

Armagh City, Banbridge and Craigavon

Housing Investment Plan
2019-2023



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

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



PEOPLE

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

PROPERTY

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

PLACES

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

We have **4** high level outcomes:

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

We have **1** set of values:

Making a difference;
Fairness;
Passion;
Expertise

Housing
Executive

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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

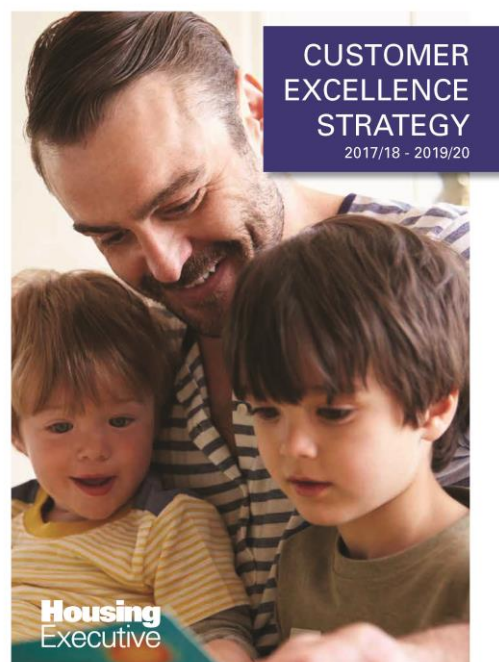
As the strategic housing authority in Northern Ireland, the Housing Executive has a statutory responsibility to regularly examine housing conditions and need, and may also conduct or promote research into any matter relating to any of its functions. Some of the key projects provide data on an ongoing 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 has published the '[Definition of Affordable Housing](#)' Consultation Paper with consultation ending on 13 September 2019. The overall aim of this work is to agree a clear definition of affordable housing that can be applied consistently in legislation, policy, local plans and in practice.

Community Asset Transfer

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

Local Context

Covering an area of 554 square miles with a population of over 211,000, Armagh City, Banbridge and Craigavon Borough Council (ACBCBC) is the second largest council in Northern Ireland, extending from the southern shores of Lough Neagh to the foothills of the Mourne in the east, to the Blackwater Valley in the west. The borough comprises a diverse mix of attractive rural and urban landscapes as well as an abundance of heritage assets. The key urban centres of Armagh City, Central Craigavon, Portadown, Lurgan and Banbridge benefit from their strategic position on the Belfast/Dublin and Belfast/Enniskillen/Sligo Economic Corridors.



Armagh City, Banbridge and Craigavon Borough Council was formed on 1 April 2015 by the merging of the City and District of Armagh, Banbridge District and the majority of the Borough of Craigavon. The Borough Council consists of 41 Elected Members who represent the seven electoral areas of:-

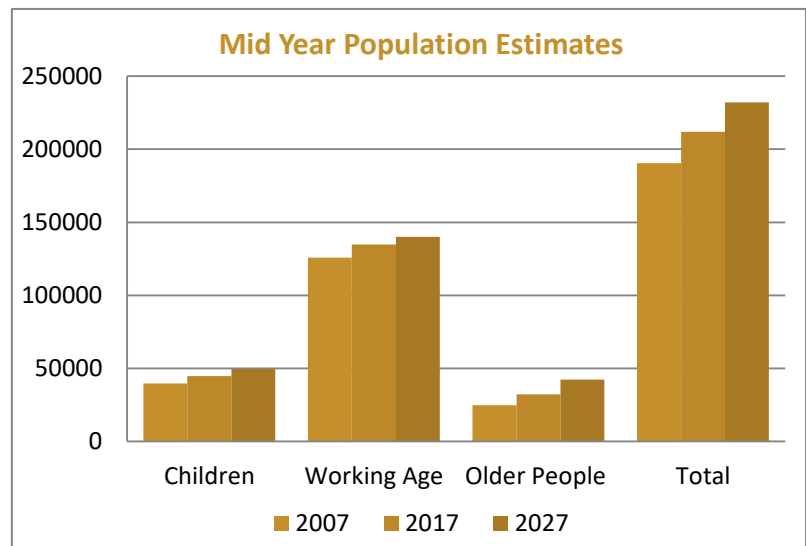
- Armagh
- Banbridge
- Craigavon
- Cushier
- Lagan River
- Lurgan
- Portadown

The Elected Members represent the interests of their constituents and ensure the views of their electoral areas and the entire population of the borough are reflected in the decisions that the Council take.



Demographics

The population of the borough is projected to grow by 9.5% from 2017 to 2027. This growth, 31.5%, will be concentrated mainly in the 65 plus age group. The number of children in Armagh City, Banbridge and Craigavon Borough is projected to grow by 10.9%, above the Northern Ireland average of 6.3% and the highest growth rate across all eleven council areas. The working age population in comparison is projected to show only small growth at 3.8%.



Source: NISRA

The household size is projected to reduce from 2.63 to 2.60 while the number of households is projected to increase by 8,562 from 79,813 to 88,375 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 72,886 jobs, 10% 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 £488.70, an increase of £27.86 on the previous year. This compares to the overall Northern Ireland annual full-time median wage of £521.20, an increase of £20.00 on the previous year.

There are 8,275 registered businesses in the borough, 12% of all businesses in Northern Ireland. 89% 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 51%, which is below the Northern Ireland average of 55%. The number of businesses within the construction and production sectors is identical to that of Northern Ireland at 14% and 7% respectively. The agriculture sector however is over represented within the borough at 28% compared to 25% at Northern Ireland level. In 2017, the business birth rate in Armagh City, Banbridge and Craigavon Borough was 11.2% and the business death rate was 7.5%, indicating that the business base grew by 0.3% in this year. This level of growth was significantly lower than the Northern Ireland average of 3.1%.

While the borough 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

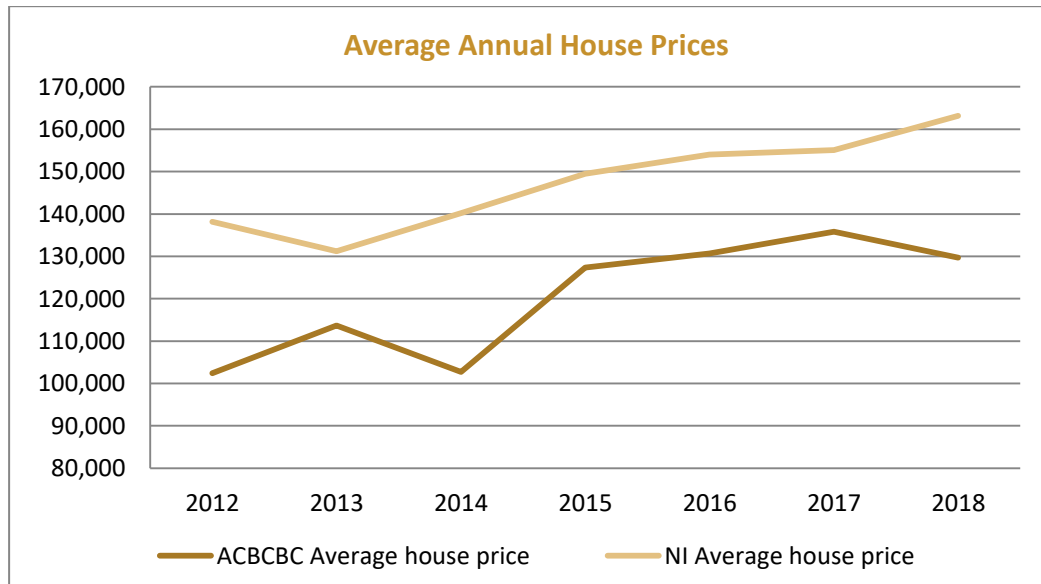
While the housing market has improved over the past number of years, structural issues remain that could adversely affect the economy and household finances in the near future. High levels of negative equity remain an issue. While rising house prices mean more homeowners are coming out of negative equity, 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 14,400 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

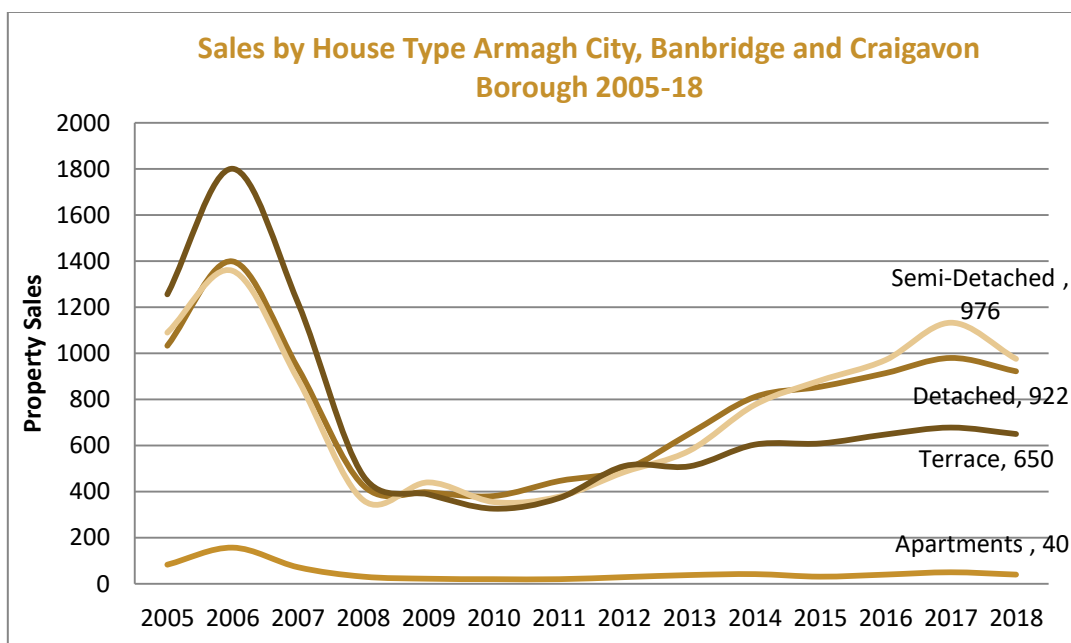
Land and Property Services (LPS) state that the average house price in Armagh City, Banbridge and Craigavon, at Q4 2018 (Sept – Dec) was £120,699, which is the lowest average price of all the Northern Ireland Council areas. This represents a 3.8% change over 12 months and a 3.1% change on the previous quarter.

The average annual figure for the borough in 2018 was £129,705, a decrease of 4.5% over the comparable 2017 position. The Northern Ireland figure increased by 5.2% over the same period, see chart below. While there were sluggish rates of price growth during the first three quarters of 2018, overall the borough's housing market remains in a generally 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 Armagh City, Banbridge and Craigavon Borough decreased from 4,715 in 2006 to 1,082 in 2010 before increasing steadily to 2,841 in 2017. There was a slight fall again to 2,588 in 2018. The following chart shows house sales by house type across the borough with semi-detached properties comprising the highest number of sales at 38%. Popular locations include Armagh City, Banbridge Town, Lurgan and Portadown.



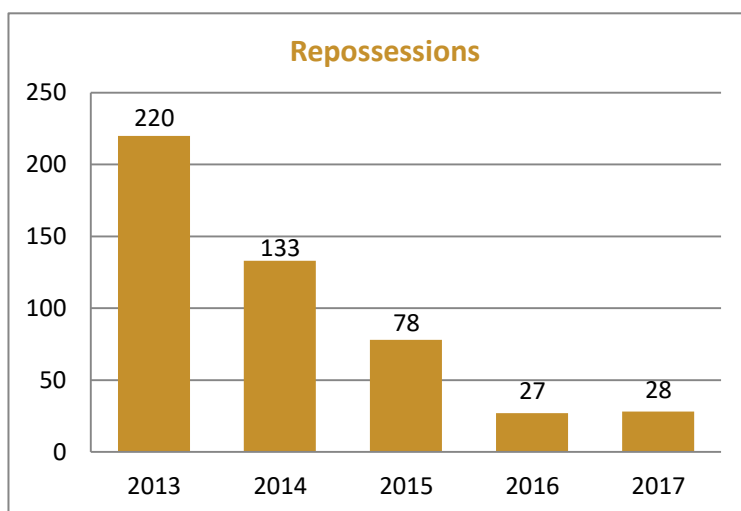
Source: Land and Property Services

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 3.8% 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.

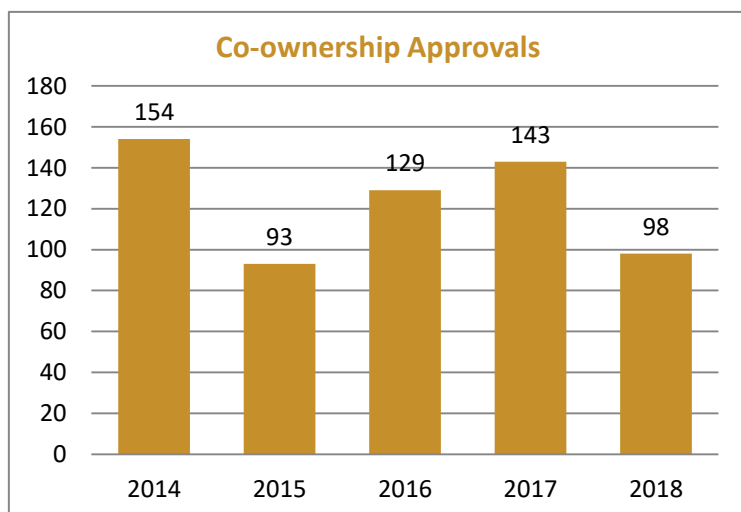
Local estate agents have reported that the local housing market is slowly improving. First time buyers and buy to let investors are performing strongly followed by existing home owners. Currently the highest number of buyers originates from within the 25-34 age range with three bed semi-detached houses 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 28 repossessions within Armagh City, Banbridge and Craigavon Borough a slight increase over the previous year.



Source: DfC



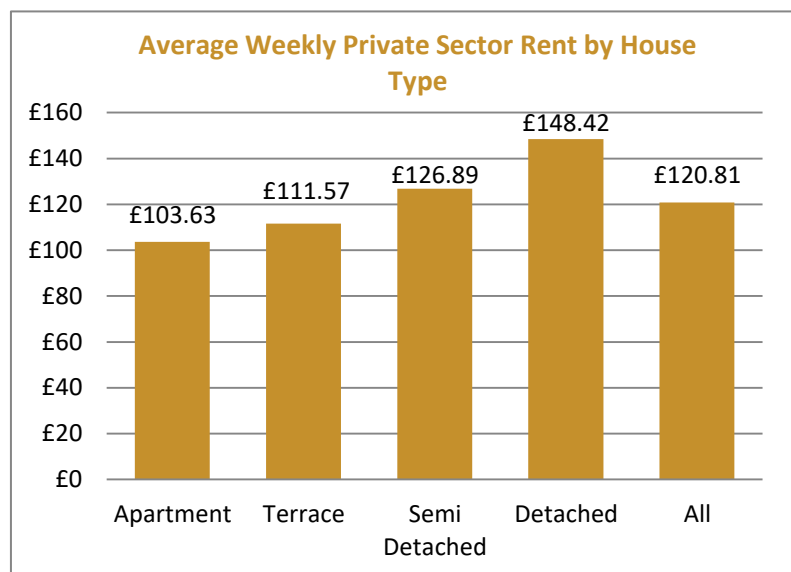
Source: Co-ownership Housing Association

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 194 units per annum for the 2018 to 2028 period. Co-ownership had an active stock of 1,160 dwellings at March 2019, 98 of which were purchased during 2018/19, reflecting 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 Armagh City, Banbridge and Craigavon Borough rental market had the highest lettings outside of Belfast during the first half of 2018 at 878 followed by Lisburn and Castlereagh, 771. (Performance of the Private Rental Market in Northern Ireland H1 2018 Issue No 11: UU).

The overall average rent in the borough in 2018 was £524.50 per month, a minimal increase over the year (0.3%) with relatively little change across most property types. The average weekly figures are shown in the chart above. The average weekly rental cost of £120.81 places the borough second, behind Fermanagh and Omagh, £108.11, in affordability of private sector rental accommodation in Northern Ireland.

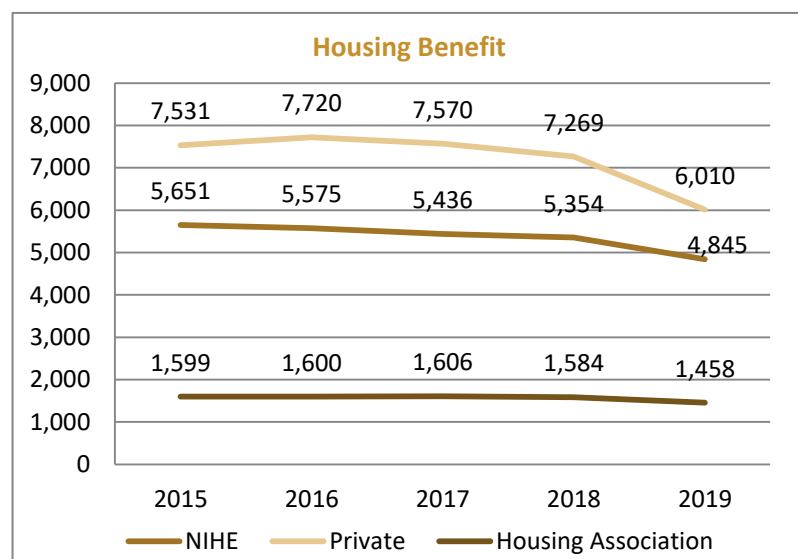


Source: Ulster University

The 2011 Census reported that the private rented sector comprised 8% of all tenure types in the borough, considerably lower than social housing at 21.4%. In the period since, anecdotal evidence would indicate that this figure has risen dramatically with the private rented sector now playing a critical role in the local housing market providing much needed accommodation for all household types. Local estate agents concur and state that demand for rental accommodation across the borough is very high with 18-24 year olds and semi-detached houses the most popular property type.

Housing Benefit plays a vital role in supporting the private rented sector. At March 2019, there were 6,010 private tenants in receipt of Housing Benefit in the borough, a 17% decrease on the comparable 2018 position. A key factor in this reduction is the introduction of Universal Credit. At March 2019, there were 676 NIHE tenants in receipt of 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 play an important role in the borough.



Source: NIHE

Within Armagh City, Banbridge and Craigavon Borough, 8,470 private rented properties were registered by 4,653 landlords under DfC's Landlord Registration scheme at March 2019. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Armagh City, Banbridge and Craigavon Borough falls within the Lough Neagh Lower and South broad rental market areas (BRMA). The Local Housing Allowance for 2 bed dwellings within Lough Neagh Lower and South BRMAs is £80.26 and £82.84 respectively. For 3 bed dwellings within Lough Neagh Lower and South BRMAs the allowance is £92.11 and £91.09 respectively.

Despite the availability of discretionary housing payments, some tenants are now struggling to make up the difference between Housing Benefit allowance and rental charge.

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

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

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.

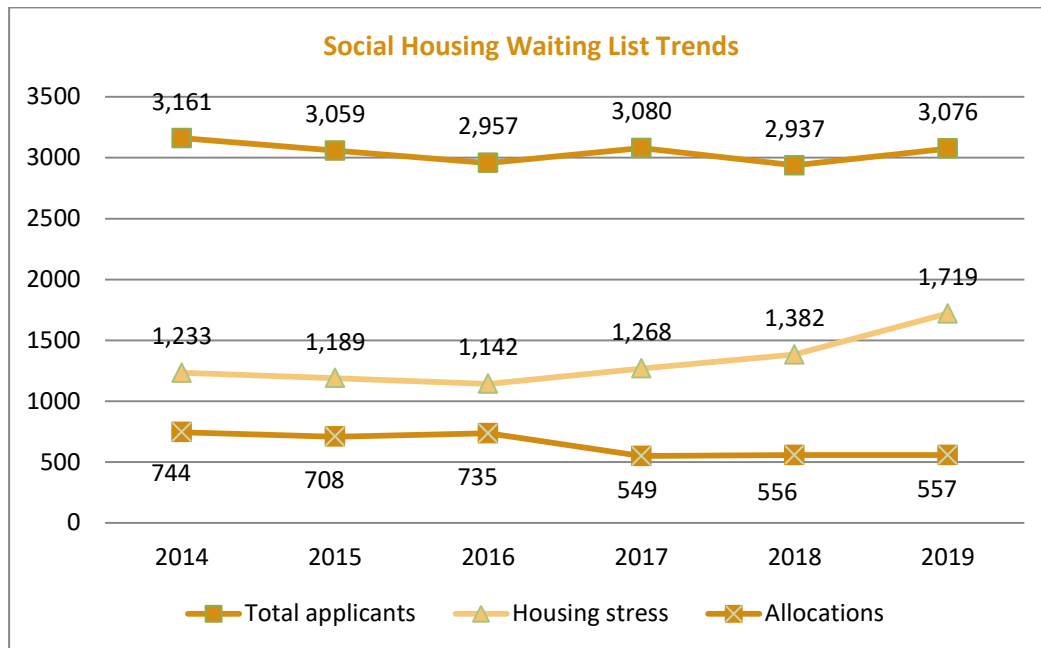
Tax changes and regulatory requirements have increased the obligations of private landlords, which have discouraged some small-scale investors. However, there is also scope, as reported by some estate agents, for any additional landlord costs to be offset by rising rents. These impacts continue to be 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 168 are in Armagh City, Banbridge and Craigavon Borough.

Social Housing Sector

Housing need for the borough remained at a consistently high level between 2014 and 2019. At March 2019 there were 3,076 applicants on the waiting list with 1,719 in housing stress and 557 allocations over the year. The total number of applicants in housing stress has been gradually increasing since 2017, with a 24% rise over the year to March 2019.

The five-year assessment for 2018-23 shows a need for 360 units in the borough. Need is greatest in Armagh 1 local housing area, North Lurgan local housing area and Banbridge Town. Single, small family and older person households comprise 81% 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 land. Increasingly, areas of housing need are emerging in locations where the Housing Executive does not own land.



Source: NIHE

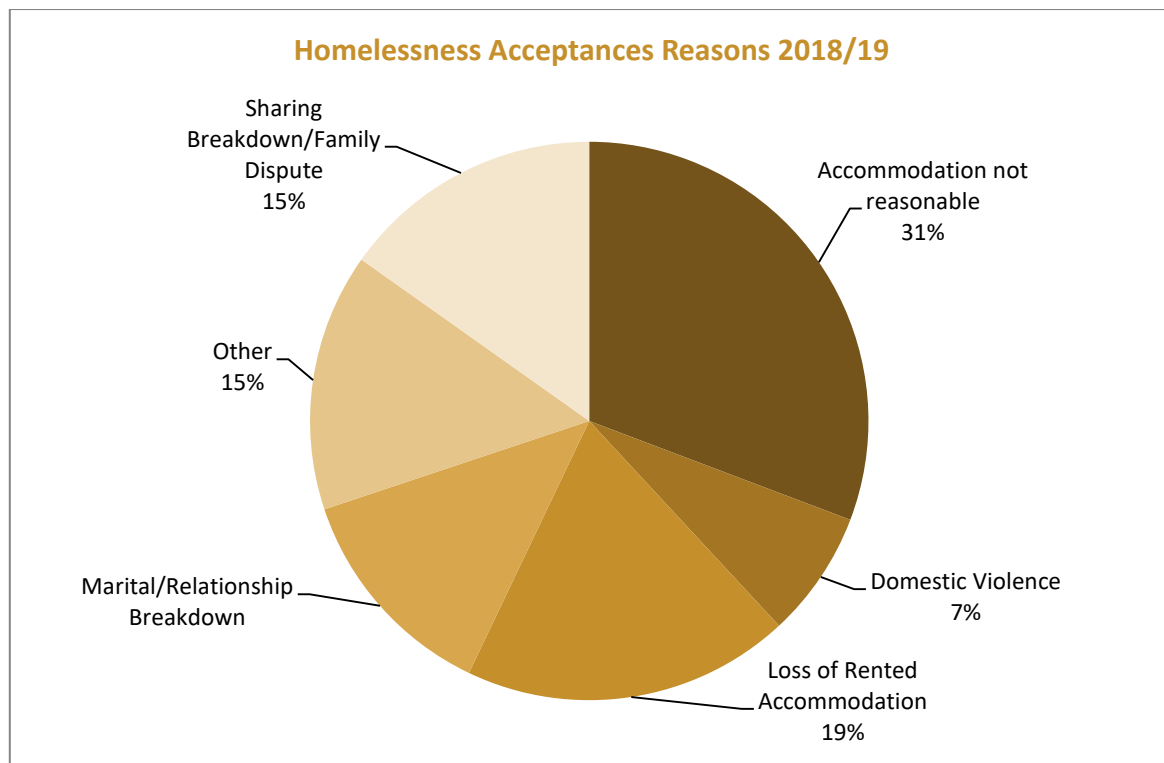
Homelessness

The number of households presenting as homeless has decreased slightly from 1,259 at March 2018 to 1,253 at March 2019. There has however been an increase of 33% 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
2013/14	1,330	514	109
2014/15	1,419	534	99
2015/16	1,317	435	91
2016/17	1,262	492	103
2017/18	1,259	593	102
2018/19	1,253	790	181

Source: NIHE

The following chart shows the causal factors for applicants accepted as homeless in the borough during 2018/19. 50% of homelessness acceptances were due to accommodation not being reasonable and loss of rented accommodation. Other significant reasons sharing breakdown / family dispute, marital / relationship breakdown and domestic violence.



Source: NIHE

There is a range of temporary accommodation available in the borough including 58 privately owned single lets and four hostels.

Local office staff attend, in partnership with a wide range of statutory and voluntary agency workers, the Homeless Local Area Action group. The group has the following objectives:-

- To assist in the delivery of the Homelessness Strategy 2017-22 and to facilitate better inter-agency working and improved service delivery to homeless or threatened with homelessness clients within their locality;
- To produce an Inter-agency Action Plan outlining the contribution each agency will make to the delivery of the aims and objectives of the strategy (reviewed and updated annually);
- To provide a platform for information sharing and complex case management;
- To highlight operational difficulties in the delivery of homelessness services to the Central Homelessness Forum.

The South Homeless Local Area Action Group was formed in 2017. The main purpose of the group is to assist in the delivery of the Homelessness Strategy 2017/22 and to facilitate better interagency working and improved service delivery to those who are homeless or threatened with homelessness in South Area. An Interagency Action Plan has been developed, outlining the contribution each agency will make to the delivery of the strategy and is annually reviewed and updated. The group provides a platform for information sharing and complex case management and also highlights any operational difficulties in the delivery of homelessness services to the Central Homelessness Forum.

Supporting People

£4.73m was spent delivering the Supporting People Programme for 2018/19 with £4.80m approved for 2019/20. Appendix 5 details Supporting People financial information for the borough and Appendix 3 shows supported schemes that are on-site.

The local offices based in Armagh, Banbridge, Lurgan and Portadown work alongside a number of Supporting People funded organisations such as Homecare, Simon, Belfast Community Mission (BCM), Extern, Cedar Foundation and Women's Aid. These service providers deliver floating support to vulnerable customers and tenants who have been sign posted for assistance by the Housing Executive. The type of floating support provided includes:

- Tenancy management guidance;
- Help with budgeting;
- Housekeeping;
- Benefit advice;
- Support for those suffering from addiction / mental health issues;
- Support for young people.

In some instances these providers are located in the local office allowing partnership working and customer engagement to be strengthened. By working together in this manner we are able to help vulnerable clients sustain their tenancies and maximise independence.

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 North Lurgan where sites are proving difficult to obtain. To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 63 housing units planned (See Appendix 3).

During 2018/19, 48 units were completed across Armagh City, Banbridge and Craigavon Borough, including developments at Dromore Street, Banbridge and Hill Street, Lurgan. At March 2019, there were 55 units on-site including schemes in Armagh City and Portadown. 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 minimise waste and allow social landlords to make more effective use of their existing adapted stock. Within Armagh City, Banbridge and Craigavon Borough Council area there is a residual social housing need over the period 2018/23 for 35 wheelchair units. There are currently 34 applicants on the waiting list at March 2019 who require wheelchair accommodation, a decrease of two over the past year, with 30 of these applicants in housing stress. Over the past year there were 14 allocations.

During 2018/19 the Housing Executive spent £1.71m on 571 adaptations to their properties. 103 Disabled Facilities Grants were approved and 80 completed, spending £1.155m.

Disabled Facilities Grants (DFG's)

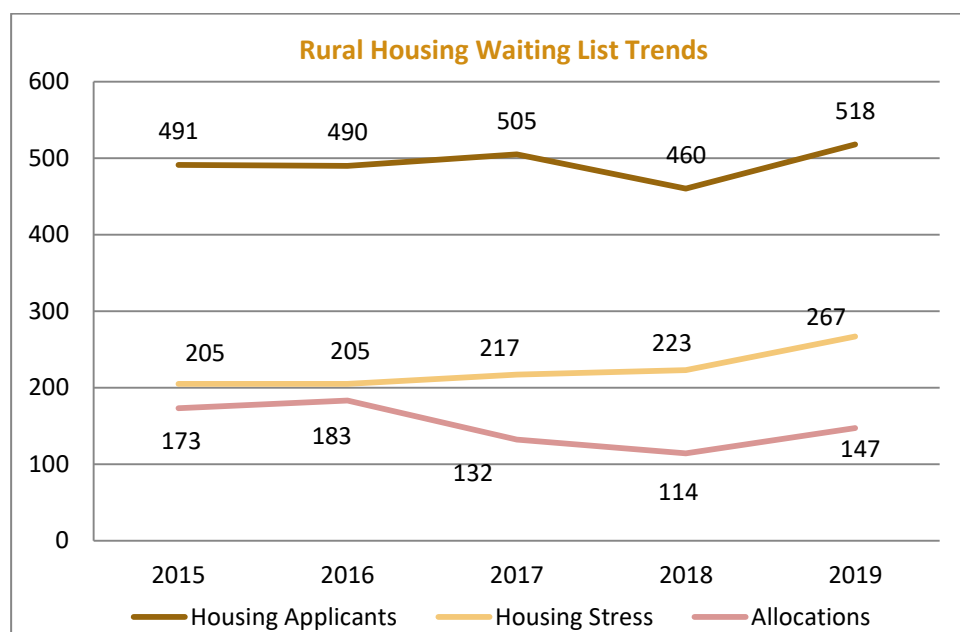
Year	2014/15	2015/16	2016/17	2017/18	2018/19
Approved	116	123	99	92	103
Funding (£)k	989	1,170	1,128	762	1,155

Source: NIHE

Rural Areas

Outside urban settlements, the Armagh City, Banbridge and Craigavon Borough Council area encompasses a significant diverse rural landscape which includes important environmental areas and topography of great contrast. The rural population represents approximately 48% of the borough's overall population with 50% living outside even the smallest settlements.

Demand for rural housing generally exceeds supply and at March 2019 both the number of housing applicants and those in housing stress have risen to a four year high. Allocations have been unable to cater for the growing demand.



Source: NIHE

For many young rural households the 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 2018/19, rural housing need tests took place in Derrymacash/Derrytrasna and Lawrencetown/Tullylish within the borough. The test in Derrymacash/Derrytrasna enabled housing need support to be given to a housing association proposal in Derrytrasna. There was a positive response to the test in Lawrencetown/Tullylish. During 2019/20, tests are currently programmed to take place in Darkley, Markethill and Moneyslane.

Community Planning

The Housing Executive is a key participant in the deliverance of the Community Plan. There are six thematic action planning teams aligned to the nine long-term outcomes in the Community Plan. We are part of the 'Confident and Welcoming' thematic action planning team which has agreed collaborative actions which will contribute to delivering the long term outcomes as outlined in the Plan. An action plan has been developed, identifying ten actions which are now at various stages of implementation.

Housing Executive staff play a central role in the development of the 'Place' strategic theme. Our Place Shaping lead officer chaired the Enhanced and Revitalised Thematic Action Plan Team (ERTAP) workshops which saw participation and engagement with over 40 delegates from the statutory, voluntary and community sectors. The first workshop, held at Marlborough House, included an inspirational presentation from the Strategic Planning Manager of the London Borough of Tower Hamlets. The final Action Plan was presented to the Armagh, Banbridge and Craigavon Strategic Partnership Board on 20th March 2019 and work has recently commenced on moving the actions forward.



Speakers at the first ERTAP Workshop held in Marlborough House, Craigavon

Participatory Budgeting Pilot

The Housing Executive is keen to work with the Council in exploring the potential for Participatory pilot for Community development initiatives across the Council area. This is currently being developed.

Local Development Plan

The Armagh City, Banbridge and Craigavon Borough (LDP) will replace the existing Development Plans for the Armagh, Banbridge and Craigavon areas namely the Armagh Area Plan 2004, Banbridge, Newry and

Mourne Area Plan 2015 and the Craigavon Area Plan 2010. 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 (HGI);
- 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) published on the 28 March 2018. The POP is a public consultation document which sets out the key issues of strategic significance deemed to affect the borough, along with the preferred options to address them. The chief purpose of the POP is to promote and stimulate debate on the key issues and to encourage feedback from a wide range of interest groups and stakeholders, which will help inform the next stage of the LDP process. The indicative timescales for the Key Stages in the LDP process are outlined in the Local Development Plan Timetable which is available to view on the Council's website at:

<https://www.armaghbanbridgecraigavon.gov.uk/resident/local-development-plan-residents/>

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 the borough during 2019/20 is £26.59m with planned and response maintenance work accounting for £11.21m and £4.93m. The importance of continuing to provide and fund housing related support services to help people live independently within the community sees £4.80m approved to deliver the Supporting People Programme during 2019/20. £1.43m 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 £26.27m for Armagh City, Banbridge and Craigavon Borough. Housing expenditure and projected housing investment is set out in the following table.

Armagh City, Banbridge and Craigavon actual/projected public sector housing spend

Activity areas	Actual spend £m 2018/19	Projected spend £m 2019/20
Stock Improvements	1.20	2.14
Adaptations for Persons with a Disability (APD's)	1.71	1.43
Planned Maintenance Work (planned, cyclical and MS running costs)	8.64	11.21
Grounds Maintenance	0.98	0.83
Response Maintenance	4.80	4.93
Private Sector Grants	1.35	1.25
Supporting People	4.73	4.80
Community Development	0.07	*
Investment in New Build**	2.59	***
Boiler Replacement Scheme	0.20	****
Total*****	26.27	26.59

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 2018/19 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.



Winners of the 'My Dream Home' competition, St Colman's Bann Primary School, Lawrencetown

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.	1,253 homeless presenters and 790 homeless acceptances. 55 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.	1A 1B 1C 3B 3C
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.	1A 1B 1C 3B 3C
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.	1C 3B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
£4.65m has been approved to deliver the Supporting People Programme for 2018/19.	<p>£4.73m was spent delivering the Supporting People Programme for 2018/19.</p> <p>62 accommodation based services for 1,043 service users.</p> <p>Six floating support schemes for 307 service users.</p>	£4.80m has been approved to deliver the Supporting People Programme for 2019/20.	1A 1B 1C 3B
The gross three year (2018/21) SHDP contains two supported housing schemes for 36 units, both of which are programmed to commence construction in 2018/19.	At 31 March 2019 there was one supported scheme for 15 units on-site at Edward Street in Portadown.	The gross, three-year (2019/22) SHDP contains no supported housing schemes for the Borough Council area. This will be kept under annual review.	1A 1B 1C 3B 3C
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%.	Five wheelchair units were on-site at March 2019 with eight units completing over the year at Dromore Street, Banbridge, Hill Street, Lurgan and Westacres, Craigavon.	The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.	1A 1B 1C 3B 3C
NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI.	NIHE approved 103 DFGs spending £965k during 2018/19. 80 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 Armagh, Banbridge & Craigavon is £863k.	1A 1B 1C 3B 3C
NIHE will provide adaptations to their properties as required.	NIHE spent £1.71m on adaptations in 2018/19.	NIHE have a budget of £1.43m to provide adaptations to their properties in Armagh, Banbridge & Craigavon, as required.	1A 1B 1C 3B 3C

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 360 units. Need is highest in Armagh 1 local housing area, 81 units followed by North Lurgan local housing area, 80 units.	NIHE will carry out an annual five-year projected social housing need assessment for the Council.	3B 3C
NIHE will annually assess demand for intermediate housing for the Council.	Achieved. The ten year intermediate housing need is 1,940.	NIHE will annually assess demand for intermediate housing for the Council.	
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. This analysis will also include an element of scenario planning.	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.	3B 3C
DfC will approve a gross, three-year 2019/22 SHDP.	There are 55 units on-site, of which, 19 units started in 2018/19. There were 48 units completed during 2018/19.	DfC will approve a gross, three-year 2020/23 SHDP.	1A 3B 3C
NIHE will carry out site identification studies to examine sites for social housing as necessary.	A site identification study is near completion for North Lurgan.	Site identification studies have been scheduled for Kinnego, Annaghmore/Eglishe and Tullylish/Lenaderg/Lawrencetown.	3B 3C
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 98 properties purchased through Co-Ownership in Armagh City, Banbridge and Craigavon Borough.	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.	1A 3B 3C



148 Garvaghy Road, Portadown (SUHA)

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	67 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.	1A 3B 3C
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £11.65m for 39 schemes.	In 2018/19, NIHE spent £8.64m on 27 planned maintenance schemes in the Council area. NIHE completed planned maintenance works to 1,917 properties; 1,054 properties received ECM works; 191 Double Glazing; 46 Incremental Improvements (Roofs); 356 Revenue Replacement (Kitchens); 63 Revenue Replacement (BKR) and 207 Heating Installations.	Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £11.21m for 51 schemes. NIHE will complete works to 3,679 properties: 1,741 properties will receive ECM works; 238 Double Glazing; 91 Incremental Improvements – Roofs; 68 Revenue Replacement Kitchens; 100 Revenue Replacement Bathrooms; 266 Revenue Replacement Kitchen /Bathroom; 1,080 Heating Installations; 12 Capital schemes and 83 Special schemes.	3B 3C
Funding for NIHE stock improvement work in 2018/19 is £2.92m.	In 2018/19, NIHE spent £1.20m on stock improvement work.	Funding for NIHE stock improvement work in 2019/20 is £2.14m.	1C 3B
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.	97.68% of NIHE response maintenance repairs 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, 530 measures were carried out to 283 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.	1B 3B 3C

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – Private Stock			
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 Armagh, Banbridge and Craigavon Borough, 316 properties had boilers replaced at cost of £197,000.	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.	1B 3B 3C
Funding of discretionary grants will continue in 2018/19.	Discretionary grant approval in 2018/19 was £317k.	Funding of discretionary grants will continue in 2019/20.	3B 3C
NIHE will issue mandatory repair grants as required.	There were 51 mandatory repair grants approved in 2018/19, with an approval value of £96k. 50 completed during the year.	NIHE will issue mandatory repair grants as required.	3B 3C
NIHE will continue to fund Home Repair Assistance (HRA) grants.	Home Repair Assistance grants to the value of approximately £4k were approved during 2018/19.	NIHE will continue to fund discretionary Home Repair Assistance grants.	
NIHE will register and inspect Houses in Multiple Occupation (HMOs) for building and management standards.	At March 2019, there were 168 properties registered as HMOs in the Council area. In the past year, three Article 80 Notices (fit for number of occupants) and seven Article 79 Notices (Management Regulations) were served.	Administration of HMOs has now passed to Councils and is no longer a Housing Executive function.	3B 3C
Improving Energy Efficiency			
NIHE's 2018/21 Energy Efficiency Programme includes 24 schemes at a cost of £11.1m.	In 2018/19, the Energy Efficiency Programme included 342 installations at a cost of £1.42m.	NIHE's 2019/22 Energy Efficiency Programme includes 2,383 units at a cost of £7.4m.	1B 3B 3C
NIHE aims to increase membership of the established Oil Buying Clubs Scheme.	4,900 households have become members of the 27 oil buying clubs in Northern Ireland. Locally there are two clubs located in Magheralin and Richmount, Portadown.	Bryson Energy will continue to maintain the Oil Buying Clubs scheme until the service transitions over to local community groups.	1B 3B 3C

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.	3B 3C
DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19.	DfC has funded £24k for Areas at Risk and £1,171k on Neighbourhood Renewal programmes in the Borough Council area for 2018/19.	DfC hopes to continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20.	3B 3C
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.	During 2018/19, rural housing need tests took place in Derrymacash /Derrytrasna and Lawrencetown/ Tullylish. The test at Derrymacash/ Derrytrasna enabled housing need support to be given to a housing association proposal in Derrytrasna. There was also a positive response to the test in Lawrencetown / Tullylish.	During 2019/20, tests are currently programmed to take place in Darkley, Markethill and Moneyslane.	1A 3B 3C
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.	3B 3C
NIHE will implement a match funding programme for the Rural Development Programme in 2019/20.	In 2018/19, eight projects were funded in rural areas with a total spend of £133,000. Within the borough, Greater Rathfriland Community Development Forum received an award of 20k from the Housing Executive during 2018/19. The project which is still ongoing involves the development of the former Church of Ireland hall into a dedicated community hub. Total estimated costs of the project are £294,897 with the £20k awarded going towards construction costs.	The target for the 2019/20 programme is to fund a minimum of seven projects across NI.	3B 3C



Winners of the 'My Dream Home' competition St Patrick's Primary School, Aghaccommon



Winners of the 'My Dream Home' competition, St Mary's Primary School, Derrytrasna

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
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.	1A 3C
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.	1A 2A 2B 3A 3B 3C
NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	Six awards were made during 2018/19 totalling 38k in Armagh City, Banbridge and Craigavon Borough.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	1A 2A 2B 3A 3B 3C
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.	1A 1B 1C 3B
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.	1A 1B 1C 3B
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.	1A 1B 1C 3B
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2018/19, £37,475 was awarded for Community based Detached Youth work in the Portadown area. This funding included engagement with vulnerable youths aged 9-20 in a number of programmes.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available.	1A 1B 1C 3B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
NIHE will continue to partner on Anti-Social Behaviour 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.	NIHE will continue to partner on ASB Forum.	1A 1B 1C 3B
NIHE will deal with reported cases of ASB in its estates.	During 2018/19, NIHE dealt with 241 cases of ASB within the Council area. This included ASB resultant from alcohol /substance abuse and noise nuisance.	NIHE will deal with reported cases of ASB in its estates.	1A 1B 1C 3B
NIHE will work to raise awareness and promote integration through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime training to staff across the organisation. This training in conjunction with equality training is ongoing.	NIHE will implement bespoke training in good relations for staff and community groups.	1A 1B 1C 3B



Members from Portadown Community Based Detached Team at the NIHE Community Conference

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	NIHE continues to work with the Council and other statutory and Voluntary agencies in promoting cross Community relations and engaging with local Communities in relation to issues concerning Flags, Emblems and Bonfires. Eight Interagency forums meet on a bi-monthly basis to address issues within our estates. South Area also benefits from a Good Relations Officer who links closely with various community groups and agencies in promoting, supporting and fostering good relations throughout the borough.	The BRIC Programme has now completed. NIHE will continue to work to promote and accommodate cross community relations across the Borough Council area.	1A 1B 1C 3B
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	SCNI continues to support community groups. There is a dedicated Supporting Communities worker for the local office which allows NIHE to encourage new groups to form. To date staff engages with 48 community groups across the Council area. This engagement takes the form of Housing fora, local community group meetings and estate inspections.	NIHE will continue to work closely with SCNI in order to promote and deliver strong Communities.	1A 1B 1C 3B
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.	1A 1B 1C 3B
Funding of £20k for 2018/19 for Community Grants and HCN will be made available by NIHE.	Approximately £23k was spent during 2018/19 on Community Grants in the borough.	Funding of £20k for 2019/20 for Community Grants and £4,307 per area HCN will be made available by NIHE.	1A 1B 1C 3B

Outcome 4 – Deliver quality public services

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Increase rent collection to reinvest to improve services.	NIHE collected 98.56% of rent during 2018/19.	Increase rent collection to reinvest to improve services.	3B 3C
Reduce arrears to maximise income.	At the end of March 2019 arrears were £936k.	Minimise arrears to maximise income.	
Implement the Tenancy Fraud Action Plan.	Action Plan in place & statistics reported quarterly to DfC.	Monitor and reduce tenancy fraud.	
Implement the welfare reform project plan as required.	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. 	3B 3C
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 12 days. Claim amendments were processed in an average of 2.7 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	3C
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 0.43% 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.	3B

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 & 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.	3B
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).	3B



Ardmore Road, Armagh (Triangle HA)

APPENDICES

Appendix 1 Community Plan themes and outcomes

Theme	Outcome	Reference
Community- <i>We live in a caring and safe borough, where people lead healthy, fulfilling lives and take pride in shaping, nurturing and enriching community life.</i>	Confident Community Everyone has opportunities to engage in community life and shape decisions – we have a strong sense of community belonging and take pride in our area.	1A
	Healthy Community People are making positive lifestyle choices. They are more resilient and better equipped to cope with life's challenges.	1B
	Welcoming Community Our borough is a safe, respectful and peaceful environment.	1C
Economy – <i>We are an internationally renowned destination – our competitive industries, productivity and outward facing economy provides the global platform to attract, develop and maintain talent, investment and high growth opportunities.</i>	Enterprising Economy Our borough is a centre of excellence for entrepreneurship, innovation and investment.	2A
	Skilled Economy People are better equipped to take full advantage of the opportunities provided by our dynamic economy.	2B
	Tourism Economy Our borough is the destination of choice for international visitors.	2C
Place - <i>The borough is a place of discovery, where unique cultural and natural assets are cherished and people are inspired to be creative, to grow and to flourish.</i>	Creative Place Our borough is an inspirational and creative place offering quality, inclusive arts and cultural experiences.	3A
	Enhanced Place Our rich and varied built heritage and natural assets are protected, enhanced and expanded for current and future generations to enjoy.	3B
	Revitalised Place Our distinctive and vibrant urban and rural areas are at the heart of community and economic life.	3C

Appendix 2 Social Housing Need by Settlement 2018-2023

Settlement	Social Housing Need 2018-23
Armagh 1	81
Banbridge Town	71
Central Craigavon	5
North Lurgan	80
Portadown 1	34
Portadown 2	20
Aghagallon	6
Annaghmore/Eglis	3
Bleary	3
Charlemont/Blackwatertown/ Carrickaness/Donnelly Hill	4
Derrymacash/Derrytrasna/Kinnego	17
Dromore	11
Loughbrickland	5
Middletown	4
Portadown Rural	3
Poyntzpass	6
Rathfriland	7
Total	360

Housing need has currently been met in Armagh 2, South Lurgan, Annaclone, Annahugh, Ashfield / Tullyhenan, Ballela, Banbridge Rural Cottages, Carn, Clady/Corran/Ballymacnab, Closkelt, Corbet, Dollingstown, Donaghcloney, Dromore Rural Cottages, Drumhillery / Darkley/Derrynoose, Drumnacanvey, Gilford, Glenanne/Mountnorris/Loughgilly, Hamiltonsbawn/Edenaveys, Katesbridge, Keady, Killyman/Laghey, Kinallen, Lenaderg, Lisnagade/Ballyvarley, Lawrencetown, Loughgall, Madden / Milford /Ballyards, Magheralin, Markethill, Richhill, Scarva, Seapatrick, Tandragee, Tullylish, Tynan/Killylea and Waringstown. These areas will be kept under annual review.

New Intermediate Housing Demand for Armagh City, Banbridge and Craigavon 2018/28

Council	Intermediate Housing Demand 2018/28
Armagh City, Banbridge and Craigavon	1,940

Appendix 3 Social Housing Development Programme

Schemes completed April 2018 – March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Hill Street, South Lurgan	11	General Needs	South Ulster	Urban
Dromore Street, Banbridge	32	General Needs	Clanmil	Urban
Westacres (T)	1	General Needs	Apex	Urban
Cullowen Quay, Blackwatertown	4	General Needs	Rural	Rural
	48			

(T) Transfer Scheme built on NIHE land

Schemes on-site at March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Ardmore Road Phases 2 & 3, Armagh City (T)	23	General Needs	Triangle	Urban
Grattan Street, Lurgan ESP*	1	General Needs	South Ulster	Urban
Oak Lodge, Banbridge	4	General Needs	Habinteg	Urban
148 Garvaghy Road, Portadown	12	General Needs	South Ulster	Urban
Edward Street, Portadown	15	Supported	Choice	Supported
	55			

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

Schemes programmed 2019/22

Scheme	No of units	Client Group	Year	Housing association	Policy theme
Scarva Street, Banbridge	10	General Needs	2019/20	Choice	Urban
Drumellan, Craigavon (T)	5	General Needs	2019/20	Choice	Urban
3-4 Wallace Park, Dromore	7	General Needs	2019/20	Ark	Urban
158 Tassagh Road, Keady (T)	1	General Needs	2019/20	Radius	Rural
Derrytrasna Road, Derrytrasna	10	General Needs	2019/20	Ark	Rural
Brownlow Terrace, Lurgan	30	General Needs	2020/21	Radius	Urban
Total	63				

(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	Shankill/ Aghagallon, Lurgan	151
	Moyraverty/ Hill Street, Lurgan	122
	Seapatrick	51
	Gilford	60
	Donacloney/ Dollingstown	45
	Ardowen	21
	Westacres/ Clonmeen	20
	Drumarg/ Drumbreda/ Longstone, Armagh	176
	Mullacreevie/ Dukes Grove, Armagh	129
	Cline Road, Banbridge	55
	Dromore	224
Double Glazing	Banbridge Town	83
	Rectory/ Clounagh, Portadown	88
	Taghnevan/ Rural Areas, Lurgan	20
Incremental Improvements (Roofs)	Garvaghy Park, Portadown & Marion Avenue, Maghery	46
Revenue Replacement (Kitchen)	Corcrair, Portadown	50
	Dromore/ Rathfriland/ Scarva	58
	Edgarstown, Portadown	72
	Gough Ave/ Drumadd/ Markethill	50
	Drumarg Estate, Armagh	50
	Tandragee/ Keady/ Hamiltonsbawn	3
	Keady/ Poyntzpass/ Richhill	73
Revenue Replacement (BKR)	Maryville/ Mountview, Banbridge	63
Heating Installation	Banbridge Town	74
	Lurgan	61
	Armagh (2002)	51
	Richhill/ Loughgall	21
Total		1,917

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	Moyraverty/ Hill Street, Lurgan	72
	Gilford	73
	Donacloney/ Dollingstown	34
	Ardowen	80
	Westacres/ Clonmeen	98
	Keady/ Darkley, Armagh	202

Work Category	Scheme	Units
External Cyclical Maintenance (cont)	Reilly Street/ Scarva Walk, Banbridge	166
	Drumarg/ Drumbreda/ Longstone, Armagh	2
	Dromore	57
	Annaghmore/ Hamiltonsbawn	117
	Huntly/ Iveagh/ Maypole, Banbridge	135
	Obins/ Ballyoran/ Garvaghy, Portadown	193
	Churchill/ Rural Portadown	182
	Killylea/ Orangefield/ Ballinahone	135
	Meadowbrook/ Drumbeg, Craigavon	195
Double Glazing	South Region Mop Up	131
	Craigavon	57
	Mullacreevie Park, Armagh	50
Incremental Improvements – Roofs	Garvaghy Park, Portadown & Marion Ave, Maghery	61
	South Area Roofs/ Kinallen, Dromore	30
Revenue Replacement Kitchen	Corcrair, Portadown	2
	Edgarstown, Portadown	5
	Gough Ave/ Drumadd, Armagh/ Markethill	13
	Drumarg Estate, Armagh	11
	Millar Park/ Gowanvale , Banbridge	37
Revenue Replacement Bathroom	Corcrair, Portadown, Phase 1	30
	Westacres/ Drumgor	30
	Aldervale/ Clonmeen	40
Revenue Replacement Kitchens/Bathrooms	Brownstown Road, Portadown	51
	Corcrair Phase 2	51
	Killough Gardens/ Levin Road, Lurgan	30
	Orangefield/ Dalton/ Ardmore, Armagh	79
	Rathfriland	35
	Seapatrick	20
Heating Installation	Lurgan	7
	Armagh (2002)	34
	Richill/ Loughall	36
	Armagh 15 year (2003)	58
	Rectory/ Redmanville, Portadown	138
	BC Energy Old Contract	39
	Brownstown/ Clounagh, Portadown	50
	Keady/ Middletown	102
	Banbridge Town Gather Up	99
	Ballyoran/Rural, Portadown	97
	Hamiltonsbawn/ Tandragee	107
	Dromore	59
	Lurgan Mop Up	118

Work Category	Scheme	Units
Heating Installation (cont)	Killicomaine, Portadown	62
	Rathfriland/ Katesbridge	74
Capital Scheme	Wellington Street, Lurgan	12
Special Scheme	Lurgantarry Concrete Repairs/ Window Replacement	71
	Carrick Drive, Lurgan	12
Total		3,679

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.
Incremental Improvements (Roofs)	Improvement works to existing roof structure.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen 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	103	1,155	80
Repairs Grant	51	96	50
Discretionary Grants			
Renovation Grant	17	254	19
Replacement Grant	<10	59	0
Home Repair Assistance Grant	<10	4	0
Total		1,568	

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*	18	0.90	0.71
Adaptations for Persons with a Disability (APD's) Completions*	10		
Lifts**	22	0.12	0.11
Showers**	92	0.31	0.27
Minor APD repairs***	429	0.38	0.34
Total	571	1.71	1.43

*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	29	7	2,724	2,771	291
	Homeless	3	1	804	809	58
	Older People	29	6	484	495	689
	Young People	1	1	13	15	5
	Sub Total*	62	**	4,025	4,090	1,043
Floating Support Services	Disability	2	2	115	116	52
	Homeless	1	1	313	315	145
	Older People	2	1	214	215	80
	Young People	1	1	67	67	30
	Sub Total*	6	**	709	713	307
Grand Total*		68	**	4,734	4,803	1,350

* 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

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Armagh 1	194	137	322	20	0	673	3
	71	68	858	7	3	1,007	
Armagh 2	119	58	91	0	0	268	1
	48	59	477	0	2	586	
Keady	102	21	51	0	1	175	1
	81	15	385	0	8	489	
Markethill	62	25	36	0	1	124	0
	35	3	197	0	8	243	
Tandragee	80	35	76	0	3	194	3
	144	5	236	0	21	406	
Charlemont / Blackwatertown / Carrickaness / Donnelly Hill	26	0	9	0	3	38	0
	44	1	105	0	22	172	
Drumhillery / Darkley / Derrynoose	9	0	17	0	0	26	0
	13	0	3	0	0	16	
Glenanne / Mountnorris / Loughgilly	20	0	67	0	1	88	0
	11	0	75	0	14	100	
Hamiltonsbawn / Edenaveys	22	0	9	0	1	32	0
	43	0	86	0	5	134	
Killyman / Laghey	5	0	16	0	4	25	0
	27	0	90	0	11	128	
Loughgall	15	0	6	0	0	21	0
	34	0	30	0	14	78	
Madden / Milford / Ballyards	6	0	2	0	0	8	0
	23	0	17	0	3	43	
Middletown	13	0	0	0	0	13	0
	27	0	27	0	0	54	
Poynitzpass	9	0	5	0	0	14	0
	13	0	45	0	0	58	
Richill	46	5	40	0	3	94	1
	85	6	214	0	30	335	
Tynan / Killylea	19	0	5	0	0	24	0
	47	0	32	0	8	87	
Annaghmore / Eglis	13	0	14	0	0	27	0
	31	0	46	0	11	88	
Annahugh	0	0	10	0	1	11	0
	14	0	22	0	3	39	
Clady / Corran / Ballymacnab	8	0	8	0	0	16	1
	22	0	14	0	0	36	
Banbridge Town	245	169	339	28	0	781	14
	87	81	1026	15	0	1,209	
Dromore	86	43	132	0	1	262	3
	37	17	375	0	9	438	

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Gilford	59	16	72	8	0	155	5
	25	4	184	0	0	213	
Rathfriland	97	0	88	0	0	185	1
	74	0	291	0	1	366	
Kinallen	16	0	16	0	0	32	0
	15	0	48	0	0	63	
Laurencetown	24	0	26	0	0	50	0
	9	0	71	0	0	80	
Loughbrickland	13	0	22	0	0	35	0
	16	0	74	0	3	93	
Scarva	5	0	17	0	0	22	0
	1	0	34	0	0	35	
Annaclone	6	0	4	0	0	10	0
	3	0	25	0	0	28	
Ashfield/Tullyhonan	4	0	1	0	0	5	0
	10	0	12	0	0	22	
Banbridge Rural Cottages	9	0	0	0	11	20	1
	10	0	7	0	86	103	
Closkelt	2	0	0	0	2	4	0
	2	0	0	0	3	5	
Corbet/Millbank View	1	0	7	0	0	8	0
	1	0	8	0	0	9	
Dromore Rural Cottages	0	0	2	0	22	24	0
	8	0	5	0	87	100	
Katesbridge	3	0	16	0	0	19	0
	1	0	35	0	0	36	
Lenaderg	9	0	12	0	0	21	0
	2	0	49	0	0	51	
Lisnagade/Ballyvarley	0	0	0	0	1	1	0
	0	0	0	0	4	4	
Seapatrick	11	0	39	0	0	50	0
	5	0	59	0	0	64	
Tullylish	13	0	0	0	0	13	0
	26	0	0	0	0	26	
Central Craigavon	84	78	577	21	0	760	2
	18	5	1,327	3	0	1,353	
North Lurgan	216	164	312	0	0	692	8
	28	52	1,270	0	0	1,350	
South Lurgan	152	158	311	3	1	625	2
	42	54	1,153	0	8	1,257	
Portadown 1	160	12	308	8	0	488	4
	38	0	540	10	0	588	
Portadown 2	273	252	463	27	0	1,015	6
	108	83	1,354	1	0	1,546	

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Aghagallon	17	0	30	0	4	51	1
	26	0	124	0	58	208	
Bleary	18	0	14	0	5	37	0
	64	0	85	0	57	206	
Dollingstown	43	7	8	0	0	58	0
	24	1	99	0	0	124	
Donacloney	33	0	29	0	2	64	0
	6	0	111	0	15	132	
Magheralin	15	0	30	0	0	45	0
	3	1	129	0	3	136	
Waringstown	33	0	21	0	1	55	0
	19	0	87	0	20	126	
Carn	1	0	3	0	0	4	0
	3	0	14	0	0	17	
Derrytrasna/Derrymacash/Kinnego	1	0	10	0	2	13	1
	16	0	90	0	10	116	
Drumnacanvey	0	0	1	0	0	1	0
	0	0	31	0	0	31	
Portadown Rural Area	2	0	34	0	2	38	0
	5	0	118	0	27	150	
ACBCBC Total	2,419	1,180	3,728	115	72	7,514	58
	1,545	455	11,794	36	554	14,384	

*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
Armagh 1	321	184	36
Armagh 2	126	64	17
Keady	57	25	20
Markethill	28	12	15
Tandragee	33	14	<10
Charlemont / Blackwatertown / Carrickaness / Donnelly's Hill	<10	<10	<10
Drumhillery / Darkley / Derrynoose	<10	<10	<10
Glenanne / Mountnorris / Loughgilly	<10	<10	<10
Hamiltonsbawn / Edenaveys	<10	<10	<10
Loughgall	<10	<10	<10
Madden / Milford / Ballyards	<10	<10	0
Middletown	14	10	<10
Poyntzpass	<10	<10	0
Richill	40	20	<10
Tynan / Killylea	<10	<10	<10
Annaghmore / Eglish	<10	<10	0
Annahugh	0	0	0
Clady /Corran / Ballymacnab	<10	<10	0
Killyman / Laghey	11	<10	0
Armagh Total	687	361	124
Banbridge Town	365	250	68
Dromore Town Area	89	63	22
Gilford	33	20	13
Rathfriland	48	35	13
Kinallen	<10	<10	<10
Laurence Town	12	<10	<10
Loughbrickland	17	10	<10
Scarva	<10	<10	0
Annaclone	<10	<10	<10
Ashfield/Tullyhenan	0	0	0
Ballela	0	0	0
Ballyroney	0	0	0
Banbridge Rural Cottages	<10	<10	<10
Closkelt	0	0	0
Corbet	<10	<10	0
Dromore Rural Cottages	<10	<10	0
Katesbridge	<10	0	<10
Lenaderg	<10	<10	0
Lisnagade / Ballyvarley	0	0	0
Seapatrick	<10	<10	<10
Tullylish	<10	<10	0
Banbridge Total	599	407	135

	Applicants (Total)	Applicants (HS)	Allocations
North Lurgan	463	286	41
South Lurgan	242	108	55
Central Craigavon	227	116	54
Aghagallon	24	18	<10
Bleary	<10	<10	<10
Carn / Elizabeth Terrace	<10	<10	0
Derrytrasna/Derrymacash/Kinnego	43	23	0
Dollingstown	11	<10	<10
Donacloney	24	12	19
Magheralin	19	<10	<10
Schomberg / Drumnacanvey	0	0	0
Waringstown	29	10	<10
Lurgan / Brownlow Total	1,092	593	184
Portadown 1	188	104	26
Portadown 2	495	248	83
Portadown Rural Area	15	<10	<10
Portadown Total	698	358	114
ACBCBC Total	3,076	1,719	557

Appendix 8 Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Armagh Office 48 Dobbin Street Armagh BT61 7QQ		armagh@nihe.gov.uk 03448 920 900
Banbridge Office 56 Bridge Street Banbridge BT32 3JL		banbridge@nihe.gov.uk 03448 920 900
Lurgan Office 122 Hill Street Lurgan BT66 6BH		lurgan@nihe.gov.uk 03448 920 900
Portadown Office 41 Thomas Street Portadown BT62 3AF		portadown@nihe.gov.uk 03448 920 900
South Regional Manager	Comghal McQuillan	comghal.mcquillan@nihe.gov.uk
Area Manager	John McCartan	john.mccartan@nihe.gov.uk
Housing Services Manager	Denise McNally	denise.mcnally@nihe.gov.uk
Team Leader Lurgan and Portadown	Pauline Beattie	pauline.beattie2@nihe.gov.uk
Team Leader Armagh and Banbridge	John McAleavey	john.mcaleavey@nihe.gov.uk
Team Leader Portadown	Judith McNamee	judith.mcnamee@nihe.gov.uk
Maintenance Managers	Drew McMath Neil Curran	drew.mcmath@nihe.gov.uk neil.curran@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 Grant	Disability Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
Supporting Communities Northern Ireland (SCNI)	Supporting Communities Northern Ireland provides training and funding for community groups.

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