

# Causeway Coast and Glens

Housing Investment Plan  
2019-2023



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

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



**PEOPLE**

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

**PROPERTY**

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

**PLACES**

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

We have **4** high level outcomes:

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

We have **1** set of values:

Making a difference;  
Fairness;  
Passion;  
Expertise

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## Foreword

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

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

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

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

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

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



Professor Peter Roberts  
Chair

## Introduction

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

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

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

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

## Strategic Context

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

## Welfare Reform

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

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



There are measures in place for people in Northern Ireland to reduce the impact of many of the welfare changes. Welfare Supplementary Payments (mitigation) are available until March 2020 and are administered by the Department for Communities (DfC).

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

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

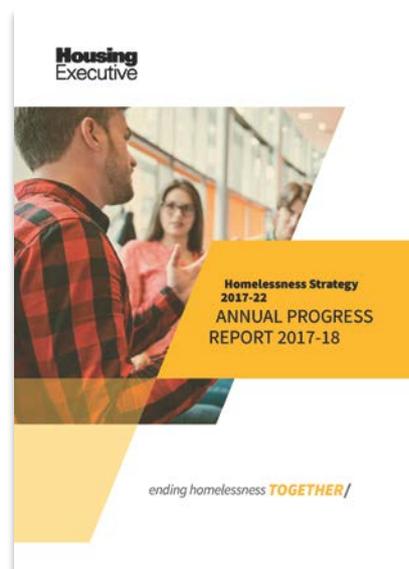
The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants. These payments are designed to help those who get Housing Benefit or Universal Credit but still experience difficulties meeting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

### Homeless Strategy

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

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

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



### Homeless Communication Action Plan

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

### Delivery Strategy and Action Plan

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

New social homes delivered through the SHDP are designed to meet a range of applicants' needs for social housing, including those with general housing requirements, Wheelchair Standard Housing, housing for active older people and housing for applicants with Complex Needs. The Housing Executive is working with

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

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

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

### **Asset Management Strategy**

The Housing Executive continues to implement the revised strategic investment strategy for its stock that was approved by DfC in October 2017. As such, our investment programme is focused on compliance and Health and 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 also have been published on: the cost of poor housing in Northern Ireland; the cost to bring dwellings in the region to an agreed level of energy efficiency; the views of residents living in homes constructed by housing associations as part of the Social Housing Development Programme during the financial year 2015/16; and the Broad Rental Market Areas and Local Housing Allowance (LHA) rates used to calculate private sector Housing Benefit.

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

## Customer Excellence Strategy

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

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



## Community Involvement Strategy

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

## Supporting People Strategy and Action Plan

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

## Rural Strategy & Action Plan

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

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

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



## Irish Travellers

The Housing Executive commissioned and published Comprehensive Traveller Accommodation Needs Assessments in 2002, 2008 and 2015 to establish the accommodation needs (for social housing, Traveller specific Group Housing, serviced sites and transit sites) of the Irish Traveller Community across Northern Ireland. In 2019, new research will be undertaken to provide the necessary information to enable a new Irish traveller Strategy and Needs Assessment to be developed for the period 2020-25.

## **Sustainable Communities**

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

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

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

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

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

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

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

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

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

## **Affordable Housing**

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

The Affordable Homes Loan Fund has piloted FairShare, which has been set up by Apex, Clanmil and Choice as a new shared ownership scheme enabling homebuyers who cannot afford to purchase a property outright, to buy a share of a property directly from a housing association and pay rent on the rest.

Co-Ownership continues to operate the Rent to Own initiative with the £12.5m FTC funding received. To date 33 properties have been funded across NI.

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

### Community Asset Transfer

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

### Local Context

Causeway Coast and Glens Borough Council comprises 1,969 square kilometres that is about 14% of the total Northern Ireland land area. It covers most of the Northern coast of Northern Ireland and stretches around from River Roe near Bellarena on the shores of Lough Foyle, with Magilligan Point with Benone Strand on the Atlantic Ocean and Mussenden Temple on the cliffs of Castlerock and stretches to the Glens of Antrim.



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

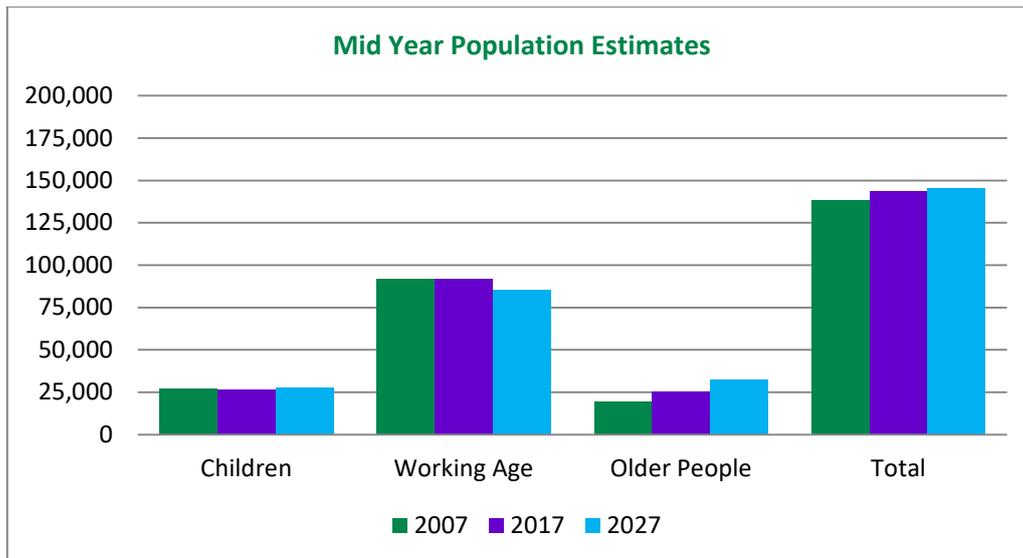
- Serve as a support for identifying useful services, funding sources and assist with developing a collaborative approach to use them most effectively;
- Offer a place for shared ideas to flourish;
- Make efforts not to exclude any group or prioritise the needs of one organisation over another; and

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



### Demographics

The population of Causeway Coast and Glens Borough Council area is projected to grow by 1.2% from 2017 to 2027 from 143,920 in 2017 to 145,581 in 2027. This growth will be concentrated mainly in the 65 plus age group. Working age populations are projected to decrease by 6.7% while the older person population is projected to increase by 28.2%. The population of this area rose by 4% to 143,920 from 2007 to 2017. The average household size is projected to reduce from 2.55 to 2.48 while the number of households is projected to increase by 2,335 from 55,492 to 57, 827 over the 10 years to 2027. While the need for small family accommodation remains strong, there will be a requirement to design and construct suitable accommodation for older persons.



Source: NISRA

### Economic Context

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

Within the borough, there were 40,556 jobs at September 2017 and the total number of employee jobs in Northern Ireland at December 2018 was 773,750. The Labour Market Structure shows 66.2% of the working age population are economically active, compared to 74% across Northern Ireland.

The median gross annual earnings for full-time employees living in Causeway Coast and Glens were £23,532 in 2018. In 2018, the basic full time median weekly wage for those working in Causeway Coast and Glens was £339.90 compared with £480.10 for Northern Ireland. There were 5,980 registered businesses in the borough at 2018, 8% of the Northern Ireland total. In September 2015, there were 84.3% of employees employed in the Services sector, 1% higher than the NI total; 9.2% in Manufacturing, some 2% lower than NI total; 5.2% in Construction, less than 1% of the NI total; and 1.2% in other.

### 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.

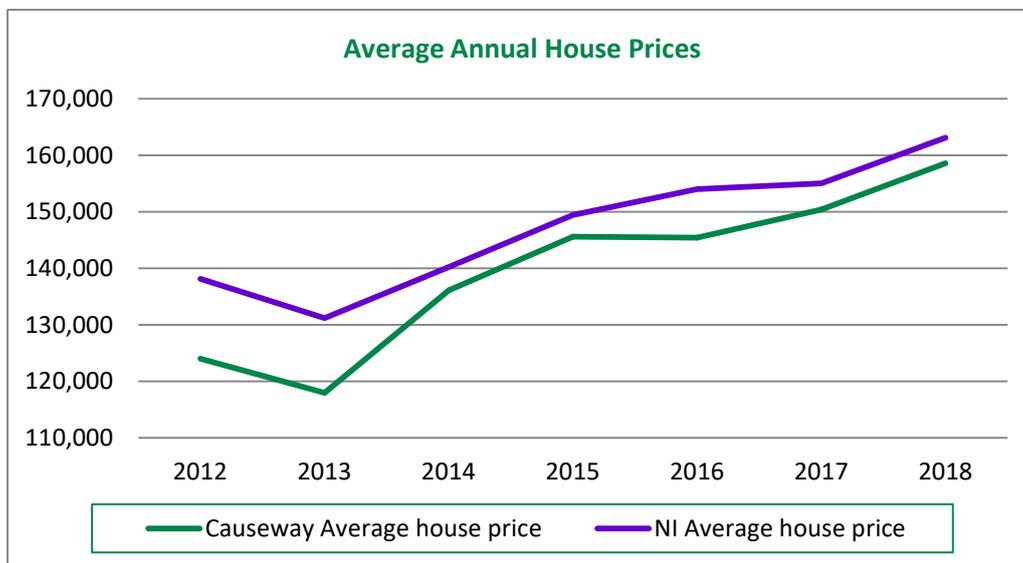
The borough has a Housing Growth Indicator projected new dwelling requirement of 6,700 for 2012/25. This data will inform the Council's Local Development Plan on the need for additional development land. The following sections will discuss owner occupied, private rented and social rented sectors in more detail.

## Owner Occupied Sector

Land and Property Services (LPS) state that the average house price in Causeway Coast and Glens at Q4 2018 (Sept – Dec) was £141,344. It represents an increase of 5.3% on 2017 figures.

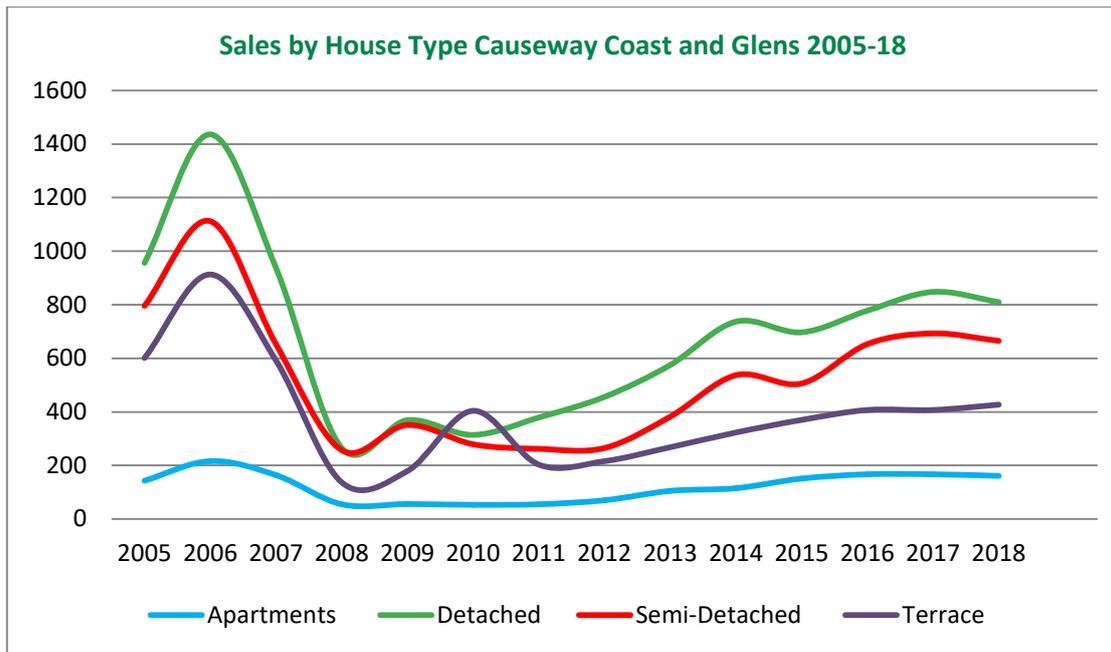
Despite modest house price increases and low interest rates, negative equity and rigorous bank lending practices have constrained the housing market. While house prices in Northern Ireland remain the cheapest in the UK, house price inflation continues to outstrip wage growth, pushing up loan to income ratios. 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.

House price growth across the borough was 2.8% lower in 2018 than Northern Ireland average house price. The line chart below shows that there is a similar, albeit parallel trend between NI and Causeway house prices. There was a dramatic dip in house prices in 2013 and then a steadier increase in Northern Ireland house prices from 2014 to 2018 than in Causeway.



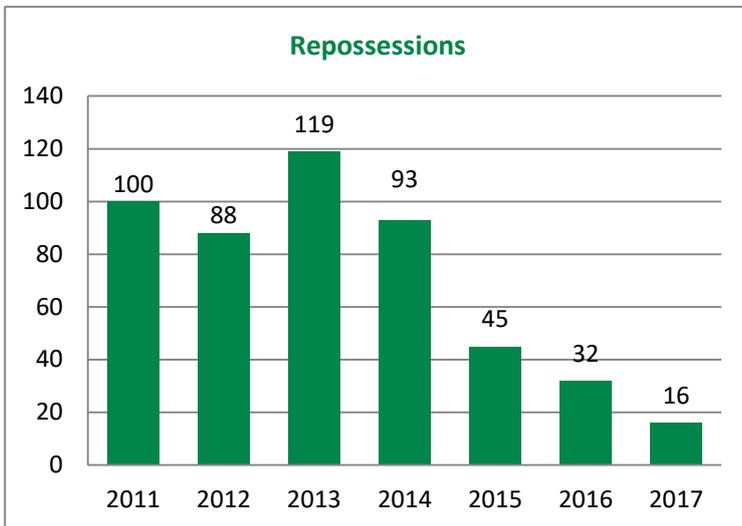
Source: Ulster University

Average house price in Causeway Coast and Glens increased from £139,314 in quarter 4 of 2005 to £141,344 in quarter 4 of 2018 with 2017 having the highest number of sales in that period. Popular locations in the borough include Coleraine town, Portrush, Portstewart and Castlerock.



Source: Land and Property Services

Market opinion is generally positive and reports an under-supply as the market continues to recover from the bottom of the property cycle. Local estate agents have reported that demand for private rental properties remains high. The housing market in the area is moderate and the demand is mostly concentrated in towns. The most popular groups that are buying are first time buyers and existing home owners. This is reflected in the age groups of 25-34 and 35-59 years old, the highest groups that are buying in fairly equal numbers. Three bedroom properties are the most popular to buy. Existing home owners upscaling is the most popular group that is selling.



Source: Land and Property Services

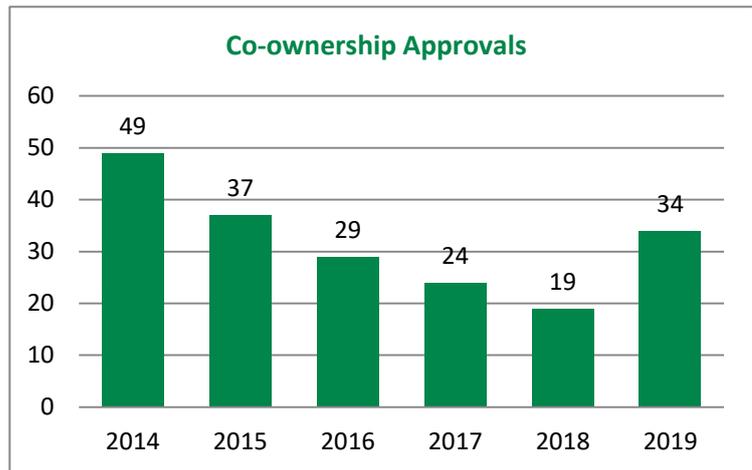
During 2017, there were 16 repossessions within Causeway Coast and Glens Borough a decrease of 50% over the previous year and an 86.6% decrease since 2013.

Low income households can have difficulty accessing the owner occupied market which creates demand for intermediate housing. The Housing Executive estimates intermediate housing demand for the borough at approximately 58 units per annum for the 2018 to 2028 period.

Co ownership had an active stock of 458 dwellings at March 2019, 34 of which were purchased during 2018/19.

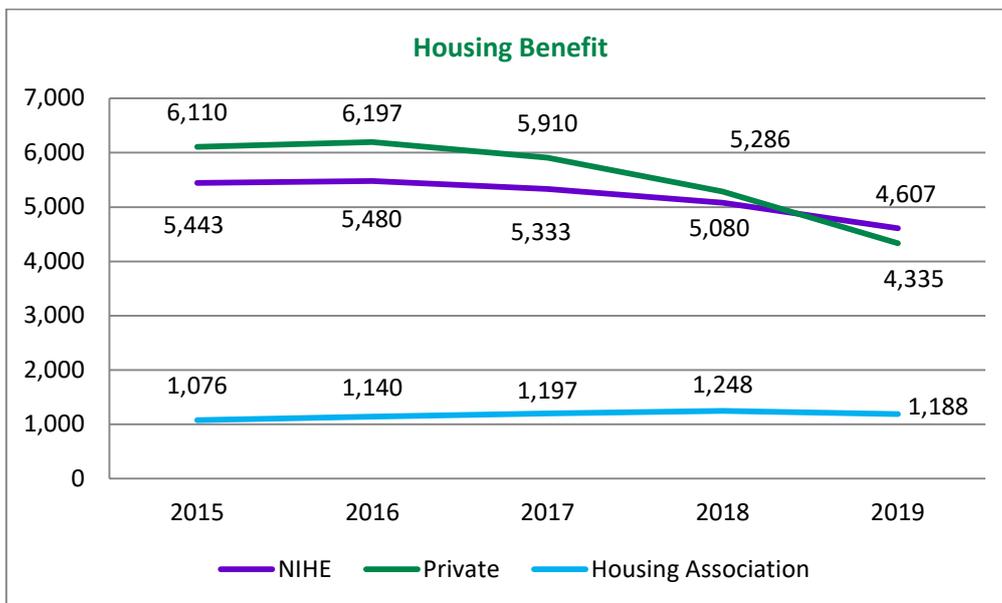
**Private Rented Sector (PRS)**

The private rented sector across the borough has seen an unprecedented increase in its tenure share between 2001 and 2019. The PRS continues to play a critical role in the local housing market and provides much needed accommodation for all household types.



Source: Co-ownership Housing Association

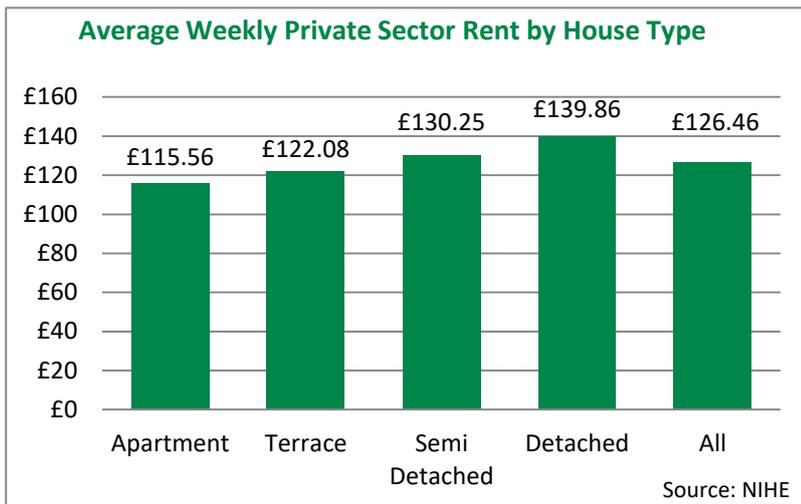
Local estate agents report a continuing strong demand as supply fails to catch up. Housing Benefit continues to play a vital role in supporting the private rented sector.



Source: NIHE

The highest age profile private renting are aged 25-34 years old. The most popular house types are semi-detached houses. Estate agents also reported that migrant workers are mainly renting. The number of enquiries and sales continue to increase.

Impending interest rate rises are currently not impacting the market as they are expected to be slow and gradual; however, for existing mortgages any rise in interest rates would place individuals and families under additional financial pressure. At March 2019, there were 4,335 private tenants in receipt of Housing Benefit in the borough. A key factor in this reduction is the introduction of Universal Credit. At March 2019, there were 806 NIHE tenants in receipt of Universal Credit in the borough.



Average weekly rents are shown in the chart opposite. The average weekly rent in Causeway Borough is £126.46 in comparison to £142.24 for the rest of Northern Ireland.

Rising levels of temporary employment, growing social housing waiting lists, lending restrictions and high levels of negative equity will ensure that role in the borough. DfC's Landlord Registration scheme identified 6,169 properties registered

by 3,654 landlords in Causeway Coast and Glens at March 2019. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Causeway Coast and Glens Borough falls within the North Broad Rental Market Area (BRMA). The Local Housing Allowance for 2 bedroom dwellings within the BRMA is £85.82 per week. For 3 bedroom dwellings within the North BRMA the allowance is £92.10. Despite the availability of discretionary housing payments, some tenants are now struggling to make up the difference between Housing Benefit allowance and rental charge.

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

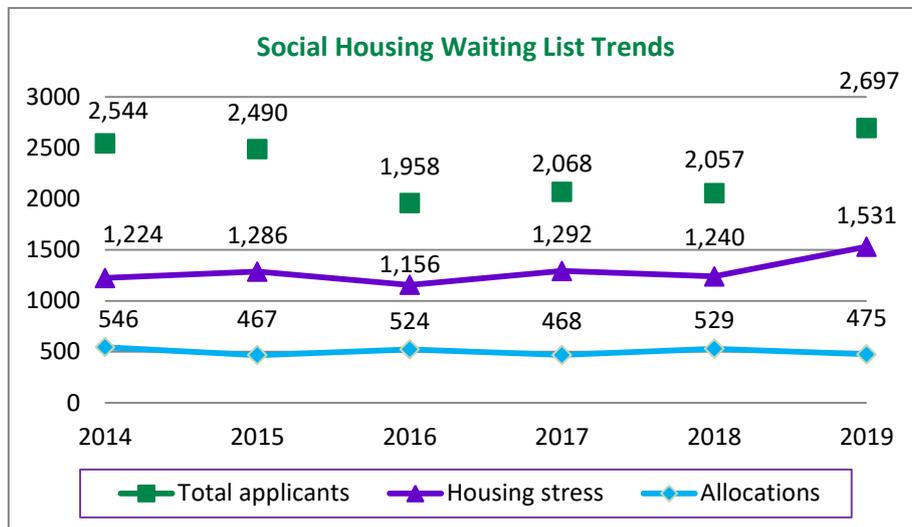
Tax changes and regulatory requirements have increased the obligations of private landlords, which have discouraged some small-scale investors. However, there is also scope, as reported by some estate agents, for any additional landlord costs to be offset by rising rents. These impacts continue to be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

As household groups continue to reduce in size, Houses in Multiple Occupation (HMO) will continue to play a greater role in the housing market, particularly for single households aged under 35. There are currently 6,638 HMOs in Northern Ireland of which 691 are in Causeway Coast and Glens.

### Social Housing Sector

Housing need for the borough increased in 2019. At March 2019 there were 2,697 numbers of applicants on the waiting list for Causeway Coast and Glens with 1,531 in housing stress. There were 475 allocations over the year. The requirement for new social housing in the borough has continued to increase since 2013. The five-year assessment for 2018-23 shows a need for 610 units in the borough. Need is greatest in Coleraine, Portrush, Portstewart and Dungiven.

Single, older persons and small family households comprise 86% of the housing stress waiting list in the council area. Future housing mix in new social housing will need to cater for these household groups. In recent years social housing need has been delivered locally by housing associations on Housing Executive land. Increasingly, areas of housing need are emerging in locations where the Housing Executive does not own land.



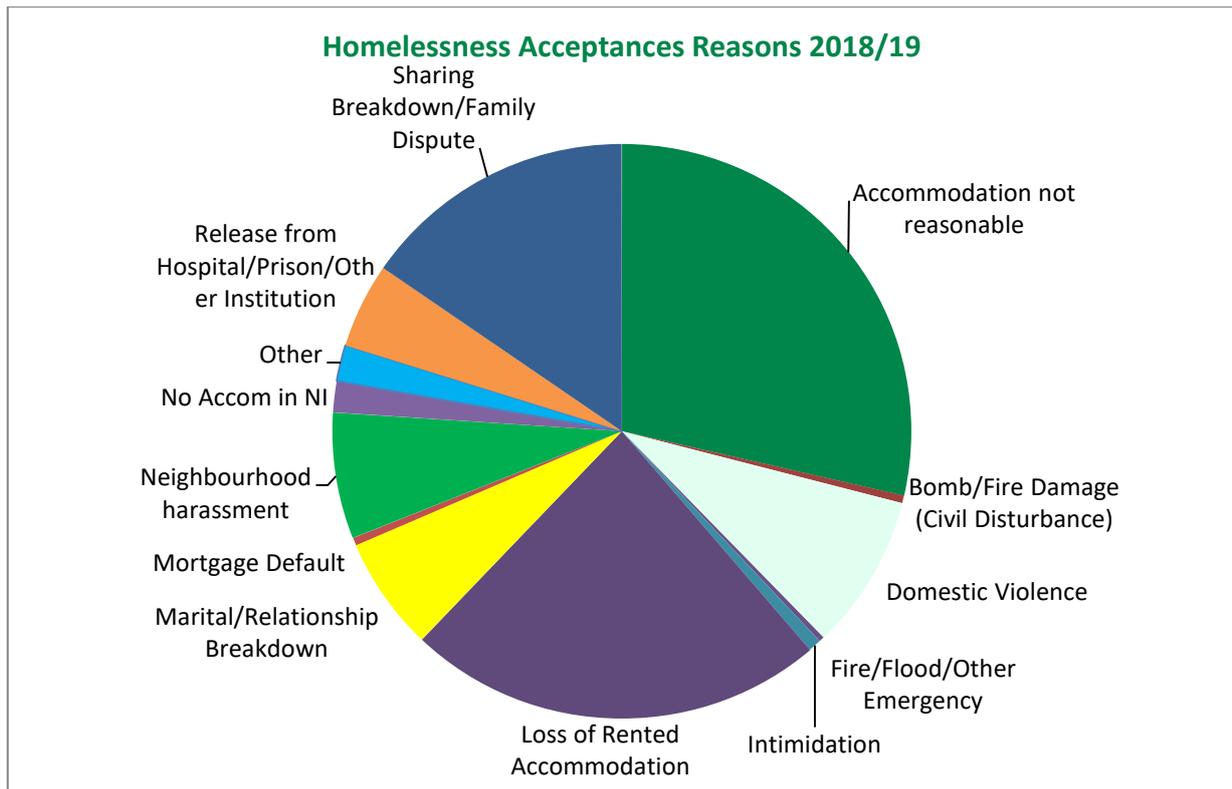
### Homelessness

The number of households presenting as homeless has remained fairly static between March 2018 and March 2019 with 1,001 at March 2019. There has been a small decrease in applicants being awarded 'Full Duty Applicant' status (statutorily homeless) over the same period.

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2013/14	1,084	655	98
2014/15	1,124	736	139
2015/16	1,020	811	142
2016/17	1,050	795	156
2017/18	1,002	716	151
2018/19	1,001	689	113

Source: NIHE

The following chart shows the causal factors for applicants accepted as homeless in Causeway during 2017/18. The main reason for homelessness acceptances was due to accommodation not being reasonable. Other significant reasons include loss of rented accommodation and sharing breakdown/family dispute.



Source: NIHE

There is a range of temporary accommodation options available in Causeway Coast and Glens Borough. During 2018-19 the Housing Executive made 36 placements into voluntary sector hostels and 10 placements in single let properties.

### Supporting People

£3.85m was spent delivering the Supporting People Programme for 2018/19 with £3.89m approved for 2019/20. Appendix 5 details supporting people provider’s information for the borough.

### Social Housing Development Programme



*Social new build in Coleraine*

Housing associations compete on the open market against the private sector and this can make it difficult to obtain sites in areas of housing need throughout the borough. This is more acute in coastal villages where land is relatively expensive. To address social need, the Housing Executive’s three year Social Housing Development Programme (SHDP) has 297 housing units planned (See Appendix 3).

During 2018/19, 94 units were completed across Causeway Coast and Glens including developments at Hazelbank Road, Coleraine, Laurelhill Phase 2 (as shown in the photo to the left), Coleraine and Station Road, Dunloy.

At March 2019 there were 133 units on-site including schemes in Leyland Road, Ballycastle, Union Street, Coleraine and Market Street, Ballymoney. 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 Causeway Coast and Glens Council area there is a residual social housing need at March 2018 for 35 wheelchair units. There were 49 applicants on the waiting list at March 2019 who require wheelchair accommodation; an increase of 11 over the past year. Forty-eight of these applicants were in housing stress with 8 allocations over the previous twelve months.

During 2018/19 the Housing Executive spent £1.34m on adaptations to their properties. 95 disabled facilities grants were approved and 78 completed, spending £1.04m.

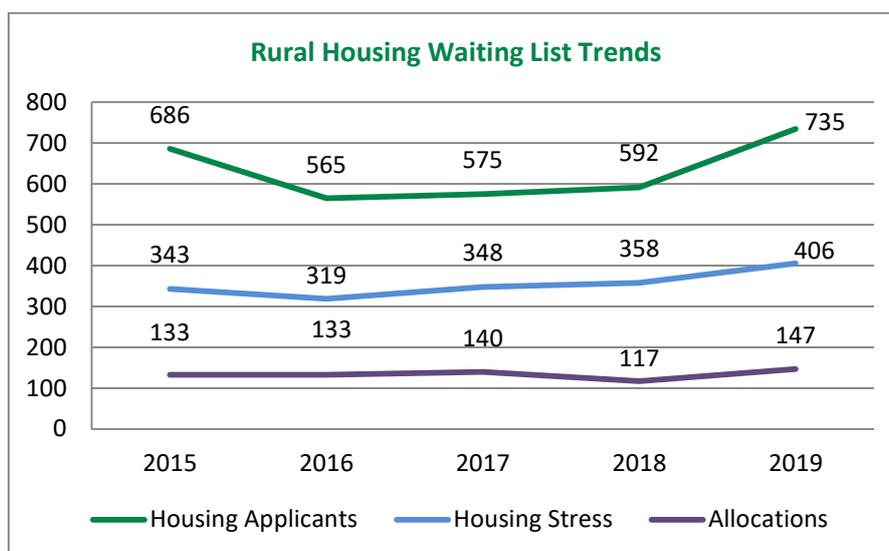
### Disabled Facilities Grants (DFG’s)

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Approved	100	110	113	98	95
Funding (£m)	0.88	0.89	1.17	1.06	1.04

Source: NIHE

### Rural Areas

Outside urban settlements, the Causeway Coast and Glens Council area encompasses a significant rural landscape. The natural beauty of the north coastline dominating views over the North Atlantic Ocean and the picturesque Binevenagh Mountain promotes rural settlements as desirable places to live. For this reason demand for rural housing generally exceeds supply. This is shown in the chart where the number of applicants on the rural waiting list greatly exceeds the number of allocations.



Source: NIHE

For many young rural households within Causeway Coast and Glens 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 latent demand tests took place in Ballycastle and Cloughmills identifying requirement for additional social housing. In Ballycastle the test was carried out specifically to determine need for older person accommodation. There was a significant response and a scheme has been added to the Social Housing Development Programme (SHDP) as a result. A test is due to take place in Glack during 2019/20.

## Community Planning

The Causeway Coast and Glens Borough Council published its Community Plan entitled 'A Better Future Together' 2017-30 in June 2018. The plan consists of a series of actions aimed at improving the health and wellbeing of all of the citizens of the borough and it provides overarching guidance that other public sector plans and strategies need to take account of and work toward.

The Community Planning strategic themes for Causeway are:

Our Citizens will have:

- 1) A Healthy Safe Community
- 2) A Sustainable and Accessible Economy
- 3) A Thriving Economy

The HIP themes are complementary to these Community Planning themes and this HIP has, therefore, aligned our housing actions against the Community Plan and this is shown in Appendix One.

The Housing Executive plays an active role in the Community Planning partnership structures. We are represented at quarterly Strategic Partnership meetings and we are the lead agency on a number of key actions within 'A Better Future Together'.

Under the 'Healthy and Safe Community' theme the Housing Executive is leading on an action to enhance interagency work around homelessness prevention and meeting needs of those with complex issues. This action reflects our statutory role in addressing Homelessness and a series of local actions have been initiated with Community Planning partners including enhanced awareness and interagency collaboration aimed at preventing and addressing homelessness in the borough.

The Causeway Coast and Glens Support Hub meets on a monthly basis in the Coleraine Council Office, chaired by a PCSP representative. Each meeting aims to openly discuss the cases on our support list, allowing open discussion amongst those in attendance. This allows all in attendance to share their views and offer any support or expertise to specific cases. Referrals can be made from all agencies involved, via a consent form. Alongside the Northern Ireland Housing Executive in attendance at the monthly meetings are representatives from the PSNI Support Hub Team, Northern Ireland Fire Service, Northern and Western

Trust, and Ambulance Services. The variety of expertise and knowledge allows the support hub to offer the best support possible.

We contribute to the 'Sustainable and Accessible Economy' theme by taking the lead on the action 'to meet local housing need and provide suitable accommodation' again reflecting the organisations statutory role to review housing need and land supply and assist housing associations in identifying suitable sites for housing development. The Housing Executive provides regular housing need and trend analysis which for Causeway shows a decline in the total applicants on the waiting list and a decline in housing stress. There is likely a correlation between the positive work undertaken to prevent homelessness and the decline in applicants on the waiting list for social housing.

### **Local Development Plan**

The Causeway Coast and Glens Local Development Plan (LDP) 2030 will replace the Northern Area Plan 2016. As the statutory development plan, the LDP will be the main policy vehicle to influence housing in the borough for 15 years. It is therefore appropriate that the Community Plan and HIP are considered in the preparation of the LDP.

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

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

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

The Council's timetable has been agreed and published and the Council's Preferred Options Paper (POP) held a twelve week public consultation period, which closed 21<sup>st</sup> September 2018.

The future LDP work programme, moving towards the preparation of the draft Plan Strategy, will focus on an analysis of the issues raised to the POP, including liaison with statutory consultees, and respondents (where relevant). The draft Plan Strategy is timetabled to be published with an eight week consultation period during autumn/winter 2019. The Housing Executive will be involved in the consultation.

## 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.

### Key Projects / Areas of Investment in 2019/20

- Major new build schemes include Leyland Road, Ballycastle and Union Street, Coleraine
- Stock Improvements projected spend is £1.74m
- Supporting People Investment is £3.89m

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 £22.35m for Causeway Borough Council area. Housing expenditure and projected housing investment is set out below.

## Causeway Coast and Glen's actual/projected public sector housing spend

Activity areas	Actual spend £m 2018/19	Projected spend £m 2019/20
Stock Improvements	0.58	1.74
Adaptations for Persons with a Disability (APD's)	1.34	1.45
Planned Maintenance Work (planned, cyclical and MS running costs)	7.33	7.96
Grounds Maintenance	0.69	1.57
Response Maintenance	3.86	4.53
Private Sector Grants	1.49	2.29
Supporting People	3.85	3.89
Community Development *	0.06	*
Investment New Build**	3.03	***
Boiler Replacement Scheme	0.12	****
<b>Total****</b>	<b>22.35</b>	<b>23.43</b>

Source: NIHE

Notes:

\*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.

## 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.	1,001 homelessness presentations and 689 homelessness acceptances.	Development and publication of the Chronic Homelessness Action Plan.  Implementation of year one actions in Chronic Homelessness Action Plan.	1C 1D 1E
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 provides them with information to allow them to make informed decisions about their housing options. The approach has been developed to focus on tenancy sustainment and homeless prevention. Housing Solutions and Support teams now operate across all Housing Executive local Offices.  The Customer Management System (CMS) is now being used by all Housing Solutions staff and Patch Managers in order to allow better case management of customer's housing journeys.	Ensure the new approach continues to be effectively embedded across the organisation.  Conduct peer reviews to benchmark the NIHE Housing Solutions service and identify good practice and areas for improvement.  Further develop the Housing Solutions and Support approach. Including through accreditation of staff.  Ensure information is readily available across all tenures to meet the needs of a housing options service.  Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.	1C 1E 1F
NIHE has made £390k available to fund Smart move 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 30 <sup>th</sup> 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

Plans 2018/19	Progress	Plans 2019/23	CP Ref
£3.82m has been approved to deliver the Supporting People Programme for 2018/19.	<p>£3.85m was spent delivering the Supporting People Programme for 2018/19.</p> <p>60 accommodation based services for 936 service users.</p> <p>5 floating support schemes for 132 service users.</p>	£3.89m has been approved to deliver the Supporting People Programme for 2019/20.	1A 1C 1F
The gross, three-year SHDP contains no new supported housing schemes in 2018/19.	There is currently no requirement for additional supported housing in Causeway Coast and Glens area.	The gross, three-year (2019/22) SHDP contains no new supported housing schemes for the Council area. This will be kept under annual review.	
NIHE will assess need for social wheelchair housing. Where possible, wheelchair units will be incorporated in the programme. DfC has agreed an initial Wheelchair Standard Accommodation target of 7% of general needs new build for 2018/19.	Five wheelchair units were on-site at March 2019.	The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5% rising to 10% in 2020/21.	1A 1C 1E 1F
NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI.	NIHE approved 95 DFGs spending £1.04m during 2018/19. 78 DFGs were completed during the year.	NIHE has funding of approximately £9.5m for DFGs for the private sector in 2019/20 across NI. The funding for Causeway is £0.93m.	1A 1C 1F
NIHE will provide adaptations to their properties as required.	NIHE spent £1.34m on adaptations in 2018/19.	NIHE have a budget of £1.45m to provide adaptations to their properties in Causeway in 2019/20.	1C 1E 1F

## Outcome 2 – Deliver better homes

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Identifying housing needs, increasing supply of affordable renting and assisting home ownership</b>			
NIHE will carry out an annual five year projected social housing need assessment for the Council area.	Achieved. The five year social housing need for the Council area is 610.	NIHE will carry out an annual five-year projected social housing need assessment for the Council area.	1C 3A
NIHE will annually assess demand for intermediate housing for the Council area.	Achieved. The ten year intermediate housing need is 580.	NIHE will annually assess demand for intermediate housing for the Council area.	
NIHE will commence a programme to deliver Housing Market Assessments (HMAs) across NI upon the completion of the housing market geographies research.	New HMA boundaries have been agreed and NIHE plans to commission further research to undertake a factual analysis of housing systems within two of the new housing market areas with a view to extending this further to all new housing market areas.	The Housing Executive has now appointed a research contractor to undertake Phase 2 of this research, to conduct a Strategic Housing Market Analysis for the Belfast Metropolitan and Derry and Strabane Housing Markets Areas. Both Housing Market Area reports are due for completion in March 2020.	1E 2A 2B 2C
DfC will approve a gross, three-year 2019/22 SHDP.	There are 133 units on-site, of which, 21 units started in 2018/19. There were 94 units completed during 2018/19.	DfC will approve a gross, three-year 2020/23 SHDP.	1C 2A 2C
NIHE will carry out site identification studies to examine sites for social housing as necessary.	Three site identification studies have been completed and consultation carried out with internal departments. Studies that have been completed include Cushendall, Glack and Castlerock.	Site identification studies will be completed as identified	2C 3A
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 34 properties purchased through Co-Ownership in the Causeway Coast and Glens area.	Continue to assist home ownership through House Sales and Equity Sharing.	1C 2A 2C 3A
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	28 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.	1E 2C 3A

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Improving People's Homes – NIHE Stock</b>			
Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £7.18m.	In 2018/19, NIHE spent £7.33m on 26 planned maintenance schemes in the Council area. NIHE completed planned maintenance works to 1,837 properties: 1,026 properties received ECM works; 255 Kitchens; 181 bathrooms; 25 received bathroom/kitchen replacements; 348 Heating and 2 received double glazing.	Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £7.96m for 28 schemes. NIHE will complete works to 2,406 properties: 894 properties will receive ECM works; 299 properties will receive bathroom/kitchen replacements; 473 Heating; 196 double glazing; 423 bathrooms; 115 incremental improvements and six properties will receive Multi Element Improvements.	1C 2A 2B 2C
Funding for NIHE stock improvement work in 2018/19 is £3.42m.	In 2018/19, NIHE spent £0.58m on stock improvement work.	Funding for NIHE stock improvement work in 2019/20 is £1.74m.	1E 2A 2B 2C
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.	98.72% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Improving People's Homes – Private Stock</b>			
NIHE will implement the Affordable Warmth Scheme. Funding of £16m is available for 2018/19 across NI.	In the Council area, 604 measures were carried out to 323 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.	1A 1C 1D 1E 1F
NIHE will continue to administer the Boiler Replacement Scheme on behalf of DfC for the period 2016-19 with a budget of £1.78m for 2018/19 across NI.	In Causeway Coast and Glens 170 properties had boilers replaced at cost of £116k.	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.	2C 3A

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Improving People's Homes – Private Stock</b>			
Funding of discretionary grants will continue in 2018/19.	Discretionary grant approval in 2018/19 was £54.4k.	Funding of discretionary grants will continue in 2019/20.	1A 1C 3A
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were a small number of mandatory repair grants approved in 2018/19, with an approval value of £8.6k.	NIHE will issue mandatory repair grants as required.	1C 3A
NIHE will register and inspect Houses in Multiple Occupation (HMOs) for building and management standards.	At March 2019, there were 691 properties registered as HMOs in the Council area. In the past year, 14 Article 80 Notices (fit for number of occupants) and 22 Article 79 Notices (Management Regulations) were served.	Administration of HMOs has now passed to Belfast City Council and is no longer a Housing Executive function.	2A 2B 2C
NIHE's 2018/21 Energy Efficiency Programme includes 22 schemes at a cost of £12.6m.	In 2018/19, the Energy Efficiency Programme included 346 installations at a cost of £1.39m.	NIHE's 2019/22 Energy Efficiency Programme includes 1,642 units at a cost of £4.7m.	2C
Bryson Energy has been awarded a further two-year contract to maintain the Oil Buying Clubs Scheme, and transition the handover of this service to local community groups over the next two years.	4,900 households have become members of the 27 oil buying clubs established in NI. Within the council area there are no oil buying clubs.	Bryson Energy will continue to maintain the Oil Buying Clubs Scheme until the service transitions over to local community groups.	1C 1E 1F 2C

## Outcome 3 – Fostering vibrant sustainable communities

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Community Planning</b>			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	2A 2B 2C 3A
DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19.	DfC has funded £23.13k for Ballymoney SPOD area for 2018/19. Areas at Risk £37.28k and Neighbourhood Renewal £61.98k.  DfC has funded £402k for SPOD in NI in 2018/19.	DfC hopes to continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20.	1C 1D 1E 2C 3A
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.	Latent Demand Tests were carried out in Ballycastle and Cloughmills in 2018/19.	Identify rural housing need/demand in Glack.	1E 2C
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 2019/20 scheme is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	3A 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.	The target for the 2019/20 programme is to fund a minimum of seven projects across NI.	2C
NIHE will implement and promote the annual 'Rural Community Awards' competition	The 2018/19 Rural Community Awards were presented to the winning community groups in October 2018.	NIHE hopes to offer the Rural Community Awards on an annual basis.	1E 3A 3C

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Building Successful Communities</b>			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	1E 3A 3B 3C 3D
NIHE's Social Housing Enterprise (SHE) Strategy will invest £0.5m in NI annually to support social housing enterprise developments.	£5,000 was awarded by the Social Housing Enterprise Strategy, during 2018/19 in Causeway Coast and Glens.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	1E 3A 3B 3C 3D
Complete new Community Safety Strategy 2019-23.	Work is nearing completion on the new Community Safety Strategy.	Consult on the new Community Safety Strategy, launch and implement.	1D 1E 2C
NIHE will work to prevent hate crimes.	A hate harassment tool kit was launched in 2016. The Hate Incident Practical Action (HIPA) scheme continues to be available to address damage to properties. During 2018/19, three HIPA incidents were actioned to in the Council area.	Continue to work to prevent hate harassment.	1D 1E
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.	1D 1E 1F 2C
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2018/19, £5,000 was awarded in the Council area for Business development costs including purchase of a van, salary and overhead costs.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available.	
NIHE will continue to partner at Anti-Social Behaviour Forum.	Local office staff continues 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.	
NIHE will deal with reported cases of ASB in its estates.	During 2018/19, NIHE dealt with 118 cases of ASB within the Council area.	NIHE will deal with reported cases of ASB in its estates.	
NIHE will work to raise awareness and promote integration through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime training to staff across the organisation.	NIHE will implement bespoke training in good relations for staff and community groups.	1E

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<b>Building Successful Communities</b>			
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	BRIC spending over the two year period of 2017-2019 was £19.25k.  Community Cohesion grants of £39,432 was spent on 15 projects.	The BRIC Programme has now completed.	1A 1B 1D 1E 1F 2C
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	SCNI continues to support community groups. There is a dedicated Supporting Communities worker for the local office which allows NIHE to encourage new groups to form. To date staff engage with sixty-four community groups.		1A 1B 1E 1F 3C 3D
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.	1E 3A 3C
Funding of £19,925 for 6 projects was awarded in 2018/19 for Community Grants.	£19,925 was spent in 2018/19 on Community Grants.	Funding of £19.8k for 2019/20 for Community Grants was awarded to various community associations and £4,307 per area Housing Community Network (HCN) will be made available by NIHE.	1E 2C 3A 3C

## 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 98.16% of rent at March 2019.	Increase rent collection to reinvest to improve services.	3A
Reduce arrears to maximise income.	Arrears increased by £231k during 2018/19.	Reduce arrears to maximise income.	
Implement the Tenancy Fraud Action Plan.	Action Plan in place & statistics reported quarterly to DfC.	Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.	
Implement the welfare reform project plan as required.	NIHE has: <ul style="list-style-type: none"> <li>• established a Welfare Reform Project Team;</li> <li>• developed a project plan to manage the introduction of welfare reform;</li> <li>• identified the impact of the changes on our customers and on the business;</li> <li>• developed appropriate processes to implement changes;</li> <li>• instigated measures to lessen the impacts; and,</li> <li>• worked closely with DfC on the implementation of welfare reform and the mitigation processes.</li> </ul>	NIHE will: <ul style="list-style-type: none"> <li>• continue to implement the welfare reform project plan as required;</li> <li>• develop an Income Collection project plan to deal with the impacts of welfare reform</li> <li>• carry out research to help the business plan how to deal with the impacts of welfare reform</li> <li>• communicate with staff, tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and,</li> <li>• assist DfC deliver the processes necessary to implement reform and associated mitigations.</li> </ul>	1C 3A
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 11.9 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.	1C 3A
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 0.08% 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.	2B 2C
2016/19 Sustaining Tenancy Strategy fully implemented with new ways of working	The approach outlined in the strategy is now fully operational throughout Housing Executive.	Develop and Implement a new Customer Support & Tenancy Sustainment Strategy (19-22)	1C 1E 2C

Plans 2018/19	Progress	Plans 2019/23	CP Ref
(Build Yes) fully mainstreamed.	A review of the Strategy is complete and findings will be incorporated into the new Strategy.	which builds upon the success of the previous strategy. Reduce tenancy failure through increasing support for our customers and tenants to solve their housing problems and help them to stay in their own home.	
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2018 survey found that 86% of tenants were satisfied with the overall service provided by the Housing Executive. Work on the 2019 survey is under way.	Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	1E

# APPENDICES

## Appendix 1 Community Plan themes and outcomes

Theme	Indicators	Reference
<b>A Healthy Safe Community</b>	All people of the Causeway Coast and Glens will benefit from improved physical health and mental well being	1A
	Our children and young people will have the very best start in life	1B
	All people in the Causeway Coast and Glens can live independently as far as possible and access support services when needed	1C
	The Causeway Coast and Glens feels safe	1D
	The Causeway Coast and Glens promotes and supports positive relationships	1E
	The particular needs of the most vulnerable in our community are met so that they can live active and healthy lives. These needs may include access to leisure or play facilities, access to appropriate advice and support or access to services.	1F
<b>A Sustainable and Accessible Environment</b>	The Causeway Coast and Glens area is widely recognised and celebrated for its unique natural and built landscapes.	2A
	The Causeway Coast and Glens area has physical structures and facilities that further growth, access and connections	2B
	The Causeway Coast and Glens area has a sustainably managed natural and built environment	2C
<b>A Thriving Economy</b>	The Causeway Coast and Glens area provides opportunities for all to contribute to and engage in a more prosperous and fair economy	3A
	The Causeway Coast and Glens area attracts and grows more profitable businesses	3B
	The Causeway Coast and Glens drives entrepreneurship and fosters innovation	3C
	All people of the Causeway Coast and Glens will be knowledgeable and skilled	3D

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

Settlement	Social Housing Need 2018-23
Ballycastle town	25
Ballymoney town	18
Coleraine town	190
Limavady town	30
Armoy	6
Artikelly	4
Atlantic	2
Ballintoy	3
Ballybogy	3
Ballykelly	14
Balnamore	11
Bellarena	4
Bendooragh	1
Castlerock	11
Cloughmills	14
Craigmore	2
Cushendall	23
Cushendun	6
Drumadraw	2
Dungiven	36
Feeny	3
Foreglen	3
Greysteel	7
Portballintrae	10
Portrush	94
Portstewart	73
Rathlin	10
Waterfoot	5
<b>Total Social New build requirement Causeway Coast and Glens</b>	<b>610</b>

Housing need has currently been met in Aghadowey, Ardgarvan, Articlave, Ballyrashane, Ballyvoy, Ballywoodock, Boveedy, Burnfoot, Bushmills, Castleroe, Clintyfinnan, Corkey, Dernaflaw, Dervock, Druckendult, Drumsurn, Dunaghy, Dunloy, Dunluce, Farrenlester, Garvagh, Glack, Glenleary, Glenullin, Gortnaghey, Grove, Killyrammer, Kilrea, Largy, Liscolman, Loughguile, Macfin, Macosquin, Maybouy, Mosside, Rasharkin, Seacon, Stranocum, and Windyhall, and will be kept under annual review.

### New Intermediate Housing Demand for Causeway Coast and Glen 2018/28

Council	Intermediate Housing Demand 2018/28
Causeway Coast and Glens	580

## Appendix 3 Social Housing Development Programme

### Schemes completed April 2018 – March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Ballycastle (Rehab Ph25A)	1	General Needs	Apex Housing	Urban
Station Road (T)*, Dunloy	10	General Needs	Clanmil	Rural
Laurelhill Phase 2, Coleraine	30	General Needs	Fold	Urban
Hazelbank Road, Coleraine	24	General Needs	Fold	Urban
Ballymoney ESPs**	18	General Needs	Triangle	Urban
Stranocum ESPs**	2	General Needs	Triangle	Rural
Ballyvoy, ESP**	2	General Needs	Triangle	Rural
Cloughmills, ESP**	1	General Needs	Triangle	Rural
Mill Water Mews, Stranocum OTS***	4	General Needs	Triangle	Rural
Westbrook Mews, Coleraine OTS***	2	General Needs	Triangle	Urban
<b>Total</b>	<b>94</b>			

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

### Schemes on-site at March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Eglinton Street, Portrush	8	General Needs	Choice	Urban
Mark Street, Portrush	8	General Needs	Choice	Urban
Ramore Court, Portrush	10	General Needs	Choice	Urban
PSNI, Charlotte Street, Ballymoney	8	General Needs	Clanmil	Urban
Union Street, Coleraine	18	General Needs	Clanmil	Urban
Girona Avenue, Portrush	10	General Needs	Habinteg	Urban
Leyland Road, Ballycastle	40	General Needs	Radius	Urban
Charles Street, Ballymoney	7	General Needs	Radius	Urban
Carn-Neil Park, Waterfoot, ESP*	1	General Needs	Rural	Rural
Parklea, Portstewart, ESP*	1	General Needs	Triangle	Urban
Ashdale, Coleraine, ESP*	1	General Needs	Triangle	Urban
Upper Captain Street, Coleraine, ESPs*	5	General Needs	Triangle	Urban
Thornlea Drive, Coleraine ESP*	1	General Needs	Triangle	Urban
Drummond Manor, Limavady, ESPs*	2	General Needs	Triangle	Urban
College Court, Limavady ESP*	1	General Needs	Triangle	Urban
Market Street, Ballymoney	10	General Needs	Triangle	Urban
Mill Water Mews, Phase 2, Stranocum OTS**	2	General Needs	Triangle	Rural
<b>Total</b>	<b>133</b>			

\* ESP - Existing Satisfactory Purchase \*\* OTS – Off the Shelf

## Schemes programmed 2019/22

Scheme	No of units	Client Group	Year	Housing association	Policy theme
Rathmoyle, Ballycastle	28	General Needs	2019/20	Apex Housing	Urban
Hass Road Phase 3, Dungiven (T)*	22	General Needs	2019/20	Apex Housing	Rural
Coastguard Road, Coleraine	6	General Needs	2019/20	Apex Housing	Rural
Railway Road, Coleraine	16	General Needs	2019/20	Choice	Urban
22-26 Abbey Street, Coleraine	16	General Needs	2019/20	Choice	Urban
Coleraine Road, Portstewart	73	General Needs	2019/20	Radius	Urban
Site Located south of McQuaig's Bar, Rathlin	10	General Needs	2019/20	Rural	Rural
Site adjacent to 299 Foreglen Road, Foreglen	3	General Needs	2019/20	Rural	Rural
Cushendall ESPs**	3	General Needs	2019/20	Rural	Rural
Waterfoot ESPs**	3	General Needs	2019/20	Rural	Rural
Stranocum ESPs**	3	General Needs	2019/20	Rural	Rural
Ballycastle Road, Coleraine	3	General Needs	2019/20	Triangle	Urban
Harpurs Hill, Phase 2 (T)*, Coleraine	7	General Needs	2019/20	Triangle	Urban
Garryduff Road, Ballymoney	10	General Needs	2019/20	Triangle	Urban
Coleraine Road, Portrush	31	General Needs	2020/21	Radius	Urban
Fenton Park, Cloughmills	2	General Needs	2020/21	Triangle	Rural
Main Street, Limavady	12	General Needs	2020/21	Triangle	Urban
High Street, Cushendall	14	General Needs	2020/21	Triangle	Rural
New Street, Armoy	9	General Needs	2021/22	Triangle	Rural
Princes Gardens, Cloughmills	14	General Needs	2021/22	Triangle	Rural
Edward Street, Ballymoney	12	General Needs	2021/22	Triangle	Urban
<b>Total</b>	<b>297</b>				

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

## Appendix 4 Maintenance Programme, Grants and Adaptations information

### Schemes completed April 2018 – March 2019

Work Category	Scheme	Units
External Cyclical Maintenance	Drumavalley/ Coolessan, Limavady	114
	Dungiven/Drumsumn, Limavady	86
	Portrush	9
	Macosquin/ Garvagh, Coleraine	268
	Harpurs Hill, Coleraine	223
	Carnany, Ballymoney	3
	Cloughmills, Ballymoney	174
	Ballycastle	149
Revenue Replacement (Kitchen)	Limavady kitchens	83
	Buskin Way/Curraghmore, Coleraine	67
	Carnany/Cloughmills, Ballymoney	92
	Ballycastle kitchens	13
Revenue Replacement (BKR)	Ballycastle	25
Heating Installation	Limavady	45
	Coleraine Town	81
	Portstewart Flats	38
	West Bann, Coleraine	6
	Coleraine Phase 1	17
	Ballymoney Phase 1	74
	Ballymoney Phase 2	3
	Ballybogey, Ballymoney	16
	Ballycastle Phase 1	3
	Ballycastle Phase 2	65
Double Glazing	Limavady	2
Bathrooms	Dungiven/Feeny	74
	Trinity Drive/Westgate, Ballymoney	107
<b>Total</b>		<b>1,837</b>

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

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

Work Category	Scheme	Units
External Cyclical Maintenance	Dungiven/Drumsturn, Limavady	67
	Limavady	168
	Coleraine Area	323
	Coleraine Town/ Killowen	200
	Articlave, Coleraine	32
	Cloughmills, Ballymoney	86
	Ballycastle	18
Revenue Replacement (BKR)	Ballycastle	74
	Alexander Road, Limavady	75
	Somerset Drive, Coleraine	75
	Glebeside, Ballymoney	75
Heating Installation	Limavady	152
	Coleraine Town	21
	Portstewart Flats	3
	Coleraine Phase 1	119
	Coleraine	70
	Ballymoney Phase 1	72
	Ballymoney Phase 2	30
	Ballycastle Phase 1	6
Double Glazing	Causeway DG	196
Bathrooms	Dungiven/Feeny	42
	The Heights, Coleraine	102
	The Heights, Coleraine Ph 2	64
	Ballymoney bathrooms	55
	Ballycastle Phase 1	96
	Ballycastle Phase 2	64
Incremental Improvement (Roofs)	Ramore Street, Portrush	115
Capital Scheme (MEI)	Causeway Aluminium's	6
<b>Total</b>		<b>2,406</b>

Note: Some schemes may start and complete in year.

### Definition of Work Categories

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

### Grants Performance 2018/19

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	95	1,144	78
Repairs Grant	<10	8.6	<10
<b>Discretionary Grants</b>			
Renovation Grant	<10	36.8	<10
Home Repair Assistance Grant	<10	17.6	<10
<b>Total</b>	<b>104</b>	<b>1,208</b>	<b>82</b>

### 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*	12	0.64	0.70
Adaptations for Persons with a Disability (APD's) Completions*	10		
Lifts**	31	0.15	0.17
Showers**	104	0.29	0.37
Minor APD repairs***	372	0.25	0.21
<b>Total</b>	<b>-</b>	<b>1.34</b>	<b>1.45</b>

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

## Appendix 5 Supporting People Information

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2018-19 (£k)	Budget 2019-20 (£k)	Max. no of services users
Accommodation Based Services	Older People	34	8	1,144	1,187	727
	Homeless	4	3	770	742	40
	Disability	21	6	1,585	1,613	154
	Young People	1	1	24	24	15
	<b>Sub Total**</b>	<b>60</b>	<b>-</b>	<b>3,523</b>	<b>3,566</b>	<b>936</b>
Floating Support Services	Older People	2	2	57	58	25
	Homeless	1	1	111	111	58
	Disability	2	2	154	154	49
	<b>Sub Total**</b>	<b>5</b>	<b>-</b>	<b>321</b>	<b>323</b>	<b>132</b>
<b>Grand Total*</b>		<b>65</b>	<b>**</b>	<b>3,845</b>	<b>3,889</b>	<b>1,068</b>

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

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

## Appendix 6 NIHE Stock at March 2019

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Aghadowey	6	0	12	0	0	18	0
	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>10</b>	
Aghanloo	7	0	17	0	0	24	0
	<b>11</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>51</b>	
Ardgarvan	7	0	0	0	0	7	0
	<b>16</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>34</b>	
Armoy	29	0	36	0	9	74	0
	<b>31</b>	<b>0</b>	<b>34</b>	<b>0</b>	<b>37</b>	<b>102</b>	
Articlave	14	0	59	0	0	73	0
	<b>5</b>	<b>0</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>46</b>	
Atlantic	2	0	2	0	11	15	0
	<b>27</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>49</b>	<b>91</b>	
Aughill	4	0	0	0	0	4	0
	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Ballintoy	3	0	6	0	6	15	0
	<b>7</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>24</b>	<b>61</b>	
Ballybogey	12	0	2	0	2	16	0
	<b>28</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>11</b>	<b>52</b>	
Ballycastle	120	12	139	0	12	283	0
	<b>55</b>	<b>2</b>	<b>321</b>	<b>0</b>	<b>23</b>	<b>401</b>	
Ballycrum	0	0	0	0	0	0	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	
Ballykeen	2	0	0	0	0	2	0
	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	
Ballykelly	31	2	57	0	0	90	0
	<b>15</b>	<b>2</b>	<b>144</b>	<b>0</b>	<b>0</b>	<b>161</b>	
Ballymacallion	2	0	0	0	0	2	0
	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
Ballymonie	5	0	9	0	0	14	0
	<b>11</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>33</b>	
Ballyquin	0	0	6	0	0	6	0
	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	
Ballyrashane	0	0	0	0	12	12	0
	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>57</b>	<b>64</b>	
Ballysally	49	116	415	0	0	580	2
	<b>4</b>	<b>3</b>	<b>167</b>	<b>0</b>	<b>0</b>	<b>174</b>	
Ballyvoy	7	0	2	0	3	12	0
	<b>18</b>	<b>0</b>	<b>8</b>		<b>15</b>	<b>41</b>	
Ballywoodock	0	0	16	0	12	28	0
	<b>22</b>	<b>0</b>	<b>27</b>	<b>0</b>	<b>73</b>	<b>122</b>	
Balnamore	43	0	13	0	14	70	0
	<b>63</b>	<b>0</b>	<b>16</b>		<b>22</b>	<b>101</b>	
Bellarena	3	0	1	0	0	4	0
	<b>15</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>34</b>	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Bendooragh	23	0	10	0	11	44	0
	<b>66</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>3</b>	<b>122</b>	
Bonnanboigh	15	0	20	0	0	35	1
	<b>6</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>25</b>	
Boveedy	6	0	2	0	4	12	0
	<b>9</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>19</b>	<b>42</b>	
Brook Green	19	0	0	0	0	19	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Bushmills	51	10	162	0	12	235	1
	<b>38</b>	<b>0</b>	<b>172</b>	<b>0</b>	<b>45</b>	<b>255</b>	
Carnanbane	2	0	0	0	0	2	0
	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	
Carnany	38	22	123	0	0	183	0
	<b>2</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>12</b>	
Carrydoo	8	0	4	0	0	12	0
	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Castlerock	8	5	28	0	0	41	0
	<b>5</b>	<b>3</b>	<b>46</b>	<b>0</b>	<b>0</b>	<b>54</b>	
Castleroe	3	0	31	0	0	34	0
	<b>7</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>36</b>	
Churchlands	4	6	14	0	0	24	0
	<b>1</b>	<b>4</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>26</b>	
Circular Road	8	7	3	0	0	18	0
	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Clintyfinnan	17	0	9	0	11	37	0
	<b>9</b>	<b>0</b>	<b>23</b>	<b>0</b>	<b>19</b>	<b>51</b>	
Cloughmills	31	0	29	0	6	66	0
	<b>17</b>	<b>0</b>	<b>138</b>	<b>0</b>	<b>38</b>	<b>193</b>	
Corkey	7	0	11	0	0	18	0
	<b>20</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>5</b>	<b>45</b>	
Craigmore	0	0	2	0	6	8	0
	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>17</b>	<b>21</b>	
Crebarkey	4	0	0	0	0	4	0
	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
Curraghmore Park	0	0	8	0	0	8	1
	<b>7</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>19</b>	
Cushendall	29	0	12	0	0	41	0
	<b>100</b>	<b>0</b>	<b>72</b>	<b>0</b>	<b>12</b>	<b>184</b>	
Cushendun	4	0	10	0	0	14	0
	<b>20</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>7</b>	<b>44</b>	
Dernaflaw	4	0	0	0	0	4	0
	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>	
Dervock	40	0	70	0	20	130	0
	<b>29</b>	<b>0</b>	<b>48</b>	<b>0</b>	<b>45</b>	<b>122</b>	
Dromore, Limavady	1	0	2	0	0	3	0
	<b>12</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>30</b>	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Druckendult	2	0	0	0	2	4	0
	<b>10</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>9</b>	<b>25</b>	
Drumadraw	5	0	4	0	0	9	0
	<b>23</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>37</b>	
Drumavalley	9	0	18	0	0	27	0
	<b>15</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>0</b>	<b>62</b>	
Drumneechy	2	0	0	0	0	2	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Drumturn	12	0	8	0	0	20	0
	<b>41</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>61</b>	
Dunaghy	4	0	6	0	6	16	0
	<b>0</b>	<b>0</b>	<b>38</b>	<b>0</b>	<b>30</b>	<b>68</b>	
Dungiven	25	10	61	0	0	96	0
	<b>34</b>	<b>4</b>	<b>239</b>	<b>0</b>	<b>0</b>	<b>277</b>	
Dunloy	48	0	19	0	5	72	0
	<b>55</b>	<b>0</b>	<b>76</b>	<b>0</b>	<b>32</b>	<b>163</b>	
Dunluce	9	0	1	0	18	28	0
	<b>34</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>55</b>	<b>100</b>	
Eastermeade	13	5	11	0	0	29	0
	<b>14</b>	<b>1</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>52</b>	
Edenmore	66	20	89	0	0	175	0
	<b>17</b>	<b>2</b>	<b>158</b>	<b>0</b>	<b>0</b>	<b>177</b>	
Farrenlester	4	0	0	0	14	18	0
	<b>6</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>37</b>	<b>47</b>	
Feeny	16	0	12	0	0	28	0
	<b>9</b>	<b>0</b>	<b>74</b>	<b>0</b>	<b>0</b>	<b>83</b>	
Ferryquay Street	0	11	11	0	0	22	0
	<b>0</b>	<b>9</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>21</b>	
Garvagh/Mettican	34	6	87	0	1	128	2
	<b>19</b>	<b>2</b>	<b>92</b>	<b>0</b>	<b>0</b>	<b>113</b>	
Glack	4	0	6	0	0	10	0
	<b>10</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>14</b>	
Glebeside	47	38	193	0	0	278	1
	<b>20</b>	<b>10</b>	<b>198</b>	<b>0</b>	<b>0</b>	<b>228</b>	
Glenkeen	4	0	5	0	12	21	0
	<b>14</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>39</b>	<b>70</b>	
Glenleary	0	0	0	0	1	1	
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>21</b>	0
Glenmanus	4	0	20	0	0	24	
	<b>0</b>	<b>0</b>	<b>49</b>	<b>0</b>	<b>0</b>	<b>49</b>	0
Gortnaghey	7	0	6	0	0	13	
	<b>13</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>22</b>	0
Greysteel	58	2	18	0	3	81	
	<b>81</b>	<b>0</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>133</b>	0
Grove (Coleraine)	0	0	0	0	3	3	0
	<b>12</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>41</b>	<b>61</b>	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Harpurs Hill	71	23	239	23	0	356	2
	<b>2</b>	<b>9</b>	<b>253</b>	<b>1</b>	<b>0</b>	<b>265</b>	
Killowen	27	0	139	0	0	166	1
	<b>2</b>	<b>0</b>	<b>62</b>	<b>0</b>	<b>0</b>	<b>64</b>	
Killylane	4	0	0	0	0	4	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Killyrammer	7	0	10	0	4	21	0
	<b>9</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>32</b>	<b>69</b>	
Kilrea	42	26	58	0	0	126	0
	<b>10</b>	<b>9</b>	<b>120</b>	<b>0</b>	<b>0</b>	<b>139</b>	
Largy	1	0	0	0	0	1	0
	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Limavady Area 1	70	58	188	20	0	336	2
	<b>17</b>	<b>19</b>	<b>346</b>	<b>0</b>	<b>0</b>	<b>382</b>	
Limavady Area 2	6	18	10	0	0	34	0
	<b>2</b>	<b>8</b>	<b>75</b>	<b>0</b>	<b>0</b>	<b>85</b>	
Limavady Area 3 (Dungiven Road)	86	6	119	0	0	211	0
	<b>45</b>	<b>6</b>	<b>331</b>	<b>0</b>	<b>0</b>	<b>382</b>	
Limavady Area 4	12	31	72	0	0	115	1
	<b>1</b>	<b>5</b>	<b>157</b>	<b>0</b>	<b>0</b>	<b>163</b>	
Limavady Rural Area	0	0	3	0	23	26	0
	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>158</b>	<b>164</b>	
Liscolman	8	0	12	0	5	25	0
	<b>4</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>7</b>	<b>27</b>	
Long Commons	0	0	16	0	0	16	0
	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>19</b>	
Loughguile	16	0	26	0	6	48	0
	<b>9</b>	<b>0</b>	<b>56</b>	<b>0</b>	<b>30</b>	<b>95</b>	
Macfin	3	0	6	0	1	10	1
	<b>12</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>11</b>	<b>43</b>	
Macosquin	18	0	63	0	0	81	0
	<b>20</b>	<b>0</b>	<b>49</b>	<b>0</b>	<b>0</b>	<b>69</b>	
Magherabuoy	3	0	0	0	0	3	0
	<b>14</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>18</b>	
Margaret Avenue	0	0	21	0	0	21	0
	<b>1</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>0</b>	<b>48</b>	
Maybouy	3	0	7	0	0	10	0
	<b>6</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>24</b>	
Millburn	37	20	115	12	0	184	0
	<b>1</b>	<b>6</b>	<b>233</b>	<b>4</b>	<b>0</b>	<b>244</b>	
Mosside	15	0	46	0	6	67	0
	<b>19</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>20</b>	<b>67</b>	
Muldonagh	3	0	0	0	0	3	0
	<b>19</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>	
Myroe	4	0	5	0	0	9	0
	<b>3</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>17</b>	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Newmills Road	14	21	28	0	0	63	0
	<b>1</b>	<b>5</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>70</b>	
Owenbeg	0	0	0	0	0	0	0
	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Park Street	0	2	1	0	0	3	0
	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	
Portballintrae	14	0	1	0	1	16	0
	<b>71</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>3</b>	<b>99</b>	
Portrush	52	67	149	10	0	278	3
	<b>2</b>	<b>20</b>	<b>226</b>	<b>28</b>	<b>0</b>	<b>276</b>	
Portstewart	57	51	81	0	0	189	1
	<b>7</b>	<b>71</b>	<b>217</b>	<b>0</b>	<b>2</b>	<b>297</b>	
Rasharkin	62	0	56	0	9	127	1
	<b>60</b>	<b>0</b>	<b>149</b>	<b>0</b>	<b>0</b>	<b>209</b>	
Rathlin	2	0	2	0	1	5	0
	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	
Seacon	7	0	4	0	4	15	0
	<b>9</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>16</b>	<b>35</b>	
Sistrokeel	4	0	0	0	0	4	0
	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	
Society Street	2	3	1	0	0	6	0
	<b>1</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>8</b>	
Stranocum	9	0	9	0	7	25	0
	<b>22</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>28</b>	<b>74</b>	
The Crescent, Coleraine	0	0	22	0	0	22	0
	<b>0</b>	<b>0</b>	<b>86</b>	<b>0</b>	<b>0</b>	<b>86</b>	
The Heights, Coleraine	11	115	122	0	0	248	0
	<b>9</b>	<b>21</b>	<b>366</b>	<b>0</b>	<b>0</b>	<b>396</b>	
Townparks, Ballymoney	44	0	37	0	2	83	0
	<b>154</b>	<b>0</b>	<b>210</b>	<b>0</b>	<b>8</b>	<b>372</b>	
Trinity Drive	0	25	12	0	0	37	0
	<b>0</b>	<b>3</b>	<b>58</b>	<b>0</b>	<b>0</b>	<b>61</b>	
Waterfoot	15	0	7	0	1	23	1
	<b>19</b>	<b>0</b>	<b>43</b>	<b>0</b>	<b>2</b>	<b>64</b>	
Westgate	0	22	17	18	0	57	1
	<b>0</b>	<b>4</b>	<b>32</b>	<b>6</b>	<b>0</b>	<b>42</b>	
Windyhall	4	0	64	0	0	68	0
	<b>24</b>	<b>0</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>101</b>	
<b>Causeway Total</b>	<i>1,774</i>	<i>760</i>	<i>3,685</i>	<i>83</i>	<i>286</i>	<i>6,588</i>	<b>22</b>
	<b>1,768</b>	<b>236</b>	<b>6,304</b>	<b>39</b>	<b>1,108</b>	<b>9,455</b>	

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

## Appendix 7 Applicants and Allocations at March 2019

	Applicants (Total)	Applicants (HS)	Allocations
Limavady Area 1 (Hospital Lane)	107	61	20
Limavady Area 2 (Roemill Road)	26	16	<10
Limavady Area 3 (The Glens)	33	13	15
Limavady Area 4 (Alexander Road)	46	29	<10
Edenmore	116	66	12
Dungiven	103	57	<10
Ballykelly	60	36	<10
Drumsurn	<10	<10	<10
Feeny	10	<10	<10
Greysteel/Gortgar	22	13	10
Aghanloo	<10	<10	<10
Ardgarvan	<10	<10	<10
Aughill	<10	<10	<10
Ballycrum	<10	<10	<10
Ballymacallion	<10	<10	<10
Ballymonie	<10	<10	<10
Ballyquin	<10	<10	<10
Bellarena	<10	<10	<10
Bonnanboigh	<10	<10	<10
Carnanbane	<10	<10	<10
Carrydoo	<10	<10	<10
Crebarkey	<10	<10	<10
Dernaflaw	<10	<10	<10
Dromore	<10	<10	<10
Drumavalley	<10	<10	<10
Drumneechy	<10	<10	<10
Glack	<10	<10	<10
Gortnaghey	<10	<10	<10
Killylane	<10	<10	<10
Largy	<10	<10	<10
Magherabuoy	<10	<10	<10
Muldonagh	<10	<10	<10
Myroe	<10	<10	<10
Owenbeg	<10	<10	<10
Rural Cottages	<10	<10	<10
<b>Limavady Total</b>	<b>586</b>	<b>338</b>	<b>78</b>
Ballycastle	202	114	17
Bushmills	43	20	18
Cushendall	43	26	<10
Armoy	22	10	<10
Ballintoy	<10	<10	<10
Ballyvoy	<10	<10	<10
Mosside	<10	<10	11
Waterfoot	<10	<10	<10
Cushendun	13	<10	<10

	Applicants (Total)	Applicants (HS)	Allocations
Liscolman	<10	<10	<10
Rathlin	12	<10	<10
<b>Ballycastle Total</b>	<b>362</b>	<b>200</b>	<b>58</b>
Carnany	53	25	14
Eastermeade	65	35	18
Glebeside	67	31	16
Margaret Avenue	10	<10	<10
Townparks	73	46	<10
Trinity Drive	10	<10	<10
Westgate	31	16	<10
Ballybogey	<10	<10	<10
Balnamore	27	18	<10
Cloughmills	24	14	<10
Dervock	14	<10	<10
Dunloy	14	<10	15
Loughguile	<10	<10	<10
Rasharkin	16	<10	10
Stranocum	<10	<10	<10
Bendooragh	11	<10	<10
Clintyfinnan	<10	<10	<10
Corkey	<10	<10	<10
Druckendult	<10	<10	<10
Dunaghy	<10	<10	<10
Killyrammer	<10	<10	<10
Macfin	<10	<10	<10
Seacon	<10	<10	<10
<b>Ballymoney Total</b>	<b>455</b>	<b>239</b>	<b>120</b>
Ballysally	172	84	37
Brook Green	<10	<10	<10
Churchlands	29	20	<10
Circular Road	53	34	<10
Ferryquay St	27	12	<10
Harpers Hill	88	46	21
Heights/Hazelbank	136	81	32
Killowen	34	22	26
Long Commons	19	11	<10
Milburn/Cherry Place	75	47	<10
Newmills Road	35	22	<10
Park Street	<10	<10	<10
Society Street	13	11	<10
The Crescent	<10	<10	<10
Garvagh/Mettican	30	16	<10
Kilrea	28	13	14
Portrush	233	147	34
Portstewart	172	104	<10
Articlave	20	10	<10

	Applicants (Total)	Applicants (HS)	Allocations
Castlerock	27	12	<10
Castleroe	<10	<10	<10
Macosquin	10	<10	<10
Portballintrae	21	19	<10
Atlantic	<10	<10	<10
Ballyrashane	<10	<10	<10
Ballywoodock	<10	<10	<10
Boveedy	<10	<10	<10
Clarehill/Aghadowey	12	<10	<10
Craigmore	<10	<10	<10
Curraghmore Park	<10	<10	<10
Drumadraw	<10	<10	<10
Dunluce	<10	<10	<10
Farrenlester	<10	<10	<10
Glenkeen	<10	<10	<10
Glenmanus	<10	<10	<10
Grove	<10	<10	<10
Maybouy	<10	<10	<10
Windyhall	14	<10	<10
<b>Coleraine Total</b>	<b>1,294</b>	<b>754</b>	<b>219</b>
<b>Overall Total</b>	<b>2,697</b>	<b>1,531</b>	<b>475</b>

## Appendix 8 Management Team contact details

Landlord Services		
<b>All enquiries 03448 920 900</b>		
Office	Contact	Contact Information
Ballycastle Office Fleming House, Coleraine Road, Ballycastle, BT54 6EY		<a href="mailto:ballycastle@nihe.gov.uk">ballycastle@nihe.gov.uk</a>
Ballymoney Office, 54 Main Street, Ballymoney, BT53 6AL		<a href="mailto:ballymoney@nihe.gov.uk">ballymoney@nihe.gov.uk</a>
Coleraine Office, 19 Abbey Street, Coleraine, BT52 1DU		<a href="mailto:colerainedistrict@nihe.gov.uk">colerainedistrict@nihe.gov.uk</a>
Limavady Office, Unit A, 2 Fleming Way, 57-59 Main Street, Limavady, BT49 0FB		<a href="mailto:limavady@nihe.gov.uk">limavady@nihe.gov.uk</a>
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Assistant Area Manager	<b>Mary O' Neill</b>	<a href="mailto:mary.oneill@nihe.gov.uk">mary.oneill@nihe.gov.uk</a>
Housing Solutions Manager	<b>Carolyn Crawford</b>	<a href="mailto:carolyn.crawford@nihe.gov.uk">carolyn.crawford@nihe.gov.uk</a>
Housing Landlord Managers	<b>Hilary Canning Noeleen Connolly Laura Nutt</b>	<a href="mailto:hilary.canning@nihe.gov.uk">hilary.canning@nihe.gov.uk</a> <a href="mailto:noeleen.connolly@nihe.gov.uk">noeleen.co nnolly@nihe.gov.uk</a> <a href="mailto:laura.nutt@nihe.gov.uk">laura.nutt@nihe.gov.uk</a>
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Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
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Central Grants 2 Adelaide Street Belfast, BT2 8PB	Danny O'Reilly Senior Principal Officer	<a href="mailto:daniel.o'reilly@nihe.gov.uk">daniel.o'reilly@nihe.gov.uk</a>
Place Shaping North, Richmond Chambers, The Diamond, Londonderry, BT48 6QP	Louise Clarke Head of Place Shaping	<a href="mailto:louise.clarke@nihe.gov.uk">louise.clarke@nihe.gov.uk</a>
Development Programme Group 2 Adelaide Street Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	<a href="mailto:roy.baillie@nihe.gov.uk">roy.baillie@nihe.gov.uk</a>
Supporting People 2 Adelaide Street, Belfast BT2 8PB	Anne Sweeney Assistant Director	<a href="mailto:anne.sweeney@nihe.gov.uk">anne.sweeney@nihe.gov.uk</a>

## Appendix 9 Glossary

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

HouseSalesScheme	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'.
HousingGrowthIndicators (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.
HousingStress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association.
Latent Demand Test (LDT)	LDT is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grants	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
Supporting Communities Northern Ireland (SCNI)	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
Social Housing	The SHDP provides grant funding to housing associations to build

Development Programme (SHDP)	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.