

OMAGH

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district housing plan & local housing strategy 2011/12





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## Consultation

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

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

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

## Responses to District Housing Plan

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

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](mailto: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](http://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 Omagh housing market analysis

It should be noted that House condition survey figures at 2009 (HCS) are for **Fermanagh and Omagh** council areas.

#### Planning

- There is remaining potential for 6,700 units of new housing (private and social) to 2015 - DOE Planning Services land availability monitor 2010;
- The Omagh Area Plan 2002 sets out the adopted planning policy for the district;
- The publication of the Omagh Town Centre Masterplan is imminent and this will provide non-statutory guidance for the regeneration of the town centre.

#### Socio-economic statistics

- The population is projected to increase by 7.9% by 2019 however, average household size is decreasing;
- The largest numerical increase is in the working age group (16-64 years);
- The percentage of children in the district is projected to decline by 2019;
- The Districts population has become more diverse, however net international migration is decreasing;
- The Council area is ranked ninth, according to the most recent NI Multiple Deprivation Index;
- The percentage of people unemployed at March 2011 is 4.9%, which is lower than the Northern Ireland average;
- The number of households in fuel poverty was 42.8% in 2009, slightly below the Northern Ireland average of 43.7% (Source HCS).

#### Housing market statistics

- The total housing stock in Fermanagh & Omagh is 44,890; owner occupation is the largest tenure;
- The social housing tenure at 8.2% is among the lowest in Northern Ireland (15%);
- Housing unfit in Fermanagh and Omagh is below the Northern Ireland average of 2.4% (Source HCS);

- In 2006, the average house price in Omagh was £160,964 (NI average £174,178), and at 2010 had dropped to £115,322 (NI average £ 156,746);
- NIHE housing stock at March 2011 totalled 1,817 units with 2,719 units sold (of which 1,905 were houses);
- At December 2010, there were 619 social housing applicants of which 152 (approximately 25%) were in housing stress;
- There is a growing waiting list in the district, but this trend may be a short-term reaction to uncertainty in other housing sectors. Housing need continues to be met by the turnover of existing stock;
- An average of 160 allocations were made annually over the past five years;
- There were 219 homeless applicants of which 92 (42%) were awarded full duty status;
- The housing market in Omagh District continues to be impacted by the downturn in the local economy. Market confidence is weak and adjustments are ongoing;
- While the volume of private sector new build has marginally increased in the last twelve months, new build sales remain at a low level;
- Despite falling house prices, affordability will remain an issue with growing unemployment, reducing spending power, and restrictive lending practices.
- The private rented sector remains popular, and according to local estate agents, demand continues to outstrip supply. However, recent changes to Housing Benefit may create affordability pressures for some private sector tenants. This situation will require careful monitoring as it may impact on the need for social housing.

### Section 3 Omagh Local Housing Strategy

In the past year (2010/2011) we spent £7.528 million in Omagh District. The Housing Executive's projected investment for 2011/2012 is £5.744 million. Performance for 2010/2011 along with programmes for 2011/2012 is reported under our Corporate Objectives.

#### Corporate Objective 1 delivering the decent homes standard

- During 2010/2011, we completed 57 heating installations, 202 revenue replacements and 151 external cyclical maintenance improvements to our stock;
- External cyclical maintenance was started to 150 dwellings, heating installation to 59 dwellings and revenue replacement to 365 dwellings;
- During 2011/12 we plan to start external cyclical maintenance to 117 dwellings, and health & safety installation to 60 to dwellings;
- Four replacement grants, 15 renovation grants, 23 home repair assistance grants and 37 repair grants were completed;
- In addition to heating installations to our own stock in Omagh, we manage the Warm Homes Scheme. In the year to March 2011, 449 homes in the private sector were insulated, 31 had heating installations and 23 had both insulation and heating installed.

### **Corporate Objective 2 promoting independent living**

- £2.518m was spent during 2010/2011 on providing supporting people services. An increased level of funding (£2.553m) has been budgeted for 2011/2012;
- 26 supported housing schemes were funded in 2010/11 for a range of client groups;
- We will continue to assess the need for new wheelchair housing.
- We will provide a range of services to tackle homelessness in line with our homelessness strategy;
- During 2010/2011 Omagh District office placed a total of 34 homeless applicant households into temporary accommodation; and,
- During 2010/2011 there were 52 disabled facilities grants completed in the private sector and 47 adaptations were completed to our own stock; £4.036 million has been budgeted for adaptations in the West Area for 2011/12 ;

### **Corporate Objective 3 fostering urban and rural regeneration**

- We will continue to participate in the Neighbourhood Renewal programme in Omagh;
- We will continue to support the Area At risk Programme in Fintona;
- Complete two environmental schemes in O'Kane Park
- Ensure housing issues continue to be identified in the regeneration of Omagh town centre as envisaged in Town Centre Masterplan;
- Implement the Rural Housing Strategy - 'Rural homes and People';
- Work with ARC North West on the implementation of the Northern Ireland Rural Development Programme in rural Omagh ;
- Continue to upgrade our housing stock where funding permits;
- Continue to monitor housing conditions in Omagh District.

### **Corporate Objective 4 promoting affordable housing**

- During 2010/2011, three social housing units went on site and one unit was completed in Omagh District. An additional four units are programmed for 2011/12. A wheelchair accessible unit is included within these dwellings;
- Promote the private rented sector as a decent and affordable housing option;
- Continue to work with DSD and DOE to help formulate policy to deliver developer contributions for affordable housing through the planning system;
- Manage our social housing stock to minimise empty dwellings;
- Promote affordable home ownership through our house sales scheme;
- Examine the potential to develop intermediate housing on surplus NIHE sites;
- Work with housing associations to ensure delivery of new housing;
- Explore opportunities presented by Planning Policy Statement 21 (PPS21) to develop social housing outside designated settlements;
- Work with the DSD to review the Common Selection Scheme and will consult on proposals for change during the year ahead.

**Corporate Objective 5 building a stronger community;**

- Omagh District office staff participate in the Community Safety Partnership (CSP), an inter-agency forum which meets to address anti-social behaviour;
- Recorded incidents of anti-social behaviour have increased in the past year;
- During 2010/2011 two properties were repossessed and one case was referred to mediation services, one Acceptable Behaviour Contract (ABCs) case was agreed;
- Our Neighbourhood Officer Service works directly with local communities on issues which affect their daily lives. This has helped to avoid mismanagement of housing stock;
- The District currently work with 12 community groups on a range of community issues under the Housing Community Network (HCN);
- Peace III funding continues to benefit the Omagh area and is administered by the North West Peace III Partnership;
- Continue to work to deliver projects of a cross community nature and to develop a Good Relations plan under the Shared Neighbourhood Programme;
- Implement and report progress on the Community Involvement Strategy;
- Work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level;
- Implement the recommendations of the Housing and Health strategy;
- Implement the regional Good Relations BRIC programme which aims to “put good relations at the heart of social housing”;
- Continue to implement the race relations action plan.

**Corporate Objective 6 delivering better public services**

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



# SECTION ONE

## Section 1 Regional context

### 1.1 Introduction

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

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

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

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

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

### 1.2 Our housing priorities and programmes

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

#### Our priorities are as follows:

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

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

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

### 1.3 Funding

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

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

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

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

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

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

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

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

#### 1.4 Policy context

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

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

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

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

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

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

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

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

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

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

## 1.5 Northern Ireland housing market

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

This year's Review again focuses on the interdependence of the economy and the housing market. The past 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 Omagh housing market analysis

### 2.1 Introduction

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

**Map 1: Omagh District Council Area**



Source: NIHE GIS

The geographical area of Omagh District is detailed in the map above. Omagh town is the largest settlement within the District. There is a substantial rural area in which approximately 58% of the population live. The Northern Ireland Statistics and Research Agency's (NISRA) definition of 'rural' is a settlement of less than 4,500 people.

### 2.2 Planning

#### Physical Planning

The planning context for Omagh is set out in the Regional Development Strategy for Northern Ireland 2025: 'Shaping our Future'. The specific planning context for Omagh District is detailed in the Omagh Area Plan 2002. Though this plan has now expired, it remains a material consideration until it is replaced. The Housing Growth Indicators set by the Department for Regional Development (DRD) for Omagh

District for the period 1998-2015 allows for 6,700 units of new build development. According to the DOE Planning Service's Northern Ireland Housing Land Availability Report for 2010 there were 2,594 units completed between 1998 and 2010, with the potential for a further 6,186 dwellings.

**Regeneration** initiatives for Omagh include a Master planning exercise commissioned by the Department for Social Development (DSD) which was published in January 2009. The Master plan presents a framework in which detailed proposals can be developed for business, tourism, leisure, public space and housing accommodation. The public consultation phase of the exercise is now complete and the document is in final draft form.

**Omagh District Council** is working with local communities in Dromore, Carrickmore, Fintona, Beragh, Gortin and Drumquin and have prepared local action plans with a primary focus on economic development and regeneration in these settlements. Following consultation the Council has prepared a town centre action plan which establishes key actions for Omagh town.

**Omagh: 'Towards a City Vision for 2025'** is intended to serve as a "road map for the future advancement and sustainable development of Omagh." It sets out the challenges which must be addressed, identifies development constraints, and outlines the changes and initiatives over the next decades which will act as springboards for the future development and growth of the town. Its key proposals include:

- Developing opportunities at Lisanelly/St Lucia MOD lands and other key land banks;
- Relocating up to six schools to the Lisanelly site ;
- Maximising the potential of the River Strule so that the waterfront becomes a key feature within the town;
- Ensuring successful completion of strategic road improvements such as the A5 dual-carriageway project;
- Embedding enterprise, growing tourism, maintaining and enhancing Omagh's role as a centre of excellence in Public Administration, maximising the opportunities from RPA and promoting Omagh as the regional economic hub;
- Securing the continuing vitality of rural schools; and,
- An improved quality of life for the people of Omagh through the advancement in their economic, educational, health and general well being.

The Housing Executive has contributed to the regeneration of local housing estates through regeneration and environmental schemes. From a rural perspective, we continue to work with the Department of Agriculture and Rural Development and other partners to help ensure that housing contributes to 'broader' rural development. In this respect, we are in contact with **ARC (Assisting Rural Communities) North West** who are implementing Axis 3 of the Northern Ireland Rural Development programme in this area. Omagh District Council acts as the

Administrative Council with responsibility for all financial and administrative matters. ARC North West have been selecting settlements which will receive funding for village planning and renewal; once these villages have been determined, we will consider any housing issues arising from the resultant village plans.

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

### **Socio economic Planning**

The population of Omagh increased by 9.4% between 1999 and 2009 and is projected to increase by a further 7.9% by 2019. During the same period the number of households is projected to increase by 15.1%. Changing demographic trends, particularly in age profiles and average household size, are important factors in planning for new housing. Statistics indicate a need for a larger proportion of dwellings for smaller household groups.

Omagh is a growing district that has attracted a diverse population through migration. The A8 population was approximately 1,600 at 2009 representing 3% of the Omagh population. However the number of new migrant workers in the district has been reducing steadily since 2006. This reduction reflects reduced employment opportunities. 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. Despite considerable economic challenges, there is a strong community ethos throughout Omagh District. The Housing Executive continues to work along with other agencies and local groups to build a stronger community, particularly in areas of social need.

Inevitably the **local economy** has been affected by the recent recession. The percentage of the working population unemployed at March 2011 was 4.9% which was less than the Northern Ireland average of 5.2%. The private house building sector has been severely affected with local estate agents confirming work that had ceased on many new housing developments last year has not progressed substantially this year.

Omagh has traditionally been a strong vibrant district with Omagh town as the economic hub serving the surrounding area. The consequence of the downturn in the market and rising unemployment has seen the district suffer.

Information collection for Omagh/Fermanagh districts indicated that 42.8% of households were in **fuel poverty**. 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.



View of Strule Arts Centre, Omagh

Table 1: Socio economic statistics

Population	Mid Year Estimate 1999	Mid Year Estimate 2009	Projected 2019
Population	47,919	52,427	56,586
Household	-	18,500	21,300
Household Size	-	2.76	2.6
No. of children	12,697 (27%)	11,867 (23%)	12,037 (21%)
No. of working age	28,856 (60%)	32,790 (62%)	35,240 (62%)
No. of older people	6,366 (13%)	7,770 (15%)	9,309 (17%)

Estimated Net International Migration	July 2006/ June 2007	July 2007/ June 2008	July 2008/ June 2009
Omagh	454	266	114

N.I. Multiple Deprivation Measure 2010	LGD Rank 1 – 26 (1 most deprived)	Most deprived *SOA	Least deprived SOA
Omagh	17	Lisanelly 2	Lisanelly 1

Source: NISRA  
\*Super Output Area

Unemployment Benefit	March 2009	March 2010	March 2011
No of unemployment benefit claims	1,222 (3.8%)	1,588 (4.9%)	1,653 (4.9%)

Source: DETI NI

Housing Benefit	March 2009	March 2010	March 2011
NIHE tenants in receipt of Housing Benefit	1,464	1,445	1,467

Source: NIHE

Fuel Poverty	Omagh HCS 06	Fermanagh/Omagh	NI HCS 09
% in Fuel Poverty	33.9%	42.8%	43.7%

Source: NIHE House Condition Survey

## 2.3 Housing Market Profile

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

The Housing Stock in Omagh / Fermanagh area is approximately 44,890 units. The private rented sector tenure accounts for approximately 15.3% of total stock. This is slightly above the N.I. figure of 14.9%. Conversely the social housing sector at 8.2% is amongst the lowest in Northern Ireland (15%). The percentage of vacant stock in Omagh / Fermanagh is 14.3%, which is significantly higher than the N.I. figure of 5.9%.

Despite **housing conditions** continuing to improve unfitnes in Omagh/Fermanagh (6.6%) is still higher than the regional average (2.4%). Higher unfitnes levels are found in rural areas and in vacant stock and this may partially explain the district's higher than average unfitnes figure. In relation to Decent Homes, 16.4% of homes within the Omagh / Fermanagh area failed to meet the **decent home standard**, compared to a Northern Ireland average of 15.1%.

Within the **private sector**, the drop in construction of new dwellings is demonstrated with 594 in 2007 compared to 352 in 2010, a decrease of 41%. Local estate agents report a reduction in new housing starts and transactions in the past two years. The majority of housing purchases across Omagh District continue to take place at the lower end of the market with semi-detached houses being the most popular. Omagh town is the most popular location with rural areas experiencing fewer house sales. During 2010, there were 16 new build property sales in the district.

**Owner occupation** continues to be the most popular tenure. Ongoing economic uncertainty and restrictive lending practices continues to limit construction and transactions. 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.

While house prices peaked at £236,618 in 2007, between 2007 and 2010 the average house price in Omagh District decreased by 51.2% to £115,322, this is much lower than the Northern Ireland average. The brief recovery in the property market that had begun during 2009 has not been sustained with market adjustment on-going. Limited access to mortgages, an increase in potential vendors and a loss of confidence brought on by budgetary cuts has resulted in further market uncertainty and increasing affordability pressure. The increase in the private rented tenure is an indication that the owner occupied sector continues to prove inaccessible to many potential buyers.

Table 2: Housing statistics (Stock Information)

	Owner Occupied	Social Stock	Private Rented	Vacant	Total
Omagh HCS 2006	11,390	2,290	3,270	2,200	19,150
Fermanagh/Omagh HCS 2009	27,920	3,660	6,890	6,420	44,890
NI HCS 2009	461,800	110,200	124,600	43,400	740,000

Housing Conditions (all stock)	Omagh 2006	Fermanagh/Omagh 2009	NI 2006	NI 2009
Unfitness	4.9%	6.6%	3.4%	2.4%
Fail Decent Homes Std	19.8%	16.4%	23.0%	15.1%

Source: NIHE House Condition Survey

Private Sector Activity	2006	2007	2008	2009	2010
Omagh New Build Starts	534	594	312	297	352
NI New Build Starts	13,946	12,488	7,879	6,140	6,339
Omagh Average House Price	£160,964	£236,618	£182,984	£135,872	£115,322
NI Average House Price	£174,178	£233,415	£218,145	£160,855	£156,746

Source: NHBC & University of Ulster

Private Housing Benefit Omagh	2007	2008	2009	2010	2011
No. of Claims	1,662	1,725	1,901	2,170	2,321

**Local Housing Allowance for 3 bedrooms = up to £86.84 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 Omagh with Fermanagh District. 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 314 properties have been purchased through the scheme in Omagh, two of those in the past financial year.

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

The **private rented sector** has grown significantly in Northern Ireland since 2001. Local estate agents confirmed that this tenure is buoyant within the district. Private sector Housing Benefit claims continue to increase and at 31<sup>st</sup> March 2011, there were 2,321 claims. This represents an increase of approximately 40% since 2007. The increase reflects both the economic climate in Omagh and a rise in the number of households choosing to live in the private rented sector. Private rental has become a popular choice for an increasing number of younger households who face affordability pressures. It is also popular among migrant workers and an increasing number of single person households.

**Houses in Multiple Occupation** continue to play an important role in meeting the housing needs of people who are single, who have temporary employment, students, low income households and more recently migrant workers. The Housing Executive uses a combination of methods – inspection, grant aid and enforcement orders – to raise standards in HMOs. At 31<sup>st</sup> March 2011, there were 124 registered HMOs in Omagh District, the majority of which are situated in Omagh town.

## 2.4 Social housing

The number of applicants on the waiting list increased during the past year but remains lower than the peak of 2007. Housing stress trends have followed a similar pattern over the same period. Single person households continue to dominate the waiting list, accounting for 66% of all applicants in housing stress. Small families and older person households are the other main groups seeking housing. Allocations have decreased over the year but are still more than adequate to meet housing need. The change in waiting list statistics in the past year may have been caused by the availability of accommodation in the Private Rented sector. Waiting list trends in Omagh will continue to be monitored.

The housing need projection for five years to 2015 for Omagh District is 10 units and reflects the correlation between those in housing need and the availability of properties through relets to meet the need. 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.

The housing need identified for Omagh District is within the town itself and will be used to facilitate minor redevelopment or meeting specific needs identified during the five year period.

Current **Housing Executive stock** for Omagh is 1,817 dwellings, the majority of which are houses and bungalows. Since the introduction of the House Sales Scheme around 60% of Northern Ireland Housing Executive properties have been purchased. The remaining stock is managed to ensure that vacancies are kept to a minimum. At the end of December 2010 only 1% of properties were vacant.

**Homeless applicants** are included in the overall waiting list figures but it is possible to analyse homelessness separately. The number of people presenting as homeless and being awarded full duty status has increased by 84% in the previous twelve months. This increase can be attributed to extensive flooding and property damage to private sector properties experienced through the adverse weather conditions of the winter months. Outside these, the main factors for applicants presenting as homeless in Omagh District include marriage/sharing breakdown, relationship or family disputes, loss of private rented accommodation and unsuitable accommodation.

In 2010/11 70% of all applicants who presented as homeless were single households and 62% of all those who received Full Duty Status. Small family households accounted for 35% of those presenting and 16% of those receiving Full Duty Status. Omagh District Office made a total of 34 placements into temporary accommodation in 2010/11 which is more than double the number made in 2009/10.



"Private Sector Newbuild, Omagh"

Table 3: Omagh Social housing statistics Public sector

**Social Housing Waiting List trends**

December	2006	2007	2008	2009	2010
All Applicants	579	704	658	570	619
Housing Stress	173	220	178	133	152
Allocations	178	142	168	163	150

**Waiting list sub-set of homeless applicants**

	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Number Presented	197	244	164	119	219
Awarded Full Duty Status	53	71	57	24	92

**Northern Ireland Housing Executive Sales (NIHE) Information & Housing Association (HA) Starts**

	2007/08	2008/09	2009/10	2010/11
HA New Build Starts Omagh	0	0	1	4
NIHE House Sales Omagh	14	0	9	6
Average Market Value	£84,464	-	£72,000	£57,717

Source: NIHE



# SECTION THREE

## Section 3 Omagh local housing strategy

### 3.1 Introduction

The housing market analysis identified a number of housing issues within the district, including affordability, homelessness, fuel poverty and the need for a small number of 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 Omagh District in 2011/12 is £5.7 million.

Table 4: Omagh District actual and projected spend

Activity areas	Actual spend - £m		Projected spend - £m
	2009/10	2010/11	2011/12
Capital improvement work	0.961	1.734	0.866
Planned maintenance work	0.958	0.747	0.424
Response maintenance*	1.021	1.281	1.169
Private Sector Grants	1.945	0.746	0.732
Warm Homes	-	0.502	**
Supporting People	2.804	2.518	2.553
<b>Total</b>	<b>7.689</b>	<b>7.528</b>	<b>5.744</b>
<b>Investment in New Build***</b>	<b>1.532</b>	<b>0.525</b>	<b>****</b>

Source: NIHE

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

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

\*\*\* Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year. The amount includes Housing Association Grant funded by Government subsidy which was £1.457million for 13 units (2009/10) and £0.388 million for four units (2010/11).

\*\*\*\* The 2011/12 draft gross social housing development programme contains four units, the 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: West Area actual spend 2009/10 – 2010/11

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

Source: NIHE

### 3.2 Objective 1 – Delivering the Decent Homes Standard

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

In the past year we completed the following work to our stock:

- Heating installations to 57 units;
- Revenue replacements to 202 units; and,
- External cyclical maintenance work was carried out to 151 units.

Additionally, a scheme to provide new kitchens to 86 dwellings in the Mullaghmore Estate will complete during 2011/12, as will the provision of 220 smoke alarms.

Details of our programmes can be found in Appendix 2.

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

In the past year we completed:

- 52 Disabled Facilities Grants (DFG);
- 23 Home Repair Assistance grants;
- 37 Repair grants;
- 15 Renovation grants;
- 4 Replacement grants.

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

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

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

All of the main fuels (natural gas, oil, coal and electricity) have increased in price in recent years and the review will test if our approach needs to change. The review will include the role of new technologies, evaluating the practicalities of installation, maintenance costs, servicing, emissions and operational costs. A choice of energy suppliers in Northern Ireland is detailed in Appendix 6.

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 31<sup>st</sup> March 2011:

- 449 homes were insulated;
- 31 homes had heating installations; and,
- 23 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.

We continue to fund Bryson Charitable Group to provide energy efficiency awareness courses to schools and during the year 17 schools were visited in Omagh District.

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

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

- Complete the installation of 220 smoke alarms and the provision of 86 new kitchens in the Mullaghmore Estate;
- Commence External Cyclical Maintenance to 117 units;
- Commence Health & Safety work to 60 units;
- Subject to funding, we will commence heating installation to 71 dwellings; (Full programme details are contained in Appendix 2);
- Establish a fuel stamp savings scheme in conjunction with Omagh District Council;
- Work to improve energy efficiency, promote energy conservation and help to alleviate fuel poverty;
- Continue to promote good standards of housing design and practice across all tenures;
- Conclude a full review of our emergency response plans, based upon lessons learned from the severe weather of December 2010.

We will review, report and update our major incident plan.

### 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 Omagh District in the past year:

- We spent approximately £2.518 million providing assistance to vulnerable people through **Supporting People services**. A similar level of funding (£2.553m) has been budgeted for 2011/12;
- Funding for 2010/11 delivered 26 supported housing schemes in the Omagh area, providing services to a range of client groups. In addition, three floating support services were provided;
- The Omagh based SL-eight Project was a winner at the 2010 Chartered Institute of Housing NI Awards. The SL-eight project is a Shelter Northern Ireland Project, funded by the Housing Executive through Supporting People. It was set up in 2003 and is aimed at providing support to young people aged between 16 and 25 who are homeless or at risk of becoming homeless. The project is based in a number of properties in Strathroy/Gortview Close/Killybrack Close and in addition to providing temporary furnished accommodation, staff from SL-eight provide support to young people to enable them to sustain tenancies, apply for benefits, budget their finances as well as develop domestic, life and social skills.

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

- To review the temporary accommodation portfolio in relation to its strategic relevance and effectiveness;
- To improve housing options primarily in the private rented sector;

- To develop a comprehensive prevention programme around the assessment process, delivery of advice and assistance and developing community advice and education projects;
- To further improve services to a range of vulnerable households.

**In the past year within Omagh District:**

- 219 homeless applications were received;
- 92 were assessed as Full Duty Applicants;
- 34 were provided with temporary accommodation;
- We are developing an Area Homelessness Strategy which will take account of each district's local requirements;
- Advice booklets on homelessness are available for those living in rural parts of Omagh District.

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

During 2010/11 we approved 31 disabled facilities grants for private sector and 52 were completed. Approximately £192k was spent on adaptations to our own stock. Details of this work can be found in Appendix 2. The West Area has a budget of £4.036 million for Disabled Persons Adaptations (DPAs) to our stock for 2011/12 to help vulnerable households. This budget cannot be broken down to district level.

Our staff have been working with the Department for Social Development and Health and Social Services to review the adaptations process and the report is expected later this year.

We updated the Traveller Accommodation Needs Assessment in 2008 and this has been incorporated in the Social Housing Development Programme where appropriate. No housing need has been identified for **Travellers** in the Omagh District. This is subject to review on an annual basis.

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

**In the coming year we plan to:**

- Continue to improve the quality of housing for people with disabilities in the Omagh District;
- Approve Disabled Facilities Grants as appropriate;
- Carry out adaptations to our own stock;
- Invest £2.553 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; and,
- Work to meet the accommodation needs of Travellers as required.

### 3.4 Objective 3 – Fostering urban and rural regeneration

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

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

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

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

**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, one unit of social housing was commenced in the rural area of Omagh.

The **Area at Risk Programme** was established in 2006 to identify and intervene in those areas at risk of slipping into a spiral of decline. It supports communities, which may feel neglected or isolated in order to help them build confidence and a sense of belonging. Ashfield Estate in Fintona was identified under this programme and subsequently secured funding. Ashfield Community House was established through this programme and now runs a range of programmes and classes which include weaving, IT and English classes. There is also a one stop clinic giving free information with representatives from Omagh District Council and the Housing Executive in attendance.

The Department of Agriculture and Rural Development (**DARD**) has particular responsibility for rural areas and where possible, we work with them to support rural regeneration. Our work also complements the work of ARC Northwest which is responsible for the administration of AXIS 3 of the Northern Ireland Rural

Development Programme 2007-2013 within the rural areas of Strabane, Derry, Limavady and Omagh.

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

The **Rural Enabler Programme** which is funded under Peace III is currently being rolled out across rural Northern Ireland. It is a partnership approach between the Rural Community Network, The Department of Community, Equality and Gaeltacht Affairs and DARD. The programme is aimed at supporting rural communities in Northern Ireland and the border counties to take steps in addressing conflict impact, racism and social inequality. A rural enabler has been appointed for Tyrone and will work with local people to develop specific action plans specific to the needs of their community.

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

- The Housing Executive supports the **Omagh Town Centre Masterplan** which was published by the DSD in January 2009, and also the Masterplan for the former MOD lands at St. Lucia which is to be published later this year;
- The District Manager is a member of the DSD funded **Neighbourhood Renewal Partnership**. The Partnership has invested £2.964 million in the last four years on a variety of projects. A number of the projects have been match funded by contributions from the Housing Executive and other statutory bodies, thus increasing the benefit to the communities;
- During 2010/11 a £1.44 million **regeneration scheme of Mullaghmore estate** was completed. The strategy involved the demolition of 26 properties and extensive renovations throughout the estate. The works provided for incurtillage treatment, the extension and privatisation of gardens, new fencing and new tree and shrub planting. The entrances to the remaining flats were privatised and the flats were converted from one-bedroom to two-bedroom properties. A new vehicular access was created off the Old Mountfield Road.
- During 2010/11 a £55,000 scheme at **Strathroy** was completed. This involved the provision of a nature walk and a wooded area within the estate. A maze and adventure area and seating was also provided.

- Work is underway on two **environmental schemes in O’Kane Park** which includes a memorial garden. These projects have a total value of £13,682 made up of £8,862 from DSD and £5,000 from NIHE. It is anticipated that this will be completed this year.

There are a number of scheme’s and initiatives taking place locally which impact on our estates and benefit from funding administered from the Neighbourhood Renewal Partnership. An ‘After School and Homework Programme’ will commence in Strathroy to provide homework support and childcare for children aged 4-12 years in the Strathroy area. The DSD has contributed approx £121,000 to this project with additional funding received from the Strathroy Community Association.

In February this year, it was announced that funding in the region of £475,000 will be made available for refurbishment work to the Culmore, O’Kane & Shandon (CKS) Community Centre in Omagh.

#### **In the coming year we plan to:**

- Continue to implement a Neighbourhood Renewal Programme (in support of the DSD Neighbourhood Renewal Strategy) and support the range of projects both planned and underway across the District;
- Implement the Rural Housing Strategy – ‘Rural Homes and People’;
- Work with ARC North West on implantation of Axis 3 of the Northern Ireland Rural Development Programme in Omagh District;
- Continue to upgrade our housing stock where funding permits;
- Continue to monitor housing conditions in Omagh District.



Ashfield Gardens, Fintona

### 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 Omagh District:**

- Three social housing units went on site and one unit was completed. A wheelchair accessible unit is included within these dwellings. This will contribute to meeting housing need in the district.
- We supplied DOE Planning Service with an annual housing needs assessment;
- We finalised a joint protocol with DOE Planning Service detailing procedures for Housing Associations when applying to build social housing under Policy CTY 5 of Planning Policy Statement 21 - Housing in the Countryside;
- We continued to implement the House Sales Scheme, which provides an opportunity for tenants to own their own home. The number of our tenants availing of this scheme has dropped in recent years due to current housing market conditions. During the past year there were 27 applications received; 22 offers made and six sales completed.

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

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

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

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](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 NIHE sites. DSD are developing policy, detailing procedures on how this pilot proposal could be delivered.

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

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

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

**In the coming year we plan to:**

- Assess the need for new social housing in the district. The current five year housing need assessment indicates a need for a further 10 units to 2015;
- Formulate a Social Housing Development Programme and manage delivery by housing associations. The programme for 2011/12 contains one scheme which will deliver four 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 Newry Private Landlord Scheme in the development of a NI 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 NIHE sites;
- Continue to work with DSD and DOE Planning Service to deliver developer contributions for affordable housing via the planning system;
- Work with housing associations to ensure delivery of new housing; and,
- Explore opportunities presented by Planning Policy Statement 21 (PPS21) to develop social housing outside designated settlements.

### 3.6 Objective 5 – Building a stronger community

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

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

Services to address reported anti-social behaviour (ASB) are accessed through our district offices. The number of reported incidents in 2010/11 is a 19.7% increase on the previous year whilst most reports relate to low level anti-social behaviour, while there has been a decrease of four cases in the number of serious/complex incidents. District office staff are involved in a number of ways to help address anti-social behaviour.

**Table 6: Omagh 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
91	2	0	1	1	96

\*Acceptable behaviour contracts

- The District Manager sits on the strategic and operational tiers of the Community Safety Partnership;
- A Neighbourhood Officer Service for Omagh was launched in March this year. The Neighbourhood officer will work directly with local communities on issues which affect their daily lives including illegal dumping, graffiti, anti-social behaviour and environmental improvements including monitoring and reporting the non occupation and misuse of houses. It is hoped that this will identify unoccupied dwellings and bring them back into stock;
- The Community Crimewatch scheme continues to operate effectively between the Housing Executive, Omagh District Council and the PSNI. Officers from each of the agencies meet on a monthly basis to discuss cases of anti-social behaviour and the Housing Community Network is given a statistical report on a quarterly basis;
- Diversionary funding via the Community Safety Partnership has ensured that bonfires have reduced and that young people are participating in alternative activities, particularly with an inter-generational emphasis;

- District Office staff sit on the Multi Agency Risk Assessment Conference (MARAC) which meets monthly, dealing with domestic violence and its consequences. Partners include PSNI, Women's Aid, Probation and Social Services.

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 each Area. A local offer is an agreement between the local community and landlord/s on how a service is delivered. In the West Area, pilot schemes, based on estate inspections are currently being undertaken in Omagh and Cookstown districts.

The District Office works with 12 community groups and contributes to a wide range of partnerships and inter-agency groups. Six of these groups lease properties from the Housing Executive for a variety of uses including advice and training centre.

Omagh Housing Community Network (HCN) meets five times a year. This includes four formal meetings and a study visit. The standard agenda includes a report of the district's performance against a range of key performance indicators, such as the physical programme for planned maintenance and improvements to our stock. Presentations over the past year included: mystery shopper results, anti-social behaviour, district business plan consultation standards, continuous tenant omnibus survey results and community planning. In the past 12 months, Omagh HCN visited Springfarm, Antrim, a housing area included in the Shared Neighbourhood Programme, and was part of a wider tour by the Omagh group to a number of housing and community projects in Antrim and the North East Area.

The Rural Community Network is active via Omagh Forum for Rural Association. There is an active Rural Association for Fox Park, which is represented on Omagh HCN.

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

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

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

Our approach to developing greater community cohesion locally includes:

- Our **Shared Future** Housing Initiative which involves creating new housing where prospective residents sign up to a set of Shared Future principles;
- Gortview/Killybrack Close was included in the first phase of the **Shared Neighbourhood Partnership** which commenced in 2008. The community has undertaken considerable work since then including: community consultations; implementation of their Good Relations Plan; and the completion of Community Champion training. The launch of their neighbourhood agreement / charter took place in October 2010.

Our **race relations** policy promotes good relations between and within ethnic groups. It aims to ensure that the increasingly diverse community enjoys full and fair access to housing services. To assist this aim, we work with the Inter Community Network, the HCN and Supporting Communities Northern Ireland. A Welcome Pack template for community groups has been developed in partnership with Intercommunity Network.

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

To follow on from the Shared Neighbourhood Programme the Housing Executive has now formed a partnership with Tides Training and the Rural Development Council to deliver a project that will develop institutional capacity within the Housing Executive, as well as delivering good relations programmes across a further 80 NIHE estates. This **BRIC** (Building Relationships in Communities) programme will be rolled out over the next three and a half years and it is hoped it will leave a lasting legacy within not just the Housing Executive but also the communities in which we work. The BRIC project will be delivered under the following themes: Changing Minds, Sharing Visions, and Crossing Borders.

#### **North West Peace III Partnership**

Derry City Council, Strabane District Council and Omagh District Council have formed a North West Cluster to deliver Priority 1.1 of the Peace III Programme (2007-2013) – Building Positive Relations at a Local Level. The aim of this theme is to challenge attitudes towards sectarianism and to support conflict resolution and

mediation at the local community level. Northern Ireland Housing Executive staff on the partnership board which comprises social partners, elected members of the Councils and representatives from statutory agencies.

Some of the projects in Omagh include:

- Strathroy Community Centre – **One Step Further**, with a grant value of £12,418 this programme has given 30 young people from different areas and cultural backgrounds the opportunity to try new sports that they are not traditionally encouraged to play. It has encouraged respect for each others belief's by providing information on cultural backgrounds and community relations linked to each sport.
- Omagh District Council - **Community Arts & Creative Industries Programme** has a grant value of £200K and engages communities across the North West in a series of training and skills development programmes. A programme of good relations is integrated into training and activities to challenge attitudes towards sectarianism and racism and to encourage greater respect and tolerance.
- Omagh Forum for Rural Associations – **Sharing Rural Spaces** has a grant value of £59,864 and aims to directly address the problems of hidden sectarianism and racism in rural areas by enabling community groups and their management to become more inclusive. This involves engagement with ten community organisations in an anti-sectarianism and anti-racism programme in rural Omagh.
- Omagh Support & Self Help Group – **Storytelling 'Remembering the past and looking to the future'** has a grant value of £35,865. Omagh Self Help group are working in partnership to develop a cross-community, cross-border project that will meet the identified needs of victims and survivors of the troubles. The project aims to gather private and public recollections of the Omagh and Claudy bombings and to provide a DVD to help the wider community to acknowledge the hurt and loss caused.
- Omagh Ethnic Communities Support Group – **Northwest Ethnic Support Approach** has a grant value of £89,700. It's a partnership between the three ethnic minority support organisations in the North West – Omagh Ethnic Communities Support Group, SEEDS (Derry) and SECA (Strabane). The project aims to strengthen the social infrastructure of existing ethnic networking groups and provide a programme of activities that will address racism and sectarianism.

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

**In the coming year we plan to:**

- Maintain the number of Community Participation Compacts. Currently 12 groups have signed up to Community Participation Compacts within the district;
- Implement and report progress on the community Involvement Strategy;
- Work in partnership with the statutory, community and voluntary sectors in developing and delivering improved community safety at estate level;
- Implement the recommendations of the Housing and Health strategy;
- Work in partnership with housing associations to implement the Shared Future Housing Programme;
- Develop the Shared Neighbourhoods programme; and,
- 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.

## Objective 6 – Delivering better public services

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

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

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

- We accredit the performance of our services through a number of frameworks such as Customer Service Excellence, external validation from the European Foundation for Quality Manager; Investors in People; and we hold a number of ISO 9001 accreditations;
- We operate a two-stage Complaints Scheme for our customers. Our complaints system has been a valuable resource in measuring how well we deliver our services and helping us to make improvements;
- Over the last three years we have radically changed the ways in which we deliver services through our **Modernising Services** Programme;
- We are continuing to work on service improvement using techniques such as 'LEAN' and better use of information and communications technology. During 2010/11 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](http://www.nihe.gov.uk).

**Omagh Service Centre** was established at McAllister House as one of the six service centres within the Northern Ireland Housing Executive. It is comprised of a Rent Accounting Unit and a Housing Benefit Unit for the Omagh, Dungannon,

Cookstown and Fermanagh District Council areas. The Housing Benefit unit process public and private housing benefit claims; and rates only cases; assess rate relief and lone pensioner allowance applications; action/recover housing benefit overpayments and process discretionary payments. The Accounts Unit delivers services to tenants, which include rent collection; arrears prevention and recovery; early debt counselling; processing payments to tenants and landlords and hostel accounting.

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

The Emergency Services Unit has increased capacity to ensure that customers will be able to have calls answered 'out of hours'. The West Area Customer Service Unit will have the capacity to provide services to customers.

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

**Table 7: Performance at March 2011**

Total	Target	Actual
<b>Total Rent Arrears – West Area</b>	£2.344m	£2.262m
<b>Clear new Housing Benefit claims - Omagh HB Unit</b>	Within 25 days	Within 18.3 days
<b>Clear Housing Benefit change of circumstances – Omagh HB Unit</b>	Within 10 days	Within 4 days

**Omagh District Office** continues to provide key services relating to housing applications, transfers, allocations, homelessness and voids. The district office is also responsible for repairs and improvements to Housing Executive stock, minor adaptations, public liability insurance claims, estate management and general administration. The role of the HCN continues to be central to the work of the district office. The staff of Omagh District Office are available to help with all queries whether they relate to services provided by the district office or any other department.

Our tenants can nominate a member of staff who they feel has provided exceptional service. As a result three staff from Omagh 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;
- Provide tenants with an annual publication of Housing News which highlights local projects and performance.

**Table 8: Omagh District Office Performance at March 2011**

Total	Target	Actual
<b>Housing Applications</b>	Process in < 21 days	98%
<b>Homeless Applications</b>	Process in < 34 days	100%
<b>Maintenance</b>		
<b>Emergency</b>	90/95%	94%
<b>Urgent</b>	85/95%	96%
<b>Routine</b>	85/95%	93%
<b>COT</b>	85/90%	97%
<b>Relet turnaround time</b>	<26 days	26 days

The **Grants Office at Omagh Service Centre** has implemented the new grants management system which involves a more customer focused approach to processing applications and the introduction of a new computer system. The new system has led to many improvements some of which include:-

- Designation of a Pro Active Case Officer for all applications who is 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 (HMA), a small HMO sub-office has been created in Craigavon to assist the Regional HMO office in Coleraine. The Belfast HMO office will now only manage HMO properties in the Belfast City Council area.

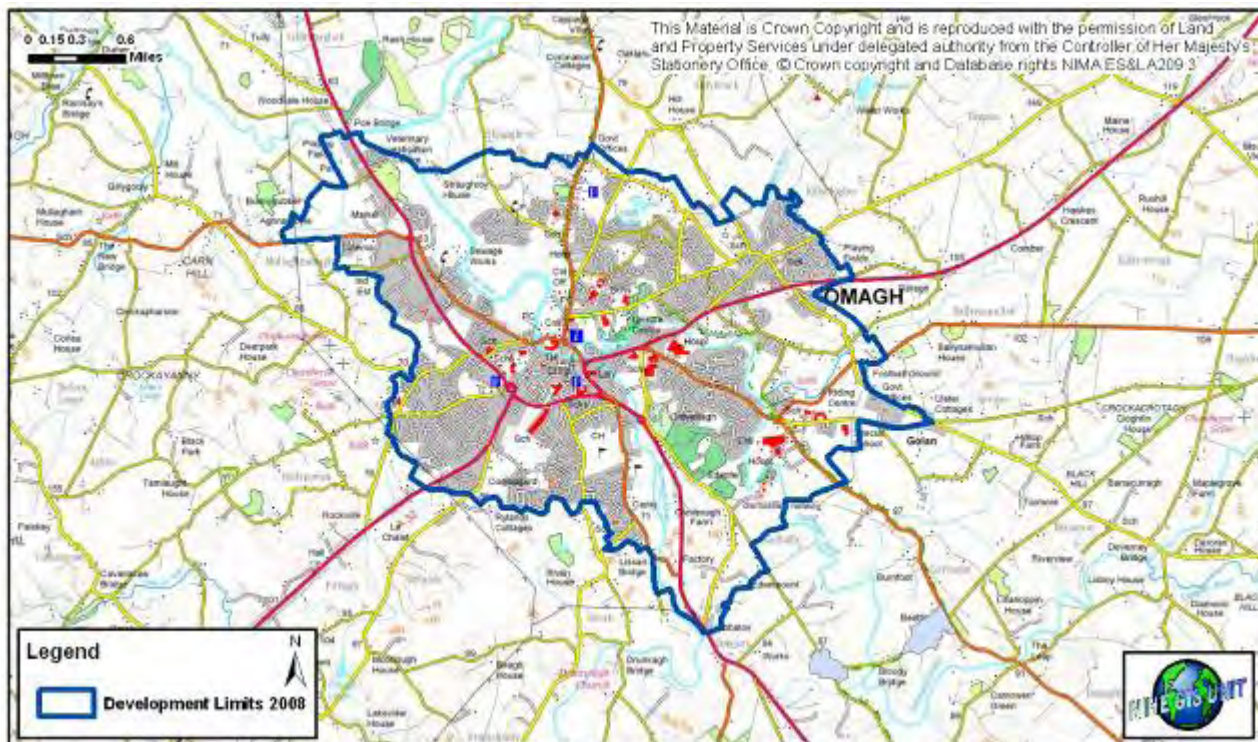
**In the coming year we plan to:**

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



# APPENDICES

## Appendix 1: Omagh town profile

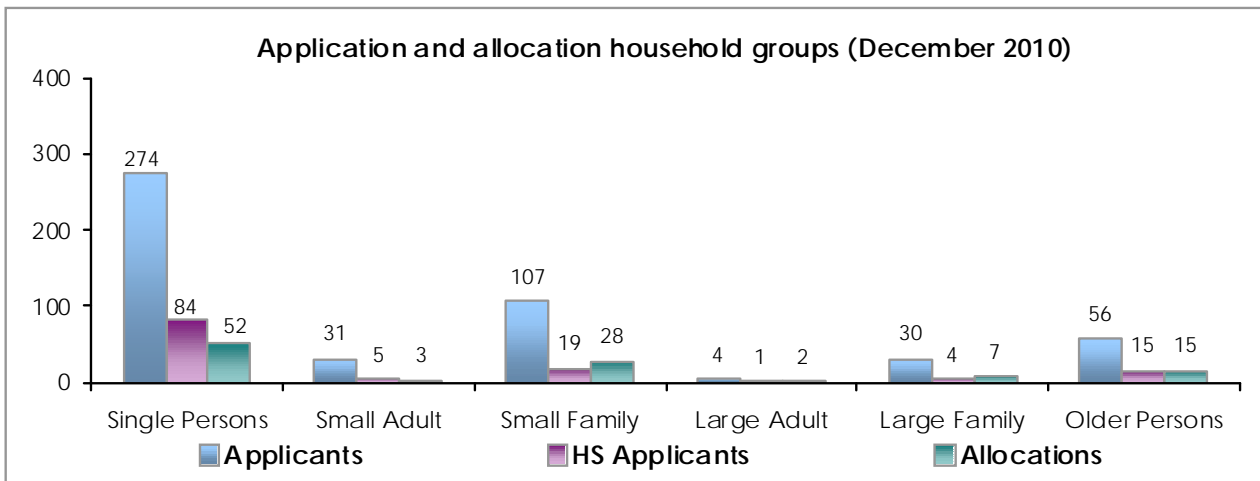
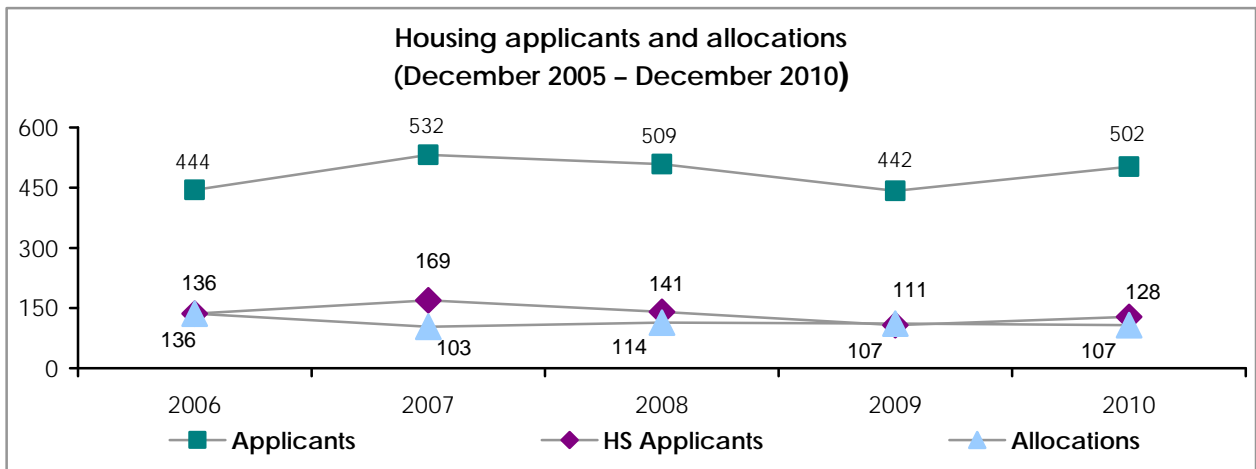


For the purpose of administration the Housing Executive divide Omagh town into three local housing areas: Omagh General, Hospital Road and Lisanelly/Gortin Road. Projected social housing need in Omagh town has reduced to ten units reflecting that social housing need is being met from existing stock. Applications from singles continue to dominate the waiting list at over 66% of all applicants in housing stress. Families represent 18% of applicants in housing stress. Initiatives undertaken at Gortview and Killybrack Close have been successful in promoting the location as an attractive and desirable area to live.

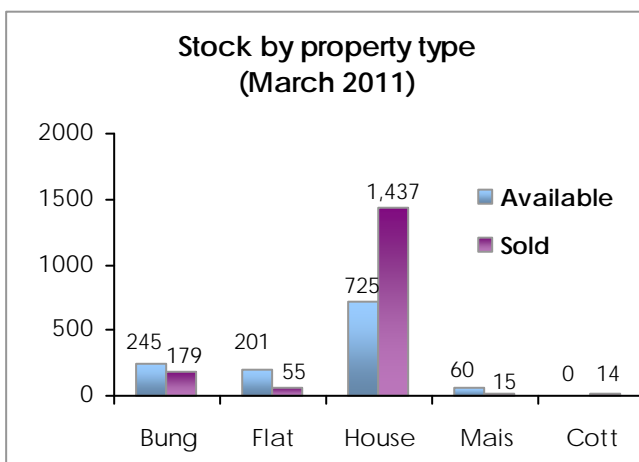
The private rented sector in Omagh town is playing an important role in the housing market and has impacted the number of applicants registered on the waiting list. Anecdotal evidence suggests that a significant percentage of new dwellings completed in the past number of years have been occupied by social housing tenants.

A large portion of Housing Executive stock has been sold in Omagh Town under the Right to Buy scheme. At March 2011 there were 1,700 sold dwellings leaving 1,231 dwellings. The House Sales scheme is a method of providing affordable housing option to first time buyers however the decline over the past four years can be attributed to general uncertainty in the housing market and the reluctance of lending institutions to provide finance.

### Omagh Town 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
<b>Heating Installation</b>	Strule / Shandon / O'Kane Park	57
<b>Revenue Replacement</b>	Smoke Alarm Replacement	44
	Smoke Alarm Installation	158
<b>External Cyclical Maintenance</b>	Shandon Park / Brook Valley	107
	Lammy Crescent / Lammy Drive / Lammy Walk	44

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

Work Category	Scheme	Units
<b>External Cyclical Maintenance</b>	Shandon Park / Brook Valley	106
	Lammy Crescent / Lammy Drive / Lammy Walk	44
<b>Heating Installation</b>	Strule / Shandon / O'Kane Park	59
<b>Revenue Replacement</b>	Mullaghmore Estate Kitchens	86
	Smoke Alarm Replacement	59
	Smoke Alarm Installation	220

Schemes may start and complete in same year

### Programme of work for 2011/12

Work Category	Scheme	Units
<b>External Cyclical Maintenance</b>	Meadowbrooks / Denamona Court Fintona	117
<b>Health &amp; Safety</b>	Brookmount Lodge Fire Doors (Pilot Scheme)	8
	Culmore Park / Edinburgh Villas Fire Doors	52

### Reserve programme for April 2011 – March 2012 subject to funding

Work Category	Scheme	Units
<b>Heating Installation</b>	Culmore Park / Duncan Park / Denamona Court	71

### 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 (£)
<b>Extension to dwelling</b>	-	17,242
<b>Change of heating</b>	11	81,612
<b>Lifts</b>	3	18,193
<b>Showers</b>	32	74,721
<b>Total</b>	47	191,768

### Grants Performance

Grant Type	No Approved	Approval Value (£k)	No. Completed
<b>Disabled Facilities</b>	31	219	52
<b>Repairs</b>	33	52.5	37
<b>Renovation</b>	24	286.9	15
<b>Replacement</b>	4	126	4
<b>Home Repairs Assistance</b>	39	125.8	23

### Definition of maintenance work categories

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

### Appendix 3: Social Housing Development Programme

#### Schemes completed April 2010 – March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
<b>Existing Satisfactory Property</b>	1	General Needs	Apex	<u>Urban Need</u>

#### Schemes on site at 31<sup>st</sup> March 2011

Scheme	No of units	Client Group	Housing Association	Policy theme
<b>Omagh Complex Needs</b>	2	General Needs	Oaklee	<u>Rural Need</u>
<b>Rurals Phase 8</b>	1	General Needs	Apex	<u>Rural Need</u>

#### New Build schemes programmed April 2011-12 (Subject to DSD approval)

Scheme	No of units	Client Group	Housing Association	Policy theme
<b>Omagh General – Marker</b>	4	General Needs	TBC	<u>Urban Need</u>

### Appendix 4: 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
<b>MAIN URBAN CENTRE</b>								
<b>OMAGH TOWN</b>								
Lisanelly/ Gortin Rd	Applicant	17	3	13	1	4	14	52
	<b>App (HS)</b>	<b>6</b>	<b>-</b>	<b>4</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>11</b>
	Alloc App	2	-	5	-	2	3	12
Strathroy	Applicant	42	4	9	-	6	2	63
	<b>App (HS)</b>	<b>18</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>21</b>
	Alloc App	7	2	5	-	1	1	16
Hospital Rd	Applicant	44	3	14	1	2	5	69
	<b>App (HS)</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>13</b>
	Alloc App	11	-	2	-	-	1	14
Brookmount/ Derry Rd	Applicant	31	8	16	1	4	5	65
	<b>App (HS)</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
	Alloc App	6	-	5	-	1	1	13
Culmore/ O'Kane	Applicant	25	3	7	-	1	2	38
	<b>App (HS)</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>5</b>
	Alloc App	8	1	2	1	-	-	12
Kevlin Rd/ Gallows Hill	Applicant	37	1	7	1	2	16	64
	<b>App (HS)</b>	<b>7</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>7</b>	<b>15</b>
	Alloc App	7	-	4	1	2	7	21
Lammy/ Tamlaght	Applicant	29	3	18	-	4	5	59
	<b>App (HS)</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>-</b>	<b>1</b>	<b>3</b>	<b>19</b>
	Alloc App	1	-	-	-	-	1	2
Mullaghmore	Applicant	49	6	23	-	7	7	92
	<b>App (HS)</b>	<b>20</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>27</b>
	Alloc App	10	-	5	-	1	1	17
Tattykeel	Applicant	-	-	-	-	-	-	-
	<b>App (HS)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	Alloc App	-	-	-	-	-	-	-
<b>LOCAL TOWNS</b>								
Carrickmore	Applicant	2	2	1	-	3	3	11
	<b>App (HS)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>
	Alloc App	2	-	1	-	1	-	4
Dromore	Applicant	10	1	8	-	3	4	26
	<b>App (HS)</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>4</b>
	Alloc App	4	-	3	-	1	2	10
Fintona	Applicant	17	1	4	-	-	5	27
	<b>App (HS)</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>7</b>
	Alloc App	5	-	1	-	-	-	6
<b>LOCAL VILLAGES</b>								
Beragh	Applicant	4	1	5	1	-	5	16
	<b>App (HS)</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>
	Alloc App	4	-	1	-	-	2	7

Common Landlord Area	Type	Single person	Small adult	Small family	Large adult	Large family	Older person	Total
Drumquin	Applicant	11	1	2	-	2	3	19
	<b>App (HS)</b>	<b>2</b>	-	<b>1</b>	-	<b>1</b>	-	<b>4</b>
	Alloc App	2	-	-	-	2	1	5
Gortin	Applicant	3	-	-	-	-	2	5
	<b>App (HS)</b>	<b>2</b>	-	-	-	-	-	<b>2</b>
	Alloc App	-	-	1	-	-	-	1
Greencastle	Applicant	2	-	-	-	-	2	4
	<b>App (HS)</b>	<b>2</b>	-	-	-	-	<b>1</b>	<b>3</b>
	Alloc App	3	-	3	-	-	-	6
Trillick	Applicant	1	1	1	-	-	1	4
	<b>App (HS)</b>	-	-	-	-	-	-	-
	Alloc App	2	-	1	-	-	-	3
<b>SMALL SETTLEMENTS</b>								
Mountjoy	Applicant	-	-	-	-	-	-	-
	<b>App (HS)</b>	-	-	-	-	-	-	-
	Alloc App	-	-	-	-	-	-	-
Omagh Cottages	Applicant	3	-	2	-	-	-	5
	<b>App (HS)</b>	<b>1</b>	-	-	-	-	-	<b>1</b>
	Alloc App	-	-	1	-	-	-	1
Clanabogan	Applicant	-	-	-	-	-	-	-
	<b>App (HS)</b>	-	-	-	-	-	-	-
	Alloc App	-	-	-	-	-	-	-
District Total	Applicant	327	38	130	5	38	81	619
	<b>App (HS)</b>	<b>100</b>	<b>5</b>	<b>22</b>	<b>1</b>	<b>6</b>	<b>18</b>	<b>152</b>
	Alloc App	74	3	40	2	11	20	150

Applicant – Housing Applicant

App (HS) – Housing Stress Applicant (applicants with 30 points or more)

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 5: Housing Executive stock at March 2011

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
<b>MAIN URBAN CENTRE</b>	<b>N.B. Sold stock in bold</b>						
<b>Omagh Town</b>							
Brookmount/ Derry Road	25	11	90	16	0	142	
	<b>38</b>	<b>0</b>	<b>256</b>	<b>1</b>	<b>0</b>	<b>295</b>	
Culmore /O'Kane	8	16	44	16	0	84	1
	<b>9</b>	<b>0</b>	<b>97</b>	<b>0</b>	<b>0</b>	<b>106</b>	
Hospital Road	48	45	73	0	0	166	1
	<b>26</b>	<b>11</b>	<b>287</b>	<b>0</b>	<b>0</b>	<b>324</b>	
Kevlin Rd/ Gallows Hill	33	18	82	0	0	133	
	<b>59</b>	<b>30</b>	<b>287</b>	<b>0</b>	<b>0</b>	<b>376</b>	
Lammy/ Tamlaght	43	15	69	0	0	127	
	<b>12</b>	<b>5</b>	<b>177</b>	<b>0</b>	<b>0</b>	<b>194</b>	
Lisanelly/ Gortin Road	21	9	75	9	0	114	
	<b>20</b>	<b>2</b>	<b>67</b>	<b>4</b>	<b>11</b>	<b>104</b>	
Mullaghmore/ Killyclogher	45	26	116	19	0	206	
	<b>11</b>	<b>2</b>	<b>162</b>	<b>10</b>	<b>3</b>	<b>188</b>	
Strathroy	22	61	176	0	0	259	2
	<b>4</b>	<b>5</b>	<b>104</b>	<b>0</b>	<b>0</b>	<b>113</b>	
<b>LOCAL TOWNS</b>							
Carrickmore	39	2	30	0	0	71	1
	<b>19</b>	<b>2</b>	<b>68</b>	<b>0</b>	<b>5</b>	<b>94</b>	
Dromore	49	0	53	0	4	106	
	<b>46</b>	<b>0</b>	<b>128</b>	<b>0</b>	<b>25</b>	<b>199</b>	
Fintona	66	6	108	0	0	180	2
	<b>59</b>	<b>0</b>	<b>105</b>	<b>0</b>	<b>36</b>	<b>200</b>	
<b>LOCAL VILLAGES</b>							
Beragh	32	0	16	0	1	49	
	<b>59</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>31</b>	<b>120</b>	
Drumquin	33	3	34	0	2	72	
	<b>28</b>	<b>1</b>	<b>62</b>	<b>0</b>	<b>22</b>	<b>113</b>	
Greencastle	12	0	15	0	0	27	
	<b>25</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>35</b>	
Gortin	15	0	6	0	0	21	
	<b>16</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>8</b>	<b>56</b>	
Trillick	15	8	9	0	0	32	
	<b>34</b>	<b>3</b>	<b>20</b>	<b>0</b>	<b>10</b>	<b>67</b>	
Mountjoy	1	0	0	0	0	1	
	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Omagh Cottages	15	0	2	0	10	27	
	<b>53</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>62</b>	<b>128</b>	
<b>DISTRICT TOTAL</b>	522	220	998	60	17	1,817	7
	<b>525</b>	<b>61</b>	<b>1,905</b>	<b>15</b>	<b>213</b>	<b>2,719</b>	

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

## Appendix 6: Contact details

Office	Contact	Contact Information
<p>All Enquiries Tel: 03448 920 900                      Type Talk Tel: <b>18001 02890240 588</b></p>		
<p>Headquarters                      Housing Centre                      2 Adelaide Street                      Belfast, BT2 8PB</p>	<p>General Enquiries</p>	<p>Fax No. 028 9031 8008  <a href="http://www.nihe.gov.uk">www.nihe.gov.uk</a></p>
<p>Omagh District Office                      MacAllister House                      Woodside Avenue                      Mountjoy Road                      Omagh                      BT79 7BP</p>	<p>Mr Ivan Armstrong                      District Manager</p>	<p>Fax No. 028 8225 6437  <a href="mailto:omaghdistrict@nihe.gov.uk">omaghdistrict@nihe.gov.uk</a></p>
	<p>Mrs Oonagh McAvinney                      Service Unit Manager –                      Housing Benefit</p>	<p>Fax No. 028 8225 3326  <a href="mailto:omagh.servicecentre@nihe.gov.uk">omagh.servicecentre@nihe.gov.uk</a></p>
	<p>Mr PJ Mulrine                      Grants Manager</p>	<p>Fax No. 028 8224 3319  <a href="mailto:omaghgrants@nihe.gov.uk">omaghgrants@nihe.gov.uk</a></p>
<p>West Area Office                      Richmond Chambers                      The Diamond                      Londonderry                      BT48 6QP</p>	<p>Mr Sean Mackie                      Area Manager</p>	<p>Fax No. 028 7126 6678  <a href="mailto:sean.mackie@nihe.gov.uk">sean.mackie@nihe.gov.uk</a></p>
	<p>Mr Kevin McDowell                      Customer Service Unit                      Manager</p>	<p>Fax No. 028 7126 6678  <a href="mailto:kevin.mcdowell@nihe.gov.uk">kevin.mcdowell@nihe.gov.uk</a></p>
	<p>Mrs Hazel Faithfull                      Information Officer</p>	<p>Fax No. 028 7130 6329  <a href="mailto:hazel.faithfull@nihe.gov.uk">hazel.faithfull@nihe.gov.uk</a></p>
	<p>Mr Gerry Deeney                      Land and Property Manager</p>	<p>Fax No. 028 7130 6128  <a href="mailto:gerry.deeney@nihe.gov.uk">gerry.deeney@nihe.gov.uk</a></p>
<p>West Area Planning                      3 Horace Street                      Londonderry                      BT48 6JS</p>	<p>Mr Brendan Adams                      Area Planner</p>	<p>Fax No. 028 7130 6133  <a href="mailto:brendan.adams@nihe.gov.uk">brendan.adams@nihe.gov.uk</a></p>
<p>HMO West                      19 Abbey Street                      Coleraine                      BT52 1DU</p>	<p>Mr Paul Ahern                      HMO Manager</p>	<p>Fax No. 028 2566 7937  <a href="mailto:hmocoleraine@nihe.gov.uk">hmocoleraine@nihe.gov.uk</a></p>
<p>Rural Housing Unit                      Housing Centre                      2 Adelaide Street                      Belfast, BT2 8PB</p>	<p>Mr Michael Conway                      Rural Housing                      Co-ordinator</p>	<p>Fax No. 028 9031 8775  <a href="mailto:michael.conway@nihe.gov.uk">michael.conway@nihe.gov.uk</a></p>
<p>Supporting People                      3rd Floor Housing                      Centre                      2 Adelaide Street                      Belfast, BT2 8PB</p>	<p>Mrs Louise Clarke                      West Area Lead Officer</p>	<p>Fax No. 028 9031 8391  <a href="mailto:supportingpeople@nihe.gov.uk">supportingpeople@nihe.gov.uk</a></p>

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)	<a href="http://www.nifha.org">www.nifha.org</a> Tel No. 028 9023 0446
Department for Social Development: Housing Operations Branch	<a href="http://www.dsdni.gov.uk">www.dsdni.gov.uk</a> 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](http://www.dsdni.gov.uk)) and the Northern Ireland Federation of Housing Associations, the trade body for housing associations in Northern Ireland ([www.nifha.org](http://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](http://www.nieenergy.co.uk) and Airtricity [www.airtricity.com](http://www.airtricity.com). In relation to natural gas there are two suppliers, Phoenix Natural Gas [www.phoenixgroupni.com](http://www.phoenixgroupni.com) and Firmus Energy [www.firmusenergy.co.uk](http://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](http://www.oilpricecheck.co.uk) and [www.cheapestoil.co.uk](http://www.cheapestoil.co.uk)

## Appendix 7: Useful Documents

Housing News

[http://www.nihe.gov.uk/omagh\\_housing\\_news\\_2010.pdf](http://www.nihe.gov.uk/omagh_housing_news_2010.pdf)

Housing News Special Winter Edition January 2011

[http://www.nihe.gov.uk/housing\\_news\\_special\\_winter\\_edition\\_2011.pdf](http://www.nihe.gov.uk/housing_news_special_winter_edition_2011.pdf)

House Condition Survey 2009

[http://www.nihe.gov.uk/index/sp\\_home/research-2/house\\_condition\\_survey.htm](http://www.nihe.gov.uk/index/sp_home/research-2/house_condition_survey.htm)

Northern Ireland Housing Market Review and Perspectives 2011-2014

[http://www.nihe.gov.uk/housing\\_market\\_review\\_perspectives\\_2011-2014.pdf - adobe acrobat standard.pdf](http://www.nihe.gov.uk/housing_market_review_perspectives_2011-2014.pdf_adobe_acrobat_standard.pdf)

Northern Ireland Housing Market: Drivers & Policies

[www.nihe.gov.uk/northern\\_ireland\\_housing\\_market\\_drivers\\_and\\_policies\\_2007.pdf](http://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](http://www.nihe.gov.uk/annual_report_2009-10.pdf)

Corporate Plan 2010/11-2012/13

[http://www.nihe.gov.uk/corporate\\_plan\\_2010/11-2012/13.pdf](http://www.nihe.gov.uk/corporate_plan_2010/11-2012/13.pdf)

Mapping BME & Migrant Worker Communities in NI

[http://www.nihe.gov.uk/equality/update\\_February\\_2011.htm](http://www.nihe.gov.uk/equality/update_February_2011.htm)

Wheelchair User Housing Study

[www.nihe.gov.uk/wheelchairreport.pdf](http://www.nihe.gov.uk/wheelchairreport.pdf)

Second Homes Report

[www.nihe.gov.uk/second\\_homes\\_final\\_report.pdf](http://www.nihe.gov.uk/second_homes_final_report.pdf)

Home Energy Conservation Report 2010

[www.nihe.gov.uk/home\\_energy\\_conservation\\_report\\_2010.pdf](http://www.nihe.gov.uk/home_energy_conservation_report_2010.pdf)

Rural Matters – January 2011

[http://www.nihe.gov.uk/rural\\_matters\\_january\\_2011.pdf](http://www.nihe.gov.uk/rural_matters_january_2011.pdf)

Grants Newsletter 2010

[http://www.nihe.gov.uk/omagh\\_grants\\_newsletter\\_2010.pdf](http://www.nihe.gov.uk/omagh_grants_newsletter_2010.pdf)

## Strategy Documents

The Homelessness Strategy

[www.nihe.gov.uk/homelessness\\_strategy.pdf](http://www.nihe.gov.uk/homelessness_strategy.pdf)

Independent Living

[www.nihe.gov.uk/index/sp\\_home/strategies/independent\\_living-2.htm](http://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](http://www.nihe.gov.uk/housing_health_review_action_plan_2008-2011.pdf)

Supporting People Strategy 2005-2010

[www.nihe.gov.uk/supporting\\_people\\_strategy2005.pdf](http://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](http://www.nihe.gov.uk/older_people_housing_policy_review_action_plan_2008-2010.pdf)

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

[http://www.nihe.gov.uk/analysis\\_of\\_the\\_future\\_need\\_and\\_demand\\_for\\_appropriate\\_models\\_of\\_accommodation\\_and\\_associated\\_services\\_for\\_older\\_people\\_published\\_february\\_2011.pdf](http://www.nihe.gov.uk/analysis_of_the_future_need_and_demand_for_appropriate_models_of_accommodation_and_associated_services_for_older_people_published_february_2011.pdf)

Community Safety

[www.nihe.gov.uk/building\\_safer\\_communities\\_community\\_safety\\_strategy\\_2008-11.pdf](http://www.nihe.gov.uk/building_safer_communities_community_safety_strategy_2008-11.pdf)

Race Relations

[www.nihe.gov.uk/racerelationspolicy.pdf](http://www.nihe.gov.uk/racerelationspolicy.pdf)

Good Relations

[www.nihe.gov.uk/index/sp\\_home/strategies/community\\_cohesion-2.htm](http://www.nihe.gov.uk/index/sp_home/strategies/community_cohesion-2.htm)

Energy

[http://www.nihe.gov.uk/home\\_energy\\_conservation\\_report\\_2010.pdf](http://www.nihe.gov.uk/home_energy_conservation_report_2010.pdf)

Rural Action Plan 2009/10 – 2012/13

[http://www.nihe.gov.uk/rural\\_action\\_plan.pdf](http://www.nihe.gov.uk/rural_action_plan.pdf)

Travellers

[www.nihe.gov.uk/travellers\\_accommodation\\_needs\\_assessment\\_2008.pdf](http://www.nihe.gov.uk/travellers_accommodation_needs_assessment_2008.pdf)

A Master plan for Omagh Town Centre, January 2009

<http://www.dsdni.gov.uk/print/rdo-omagh-town-centre-masterplan-lowres.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](mailto:corporate.planning@nihe.gov.uk)



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[www.nihe.gov.uk](http://www.nihe.gov.uk)