

Fermanagh and Omagh

Housing Investment Plan
2019-2023



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

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



PEOPLE

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

PROPERTY

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

PLACES

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

We have **4** high level outcomes:

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

We have **1** set of values:

Making a difference;
Fairness;
Passion;
Expertise

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Foreword

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

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

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

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

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

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



Professor Peter Roberts
Chair

Introduction

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

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

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

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

Strategic Context

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

Welfare Reform

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

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



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

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

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

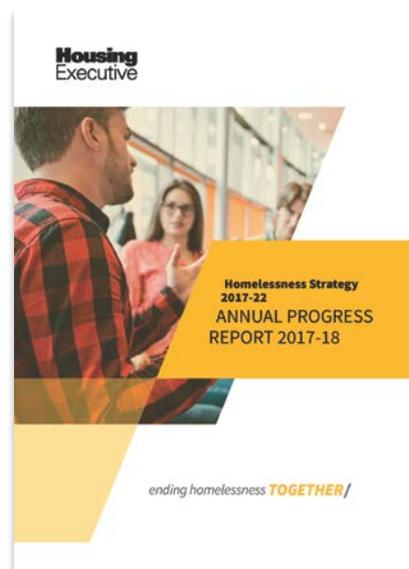
The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants. These payments are designed to help those who get Housing Benefit or Universal Credit but still experience difficulties meeting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

Homeless Strategy

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

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

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



Homeless Communication Action Plan

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

Delivery Strategy and Action Plan

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

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

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

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

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

Asset Management Strategy

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

Tower Blocks

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

Cavity Wall Insulation

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

Research Programme

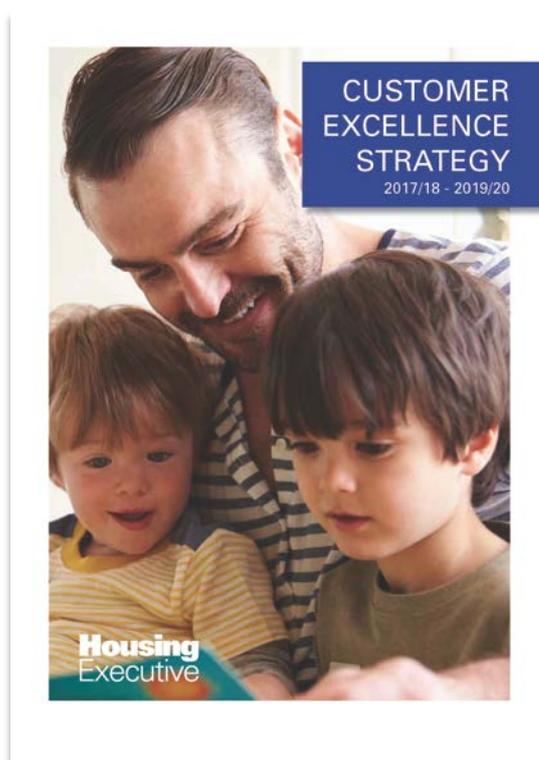
As the strategic housing authority in Northern Ireland, the Housing Executive has a statutory responsibility to regularly examine housing conditions and need, and may also conduct or promote research into any matter relating to any of its functions. Some of the key projects provide data on an ongoing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

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

Customer Excellence Strategy

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

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



Community Involvement Strategy

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

Supporting People Strategy and Action Plan

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

Rural Strategy & Action Plan

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

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

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



Irish Travellers

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

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

Sustainable Communities

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

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

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

Accessible Housing Register (AHR)

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

Fundamental Review of the Private Rented Sector (PRS)

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

Fundamental Review of Social Housing Allocations

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

Affordable Housing

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

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

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

Community Asset Transfer

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

Local Context

Fermanagh and Omagh District Council is Northern Ireland's largest area in terms of land mass covering approximately 3,000 Km² and smallest in terms of population density (38 people per Km²). There are a total of 116,289 residents (6.2% of NI Population), in the District living in 43,263 households. Within this mainly rural district, 30% of the population live in Enniskillen or Omagh, 7% live in smaller towns including Carrickmore, Dromore, Fintona, Irvinestown and Lisnaskea. Villages and small settlements account for 16% of the population and 47% live in open countryside.

The Council area is understandably a popular tourist destination given that it is an area of outstanding natural beauty with lakes, mountains, forest parks, the Marble Arch Caves Global Geopark and historic towns.

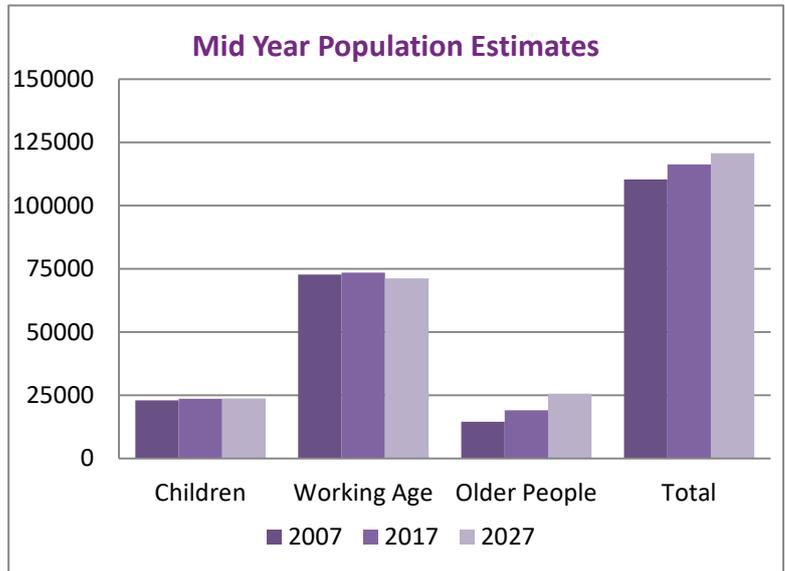


Fermanagh and Omagh District Council was established on 1st April 2015 with the merging of the Fermanagh District Council and Omagh District Councils. The District Council consists of 40 councillors who represent the seven District Electoral Areas (DEAs), which are shown in the following map:



Demographics

The population of Fermanagh and Omagh District Council area is projected to grow by 3.8% from 2017 to 2027. This growth will be concentrated mainly in the 65 plus age group which is projected to grow by 34.6% over the ten year period. Children and the older people age populations are projected to increase by 0.5% and 34.6% respectively while the working age population will decrease by 3.2%. The household size is projected to reduce from 2.66 to 2.57, while the number of households is projected to increase by 3,026 from 43,263 to 46,289 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 district, there are 39,837 jobs, 5% of all jobs across Northern Ireland. The Labour Market Structure shows 70% of the working age population are economically active, compared to 74% across Northern Ireland. In 2018, the annual full-time median wage for residents in the area was £462.60, an increase of £34.30 on the previous year, £428.30 per week. This compares to the overall Northern Ireland weekly basic full-time median wage of £480.10, an increase of £16.60 on the 2017 figure, £463.50 per week.

There are 7,780 registered businesses in the district, 11% of all businesses in Northern Ireland. Businesses in the district tend to be smaller in size with 94% of all businesses classed as micro businesses employing nine or less employees. The district relies heavily on agriculture with 47% of businesses falling within this sector, compared to 25% across Northern Ireland. The construction (13%) and production (5%) sectors are underrepresented compared to the Northern Ireland percentages, 14% and 7% respectively. There are significantly fewer businesses in the service sector in Fermanagh and Omagh, accounting for 35% of businesses compared to 55% across Northern Ireland.

Housing Market Context

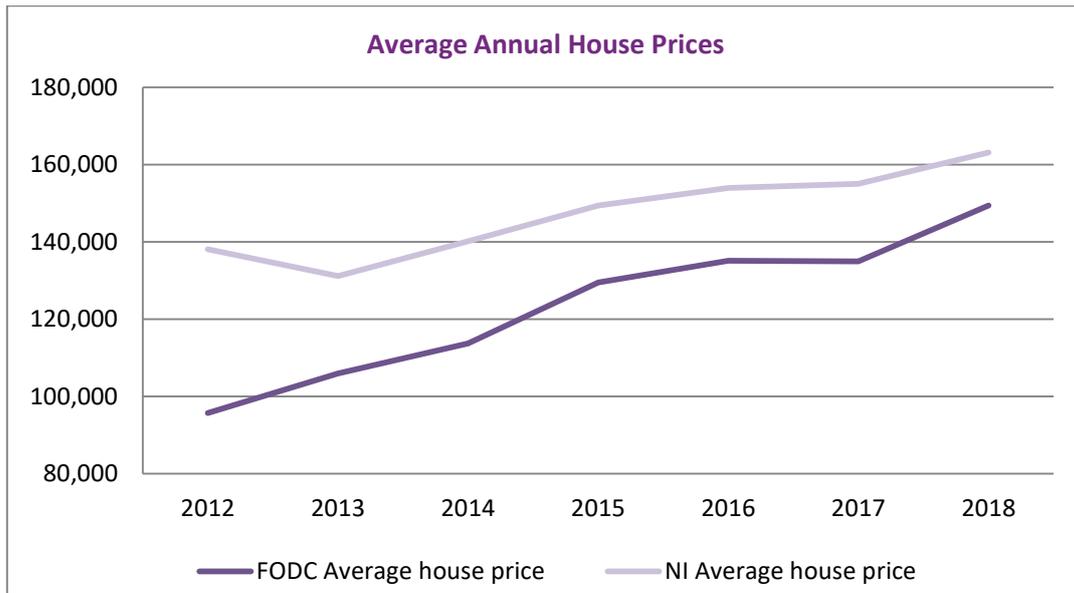
While the housing market has improved over the past number of years, structural issues remain that could adversely affect the economy and household finances in the near future. High levels of negative equity remain an issue. While rising house prices mean more homeowners are coming out of negative equity, 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 district has a HGI projected new dwelling requirement of 4,500 for 2012/25. This data will inform the council's LDP on the need for additional development land. The following sections will discuss owner occupied, private rented and social rented sectors in more detail.

Owner Occupied Sector

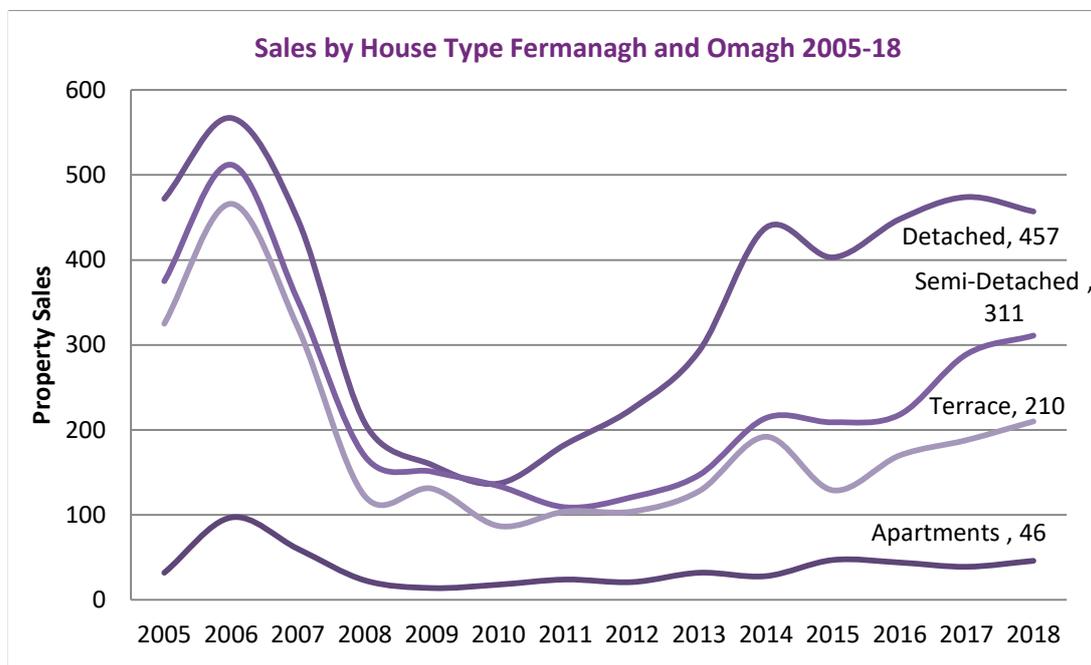
Land and Property Services (LPS) state that the average house price in Fermanagh and Omagh, at Q4 2018 (Sept – Dec) was £125,359, which is the fourth lowest average price of all Northern Ireland Council areas. It represents an increase of 1.1% over the previous quarter, 4.9% over the year.

The average annual figure for the district in 2018 is £149,476, as shown in the chart. This demonstrates an increase of 11% over 1 year compared to the Northern Ireland figure of 5.2% and a high for the 2012/18 period. The residential housing market is still recovering but is moving forward positively with gradual price increases. Fermanagh is particularly popular with retirees and those seeking to relocate with local estate agents receiving frequent enquiries from those living in England and further afield who wish to buy property in the area.



Source: Ulster University

Houses sales in Fermanagh and Omagh have decreased from 1,204 in 2005 to 1,024 in 2018, with 2006 having the highest number of sales in that period. The following chart shows house sales by house type across the district with detached properties comprising the highest number of sales in 2018 at 45%. Popular locations in the district include Enniskillen and Omagh.

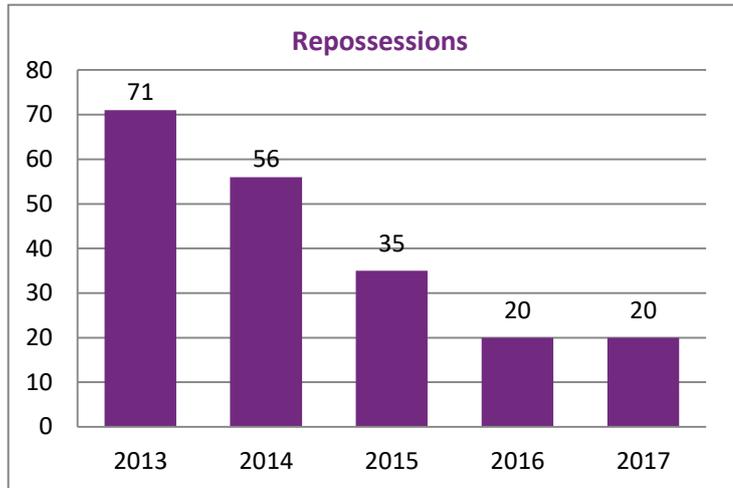


Source: Dept of Finance

Despite lower house prices and low interest rates, negative equity and rigorous bank lending practices have constrained the housing market. While house prices in Northern Ireland still remain the cheapest in the UK wages for the most part aren't increasing. This means that residents within the district, where house prices increased by 4.9% over the year to Q4 2018, may find it difficult to get on to the property ladder.

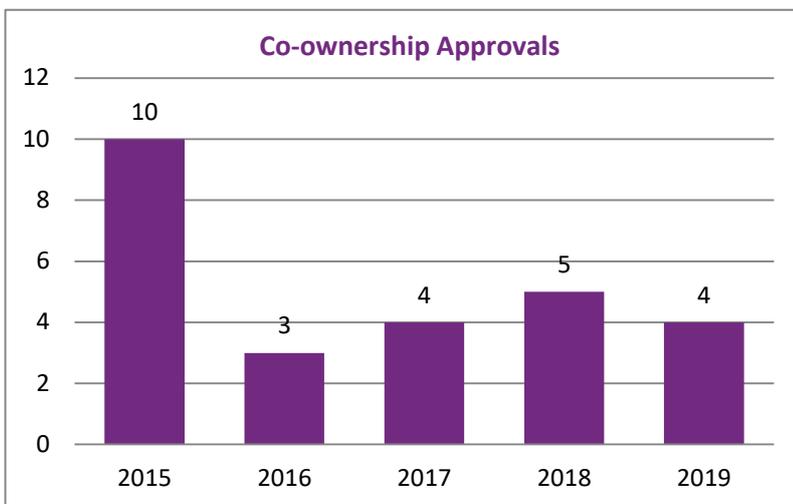
During 2017, there were 20 repossessions within Fermanagh and Omagh District, in line with 20 repossessions recorded in the previous year and suggesting a bottoming out from previous years.

Market opinion is generally positive and reports an under-supply as the market continues to recover from the bottom of the property cycle. Local estate agents have reported that the local housing market is demonstrating a steady ascent. Existing home owners and buy to let investors are performing strongly with those buying chiefly from the 35-59 age grouping. Detached followed by semi-detached houses comprise the majority of property sales within the district.



Source: DfC

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.



Source: Co-ownership Housing Association

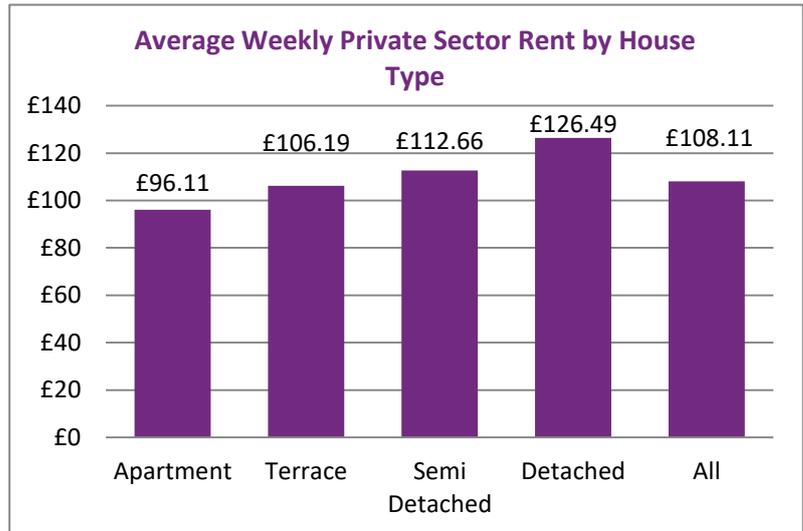
Low income households can find difficulty accessing the owner occupied market creating demand for intermediate housing. The Housing Executive estimates intermediate housing demand for the district at approximately 51 units per annum for the 2018 to 2028 period. Co-ownership had an active stock of 90 dwellings at March 2019, four of which were purchased during 2018/19. This reflects the opportunities this scheme provides in the current housing market environment.

Private Rented Sector (PRS)

The private rented sector across the district has seen an unprecedented increase in its tenure share between 2001 and 2019 and now accounts for just below 20% of all housing. The PRS continues to play a critical role in the local housing market and provides much needed accommodation for all household types.

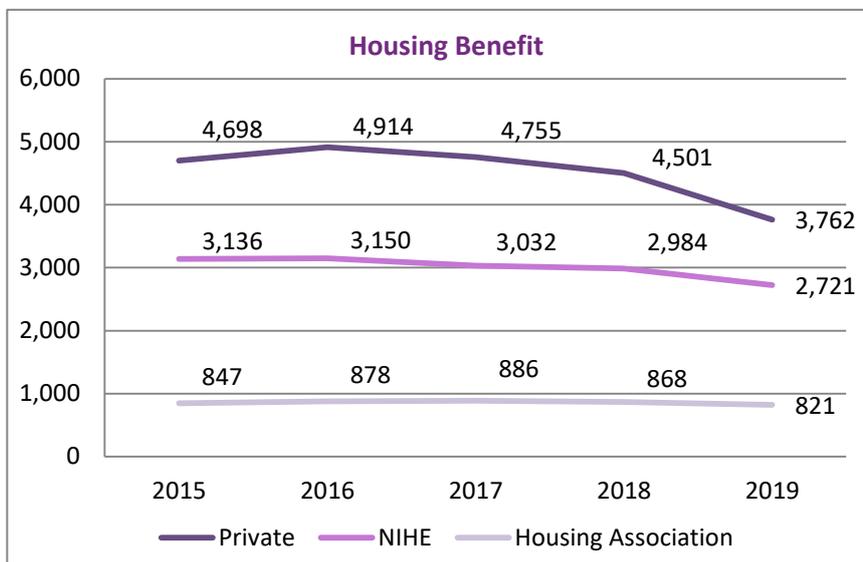
During the first half of 2018 there were 6,134 lettings in LGDs outside of Belfast, 3% (210) of those were within Fermanagh & Omagh. (Performance of the Private Rental Market in Northern Ireland H1 2018 Ulster University). This is consistent with the finding that more rural areas throughout Northern Ireland experience a lower volume of rental transactions.

The overall average rent in the district was £468.49 per month, an increase of £7.51 from £460.98 over the year, but well below the Northern Ireland average of £616 per month. This is consistent however with rural council areas, notably in the north and west of Northern Ireland. Semi-Detached properties showed the highest rental price increase of all property types in the district increasing by 4.3%. The average weekly figures are shown in the chart opposite.



Source: Ulster University

Local estate agents however report a high demand for rental accommodation in the main towns and villages of the district, chiefly from those within the 25-34 age grouping. Semi-detached followed by detached houses comprise the majority of property rented.



Source: NIHE

Housing Benefit continues to play a vital role in supporting the private rented sector. At March 2019, there were 3,762 private tenants in receipt of Housing Benefit in the district, a 16% decrease on the 2018 figure. A key factor in this reduction is the introduction of Universal Credit. At March 2019, there were 387 Housing Executive tenants in receipt of UC in the district.

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

Within Fermanagh and Omagh, 4,259 private rented properties were registered by 2,847 landlords under DfC's Landlord Registration scheme at March 2019. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Fermanagh and Omagh District falls within the South West broad rental market area (BRMA). The Local Housing Allowance for 2 bed and 3 bed dwellings within the South West BRMA is £78.35 and £89.71 respectively. Despite the availability of discretionary housing payments, some tenants are now struggling to make up the difference between Housing Benefit allowance and rental charge.

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

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



Woodside Avenue, Omagh (Apex HA)

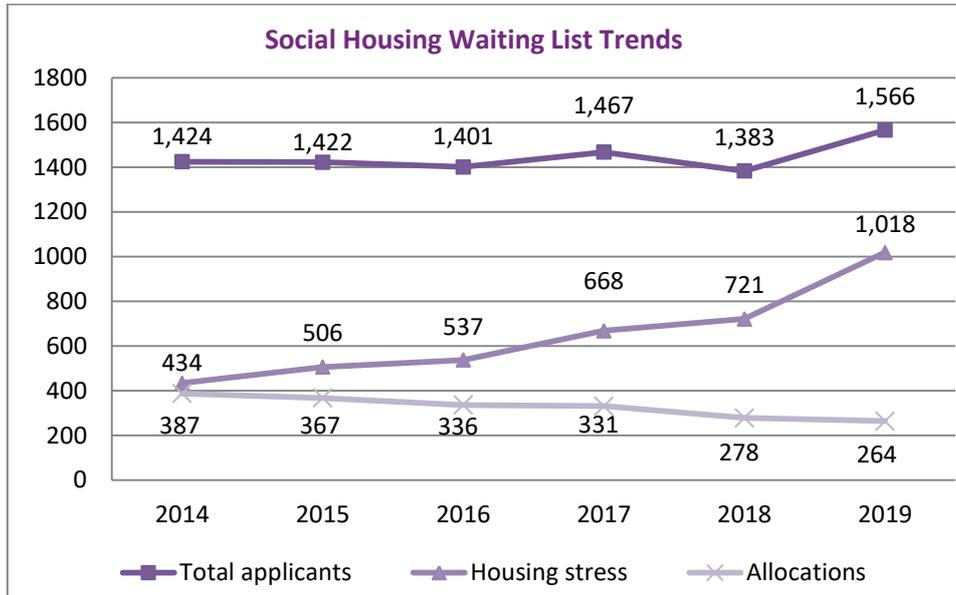
Rented accommodation is now the accommodation of choice for many households, and especially younger households on lower incomes who in previous decades would have become first time buyers. Much of the housing available for rent has traditionally been three bedroom stock, which can be a mismatch for the 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 131 are in Fermanagh and Omagh District.

Social Housing Sector

Housing need for the district remained at a consistently high level between 2014 and 2019. At March 2019 there were 1,566 applicant households on the waiting list for Fermanagh and Omagh with 1,018 in housing stress. There were 264 allocations over the year. The number of applicant households in housing stress has increased steadily from 434 at March 2014 to 721 at March 2018. This was followed by a sharp increase by 41% to 1,018 at March 2019.



Source: NIHE

The five-year assessment for 2018-23 shows a need for 245 units in the district. Need is located predominately in Enniskillen and Omagh. Single, older persons and small family households comprise 88% 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 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.

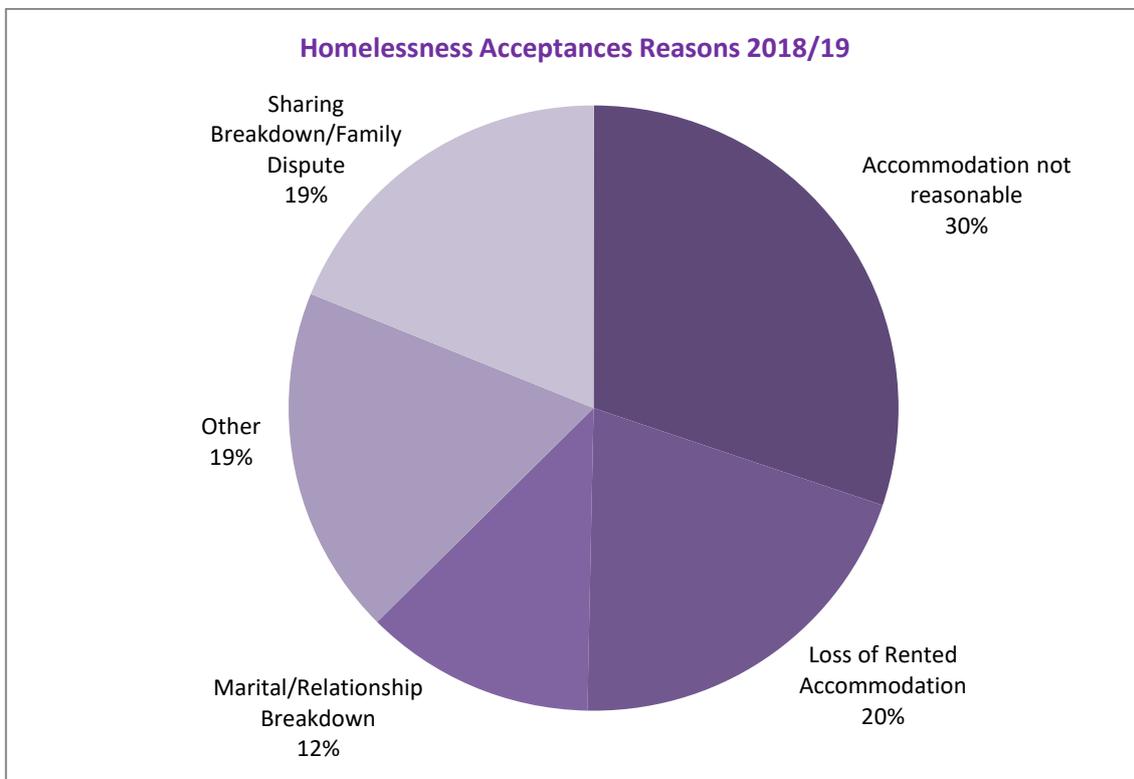
Homelessness

The number of households presenting as homeless has decreased from 691 at March 2018 to 672 at March 2019. There has been an increase in applicants being awarded 'Full Duty Applicant' status (statutorily homeless) however of 8% over the same period.

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2014/15	649	290	80
2015/16	613	299	98
2016/17	754	404	106
2017/18	691	432	152
2018/19	672	467	152

Source: NIHE

The following chart shows the causal factors for applicants accepted as homeless in South Down during 2018/19. Accommodation that is not reasonable is the most common reason for homelessness acceptances at 30% followed by the loss of rented accommodation at 20% and sharing breakdown / family dispute at 19% of the total.



Source: NIHE

There is a range of temporary accommodation available in Fermanagh and Omagh which includes 50 privately owned single lets.

Supporting People

£5.05m was spent delivering the Supporting People Programme for 2018/19 with £5.06m approved for 2019/20. Appendix 5 details Supporting People financial information for the district and Appendix 3 shows supported schemes that have completed, and are programmed.

Staff in the South West area work closely with floating support providers in the community as well as with those providing supported accommodation.

Two Housing Executive staff in Fermanagh office also provide floating support in Castle Erne, a temporary accommodation and during the year 14 placements were made. The Floating Support service commenced in February 2009, the first project of its type for the Housing Executive with the opening of Castle Erne; a purpose built dwelling for the homeless, constructed by Radius (formerly FOLD) Housing Association where joint commissioning agreed that FOLD and NIHE would work in partnership, wherein FOLD would manage the building and Housing Executive Floating Support Service would manage the placements in the 11 flats of temporary accommodation and provide the floating support service. Anyone placed in this temporary accommodation is provided with the necessary support required, tailored to their individual needs aimed at assisting the successful transition from temporary accommodation to permanent rehousing and, where

possible, the necessary skills are developed to help clients sustain a tenancy and prevent the reoccurrence of homelessness.

Castle Erne, which is managed by the Fermanagh Floating Support Service aims to assist the residents to develop and thrive over a number of different areas including:

1. Managing their tenancy and preventing future homelessness
2. Self-care and Living skills
3. Managing Money and Personal Administration
4. Physical Health
5. Mental and Emotional Health
6. Drug and Alcohol Misuse and any other Addictions
7. Meaningful Use of Time
8. Social Networks and Relationships
9. Offending
10. Motivation and Taking Responsibility

Each of these areas is assessed during Support Plan updates, which staff carry out with residents every 4-6 weeks. Staff then make necessary referrals to other agencies who can potentially assist in any area that the resident is struggling with, such as budgeting advice or counselling services.

During these updates staff also carry out a Risk Assessment which covers:

1. Loss of Temporary Accommodation of Future Tenancies
2. Self-Harm, Suicidal Attempts or Plans and Drug / Alcohol Addictions
3. Engagement with any Mental Health Agencies, Self-Neglect and Non-Compliance of Medication
4. Risk to or from Others such as Aggression, Violence, Abuse or Arson.

The Floating Support Officer also holds surgeries twice weekly on a Monday morning and Thursday afternoon, which involves calling at all the flats, seeing if the residents need any tokens for the washing machines or tumble dryers and checking to make sure they are managing.

The two staff members also hold meetings with Radius every 6-8 weeks to keep updated with any arrears or repair issues. They also hold residents meetings every quarter to ascertain if they have any issues and to update them on any changes we may be implementing.

Staff also work closely with Action for Children who provide support in the community. In particular they work closely with this agency who, also, manages Rossorry Grove, a supported accommodation, for 16-25 year olds, to assist them to make the transition from supported accommodation to independent living. The Housing Executive uses nine of the units in this accommodation to temporarily house applicants while the Western Health and Social Care Trust has exclusive use of four units.

Since the roll in of our Transformation Programme, Housing Advisors and Patch Managers in the Omagh and Fermanagh offices are aiming to provide as much support as possible to Housing applicants and

tenants in an effort to prevent homelessness, where possible, and to sustain tenancies, where applicable. In relation to complex issues, staff refer customers to specialist agencies/advisors for more in depth support and assistance, when required.

Social Housing Development Programme

Housing associations compete on the open market against the private sector and this can make it difficult to obtain sites in areas of housing need, which continues to prove the case in Enniskillen. To address social need, the Housing Executive’s three year Social Housing Development Programme (SHDP) has 92 housing units planned (See Appendix 3).

During 2018/19, six units were completed across Fermanagh and Omagh, including developments at Railway Manor, Maguiresbridge and Crevenish Road, Kesh. At March 2019 there were 17 units on-site, including schemes in Omagh and Maguiresbridge. We seek to provide social housing need on land owned by the Housing Executive. Where such land is not available, housing associations and developers may refer to the Housing Executive’s [Commissioning Prospectus](#) to identify locations where new social housing is required.



Work is continuing on the development of an Accessible Housing Register (AHR). This will allow social landlords to make more effective use of their existing adapted stock. Within Fermanagh and Omagh District Council area there is a projected social housing need over the period 2018/23 for 16 wheelchair units. There are currently 33 applicants on the waiting list at March 2019 requiring wheelchair accommodation, an increase of 11 over the past year, with 32 of these applicants in housing stress and five allocations.

Railway Manor, Maguiresbridge (Rural HA)

During 2018/19 the Housing Executive spent £0.58 million on 323 adaptations to their properties. 71 Disabled Facilities Grants were approved and 75 completed, spending £949k.

Disabled Facilities Grants (DFG’s)

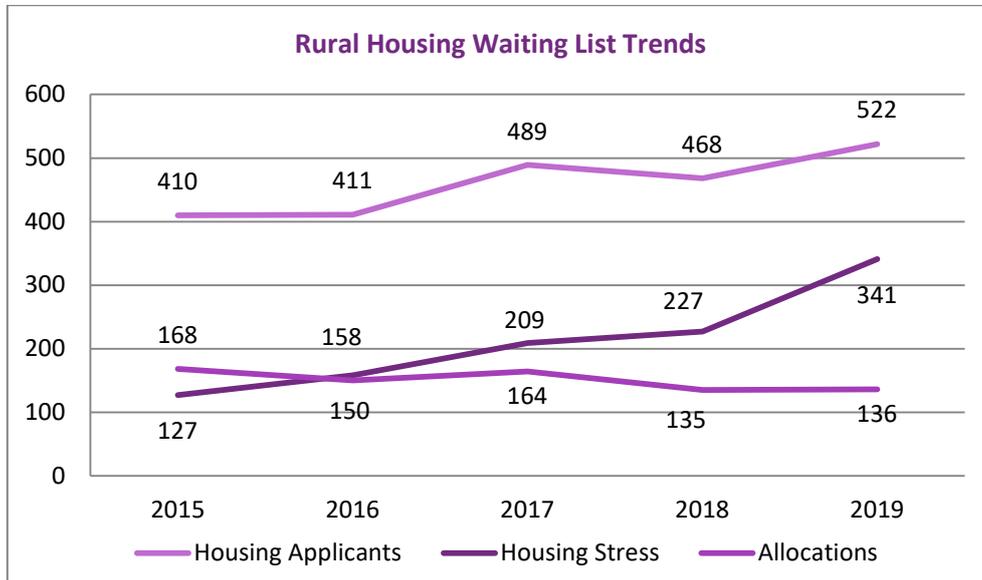
Year	2014/15	2015/16	2016/17	2017/18	2018/19
Approved	131	110	115	120	71
Funding £k	1,004	796	1,056	1,131	949

Source: NIHE

Rural Areas

Fermanagh and Omagh is primarily rural, approximately 30% of the population live in the two main towns of Enniskillen and Omagh. Outside of the urban settlements, the Council area is one of outstanding natural

beauty with a unique mixture of lakelands, mountains, ancient boglands, forest parks, historic towns / villages and a rich cultural heritage. For this reason demand for rural housing generally exceeds supply. At 31 March 2019 there were 341 rural applicants in housing stress, a 50% increase over the year, with allocations averaging 136.



Source: NIHE

For many young rural households within Fermanagh and Omagh District, house and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term. The propensity for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation. During 2019/20, tests are currently programmed to take place in Brookeborough, Donagh, Dromore, and Drumquin.

Community Planning

The Fermanagh and Omagh Community Plan 'Fermanagh and Omagh 2030' is an overarching strategy which sets out the belief that collectively we can improve services and the quality of life for all in our district by getting the public, private and community/voluntary sectors working together better towards agreed, shared Vision and eight long term Outcomes. The Housing Executive (South West Area) has been identified as a Support Partner for the actions listed below:

- Establish Fermanagh and Omagh as an age friendly district;
- Promote partnerships between schools, parents, communities and other relevant agencies to deliver community based education, learning support initiatives and support physical and mental wellbeing, including consideration of opportunities to make school facilities available for community use;
- Facilitate community involvement in area planning for schools to ensure we have the right number of schools in the district and that they are of the right size, type and in the right place, to ensure pupils receive the best education possible;
- Maintain and extend the Neighbourhood Watch initiative;
- Support/deliver programmes of inclusive activity promoting equality and celebrating diversity;

- Develop and implement a Poverty Strategy and Action Plan for the Fermanagh and Omagh district;
- Strengthen community resilience and capacity building, across rural and urban areas, including promoting and development of volunteering;
- Investigate opportunities to address cases of derelict properties in order to demolish/redevelop, to provide safe and attractive spaces.

In addition, Housing Executive staff from South West Area and Place Shaping South attends thematic group meetings to discuss the development of projects and interventions which are expected to positively impact on the people of Fermanagh and Omagh in the long term.

Local Development Plan

The Fermanagh and Omagh Local Development Plan (LDP) will replace the current Fermanagh Area Plan 2007 and Omagh Area Plan 2002. The new LDP will replace existing regional planning policy contained in Planning Policy statements and the remaining provisions of 'A Planning Strategy for Rural Northern Ireland'.

As the statutory development plan, the LDP will be the main policy vehicle to influence housing in the district 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 district, 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. The councils Preferred Options Paper launched in October 2016 and was followed by the launch of the draft Plan Strategy in October 2018. Representations and counter representations are currently being reviewed before Independent Examination takes place during Quarter 4 2019/20. The adoption of the Plan Strategy is scheduled for Q1 2021/22.

Housing Executive Spend

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

Projected spend for Fermanagh and Omagh District during 2019/20 is £13.96m with planned and response maintenance work accounting for £3.22m and £2.17m respectively. The importance of continuing to provide and fund housing related support services to help people live independently within the community sees £5.06m approved to deliver the Supporting People Programme during 2019/20. £0.53m has also been approved to help fund adaptations for those with a disability.

Locally, we will continue to work alongside our Community Plan partners to direct limited public sector resources more efficiently. The past year has delivered significant housing investment, for a wide range of services, and the 2018/19 public sector housing investment totalled £15.78m for Fermanagh and Omagh District Council area. Housing expenditure and projected housing investment is set out below.

Fermanagh and Omagh actual/projected public sector housing spend

Activity areas	Actual spend £m 2018/19	Projected spend £m 2019/20
Stock Improvements	1.69	0.61
Adaptations for Persons with a Disability (APD's)	0.58	0.53
Planned Maintenance Work (planned, cyclical and MS running costs)	2.95	3.22
Grounds Maintenance	0.57	0.46
Response Maintenance	2.11	2.17
Private Sector Grants	1.97	1.91
Supporting People	5.05	5.06
Community Development	0.06	*
Investment in New Build**	0.76	***
Boiler Replacement Scheme	0.04	****
Total	15.78	13.96

Source: NIHE

* Community Development projected spend is not available.

** Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year. The amount includes Housing Association Grant (HAG) and housing association private borrowing.

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

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

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

HOUSING PLANS & SERVICES - OUTCOMES



**Helping people find
housing support and solutions**



Delivering better homes



**Fostering vibrant sustainable
communities**



Delivering quality public services

Outcome 1 – Help people find housing support and solutions

Plans 2018/19	Progress	Plans 2019/23	CP Ref
NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2017-22.	There were 672 homeless presenters and 467 homeless acceptances. 31 clients were sustained in tenancies and homelessness was prevented.	Development and publication of the Chronic Homelessness Action Plan. Implementation of year one actions in Chronic Homelessness Action Plan.	1B 1C 3B
Roll in of the Housing Solutions and Support Approach will continue across NI.	This approach is used for all customers who contact the NIHE with a housing issue. Staff explore a range of suitable housing and support options with customers and provide them with information to allow them to make informed decisions about their housing options. The approach has been developed to focus on tenancy sustainment and homeless prevention. Housing Solutions and Support teams now operate across all Housing Executive local Offices. The Customer Management System (CMS) is now being used by all Housing Solutions staff and Patch Managers in order to allow better case management of customer's housing journeys.	Ensure the new approach continues to be effectively embedded across the organisation. Conduct peer reviews to benchmark the NIHE Housing Solutions service and identify good practice and areas for improvement. Further develop the Housing Solutions and Support approach. Including through accreditation of staff. Ensure information is readily available across all tenures to meet the needs of a housing options service. Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.	1A 1B 1C 3B
NIHE has made £390k available to fund Smartmove private rented access scheme across NI for 2018/19.	The contract with Smartmove for the provision of a Private Rented Sector Access Scheme (PRSAS) ended on 30th September 2018. All referrals made prior to that date, which resulted in a tenancy being created continued to receive the 6 month tenancy management service as per the agreed contract. This resulted in a total spend of £360k for 2018/19.	Work has been ongoing to investigate and develop a replacement PRSAS. A number of consultation events have taken place and a specification has been produced. A business case is ongoing with the aim of having a new PRSAS procured and in place by September 2019.	1C 3B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
£4.92m has been approved to deliver the Supporting People Programme for 2018/19.	<p>£5.05m was spent delivering the Supporting People Programme for 2018/19.</p> <p>43 accommodation based schemes for 619 service users.</p> <p>Eight floating support schemes for 449 service users.</p>	£5.06m has been approved to deliver the Supporting People Programme for 2019/20.	1A 1B 1C 3B
The gross, three-year (2018/21) SHDP contains one supported housing scheme for four units, which is programmed to commence construction in 2018/19.	During 2018/19, South Ulster completed the acquisition of three units at Crevenish Road, Kesh for households with mental health difficulties.	The gross, three-year (2019/22) SHDP contains one supported housing scheme (four units) for the Council area. This will be kept under annual review.	1A 1B 1C 3B
Where possible, we will incorporate wheelchair units within the 2018/19 SHDP. The Wheelchair Standard Accommodation target for general needs new build for 2018/19 is 7%.	Where possible, we will incorporate wheelchair units within the 2019/22 SHDP.	The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.	1A 1B 1C 3B
NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI.	NIHE approved 71 DFGs with an actual expenditure of £949k during 2018/19. 75 DFGs completed during the year.	NIHE has funding of approximately £10m for DFGs for the private sector in 2019/20 across NI, 849k in Fermanagh and Omagh.	1A 1B 1C 3B
NIHE will provide adaptations to their properties as required.	NIHE spent £580k on adaptations in 2018/19.	During 2019/20, NIHE will spend £530k on adaptations to their properties.	1A 1B 1C 3B

Outcome 2 – Deliver better homes

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
NIHE will carry out an annual five year projected social housing need assessment for the District.	Achieved. The five year social housing need for the Council is 245 units.	NIHE will carry out an annual five-year projected social housing need assessment for the District.	3B
NIHE will annually assess demand for intermediate housing for the Council.	Achieved. The ten year intermediate housing need is 510.	NIHE will annually assess demand for intermediate housing for the Council.	
Following completion of agreed new HMA boundaries, NIHE plans to commission further research to undertake a factual analysis of housing systems within at least one of the new housing market areas, with a view to extending this further to all new housing market areas. This analysis will also include an element of scenario planning.	New HMA boundaries have been agreed and NIHE plans to commission further research to undertake a factual analysis of housing systems within two of the new housing market areas with a view to extending this further to all new housing market areas.	The Housing Executive has now appointed a research contractor to undertake Phase 2 of this research, to conduct a Strategic Housing Market Analysis for the Belfast Metropolitan and Derry and Strabane Housing Markets Areas. Both Housing Market Area reports are due for completion in March 2020.	3B
DfC will approve a gross, three-year 2019/22 SHDP.	There are 17 units on-site, of which, six units started in 2018/19. There were six units completed during 2018/19.	DfC will approve a gross, three-year 2020/23 SHDP.	2B 3B
NIHE will carry out site identification studies to examine sites for social housing as necessary.	Site identification studies have been completed for Trillick and Maguiresbridge.	No further site identification studies have been scheduled at this time.	2B 3B
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 four properties purchased through Co-Ownership in Fermanagh and Omagh.	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.	2A 3B
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	23 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.	2A 3B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £3.41m for 17 schemes.	In 2018/19, NIHE spent £2.95m on 16 planned maintenance schemes in the Council area. NIHE completed planned maintenance works to 1,129 properties: 596 properties received ECM works; 119 received Double Glazing, 15 received roof improvements, 226 bathroom/kitchen replacements; 154 Heating installations and 19 properties received special scheme work.	Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £3.22m for 24 schemes. NIHE will complete works to 1,617 properties: 977 properties will receive ECM works; 111 Double Glazing; 20 Incremental Improvements – Roof; 77 Revenue Replacement Kitchens; 95 Revenue Replacement Bathrooms; 112 Revenue Replacement (BKR) and 225 Heating installations.	1C 3B
Funding for NIHE capital improvement schemes in 2018/19 is £1.55m.	In 2018/19, NIHE spent £1.69m on stock improvement work.	Funding for NIHE stock improvement work in 2019/20 is £0.61m.	1C 3B
NIHE will complete response maintenance repairs within the required target time.	93.7% of NIHE response maintenance repairs in NI were completed within the required target time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customers' satisfaction.	In the district, 98.99% response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	
Improving People's Homes – Private Stock			
NIHE will implement the Affordable Warmth Scheme. Funding of £16m is available for 2018/19 across NI.	In the Council, 592 measures were carried out to 341 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.	1C 3B
NIHE will continue to administer the Boiler Replacement Scheme on behalf of DfC for the period 2016-19 with a budget of £3m for 2017/18 across NI.	In Fermanagh and Omagh, 55 properties had boilers replaced at cost of approximately £37k.	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.	1C 3B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – Private Stock			
Funding of discretionary grants will continue in 2018/19.	Discretionary grant approval in 2018/19 was £665k.	Funding of discretionary grants will continue in 2019/20.	1C 3B
NIHE will issue mandatory repair grants as required.	There were 58 mandatory repair grants approved in 2018/19, with an approval value of £168k.	NIHE will issue mandatory repair grants as required.	1C 3B
NIHE will continue to fund Home Repair Assistance grants.	Home Repair Assistance grants to the value of approximately £83k were approved during 2018/19.	NIHE will continue to fund discretionary Home Repair Assistance grants.	1C 3B
NIHE will register and inspect Houses in Multiple Occupation (HMOs) for building and management standards.	At March 2019, there were 131 properties registered as HMOs in the Council area. In the past year, a small number of Article 80 Notices (fit for number of occupants) and Article 79 Notices (Management Regulations) were served.	Administration of HMOs has now passed to Councils and is no longer a Housing Executive function.	1C 2B 3B
NIHE's 2018/21 Energy Efficiency Programme includes 17 schemes at a cost of £8.6m.	In 2018/19, the Energy Efficiency Programme included 154 installations at a cost of £0.80m.	NIHE's 2019/22 Energy Efficiency Programme includes 1,570 units at a cost of £4.90m.	1C 3B
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 clubs in Belcoo, Enniskillen, Irvinestown and Lisnaskea.	Bryson Energy will continue to maintain the Oil Buying Clubs Scheme until the service transitions to local community groups.	1C

Outcome 3 – Fostering vibrant sustainable communities

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Community Planning			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	3B
DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19.	DfC has funded £263k on Neighbourhood Renewal programmes in the Council area for 2018/19.	DfC hopes to continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20.	3B
NIHE will work with rural communities to identify hidden or 'latent' housing need. These rural locations will be determined following the annual review of the Housing Need Assessment and will take account of any requests from community representatives.	During 2018/19, requests were received to carry out tests for Rural housing need in Brookeborough, Donagh, Dromore and Drumquin.	During 2019/20, tests are currently programmed to take place in Brookeborough, Donagh, Dromore, and Drumquin.	3B
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. NIHE will review the potential to extend the scheme in 2018/19 subject to funding.	An additional year of the scheme will operate in 2019/20.	The NI target for the 2019/20 scheme is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	3B
NIHE hopes to continue to match fund the Rural Development Programme in 2018/19.	In 2018/19, eight projects were funded in rural areas with a total spend of £133,000. Two projects were funded in the district including £20k for the Old Courthouse in Kesh and over £16k to the Mountfield Community Facility.	The target for the 2019/20 programme is to fund a minimum of seven projects across NI.	2A 2B 3B
NIHE will implement and promote the annual 'Rural Community Awards' competition.	The Rural Community Awards were presented to the winning community groups in October 2018.	NIHE hopes to offer the Rural Community Awards on an annual basis.	1C

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	2A 2B 3B
NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	Two awards totalling £27k were made during 2018/19 within the district.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	2A 2B 3B
Complete new Community Safety Strategy 2019-23.	Work is nearing completion on the new Community Safety Strategy.	Consult on the new Community Safety Strategy, launch and implement.	1C
NIHE will work to prevent hate harassment.	A hate harassment tool kit was launched in 2016. The Hate Incident Practical Action (HIPA) scheme continues to be available to address damage to properties.	Continue to work to prevent hate harassment.	1C
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.	1C
NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available.	During 2018/19, £25k was awarded to Fermanagh and Omagh PCSP for the delivery Community Safety Warden scheme. The aims of the project include addressing anti-social behaviour, as well as tackling crime and the fear of crime. The wardens are enabled to provide assistance on Community Safety matters, and to assess and monitor situations. They also work with local communities and encourage the development of Neighbourhood Watch initiatives. £2k was also awarded to Strathroy Community Association for the Youth and Community project.	NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	1A 1B 1C 1D

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
	The project provided diversionary activities, including study visits, youth activities and trips to reduce the potential for ASB. Engagement sessions, over a 24 week period, delivered by Breakthru and attended by young people and local residents, covered the negative impacts of ASB, alcohol and substance misuse.		
NIHE will continue to partner at Anti-Social Behaviour Forum.	The local office continues to work with statutory partners in addressing ASB issues. Staff attend the monthly Anti-Social Behaviour fora within the District Council area. Staff also engage with the PSNI, Fermanagh and Omagh District Council and Youth Justice to discuss cases of common concern and to agree proposed actions.	NIHE will continue to partner on ASB Forum.	1C
NIHE will deal with reported cases of ASB in its estates.	During 2018/19, NIHE dealt with 118 cases of ASB within the Council.	NIHE will deal with reported cases of ASB in its estates.	1C
NIHE will implement bespoke training in good relations for staff and community groups.	NIHE provided Hate Crime training to staff across the organisation. Within the themes of cohesion, 'Segregation/Integration' and 'Communities in Transition' the South West Area supported projects totalling £23,639, including: <ul style="list-style-type: none"> - Celebrating, Exploring & Embracing Culture (Rossorry Wednesday Club, Enniskillen) West End Partnership, Enniskillen, Edenderry Rural Group, Killycurragh Regeneration Group) - Summer release activities for youth (Clanabogan Youth Club MACCA (Omagh) Summer Scheme) - Promoting respect for shared space and cultural diversity (Lisanelly Regeneration Group, Omagh,) - All-inclusive festivals in Kesh and Enniskillen to include 'Stars in their Eyes' and 'Green and Blue by Laurence McKeown' Cultural Diversity Dramatisation for Post Primary Schools. 	NIHE will implement bespoke training in good relations for staff and community groups.	1C

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
	<ul style="list-style-type: none"> - Environmental improvements to promote and encourage health and well-being (Omagh Men's Shed) - Christmas Youth and Intergenerational Activities. (Culmore & O'Kane Residents' Group and Omagh Men's Shed). 		
<p>NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.</p> <p>NIHE will identify another 26 groups to be involved in Phase 3 of the BRIC2 across NI.</p> <p>Trillick Community Association (Trillick) will be included in Phase 3.</p>	<p>In relation to the BRIC2 programme, the South West Area has supported five projects, totalling £29,848. The groups funded included three urban groups – Hospital Road and Mullaghmore & Castlevue, Omagh as well as West End, Enniskillen. The two rural groups funded included Fox Park, Drumnakilly and Trillick Group.</p>	<p>The BRIC Programme has now completed.</p>	1C
<p>NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.</p>	<p>SCNI continues to support community groups. Our dedicated Supporting Communities worker allows NIHE to encourage new groups to form. This has resulted in one group joining the local HCN in Omagh. The groups indicated a need for a greater focus on local HCN meetings within each respective area. This resulted in more frequent local meetings. There are plans to restructure the Area HCN to incorporate a more strategic approach to NIHE policies and procedures. South West Area staff worked with community groups and SCNI to launch several projects including;</p> <ul style="list-style-type: none"> • The Supply Chain Event with our Measured Term contractor, Combined Facilities Management, in September, and attended by HCN representatives. The event raised awareness in communities of the social clauses applicable to our contractor, and provided information on the supply of recyclable furniture. 		1C



Opening of Community Garden in Fox Park, Drumnakilly



Launch of Homeless Strategy 'Ending Homelessness Together'

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
	<ul style="list-style-type: none"> The facilitation of the Fermanagh/Omagh Networking Event at Mellon Country Park, Omagh, in October, with staff from the Rural and Regeneration Unit. This event highlighted challenges encountered and recognised achievements of rural communities, despite the significant challenges encountered. The launch of the Homeless Strategy and the Homeless Event on 4th December to highlight Homeless Awareness Week. Various statutory, community and voluntary representatives who make up our local area homeless group attended. The focus was on raising awareness and prevention of homelessness. We also launched our local directory providing information on furniture, finance, advice and floating support services of benefit to agencies assisting in prevention/management of homeless cases and tenancy sustainment. 		
NIHE will launch the Community Involvement Strategy and update for 2018/23.	The Community Involvement Strategy was launched in December 2018.	The Community Involvement Strategy includes a one year action plan which will be monitored.	1C
Funding of £20k for 2018/19 for Community Grants and HCN will be made available by NIHE.	Approximately £14.5k has been spent during 2018/19 on Community Grants in the district.	Funding of £20k for 2019/20 for Community Grants and £4,307 per area HCN will be made available by NIHE.	1C

Outcome 4 – Deliver quality public services

Plans 2018/19	Progress	Plans 2019/23	CP Ref
<p>Increase rent collection to reinvest to improve services.</p> <p>Reduce arrears to maximise income.</p> <p>Continue to report Tenancy Fraud statistic to DfC.</p>	<p>NIHE collected 98.55% of rent during 2018/19.</p> <p>At the end of March 2019, arrears were £334k.</p> <p>Action Plan in place & statistics reported quarterly to DfC.</p>	<p>Increase rent collection to reinvest to improve services.</p> <p>Minimise arrears to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	2A
<p>NIHE will:</p> <ul style="list-style-type: none"> • continue to implement welfare reform to the business; • communicate with tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and, • assist DfC deliver the processes necessary to implement reform and associated mitigations. 	<p>NIHE has:</p> <ul style="list-style-type: none"> • established a Welfare Reform Project Team; • developed a project plan to manage the introduction of welfare reform; • identified the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • instigated measures to lessen the impacts; and, • worked closely with DfC on the implementation of welfare reform and the mitigation processes. 	<p>NIHE will:</p> <ul style="list-style-type: none"> • continue to implement the welfare reform project plan as required; • develop an Income Collection project plan to deal with the impacts of welfare reform • carry out research to help the business plan how to deal with the impacts of welfare reform • communicate with staff, tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and, • assist DfC deliver the processes necessary to implement reform and associated mitigations. 	2A
<p>NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.</p>	<p>In 2018/19, new claims were processed in an average of 12.9 days. Claim amendments were processed in an average of 3.4 days.</p>	<p>NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.</p>	1C
<p>Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.</p>	<p>NIHE voids at April 2019 were 0.33% of total stock.</p>	<p>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.</p>	3B

Plans 2018/19	Progress	Plans 2019/23	CP Ref
2016/19 Sustaining Tenancy Strategy fully implemented with new ways of working (Build Yes) fully mainstreamed.	The approach outlined in the strategy is now fully operational throughout Housing Executive. A review of the Strategy is complete and findings will be incorporated into the new Strategy.	Develop and Implement a new Customer Support & Tenancy Sustainment Strategy (19-22) which builds upon the success of the previous strategy. Reduce tenancy failure through increasing support for our customers and tenants to solve their housing problems and help them to stay in their own home.	3B
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2018 survey found that 86% of tenants were satisfied with the overall service provided by the Housing Executive. Work on the 2019 survey is under way.	Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	3B

APPENDICES

Appendix 1 Community Plan themes and outcomes

Theme	Outcome	Reference
<i>People and Communities</i>	1. Our people are healthy and well – physically, mentally and emotionally	1A
	2. Older people lead more independent, engaged and socially connected lives	1B
	3. Our communities are inclusive, safe, resilient and empowered	1C
	4. Our people have the best start in life with lifelong opportunities to fulfil their potential	1D
<i>Economy, Infrastructure and Skills</i>	5. Our economy is thriving, expanding and outward looking	2A
	6. Our district is a connected place	2B
<i>Environment</i>	7. Our outstanding natural environment and built and cultural heritage is sustainably managed and, where possible, enhanced	3A
	8. Our district is an attractive and accessible place	3B

Appendix 2 Social Housing Need by Settlement 2018-2023

Settlement	Social Housing Need 2018-23
Enniskillen Town	144
Omagh	66
Arney / Bellanaleck	3
Ballinamallard	4
Derrylin	6
Kesh	2
Kinawley	2
Lisbellaw	3
Maguiresbridge	6
Roslea	4
Tempo	5
Total	245

Housing need has currently been met in Aghadrumsee, Belcoo, Belleek, Beragh, Brookeborough, Carrickmore, Clanabogan, Derrygonnelly, Donagh, Dromore, Drumquin, Ederney/Lack, Fintona, Florencecourt, Garrison, Gortin, Greencastle, Irvinestown, Lisnarick, Lisnaskea, Magheraveely, Mountjoy, Newtownbutler, Omagh Cottages, Teemore and Trillick, These areas will be kept under annual review.

New Intermediate Housing Demand for Fermanagh and Omagh 2018/28

Council	Intermediate Housing Demand 2018/28
Fermanagh and Omagh	510

Appendix 3 Social Housing Development Programme

Schemes completed April 2018 – March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Railway Manor, Maguiresbridge	3	General Needs	Rural	Rural
Crevenish Road, Kesh ESP*	3	Mental Health	South Ulster	Supported
	6			

* ESP - Existing Satisfactory Purchase

Schemes on-site at March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Woodside Avenue, Omagh	14	General Needs	Apex	Urban
Railway Court, Maguiresbridge	3	General Needs	Rural	Rural
Total	17			

Schemes programmed 2019/22

Scheme	No of units	Client Group	Year	Housing association	Policy theme
Land at Enniskillen Phase 1, Enniskillen	30	General Needs	2019/20	Apex	Urban
80-86 Forthill Street, Enniskillen	24	General Needs	2019/20	Connswater	Urban
Maguiresbridge ESP's*	3	General Needs	2019/20	Rural	Rural
Fermanagh Vulnerable Women	4	Vulnerable Women	2019/20	Apex	Supported
Land at Enniskillen Phase 2, Enniskillen	30	General Needs	2021/22	Apex	Urban
Cherryville, Enniskillen	1	General Needs	2021/22	Triangle	Urban
Total	92				

*Existing Satisfactory Purchase

Appendix 4 Maintenance Programme, Grants and Adaptations information

Schemes completed April 2018 – March 2019

Work Category	Scheme	Units
External Cyclical Maintenance	Castlevew/ McClay Park, Omagh	176
	Killybrack Close/ Riverview, Omagh	176
	Windmill/ Lisgoole, Enniskillen	160
	Loughrey/ Fairview/ Drumquin	59
	Fox/ Culmore/ O’Kane Park, Omagh	25
Double Glazing	Kilmacormick Phase 2/ Irvinestown	39
	Lisnaskea/ Lisbellaw/ Newtownbutler	80
Incremental Improvements (Roofs)	Townhill Park, Irvinestown	15
Revenue Replacement (BKR)	Culmore / O’Kane / Fairview, Omagh	87
	Cornagrade/ Drumbeg, Enniskillen	68
Revenue Replacement (Bathrooms)	Kilmacormick, Enniskillen Phase 1	71
Heating Installation	Ederney / Ballinamallard	65
	Newtownbutler / Tempo	27
	Irvinestown	62
Special Scheme	Omagh Aluminium Bungalows	9
	Galloon Gardens, Newtownbutler Roof & Window Replacement	10
Total		1,129

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	Windmill/ Lisgoole, Enniskillen	48
	Loughrey/ Fairview/ Drumquin	64
	Fox/ Culmore/ O’Kane Park, Omagh	122
	Irvinestown/ Kesh/ Ederney	228
	Meelmore/ Knockmoyle	257
	Edenmore Heights/ Baragh Gardens	136
	Slievecoole/ Mullaghmore, Omagh	122
Double Glazing	South Region Mop up Double Glazing	51
	South West Retrofit Double Glazing	60
Incremental Improvements – Roofs	South West Area Roofs – Kilmacormick, Enniskillen	20
Revenue Replacement Kitchen	Fermanagh Revenue Kitchens	77
Revenue Replacement Bathroom	Kilmacormick, Enniskillen Phase 1	15
	Fairmount/ Beltrim, Omagh	30
	Strule/ Summerhill/ Watson, Omagh	30
	Kilmacormick Phase2 , Enniskillen	20
Revenue Replacement (BKR)	Culmore/ O’Kane/Fairview, Omagh	1
	Fermanagh BKR	55

Work Category	Scheme	Units
Heating Installation	Brookmount/Strathroy, Omagh	56
	Newtownbutler/ Tempo	6
	Irvinestown	29
	Belcoo/ Belleek/ Derrygonnelly	79
	Meelmore Drive, Omagh	111
Total		1,617

Note: Some schemes may start and complete in year.

Definition of Work Categories	
BKR	Bathroom Kitchen Rewiring.
Double Glazing	Replacement of single glazed with double glazed units
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Heating Installation	Replacement of solid fuel or electric heating.
Incremental Improvements	Tackles the elements of work listed under Multi Element Improvement on a phased basis to reflect the availability of funds.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Special Scheme	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.

Grants Performance 2018/19

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	71	748	75
Repairs Grant	58	168	44
Discretionary Grants			
Renovation Grant	34	519	31
Replacement Grant	<10	63	<10
Home Repair Assistance Grant	18	83	26
Total		1,581	

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*	<10	0.23	0.26
Adaptations for Persons with a Disability (APD's) Completions*	<10		
Lifts**	17	0.05	0.06
Showers**	79	0.20	0.12
Minor APD repairs***	219	0.10	0.09
Total	323	0.58	0.53

*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 APD repairs are also included in Response Maintenance in Finance Table in Local Context

There may be a discrepancy in calculation due to rounding.

Appendix 5 Supporting People Information

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2018-19 (£k)	Budget 2019-20 (£k)	Max. no of services users
Accommodation Based Services	Disability	17	7	2,443	2,456	206
	Homeless	4	4	414	416	25
	Older People	19	5	423	402	354
	Young People	3	2	454	463	34
	Sub Total*	43	**	3,735	3,738	619
Floating Support Services	Disability	2	2	149	150	44
	Homeless	4	4	752	755	324
	Older People	1	1	84	84	35
	Young People	1	1	331	333	46
	Sub Total*	8	**	1,316	1,323	449
Grand Total*		51	**	5,050	5,060	1,068

* 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 *
Enniskillen Town	237	110	477	21	0	845	4
	182	88	1,339	3	6	1,618	
Irvinestown	87	0	86	0	2	175	1
	71	0	197	0	12	280	
Lisnaskea	81	1	92	0	0	174	0
	61	1	291	0	29	382	
Aghadrumsee	3	0	0	0	1	4	0
	2	0	1	0	4	7	
Arney/Bellanaleck	6	0	2	0	1	9	0
	10	0	24	0	3	37	
Ballinamallard	31	0	16	0	0	47	0
	21	0	74	0	1	96	
Belcoo	21	0	2	0	0	23	0
	7	0	45	0	3	55	
Belleek	36	0	16	0	2	54	0
	25	0	44	0	8	77	
Brookeborough	27	0	10	0	0	37	0
	28	0	54	0	17	99	
Derrygonnelly	33	0	11	0	1	45	0
	8	0	68	0	5	81	
Derrylin	25	0	9	0	0	34	0
	19	0	31	0	0	50	
Donagh	9	0	6	0	0	15	0
	1	0	33	0	5	39	
Ederney/Lack	25	0	22	0	0	47	0
	28	0	49	0	8	85	
Florencecourt	1	0	2	0	0	3	0
	8	0	21	0	0	29	
Garrison	19	0	10	0	3	32	0
	16	0	17	0	8	41	
Kesh	42	0	19	0	1	62	0
	50	0	57	0	3	110	
Kinawley	2	0	3	0	0	5	0
	7	0	7	0	2	16	
Lisbellaw	23	0	14	0	0	37	1
	31	0	104	0	7	142	
Lisnarick	0	0	0	0	0	0	0
	23	0	14	0	7	44	
Magheraveely	5	0	0	0	0	5	0
	5	0	2	0	4	11	
Maguiresbridge	23	0	23	0	0	46	0
	7	0	65	0	6	78	

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Newtownbutler	58	0	56	0	0	114	0
	14	0	107	0	37	158	
Roslea	29	0	22	0	0	51	0
	8	0	64	0	4	76	
Teemore	0	0	0	0	0	0	0
	3	0	0	0	4	7	
Tempo/Clabby	28	0	16	0	1	45	0
	27	0	51	0	5	83	
Fermanagh Total	851	111	914	21	12	1,909	6
	662	89	2,759	3	188	3,701	
Omagh Town	241	198	707	30	0	1,176	7
	186	57	1,495	3	14	1,755	
Carrickmore	37	2	27	0	0	66	1
	23	2	72	0	5	102	
Dromore Omagh	49	0	49	0	3	101	2
	46	0	131	0	26	203	
Fintona	64	0	99	0	0	163	1
	61	6	116	0	36	219	
Beragh	31	0	15	0	1	47	0
	60	0	31	0	31	122	
Drumquin	31	3	29	0	1	64	1
	29	1	67	0	23	120	
Greencastle	10	0	13	0	0	23	0
	27	0	12	0	0	39	
Gortin	15	0	6	0	0	21	0
	16	0	32	0	8	56	
Mountjoy	1	0	0	0	0	1	0
	7	0	1	0	0	8	
Omagh Cottages	15	0	1	0	8	24	2
	53	0	14	0	64	131	
Trillick	14	8	9	0	0	31	0
	35	3	20	0	10	68	
Omagh Total	508	211	955	30	13	1,717	14
	543	69	1,991	3	217	2,823	
FODC Total	1,359	322	1,869	51	25	3,626	20
	1,205	158	4,750	6	405	6,524	

*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
Enniskillen Town	471	352	56
Irvinestown	55	36	22
Lisnaskea	73	48	12
Aghadrumsee	<10	<10	0
Arney/Bellanaleck	<10	<10	0
Ballinamallard	15	12	<10
Belcoo	10	<10	<10
Belleek	18	11	<10
Brookeborough	10	<10	<10
Derrygonnelly	<10	<10	<10
Derrylin	21	17	<10
Donagh	<10	<10	<10
Ederney/Lack	10	<10	<10
Florencecourt	<10	<10	<10
Garrison	<10	<10	0
Kesh	21	12	<10
Kinawley	<10	<10	0
Lisbellaw	27	23	<10
Lisnarick	0	0	0
Magheraveely	0	0	<10
Maguiresbridge	29	17	<10
Newtownbutler	17	15	<10
Roslea	14	11	<10
Teemore	0	0	0
Tempo/Clabby	19	10	<10
Fermanagh Total	842	612	155
Omagh Town	577	328	73
Carrickmore	<10	<10	<10
Dromore Omagh	37	20	<10
Fintona	37	20	11
Beragh	13	<10	<10
Drumquin	19	12	<10
Greencastle	<10	<10	<10
Gortin	<10	<10	<10
Mountjoy	<10	0	0
Omagh Cottages	<10	<10	0
Trillick	10	<10	<10
Omagh Total	724	406	109
FODC Total	1,566	1,018	264

Appendix 8 Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Fermanagh Office, Riverview House, Head Street, Enniskillen BT74 7DA		fermanagh@nihe.gov.uk 03448 920 900
Omagh Office, MacAllister House, Woodside Avenue, Omagh BT79 7BP		omagh@nihe.gov.uk 03448 920 900
South Regional Manager	Comghal McQuillan	comghal.mcquillan@nihe.gov.uk
South West Area Manager	Oonagh McAvinney	oonagh.mcavinney@nihe.gov.uk
Assistant South West Area Manager Fermanagh Office	Ignatius Maguire	ignatius.maguire@nihe.gov.uk
Team Leader Patch Management/ Housing Solutions Fermanagh Office	Annette McCarney	annette.mccarney@nihe.gov.uk
Team Leader Patch Management/ Housing Solutions Omagh Office	Edith Bell	edith.bell@nihe.gov.uk
South West Area Maintenance Manager Fermanagh Office	David Robinson	david.robinson@nihe.gov.uk

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

Appendix 9 Glossary

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
Areas at Risk	This programme aims to intervene in areas at risk of slipping into social or environmental decline by working with residents.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans.
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
Community Asset Transfer (CAT)	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community; regardless of background.
Continuous Tenant Omnibus Survey (CTOS)	CTOS is an assessment of the attitudes of Housing Executive tenants.
Department for Communities (DfC)	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
Disabled Facilities Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Discretionary Grant	Renovation, Replacement or Home Repair Assistance grants are grants where the 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.

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive, or registered housing associations, the right to buy their property from their landlord, at a discount.
Housing for All	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2012-25.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.
Housing Market Assessment (HMA)	This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment (HNA)	This is an assessment of local housing needs, primarily in relation to general needs social housing, supported housing, Travellers and affordable housing.
Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association.
Latent Demand Test (LDT)	LDT is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grant	Disabled Facilities Grants and Repair Grants are grants where the 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,

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