Primary School site to provide 20 units general needs accommodation; taken forward by Oaklee Housing Association.

Monkstown

Housing need has remained fairly static in Monkstown over the past 2 years with allocations decreasing slightly. Projected housing need for Monkstown was assessed, at March 2010, as 25 over a 5 year period.

At March 2011, a new build scheme commenced at Monkstown Gardens for 6 units of general needs accommodation, taken forward by Connswater Housing Association. A new build scheme has been included in the provisional Social Housing Development Programme for Ards Drive, in year 2011/12, to provide 12 units of general needs accommodation, again taken forward by Connswater Housing Association.

Doagh

Projected housing need for Doagh, at March 2010, was assessed at 6 units over a 5 year period.

Projected Housing Need for all settlements in Newtownabbey Borough will be kept under review.

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

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

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Mid Rathcoole	29
	Glenville Park	42
	Area One-off	19

Schemes completed 1st April 2010 – 31st March 2011 – Newtownabbey 2

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Area One-offs	4
Revenue Replacement	Mossley/Mallusk Kitchens	158
IMPROVEMENT		
Multi Element Improvement	New Mossley Upper Phase 1	50

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

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating Replacement	Mid Rathcoole	29
Health and Safety	Smoke alarm installation	170
	Carbon monoxide detector installation	58
Grounds Maintenance	Rushpark/Rathfern	-

Schemes started between 1st April 2010 and 31st March 2011 – Newtownabbey 2

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Grounds Maintenance	New Mossley Phase 1	-
	New Mossley Wild Flower Meadow	-
Health and Safety	Smoke alarm installation	192
	Carbon monoxide detector installation	63
	New Mossley Lower asbestos removal	92

Programme of work for 2011/12 – Newtownabbey 1

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Revenue Replacement	West Rathcoole Phase 1	94
	Health and Safety	
	5A-H Ardmillan Drive	9
	Monkscoole House	72
	Abbotscoole/Carncoole	112

Programme of work for 2011/12 – Newtownabbey 2

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Grounds Maintenance	Erskine Park/Rashee Park	-
Heating Replacement	Newtownabbey 2 heating	143
	Ballyclare/Doagh	98
Revenue Replacement	New Mossley Upper	54
	Monkstown/Kelburn	91

Reserve programme for April 2011 – March 2012 subject to funding – Newtownabbey 1

Work Category	Scheme	Units
PLANNED MAINTENANCE		
External Cyclic Maintenance	Rathcoole Zone E	99
	Monkscoole House windows	72
	Abbotscoole House windows	56
	Carncoole House windows	56

Analysis of adaptations to Housing Executive stock 2010/11 – Newtownabbey

Type of adaptation	Adaptations commenced April 2010 to March 2011	Adaptations spend April 2010 to March 2011 (£k)
Extension to dwelling	4	38
Change of heating	13	73
Lifts	16	39
Showers	64	88
Total	97	238

Grants Performance 2010/11 - Newtownabbey

Grant Type	No Approved	Approval Value (£k)	No. Completed
Mandatory Grants			
Disabled Facilities	56	392.5	77
Repairs	10	17.6	10
Discretionary Grants			
Renovation	9	92.0	4
Replacement	-	-	-
Home Repair Assistance	7	14.6	11

Definition of improvement and planned maintenance work categories	
Health and Safety	Specific works where health and safety issues have been identified.
Grounds Maintenance	Tree and shrub planting and maintenance, grass cutting, fencing etc.
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.
Asbestos Removal	Removal or treatment of asbestos.
Heating Replacement	Replacement of solid fuel or electric heating.
Carbon Monoxide Detector installation	Installation of stand alone contractor sealed battery operated carbon monoxide detectors.

Appendix 3: Social Housing Development Programme

Schemes Completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Dunanney Avenue, Rathcoole	37	General Needs	Fold	Urban need
Mount Street/ High Street, Bawnmore	4	General Needs	Habinteg	Urban need
Total	41			

Schemes on site at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Rathcoole Gardens, Rathcoole	28	General needs – Older Person	Apex	Urban need
1 Doagh Road, Newtownabbey	13	General needs – Older Person	Helm	Urban need
466 Shore Road, Newtownabbey	10	General needs	Oaklee	Urban need
Monkstown Gardens, Newtownabbey	6	General needs – Older Person	Connswater	Urban need
Rashee Drive/ Ballycorr Road, Ballyclare	15	General Needs	Fold	Urban need
Ballyduff Primary School Site, Newtownabbey	20	General needs	Oaklee	Urban need
Total	92			

Schemes deferred / not commenced at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Glengormley Park, Newtownabbey	21	General needs	Fold	North Belfast Strategy
Longlands Avenue, Newtownabbey	13	General needs	Oaklee	North Belfast Strategy
Ben Madigan, Newtownabbey	55	General needs	TBC	North Belfast Strategy
Total	89			

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

Scheme	No of units	Client Group	Start date	Housing association	Policy theme
Longlands Park/ Arthur Road	6	General needs	2011/12	Oaklee	North Belfast Strategy
Rush Park/ Woodlands Crescent Ph 1	8	General needs	2011/12	Apex	Urban need
417 Antrim Rd, Glengormley	8	General Needs	2011/12	Oaklee	Urban need
Ards Drive, Monkstown	12	General Needs	2011/12	Connswater	Urban need
Total	34				

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

All settlements

Settlement	5 Year Projected Social Housing Need	Units Completed April 2010 – March 2011	Units On-Site at 31 March 2011	Gross No. Units Programmed 2011/12
Newtownabbey 1				
Rathcoole	45	37	28	0
Rushpark	45	0	13	8
Rathfern	7	0	0	0
Abbeyville	15	0	10	0
Bawnmore/Old Mill	50	4	0	0
Glenville	10	0	0	0
Longlands	25	0	0	6
Bleachgreen	10	0	0	0
Hightown	8	0	0	0
Abbeyglen	30	0	0	0
Newtownabbey 2				
Ballyclare	45	0	15	0
Ballyduff	20	0	20	0
Glenvarna/Glengormley	70	0	0	8
Queens Park/Avenue	40	0	0	0
Hydepark/Parkmount	0	0	0	0
Old Mossley	0	0	0	0
Oakview/Roughfort	0	0	0	0
Monkstown & Jennings Drive	25	0	6	12
New Mossley	50	0	0	0
Ballynure	0	0	0	0
Doagh/Kelburn Park	6	0	0	0
Total	501	41	92	34

* Projections baseline at March 2010

Projections have been reduced to take into account new build completions.

Appendix 5: Household composition of housing applicants at
December 2010 - Newtownabbey 1

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Rathcoole	Applicant	262	23	84	4	20	70	463
	App (HS)	152	12	46	3	5	40	258
	Alloc App	68	1	46	0	3	9	127
Rushpark	Applicant	28	6	9	3	3	68	117
	App (HS)	12	3	1	3	2	42	63
	Alloc App	4	0	0	0	1	1	6
Rathfern	Applicant	11	3	12	1	3	3	33
	App (HS)	5	1	5	0	0	2	13
	Alloc App	2	0	4	0	1	1	8
Abbeyville	Applicant	7	2	3	2	2	5	21
	App (HS)	5	1	3	1	2	5	17
	Alloc App	1	0	0	0	0	1	2
Bawnmore/ Old Mill	Applicant	22	1	11	1	3	5	43
	App (HS)	16	0	9	1	1	3	30
	Alloc App	0	0	2	0	0	0	2
Glenville	Applicant	26	0	7	0	1	10	44
	App (HS)	12	0	3	0	0	8	23
	Alloc App	8	1	1	0	0	2	12
Longlands	Applicant	20	1	19	1	8	4	53
	App (HS)	15	1	11	1	4	1	33
	Alloc App	5	0	5	1	0	2	13
Bleach - green	Applicant	5	0	7	0	2	1	15
	App (HS)	3	0	5	0	1	1	10
	Alloc App	0	0	1	0	0	1	2
Hightown	Applicant	5	0	2	0	2	2	11
	App (HS)	3	0	1	0	1	0	5
	Alloc App	0	0	0	0	0	0	0
Abbeyglen	Applicant	10	2	5	0	0	4	21
	App (HS)	9	0	2	0	0	3	14
	Alloc App	0	0	1	0	0	0	1
DISTRICT TOTAL	Applicant	396	38	159	12	44	172	821
	App (HS)	232	18	86	9	16	105	466
	Alloc App	88	2	60	1	5	17	173

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010



Household composition of housing applicants at December 2010 ctd. Newtownabbey 2

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Ballyclare	Applicant	88	12	39	5	4	64	212
	App (HS)	45	4	19	1	3	39	111
	Alloc App	24	2	13	0	6	13	58
Ballyduff	Applicant	53	7	31	1	7	9	108
	App (HS)	16	1	13	0	4	6	40
	Alloc App	13	1	6	0	0	3	23
Glenvarna/ Glengormley	Applicant	36	5	25	2	6	40	114
	App (HS)	26	2	15	2	5	25	75
	Alloc App	0	1	1	0	1	9	12
Hydepark/ Parkmount	Applicant	3	1	3	0	2	4	13
	App (HS)	2	1	2	0	1	1	7
	Alloc App	0	1	0	0	0	0	1
Old Mossley	Applicant	13	2	12	0	4	3	34
	App (HS)	8	1	4	0	2	0	15
	Alloc App	1	0	5	0	0	3	9
Oakview/ Roughfort	Applicant	2	0	0	0	0	0	2
	App (HS)	2	0	0	0	0	0	2
	Alloc App	0	0	0	0	0	0	0
Monkstown	Applicant	60	5	24	5	7	29	130
	App (HS)	24	3	14	2	2	18	63
	Alloc App	20	0	7	2	1	2	32
New Mossley	Applicant	95	8	44	3	11	15	176
	App (HS)	47	2	19	3	5	6	82
	Alloc App	8	1	16	1	4	4	34
Queens Park/ Avenue	Applicant	25	3	14	1	5	39	87
	App (HS)	14	1	7	0	2	23	47
	Alloc App	7	0	3	0	0	8	18
Ballynure	Applicant	0	1	1	0	0	1	3
	App (HS)	0	0	1	0	0	1	2
	Alloc App	0	0	0	0	0	0	0
Doagh/ Kelburn Park	Applicant	8	1	7	0	0	4	20
	App (HS)	4	1	4	0	0	0	9
	Alloc App	2	0	0	0	1	1	4
DISTRICT TOTAL	Applicant	383	45	200	17	46	208	899
	App (HS)	188	16	98	8	24	119	453
	Alloc App	75	6	51	3	13	43	191

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Definition of Household composition of housing applicants

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

Appendix 6: Housing Executive stock at March 2011

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Newtownabbey 1	N.B. Sold stock in bold						
Rathcoole	141	933	520	10	0	1,604	93
	60	273	1,186	21	0	1,540	
Rushpark	37	78	24	0	0	139	4
	10	101	200	0	0	311	
Rathfern	17	15	91	0	0	123	0
	2	3	355	0	0	360	
Abbeyville	33	4	9	0	0	46	0
	30	0	16	0	0	46	
Bawnmore/Old Mill	14	29	47	0	0	90	0
	7	7	92	0	0	106	
Glenville	42	46	25	0	0	113	1
	5	14	56	0	0	75	
Longlands	0	0	39	0	0	39	0
	0	0	62	0	0	62	
Bleachgreen	0	25	12	0	0	37	0
	0	15	47	0	0	62	
Hightown	4	1	5	0	0	10	0
	1	1	12	0	0	14	
Abbeyglen	7	11	15	0	0	33	0
	0	6	19	0	0	25	
DISTRICT TOTAL	295	1,142	787	10	0	2,234	98
	115	420	2,045	21	0	2,601	

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

Housing Executive stock at March 2011 continued

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Newtownabbey 2	N.B. Sold stock in bold						
Ballyclare	123	152	238	2	2	517	1
	42	63	517	2	9	633	
Ballyduff	20	78	148	0	0	246	0
	8	6	526	0	0	540	
Glenvarna/ Glengormley	24	17	26	0	0	67	0
	2	13	128	0	0	143	
Hydepark/ Parkmount	6	6	13	0	0	25	0
	5	2	43	0	0	50	
Old Mossley	38	5	79	0	0	122	0
	2	3	322	0	0	327	
Oakview/ Roughfort	1	0	4	0	0	5	0
	6	0	35	0	0	41	
Monkstown	66	184	251	9	0	510	0
	21	16	556	0	0	593	
New Mossley	87	104	232	0	0	423	1
	8	8	259	0	0	275	
Queens Park/ Avenue	9	45	92	0	0	146	0
	6	5	228	0	0	239	
Ballynure	11	0	4	0	0	15	0
	32	0	13	0	1	46	
Doagh/Kelburn Park	18	18	45	0	0	81	0
	2	8	80	0	0	90	
DISTRICT TOTAL	403	609	1,132	11	2	2,157	2
	134	124	2,707	2	10	2,977	

*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: 03448 920 900 Type Talk Tel: 18001 02890240 588		
Headquarters Housing Centre 2 Adelaide Street Belfast, BT2 8PB	General Enquiries	Fax No.028 9031 8008 www.nihe.gov.uk
Newtownabbey 1 NIHE District Office Rantalard House Rathcoole Newtownabbey BT37 9AG	Mrs. Sharon Crooks District Manager	Fax No. 028 2566 6041 newtownabbey1@nihe.gov.uk
Newtownabbey 2 NIHE District Office 2 Ballyearl Drive New Mossley Newtownabbey BT36 5XJ		Fax No. 028 2566 6083 newtownabbey2@nihe.gov.uk
North East Area Twickenham House Mount Street Ballymena BT43 6BP	Mr Frank O'Connor Area Manager	Fax No. 028 2566 7835 northeastarea@nihe.gov.uk
	Mrs Mona Conway Area Planner	Fax No. 028 2566 7835 mona.conway@nihe.gov.uk
	Mrs Yvonne Montgomery Information Officer	Fax No. 028 2566 7835 yvonne.montgomery@nihe.gov.uk
	Mr John Ramsey Programme Manager	Fax No. 028 2566 7835 john.ramsey@nihe.gov.uk
	Mr Ron Mitchell Grants Manager	Fax No. 028 2566 7835 ron.mitchell@nihe.gov.uk
	Mrs Elizabeth Martin Customer Service Unit Manager	Fax No. 028 2566 7835 elizabeth.martin@nihe.gov.uk
	Mr Kieron Murphy Service Unit Manager – Housing Benefit	Fax No. 028 2566 7835 kieron.murphy@nihe.gov.uk
	Mrs Patsy Smyth Principal Officer - Housing	Fax No. 028 2566 7835 patsy.smyth@nihe.gov.uk

Office	Contact	Contact Information
Land and Property Richmond Chambers The Diamond Londonderry BT48 8QP	Mr Gerry Deeney Land and Property Manager	Fax No. 028 7030 6128 gerry.deeney@nihe.gov.uk
HMO West 19 Abbey Street Coleraine, BT52 1DU	Mr Paul Ahern HMO Manager (Acting)	Fax No. 028 7032 0961 hmocoleraine@nihe.gov.uk
Rural Housing Unit Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Michael Conway Rural Housing Co-ordinator	Fax No. 028 9031 8775 michael.conway@nihe.gov.uk
Supporting People Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mrs Pamela Stevenson North East Area Lead Officer	Fax No. 028 9031 8391 supportingpeople@nihe.gov.uk

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

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

Choice of Energy Supplier in Northern Ireland

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

Appendix 8: Useful Documents

Housing News

http://www.nihe.gov.uk/newtownabbey1_housing_news_2010.pdf

http://www.nihe.gov.uk/newtownabbey_2_housing_news_2010.pdf

House Condition Survey 2006

www.nihe.gov.uk/housing_conditions_survey_2006.pdf

Northern Ireland Housing Market Review and Perspectives 2011-2014

[http://www.nihe.gov.uk/housing_market_review_perspectives_2011-2014.pdf -
_adobe_acrobat_standard.pdf](http://www.nihe.gov.uk/housing_market_review_perspectives_2011-2014.pdf_-_adobe_acrobat_standard.pdf)

Northern Ireland Housing Market: Drivers & Policies

www.nihe.gov.uk/northern_ireland_housing_market_drivers_and_policies_2007.pdf

Annual Report 2009-2010

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

Corporate Plan 2010/13

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

Mapping BME & Migrant Worker Communities in NI

[http://www.nihe.gov.uk/black_and_minority_ethnic_and_migrant_worker_mapping_u
pdate_-_february_2011.pdf](http://www.nihe.gov.uk/black_and_minority_ethnic_and_migrant_worker_mapping_update_-_february_2011.pdf)

Wheelchair User Housing Study

www.nihe.gov.uk/wheelchairreport.pdf

Second Homes Report

www.nihe.gov.uk/second_homes_final_report.pdf

Home Energy Conservation Report 2010

www.nihe.gov.uk/home_energy_conservation_report_2010.pdf

Rural Matters – January 2011

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

Ballyclare Grants Newsletter 2010

http://www.nihe.gov.uk/ballyclare_grants_newsletter_2010.pdf-766.3K

Strategy Documents

The Homelessness Strategy

www.nihe.gov.uk/homelessness_strategy.pdf

Independent Living

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

Health

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

Supporting People Strategy 2005-2010

www.nihe.gov.uk/supporting_people_strategy2005.pdf

Older Person Housing Policy Review Action Plan 2008-2010

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

Community Safety

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

Race Relations

www.nihe.gov.uk/racerelationspolicy.pdf

Good Relations

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

Energy

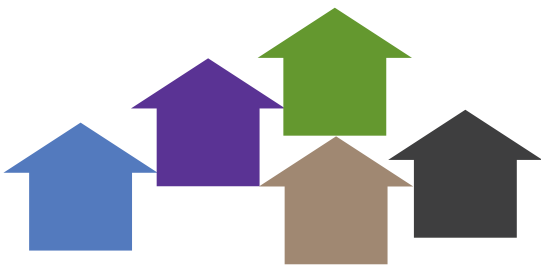
www.nihe.gov.uk/index/sp_home/strategies/energy.htm

Rural Action Plan 2010

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

Travellers

www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf



This document is available
in alternative formats.

Contact:
Strategic Planning Team
Corporate Planning
The Housing Centre
2 Adelaide Street
Belfast BT2 8PB

Tel: 03448 920 900
Fax: (028) 9031 8775
Textphone: 0845 6504381
Email: corporate.planning@nihe.gov.uk



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www.nihe.gov.uk