



NORTH DOWN

district housing plan & local housing strategy 2011/12



HousingExecutive
Celebrating 40 years



**INVESTORS
IN PEOPLE**



efdni
employers for disability

Contents

Foreword	4
Executive Summary	6
Section 1 Regional context	11
Section 2 North Down housing market analysis	17
2.1 Introduction	17
2.2 Planning	17
2.3 Housing Market Profile	21
2.4 Social housing	24
Section 3 North Down local housing strategy	28
3.1 Introduction	28
3.2 Objective 1 – Delivering the Decent Homes Standard	29
3.3 Objective 2 – Promoting independent living	32
3.4 Objective 3 – Fostering urban and rural regeneration	35
3.5 Objective 4 – Promoting affordable housing	38
3.6 Objective 5 – Building a stronger community	41
3.7 Objective 6 – Delivering better public service	47
Appendix 1: Bangor Urban profile	52
Appendix 2: Improvements, maintenance & adaptations to Housing Executive stock and Private Sector Grants	54
Appendix 3: Social Housing Development Programme	56
Appendix 4: Social Housing Need Assessment (HNA) 2010-2015	58
Appendix 5: Household composition of housing applicants at December 2010	59
Appendix 6: Housing Executive stock at March 2011	60
Appendix 7: Contact details	62
Appendix 8: Useful Documents	64

Consultation

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

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

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

Responses to District Housing Plan

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

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 North Down housing market analysis

It should be noted that House Condition Survey figures at 2009 (HCS 2009) are for **North Down and Ards** council areas. All other figures in the plan relate to North Down Borough Council.

Planning

- There is remaining potential for 3,931 units of new housing (private and social) to 2015 - Department Of the Environment (DOE) Planning Services Land Availability Report 2010;
- The Northern Ireland Housing Executive continues to work closely with DOE Planning Service on developing agreed procedures in relation to various Planning Policy Statements.

Socio-economic statistics

- The population is projected to increase by less than 1% by 2019 while the number of households is to increase by 6.25% in the same period. The average household size continues to decrease;
- The largest numerical increase between 1999 and 2009 was the number of older people;
- The population has become more diverse in North Down as a result of migration, however net international migration is decreasing;
- The Council area is ranked the 3rd least deprived in Northern Ireland (NI), according to the most recent NI Multiple Deprivation Index;
- The percentage of people claiming unemployment benefits at March 2011 is 3.6%, lower than the Northern Ireland average (5.2%);
- The number of households in fuel poverty was 43.6% in 2009, similar to the Northern Ireland average (Source HCS 2009).

Housing market statistics

- The total housing stock in North Down and Ards is approximately 68,030; the private rented sector represents 14.4% of the overall tenure share (HCS 2009);
- Housing unfitness in North Down and Ards is less than 2%; lower than the Northern Ireland average of 2.4% (Source HCS 2009);

- In 2006, the average house price in North Down was £184,149 (NI average £174,178) and in 2010 the North Down average house price remained above average at £201,700 (NI average £156,746);
- NIHE housing stock at March 2011 totalled 2,708 units with 2,914 units sold to date (of which 1,136 were houses);
- There is a strong waiting list for social housing across North Down. At December 2010 there were 1,864 applicants of which 939 (50.4%) were in housing stress;
- There were 804 homeless presenters of which 425 (53%) were awarded Full Duty Status, a small increase from 2009/10;
- An average of 280 allocations were made annually over the past five years;
- Our housing needs assessment estimates that 782 new social homes are required for the period 2010 to 2015.

Section 3 North Down Local Housing Strategy

In North Down Borough in the past year (2010/2011), we spent £8.968 million. The Housing Executive's projected investment for 2011/2012 is £9.257 million.

Performance for 2010/11 along with programmes for 2011/2012 is reported under our Corporate Objectives.

Corporate Objective 1 delivering the decent homes standard

- During 2010/11 we completed 18 Heating Replacements, 52 Revenue Replacements, 48 Smoke Alarm Installations, 156 Smoke Alarm Replacements, External Cyclical Maintenance improvements were carried out to 118 dwellings and Major Improvements to 30 dwellings;
- During 2011/12 we plan to complete 276 Heating Installations, 99 Smoke Detector Replacements, 22 Smoke Detector Installations, External Cyclical Maintenance work to 277 NIHE properties;
- During 2010/11 there was 1 Renovation Grant and 47 Disabled Facilities Grants completed;
- In the coming year we plan to process 26 Repair Grants and 64 Disabled Facilities Grants;
- In addition to heating installations to our own stock in North Down we manage the Warm Homes Scheme. In the year to March 2011, 272 homes in the private sector were insulated, 10 had heating installations and 36 had both insulation and heating installed;
- We are working to implement an energy brokering scheme and continue to work with others to promote energy efficiency awareness.

Corporate Objective 2 promoting independent living

- During 2010/11 there were 47 Disabled Facilities Grants completed in the private sector and 68 Adaptations were completed to our own stock;
- In the coming year we plan to complete 64 Disabled Facilities Grants in North Down and carry out Disabled Persons Adaptations to Housing Executive stock across South East Area within a budget of £4.35 million;

- £4.333 million was spent during 2010/11 to provide Supporting People Services including 46 supported housing accommodation-based schemes and 5 Floating Support services. The level of funding budgeted for 2011/12 increased to £4.547 million;
- During 2010/11, two Category 1 elderly housing schemes were completed providing a further 55 units of accommodation and an additional two Category 1 elderly schemes were on site at 31st March 2011;
- We will continue to assess the need for new wheelchair accessible housing;
- We will provide a range of services to tackle homelessness in line with our homelessness strategy;
- During 2010/11 North Down District Office placed a total of 105 homeless households into temporary accommodation.

Corporate Objective 3 fostering urban and rural regeneration

- We will continue to implement a Neighbourhood Renewal programme in support of the Department of Social Development (DSD) Neighbourhood Renewal Strategy;
- We will continue to deliver DSD Urban Renewal funding through the Small Pockets of Deprivation (SPOD) programme;
- We will continue to work in partnership with local communities and other agencies to examine regeneration opportunities and progress these where appropriate;
- Ensure housing issues are identified for the Bangor Town Centre Masterplan;
- We will continue to implement the Rural Housing Strategy.

Corporate Objective 4 promoting affordable housing

- During 2010/11, 6 general needs social housing schemes were completed for 146 units with a further 4 schemes on site for 81 units;
- There are 5 general needs schemes (118 units) on the 2011/12 draft gross Social Housing Development 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 as an affordable housing option;
- Continue to work with DSD and DOE to help formulate policy to deliver developer contributions for affordable housing through the planning system.

Corporate Objective 5 building a stronger community;

- North Down District Office staff are involved in a number of multi-agency groups relating to community safety;
- Our Neighbourhood Officer service works directly with local communities on issues which affect their daily lives;
- During 2010/11 there were 233 anti-social behaviour cases received and addressed in a number of ways;
- The Housing Executive fund housing and community development workers in Breezemount and Bloomfield Estates;

- The District Office will continue to work with 11 community groups on a range of topics;
- The District Office will continue to support the work of community associations within the designated Shared Neighbourhood areas in North Down (Redburn and Loughview), 'Holywood Shared Spaces and Services Plan' and 'Re-imagining Communities' project;
- North Down District Office staff are involved in a number of multi-agency groups relating to race relations and community cohesion.

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 'Continuous Improvement' and 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. 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 Department, 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.



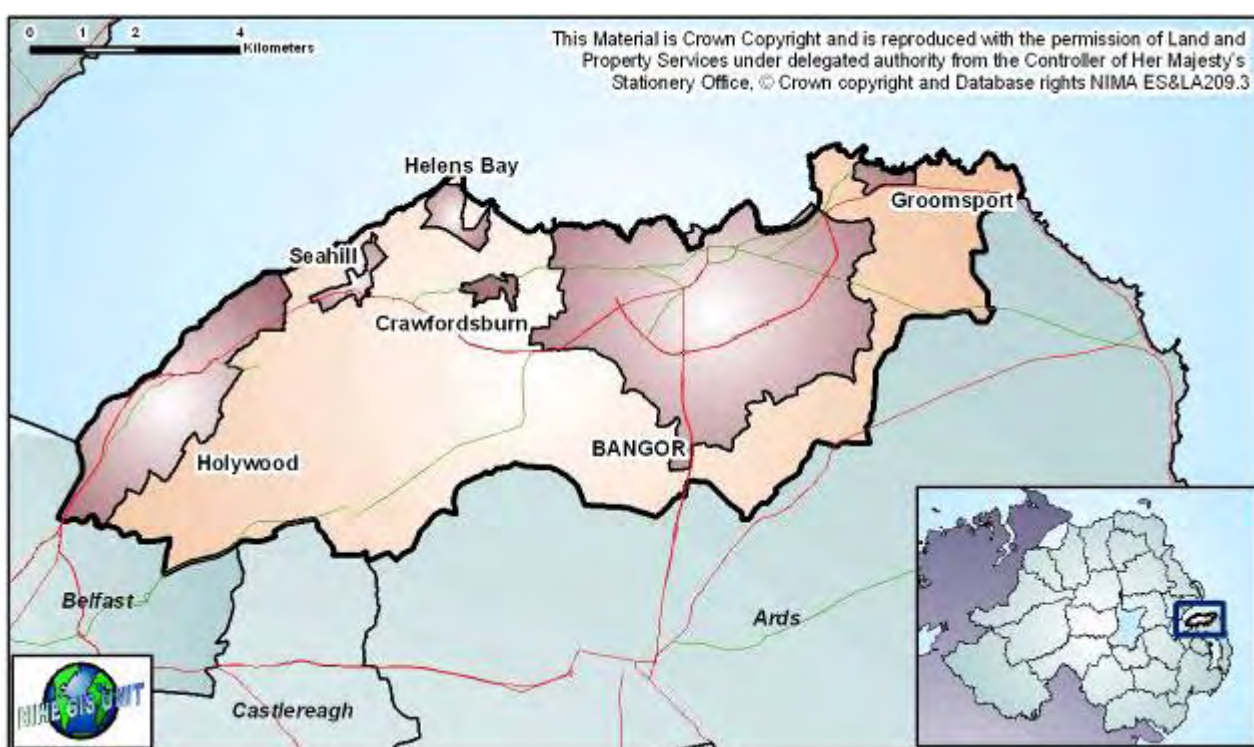
SECTION TWO

Section 2 North Down housing market analysis

2.1 Introduction

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

Map 1: North Down Borough Council Area



Source: NIHE GIS

The geographical area of North Down coincides with that of the Housing Executive's Bangor District and is shown in the map above. Bangor is the largest settlement in the borough, followed by Hollywood. There is a small rural area which incorporates the villages of Conlig, Crawfordsburn, Groomspoint, Helens Bay and Seahill. There are also a number of small rural settlements; Craigantlet, Orlock and Six Road Ends. The formal definition of 'rural' is a settlement of less than 4,500 people.

2.2 Planning

Physical Planning

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

Development (DRD) for the Belfast Metropolitan Area (BMA) for the periods 1998-2015 and 2008-2025 allows for 66,500 units and 60,600 units respectively of new build development across the Belfast Metropolitan Area. According to the DOE Planning Service's Northern Ireland Housing Land Availability Report for 2010 there were 4,753 units completed in North Down between 1998 and 2010, with immediate potential for a further 3,931 dwellings.

BMAP identifies additional land which has been zoned for housing, but none that has been specifically zoned for social housing.

The Housing Executive continues to meet regularly with DOE Planning Service to progress the review of PPS12, PPS21 and PPS8 in order to help better ensure the delivery of social and affordable housing. We have developed joint protocols explaining the application of OS1 (PPS8) for the development of open spaces and CTY 5 (PPS21) for the development of affordable housing (social and intermediate housing) outside small settlements.

Regeneration

In North Down, Housing Executive regeneration activity aims to improve housing and environmental conditions with physical improvements to housing stock and the environment. It also seeks to ensure that the community is developed and supported at the same time through delivering neighbourhood based services and community initiatives, often through a multi-agency approach.

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

It is important that we do not lose the impact of our significant regeneration activity in both urban and rural communities in the borough. However, as a result of limited funding, some aspects of regeneration will be restricted.

Socio economic Planning

The population of North Down increased by 5% between 1999 and 2009 and is projected to increase by a further 0.76% by 2019. During the same period the number of households is projected to increase by 6.25% while the average household size is set to decrease. Changing demographic trends, particularly in age profiles and the average household size, are important factors in planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

The European Union A8 population was around 500 at 2009 representing less than 1% of the total population of the borough (79,600). Generally the number of new migrant workers in the area has been reducing steadily since 2006. This reduction reflects reduced employment opportunities due to the decline in the economy. The majority of migrant workers live in the private rented sector with a small but growing number seeking housing in the social sector.

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

Inevitably the **local economy** has been affected by the recent recession. The number of people claiming unemployment benefits increased over the past year however the percentage of the working population claiming unemployment benefits has not increased, remaining less than the N.I. average.

Until recently North Down's relative affluence and proximity to Belfast helped insulate it from many of the worst effects of the recession. However the ongoing poor economic climate has led to a general decline in investment, particularly in the construction sector and housing sector re-sales. Retail is increasingly impacted as Government cut backs and finance reductions take effect on a population based largely in public sector/service sector jobs.

At 2009, 43.6% of households in North Down and Ards were in **fuel poverty** (HCS 2009), close to the Northern Ireland average. Income is a major factor in the level of fuel poverty with pensioners being particularly vulnerable given their high level of benefit dependency. Rises in energy prices have contributed to the sharp escalation in fuel poverty across Northern Ireland.

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	75,788	79,567	80,175
Household	-	33,600	35,700
Household Size	-	2.3	2.18
No. of children	15,379 (20.3%)	14,636 (18.4%)	14,583 (18.2%)
No. of working age	46,199 (61%)	48,014 (60.3%)	47,502 (59.2%)
No. of older people	14,210 (18.7%)	16,917 (21.3%)	18,090 (22.6%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
North Down	-63	-63	-92

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived SOA
North Down	24	Conlig 3	Cultra

Source: NISRA
*Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	1,275 (2.7%)	1,736 (3.6%)	1,814 (3.6%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,755	1,814	1,869

Source: NIHE

Fuel Poverty	North Down HCS 06	North Down & Ards HCS 09	NI HCS 09
% in Fuel Poverty	33.63%	43.6%	43.7%

Source: NIHE House Condition Survey

2.3 Housing Market Profile

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

The housing stock in the North Down and Ards area is approximately 68,030 units (HCS 2009 figures). The private rented sector tenure accounts for around 14% of total stock. This remains lower than the Northern Ireland figure of almost 17%. The owner occupied sector accounts for almost 72% of total stock, among the highest in Northern Ireland (62.4% average). Conversely the social housing sector in North Down and Ards at 10.8% is among the lowest in Northern Ireland (15% average). The percentage of vacant stock in the North Down and Ards area is 3.1%, almost half the Northern Ireland average of 5.9% (HCS 2009).

Housing Conditions continue to improve with levels of unfitness in North Down and Ards well below the regional average in 2009.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 209 private new build starts at September 2010 compared to 416 at September 2006. Local estate agents report a reduction in new housing starts and transactions in the past two years. The majority of housing purchases in North Down continue to take place at the higher end of the market with smaller terraced and semi-detached houses still remaining inaccessible to first time buyers. More recently there is increasing visual evidence that more properties are being listed for sale and a number of new developments have commenced on site.

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

In 2006, the **average house price** in North Down was higher than the Northern Ireland average and remained above average throughout the slump in the housing market across Northern Ireland. The average house price in 2010/11 was £201,700, 29% higher than the Northern Ireland average (£156,746) and 2% higher than in 2009. However, caution should be used when interpreting average house prices for North Down due to the low number of sales in the council area and a number of sales at the high end of the market which may distort figures.

During 2010 there were only 32 **new build** property sales in North Down Borough. For the quarter ending December 2010 the average new build property sales price was £250,000. However this average was based on only 7 house sales and as such

caution should be used when interpreting this information as a sign of increasing house prices in new build properties due to the small number of sales.

Limited access to mortgages, an increase in potential vendors and a loss of confidence brought on by budgetary cuts has resulted in further market uncertainty and increasing affordability pressure. The small number of house sales and the increase in the private rented tenure is an indication that the owner occupied sector continues to prove inaccessible to many potential buyers in the North Down area.



Helm development, Crawfordsburn Road, Bangor

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
North Down HCS 2006	23,940	3,500	3,630	1,370	32,440
North Down and Ards HCS 2009	48,750	7,380	9,780	2,120	68,030
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	North Down 2006	North Down and Ards 2009	NI 2006	NI 2009
Unfitness	0.8%	<2%	3.4%	2.4%
Fail Decent Homes Std	22.5%	18.9%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
North Down New Build Starts	412	286	174	247	188
NI New Build Starts	13,946	12,488	7,879	6,140	6,339
North Down Average House Price	£184,149	£250,307	£279,145	£197,943	£201,700
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit North Down	2007	2008	2009	2010	2011
No. of Claims	1,411	1,414	1,530	1,851	2,101

Local Housing Allowance for 3 bedrooms = up to £103.55 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 North Down with Ards. This change of boundary means that figures cannot be compared with previous surveys.

Northern Ireland **Co-ownership** Housing Association assists those on low income to access the owner occupied sector. A total of 2,572 properties have been purchased through the scheme in North Down, only 31 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, four houses were sold to Housing Executive tenants under the House Sales scheme.

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents confirmed that this tenure is buoyant within the borough. Private sector Housing Benefit claims continue to increase. Since 2007 the increase reflects both the economic climate 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 tenants who face affordability pressures. It is also popular among migrant workers and an increasing number of single person households.

Houses in Multiple Occupation continue to play an important role in meeting the housing needs of people who are single, who have temporary employment, students, low income households and more recently migrant workers. The Housing Executive uses a combination of methods – inspection, grant aid and enforcement orders – to raise standards in HMOs. There are 34 registered HMOs in the borough the majority of these are situated in Bangor.

2.4 Social housing

The number of social housing applicants has remained above 1,800 for the past four years but decreased a little from 2009. The number of those in housing stress did not increase significantly from 2009. Single person households and elderly households continue to dominate the waiting list, accounting for 35% and 39% of all applicants in housing stress. Small families are the other main group in housing stress. The number of allocations remained similar to the number in 2009 indicating the sharp increase in allocations between 2008-2009 (28% increase) may have been the result of the rapidly growing private rented sector which has since stabilised.

The housing need projection for 5 years to 2015 for North Down is 782 units. Projections are calculated using waiting list trends, supply trends and other demographic and local information. The Social Housing Development Programme is formulated using our housing needs assessments and strategic guidelines to help address social housing need. It is likely that the budget for social housing will be reduced in the coming years and this will inevitably affect the delivery of schemes locally.

Current **Northern Ireland Housing Executive stock** within the borough is 2,708 dwellings, the majority of which are houses and flats. Since the introduction of the House Sales Scheme around 52% of Northern Ireland Housing Executive properties in North Down have been purchased. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of December 2010, 0.44% of Housing Executive properties were vacant.

Homeless applicants are included in the overall waiting list figures but it is possible to analyse homelessness separately. The number of people presenting as homeless and being awarded Full Duty Status has increased by 7.6% since 2006 to 425 households. The main factors for applicants presenting as homeless in North Down Borough include marriage/sharing breakdown, relationship or family disputes and unsuitable accommodation.

Just over 51% of all who presented as homeless in 2010/11 were single households, as were 33% of all applicants who received Full Duty Status. Small family households accounted for 20% of those presenting and 25% of those receiving Full Duty Status. Bangor District Office made a total of 105 placements into temporary accommodation in 2010/11, a slight reduction from 123 in 2009/10.



Helm Housing Association properties, Rathgill Estate, Bangor

Table 3: Social housing statistics Public sector

	5 year projected need to March 2015 ¹
Bangor	581
Other Town	111
Villages	90
Small settlements	0
Total	782

North Down Social Housing Waiting List trends

December	2006	2007	2008	2009	2010
All Applicants	1,767	1,858	1,874	1,887	1,864
Housing Stress	932	977	1,007	937	939
Allocations	219	224	268	344	343

North Down Waiting list sub-set of homeless applicants

	2006/07	2007/08	2008/09	2009/10	2010/11
Number Presented	839	768	755	698	804
Awarded Full Duty Status	395	392	397	418	425

	2007/08	2008/09	2009/10	2010/11
HA Starts North Down	77	85	111	15
NIHE House Sales North Down	25	0	5	4
Average Market Value NIHE House Sales	£101,920	£0	£95,300	£78,750

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 North Down local housing strategy

3.1 Introduction

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

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

The Housing Executive's projected investment within North Down in 2011/12 is £9.257million.

Table 4: North Down actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work*	2.221	1.181	0.455
Planned maintenance work	0.582	0.868	1.772
Response maintenance**	1.841	1.520	1.775
Private Sector Grants	1.203	0.695	0.708
Warm Homes	-	0.371	***
Supporting People	4.346	4.333	4.547
Total	10.193	8.968	9.257
Investment in New Build****	14.103	1.432	*****

Source: NIHE

* Capital Improvement includes major Disabled Person Adaptations – extensions.

**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 £10.884 million for 111units (2009/10) and £0.91 million for 15 units (2010/11).

***** The 2011/12 draft social housing development gross programme contains 118 units, total cost of units has not been finalised.

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

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

Activity areas	Actual spend	
	£m	
	2009/10	2010/11
Grounds Maintenance	1.917	1.74

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 completed:

- 30 Major Improvements to NIHE properties;
- 52 Revenue Replacements to NIHE properties;
- External Cyclical Maintenance to 118 NIHE properties;
- 48 Smoke Alarm Installations to NIHE properties;
- 156 Smoke Alarm Replacements to NIHE properties;
- 18 Heating Replacements to NIHE properties;
- Demolition of 36 derelict flats.

Details of our programmes can be found in Appendix 2.

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

In the past year the following were completed:

- 1 Renovation grant;
- 47 Disabled Facilities Grants.

Houses in Multiple Occupation (HMOs) are an important part of the private rented sector. Within North Down, there were 284 properties identified by the Housing Executive as potential Houses in Multiple Occupation. Ongoing identification of potential HMO's, and ensuring compliance with the HMO Statutory Registration Scheme continue to present a significant challenge, as does the enforcement activity associated with the scheme where non compliance exists. In the past year, 15 Article 80 Notices (fit for number of occupants) and 13 Article 79 Notices (management standards) were served in North Down. A HMO Strategy has been developed to not only ensure compliance, but also to provide advice to tenants and prospective tenants of HMOs such as students.

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

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

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

We now manage the **Warm Homes Scheme** which can help vulnerable households in the private sector to improve the energy efficiency of their homes and help to alleviate fuel poverty. In the year to March 2011:

- 272 homes were insulated;
- 10 homes had heating installations;
- 36 homes had both insulation and heating installed.



Housing Executive



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

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

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

In North Down, Oaklee Homes delivered a Category 1 Elderly scheme at Shaftesbury Road, Bangor. This was one of the first eco-friendly social housing schemes in Northern Ireland, with the provision of rainwater collection points, solar photovoltaic roof panels, recycling facilities and the provision of low flow fittings on all showers, toilets and taps.

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

- Carry out Heating Installations to 276 NIHE properties;
- Carry out Smoke Detector replacements to 99 NIHE properties;
- Carry out Smoke Detector Installations to 22 NIHE properties;
- Carry out External Cyclical Maintenance work to 277 NIHE properties (Appendix 2);
- Process 26 Repair Grants and 64 Disabled Facilities Grants;
- Work to improve energy efficiency, promote energy conservation and help to alleviate fuel poverty;
- Continue to promote good standards of housing design and practice across all tenures;
- Conclude a full review of our emergency response plans, based upon lessons from the severe weather of December 2010.

3.3 Objective 2 – Promoting independent living

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

In North Down in the past year:

- We spent approximately £4.333 million during 2010/11 providing assistance to vulnerable people through **Supporting People Services**. This budget will increase to £4.547 million in 2011/12;
- The existing funding delivers 46 supported housing accommodation-based schemes in the North Down area, providing services to a range of client groups. There are also 5 floating support providers working in the North Down Borough;
- The Good Morning Call service in North Down provides support to older people who feel isolated or vulnerable and in need of a friendly voice to speak and listen to. The service is delivered by Age NI and provides support to 106 older people. It is a friendly telephone call made in the mornings and is available 365 days of the year dependent upon an individual's lifestyle and needs. The project is funded by the North Down Community Safety Partnership in recognition that social isolation remains one of the most significant problems for older people leading to a real fear of crime. The service provides a vital social contact for older people to help them remain as independent as possible, and ultimately less vulnerable;
- Members of Bangor District Office work in partnership with Age NI and the District Office is represented on the 'Over 50s' North Down Forum and at 'Safety for Seniors' events.

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 Bangor District:

- 804 households presented as homeless;
- 425 were assessed as Full Duty Applicants;
- 105 homeless applicants were provided with temporary accommodation.

In North Down, to meet the demand for temporary accommodation, the Housing Executive has access to 23 single let properties in conjunction with a 6 unit hostel in Kilcooley estate, Bangor. The hostel comprises five 3 bed houses and a 1 bedroom flat. The accommodation is self contained and support is provided to residents by a hostel assistant.

The Floating Support schemes in North Down supplement the Housing Executive's homeless service provision. In the past year considerable emphasis has been placed on the use of these services, including the Kilcooley Tenant Support Project, YMCA Tenant Support Service, Simon Community and Women's Aid. This form of intervention ensures that vulnerable residents are afforded the opportunity of support to sustain their tenancies and remain in their homes.

Complementing the direct provision of Floating Support Services, Bangor District's Senior Housing Officer is a member of the Service Provider Forum, facilitated by the Simon Community. The objective of the forum is to investigate and ascertain the type of support service provision required to meet the needs of homeless people in the North Down area. One such initiative aimed at preventing homelessness is the 'Homes for Life' project which aims to help young people and other new tenants furnish and decorate their homes, helping them sustain their tenancy.

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

During 2010/11 we completed 47 Disabled Facilities Grants for the private sector. A total of £642,000 was spent on adaptations to our own stock in North Down Borough. Details of this work can be found in Appendix 2. The South East Area has

a budget of £4.35 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households. This budget cannot be broken down to district level.

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

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

A number of Community Associations in North Down encourage residents in their areas to avail of the money advice clinics and money management courses provided by the Citizens Advice Bureau and Christians Against Poverty. Both organisations hold regular surgeries in local Learning & Resource Centres. This facility is complemented by the Bangor Credit Union's Saving and Borrowing services.

In the coming year we plan to:

- Continue to improve the quality of housing for people with disabilities in North Down Borough;
- Complete 64 Disabled Facilities Grants;
- Carry out DPAs to Housing Executive stock across South East Area within a budget of £4.35 million;
- Invest £4.547 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

Our work on regeneration makes a lasting contribution to improving the quality of life in some of Northern Ireland's most deprived areas. In **urban areas** this work focuses on our Urban Renewal and Estate-Based Strategy programmes, on supporting the DSD's urban regeneration initiatives and on providing strategic direction for housing investment. We will assess the impact on our support of any change arising from DSD's review of its urban regeneration policy and Neighbourhood Renewal Strategy.

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

Some of our physical regeneration activity has been curtailed by reduced public funding and housing market circumstances. Therefore we must consider alternative funding and make innovative use of our land holdings. We must also recognise the positive impact of locally-based community development and community cohesion programmes in preventing decline.

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

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

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

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

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

- Physical improvement through estate based improvement schemes and private sector grants;
- Partnership working to facilitate the delivery of the DSD's Bangor Town Centre Masterplan for the regeneration of Bangor town centre;
- Engagement with Kilcooley and North Down Neighbourhood Renewal Partnerships to progress renewal in local areas;
- Delivery of local housing strategies in Kilcooley and Rathgill estates;
- Delivery and support of the Small Pockets of Deprivation (SPOD) Programme in Rathgill estate and the Harbour Ward. The SPOD Programme was established to address the needs of deprived areas that have very small populations and are therefore too small to allow an effective integrated regeneration strategy to be developed. In North Down the district office work in partnership with the Rathgill Community Association in delivery of the SPOD programme and support of the programme in the Harbour Ward;
- Transfer land where appropriate to progress regeneration activities. Land in Loughview estate was transferred to North Down Borough Council to facilitate the provision of a playground, as part of the 'Holywood Shared Surfaces and Spaces' Programme;
- Promote environmental improvement through the work of Bangor District Office's two Neighbourhood Officers. This includes joint estate inspections in partnership with North Down Borough Council, DRD and community representatives;
- Delivery of Bangor District's programme of long term voids reinstatement;
- Exploration of future regeneration activities with local community associations. This includes examination of the provision of all weather sports facilities in Kilcooley in conjunction with Kilcooley Community Forum and Sports Forum, and community orchards in the Loughview estate in conjunction with the local community association and Holywood Town Transitions.

In the coming year we plan to:

- Ensure that housing issues are identified for the Bangor Town Centre Masterplan;
- Continue to monitor housing conditions in North Down and upgrade housing stock where funding permits;
- Ensure that Housing Executive activities and programmes continue to complement and contribute to the renewal programmes and initiatives undertaken as part of the DSD Neighbourhood Renewal Strategy;
- Continue to manage SPOD funding for the Rathgill estate and Harbour Ward;
- Continue to work in partnership with other agencies to advance the establishment of a multi-functional centre in Kilcooley estate;
- Continue to work as part of a project team to advance the implementation of the Kilcooley Community Allotments and Healthy Living Centre;

- Develop and launch the 'Cleaner & Greener Estates initiative' with the formation of service standard protocols with community associations, North Down Borough Council and the DRD to improve the environment in local estates;
- Actively promote participation in competitions that promote environmental improvement including the 'Best Kept Garden' and the 'Supervalu Best Kept Estate' initiatives;
- Continue to facilitate the transfer of land to North Down Borough Council for the provision of playgrounds in the Rathgill, Bloomfield and Breezemount estates;
- Implement the Rural Housing Strategy – 'Rural Homes and People'.



Green Road Community Centre, Green Road, Bangor

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 North Down:

- There were 6 general needs social housing schemes completed delivering an additional 146 units of housing, including 2 Category 1 Elderly schemes delivering 55 units;
- There were 2 general needs social housing schemes on site, which will deliver a further 15 units;
- There were 7 schemes which were deferred or did not commence. Reasons for delay included planning issues and site unsuitability;
- We supplied DOE Planning Service with an annual housing need assessment;
- Locations of housing need were identified on our 'Unmet Need Prospectus' to direct Housing Associations to areas of need, where schemes have not been programmed. This will help align future delivery of the Social Housing Development Programme against the Northern Ireland Housing Executive's Strategic Guidelines;
- 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 provided housing applicants with a Personal Housing Plan which provides information in respect of the private rented sector as a housing option;
- We continued to implement the House Sales Scheme, which provides an opportunity for tenants to purchase their own home. The number of our tenants availing of this scheme has dropped in recent years due to current housing market conditions. During the past year there were 24 new applications received, 19 offers made during the year but only 4 sales were 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 type, 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 three-year Social Housing Development Programme, an **Unmet Housing Need** Prospectus will be published on our website. Further details of unmet need by location can be obtained by clicking on the hyperlink www.nihe.gov.uk/index/www_home/unmet_need_prospectus.htm. There is also a search facility for the Social Housing Development Programme.

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

The Department for Social Development (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 and detailing procedures on how this pilot proposal could be delivered;

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

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

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

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 782 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The gross Social Housing Development Programme for 2011/12 contains 5 schemes which will deliver 118 social housing 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 the 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.



Private Low Cost Housing at edge of Breezemount Estate, Bangor

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.

There were 233 reported incidents of anti-social behaviour in 2010/11, a 3.5% increase on the previous year. Most reports relate to low level anti-social behaviour, but there has been a small increase in the number of serious incidents. District office staff are involved in a number of ways to help address anti-social behaviour before legal action is taken.

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

No. of ASB cases received	No. of properties repossessed	No. of injunctions	No. of cases referred to mediation	No of ABC* agreed	No. of cases closed without legal action
233	0	0	3	0	271

*Acceptable behaviour contracts

During the year 271 ASB cases were addressed and closed without the need for legal action (this number included cases registered in 2009/10). As a result of anti-social behaviour complaints and investigations three cases were referred to mediation services.

Bangor District Office staff are involved in a number of ways to help address anti-social behaviour including working with other agencies and groups:

- Representatives from Bangor District Office work with the North Down Community Safety Partnership at both strategic and operational level to address community safety issues;
- Bangor District Office is represented on the Multi Agency Risk Assessment Conference (MARAC) which meets on a monthly basis, dealing with domestic violence and its consequences. Partners include PSNI, Women’s Aid, Probation Services and Social Services;

- Bi-monthly meetings are held with North Down Borough Council and the PSNI to review serious cases of anti-social behaviour, including those cases where potential exists for serving Anti-Social Behaviour Orders (ASBOs);
- Bangor District Office is represented on the inter-agency and community panel which meets to discuss the management of the bonfire sites in North Down;
- The Housing Executive part funds North Down Alternatives' 'Mediation & Community Support' programme which seeks to resolve neighbour disputes with the provision of a mediation service. The District Office is represented on the advisory committee of North Down Alternatives. Availability of funding for this project in 2011/12 is yet to be confirmed;
- Anti-social behaviour is frequently associated with vacant properties in our estates. Neighbourhood Officers complete regular checks of all empty properties in North Down. Additionally the district office has entered into a Community Service Level Agreement with Breezemount Community Association who monitor empty Housing Executive properties during holiday periods and at weekends reporting incidents of damage or illegal occupation to the Housing Executive or the PSNI.

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

Local Offers is a regulatory requirement in England but not in Northern Ireland. However, the Housing Executive is developing pilot 'local offers', in one location in each Area. A local offer is an agreement between the local community and landlord/s on how a service is delivered.

North Down District Office works with 11 community groups and contributes to a wide range of partnerships and inter-agency groups. The District Housing Community Network (HCN) meets bi-monthly and during 2010 received presentations on a number of issues and provided an effective monitoring mechanism of the housing services provided in North Down. As part of a review of best practice the HCN visited the Ballyhornan Family Centre, Downpatrick benefiting from information on the wide range of classes and activities offered by the centre.

Bangor District staff attend quarterly Housing Forum meetings and inter-agency meetings to discuss and address community, housing and environmental issues.

The Housing Executive provided funding for housing and community development workers in the Breezemount and Bloomfield estates. Additionally Breezemount and Bloomfield Community Associations in partnership with the North Down Community Network were successful in an application for Peace III funding for the provision of youth workers in each area. The programme concentrates on youth work focusing on personal development and addressing the unrealised needs of young people in both estates.



Rathgill Community Centre, Rathgill Estate, Bangor

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

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

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

Our approach to developing greater community cohesion locally includes:

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

In North Down:

- Loughview and Redburn estates were designated Shared Neighbourhood areas through collaborative working with Redburn & Loughview Community Forum, under Phase 1 of the Shared Neighbourhood Partnership. This concluded with the production of a Shared Neighbourhood Charter by the pupils of Redburn Primary school and the making of a DVD to launch the Charter within the community;
- Representatives from the district office are members of the working group for the Peace III funded 'Holywood Shared Spaces and Services Plan'. This project supported a range of initiatives within the Holywood area including the provision of a shared play area in the Loughview estate. Provision of the play area was facilitated through the release of Housing Executive land.
- The District Office support Bloomfield Community Association in the implementation of a re-imaging project funded through the Arts Council, 'Re-imaging Communities'.

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 NI.

In North Down:

- The Housing Executive provided part funding for a North Down Community Network project, 'Finding their Roots' encouraging members of the District Housing Community Network and members of minority ethnic groups to develop a better understanding of the cultural diversity which exists within the area;
- The Bangor District Office is a partner in the YMCA's One Stop Shop initiative (subject to funding). The aim of the project is to provide a delivery point for the provision of information, signposting and general support services for ethnic minority residents within North Down. A specific objective of the project is one of tenancy support and preventing homelessness within the public and private sectors;
- The District Manager represents the Housing Executive on a race and ethnicity training programme funded through Peace III and facilitated by the YMCA and Ulster Peoples College, Belfast.

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 Partnership and our Supporting

People Programme. Bangor District Office staff are members of the Investing for Health Partnership.



North Down Housing Community Network visit to Ballyhornan Family Centre, Downpatrick

In the coming year we plan to:

- Continue to work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level. This includes support for North Down Alternatives in the delivery of their support programmes to address issues of anti-social behaviour;
- Support the funding application for a housing and community worker to be employed by North Down Housing Community Network. The aim of the post is to increase community participation within the North Down area and to encourage collaborative working between community associations;
- Complete an annual review of the Community Participation Compacts with community associations North Down. Currently 11 groups have signed up to Community Participation Compacts within the borough and work is ongoing with Supporting Communities NI to increase this number;
- Complete an annual review of the Service Level Agreement with Supporting Communities Northern Ireland;
- Support local community groups in respect of funding applications and implementation of projects which operate from the Learning and Resource Centres. Projects cover a range of issues including health and wellbeing, re-imagining, sectarianism, racism and youth culture;
- Continue to meet with community associations on a quarterly basis to review the work undertaken within the Learning & Resource Centres;

- Implement and report progress on the Community Involvement Strategy;
- Produce a Community Welcome Pack in conjunction with the Housing Community Network group for at least one estate;
- Work with Kilcooley Community Forum in a feasibility study to review the feasibility of a multi-functional centre in Kilcooley estate (part funded by the Housing Executive);
- Work in partnership with housing associations to implement the Shared Future Housing Programme;
- Develop the Shared Neighbourhoods programme and support the inclusion of additional estates in North Down should funding be made available;
- Continue to work with the existing 11 estate based community associations in the delivery of cross community projects;
- Implement the regional Good Relations BRIC programme which aims to “put good relations at the heart of social housing”;
- Continue to implement the race relations action plan by supporting community associations engaged in projects aimed at addressing racism. One such project is ‘Our World, Our Community’, managed by the Bloomfield and Breezemount Community Associations in conjunction with North Down Community Network;
- Implement the recommendations of the Housing and Health strategy.

3.7 Objective 6 – Delivering better public service

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

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

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

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

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

The **South East Customer Service Unit** delivers a repair and grounds maintenance reporting service for customers in North Down. 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 North Down.

The weather conditions experienced over the Christmas period were some of the worst on record and affected virtually all services including roads, public transport, air travel and water. It also impacted on many of our dwellings which had heating issues and burst pipes. The Housing Executive received tens of thousands of calls during the holiday period with the South East Customer Service Unit answering 10,410 queries during the month of December 2010 and 10,441 queries during the month of January 2010 compared to an average of 7,500 calls per month. We will review, report and update our major incident plan as part of Corporate Objective 1. This will include improved communication and services for our customers.

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

Table 7: South East Area Performance at March 2011

	Target	Actual
Total Rent Arrears	£3.298 million	£3.079 million
Clear Housing Benefit new claims	Within 25 days	Within 24.4 days
Clear Housing Benefit change of circumstances	Within 10 days	Within 5.6 days



Inishargie Gardens, Kilcooley, Bangor

Bangor District Office continues to provide key services such as housing, homelessness, response maintenance, estate management, community development and partnerships. Relationships between the Bangor District Office and the new service units in Newtownards 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 Bangor District Office received nominations over the past year.

Locally we:

- Aim to process at least 90% of housing applications within 20 working days;
- Aim to process 95% of emergency, urgent and routine repairs within the agreed time scales of 24 hours, 4 days and 4 weeks respectively;
- Deal with an average of 440 customers per month for local services which are being streamlined and enhanced to meet our customers changing needs;
- Provide tenants with an annual publication of Housing News which highlights local projects and performance. We will review, report and update our major incident plan.

Table 8: Bangor District Office Performance at March 2011

	Target	Actual
Housing Applications	Process 90/95% in < 21 days	100%
Homeless Applications	Process 95% in < 34 days	100%
Maintenance		
Emergency	90/95%	97%
Urgent	85/95%	95%
Routine	85/95%	99%
COT	85/90%	99%
Relet turnaround time	<26 days	16 days

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

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

In the coming year we will continue 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;
- improve services through the modernising services programme and information technology;
- Maintain an excellent, well-trained and highly motivated workforce.



APPENDICES

Appendix 1: Bangor Urban profile



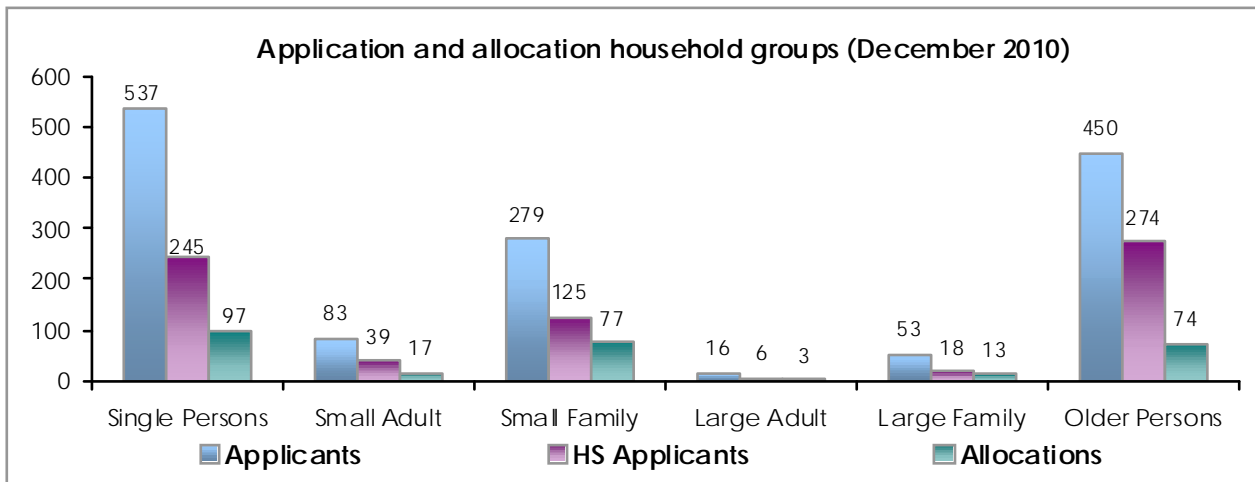
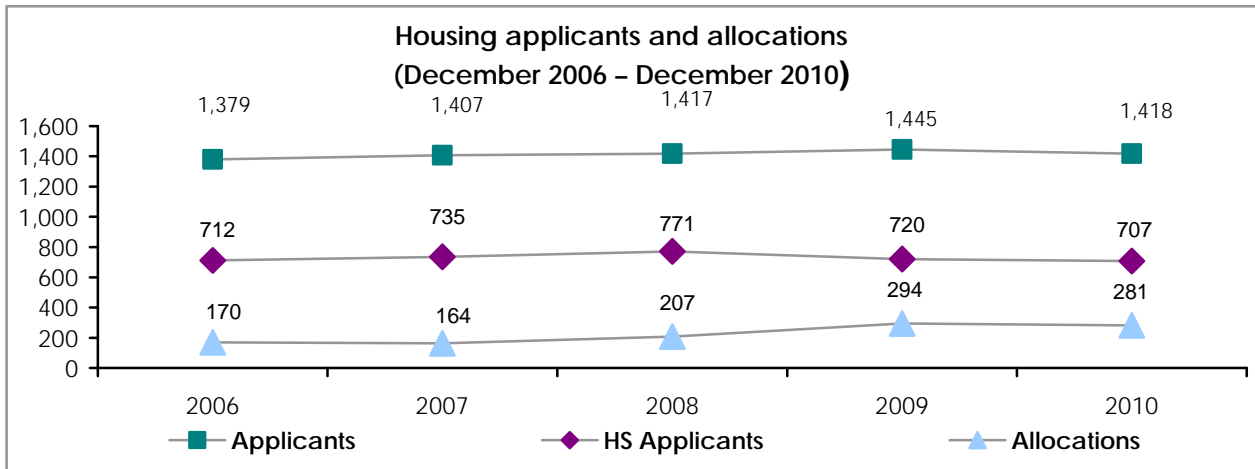
Bangor Urban is North Down's main settlement and comprises local housing areas Bangor Central, Bangor East (excluding Groomsport), Bloomfield/Baloo, Conlig and Kilcooley.

Projected social housing need in Bangor has decreased slightly since December 2009 with a small decrease in housing waiting list figures and numbers in housing stress. Housing stress at December 2010 was 707 which, while still very high, is the lowest in the 4 year period December 2006 – December 2010.

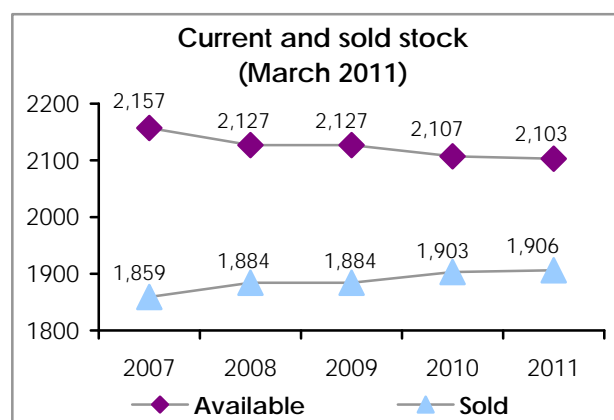
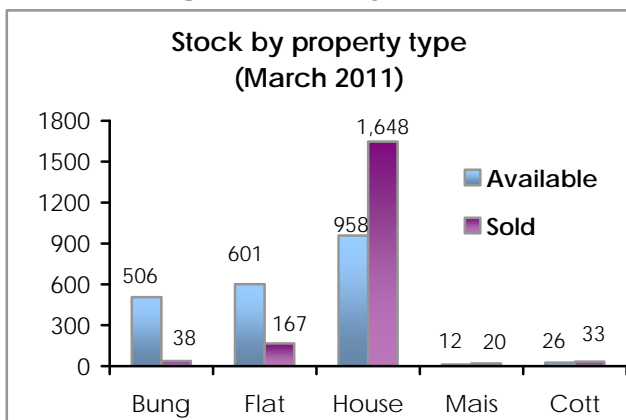
Single person households and older people remain the two largest groups on the housing waiting list (537 and 450 households respectively). At December 2010, 46% of single person households and 61% of older people on the housing waiting list were in housing stress. Recent new build social housing schemes completed over the last 2-3 years have included significant numbers of 2 bed dwellings/apartments which will help address this need. Nevertheless housing need continues to exist across all household groups.

The level of new social housing in Bangor has increased significantly in recent years through the new build social housing programme. In 2010/11, 4 general needs schemes providing 91 units and two Category 1 elderly schemes providing 55 units were completed in Bangor. A further three schemes for 62 units were on site at 31st March 2011 and 5 schemes providing 118 units are programmed to commence 2011/12.

Bangor social housing waiting list analysis



NIHE Housing stock analysis



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

Schemes completed 1st April 2010 – 31st March 2011

Work Category	Scheme	Units
IMPROVEMENT		
Multi-element improvements	Kilcooley 5B	47
	Bloomfield 1-bed flats	34

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

Work Category	Scheme	Units
External Cyclical Maintenance	Bloomfield	158
Health & Safety	Clandeboyne structural repairs	15
	Ballyree Drive retaining wall	-
Heating Installation	Kilcooley Zone 6	61
	Bloomfield/Rathgill/Willowbrook	95
Smoke Alarms	Bangor District smoke alarm replacement	245
	Bangor District smoke alarm installation	70
Revenue Replacement	Fern Grove/Bloomfield Place	62
Demolition	West Green, Hollywood	36

Note some schemes may start and complete in year.

Programme of work for 2011/12

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Heating	Crawfordsburn/Groomsport	80
	Hollywood	101
External Cyclical Maintenance	LAP Bangor District windows	284

Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
PLANNED MAINTENANCE		
Revenue Replacement	Churchill/Groomspout/Redburn kitchens	97

Analysis of adaptations to Housing Executive stock 2010/11

Type of adaptation	Adaptations commenced April 2010 to March 2011	Adaptations spend April 2010 to March 2011 (£k)
Extension to dwelling	5	£444,000
Change of heating	29	£126,000
Lifts	-	-
Showers	34	£72,000
Total	68	£642,000

Definition of improvement and planned maintenance work categories

Health and Safety	Specific works where health and safety issues have been identified.
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation	Installation of hard wire smoke alarms.
Heating Replacement	Replacement of solid fuel or electric heating.

Grants Performance

Grant Type	No Approved	Approval Value	No. Completed	Completion Value
Mandatory Grants				
Disabled Facilities	23	£297,000	47	£470,000
Repairs	26	£20,000	33	£25,000
Discretionary Grants				
Renovation	-	£14,000	-	£6,000
Replacement	0	0	0	0
Home Repairs Assistance	0	0	-	£3,400

Appendix 3: Social Housing Development Programme

Schemes Completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Upritchard Gardens, Bangor	9	General needs	Fold	Urban need
1-3 Crawfordsburn Road, Bangor	21	Cat 1 Elderly	Helm	Housing stress
28-32 Belfast Road & 18 Inglewood Park, Bangor	37	General needs	Helm	Urgent need
Rathgill Zone 1, Bangor	28	General needs	Helm	Urgent need
Gibson's Lane, Bangor	17	General needs	Oaklee	Urgent need
Shaftesbury Road, Bangor	34	Cat 1 Elderly	Oaklee	Housing stress
Total	146			

Schemes on site at 31st March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
Dufferin Avenue, Bangor	6	General needs	Fold	Urban need
Upritchard Gardens, Bangor	9	General needs	Fold	Urban need
Central Avenue, Bangor*	47	Cat 1 Elderly	Oaklee	Urban Need
Strand Avenue, Hollywood (Transfer)*	19	General Needs/Cat 1 Elderly	Trinity	Urban Need
Total	81			

* Schemes commenced 2009/10 and were still on site 2010/11

Schemes deferred / not commenced at 31st March 2011

Scheme	No of units	Client Group	Housing association	Policy theme
Holborn Avenue, Bangor	14	Cat 1 Elderly	Trinity	Urban need
34-36 Bangor Road, Hollywood	12	General needs	TBC (Accord Procurement Group)	Urban need
Competition scheme, Rathgill, Bangor (T)	50	General needs	NIHE	Urban need
Bloomfield Rd/South Circular Rd, Bangor (T)	48	General needs	Clanmil	Urban need
Gransha Road, Bangor	6	General needs	Oaklee	Urban need
West Church, Bangor	18	General needs	Trinity	Urban need
Total	148			

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

Scheme	No of units	Client Group	Start date	Housing association	Policy theme
Main Urban Centre					
Bangor Urban					
Bloomfield Road/South Circular Road, Bangor (T)	44	General needs	2011/12	Clanmil	Urban need
Gransha Road, Bangor	6	General needs	2011/12	Oaklee	Urban need
Clifton Special Care School, Old Belfast Road, Bangor	40	General needs	2011/12	Oaklee	Urban need
West Church, Bangor	18	General needs	2011/12	Trinity	Urban need
Ward House, Bangor Replacement	10	General needs	2011/12	Apex Housing	Supported Housing
Total	118				

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

All settlements

Settlement	5 Year Projected Social Housing Need*
Main Town	
Bangor	581
Other Town	
Hollywood	111
Villages	
Groomsport	60
Rural North Down	30
Small Settlement	
Six Road Ends	0
Total	782

* Projections baseline at March 2010

Appendix 5: Household composition of housing applicants at December 2010

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Main Urban Centre								
Bangor Urban	Applicant	537	83	279	16	53	450	1418
	App (HS)	245	39	125	6	18	274	707
	Alloc App	97	17	77	3	13	74	281
Local Towns								
Holywood	Applicant	117	25	51	5	17	104	319
	App (HS)	66	8	23	0	6	54	157
	Alloc App	15	4	10	0	2	11	42
Villages								
Groomsport	Applicant	24	5	5	2	0	52	88
	App (HS)	15	3	3	1	0	30	52
	Alloc App	7	2	1	0	0	10	20
Rural North Down	Applicant	10	3	3	0	2	21	39
	App (HS)	7	2	2	0	2	10	23
	Alloc App	0	0	0	0	0	0	0
District Total	Applicant	688	116	338	23	72	627	1864
	App (HS)	333	52	153	7	26	368	939
	Alloc App	119	23	88	3	15	95	343

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant

Alloc App – Annual Allocations for year ending December 2010

Definition of Household composition of housing applicants at December 2010

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

Appendix 6: Housing Executive stock at March 2011

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Main Urban Centre							
						N.B. Sold stock in bold	
Bloomfield/Rathgill/Willowbrook	267	149	264	5	1	686	3
	20	31	405	5	1	462	
Churchill	0	10	16	0	4	30	0
	3	2	96	0	8	109	
Clandeboyne Road	0	0	56	0	0	56	1
	0	0	62	0	0	62	
Clanmorris	0	0	36	0	0	36	0
	0	0	68	0	0	68	
Conlig/Breezemount	21	36	109	3	9	178	4
	6	25	142	3	14	190	
Kilcooley	164	230	348	4	11	757	27
	9	33	529	12	9	592	
Lisnabreen (Skipperstone/Tughan Court CLA)	0	45	39	0	0	84	0
	0	31	99	0	0	130	
Whitehill	54	131	90	0	1	276	2
	0	45	247	0	1	293	
BANGOR URBAN TOTAL	506	601	958	12	26	2,103	37
TOTAL	38	167	1,648	20	33	1,906	
Towns							
Loughview	68	102	105	0	0	275	2
	3	46	363	1	0	413	
Redburn	10	33	20	0	0	63	0
	0	39	136	1	0	176	
Spencer Street	3	31	12	21	0	67	0
	1	14	40	24	0	79	
Strand/Kinnegar	5	49	7	11	0	72	0
	0	7	47	17	0	71	
Woodlands	12	0	4	0	0	16	0
	0	0	32	0	0	32	
HOLYWOOD TOTAL	98	215	148	32	0	493	2
TOTAL	4	106	618	43	0	771	
Villages							
Groomsport	42	1	12	0	5	60	0
	39	3	84	0	10	136	
Crawfordsburn	18	0	3	0	1	22	4
	31	0	1	0	3	35	
Helen's Bay	14	0	15	0	1	30	0
	4	0	46	0	16	66	
VILLAGE TOTAL	74	1	30	0	7	112	4
TOTAL	74	3	131	0	29	237	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Rural							
RURAL NORTH	32	0	18	0	2	52	4
DOWN TOTAL	35	0	47	0	19	101	
DISTRICT TOTAL	710	817	1,154	44	35	2,760	43
	151	276	2,444	63	81	3,015	

*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
Bangor District Office 2 Alfred Street Bangor BT20 5DH	Ms Alison Methven Acting District Manager	Fax No. 028 9182 5498 bangordistrict@nihe.gov.uk
South East Area Office Strangford House 28 Court Street Newtownards BT23 7NX	Mr Stephen Graham Area Manager	Fax No. 028 9182 2494 southeastarea@nihe.gov.uk
	Mr Norman Hagan Area Planner	Fax No. 028 9182 5191 norman.hagan@nihe.gov.uk
	Mr Gerry Watson Information Officer	Fax No. 028 9182 2494 gerry.watson@nihe.gov.uk
	Mr John Nelson Programme & Housing Manager	Fax No. 028 9182 2494 john.nelson@nihe.gov.uk
	Mr Danny Simpson Service Unit Manager – Rent Accounting/Customer Service Unit	Fax No. 028 9182 2494 danny.simpson@nihe.gov.uk
	Mr Gervase McGuigan Land and Property Manager	Fax No. 028 38341 264 gervase.mcguigan@nihe.gov.uk
Mr Michael Taylor Service Unit Manager – Housing Benefit		Fax No. 028 9182 2494 michael.taylor@nihe.gov.uk
South East Grants Office 4-6 Graham Gardens Lisburn BT28 1XE	Mr Paul Muir Grants Manager	Fax No. 028 9182 9096 southeast.grants@nihe.gov.uk
Regional HMO Sub- Office – Craigavon Marlborough House Central Way Craigavon, BT64 1AJ	Mr Paul Ahern HMO Manager	Fax No. 028 3831 5736 hmo.craigavon@nihe.gov.uk

Office	Contact	Contact Information
Rural Housing Unit Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Michael Conway Rural Housing Co-ordinator	Fax No. 028 9031 8775 michael.conway@nihe.gov.uk
Supporting People 3rd Floor Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Mr Donal Brereton South East Area Lead Officer	Fax No. 028 9031 8391 supportingpeople@nihe.gov.uk

Office	Contact Information
During Business Hours: Housing Benefit 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/bangor_housing_news_2010.pdf

House Condition Survey 2009

http://www.nihe.gov.uk/northern_ireland_house_conditions_survey_2009_-_main_report.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

Northern Ireland Housing Market: Drivers & Policies

www.nihe.gov.uk/northern_ireland_housing_market_drivers_and_policies_2007.pdf

Annual Report 2009-2010

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

Corporate Plan 2010/13

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

Mapping BME & Migrant Worker Communities in NI

http://www.nihe.gov.uk/black_and_minority_ethnic_and_migrant_worker_mapping_update_-_february_2011.pdf

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.pdf

Rural Matters – January 2011

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

Strategy Documents

The Homelessness Strategy

www.nihe.gov.uk/homelessness_strategy.pdf

Independent Living

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

Health

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

Supporting People Strategy 2005-2010

www.nihe.gov.uk/supporting_people_strategy2005.pdf

Older Person Housing Policy Review Action Plan 2008-2010

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

Community Safety

www.nihe.gov.uk/building_safer_communities_community_safety_strategy_2008-2011.pdf

Race Relations

www.nihe.gov.uk/racerelationspolicy.pdf

Good Relations

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

Grants

http://www.nihe.gov.uk/dundonald_grants_newsletter_2010.pdf

Energy

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

Rural Action Plan 2010

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

Travellers

www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf

Bangor Town Centre Draft Masterplan

<http://www.dsdni.gov.uk/consultation-bangor-introductory-board.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



May 2011
www.nihe.gov.uk