

# Antrim and Newtownabbey

Housing Investment Plan  
**2019-2023**



**Our Vision:** Everyone is able to live in an affordable and decent home, appropriate to their needs, in a safe and attractive place

We have **3** overarching strategic themes, each with its own purpose statement.



### PEOPLE

To provide housing solutions, services and support to the people of Northern Ireland.

### PROPERTY

To ensure everyone has access to a quality home which is safe, affordable, warm and appropriate to their needs.

### PLACES

To work with others to develop, maintain and sustain attractive, connected, healthy and economically active places.

We have **4** high level outcomes:

1. Helping people find housing support and solutions;
2. Delivering better homes;
3. Fostering vibrant sustainable communities; and
4. Delivering quality public services.

We have **1** set of values:

Making a difference;  
Fairness;  
Passion;  
Expertise

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## Foreword

Welcome to our second Housing Investment Plan, which sets out our local plans for the next four years. Following feedback from our customers, we hope this report is reader friendly and information is easy to find.

We continue to meet our statutory duties and to provide our housing services across Northern Ireland. We face many challenges in the current financial climate and we continue to do our best to deliver our services across the board.

Four high level outcomes related to housing and associated services have shaped our plans:

1. Helping people find housing support and solutions;
2. Delivering better homes;
3. Fostering vibrant sustainable communities; and
4. Delivering quality public services.

Our Housing Investment Plan reports on our progress over the past twelve months and presents our programmes for the coming year. We have aligned our outcomes to those of the Community Plans and continue to engage with Community Planning Partners to deliver housing services locally.

In order to better meet the needs of our tenants and other customers we have developed a Customer Excellence Strategy 2017-20; this aims to deliver continuing improvement for all our customers. We are also improving our Housing Options service to help people find support and solutions to suit their housing needs and, more importantly, to prevent homelessness. We support our tenants to help them remain in their homes, including provision of financial inclusion information as necessary. We will encourage more tenants to get involved in our Social Enterprise Strategy, and we will pilot a digital inclusion project to assist in accessing services and applying for Universal Credit online. In addition, we will continue our work with the much valued Housing Community Network to future proof our services.



Professor Peter Roberts  
Chair

## Introduction

Our Housing Investment Plan (HIP) 2015-19 was developed to be the ‘comprehensive conversation piece’ for the housing element of community planning, involving consultation from a range of stakeholders in the sector. It was intended that the HIP would initiate further discussion amongst partners to shape the future of housing in councils throughout Northern Ireland. Four years later, each council has published their Community Plan which identifies long term priorities for improving the social, economic and environmental wellbeing of their citizens.

We believe that our HIP successfully contributed to the formation of the Community Plans. We have aligned our HIP outcomes to each Community Plan to show how our work supports the work of the council and we look forward to continuing to provide our contribution to shaping the future of housing in each council with our Community Planning partners.

We will renew the HIP every four years and in the intervening years, will publish an annual update and performance report.

When writing our HIP we have taken account of the draft Programme for Government, NI Housing Strategy, Regional Development Strategy, Sustainable Development Strategy for Northern Ireland, Planning Reform, Reform of Local Government, and the Social Housing Reform Programme.



## Strategic Context

The Housing Executive developed the Housing Investment Plan 2019-23 within the context of the Northern Ireland policy framework.

### Welfare Reform

Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact are Social Sector Size Criteria (Bedroom Tax), Universal Credit and Benefit Cap.

In March 2019 Social Sector Size Criteria, for example, was directly impacting on 24,587 Housing Executive tenants; meanwhile 230 were affected by Benefit Cap.



However, there are measures in place for people in Northern Ireland to reduce the impact of many of the welfare changes, including Social Sector Size Criteria and Benefit Cap. These Welfare Supplementary Payments (mitigation) are available until March 2020 and are administered by the Department for Communities (DfC).

Universal Credit, which is being implemented by DfC, replaces a number of working age benefits, including Housing Benefit. It was introduced in Northern Ireland on a geographical basis between September 2017 and December 2018 for new working age claimants of those benefits being replaced. Roll-out has also meant that existing working age claimants of these benefits, who have a significant change in their circumstances, naturally migrate to Universal Credit. By March 2019, the Housing Executive had 5,944 tenants claiming Universal Credit. Natural migration to Universal Credit continues and will do so until Universal Credit is fully implemented through 'managed migration' where working-age customers on the relevant benefits will be moved to Universal Credit. This is due to start January 2020 and finish by December 2023 and it is anticipated that some 45,000 Housing Executive working age tenants will be affected by Universal Credit when roll-out is complete.

Housing Benefit's caseload is gradually decreasing and this reduction is likely to continue as Universal Credit's managed migration phase takes effect. However, Housing Benefit will still have a significant number of customers, approximately 44,000, of State Pension Credit age as well as customers living in supported accommodation or who are placed in temporary accommodation.

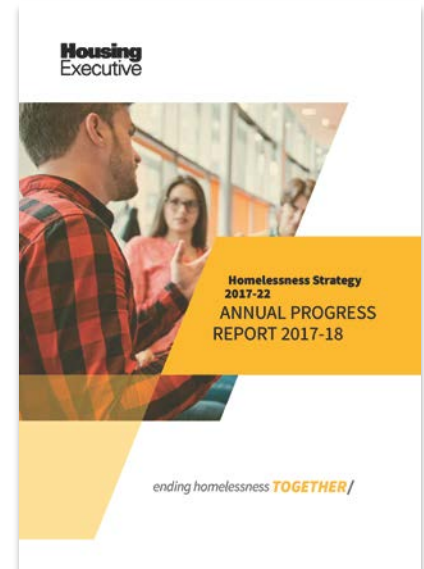
The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants. These payments are designed to help those who get Housing Benefit or Universal Credit but still experience difficulties meeting their housing costs. In addition, the Housing Executive will continue to administer and manage the recovery of Housing Benefit overpayments including from those claimants with Housing Benefit overpayments who move onto Universal Credit. On behalf of the Department of Finance, Housing Benefit will continue to manage the Low Income Rates Relief for non-working age tenants and Lone Pensioner Allowance schemes.

### Homeless Strategy

The First Annual Report on the Housing Executive's Homelessness Strategy 2017/22 – Ending Homelessness Together was published in October 2018. You can view the report [here](#). The second annual progress report will be published in September 2019.

The report demonstrates the multi-agency approach adopted by the Strategy to both prevent homelessness and to ensure that all clients are provided with the right support to sustain a long term tenancy when one becomes available.

This multi-agency approach is further demonstrated via the established Homelessness Local Area Groups. They bring together a range of agencies from the Statutory, Voluntary and Community Sectors to deliver Action Plans linked to the Strategy to deliver better solutions on the ground for homeless clients.



### Homeless Communication Action Plan

The Housing Executive is working on the implementation of a Communication Action Plan to ensure households approaching crisis can access the right support quickly. A Homelessness Awareness E Learning Package has been developed and delivered to all Housing Executive staff. The next stage will be to roll out the package across Statutory, Voluntary and Community Sectors. Relevant information will be provided at key locations e.g. doctor's surgeries, churches etc. Homelessness Local Area Groups will continue to work to raise awareness of homelessness by arranging information events across NI.

### Delivery Strategy and Action Plan

The Housing Executive manages the Social Housing Development Programme (SHDP) on behalf of the DfC. The SHDP is managed on a three-year rolling basis and the current programme period is 2019/20 – 2021/22. All new social housing provided through the SHDP is delivered by housing associations. The Housing Executive works closely with housing associations to ensure delivery of DfC's annual targets for new social housing starts and completions. The Housing Executive manages the annual SHDP budget and this investment (in the form of Housing Association Grant) is supported by private finance levered in by housing associations.

New social homes delivered through the SHDP are designed to meet a range of applicants' needs for social housing, including those with general housing requirements, Wheelchair Standard Housing, housing for

active older people and housing for applicants with Complex Needs. The Housing Executive is working with housing associations to increase the provision of new build Wheelchair Standard homes in line with ambitious delivery targets agreed with DfC. A proportion of the SHDP budget is also set aside to fund adaptations to existing housing association properties for people with disabilities. The Housing Executive also monitors the delivery of new social homes in rural areas and engages with housing associations and rural communities to support the sustainability of rural settlements.

Each year, delivery of the SHDP is supported by the transfer of land in Housing Executive ownership to housing associations to facilitate new developments. The Housing Executive also works closely with Land & Property Services to bring forward other public sector property for social housing development through the 'disposal of surplus public sector property' process.

The Housing Executive continues to support the Northern Ireland Executive's Together Building a United Community (TBUC) Programme through the facilitation of new build Shared Housing schemes. Having initially supported the delivery of 10 Shared Housing schemes under the TBUC programme, the Housing Executive is now working with DfC to bring forward up to 200 new Shared Housing units annually through the SHDP under the Housing for All programme.

### **Asset Management Strategy**

The Housing Executive continues to implement the revised strategic investment strategy for its stock that was approved by DfC in October 2017. As such, our investment programme is focused on compliance and Health & Safety activities, adaptations, External Cyclical Maintenance and a programme of major component upgrading (e.g. bathrooms, kitchens, wiring, doors, windows, heating etc.) in order to address both our maintenance backlogs and tenant priorities; delivery of much of this investment continues to be dependent on successful procurements. Given our continued projected long term shortfall in funding, the main imperative remains the development of a sustainable funding solution to meet our future stock investment needs. The three year period for our revised approach agreed by the Department ends in 2020 and, therefore, in the coming year we will be developing a range of strategic options for consideration in the event that our future funding position is not improved.

### **Tower Blocks**

A draft Action Plan for our Tower Blocks was approved by the NIHE Board in May 2018 as the basis for consultation with stakeholders on our proposals. A consultation exercise was undertaken between June and December 2018, and the findings of this exercise informed the preparation of the final Action Plan which was presented to, and approved by, the Board in March 2019. The Action Plan has now been submitted to DfC for its consideration.

### **Cavity Wall Insulation**

In August 2017, the Housing Executive commissioned a research report on cavity wall insulation in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément (BBA) using their Consultancy Investigation and Training (CIT) subsidiary body. Its report was published in May 2019 and indicated a significant issue with cavity wall installations that are not compliant with current standards. The report's findings are currently being considered by the Housing Executive with the intention of bringing forward an action plan in autumn 2019.



### Research Programme

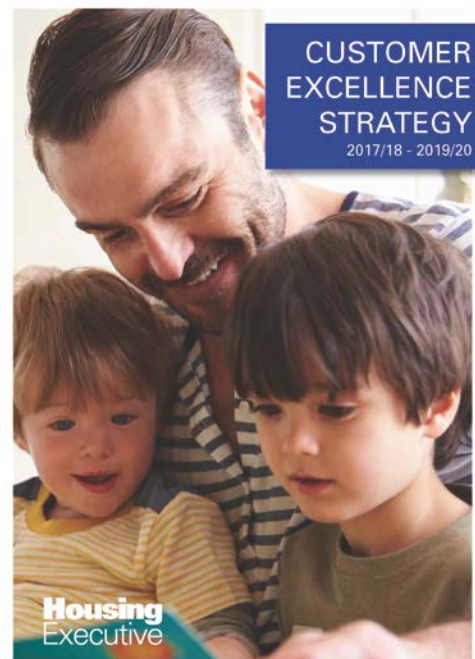
As the strategic housing authority in Northern Ireland, the Housing Executive has a statutory responsibility to regularly examine housing conditions and need, and may also conduct or promote research into any matter relating to any of its functions. Some of the key projects provide data on an ongoing or regular basis including: the Northern Ireland House Condition Survey; Continuous Tenant Omnibus Survey; and a number of strands of research on house prices, rents and affordability, which is carried out in partnership with Ulster University and propertynews.com. During the past year, reports have also been published on: the cost of poor housing in Northern Ireland; the cost to bring dwellings in the region to an agreed level of energy efficiency; the views of residents living in homes constructed by housing associations as part of the Social Housing Development Programme during the financial year 2015/16; and the Broad Rental Market Areas and Local Housing Allowance (LHA) rates used to calculate private sector Housing Benefit.

Work currently under way or due to commence soon includes: research to help inform the Homelessness Strategy; an Irish Traveller Housing Needs Assessment; a survey to provide an overview of the longer term outcomes of the House Sales Scheme; research to gather the views of private rented sector landlords on a range of issues; and further projects to help the Housing Executive assess and plan for the impacts of welfare reform.

### Customer Excellence Strategy

A Customer Excellence Strategy 2017 – 2020 was approved by the Housing Executive Board in November 2017. The strategy aims to: provide choices for how customers will interact or do business with us; to increase their control over their experience with us; to improve our digital services and outline a clear direction for how we will improve the way we deliver services to our customers. The strategy recognises that customers are interacting with us in different ways and their expectations of us to respond and address their needs have changed in recent years.

To accompany the strategy there are annual action plans for each year covered by the strategy. These yearly action plans detail activities to be completed within year, under five key themes. The first annual update was published on our website in December 2018 and can be accessed here at the following link [Customer Excellence Strategy](#).



### Community Involvement Strategy

In 2018, the Housing Executive published the [Community Involvement Strategy 2018-23](#). The previous strategy was directed towards tenants; however, the new strategy takes into account the change in population in Northern Ireland and in our communities. It is aimed at working with tenants, residents and leaseholders to ensure everyone's voice is heard. The new strategy provides flexibility to work with the

community in a way that suits them and reflects our commitment to work with others to get the best outcomes for local communities.

### Supporting People Strategy and Action Plan

The Housing Executive acts as the administering authority for the Supporting People (SP) Programme in Northern Ireland. This role includes the payment of SP Grant to approximately 90 providers of housing support services, which deliver assistance with housing related tasks to more than 19,000 vulnerable people in order to help them develop or maintain the skills necessary to live as independently as possible in their own home. In 2019/20, the budget is £72.8m. The Housing Executive has ongoing plans to monitor and review SP services through the contract management framework, and take actions to remodel/realign services as needed. For further information on the SP programme see the strategy here [Supporting People Strategy](#).

### Rural Strategy & Action Plan

The Housing Executive has long recognised that in rural areas, housing needs can be hidden or dispersed and that a different approach is often required to ensure that we deliver our statutory housing functions in both urban and rural areas. The introduction of the Rural Needs Act (NI) 2016, has presented an opportunity for us to reaffirm our commitment to rural communities by ensuring that we pay due regard to their needs through the delivery of a fair and equitable housing service which takes account of local issues and circumstances.

For many rural households, housing choices can be more limited due to unsuitable stock, unaffordable prices and a lack of rental accommodation. Our [Rural Strategy and Action Plan 2016-20](#) identifies in particular, the need to increase the provision of affordable housing in rural areas in order to help protect and sustain rural communities. Through the Housing Executive's annual programme of rural housing need tests, we engage with communities who wish to examine the need for new housing in their area and with housing associations to encourage the delivery of new rural housing where it is required.

The Housing Executive's contribution to rural regeneration extends beyond the provision and maintenance of housing to the capital funding invested for the development and improvement of local community facilities and services. In 2019/20, the Housing Executive will also continue to celebrate the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.



### Irish Travellers

The Housing Executive commissioned and published Comprehensive Traveller Accommodation Needs Assessments in 2002, 2008 and 2015 to establish the accommodation needs (for social housing, Traveller specific Group Housing, serviced sites and transit sites) of the Irish Traveller Community across Northern

Ireland. In 2019, new research will be undertaken to provide the necessary information to enable a new Irish traveller Strategy and Needs Assessment to be developed for the period 2020-25.

### **Sustainable Communities**

Handiheat is a €2m energy efficiency project, led by the Housing Executive, launched October 2018. In October 2018, the Northern Periphery & Arctic Programme, supported by European Regional Development Funding, awarded a project to a Northern European energy partnership. This three year project will be led by Housing Executive and researched in partnership with energy teams from Northern Ireland, Ireland, Scotland, Finland and Iceland.

This project's goal is to establish how domestic heating solutions can utilise energy efficiency and renewable energy for rural communities across the project area. With continued high levels of oil dependency and the strategic context of the Clean Growth Strategy, there is an imperative to find alternatives to this fossil fuel.

Aligned with this project, the Housing Executive will lead on a second demonstration pilot, observing energy use in a small number of our Fermanagh homes. This model will evaluate a combination of hybrid and low carbon heating solutions, with value for money energy efficiency measures. A hybrid boiler, heat pumps, solar photovoltaic (PV) and energy storage systems, with value for money insulation measures, will be installed to each of the chosen properties.

### **Accessible Housing Register (AHR)**

The Housing Executive is working with Northern Ireland Federation of Housing Associations (NIFHA) to identify social housing properties that are accessible to those with mobility issues. When this work is complete, the Housing Executive will have an Accessible Housing Register for social housing. The Housing Executive intends to develop a system to identify private rented accessible properties on the new NIHE website.

### **Fundamental Review of the Private Rented Sector (PRS)**

DfC undertook a fundamental review of the PRS in 2016. Following a public consultation in 2017, 52 responses were received. DfC has prepared a government response for Ministerial approval. When a Minister is appointed, the Department will publish details on the way forward.

### **Fundamental Review of Social Housing Allocations**

DfC are finalising a report on the consultation exercise, which was carried out at the end of 2017, on proposals for changes to social housing allocations in Northern Ireland. The Housing Executive will continue to contribute to the Fundamental Review of Social Housing Allocations and is working closely with DfC on the proposals for change to determine next steps.

### **Affordable Housing**

Affordable housing is funded through interest-free loans from government. [Co-ownership](#), which provides the majority of shared ownership homes in Northern Ireland, receives government support through Financial Transactions Capital (FTC) with £100m secured until 2020.

The Affordable Homes Loan Fund has piloted FairShare, which has been set up by Apex, Clanmil and Choice as a new shared ownership scheme enabling homebuyers who cannot afford to purchase a property outright, to buy a share of a property directly from a housing association and pay rent on the rest. Co-Ownership continues to operate the Rent to Own initiative with the £12.5m FTC funding received. To date 33 properties have been funded across NI.

DfC has published the '[Definition of Affordable Housing](#)' Consultation Paper with consultation ending on 13 September 2019. The overall aim of this work is to agree a clear definition of affordable housing that can be applied consistently in legislation, policy, local plans and in practice.

### **Community Asset Transfer**

The Housing Executive will transfer land/property under the Community Asset Transfer framework to deliver community regeneration. Policy is currently being developed by DfC to implement this framework.

## Local Context

Antrim and Newtownabbey Borough stretches for 274 square miles from the lower River Bann and Lough Neagh to the shores of Belfast Lough. Services are provided for the population of approximately 142,000 residents. The borough includes the towns of Antrim and Ballyclare and covers the extensive Newtownabbey urban area.

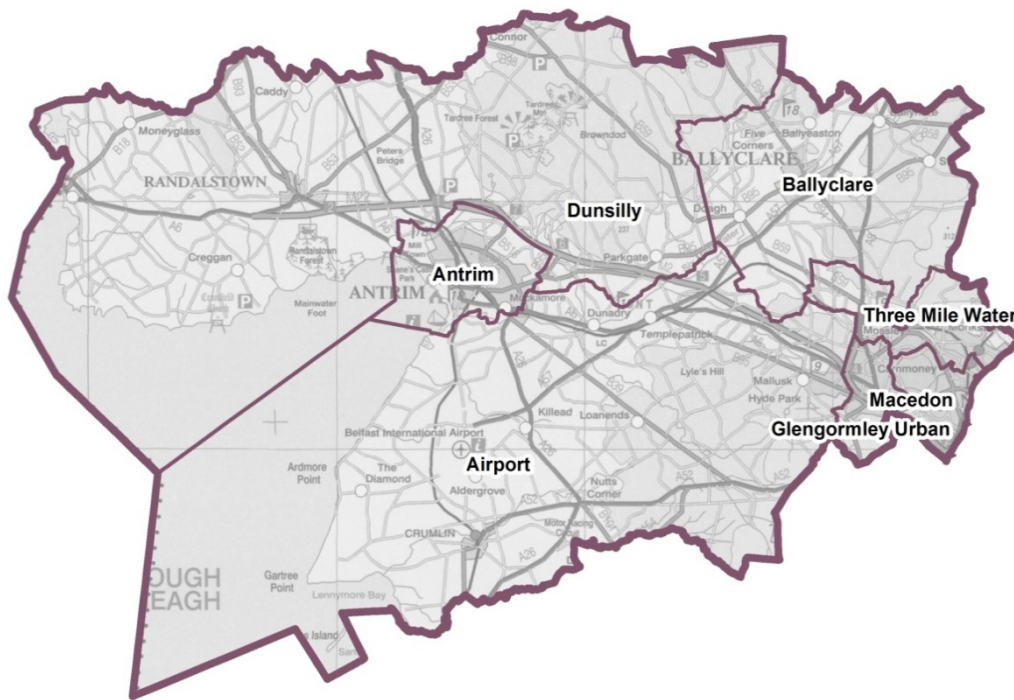


The borough is divided into seven District Electoral Areas (DEAs), which are shown in the following map. The Council has established a DEA Forum in each of its seven DEAs to assist communication and engagement; membership is composed of elected councillors and community representatives. The purpose of the DEA Fora is to:

- Serve as a support for identifying useful services, funding sources and assist with developing a collaborative approach to use them most effectively;
- Offer a place for shared ideas to flourish;
- Make efforts not to exclude any group or prioritise the needs of one organisation over another; and
- Maintain strict impartiality.

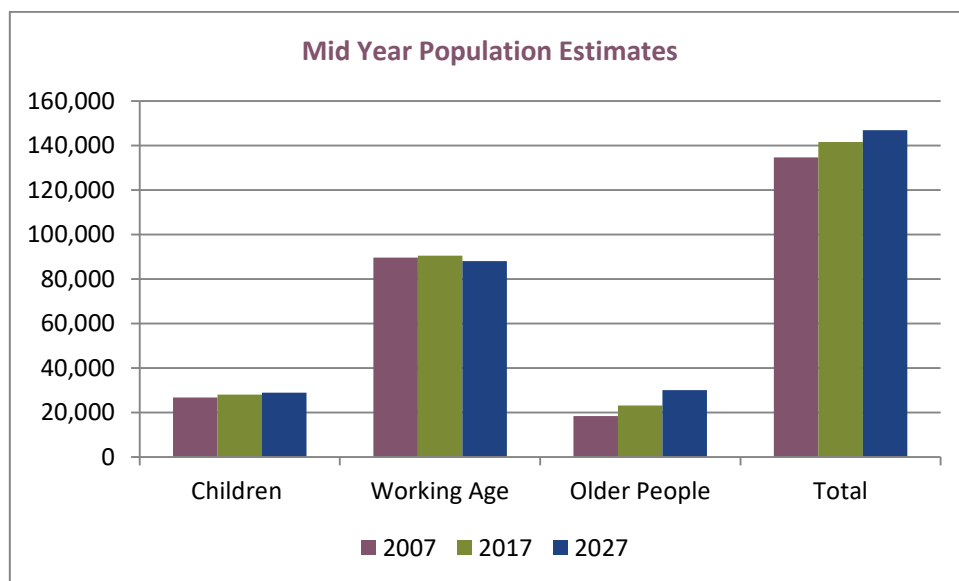
The Housing Executive's role within the DEA fora is to partner the Council, providing information on social, affordable and intermediate housing need within each of the seven areas. Additionally, our role is to highlight issues from a housing perspective and identify the next steps towards resolving them.





## Demographics

The population of Antrim and Newtownabbey Borough is projected to grow by 3.7% from 2017 to 2027. This growth will be concentrated mainly in the 65 plus age group; older person population is projected to increase by 29.4%. Children aged 0 -15 years group is projected to increase by 2.9% while working age population is projected to decrease by 2.7% over the same period. Household size is projected to reduce from 2.5 to 2.4 while the number of households is projected to increase by 2,971 from 55,520 to 58,491 over the 10 years to 2027. While the need for small family accommodation remains strong, there will be a requirement to design and construct suitable accommodation for older persons.



Source: NISRA

### Economic Context

Local economic performance and peoples' economic circumstances affect demand for housing and individual housing choices.

Within the borough, there were 59,747 jobs at September 2017, 8% of all jobs across Northern Ireland. The Labour Market Structure shows 81% of the working age population are economically active, compared to 74% across Northern Ireland (Invest NI). In 2018, the weekly basic full-time median wage for residents in the area was £496.00, a slight decrease on the previous year, £497.20 per week. This compares to the overall Northern Ireland weekly basic full-time median wage of £480.10, which increased by £16.60 from the previous year, £463.50 per week (ASHE).

There were 4,020 registered businesses in the borough in 2017; 6% of all businesses in Northern Ireland. Eight out of every ten businesses are micro businesses, employing nine or less employees. There are higher percentages of service (61%) and production (8%) businesses compared to the Northern Ireland averages, 55% and 7% respectively. Construction (14%) is in line with the Northern Ireland figure. Agriculture (17%) is significantly under represented compared to the Northern Ireland percentage, 25%.

In Antrim and Newtownabbey borough 2% of the working age population were claiming unemployment benefit in 2018; 31% of this figure are long-term unemployed and 27% are aged 18-24 years.

### Housing Market Context

While the housing market has improved over the past number of years in Northern Ireland, structural issues remain that could adversely affect the economy and household finances in the near future. High levels of negative equity remain an issue. While rising house prices mean more homeowners are coming out of negative equity, higher levels of inflation and a rise in interest rates could lead to higher housing costs. In addition, commentators have forecast a slowdown in house price growth or stagnation within the Northern Ireland housing market over the next two years. Longer term forecasts for the UK housing market have also been cautious due to economic uncertainty since the EU referendum. It will be important to monitor trends and developments across the housing sector in the next few years.

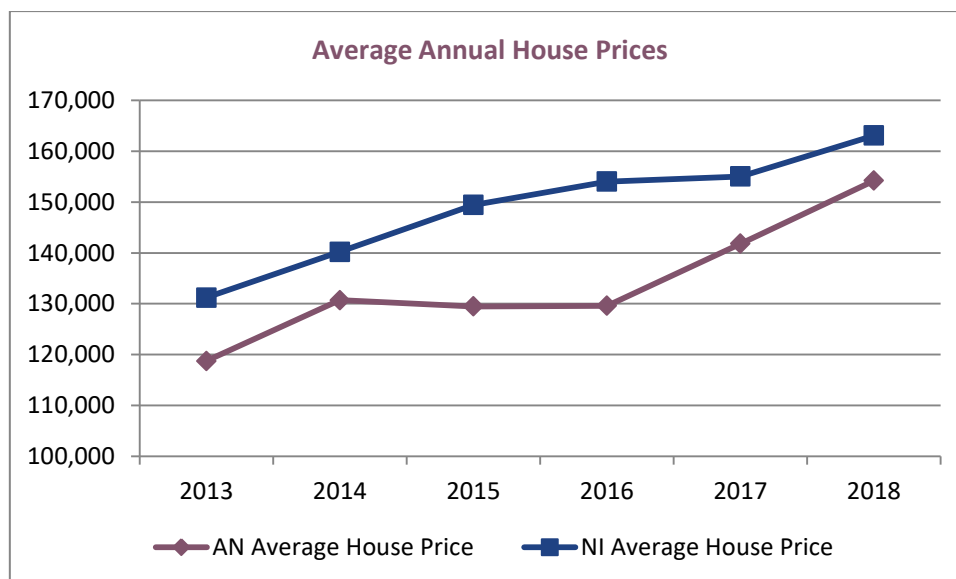
The borough has a Housing Growth Indicator (HGI) projected new dwelling requirement of 7,200 for 2012/25. This data will inform the council's Local Development Plan (LDP) on the need for additional development land. The following sections will discuss owner occupied, private rented and social rented sectors in more detail.

### Owner Occupied Sector

Land and Property Services (LPS) state that the average house price in Antrim and Newtownabbey, at Q4 2018 (Sept – Dec) was £140,893, which represents an increase of 6.8% on the 2017 figure.

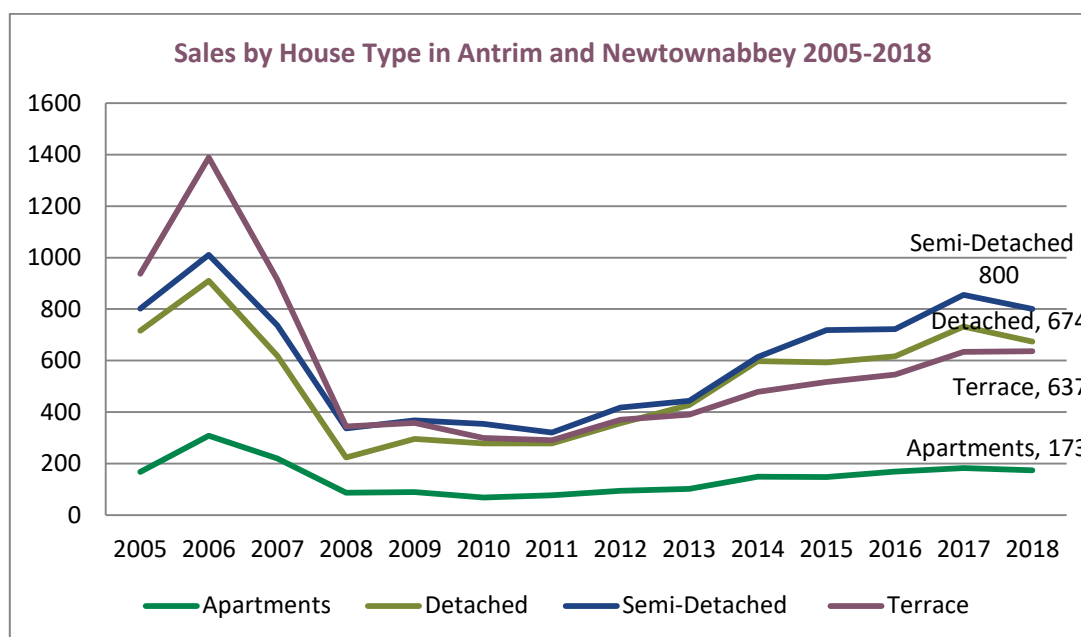
Overall the borough's residential housing market is in a stable position. To ensure this is maintained there is a requirement for continued investment in new and existing housing stock to sustain the supply of quality dwellings necessary for a healthy housing market and sustainable residential property ownership.

Longer term, the Average Annual House Prices graph indicates that house prices in Antrim and Newtownabbey were fairly static between 2014 and 2016, then prices began to rise at a faster rate than Northern Ireland average prices. The average price in the borough demonstrates an 8.8% increase from 2017 to 2018, greater than the Northern Ireland figure of 5.2% for the same period.



Source: Ulster University

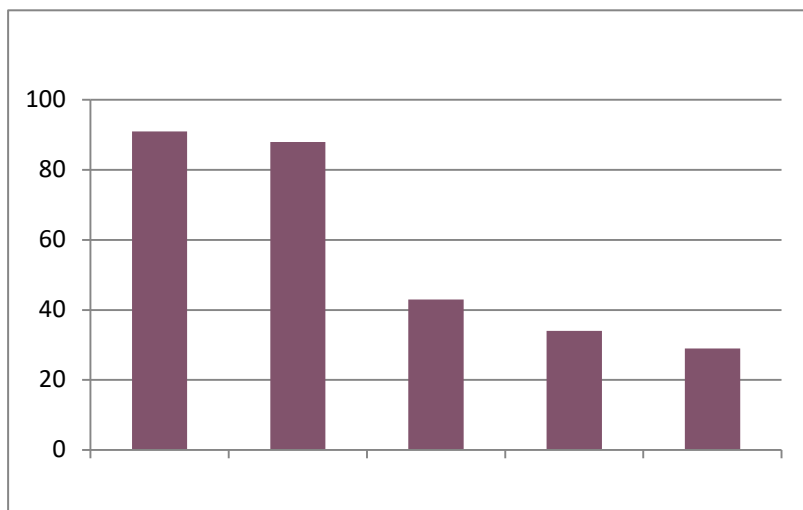
Houses sales in Antrim and Newtownabbey have decreased from 3,618 in 2006 to 2,284 in 2018, with 2006 having the highest number of sales in that period. The following chart shows house sales by house type across the borough with semi-detached properties comprising the highest number of sales in 2018 at 35%. Popular locations in the borough include Antrim and Ballyclare towns and Glengormley.



Source: Land and Property Services

Despite house price increases and low interest rates, negative equity and rigorous bank lending practices have constrained the housing market. While house prices in Northern Ireland remain the cheapest in the UK, house price inflation continues to outstrip wage growth, pushing up loan to income ratios. While this has not been a barrier to home ownership for some, in the borough average house prices increased by 8.8% over the year to Q4, 2018, considerable difficulty remains for some potential buyers striving to access the property ladder.

During 2017, there were 29 repossessions within Antrim and Newtownabbey Borough a decrease of 14.7% over the previous year.

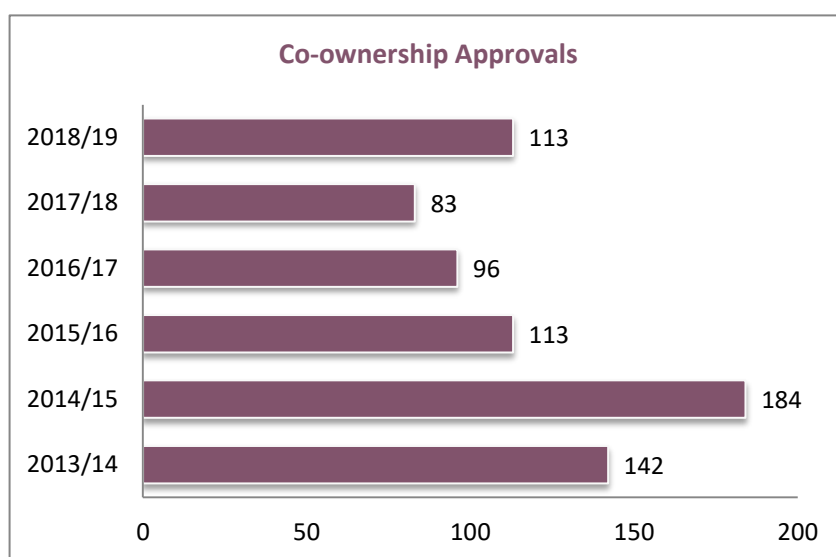


Source: DfC

Market opinion is generally positive and reports an under-supply as the market continues to recover from the bottom of the property cycle. Local estate agents have reported that the local housing market is showing a steady improvement, within which, the first time buyer market is thriving and the second time buyer market has increased. The number of enquiries and sales continue to increase.

Impending interest rate rises are currently not impacting the market as they are expected to be slow and gradual; however, for existing mortgages any rise in interest rates would place individuals and families under additional financial pressure.

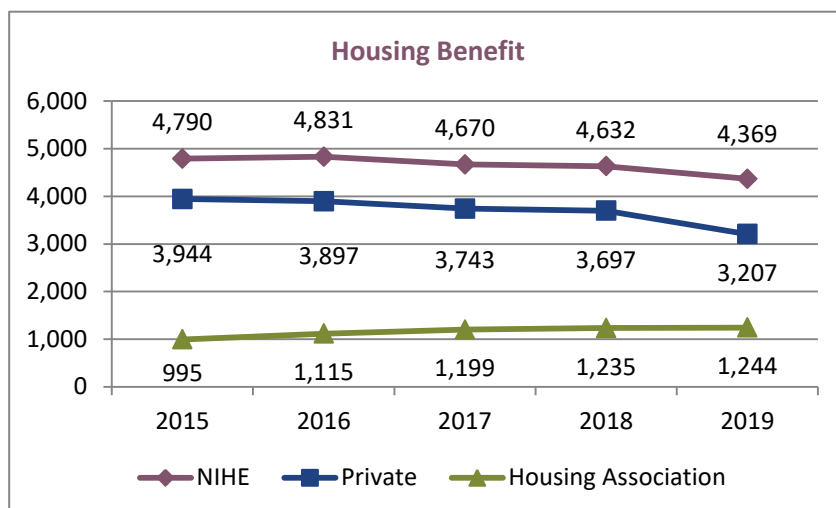
Low income households can have difficulty accessing the owner occupied market creating demand for intermediate housing. The Housing Executive estimates intermediate housing demand for the borough at approximately 66 units per annum for the 2018 to 2028 period. Co-ownership had an active stock of 1,103 dwellings at March 2019; 113 of which were purchased during 2018/19. This reflects the opportunities that this scheme provides in the current housing market environment.



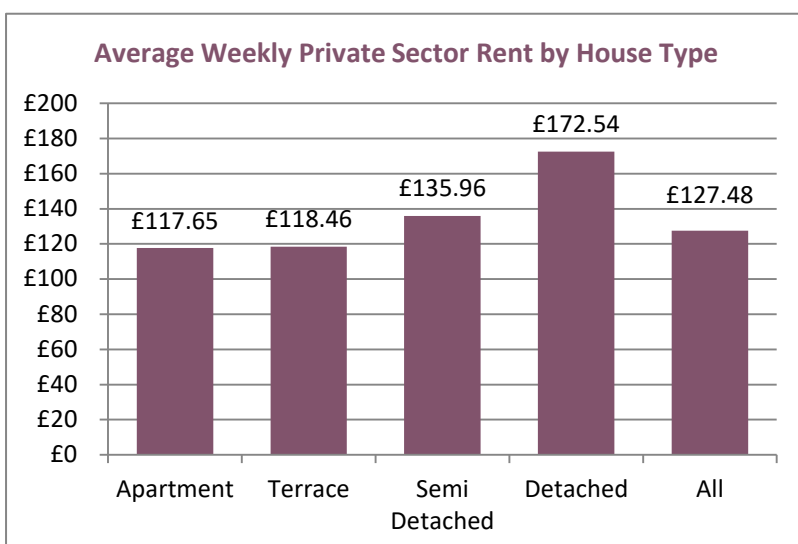
Source: Co-ownership Housing Association

### Private Rented Sector (PRS)

The private rented sector across the borough has seen an unprecedented increase in its tenure share between 2001 and 2019. The PRS continues to play a critical role in the local housing market and provides much needed accommodation for all household types. Local estate agents report a continuing strong demand as supply fails to catch up. Housing Benefit continues to play a vital role in supporting the private rented sector.



Source: NIHE



Source: NIHE

At March 2019, there were 3,207 private tenants in receipt of Housing Benefit in the borough.

Average weekly rents are shown in the adjacent chart. The overall average rent in the borough was £552 per month an increase of 1.5% over the year but well below the Northern Ireland average of £612 per month.

Local estate agents report that demand for rental accommodation in Newtownabbey urban area, the main towns and villages remains high. The highest age profile renting privately is 25-34 years of age. The most popular house type is semi-detached houses.

Local estate agents have indicated that key drivers of the sector include:

- high demand for private rental;
- difficulty in saving for a deposit to buy a home;
- job and income uncertainty;
- availability of Private Housing Benefit;
- higher demand and lower turnover in the social housing sector; and
- negative equity forcing some owners to let rather than sell.



Rising levels of temporary employment, growing levels of housing stress in the social housing sector, lending restrictions and high levels of negative equity will ensure that the private rented sector continues to play an important role in the borough.

DfC's Landlord Registration scheme identified 4,980 properties registered by 3,350 landlords for Antrim and Newtownabbey at March 2019. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Antrim and Newtownabbey Borough falls within Lough Neagh Upper broad rental market area (BRMA). The Local Housing Allowance for 2 bedroom dwellings within this BRMA is £88.28, for 3 bedroom dwellings the Allowance is £96.07 per week. Despite the availability of Discretionary Housing Payments, some tenants are now struggling to make up the difference between Housing Benefit allowance and rental charge.

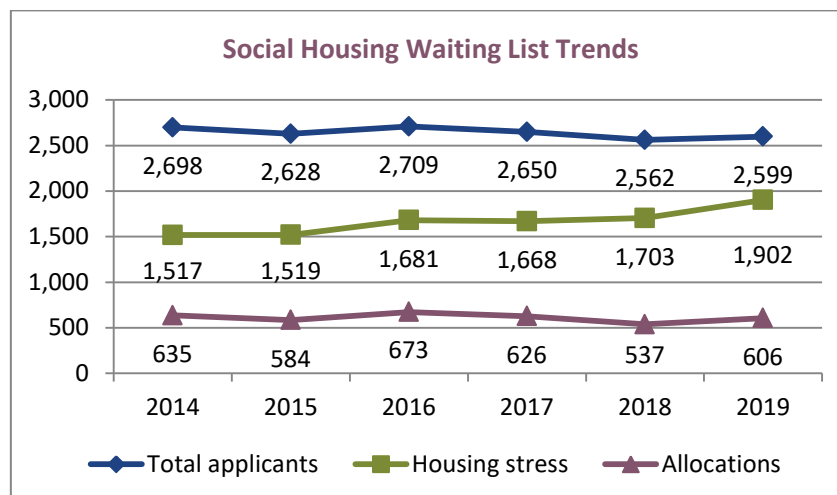
Rented accommodation is now the accommodation of choice for many households, and especially younger households on lower incomes who in previous decades would have become first time buyers. Much of the housing available for rent has traditionally been three bedroom stock, which can be a mismatch for the many single households and couples in need of housing, and also for larger families who require four bedroom accommodation but in a more affordable format such as semi-detached.

Tax changes and regulatory requirements have increased the obligations of private landlords, which have discouraged some small-scale investors. However, there is also scope, as reported by some estate agents, for any additional landlord costs to be offset by rising rents. These impacts continue to be monitored.

As household groups continue to reduce in size, Houses in Multiple Occupation (HMO) will continue to play a greater role in the housing market, particularly for single households aged under 35. There are currently 6,638 HMOs in Northern Ireland of which 231 are in Antrim and Newtownabbey Borough.

### Social Housing Sector

Overall, housing need remained at a consistently high level between 2014 and 2019; albeit that need varies considerably across the borough. At March 2019 there were 2,599 applicants on the waiting list for Antrim and Newtownabbey with 1,902 in housing stress. There were 606 allocations over the year. The number of applicants in housing stress increased by 12% over the year 2018 to 2019.



Source: NIHE

The five-year social housing need assessment for 2018-23 shows a need for 847 units in the borough. Need is greatest in Antrim Town, Crumlin, Glengormley and Rushpark.

Single, older persons and small family households comprise 91% of the housing stress waiting list in the council area. Future housing mix in new social housing will need to cater for these household groups. In recent years, social housing need has been delivered locally by housing associations on Housing Executive and surplus public sector land. Increasingly, areas of housing need are emerging in locations where the Housing Executive does not own land.



*New social housing in Newtownabbey*

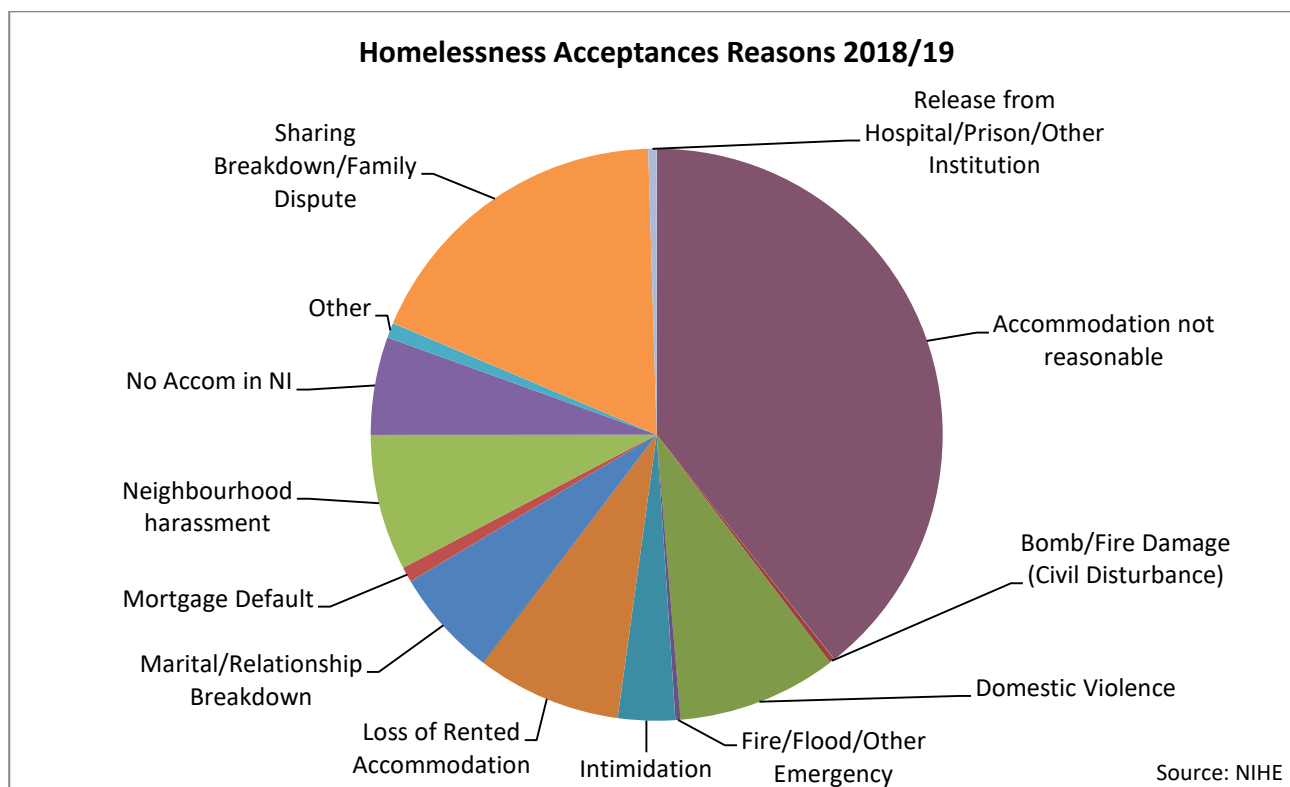
### Homelessness

The number of households presenting as homeless has increased from 1,229 at March 2018 to 1,336 at March 2019. There has been a 16% increase in applicants awarded 'Full Duty Applicant' status (statutorily homeless), while the number of households placed in temporary accommodation has decreased by 42% over the same period.

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2014/15	1,366	913	78
	1,530	1,099	103
2016/17	1,398	1,006	102
2017/18	1,229	904	137
2018/19	1,336	1,052	79

Source: NIHE

The following chart shows the causal factors for applicants accepted as homeless in Antrim and Newtownabbey during 2018/19. Over 39% of homelessness acceptances were due to accommodation not being reasonable and 18% family dispute/sharing breakdown. Other significant reasons include loss of rented accommodation, neighbourhood harassment and domestic violence.



There is a range of temporary accommodation available in Antrim and Newtownabbey including 22 privately owned single lets, 16 hostel places and Housing Executive's Supporting People Section funds three homeless schemes in the area.

In line with the 'Ending Homeless Together' strategy, South Antrim and Mid and East Antrim local offices formed a joint 'Homeless Action Group' to include partners with an interest in homelessness. These partners include PSNI, Northern Trust, Supporting People providers, Women's Aid, Extern, Youth Justice Agency and Council representatives. We have already seen benefits of this joint working as we now have a discharge protocol for people leaving Holywell Hospital.

### Supporting People

£2.55m was spent delivering the Supporting People Programme for 2018/19 with £2.81m approved for 2019/20. Appendix 5 details supporting people finance information for the borough and Appendix 3 shows a supported housing scheme currently on-site.

### Social Housing Development Programme

Housing associations compete on the open market against the private sector and this can make it difficult to obtain sites in areas of housing need throughout the borough. This is more acute in Central Glengormley, Rushpark, Crumlin and the centre of Antrim town where sites are difficult to obtain. To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 283 housing units planned (See Appendix 3).

During 2018/19, 117 units were completed across Antrim and Newtownabbey, including: new build schemes on Housing Executive land at Derrycoole Park and Old Irish Highway, Rathcoole, providing 43

homes; and 45 new homes at Abbeyville Place. At March 2019, there were 265 units on-site including schemes to meet the needs of older persons at Fennel Road, Antrim, Rathmullan Drive, Rathcoole and The Square, Ballyclare. We seek to provide social housing on land owned by the Housing Executive and surplus public sector land. Where such land is not available, housing associations and developers may refer to the Housing Executive's [Commissioning Prospectus](#) to identify locations where new social housing is required.



*New build social housing for older persons in Antrim*

Work is continuing on the development of an Accessible Housing Register (AHR). This will minimise waste and allow social landlords to make more effective use of their existing adapted stock. Within Antrim and Newtownabbey Borough, at March 2019, the Housing Need Assessment identified a residual social housing need for 34 wheelchair units. At that date there were 31 applicants in housing stress and 17 housing transfers on the waiting list who required wheelchair accommodation, a decrease of three over the past year. Over the past year there were 14 allocations to applicants requiring wheelchair accessible accommodation.

During 2018/19 the Housing Executive spent £0.65m on adaptations to our properties. In addition 81 disabled facilities grants were approved and 78 completed, spending £0.59m.

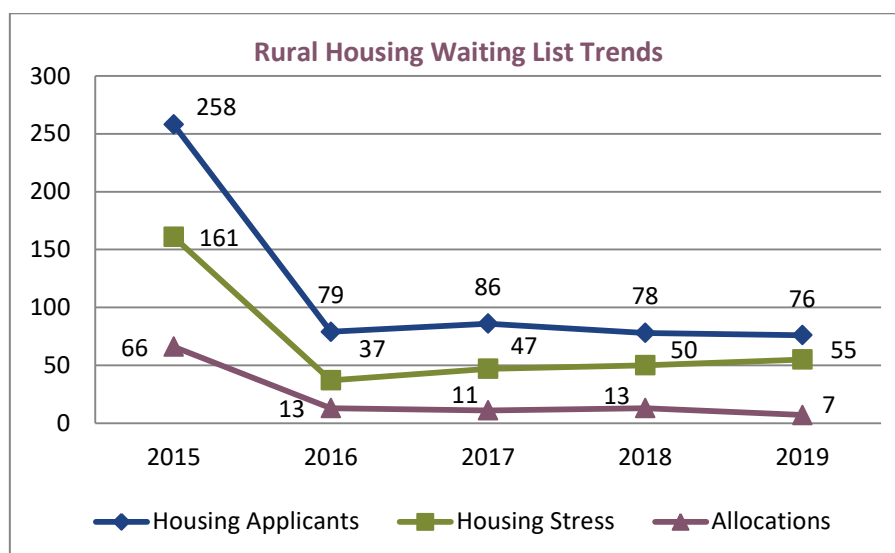
#### Disabled Facilities Grants (DFG's)

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Approved	73	52	81	77	81
Funding (£k)	478	486	651	570	595

Source: NIHE

#### Rural Areas

Outside urban settlements, Antrim and Newtownabbey Borough encompasses a significant rural landscape. The area is renowned for its scenic beauty, which promotes the rural settlements as desirable places to live. For this reason demand for rural housing generally exceeds supply as shown in the following graph. Figures from 2016 no longer include Crumlin which is now designated urban.



Source: NIHE

For many young rural households within the Antrim and Newtownabbey Borough, house and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term. The propensity for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation.

## Community Planning

[‘Love Living Here’](#) the community Plan for Antrim and Newtownabbey was published in June 2017. The Plan covers the period to 2030 and was published using an outcomes based approach in consultation with the Council and its statutory partners. The Housing Executive is a statutory partner and contributes to a number of actions in the delivery plan. Housing Executive Place Shaping staff attend quarterly partnership meetings of the Strategic Alliance Group and Officers Working Group meetings. Within the theme, ‘Our citizens live in connected, safe and vibrant places’ outcome 2; the Housing Executive is the lead organisation on Employer Supported Volunteering. To date an action plan has been agreed, and Housing Executive facilitated an awareness raising event and workshop on 28 May 2019, where the Housing Executive showcased its Employer Supported Volunteering policy. Partners were asked to consider and adopt this approach. Outcomes will be measured by how many organisations have implemented the approach and how many employees take part in volunteering activities.

Housing Executive is a named partner under outcome 2, ‘Clean and Vibrant Places’ working to deliver this action for each DEA and town within the borough.

Under ‘Enablers of Community Planning’ a data sharing agreement between partners has been achieved. A collaborative management and development of physical assets agreement, and a framework and production of an asset map which will provide details of the composition of development sites is progressing to inform community planning activities.

Antrim and Newtownabbey Support Hub partners meet monthly and provide a quality service shaped around the customer, helping and supporting vulnerable members of the community through effective



interagency working. The Support Hub facilitates early intervention and agencies can pool resources, community contacts and work in coordination. To date there have been 75 referrals from all sections of the community including owner occupiers, social housing tenants and the private rental sector. Currently 26 cases are being assessed.

The HIP themes are complementary to many of the community planning themes. This Housing Investment Plan 2019-23 has aligned our housing actions against Community Planning and this is shown in Appendix 1.

### **Local Development Plan**

The Antrim and Newtownabbey Local Development Plan (LDP) will replace the Antrim Area Plan 1984-2001 and the Plan Strategy and Framework of the Belfast Metropolitan Area Plan (BMAP 2015), in so far as it applies to Antrim and Newtownabbey.

As the statutory development plan, the LDP will be the main policy vehicle to influence housing in the borough for 15 years. It is therefore appropriate that the Community Plan and HIP are considered in the preparation of the LDP.

The LDP will address the amount of land needed for housing across the borough, in addition to setting out housing policy and objectives. When ratified, the LDP will be the statutory document for assessing future planning applications for housing.

The amount of land needed for new housing will be determined by:

- Housing Growth Indicators (HGIs);
- Allowance of existing commitments;
- Urban capacity studies;
- Housing Needs Assessment;
- Allowance for windfall housing sites; and
- Residual housing need.

The Preferred Options Paper was published in January 2017 and the Draft Plan Strategy will be out for formal consultation during the period 26 July to 20 September 2019.

### **Housing Executive Spend**

In the absence of the Northern Ireland Executive, Budget Allocations to Northern Ireland Departments for 2019/20 were provided by the Secretary of State for Northern Ireland. DfC has provided Housing Executive allocations for 2019/20. These allocations have been incorporated in the Board approved budget for 2019/20. The Housing Executive, along with other public bodies, will continue to adapt with new, more effective ways of delivering high quality services for citizens in Northern Ireland.

Locally, we will continue to work alongside our Community Plan partners to direct limited public sector resources more efficiently. The past year has delivered significant housing investment, for a wide range of services, and the 2018/19 public sector housing investment totalled £31.09m for Antrim and Newtownabbey Borough, of which £15.57m was investment in new build.

Projected spend for Antrim and Newtownabbey during 2019/20 is £16.56m, excluding new build investment, with planned and response maintenance work accounting for £7.64m and £3.44m respectively. The importance of continuing to provide and fund housing related support services to help people live independently within the community sees £2.81m approved to deliver the Supporting People Programme during 2019/20. £0.82m has also been approved to help fund adaptations for persons with a disability. Housing expenditure and projected housing investment is set out in the following table.

**Antrim and Newtownabbey actual/projected public sector housing spend**

Activity areas	Actual spend £m	Projected spend £m
Stock Improvements	1.69	0.63
Adaptations for Persons with a Disability (APD's)	0.65	0.82
Planned Maintenance Work (planned, cyclical and MS running costs)	5.18	7.64
Grounds Maintenance	1.48	0.63
Response Maintenance	3.13	3.44
Private Sector Grants	0.62	0.59
Supporting People	2.55	2.81
Community Development	0.08	*
Investment in New Build**	15.57	***
Boiler Replacement Scheme	0.14	****
<b>Total</b>	<b>31.09</b>	<b>16.56</b>

Source: NIHE

\* Community Development projected spend is not available.

\*\* 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 (HAG) and housing association private borrowing.

\*\*\* The total cost of units in the gross Social Housing Development Programme (SHDP) for 2019/20 has not been finalised.

\*\*\*\* Demand led, therefore budget cannot be allocated.

*It should be noted that the 2019/20 Stock Improvement and Planned Maintenance budgets are dependent upon in-year procurement exercises which will result in a significant proportion of the 2019/20 expenditure being back-loaded. The risk of legal challenge to the ongoing procurement exercises and regrettably the potential for resultant delays should be recognised by readers of this report.*

## HOUSING PLANS & SERVICES - OUTCOMES



**Helping people find  
housing support and solutions**



**Delivering better homes**



**Fostering vibrant sustainable  
communities**



**Delivering quality public services**

## Outcome 1 – Help people find housing support and solutions

Plans 2018/19	Progress	Plans 2019/23	CP Ref
NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2017-22.	There were 1,336 homelessness presentations and 1,052 homelessness acceptances. 90% of new tenancies over 12 months were sustained and homelessness was prevented.	Development and publication of the Chronic Homelessness Action Plan.  Implementation of year one actions in Chronic Homelessness Action Plan.	1F 5B 5C
Roll in of the Housing Solutions and Support Approach will continue across NI.	This approach is used for all customers who contact the NIHE with a housing issue. Staff explore a range of suitable housing and support options with customers and provide them with information to allow them to make informed decisions about their housing options. The approach has been developed to focus on tenancy sustainment and homeless prevention. Housing Solutions and Support teams now operate across all Housing Executive local Offices.  The Customer Management System (CMS) is now being used by all Housing Solutions staff and Patch Managers to allow better case management of customer's housing journeys.	Ensure the new approach continues to be effectively embedded across the organisation.  Conduct peer reviews to benchmark the NIHE Housing Solutions service and identify good practice and areas for improvement.  Further develop the Housing Solutions and Support approach. Including through accreditation of staff.  Ensure information is readily available across all tenures to meet the needs of a housing options service.  Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.	1E 1F 5B 5C
NIHE has made £390k available to fund Smartmove private rented access scheme across NI for 2018/19.	The contract with Smartmove for the provision of a Private Rented Sector Access Scheme (PRSAS) ended on 30th September 2018. All referrals made prior to that date, which resulted in a tenancy being created continued to receive the 6 month tenancy management service as per the agreed contract. This resulted in a total spend of £360k for 2018/19.	Work has been ongoing to investigate and develop a replacement PRSAS. A number of consultation events have taken place and a specification has been produced. A business case is ongoing with the aim of having a new PRSAS procured and in place by September 2019.	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
£2.47m has been approved to deliver the Supporting People Programme for 2018/19.	£2.55m was spent delivering the Supporting People Programme for 2018/19. 47 accommodation based services for 957 service users.  Two floating support schemes for 210 service users.	£2.81m has been approved to deliver the Supporting People Programme for 2019/20.	1A 1E 1F 5A 5B 5C
The gross, three-year (2018/21) SHDP contains no new supported housing schemes.	Choice Housing Association has a supported housing scheme, Northern Trust Mental Health Resettlement, Abbots Road, Newtownabbey, on-site to provide 24 units.	The gross, three-year (2019/22) SHDP contains no new supported housing schemes for the Council area. This will be kept under annual review.	1A 1E 1F 5A 5B 5C
NIHE will assess need for social housing wheelchair accommodation. Where possible, wheelchair units will be incorporated in the programme. DfC has agreed an initial Wheelchair Standard Accommodation target of 7% of general needs new build for 2018/19.	There were six wheelchair units on-site at March 2019. One wheelchair unit was completed during the year.	The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%, rising to 10% in 2020/21.	1A 1E 1F 5A 5B 5C
NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI.	81 DFGs were approved spending £595k during 2018/19. 78 DFGs were completed during the year.	NIHE has funding of approximately £9.5m for DFGs for the private sector in 2019/20 across NI. The funding for Antrim and Newtownabbey is £0.53m.	1A 1E 1F 5A 5B 5C
NIHE will provide adaptations to their properties as required.	NIHE spent £650k on adaptations in 2018/19.	NIHE have a budget of £820k to provide adaptations to their properties in Antrim and Newtownabbey, as required.	1A 1E 1F 5A 5B 5C



## Outcome 2 – Deliver better homes

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Identifying housing needs, increasing supply of affordable renting and assisting home ownership</b>			
NIHE will carry out an annual five year projected social housing need assessment for the Council area.	Achieved. The five year social housing need for the Council area is 847.	NIHE will carry out an annual five-year projected social housing need assessment for the Council area.	5A 5B
NIHE will annually assess demand for intermediate housing for the Council area.	Achieved. The ten year intermediate housing need is 660.	NIHE will annually assess demand for intermediate housing for the Council area.	
NIHE will commence a programme to deliver Housing Market Assessments (HMAs) across NI upon the completion of the housing market geographies research.	New HMA boundaries have been agreed and NIHE plans to commission further research to undertake a factual analysis of housing systems within two of the new housing market areas with a view to extending this further to all new housing market areas.	The Housing Executive has now appointed a research contractor to undertake Phase 2 of this research, to conduct a Strategic Housing Market Analysis for the Belfast Metropolitan and Derry and Strabane Housing Market Areas. Both Housing Market Area reports are due for completion in March 2020.	
DfC will approve a gross, three-year 2019/22 SHDP.	There are 265 units on-site, of which, 112 units started in 2018/19. There were 117 units completed during 2018/19.	The 2019/20 programme includes 173 units. DfC will approve a gross, three-year 2020/23 SHDP.	5A 5B
NIHE will carry out site identification studies to examine sites for social housing as necessary.	A site identification study has been completed in the Templepatrick and Parkgate area.	Site identification studies will be carried out where need is identified.	5A 5B
DfC has committed funding of £100m to Co-Ownership for four years, which along with £65m of private finance will allow for the provision of 2,800 new homes in NI.	In 2018/19, there were 113 properties purchased through Co-Ownership in Antrim and Newtownabbey.	DfC has committed funding of £100m to Co-Ownership for four years, which along with £65m of private finance will allow for the provision of 2,800 new homes in NI.	5C
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	27 NIHE properties were sold to tenants under the House Sales Scheme during 2018/19.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Improving People's Homes – NIHE Stock</b>			
Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £7.96m.	In 2018/19, NIHE spent £5.18m on 14 planned maintenance schemes in the Council area. NIHE completed planned maintenance works to 1,215 properties: 631 properties received ECM works; 113 Kitchens; and, 90 received bathroom/kitchen rewiring; 381 Heating.	Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £7.64m for 21 schemes. NIHE will carry out works to 2,054 properties: 677 properties will receive ECM works; 196 Double Glazing; 100 Door replacements; 268 properties will receive bathroom replacements; 45 bathroom/kitchen rewiring; 504 Heating; 30 properties will receive Multi Element Improvements; and 234 Roof replacement works.	1E 5B
Funding for NIHE stock improvement work in 2018/19 is £2.35m.	In 2018/19, NIHE spent £1.69m on stock improvement work, 22 properties received capital scheme works.	Funding for NIHE stock improvement work in 2019/20 is £0.63m.	1E 5B
NIHE will complete response maintenance repairs within the required target time.	93.7% of NIHE response maintenance repairs in NI were completed within the required target time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customers' satisfaction.	96.81% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Improving People's Homes – Private Stock</b>			
NIHE will implement the Affordable Warmth Scheme. Funding of £16m is available for 2018/19 across NI.	In the Council area, 504 measures were carried out to 271 private properties under the Affordable Warmth Scheme in 2018/19.	NIHE will implement the Affordable Warmth Scheme with available funding of £12m for 2019/20 across NI, subject to change following current monitoring round outcome.	1E 1F 2E 5B
NIHE will continue to administer the Boiler Replacement Scheme on behalf of DfC for the period 2016-19 with a budget of £500k for 2018/19 across NI.	In Antrim and Newtownabbey, 212 properties had boilers replaced at a cost of £142k.	NIHE will implement the Boiler Replacement Scheme 2016-19, with anticipated funding of £1m for 2019/20 across NI, subject to change following current monitoring round outcome.	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Improving People's Homes – Private Stock</b>			
Funding of discretionary grants will continue in 2018/19.	Discretionary grant approval value in 2018/19 was £12k.	Funding of discretionary grants will continue in 2019/20.	1E 1F 2B 5B
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were a small number of mandatory repair grants approved in 2018/19, with an approval value of £7k.	NIHE will issue mandatory repair grants as required.	
NIHE will register and inspect Houses in Multiple Occupation (HMOs) for building and management standards.	At March 2019, there were 231 properties registered as HMOs in the Council area. In the past year, a small number of Article 80 Notices (fit for number of occupants) and a small number of Article 79 Notices (Management Regulations) were served.	Administration of HMOs has now passed to Belfast City Council and is no longer a Housing Executive function.	
NIHE's 2018/21 Energy Efficiency Programme includes 13 schemes at a cost of £8.9m.	In 2018/19, the Energy Efficiency Programme included 381 installations at a cost of £0.95m.	NIHE's 2019/22 Energy Efficiency Programme includes 1,779 units at a cost of £5m.	
NIHE aims to increase membership of the established Oil Buying Clubs Scheme.	4,900 households have become members of the 27 oil buying clubs established in NI.	Bryson Energy will continue to maintain the Oil Buying Clubs scheme until the service transitions over to local community groups.	2E

### Outcome 3 – Fostering vibrant sustainable communities

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Community Planning</b>			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process. Monkstown Place Shaping pilot is progressing with 20 new social homes on-site. Apex Housing Association has been nominated to provide mixed tenure accommodation at the former Newtownabbey High School site. A Place Shaping project for New Mossley completed with a social housing scheme to provide 48 new homes included in the SHDP. A Tower Block strategy was approved by NIHE Board in May 2018. An extensive consultation exercise was undertaken with tenants, leaseholders, community and elected representatives and other stakeholders between June and December 2018. The findings of this consultation informed the final Action Plan, which is now with DfC for consideration.	Promote housing led regeneration through master planning proposals in urban and village centres.	2B 2E 2F
DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19.	DfC funded £66.75k for Areas at Risk, £141.45k for Neighbourhood Renewal programmes and SPOD funding of £14.13k in the Council area for 2018/19.  DfC has funded £402k for SPOD in NI in 2018/19.	DfC hopes to continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20.	1A 5B 5C
NIHE will work with rural communities to identify hidden or 'latent' housing need. These rural locations will be determined following annual review of the Housing Need Assessment and will take account of any requests from community representatives.	There were no areas identified for a Latent demand Test in 2018/19.	Identify rural housing need/demand.	1A 5C
NIHE will implement the Heritage in Housing scheme throughout NI to bring empty town centre properties back into use,	An additional year of the scheme will operate in 2019/20.	The NI target for the 2019/20 scheme is to fund a minimum of three projects across the	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
addressing blight and providing accommodation for affordable rent.		Townscape Heritage Initiative areas.	
NIHE will implement a match funding programme for the Rural Development Programme in 2019/20.	In 2018/19, eight projects were funded in rural areas with a total spend of £133,000.	The target for the 2019/20 programme is to fund a minimum of seven projects across NI.	
NIHE will implement and promote the annual 'Rural Community Awards' competition	The 2018/19 Rural Community Awards were presented to the winning community groups in October 2018.	NIHE hopes to offer the Rural Community Awards on an annual basis.	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Building Successful Communities</b>			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	3B 3C 3D
NIHE's Social Housing Enterprise (SHE) Strategy will invest £0.5m in NI annually to support social housing enterprise developments.	There were no awards made by the Social Housing Enterprise Strategy, during 2018/19, in Antrim and Newtownabbey Borough.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	3B 3C 3D
Complete new Community Safety Strategy 2019-23.	Work is nearing completion on the new Community Safety Strategy.	Consult on the new Community Safety Strategy, launch and implement.	2B 2D
NIHE will work to prevent hate crimes.	A hate harassment tool kit was launched in 2016. The Hate Incident Practical Action (HIPA) scheme continues to be available to address damage to properties. During 2018/19, one HIPA incident was actioned in the Council area.	Continue to work to prevent hate harassment.	2B 2D
NIHE will continue to be a designated agency in the PCSPs.	NIHE Area Manager continues to attend the bi monthly PCSP meetings with other staff attending workshops.	NIHE will continue to be a designated agency in the PCSPs.	2B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Building Successful Communities</b>			
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2018/19, £41k was awarded for community safety projects including 4 Tier Home Security, B.E.A.T. and the On Street Presence & Engagement Programme.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available.	2B
NIHE will continue to partner on Anti-Social Behaviour (ASB) Forum.	Local office staff continue to work with statutory partners to address ASB issues and attend the Anti-Social Behaviour Forum with PSNI and Council to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	2B
NIHE will deal with reported cases of ASB in its estates.	During 2018/19, NIHE dealt with 66 cases of ASB within the Council area.	NIHE will deal with reported cases of ASB in its estates.	2B
NIHE will work to raise awareness and promote integration through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime training to staff across the organisation.	NIHE will implement bespoke training in good relations for staff and community groups.	2B
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	<p>The Bi-Lingual Advocacy Programme continued offering advice and translated information services to ethnic minorities in the area.</p> <p>Monkstown has re-imaged a mural providing a welcoming image of the Portrush Flyer, which engaged young people from the primary school and the local community.</p> <p>Core Community Group has submitted an application to re-image the subway in New Mossley estate. The subway is DFI owned and the Community Group has met with both schools in the area. Students have provided pictures which will be incorporated into the design and</p>	The BRIC Programme has now completed.	1F 2B



Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Building Successful Communities</b>			
	<p>will give the children a sense of ownership and pride in the completed image. DFI has agreed to install lights in the subway to enhance the area and make it more inviting to residents.</p> <p>The first phase of re-imaging at the entrance to Bawnmore has been completed. This re-imaging project has improved the environment and increased community cohesion and capacity between Bawnmore and Longlands housing developments.</p>		
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	SCNI continues to support community groups. There is a dedicated Supporting Communities worker for the local office which allows NIHE to encourage new groups to form. To date staff engage with 23 Community and Residents Groups within South Antrim and 11 members represent these groups on the Housing Community Network (HCN).	NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	1F 2B 2C 5B 5C
NIHE will launch the Community Involvement Strategy and update for 2018/23.	The Community Involvement Strategy was launched in December 2018.	The Community Involvement Strategy includes a one year action plan which will be monitored.	1F 2B 2C 5B 5C
Funding of £20k for 2018/19 for Community Grants and £4,307 per area HCN will be made available by NIHE.	£20k has been spent in 2018/19 on Community Grants in Antrim and Newtownabbey.	Funding of £20k for 2019/20 for Community Grants and £4,307 per area HCN will be made available by NIHE.	1F 2B 2C 5B 5C

## Outcome 4 – Deliver quality public services

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Increase rent collection to reinvest to improve services.	NIHE collected 98.98% of rent during 2018/19.	Increase rent collection to reinvest to improve services.	
Reduce arrears to maximise income.	Arrears increased by 7% to £1,176k during 2018/19.	Reduce arrears to maximise income.	
Implement the Tenancy Fraud Action Plan.	Action Plan in place and statistics reported quarterly to DfC.	Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.	
Implement the welfare reform project plan as required.	NIHE has: <ul style="list-style-type: none"> <li>• established a Welfare Reform Project Team;</li> <li>• developed a project plan to manage the introduction of welfare reform;</li> <li>• identified the impact of the changes on our customers and on the business;</li> <li>• developed appropriate processes to implement changes;</li> <li>• instigated measures to lessen the impacts; and,</li> <li>• worked closely with DfC on the implementation of welfare reform and the mitigation processes.</li> </ul>	NIHE will: <ul style="list-style-type: none"> <li>• continue to implement the welfare reform project plan as required;</li> <li>• develop an Income Collection project plan to deal with the impacts of welfare reform</li> <li>• carry out research to help the business plan how to deal with the impacts of welfare reform</li> <li>• communicate with staff, tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and,</li> <li>• assist DfC deliver the processes necessary to implement reform and associated mitigations.</li> </ul>	
NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.	In 2018/19, new claims were processed in an average of 13.1 days. Claim amendments were processed in an average of 2.2 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	
Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	NIHE voids at April 2019 were 0.22% of total stock.	Develop and implement a new Voids Action Plan 2019-2022 in order to maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	
2016/19 Sustaining Tenancy	The approach outlined in the	Develop and Implement a new	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Strategy fully implemented with new ways of working (Build Yes) fully mainstreamed.	strategy is now fully operational throughout Housing Executive. A review of the Strategy is complete and findings will be incorporated into the new Strategy.	Customer Support and Tenancy Sustainment Strategy (2019-22) which builds upon the success of the previous strategy. Reduce tenancy failure through increasing support for our customers and tenants to solve their housing problems and help them to stay in their own home.	
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2018 survey found that 86% of tenants were satisfied with the overall service provided by the Housing Executive. Work on the 2019 survey is under way.	Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	

# APPENDICES

## Appendix 1 Community Plan themes and outcomes

Theme	Indicators	Reference
<b>Our citizens enjoy good health and wellbeing</b>	Antrim and Newtownabbey is a place where people of all ages value their health and wellbeing and look after it in a variety of ways and encourage others to do so too.	1A
	Exercise and physical activity are acknowledged as important ways to stay well both physically and mentally.	1B
	There is provision of accessible recreational and leisure opportunities for all our citizens.	1C
	The value of other activities such as volunteering, participating in local clubs and groups and learning new things as ways to look after our emotional and mental wellbeing is recognised.	1D
	The particular needs of an ageing population are met so that our citizens can live long, healthy and independent lives in their own homes if that is their wish.	1E
	The particular needs of the most vulnerable in our community are met so that they can live active and healthy lives. These needs may include access to leisure or play facilities, access to appropriate advice and support or access to services.	1F
<b>Our citizens live in connected, safe and vibrant places</b>	Getting around our Borough is easier for those who don't have access to a car and for those who would prefer a more active mode of transport.	2A
	Our town and village centres are vibrant places where people live and where they spend their leisure time.	2B
	Our citizens can be active participants in community life, if they wish to be, with opportunities to participate in clubs and activities and to get involved in volunteering.	2C
	Our towns and villages, and our green and open spaces, are clean and vibrant places which our citizens have pride in.	2D
	Our natural environment is valued.	2E
	Local people get involved in decisions on the future development of their areas through the Place Shaping Forum.	2F
<b>Our citizens benefit from economic prosperity</b>	Our local economy thrives, with local businesses starting up, growing, expanding and generating employment.	3A
	Enterprise and innovation are encouraged and supported from an early age to build businesses and entrepreneurs of the future.	3B
	Our area has a skilled population and infrastructure which is attractive to investors and employers.	3C
	Barriers to accessing employment are reduced or removed enabling all of our citizens to have equitable access to the opportunities available in the Borough.	3D

Theme	Indicators	Reference
<b>Our citizens achieve their full potential</b>	A range of formal and informal learning opportunities are available.	4A
	There is a culture of lifelong learning in Antrim and Newtownabbey with a range of opportunities to acquire new skills and qualifications.	4B
	Our children and young people achieve throughout their education and progress to employment.	4C
	Our children and young people are ambitious and inspired to achieve from an early age.	4D
	The range of ways in which people learn and develop skills for life and work, is acknowledged through availability of placements, internships and apprenticeships.	4E
<b>Our vulnerable people are supported</b>	Our ageing population is supported to live active lives as part of their community.	5A
	Our ageing population is supported to live as contentedly and independently as possible for as long as possible.	5B
	Our young people are supported to access opportunities which enable them to fulfil their potential.	5C



## Appendix 2 Social Housing Need by Settlement 2018-2023

Settlement	Social Housing Need 2018-23
<b>Newtownabbey Urban</b>	
Ballyduff	27
Bleachgreen	2
Central Glengormley (Glenvarna, Queens Park/Avenue)	86
Felden	59
Hightown	16
Hydepark/Parkmount	9
Longlands/Bawnmore/Old Mill	65
Monkstown	20
Mossley	48
Rathcoole	45
Rathfern	12
Rushpark	71
Whiteabbey (Abbeyville, Glenville, Abbeyglen)	56
<b>Newtownabbey Urban Total</b>	<b>516</b>
Antrim Town	141
Ballyclare	4
Ballynure	2
Crumlin	107
Doagh/Kelburn Park	6
Oakview/Roughfort	2
Parkgate/Templepatrick	17
Randalstown	52
<b>Borough Total</b>	<b>847</b>

Housing need has currently been met in Toomebridge and will be kept under annual review.

## New Intermediate Housing Demand for Antrim and Newtownabbey 2018/28

Council	Intermediate Housing Demand 2018/28
Antrim and Newtownabbey	660

## Appendix 3 Social Housing Development Programme

### Schemes completed April 2018 – March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Derrycoole Park (T)*, Newtownabbey	25	General Needs	Apex	Urban
Whitehouse Court Phase 2, Newtownabbey	12	General Needs	Choice	Urban
198 Doagh Road , Newtownabbey OTS**	3	General Needs	Connswater	Urban
9-12 Ballyduff Road, Newtownabbey OTS**	4	General Needs	Connswater	Urban
242-244 Carnmoney Road, Newtownabbey OTS**	3	General Needs	Connswater	Urban
Abbeyville Place, Newtownabbey OTS**	35	General Needs	Connswater	Urban
Newtownabbey ESPs***	5	General Needs	Connswater	Urban
Ballyclare ESPs***	4	General Needs	Connswater	Urban
Antrim ESP***	1	General Needs	Connswater	Urban
Old Irish Highway (T)*, Newtownabbey	18	General Needs	Radius	Urban
The Willows, Antrim OTS**	2	General Needs	Triangle	Urban
Doagh ESP***	1	General Needs	Triangle	Rural
Ballymena Road, Doagh OTS**	4	General Needs	Triangle	Rural
<b>Total</b>	<b>117</b>			

\*(T) Transfer Scheme built on NIHE land \*\* OTS – Off the Shelf \*\*\* ESP - Existing Satisfactory Purchase

### Schemes on-site at March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Fennel Road (T)*, Antrim	10	General Needs	Apex	Urban
Rathmullan Drive (T)*, Rathcoole	24	General Needs	Apex	Urban
53 Mill Road, Crumlin	11	General Needs	Ark	Urban
Glebecoole Park, Newtownabbey	4	General Needs	Ark	Urban
Antrim rehabilitation	1	General Needs	Choice	Urban
8 Longlands Avenue, Newtownabbey	16	General Needs	Choice	Urban
Devenish Drive (T)*, Monkstown	20	General Needs	Choice	Urban
Neilsbrook Park, Randalstown	14	General Needs	Choice	Urban
Northern Trust Mental Health Resettlement, Abbots Road, Newtownabbey	24	Supported	Choice	Urban
The Square, Ballyclare	39	General Needs	Choice	Urban
Roguary Road, Toomebridge OTS**	7	General Needs	Clanmil	Rural
Former Tesco Site, Carnmoney Road, Glengormley	48	General Needs	Clanmil	Urban
Glenwhirry Court, Newtownabbey	36	General Needs	Clanmil	Urban

Scheme	No of units	Client Group	Housing Association	Policy Theme
Antrim ESP***	1	General Needs	Connswater	Urban
Newtownabbey ESPs***	5	General Needs	Connswater	Urban
Ballyclare ESPs***	4	General Needs	Connswater	Urban
Randalstown ESP***	1	General Needs	Triangle	Urban
<b>Total</b>	<b>265</b>			

\*(T) Transfer Scheme built on NIHE land \*\* OTS – Off the Shelf \*\*\* ESP - Existing Satisfactory Purchase

### Schemes programmed 2019/22

Scheme	No of units	Client Group	Year	Housing association	Policy theme
19A Glengormley Park, Newtownabbey	30	General Needs	2019/20	Choice	Urban
2-28 Shore Road. Newtownabbey	39	General Needs	2019/20	Choice	Urban
Milewater Road (T)*, New Mossley	48	General Needs	2019/20	Connswater	Urban
5, 7 and 9 Riverside, Antrim	16	Active Older People	2019/20	Radius	Urban
Moylinney, 37 Ballyalton Park, Newtownabbey (Surplus Site)	20	General Needs	2019/20	Radius	Urban
Main Street, Doagh	6	General Needs	2019/20	Rural	Rural
Site at Clady Road, Dunadry	14	General Needs	2019/20	Rural	Rural
Knockenagh Avenue, Newtownabbey	62	General Needs	2020/21	South Ulster	Urban
181 Ballyclare Road, Newtownabbey	14	General Needs	2020/21	Connswater	Urban
208 Ballyduff Road, Newtownabbey	9	General Needs	2021/22	Connswater	Urban
Barna Square, Newtownabbey	25	General Needs	2021/22	Connswater	Urban
<b>Total</b>	<b>283</b>				

\*(T) Transfer Scheme built on NIHE land

## Appendix 4 Maintenance Programme, Grants and Adaptations information

### Schemes completed April 2018 – March 2019

Work Category	Scheme	Units
External Cyclical Maintenance	Erskine/Ollardale	125
	Parkhall Phase 2	161
	Monkstown	235
	Bracken Way/West Crescent	51
	Ballycraigy	59
Revenue Replacement (Kitchen)	Stiles/Parkhall	41
	Ballyduff	72
Revenue Replacement (BKR)	Clareville/Grange	90
Heating Installation	Antrim 2017/18	44
	Grange Drive	5
	Newtownabbey 2	82
	Newtownabbey 1	82
	Newtownabbey 2 Phase 1	108
	Newtownabbey 2 Phase 2	60
Capital Scheme	South Antrim Aluminiums	22
<b>Total</b>		<b>1,237</b>

*Note: Some schemes may start and complete in year.*

### Scheme activity and expected completions up to 31 March 2020

Work Category	Scheme	Units
External Cyclical Maintenance	Bracken Way/West Crescent	168
	Ballycraigy	150
	Rathcoole	129
	Greystone	100
	Ballyduff	80
	Ardgart/Avonlea/Inniscarn	50
Double Glazing	Antrim	196
Door Replacement	Mid-East Antrim and South Antrim	100
Revenue Replacement (Bathrooms)	Longlands	106
	Parkgate	76
	Ollardale	86
Revenue Replacement (BKR)	Clareville/Grange	5
	Springfarm	40
Heating Installation	Newtownabbey 2 Phase 1 Heating	92
	Newtownabbey 2 Phase 2 Heating	91
	Newtownabbey 1 Heating	181
	Newtownabbey 2 Heating	60
	Antrim Heating	80
Multi Element Improvements	South Antrim Aluminiums	30
Incremental Improvement ( Roof Replacement)	Green End, Rathcoole	112
	Rathcoole Roofs	122
<b>Total</b>		<b>2,054</b>

*Note: Some schemes may start and complete in year.*

### Definition of Work Categories

<b>BKR</b>	Bathroom Kitchen Rewiring.
<b>External Cyclical Maintenance</b>	Work to the external fabric of a dwelling and its immediate surrounding area.
<b>Heating Installation</b>	Replacement of solid fuel or electric heating.
<b>Revenue Repair/Replacement</b>	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
<b>Capital Scheme</b>	Improvement works.
<b>Multi Element Improvements</b>	May include improvement of living/dining room space, refurbishment of kitchens/bathrooms, rewiring and installation of central heating.
<b>Double Glazing</b>	Replacement of single glazed with double glazed.
<b>Door Replacement</b>	Replacement of External Front or Back Door (based on condition).
<b>Incremental Improvements</b>	Tackles the elements of work listed under Multi Element Improvements on a phased bases to reflect availability of funds.

### Grants Performance 2018/19

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	81	810	78
Repairs Grant	<10	7	<10
<b>Discretionary Grants</b>			
Renovation Grant	<10	5	<10
Home Repair Assistance Grant	<10	7	<10
<b>Total</b>	-	829	-

### Adaptations to Housing Executive stock in 2018/19

Type of Adaptation	Adaptations 2018/19	Actual spend	Projected Spend 2019/20 £m
Adaptations for Persons with a Disability (APD's) Starts*	<10	0.19	0.30
Adaptations for Persons with a Disability (APD's) Completions*	<10		
Lifts**	34	0.16	0.18
Showers**	68	0.15	0.17
Minor APD repairs***	306	0.15	0.16
<b>Total</b>	-	<b>0.65</b>	<b>0.82</b>

\*Some Adaptations for Persons with a Disability (APD's) may start and complete in year

\*\* Lifts & showers are also included in Planned Maintenance in Finance Table in Local Context

\*\*\* Minor ADP repairs are also included in Response Maintenance in Finance Table in Local Context

There may be a discrepancy in calculation due to rounding.



## Appendix 5 Supporting People Information

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2018-19 (£k)	Budget 2019-20 (£k)	Max. no of services users
Accommodation Based Services	Older People	25	7	336	606	704
	Homelessness	3	1	68	-	-
	Disability	18	6	1,930	1,989	238
	Young People	1	1	24	24	15
	<b>Sub Total*</b>	<b>47</b>	<b>15</b>	<b>2,357</b>	<b>2,619</b>	<b>957</b>
Floating Support Services	Older People	0	0	0	0	0
	Homelessness	1	1	157	158	190
	Disability	1	1	37	37	20
	Young People	0	0	0	0	0
	<b>Sub Total*</b>	<b>2</b>	<b>2</b>	<b>193</b>	<b>194</b>	<b>210</b>
<b>Grand Total*</b>		<b>49</b>	<b>**</b>	<b>2,551</b>	<b>2,813</b>	<b>1,167</b>

\* There may be a discrepancy in calculation due to rounding.

\*\* Some providers supply both accommodation based and floating support services.

## Appendix 6 NIHE Stock at March 2019

Common Landlord Area	Sold Stock in bold						Void *
	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	
<b>Antrim Town</b>							
Firfields/Dublin Road	21	65	33	11	0	130	1
	<b>22</b>	<b>75</b>	<b>373</b>	<b>5</b>	<b>0</b>	<b>475</b>	
Menin/Springfarm Road	2	0	8	0	0	10	0
	<b>22</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>6</b>	<b>78</b>	
Newpark/Ballycraigy	47	28	226	0	2	303	1
	<b>30</b>	<b>9</b>	<b>789</b>	<b>2</b>	<b>19</b>	<b>849</b>	
Parkhall/Steeple	31	195	277	11	0	514	2
	<b>1</b>	<b>41</b>	<b>911</b>	<b>16</b>	<b>0</b>	<b>969</b>	
Stiles/Rathkyle/Rathglynn	0	116	286	0	0	402	4
	<b>0</b>	<b>22</b>	<b>568</b>	<b>0</b>	<b>0</b>	<b>590</b>	
Rathenraw	9	0	113	0	0	122	0
	<b>0</b>	<b>0</b>	<b>153</b>	<b>0</b>	<b>0</b>	<b>153</b>	
Townparks South	30	0	25	0	0	55	0
	<b>4</b>	<b>0</b>	<b>54</b>	<b>0</b>	<b>0</b>	<b>58</b>	
Townparks North	31	37	31	0	0	99	1
	<b>0</b>	<b>18</b>	<b>105</b>	<b>0</b>	<b>0</b>	<b>123</b>	
Springfarm Estate	21	49	138	0	0	208	1
	<b>2</b>	<b>5</b>	<b>187</b>	<b>0</b>	<b>0</b>	<b>194</b>	
Moylena Grove	11	0	6	0	0	17	0
	<b>5</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>71</b>	
<b>Antrim Town Total</b>	203	490	1,143	22	2	1,860	10
	<b>86</b>	<b>170</b>	<b>3,256</b>	<b>23</b>	<b>25</b>	<b>3,560</b>	
<b>Whiteabbey</b>							
Abbeyglen	7	11	14	0	0	32	0
	<b>0</b>	<b>6</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>26</b>	
Abbeyville	33	3	9	0	0	45	0
	<b>30</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>47</b>	
Glenville	41	45	23	0	0	109	0
	<b>5</b>	<b>15</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>77</b>	
<b>Whiteabbey Total</b>	81	59	46	0	0	186	0
	<b>35</b>	<b>22</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>150</b>	
<b>Glengormley</b>							
Glenvarna/Glengormley	24	16	25	0	0	65	0
	<b>2</b>	<b>16</b>	<b>129</b>	<b>0</b>	<b>0</b>	<b>147</b>	
Queens Park/Avenue	9	45	85	0	0	139	2
	<b>6</b>	<b>5</b>	<b>234</b>	<b>0</b>	<b>0</b>	<b>245</b>	
Hightown	4	1	5	0	0	10	0
	<b>1</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>14</b>	
<b>Glengormley Total</b>	37	62	115	0	0	214	2
	<b>9</b>	<b>22</b>	<b>375</b>	<b>0</b>	<b>0</b>	<b>406</b>	
<b>Remainder</b>							
Ballyclare	122	146	218	2	2	490	6
	<b>43</b>	<b>69</b>	<b>544</b>	<b>2</b>	<b>9</b>	<b>667</b>	

**Antrim and Newtownabbey**  
Housing Investment Plan 2019-23

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Ballyduff	20	71	136	0	0	227	0
	<b>8</b>	<b>7</b>	<b>538</b>	<b>0</b>	<b>0</b>	<b>553</b>	
Ballynure	11	0	3	0	0	14	0
	<b>32</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>46</b>	
Bawnmore/Old Mill	14	27	45	0	0	86	0
	<b>7</b>	<b>9</b>	<b>94</b>	<b>0</b>	<b>0</b>	<b>110</b>	
Bleachgreen	0	21	12	0	0	33	0
	<b>0</b>	<b>19</b>	<b>47</b>	<b>0</b>	<b>0</b>	<b>66</b>	
Crumlin	39	29	36	0	0	104	0
	<b>53</b>	<b>21</b>	<b>263</b>	<b>0</b>	<b>4</b>	<b>341</b>	
Doagh/Kelburn Park	18	18	44	0	0	80	1
	<b>2</b>	<b>8</b>	<b>82</b>	<b>0</b>	<b>0</b>	<b>92</b>	
Hydepark/Parkmount	6	6	13	0	0	25	0
	<b>5</b>	<b>2</b>	<b>43</b>	<b>0</b>	<b>0</b>	<b>50</b>	
Longlands	0	0	37	0	0	37	0
	<b>0</b>	<b>0</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>64</b>	
Monkstown	66	180	241	9	0	496	3
	<b>21</b>	<b>20</b>	<b>568</b>	<b>0</b>	<b>0</b>	<b>609</b>	
New Mossley	87	103	217	0	0	407	3
	<b>8</b>	<b>9</b>	<b>278</b>	<b>0</b>	<b>0</b>	<b>295</b>	
Oakview/Roughfort	1	0	4	0	0	5	0
	<b>6</b>	<b>0</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>41</b>	
Old Mossley	38	4	76	0	0	118	0
	<b>2</b>	<b>4</b>	<b>327</b>	<b>0</b>	<b>0</b>	<b>333</b>	
Parkgate/Templepatrick	16	0	17	0	0	33	0
	<b>25</b>	<b>0</b>	<b>91</b>	<b>0</b>	<b>2</b>	<b>118</b>	
Randalstown	59	21	96	0	6	182	2
	<b>69</b>	<b>11</b>	<b>426</b>	<b>0</b>	<b>7</b>	<b>513</b>	
Rathcoole	138	881	486	2	0	1,507	87
	<b>63</b>	<b>290</b>	<b>1,226</b>	<b>21</b>	<b>0</b>	<b>1,600</b>	
Rathfern	17	12	84	0	0	113	0
	<b>2</b>	<b>5</b>	<b>364</b>	<b>0</b>	<b>0</b>	<b>371</b>	
Rushpark	37	77	22	0	0	136	3
	<b>10</b>	<b>102</b>	<b>204</b>	<b>0</b>	<b>0</b>	<b>316</b>	
Toomebridge	28	0	71	0	0	99	0
	<b>42</b>	<b>0</b>	<b>115</b>	<b>0</b>	<b>22</b>	<b>179</b>	
<b>Remainder Total</b>	717	1,596	1,858	13	8	4,192	105
	<b>398</b>	<b>576</b>	<b>5,322</b>	<b>23</b>	<b>45</b>	<b>6,364</b>	
<b>Antrim and Newtownabbey Total</b>	<i>1,038</i>	<i>2,207</i>	<i>3,162</i>	<i>35</i>	<i>10</i>	<i>6,452</i>	<i>117</i>
	<b>528</b>	<b>790</b>	<b>9,046</b>	<b>46</b>	<b>70</b>	<b>10,480</b>	

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

## Appendix 7 Applicants and Allocations at March 2019

	Applicants (Total)	Applicants (HS)	Allocations
<b>Antrim Town</b>			
Firfields/Dublin Road	96	66	<10
Menin/Springfarm Road	<10	<10	<10
Moylena Grove	11	<10	<10
Newpark/Ballycraigy	76	57	20
Parkhall/Steeple	193	137	36
Rathenraw	19	13	<10
Springfarm Estate	52	31	21
Stiles/Rathkyle/Rathglynn	92	66	29
Townparks North	44	38	<10
Townparks South	58	53	<10
<b>Antrim Town Total</b>	<b>648</b>	<b>475</b>	<b>132</b>
<b>Whiteabbey</b>			
Abbeyglen	<10	<10	<10
Abbeyville	50	37	32
Glenville	48	41	11
<b>Whiteabbey Total</b>	<b>104</b>	<b>82</b>	<b>45</b>
<b>Glengormley</b>			
Glenvarna/Glengormley	197	146	19
Queens Park Avenue	80	62	24
Hightown	21	18	<10
<b>Glengormley Total</b>	<b>298</b>	<b>226</b>	<b>44</b>
<b>Other Areas</b>			
Ballyclare	173	116	47
Ballyduff	83	55	23
Ballynure	<10	<10	<10
Bawnmore/Old Mill	52	47	<10
Bleachgreen	11	<10	<10
Crumlin	177	149	25
Doagh/Kelburn Park	18	12	<10
Felden	85	72	<10
Hydepark/Parkmount	10	<10	<10
Longlands	48	41	<10
Monkstown	92	66	39
New Mossley	85	58	32
Oakview/Roughfort	<10	<10	<10
Old Mossley	29	19	<10
Parkgate/Templepatrick	30	24	<10
Randalstown	104	76	19
Rathcoole	373	253	144
Rathfern	27	22	<10
Rushpark	124	79	16

**Antrim and Newtownabbey**  
Housing Investment Plan 2019-23

	Applicants (Total)	Applicants (HS)	Allocations
Toomebridge	22	14	<10
<b>Other Areas Total</b>	<b>1,549</b>	<b>1,119</b>	<b>385</b>
<b><i>Antrim and Newtownabbey Total</i></b>	<b><i>2,599</i></b>	<b><i>1,902</i></b>	<b><i>606</i></b>

## Appendix 8 Management Team contact details

Landlord Services		All enquiries 03448 920 900
Office	Contact	Contact Information
Antrim Office 48 High Street Antrim, BT41 4AN		<a href="mailto:antrimdistrict@nihe.gov.uk">antrimdistrict@nihe.gov.uk</a> 03448 920 900
Newtownabbey 1 Office Rantalard House Rathcoole Newtownabbey, BT37 9AG		<a href="mailto:newtownabbey1@nihe.gov.uk">newtownabbey1@nihe.gov.uk</a> 03448 920 900
Newtownabbey 2 Office 2 Ballyearl Drive New Mossley Newtownabbey, BT36 5XJ		<a href="mailto:newtownabbey2@nihe.gov.uk">newtownabbey2@nihe.gov.uk</a> 03448 920 900
North Regional Manager	Frank O'Connor	<a href="mailto:frank.oconnor@nihe.gov.uk">frank.oconnor@nihe.gov.uk</a>
Area Manager	Sharon Crooks	<a href="mailto:sharon.crooks@nihe.gov.uk">sharon.crooks@nihe.gov.uk</a>
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Team Leader	Maresa Loughlin	<a href="mailto:maresa.loughlin@nihe.gov.uk">maresa.loughlin@nihe.gov.uk</a>
Team Leader	Steven Crawford	<a href="mailto:steven.crawford@nihe.gov.uk">steven.crawford@nihe.gov.uk</a>
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Regional Services		All enquiries 03448 920 900
Office	Contact	Contact Information
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Central Grants 2 Adelaide Street Belfast, BT2 8PB	Danny O'Reilly Senior Principal Officer	<a href="mailto:daniel.o'reilly@nihe.gov.uk">daniel.o'reilly@nihe.gov.uk</a>
Place Shaping North Twickenham House Mount Street Ballymena, BT43 6PB	Louise Clarke Head of Place Shaping	<a href="mailto:louise.clarke@nihe.gov.uk">louise.clarke@nihe.gov.uk</a>
Development Programme Group 2 Adelaide Street Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	<a href="mailto:roy.baillie@nihe.gov.uk">roy.baillie@nihe.gov.uk</a>
Strategic Partnerships 2 Adelaide Street, Belfast, BT2 8PB	Anne Sweeney Assistant Director	<a href="mailto:anne.sweeney@nihe.gov.uk">anne.sweeney@nihe.gov.uk</a>



## Appendix 9 Glossary

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
Areas at Risk	This programme aims to intervene in areas at risk of slipping into social or environmental decline by working with residents.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans.
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
Community Asset Transfer (CAT)	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community; regardless of background.
Continuous Tenant Omnibus Survey (CTOS)	CTOS is an assessment of the attitudes of Housing Executive tenants.
Department for Communities (DfC)	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
Disabled Facilities Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Discretionary Grants	Renovation, Replacement or Home Repair Assistance grants are grants where the Housing Executive may approve applications for assistance.
Equity Sharing	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.
Floating Support	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.
Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
Full Duty Applicant (FDA)	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.
Home Energy Conservation Authority (HECA)	The Housing Executive is the HECA for Northern Ireland.
House in Multiple Occupation (HMO)	A HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.

House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive, or registered housing associations, the right to buy their property from their landlord, at a discount.
Housing for All	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2012-25.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.
Housing Market Assessment (HMA)	This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment (HNA)	This is an assessment of local housing needs, primarily in relation to general needs social housing, supported housing, Travellers and affordable housing.
Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association.
Latent Demand Test (LDT)	LDT is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grants	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
Supporting Communities Northern Ireland (SCNI)	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.

Social Housing Development Programme (SHDP)	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by the Department for Communities (DfC) as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
Small Pockets of Deprivation (SPOD)	SPOD is a delivery vehicle for neighbourhood renewal.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.
Universal Credit	Universal Credit is a new payment being introduced in Northern Ireland, for people of working age (over 18 and under qualifying age for State Pension Credit). It includes support for the cost of housing (rent), children and childcare, as well as support for disabled people, carers and people who are too ill to work.