

Ards and North Down

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

3
We have 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.

4
We have 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.

1
We have set of values:

Making a difference;
Fairness;
Passion;
Expertise

Housing
Executive

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This document is available in alternative formats. Contact:

Land and Regeneration (Housing Analytics)
The Housing Centre, 2 Adelaide Street, Belfast BT2 8PB
Tel: 03448 920 900
Text Relay: General enquiries 18001 03448 920 900
Email: housing.analytics@nihe.gov.uk
Website: www.nihe.gov.uk

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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 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

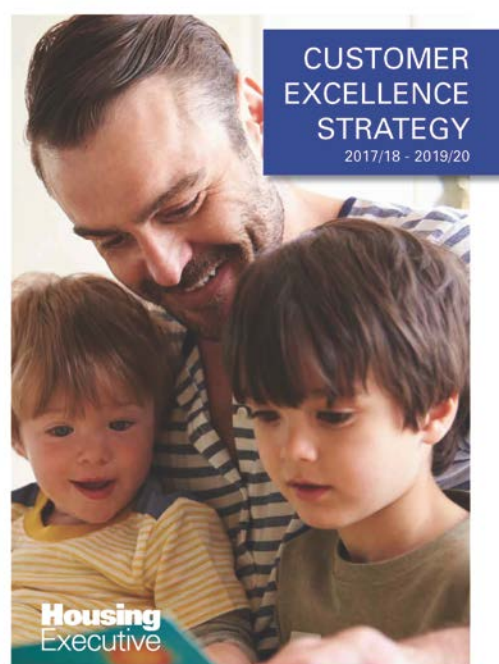
As the strategic housing authority in Northern Ireland, the Housing Executive has a statutory responsibility to regularly examine housing conditions and need, and may also conduct or promote research into any matter relating to any of its functions. Some of the key projects provide data on an ongoing 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 at [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.

The 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.

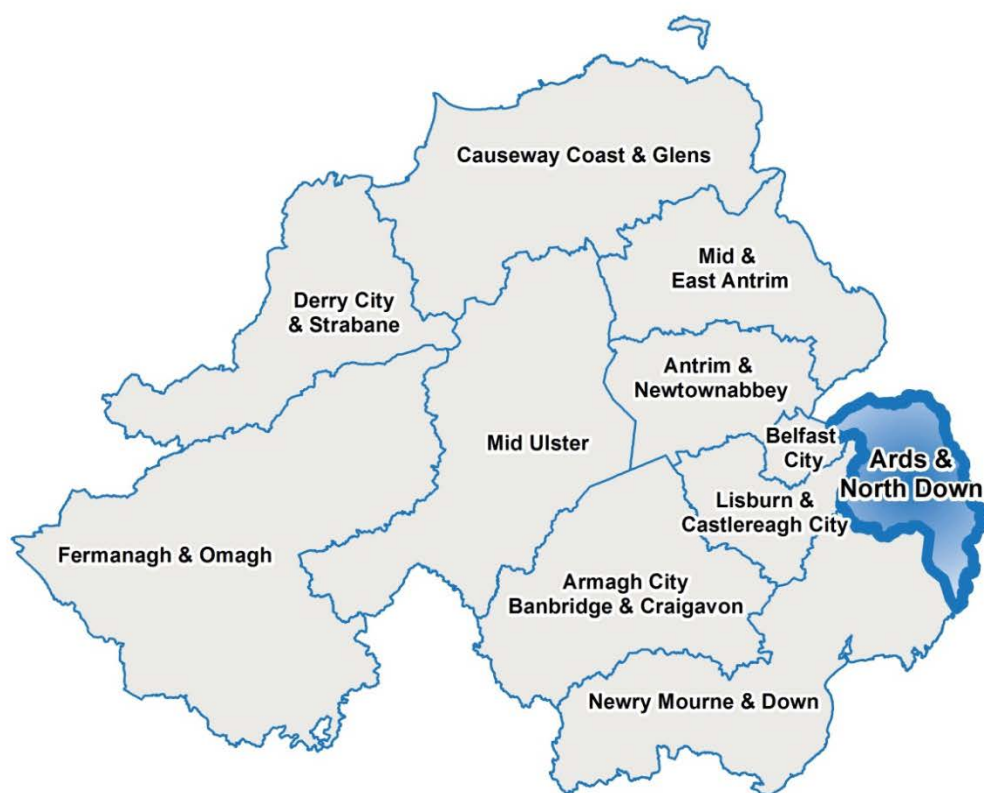
DfC have published the '[Definition of Affordable Housing](#)' Consultation Paper with consultation ending on 13 September 2019. The overall aim of this work is to agree a clear definition of affordable housing that can be applied consistently in legislation, policy, local plans and in practice.

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.

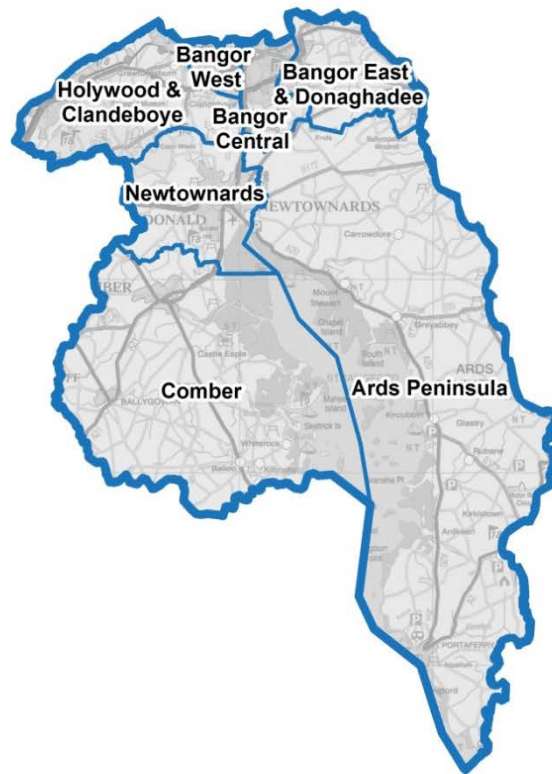
Local Context

Ards and North Down Council area is known for its rich diversity of scenic countryside and extends from Hollywood on the shores of Belfast Lough, to Portaferry on the southern tip of the Ards Peninsula, and Killinchy to the west of Strangford Lough. The Council comprises 8.6% of the overall population of Northern Ireland, located over an area of 228 square miles and approximately 115 miles of coastline. 80% of the residents live in the northern 25% of the borough. The largest population centres are Bangor and Newtownards followed by Hollywood, Comber and Donaghadee. The Borough shares its boundary with three council areas: Belfast City Council, Lisburn and Castlereagh City Council and Newry, Mourne and Down District Council.



Ards and North Down Borough Council was established on 1 April 2015 with the merging of Ards Borough Council and North Down Borough Council. The Borough Council consists of 40 councillors who represent the seven borough electoral areas of:-

- Ards Peninsula
- Bangor Central
- Bangor East and Donaghadee
- Bangor West
- Comber
- Hollywood and Clondeboy
- Newtownards

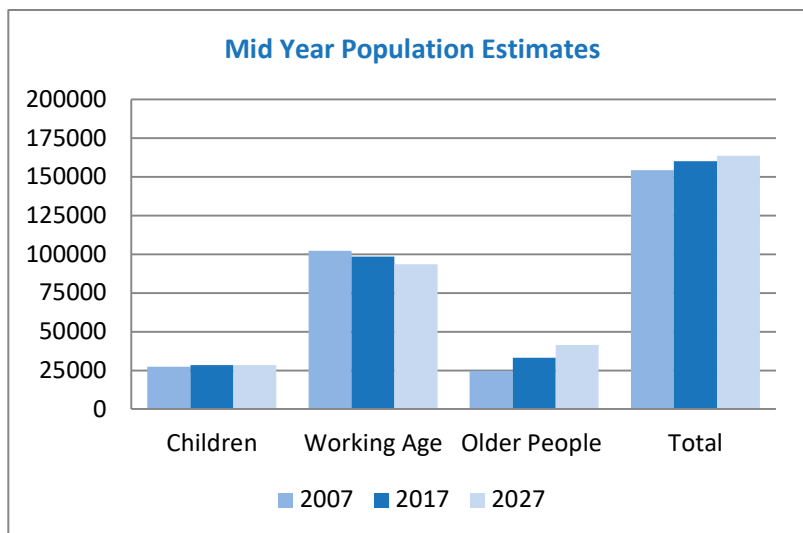


Demographics

The population of Ards and North Down Borough Council area is projected to grow by 2.2% from 2017 to 2027. This growth will be concentrated within the 65 plus age group. Children and older people populations are both projected to increase by 0.5% and 25% respectively while the working age population will decrease by 5.1%.

The average household size is projected to decrease from 2.38 to 2.33 while the number of households is projected to increase by 3,393

from 66,147 to 69,540 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.



Economic Context

Local economic performance and peoples' economic circumstances affect demand for housing and individual housing choices. Within the borough, there are 37,898 jobs, 5% of all jobs across Northern Ireland. The Labour Market Structure shows 78% of the working age population are economically active, compared to 74% across Northern Ireland. In 2018, the weekly basic full-time median wage for residents in the area was £480.00, an increase of just £0.90 on the previous year. This compares to the overall Northern Ireland weekly basic full-time median wage of £480.10, an increase of £16.60 on the 2017 figure, £463.50 per week.

There are 4,555 registered businesses in the borough, 6% of all businesses in Northern Ireland. 88% of businesses are micro businesses, employing nine or less employees. The services sector within the Borough has the largest number of VAT/PAYE registered businesses at 68%, significantly above the Northern Ireland average of 55%. The number of businesses within the construction and production sectors is generally similar to that of Northern Ireland at 13% and 7% respectively. The agriculture sector however is significantly under represented at 13% compared to 25% at Northern Ireland level. In 2017, the business birth rate in Ards and North Down was 11% and the business death rate was 8.8%, indicating that the business base grew by 2.2% in this year. This level of growth was lower than the NI average of 3.1%.

While Ards and North Down has many significant assets, including the quality of its natural environment, the skills and education of its people and geographic proximities to market opportunities, it faces many challenges chiefly, low levels of economic productivity, commuters travelling elsewhere for employment and an ageing population. Political and policy uncertainty both in Northern Ireland and on the national / international stage add to the challenges faced by the borough.

Housing Market Context

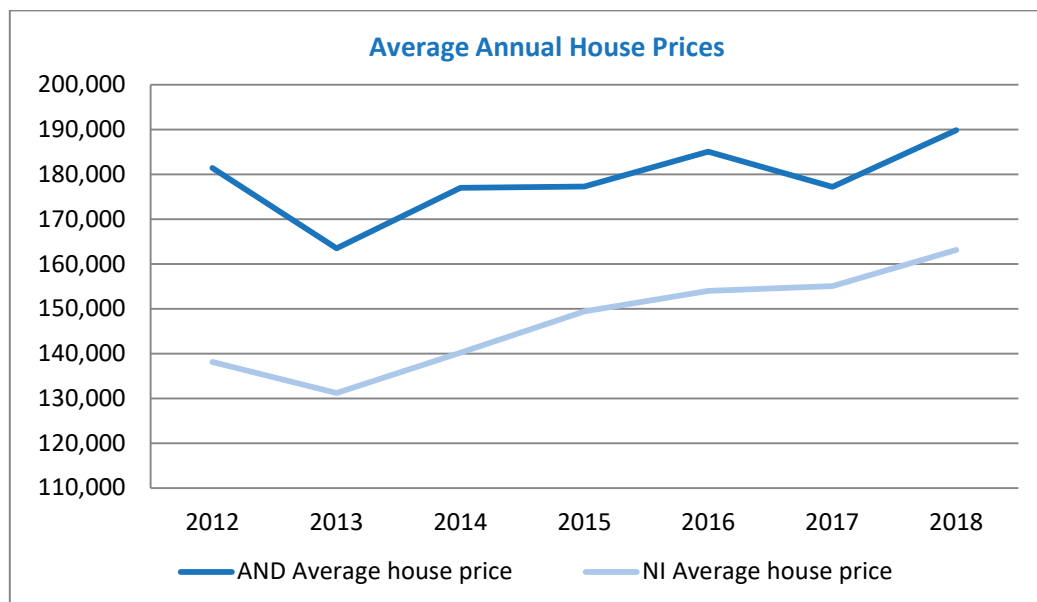
While the housing market has improved over the past number of years, structural issues remain that could adversely affect the economy and household finances in the near future. High levels of negative equity remain an issue. While rising house prices mean more homeowners are coming out of negative equity, 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 HGI projected new dwelling requirement of 7,100 for 2012/25. This data will inform the Council's 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

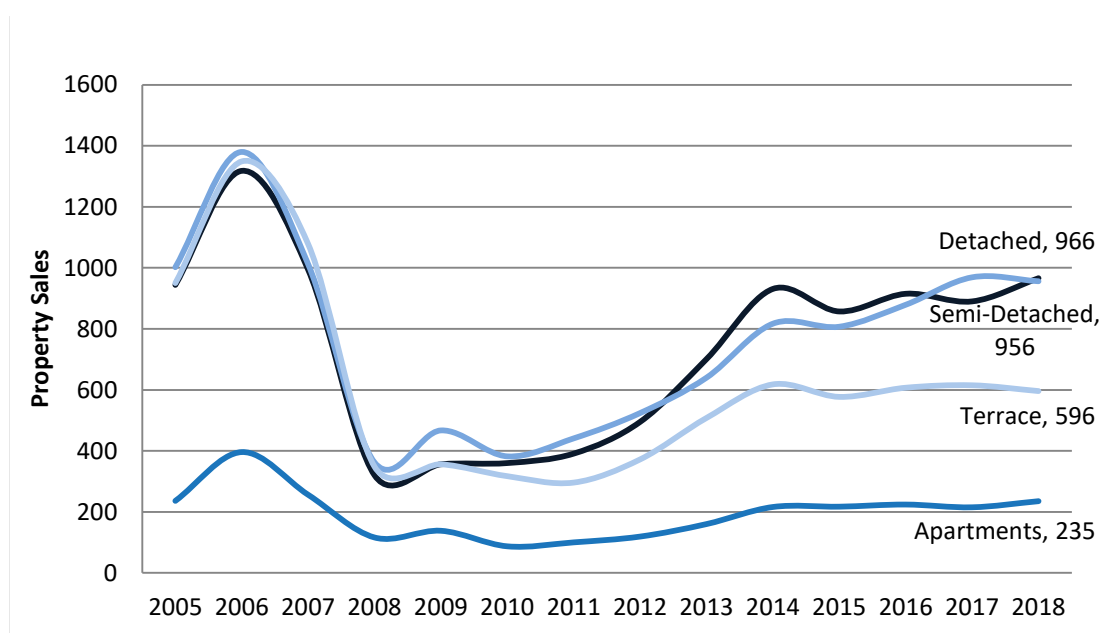
Land and Property Services (LPS) state that the average house price in Ards and North Down, at Q4 2018 (Sept – Dec) was £153,417, which is the second highest average price of all Northern Ireland Council areas behind Lisburn and Castlereagh. It represents a 4.5% change over 12 months and 0.3% change on the previous quarter.

The average annual figure for the borough in 2018 was £189,840, an increase of 7% over the comparable 2017 position and higher than the Northern Ireland figure of 5.2%, see chart below. While there were weaker rates of price growth in the most recent quarter overall the borough's housing market remains in a generally stable and healthy position. To ensure this is maintained there is a requirement for continued investment in new and existing housing stock to maintain the supply of quality dwellings necessary for a healthy housing market and sustainable residential property ownership.



Source: Ulster University

Houses sales in Ards and North Down have decreased from 3,132 in 2005 to 2,753 in 2018, with 2006 demonstrating the highest number of sales in that period. The following chart shows house sales by house type across the borough with detached properties comprising the highest number of sales at 35%. Popular locations in the borough include Bangor, Newtownards, Holywood and Comber.



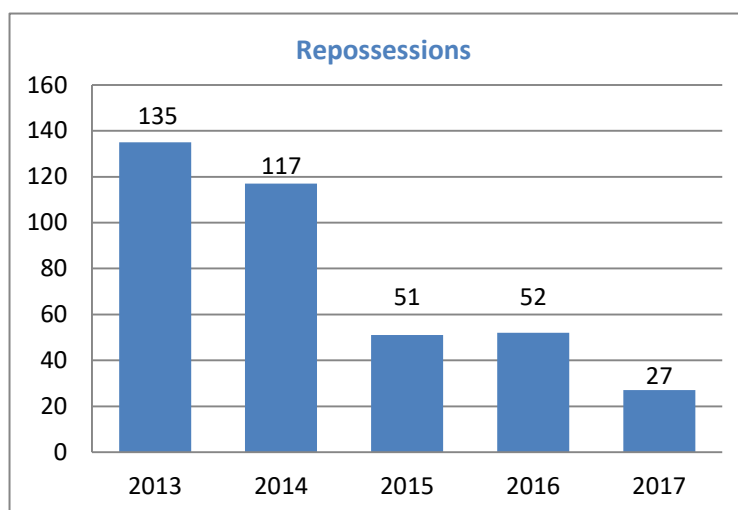
Source: Dept of Finance

Despite lower house prices and low interest rates, negative equity and rigorous bank lending practices have constrained the housing market. While house prices in Northern Ireland still remain the cheapest in the UK, house price inflation continues to outstrip wage growth, pushing up loan to income ratios in the process. While this has not been a barrier to home ownership, for many in the borough, where house prices increased by 4.5% over the year to Q4 2018, it has proved difficult to access the property ladder. Market opinion remains generally positive however and reports an under-supply as the market continues to recover from the bottom of the property cycle.

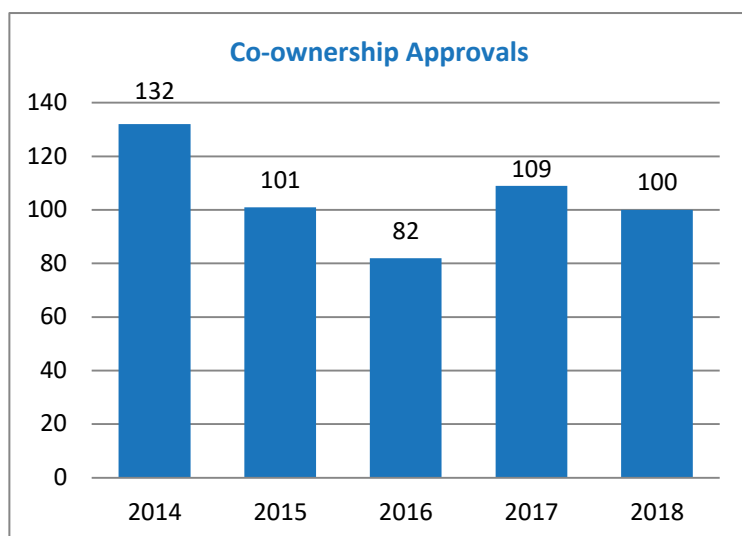
Local estate agents have reported that the local housing market is slowly improving. First time buyers and existing home owners are performing strongly followed by buy to let investors. Currently the highest number of buyers originates from within the 25-39 age range with three bed semi-detached houses the most popular property type purchased. The private rental market remains buoyant in the borough, both urban and rural areas. Local estate agents confirm that the number of enquiries / sales is continuing to increase with sales predominately from those who are upscaling or downscaling property.

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.

During 2017, there were 27 repossessions within Ards and North Down a decrease of 48% over the previous year.



Source: DfC

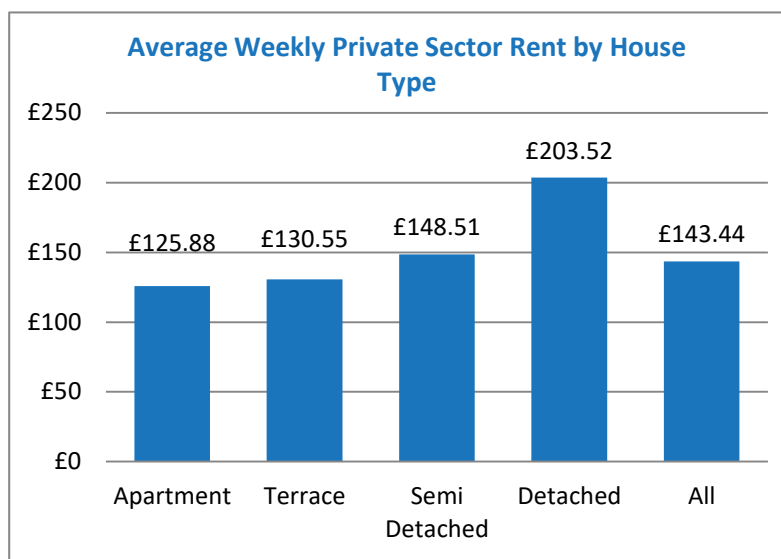


Source: Co-ownership Housing Association

Low income households can find difficulty accessing the owner occupied market creating demand for intermediate housing. The Housing Executive estimates intermediate housing demand for the borough at approximately 89 units per annum for the 2018 to 2028 period. Co-ownership had an active stock of 1,252 dwellings at March 2019, highest figure outside of Belfast, 100 of which were purchased during 2018/19. This reflects the opportunities this scheme provides in the current housing market environment.

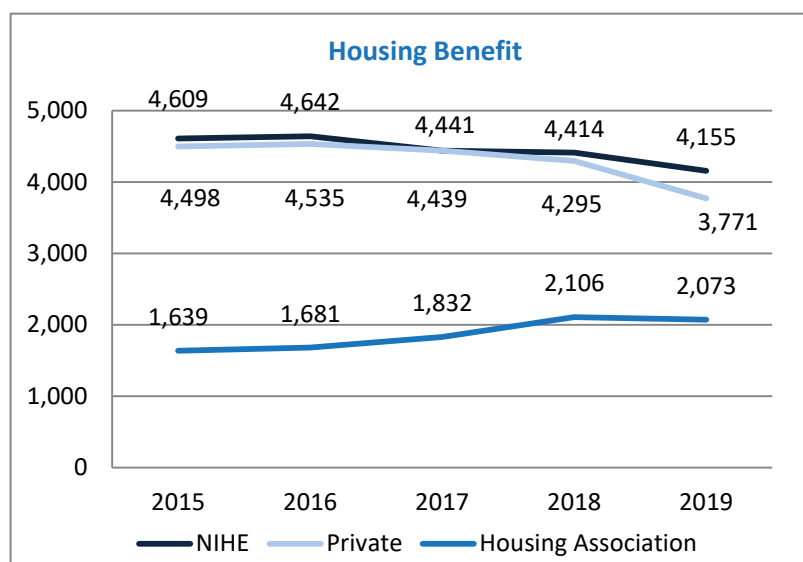
Private Rented Sector (PRS)

The private rented sector across the borough has seen an unprecedented increase in its tenure share between 2001 and 2019. The Ards and North Down rental market has the highest lettings outside of Belfast during the first half of 2018 at 1,202 followed by Armagh, Banbridge and Craigavon, 878. (Performance of the Private Rental Market in Northern Ireland H1 2018 Issue No 11: UU) The overall average rent in the borough was £621.57 per month, a marginal increase over the year (1.3%) with relatively little change in average rents across the respective property types. The average weekly figures are shown in the chart opposite.



Source: Ulster University

The PRS accounts for 12.5% of all tenure types in the borough, larger than social housing and continues to play a critical role in the local housing market providing much needed accommodation for all household types. Local estate agents comment that demand is currently highest for rental accommodation across the borough from those aged between 18-24 and semi-detached houses the most popular property type.



Source: NIHE

Housing Benefit plays a vital role in supporting the private rented sector. At March 2019, there were 3,771 private tenants in receipt of Housing Benefit in the borough, a 12.2% reduction on the comparable 2018 position. A key factor in this reduction is the introduction of Universal Credit. At March 2019 there were 334 NIHE tenants claiming Universal Credit in the borough.

Rising levels of temporary employment, growing social housing waiting lists, lending restrictions and

high levels of negative equity will ensure that the private rented sector continues to occupy an important role.

Within Ards and North Down, 6,382 private rented properties were registered by 4,895 landlords under DfC's Landlord Registration scheme at March 2019. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Ards and North Down Borough falls within the South East Broad Rental Market Area (BRMA). The local housing allowance for 2 bed dwellings within the South East BRMA is £95.88 and for 3 bed dwellings is £106.01.

Despite the availability of discretionary housing payments, some tenants are now struggling to make up the difference between Housing Benefit allowance and rental charge. To help sustain a tenancy in the private sector local housing teams in the Bangor and Newtownards offices are, in certain situations, holding an intervention with a landlord to prevent a tenancy from failing. Customer support is at the core of our work and this has been reflected in the high level of customer satisfaction recorded during surveys carried out throughout the year.

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

- high demand for private rental throughout the borough, particularly in Newtownards and Bangor;
- difficulty in saving for a deposit to buy a home;
- job and income uncertainty;
- availability of Private Housing Benefit;
- very high demand and low turnover in the social housing sector and;
- negative equity forcing some owners to let rather than sell.

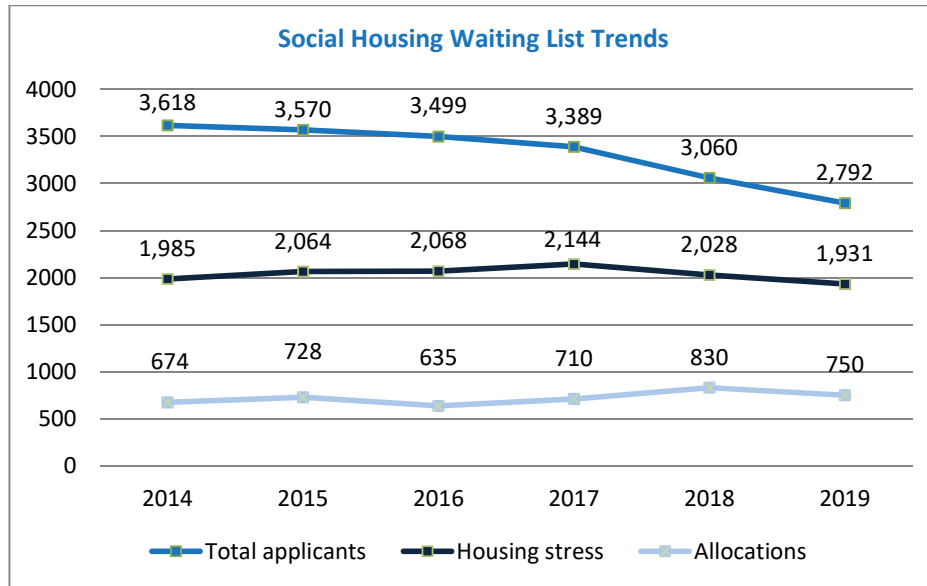
Rented accommodation is now the accommodation of choice for many households, and especially younger households on lower incomes who in previous decades would have become first time buyers. Much of the housing available for rent has traditionally been three bedroom stock, which can be a mismatch for the 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 134 are in Ards and North Down Borough.

Social Housing Sector

Housing need for the borough remained at a consistently high level between 2014 and 2019. At March 2019 there were 2,792 applicants on the waiting list for Ards and North Down with 1,931 in housing stress. There were 750 allocations over the year. The total number of applicants has been gradually decreasing over the five year period which can be attributed in some measure to the consistently high level of new build in the borough.

The five-year assessment for 2018-23 shows a need for 872 units in Ards and North Down. Need is greatest in Bangor, Newtownards, Holywood and Comber. Single persons and older person households comprise 68% of the housing stress waiting list in the borough 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 lands. Increasingly, areas of housing need are emerging in locations where the Housing Executive does not own land.



Source: NIHE

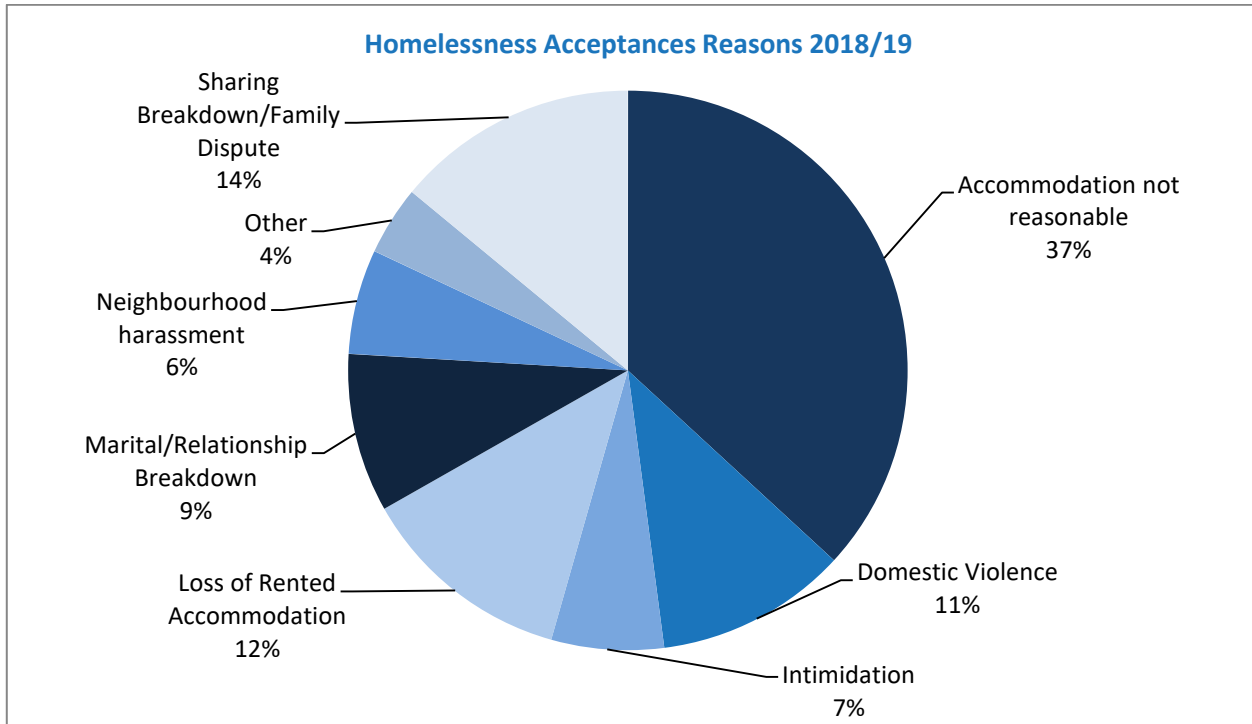
Homelessness

The number of households presenting as homeless has decreased from 1,659 at March 2018 to 1,565 at March 2019. There has also been a decrease in applicants being awarded 'Full Duty Applicant' status (statutorily homeless) over the same period.

| Year | No. of homeless presenters | No. of homeless acceptances | Households placed in temporary accommodation |
|---------|----------------------------|-----------------------------|--|
| 2014/15 | 1,566 | 1,056 | 196 |
| 2015/16 | 1,408 | 946 | 207 |
| 2016/17 | 1,483 | 961 | 185 |
| 2017/18 | 1,659 | 1,160 | 208 |
| 2018/19 | 1,565 | 1,156 | 165 |

Source: NIHE

The following chart shows the causal factors for applicants accepted as homeless in Ards and North Down during 2017/18. 50% of homelessness acceptances were due to accommodation not being reasonable or family dispute/sharing breakdown. Other significant reasons include loss of rented accommodation, marital breakdown, domestic violence and neighbourhood harassment.



Source: NIHE

There is a range of temporary accommodation available in Ards and North Down including 145 privately owned single lets and six hostel placements.

Supporting People

£5.77m was spent delivering the Supporting People Programme for 2018/19 with £5.84m approved for 2019/20. Appendix 5 details Supporting People financial information for the borough and Appendix 3 shows supported schemes that have completed, are on-site or programmed.

The local office works closely with the Belfast Community Mission (BCM) supported housing project in Bangor which opened during 2018/19. The project aims to support vulnerable young people aged 16-21 to develop the skills to live independently in the community. This new scheme now allows a gradual transition from residential to independent living within the borough.

The Bangor scheme contains 12 supported housing units, five are managed by the South Eastern Health and Social Services Trust and seven are managed by BCM in partnership with the Housing Executive. Five of the seven units supported by the Housing Executive are for 18-21 year olds who can stay for a maximum of two years. The remaining two units are for 16-17 year olds who require emergency 10 day assessment.

BCM and the Housing Executive work together to help the service user:-

- Increase motivation and ability to accept responsibility.
- Improve self-care and independent living skills.
- Improve money management skills and more effective personal administrative skills.
- Increase awareness of the impact of drugs, alcohol and solvent misuse, enabling informed decision making.
- Increase awareness of their physical health and the ability to avoid serious harm.

- Enhance understanding of their emotional and mental health needs and develop appropriate coping mechanisms.
- Spend more time engaged in meaningful activities.
- Acquire appropriate accommodation and the skills necessary to maintain their tenancy.
- Identify factors contributing to their offending behaviour and make appropriate changes.

The project has proved very successful, with other BCM supported houses located in Belfast, Dungannon and Magherafelt.

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 most acute in Groomsport and Crawfordsburn where sites have and are proving difficult to obtain. To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 69 housing units planned (See Appendix 3).

During 2018/19, 311 units were completed across Ards and North Down, including developments at Clifton Special Care School, Bangor and Killard School, Newtownards. At March 2019, there were 243 units on-site including schemes at Faulkner Road and Bloomfield Road, Bangor. When possible, we seek to provide social housing on land owned by the Housing Executive. 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.

Work is continuing on the development of an Accessible Housing Register (AHR). This will allow social landlords to make more effective use of their existing adapted stock. Within Ards and North Down Borough Council area there is a residual need, over the period 2018/23, for 59 generic wheelchair units. There are currently 68 applicants on the waiting list at March 2019 requiring wheelchair accommodation, an increase of 3% over the comparative 2017 position, with 65 of these applicants in housing stress and 24 allocations over the past year.

During 2018/19 the Housing Executive spent £2.71m on 573 adaptations to their properties. 47 Disabled Facilities Grants were approved and 50 completed, spending £1.14m.

Disabled Facilities Grants (DFG's)

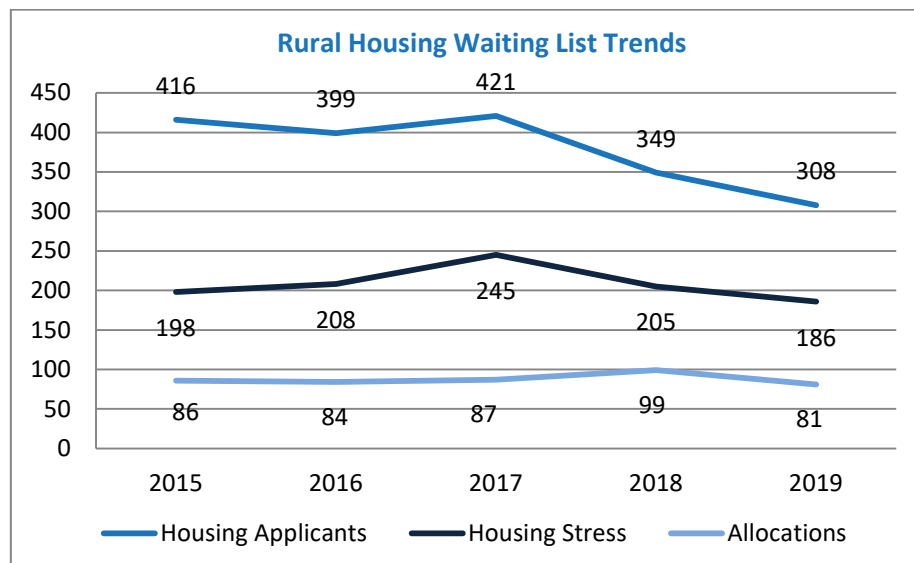
| Year | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------|---------|---------|---------|---------|---------|
| Approved | 76 | 66 | 69 | 87 | 47 |
| Funding £k | 1,228 | 905 | 1,172 | 1,140 | 1,140 |

Source: NIHE

Rural Areas

Outside urban settlements, the Ards and North Down Borough Council area encompasses a significant rural landscape which is renowned for its rich diversity of scenic countryside, picturesque coastline and beautiful villages. For this reason demand for rural housing generally exceeds available supply. At 31 March 2019

there were 186 rural applicants in housing stress, a 9.3% decrease over the previous year. There were 81 allocations over the year to March 2019.



Source: NIHE

For many young rural households within Ards and North Down 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. During 2019/20 should a housing need within the borough be identified, the latent demand testing programme will be reviewed.

Community Planning

One of the functions of Ards and North Down Borough Council is community planning which is about planning holistically for the borough to ensure greater collaboration between statutory agencies to achieve better outcomes for local people. The Community Plan 'The Big Plan for Ards and North Down' was officially launched in April 2017 and details outcomes to be achieved within the geographical area and is the umbrella plan that other plans and public agencies should look to for guidance and direction. Thematic groups have been set up to identify and deliver actions that will best achieve our planned outcomes and assign specific actions against lead partners.

Social Wellbeing Group

The Housing Executive, one of the lead partners, is represented on the Social, Economic and Environmental Wellbeing Groups. The Ards and North Down Area Manager sits on the Social Wellbeing Group and has contributed to the Outcome 'All people in Ards and North Down fulfil their lifelong potential' by reporting on the progress of the Housing Executive homeless strategy as well as the work the organisation is doing to mitigate the impact of the Welfare Reform agenda.

The Area Manager has also contributed to the Outcome 'All people in Ards and North Down live in communities where they are respected, are safe and feel secure' by reporting on progress of the Housing Executive's Community Cohesion Strategy, Community Involvement Strategy and the Community Safety Strategy. The Area Manager has been able to report on the positive impact of our work by highlighting that

the number of applicants presenting as homeless during 2018/19 has fallen (5.6%) when compared with the previous year. The number of anti-social behaviour incidents being reported to the Housing Executive has also been falling over the last three years which mirrors the downward trend being reported by the PSNI.

Environmental Wellbeing Group

The Housing Executive is a lead partner on the Environmental Wellbeing Group with a representative from Placeshaping South Region Chairing the group. We contribute on Outcome 5 'Feel pride from having access to a well-managed sustainable environment' by taking the lead on '5.2.6 Deliver affordable quality homes across all tenures to meet the needs of people and provide a connection to communities and families'. We work with partners from the Council, NI Water and RNIB on completing this headline action.

The Housing Executive provides baseline information including trend analysis showing a decline in the total applicants on the waiting list and a decline in housing stress. The baseline figures reported against this action are linked to action 1.2.4 (Homelessness). There is likely a correlation between the positive work reported to address people with the potential to become homeless and the decline in applicants on the waiting list for social housing.

Local Development Plan

The Ards and North Down Local Development Plan (LDP) will replace the current statutory development plans that apply to the Borough as follows:

- North Down and Ards Area Plan 1984-1995
- Bangor Town Centre Plan 1995
- Belfast Urban Area Plan 2001 for that part of Knocknagoney which is now within Ards and North Down Borough area
- Ards and Down Area Plan 2015
- Draft Belfast Metropolitan Area Plan 2015

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 Council's timetable has been agreed and published with the Council's Preferred Options Paper (POP) launched on 25 March 2019. The consultation period for the POP ran for 12 weeks from 17 May – 9 August 2019. The next stage will involve the publication of a Draft Plan Strategy which is a public consultation document (not the final plan). This shall give an indication of the Council's intentions regarding the future development of the Borough and is a key part of the public participation process.

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.

Projected spend for Ards and North Down during 2019/20 is £23.60 million with planned and response maintenance work accounting for £6.73 million and £3.37 million. The importance of continuing to provide and fund housing related support services to help people live independently within the community sees £5.84 million approved to deliver the Supporting People Programme during 2019/20. £2.23 million has also been approved to help fund adaptations for those with a disability.

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 £36.33 million for Ards and North Down Borough Council area. Housing expenditure and projected housing investment is set out overleaf.



66a-78 Bloomfield, Road, Bangor (Clanmil HA)

Ards and North Down actual/projected public sector housing spend

| Activity areas | Actual spend £m 2018/19 | Projected spend £m 2019/20 |
|---|----------------------------|-------------------------------|
| Stock Improvements | 0.47 | 3.93 |
| Adaptations for Persons with a Disability (APD's) | 2.71 | 2.23 |
| Planned Maintenance Work (planned, cyclical and MS running costs) | 3.68 | 6.73 |
| Grounds Maintenance | 0.48 | 0.37 |
| Response Maintenance | 3.40 | 3.37 |
| Private Sector Grants | 1.22 | 1.13 |
| Supporting People | 5.77 | 5.84 |
| Community Development | 0.08 | * |
| Investment in New Build** | 18.35 | *** |
| Boiler Replacement Scheme | 0.17 | **** |
| Total | 36.33 | 23.60 |

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.

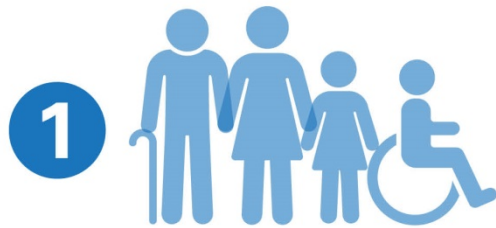
**** Demand led, therefore budget cannot be allocated.

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.

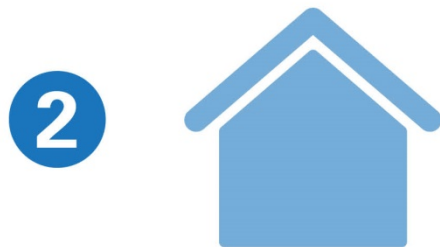


Newtownards Road, Comber (Apex HA)

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. | 1,565 homeless presenters and 1,156 homeless acceptances. 23 clients were sustained in tenancies and homelessness was prevented. | Development and publication of the Chronic Homelessness Action Plan. Implementation of year one actions in Chronic Homelessness Action Plan. | 3B 3C 4A |
| 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 in order 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. | 1C |
| 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. | 5C |

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|---|---|---|----------------------|
| £5.81m has been approved to deliver the Supporting People Programme for 2018/19. | <p>£5.77m was spent delivering the Supporting People Programme for 2018/19.</p> <p>74 accommodation based schemes for 1,369 service users.</p> <p>Seven floating support schemes for 286 service users.</p> | £5.84m has been approved to deliver the Supporting People Programme for 2019/20. | 1C 2C 3B |
| The gross, three-year (2018/21) SHDP contains one supported scheme for seven units. | At 31 March 2019 two supported schemes for 19 units were on-site: Kimberley House, Newtownards and North Down Leaving Care, Bangor. | The gross, three-year (2019/22) SHDP contains no supported housing schemes for the Borough Council area. This will be kept under annual review. | 1C 2C 3B 5C |
| Where possible wheelchair units will be incorporated within the 2018/21 Social Housing Development Programme. The Wheelchair Standard Accommodation target for general needs new build for 2018/19 is 7%. | 17 wheelchair units were on-site at March 2019. 18 wheelchair units completed during the year. | The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%. | 1C 2C 3B 5C |
| NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI. | NIHE approved 47 DFGs with an actual expenditure of £1.4m during 2018/19. 50 DFGs completed during the year. | NIHE has funding of approximately £10m for DFGs for the private sector in 2019/20 across NI. The funding for Ards and North Down is £1.01m. | 1C 2C 3B 5C |
| NIHE will provide adaptations to their properties as required. | NIHE spent £2.71m on adaptations in 2018/19. | NIHE have a budget of £2.23m to provide adaptations to their properties in Ards and North Down, as required. | 1C 2C 3B 5C |

Outcome 2 – Deliver better homes

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|---|--|---|----------|
| Identifying housing needs, increasing supply of affordable renting and assisting home ownership | | | |
| NIHE will carry out an annual five year projected social housing need assessment for the borough. | Achieved. The five year social housing need for the borough is 872. Need is highest in Bangor, 270 units followed by Newtownards, 193. | NIHE will carry out an annual five-year projected social housing need assessment for Ards and North Down Borough. | 5C |
| NIHE will annually assess demand for intermediate housing for Ards and North Down Borough. | Achieved. The ten year intermediate housing need is 890. | NIHE will annually assess demand for intermediate housing for the borough. | |
| Following completion of agreed new HMA boundaries, NIHE plans to commission further research to undertake a factual analysis of housing systems within at least one of the new housing market areas, with a view to extending this further to all new housing market areas. | 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 Markets Areas. Both Housing Market Area reports are due for completion in March 2020. | 5C |
| This analysis will also include an element of scenario planning. | | | |
| DfC will approve a gross, three-year 2018/21 SHDP. | There are 243 units on-site, of which, 129 units started in 2018/19. There were 311 units completed during 2018/19. | DfC will approve a gross, three-year 2019/22 SHDP. | 5C |
| NIHE will carry out further site identification studies as necessary. | No site identification studies were carried out within Ards and North Down during the year. | Site identification studies have been scheduled for Helen's Bay and Holywood. | 5A 5C |
| 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 100 properties purchased through Co-Ownership in Ards and North Down. | 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. | 4A 5C |
| NIHE and housing associations will implement the House Sales and Equity Sharing Scheme. | 34 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. | 4A 5C |



42 Belfast Road, Comber (South Ulster HA)



Ballycullen Halt, Newtownards (NB Housing)

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|---|---|---|----------------------|
| Improving People's Homes – NIHE Stock | | | |
| Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £6.49m for 24 schemes. | In 2018/19, NIHE spent £3.68m on 11 planned maintenance schemes in the Council area. NIHE completed planned maintenance works to 945 properties: 311 properties received ECM works; 64 received Kitchens; 320 received Heating installations and 250 received double glazing. | Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £6.73m for 35 schemes. NIHE will complete works to 4,210 properties: 2,830 properties will receive ECM works; 130 double glazing; 110 kitchens; 380 BKR; 747 heating installations; four properties will receive capital work and nine properties will receive special scheme work. | 4A 5C |
| Funding for NIHE capital improvement schemes in 2018/19 is £5.95m. | In 2018/19, NIHE spent £0.47m on stock improvement work. | Funding for NIHE stock improvement work in 2019/20 is £3.93m. | 5C |
| 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. | 93.2% of NIHE response maintenance repairs in the borough were carried out to the customers' satisfaction. | NIHE will carry out response maintenance repairs to customers' satisfaction. | |
| Improving People's Homes – Private Stock | | | |
| NIHE will implement the Affordable Warmth Scheme with available funding of £16m for 2018/19 across NI, subject to change following current monitoring round outcome. | In the Council, 587 measures were carried out to 278 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. | 4A 4B 5A 5C |
| NIHE will continue to administer the Boiler Replacement Scheme on behalf of DfC for the period 2016-19 with anticipated funding of £550k for 2018/19 across NI, subject to change following current monitoring round outcome. | In Ards and North Down, 255 properties had boilers replaced at cost of £169k. | 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. | 4A 4B 5A 5C |

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|--|--|---|----------------------|
| Improving People's Homes – Private Stock | | | |
| Funding of discretionary grants will continue in 2018/19. | Discretionary grant approval in 2018/19 was £59k. Renovation grant approval in 2018/19 was £45k. | Funding of discretionary grants will continue in 2019/20. | 5C |
| NIHE will issue mandatory repair grants as required. | There were 20 mandatory repair grants approved in 2018/19, with an approval value of £22k. 20 completed during the year. | NIHE will issue mandatory repair grants as required. | 5C |
| NIHE will continue to fund Home Repair Assistance (HRA) grants. | HRA grants to the value of approximately £14k were approved during 2018/19. | NIHE will continue to fund discretionary HRA grants. | |
| NIHE will register and inspect HMOs for building and management standards. | At March 2019, there were 134 properties registered as HMOs in the Council area. In the past year, 6 Article 80 Notices (fit for number of occupants) and 8 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. | 5C |
| Improving Energy Efficiency | | | |
| NIHE's 2018/21 Energy Efficiency Programme includes 19 schemes at a cost of £9.9m. | In 2018/19, the Energy Efficiency Programme included 462 installations at a cost of £1.83m. | NIHE's 2019/22 Energy Efficiency Programme includes 1,504 schemes at a cost of £4.6m. | 4A 4B 5A 5C |
| 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. Within the council area there are four: Ards Peninsula, Comber Neurodiversity, Millisle and North Down Community Network (NDCN). | Bryson Energy will continue to maintain the Oil Buying Clubs Scheme until the service transitions over to local community groups. | 4A 4B |

Outcome 3 – Fostering vibrant sustainable communities

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|--|--|---|----------------------------|
| Community Planning | | | |
| 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. | Promote housing led regeneration through master planning proposals in urban and village centres. | 5A 5B 5C |
| DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19. | DfC has funded £27k for Areas at Risk and £199k on Neighbourhood Renewal programmes in the Council area for 2018/19. DfC has funded approximately £194k for SPOD in the borough in 2018/19. | DfC hopes to continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20. | 3B 3C 4A 5A 5C |
| NIHE will work with rural communities to identify hidden or 'latent' housing need. These rural locations will be determined following the annual review of the Housing Need Assessment and will take account of any requests from community representatives. | No areas have currently been identified for latent demand testing in the borough during 2019/20. This situation will be reviewed however should a need arise. | Identify rural housing need/demand. | 5C |
| NIHE will implement the Heritage in Housing scheme throughout NI to bring empty town centre properties back into use, addressing blight and providing accommodation for affordable rent. | 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 Townscape Heritage Initiative areas. | 5A 5B 5C |
| 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 throughout N.I. with a total spend of £133,000. One of the eight funded projects was within the borough and received £9k. | The target for the 2019/20 programme is to fund a minimum of seven projects across NI. | 3A 5A 5B 5C |
| NIHE will implement and promote the annual 'Rural Community Awards' competition | The 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. | 1C |

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|---|--|---|----------------------------|
| Building Successful Communities | | | |
| 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. | 1C 4A 4B |
| NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments. | There were three awards totalling £49,500 made by the Social Housing Enterprise Strategy, during 2018/19, in Ards and North Down Borough. | NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments. | 1C 4A 4B |
| 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. | 1C 1D 3A 3B 3C |
| Continue to work to prevent hate harassment. | 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, no HIPA incidents were actioned to in the Council area. | Continue to work to prevent hate harassment. | 3A 3B 3C |
| NIHE will continue to be a designated agency in the PCSPs. | NIHE Area Managers continue to attend their respective PCSP meetings. | NIHE will continue to be a designated agency in the PCSPs. | 3A 3B 3C |
| NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available. | During 2018/19, Northern Ireland Alternatives, a government accredited restorative justice programme, received £40,000 to deliver their Mediation and Community Support programme to NIHE tenants who were in dispute or experiencing anti-social behaviour within Bangor and the North and Greater Shankill areas of Belfast. North Down Alternatives received a third of this money. | NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available. | 3A 3B 3C |

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|--|---|--|----------------------|
| Building Successful Communities | | | |
| NIHE will continue to partner on ASB Forum. | Local office staff continue to work with statutory partners in addressing ASB issues and attend the Anti-Social Behaviour Forum with PSNI and Council to discuss cases of common concern. This work has contributed to the reduction in incidents of ASB recorded by both the PSNI and NIHE throughout the Ards and North Down area. | NIHE will continue to partner on ASB Forum. | 3A 3B 3C |
| NIHE will deal with reported cases of ASB in its estates. | During 2018/19, NIHE dealt with 215 cases of ASB within the Council. | NIHE will deal with reported cases of ASB in its estates. | 3A 3B 3C |
| NIHE will implement bespoke training in good relations for staff and community groups. | NIHE has provided Hate Crime training to staff across the organisation. Patch managers in Ards and North Down work closely with community groups to promote safe and sustainable communities that everyone is happy to live in. | NIHE will implement bespoke training in good relations for staff and community groups. | 3A 3B 3C 4A |
| NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols. | <p>A number of projects and initiatives have been delivered during 2018/19 including the re-imaging of three subways in Holywood, the reimaging of a paramilitary mural in Bloomfield and the creation of a new mural in the Westwinds dedicated to World racing bike champion Jonathan Rea. Other successful projects included work with Kilcooley Womens Centre on a celebration of women event and a community outreach programme in partnership with North Down Cricket Club.</p> <p>£70k was spent during the year on 15 projects promoting community cohesion throughout Ards and North Down.</p> | The BRIC Programme has now completed. | 3A 3B 3C 4A |

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|---|---|---|----------------------------|
| Building Successful Communities | | | |
| NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities. | <p>SCNI continues to support community groups. There is a dedicated Supporting Communities worker for Ards and North Down who provides administrative support to a range of groups across the Borough and helps to drive forward projects / initiatives which meet NIHE corporate objectives.</p> <p>Six community lets received extensions during 2018/19 which provided meeting rooms, allowing the groups to provide improved services to their communities. The project was funded by the Social Investment Fund (SIF) and delivered by NIHE.</p> | NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities. | 1C 3A 3B 3C 4A |



Community Garden, Circular Road, Newtownards.

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|---|--|--|----------------------------|
| Building Successful Communities | | | |
| NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities (continued). | After intensive consultation with political and community representatives a new community garden was created on a former contentious bonfire site on the Circular Road in Newtownards. | NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities. | 1C 3A 3B 3C 4A |
| 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. | 1C 3A 3B 3C 4A |
| Funding of £23k for 2018/19 for Community Grants and HCN will be made available by NIHE. | Approximately £16k was spent during 2018/19 on Community Grants in Ards and North Down. | Funding of £20k for 2019/20 for Community Grants and £4,307 per area HCN will be made available by NIHE. | 1C 3A 3B 3C 4A |



Reimagined mural in Bloomfield Estate, Bangor

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 99.21% of rent during 2018/19. | Increase rent collection to reinvest to improve services. | 5C |
| Reduce arrears to maximise income. | At March 2019 arrears were £991k for the borough. | Minimise arrears to maximise income. | |
| Continue to report Tenancy Fraud statistics to DfC. | Action Plan in place & statistics reported quarterly to DfC. | Monitor and reduce tenancy fraud. | |
| NIHE will: <ul style="list-style-type: none"> • continue to implement welfare reform to the business; • communicate with tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and, • assist DfC deliver the processes necessary to implement reform and associated mitigations. | NIHE has: <ul style="list-style-type: none"> • established a Welfare Reform Project Team; • developed a project plan to manage the introduction of welfare reform; • identified the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • instigated measures to lessen the impacts; and, • worked closely with DfC on the implementation of welfare reform and the mitigation processes. | NIHE will: <ul style="list-style-type: none"> • continue to implement the welfare reform project plan as required; • develop an Income Collection project plan to deal with the impacts of welfare reform • carry out research to help the business plan how to deal with the impacts of welfare reform • communicate with staff, tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and, • assist DfC deliver the processes necessary to implement reform and associated mitigations. | 5C |
| 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 14.6 days. Claim amendments were processed in an average of 3.5 days. | NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days. | 4A |
| 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 0.49% 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. | 5C |

| Plans 2018/19 | Progress | Plans 2019/23 | CP Ref |
|--|--|--|--------|
| 2016/19 Sustaining Tenancy Strategy fully implemented with new ways of working (Build Yes) fully mainstreamed. | The approach outlined in the strategy is now fully operational throughout Housing Executive. A review of the Strategy is complete and findings will be incorporated into the new Strategy. | Develop and implement a new 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. | 1C |
| 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). | 1C |

APPENDICES

Appendix 1 Community Plan themes and outcomes

| Theme | Indicators | Reference |
|--|--|-----------|
| All people in Ards and North Down get a good start in life and fulfil their lifelong potential | Children and Young People | 1A |
| | Older People | 1B |
| | Empowering Communities and Individuals | 1C |
| | Skills and Support for Learning, Life and Employment | 1D |
| All people in Ards and North Down enjoy good health and wellbeing | Early Intervention | 2A |
| | Health Inequalities | 2B |
| | Support for People Caring for People | 2C |
| All people in Ards and North Down live in communities where they are respected, are safe and feel secure | Respectful and Shared Communities | 3A |
| | People at Risk | 3B |
| | Personal Safety | 3C |
| All people in Ards and North Down benefit from a prosperous economy | Deprivation, Employment and Skills | 4A |
| | Entrepreneurs, Social Enterprises, Diversification, Rural Opportunities and Innovation | 4B |
| | Aesthetics of our Business Hubs and Tourism Infrastructure | 4C |
| All people in Ards and North Down feel pride as they have access to a well managed sustainable environment | Understanding the Environment | 5A |
| | The Value of Quality Open and Heritage Spaces | 5B |
| | Physical and Digital Infrastructure | 5C |

Appendix 2 Social Housing Need by Settlement 2018-2023

| Settlement | Social Housing Need 2018-23 |
|---|-----------------------------|
| Newtownards Urban | 193 |
| Bangor Urban | 270 |
| Holywood | 156 |
| Comber | 100 |
| Donaghadee | 31 |
| Groomsport | 42 |
| Ballygowan | 15 |
| Ballyhalbert | 3 |
| Ballywalter | 5 |
| Carrowdore | 6 |
| Cloughey | 4 |
| Crawfordsburn | 9 |
| Helen's Bay | 8 |
| Killinchy | 4 |
| Kircubbin | 5 |
| Lisbane | 2 |
| Loughries | 2 |
| Millisle | 12 |
| Portavogie | 5 |
| Total Social New Build Requirement Ards and North Down | 872 |

Housing need has currently been met in Ballydrain, Greyabbey, Cotton and Portaferry. These areas will be kept under annual review.

New Intermediate Housing Demand for Ards and North Down 2018/28

| Council | Intermediate Housing Demand 2018/28 |
|---------------------|-------------------------------------|
| Ards and North Down | 890 |

Appendix 3 Social Housing Development Programme

Schemes completed April 2018 – March 2019

| Scheme | No of units | Client Group | Housing Association | Policy Theme |
|---|-------------|---------------|---------------------|--------------|
| Killard School, North Road, Newtownards | 79 | General Needs | Clanmil | Urban |
| Talbot Street, Newtownards | 6 | General Needs | Clanmil | Urban |
| Orchard Court, Newtownards ESP* | 1 | General Needs | Choice | Urban |
| Clifton Special Care School, Old Belfast Road, Bangor | 106 | General Needs | Choice | Urban |
| Rathgill Phase B, Bangor (T) | 77 | General Needs | Radius | Urban |
| Design and Build, lands adjacent to 16 Belfast Road, Bangor | 24 | General Needs | Radius | Urban |
| Fold Mews, Bangor ESP* | 1 | Category 1 | Radius | Supported |
| Laburnum Rise, Comber ESP* | 1 | General Needs | Clanmil | Urban |
| 1-11 Old Crow Building, Comber | 11 | General Needs | Ark | Urban |
| Brae Grove, Ballygowan ESP* | 1 | General Needs | Triangle | Rural |
| Castle Cottages, Carrowdore ESP* | 1 | General Needs | Rural | Rural |
| Drumfad Mill, Millisle ESP* | 1 | General Needs | Connswater | Rural |
| Tides Turn, Portavogie ESP* | 1 | General Needs | Choice | Rural |
| Princeton Avenue, Portavogie ESP* | 1 | General Needs | Choice | Rural |
| Total | 311 | | | |

* ESP - Existing Satisfactory Purchase
(T) Transfer Scheme built on NIHE land

Schemes on-site at March 2019

| Scheme | No of units | Client Group | Housing Association | Policy Theme |
|---|-------------|---------------------------|---------------------|--------------|
| Ballycullen Halt, Newtownards | 5 | General Needs | NB | Urban |
| Kimberley House, Newtownards | 7 | Mental Health | Choice | Supported |
| Corner of Faulkner Road / Clandeboye Road, Bangor | 58 | General Needs | Clanmil | Urban |
| 66a-78 Bloomfield Road, Bangor | 56 | General Needs | Clanmil | Urban |
| North Down Young People Leaving Care, Donaghadee Road, Bangor | 12 | Young People Leaving Care | Choice | Supported |
| 375 Old Holywood Road, Holywood | 14 | General Needs | Clanmil | Urban |
| The Spencer, Church View, Holywood | 30 | General Needs | Habinteg | Urban |
| Newtownards Road, Comber | 43 | General Needs | Apex | Urban |
| Elizabeth Gardens, Comber ESP* | 1 | General Needs | South Ulster | Urban |
| Apts 1-8, 42 Belfast Road, Comber | 8 | General Needs | South Ulster | Urban |
| Baytree Lane, Ballygowan ESP* | 5 | General Needs | NB | Rural |
| Saltwalter Close, Ballywalter ESP* | 1 | General Needs | Clanmil | Rural |
| Exchange Mews, Donaghadee ESP* | 2 | General Needs | Choice | Urban |
| Seahaven Drive, Portavogie ESP* | 1 | General Needs | Rural | Rural |
| Total | 243 | | | |

* ESP - Existing Satisfactory Purchase

Schemes programmed 2019/22

| Scheme | No of units | Client Group | Year | Housing association | Policy theme |
|--|-------------|---------------|---------|---------------------|--------------|
| Rathmullan Drive, Newtownards (T) | 9 | General Needs | 2019/20 | Connswater | Urban |
| Craigowen Gate Lodge, 208 Bangor Road, Newtownards | 1 | General Needs | 2019/20 | Clanmil | Urban |
| Ards and North Down ESPs* | 15 | General Needs | 2020/21 | Ark | Urban |
| Dufferin Avenue, Bangor ESP* | 1 | General Needs | 2019/20 | Choice | Urban |
| Savoy Blocks B&C, Bangor | 29 | Older Persons | 2019/20 | Clanmil | Urban |
| 18 Ballywalter Road, Millisle | 11 | General Needs | 2019/20 | Ark | Rural |
| Portavogie ESPs* | 3 | General Needs | 2019/20 | Rural | Rural |
| Total | 69 | | | | |

*Existing Satisfactory Purchase

(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 | Hollywood | 94 |
| | Millisle/ Carrowdore | 141 |
| | Jubilee/ Kilcooley/ Rathgill, Bangor | 64 |
| | Whitehill/ Lisnabreen, Bangor | 12 |
| Double Glazing | Bangor/ Ards | 250 |
| Revenue Replacement (BKR) | Portaferry/ Millisle | 64 |
| Heating Installation | Peninsula 17/18 | 45 |
| | Bangor 15 Year Old Oil Phase 2 17/18 | 2 |
| | Ards 17/18 | 99 |
| | Bangor 18/19 | 90 |
| | Peninsula 18/19 | 84 |
| Total | | 945 |

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 | Hollywood | 58 |
| | Jubilee/ Kilcooley/ Rathgill, Bangor | 48 |
| | Whitehill/ Lisnabreen, Bangor | 432 |
| | Rathgill/ Willowbrook, Bangor | 402 |
| | Donaghadee/ Cotton, Ards | 317 |
| | Comber Phase 2 | 139 |
| | Glen Estate, Ards Phase 2 | 146 |
| | Comber Phase 3 | 94 |
| | Kilcooley Phase 2 | 315 |
| | Bowtown, Ards | 379 |
| | Breezemount/ Conlig | 376 |
| | Ballygowan/ Killinchy | 124 |
| Double Glazing | Bowtown Estate, Ards | 100 |
| | Bangor Previous Refusals | 30 |
| Revenue Replacement Kitchen | Rathgill/ Willowbrook, Bangor | 66 |
| | Bowtown/ Loughries, Ards | 44 |
| Revenue Replacement (BKR) | Glen Bungalows, Ards | 20 |
| | Kilcooley Phase 1, Bangor | 111 |
| | Kilcooley Phase 2 , Bangor | 35 |
| | Comber/ Ballygowan | 87 |
| | Peninsula Phase 1 | 60 |
| | Westwinds, Ards | 47 |
| | Scrabo/ Movilla | 20 |

| Work Category | Scheme | Units |
|----------------------|-------------------------------|--------------|
| Heating Installation | Bangor 18/19 | 31 |
| | Peninsula 18/19 | 19 |
| | Carillion Old Contract Mop Up | 59 |
| | Ards 18/19 | 147 |
| | Glen Bungalows, Ards | 6 |
| | Scrabo Estate, Ards | 79 |
| | Bangor 19/20 | 83 |
| | Peninsula 19/20 | 109 |
| | Glen Estate, Ards | 126 |
| | Ards Misc (2005) | 88 |
| Capital Scheme | Ards Rurals, | 4 |
| Special Scheme | Bloomfield Bungalows, Bangor | 9 |
| Total | | 4,210 |

Note: Some schemes may start and complete in year.

Definition of Work Categories

| | |
|--------------------------------------|--|
| BKR | Bathroom Kitchen Rewiring. |
| External Cyclical Maintenance | Work to the external fabric of a dwelling and its immediate surrounding area. |
| Heating Installation | Replacement of solid fuel or electric heating. |
| Revenue Repair/Replacement | Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units. |
| Double Glazing | Replacement of single glazed with double glazed units. |
| Capital Scheme | Improvement works. |
| Special Scheme | Improvement works to dwellings outside the Improvement to Purpose Built Stock programme. |

Grants Performance 2018/19

| Grant Type | Approved | Approval Value £k | Completed |
|------------------------------|----------|-------------------|-----------|
| Mandatory Grants | | | |
| Disabled Facilities Grant | 47 | 764 | 50 |
| Repairs Grant | 20 | 22 | 20 |
| Discretionary Grants | | | |
| Renovation Grant | <10 | 45 | <10 |
| Replacement Grant | - | 0 | - |
| Home Repair Assistance Grant | <10 | 14 | <10 |
| Total | | 845 | |

Adaptations to Housing Executive stock in 2018/19

| Type of Adaptation | Adaptations 2018/19 | Actual spend 2018/19 £m | Projected Spend 2019/20 £m |
|--|------------------------|-------------------------------|----------------------------------|
| Adaptations for Persons with a Disability (APD's) Starts* | 29 | 2.30 | 1.85 |
| Adaptations for Persons with a Disability (APD's) Completions* | 30 | | |
| Lifts** | 10 | 0.09 | 0.09 |
| Showers** | 87 | 0.19 | 0.15 |
| Minor APD repairs*** | 417 | 0.12 | 0.13 |
| Total | 573 | 2.71 | 2.23 |

*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 | Disability | 30 | 12 | 3,452 | 3,513 | 289 |
| | Homeless | 3 | 3 | 509 | 492 | 32 |
| | Older People | 41 | 7 | 870 | 896 | 1,048 |
| | Sub Total* | 74 | ** | 4,831 | 4,901 | 1,369 |
| Floating Support Services | Disability | 1 | 1 | 259 | 260 | 59 |
| | Homeless | 4 | 4 | 452 | 454 | 153 |
| | Older People | 1 | 1 | 41 | 41 | 26 |
| | Young People | 1 | 1 | 184 | 185 | 48 |
| | Sub Total* | 7 | ** | 936 | 941 | 286 |
| Grand Total* | | 81 | ** | 5,767 | 5,842 | 1,655 |

* 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 | |
| Newtownards Urban | 322 | 547 | 1,100 | 0 | 7 | 1,976 | 15 |
| | 34 | 135 | 1,760 | 20 | 11 | 1,960 | |
| Comber | 181 | 17 | 198 | 0 | 5 | 401 | 5 |
| | 67 | 16 | 637 | 0 | 62 | 782 | |
| Donaghadee | 115 | 130 | 153 | 0 | 4 | 402 | 3 |
| | 36 | 31 | 282 | 1 | 20 | 370 | |
| Ballygowan | 35 | 0 | 35 | 0 | 4 | 74 | 0 |
| | 42 | 0 | 140 | 0 | 26 | 208 | |
| Ballyhalbert | 5 | 0 | 2 | 0 | 3 | 10 | 0 |
| | 16 | 0 | 9 | 0 | 8 | 33 | |
| Ballywalter | 49 | 6 | 56 | 0 | 21 | 132 | 2 |
| | 20 | 0 | 137 | 0 | 14 | 171 | |
| Carrowdore | 41 | 0 | 29 | 0 | 9 | 79 | 0 |
| | 13 | 0 | 55 | 0 | 23 | 91 | |
| Cloughey | 11 | 0 | 1 | 0 | 9 | 21 | 0 |
| | 19 | 0 | 15 | 0 | 10 | 44 | |
| Greyabbey | 31 | 0 | 22 | 0 | 14 | 67 | 1 |
| | 50 | 0 | 84 | 0 | 13 | 147 | |
| Killinchy | 16 | 0 | 7 | 0 | 1 | 24 | 0 |
| | 34 | 0 | 42 | 0 | 10 | 86 | |
| Kircubbin | 48 | 0 | 51 | 0 | 16 | 115 | 2 |
| | 64 | 0 | 123 | 0 | 38 | 225 | |
| Millisle | 51 | 11 | 70 | 0 | 7 | 139 | 1 |
| | 34 | 1 | 116 | 0 | 42 | 193 | |
| Portaferry | 103 | 8 | 57 | 0 | 12 | 180 | 2 |
| | 86 | 0 | 267 | 0 | 67 | 420 | |
| Portavogie | 46 | 7 | 13 | 0 | 13 | 79 | 0 |
| | 77 | 1 | 59 | 0 | 10 | 147 | |
| Ballydrain | 7 | 0 | 4 | 0 | 3 | 14 | 0 |
| | 20 | 0 | 11 | 0 | 2 | 33 | |
| Cotton | 4 | 0 | 11 | 0 | 10 | 25 | 0 |
| | 4 | 0 | 26 | 0 | 20 | 50 | |
| Lisbarnet | 11 | 0 | 1 | 0 | 0 | 12 | 0 |
| | 11 | 0 | 33 | 0 | 2 | 46 | |
| Loughries | 8 | 0 | 2 | 0 | 1 | 11 | 0 |
| | 32 | 0 | 27 | 0 | 10 | 69 | |
| Ards Total | 1,084 | 726 | 1,812 | 0 | 139 | 3,761 | 31 |
| | 659 | 184 | 3,823 | 21 | 388 | 5,075 | |
| Bangor Urban | 431 | 560 | 927 | 0 | 25 | 1,943 | 22 |
| | 43 | 171 | 1,709 | 0 | 33 | 1,956 | |
| Holywood | 97 | 196 | 138 | 31 | 0 | 462 | 6 |
| | 5 | 114 | 623 | 43 | 0 | 785 | |

Sold Stock in bold

| Common Landlord Area | Bung (i) | Flat | House | Mais (ii) | Cottage | Total | Void * |
|----------------------------------|------------|------------|--------------|-----------|------------|--------------|-----------|
| Groomsport | 42 | 1 | 12 | 0 | 5 | 60 | 0 |
| | 39 | 3 | 84 | 0 | 10 | 136 | |
| Crawfordsburn | 17 | 0 | 3 | 0 | 1 | 21 | 1 |
| | 32 | 0 | 1 | 0 | 3 | 36 | |
| Helen's Bay | 14 | 0 | 14 | 0 | 1 | 29 | 0 |
| | 4 | 0 | 47 | 0 | 16 | 67 | |
| North Down Total | 601 | 757 | 1,094 | 31 | 32 | 2,515 | 29 |
| | 123 | 288 | 2,464 | 43 | 62 | 2,980 | |
| Ards and North Down Total | 1,685 | 1,483 | 2,906 | 31 | 171 | 6,276 | 60 |
| | 782 | 472 | 6,287 | 64 | 450 | 8,055 | |

*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 |
|----------------------------------|--------------------|-----------------|-------------|
| Newtownards Urban | 636 | 443 | 202 |
| Comber | 237 | 165 | 50 |
| Donaghadee | 126 | 82 | 41 |
| Ballygowan | 27 | 22 | <10 |
| Ballyhalbert | <10 | <10 | 0 |
| Ballywalter | 45 | 32 | 13 |
| Carrowdore | 21 | 13 | <10 |
| Cloughy | <10 | <10 | 0 |
| Greyabbey | 14 | <10 | <10 |
| Killinchy | 21 | 13 | <10 |
| Kircubbin | 34 | 17 | <10 |
| Millisle | 46 | 23 | 11 |
| Portaferry | 40 | 18 | 19 |
| Portavogie | 16 | 13 | 14 |
| Ballydrain | 0 | 0 | 0 |
| Cotton | <10 | 0 | 0 |
| Lisbarnet | <10 | <10 | <10 |
| Loughries | <10 | <10 | 0 |
| Ards Total | 1,284 | 861 | 374 |
| Bangor Urban | 1,156 | 828 | 336 |
| Holywood | 277 | 188 | 29 |
| Crawfordsburn | 19 | 13 | 0 |
| Groomsport | 49 | 37 | 11 |
| Helen's Bay | <10 | <10 | 0 |
| North Down Total | 1,508 | 1,070 | 376 |
| Ards and North Down Total | 2,792 | 1,931 | 750 |

Appendix 8 Management Team contact details

| Landlord Services | | |
|---|-------------------|--|
| All enquiries 03448 920 900 | | |
| Office | Contact | Contact Information |
| Newtownards Office 28 Court Street Newtownards BT23 7NX | | newtownards.district@nihe.gov.uk |
| Bangor Office 2 Alfred Street Bangor BT20 5DH | | bangor@nihe.gov.uk |
| South Regional Manager Marlborough House Central Way Craigavon BT64 1AJ | Comghal McQuillan | comghal.mcquillan@nihe.gov.uk |
| Ards & N Down Area Manager 28 Court Street Newtownards BT23 7NX | Owen Brady | owen.brady@nihe.gov.uk |
| Assistant Ards and North Down Manager Newtownards Office | Alison Methven | alison.methven@nihe.gov.uk |
| Team Leader Patch Management Newtownards Office | Jill Gallagher | jill.gallagher@nihe.gov.uk |
| Team Leader Patch Management Bangor Office | Steven McBurney | steven.mcburney@nihe.gov.uk |
| Team Leader Housing Solutions Newtownards & Bangor | Sarah Coffey | sarah.coffey@nihe.gov.uk |
| Ards & N Down Maintenance Manager | Paul Shepherd | paul.shepherd@nihe.gov.uk |

| Regional Services | | |
|--|--|--|
| All enquiries 03448 920 900 | | |
| Office | Contact | Contact Information |
| Land and Regeneration Services 2 Adelaide Street Belfast, BT2 8PB | Elma Newberry Assistant Director | elma.newberry@nihe.gov.uk |
| Central Grants 2 Adelaide Street Belfast, BT2 8PB | Danny O'Reilly Senior Principal Officer | daniel.o'reilly@nihe.gov.uk |
| Place Shaping South Marlborough House Central Way Craigavon BT64 1AJ | Ailbhe Hickey Head of Place Shaping | ailbhe.hickey@nihe.gov.uk |
| Development Programme Group 2 Adelaide Street Belfast, BT2 8PB | Roy Baillie Head of Development Programme Group | roy.baillie@nihe.gov.uk |
| Strategic Partnerships 2 Adelaide Street, Belfast BT2 8PB | Anne Sweeney Assistant Director | anne.sweeney@nihe.gov.uk |

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. |

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| 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. |