



Ards and North Down

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# HOUSING INVESTMENT PLAN

2025 UPDATE



**Housing  
Executive**

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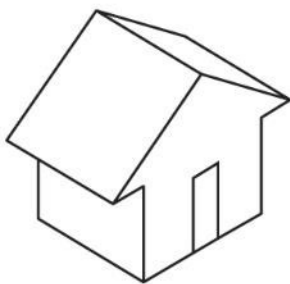
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# Executive Summary

Across Northern Ireland in 2024/25 we:



**83,000**

Managed just under **83,000** social homes



**6,060**

Allocated almost **6,060** homes

**812**

Approved 812  
Disabled Facilities  
Grants



**£115.66m**

Invested £115.66m in  
Planned Maintenance and  
Stock Improvement

**1,504**



Started 1,504  
new social  
homes



**£464.70m**

Paid out £464.70m in  
Housing Benefit

**£306.53m**

Invested  
£306.53m in  
new build  
social homes



**19,000**

Provided over 19,000 housing support places  
to the most vulnerable through the **Supporting  
People Programme** and invested **£81.18m**



**209**

Sold 209 homes



**£75.07m**

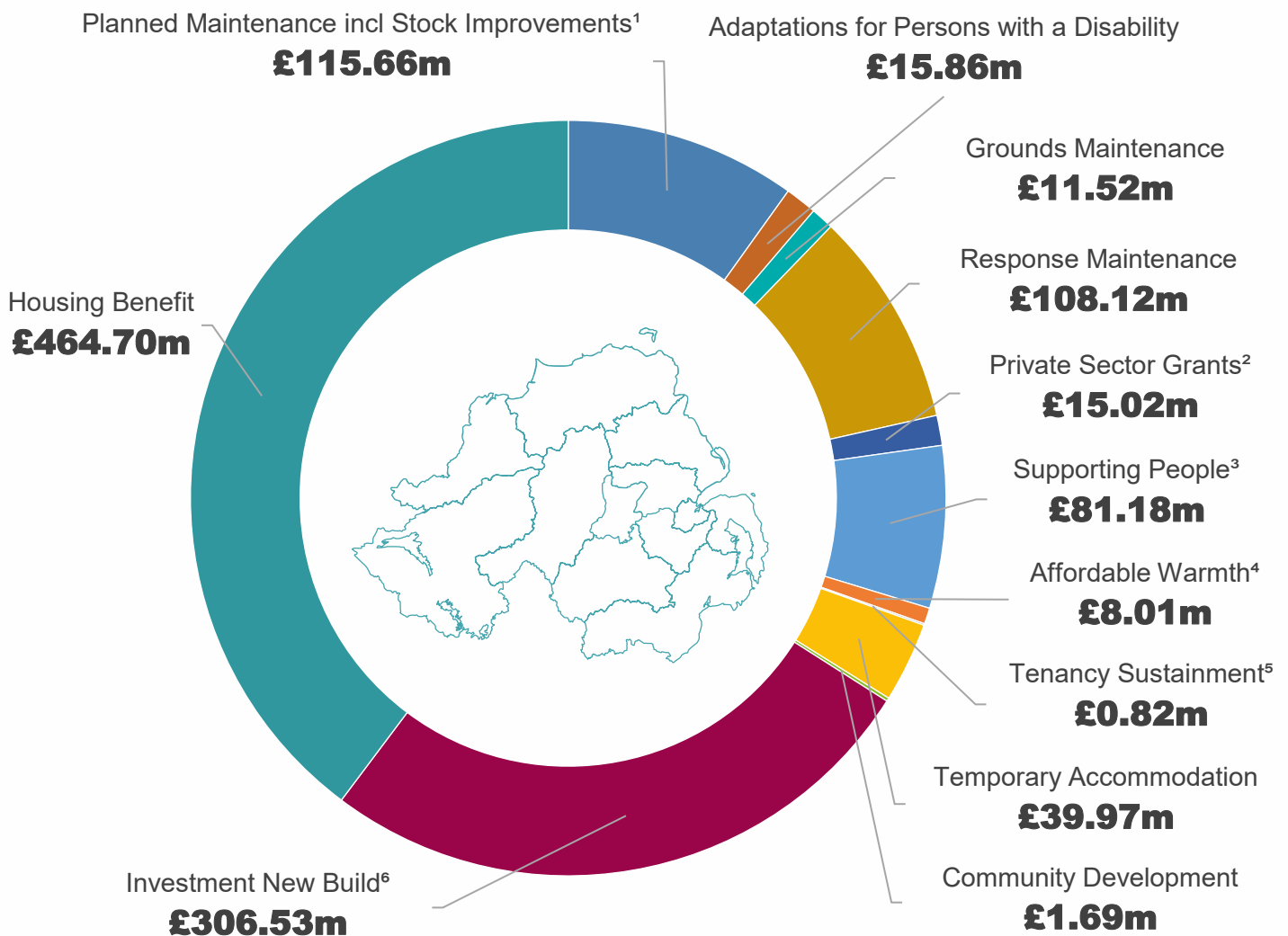
£75.07m was invested  
in our Rural Communities





The past year has delivered significant housing investment for a wide range of services, and the 2024/25 public sector housing investment totalled £1.17 billion for Northern Ireland.

## Northern Ireland 2024/25 Public Sector Housing Spend (£m)



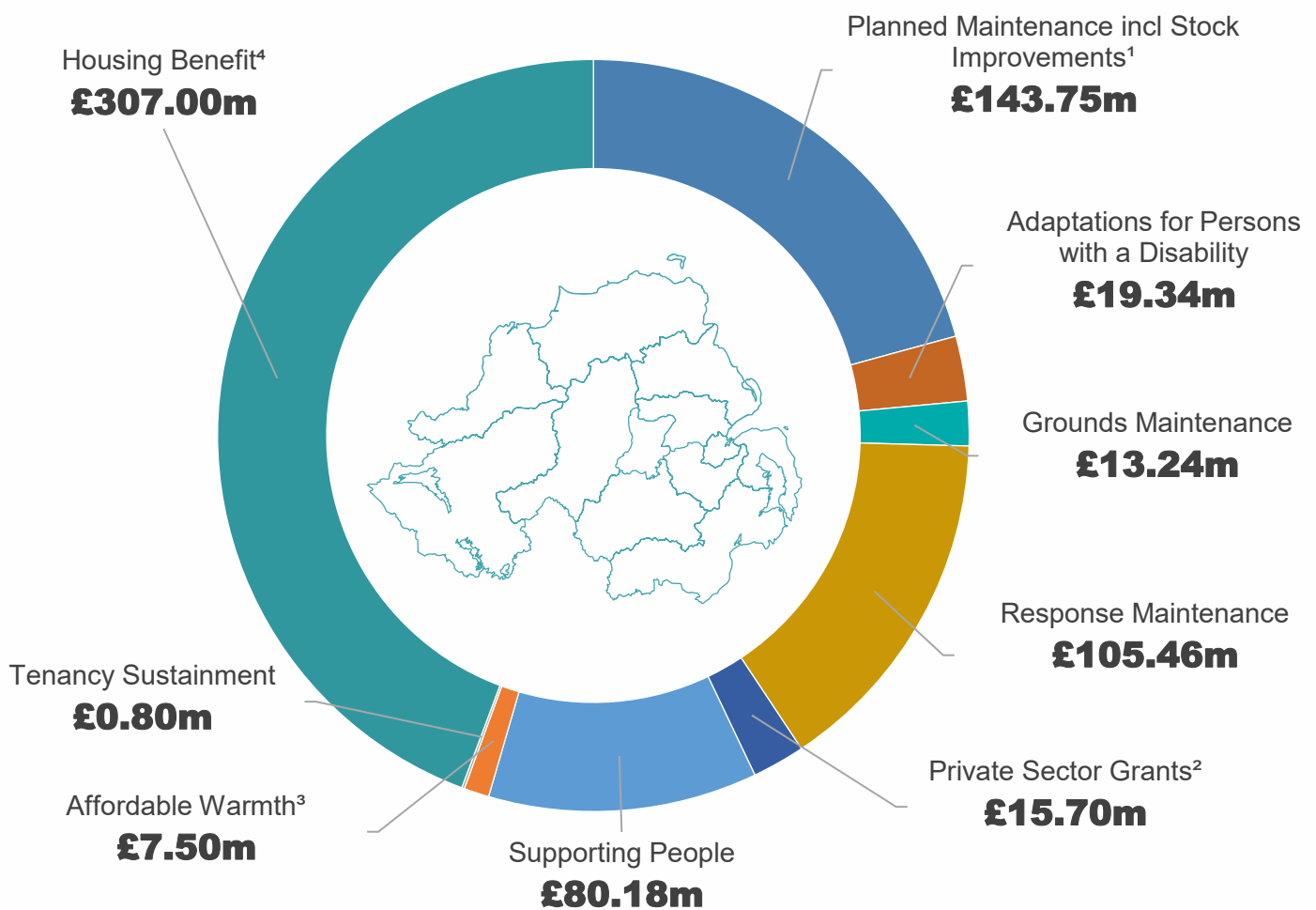
Source: Housing Executive

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £79.92m and Stock Improvement Spend was £35.74m.
  2. Please note figure includes year end accrual adjustments.
  3. Supporting People Northern Ireland spend includes Special Needs Management Allowance and Accrual/Accounting Adjustments which are not included in the Council breakdown.
  4. Please note figure includes year end accrual adjustments.
  5. Tenancy Sustainment funding opened in July 2024 and was awarded to 10 projects. Note 3 projects run across multiple council areas.
  6. 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 ERDF Retrofit Programme concluded during the 2023/24 financial year, however, there have been remeasurement adjustments processed during 2024/25, resulting in negative investment figures (minus £1m for Northern Ireland as a whole, with minus £0.59m in Armagh City, Banbridge and Craigavon Council and minus £0.41m in Belfast).

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2025/26 public sector housing spend totalling £692.97m for Northern Ireland.

## Northern Ireland 2025/26 Projected Public Sector Housing Spend (£m)



Source: Housing Executive

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £93.00m and Stock Improvement Spend is £50.75m.
  2. Private sector Grants are demand led, so actual spend may differ from projections.
  3. Please note this figure reflects initial 2025/26 budget allocations from DfC and could be subject to change following future monitoring round processes. Affordable Warmth schemes are demand led, so actual spend may differ from projections.
  4. The Move to UC is currently underway, and throughout 2025/26 we will see working age Housing Benefit customers continue to migrate to UC. At the time of writing, DfC's plan for the migration of the remaining legacy benefits will follow the following timetable: From February 2025 Income Support with Housing Benefit. From March 2025 Housing Benefit only. From April 2025 Job Seeker's Allowance and Housing Benefit. From May 2025 Employment and Support Allowance and Housing Benefit.
- The 2025/26 budget remains indicative, but no material changes are anticipated.
- It is not possible to provide projections for 2025/26 community development budget at Northern Ireland level - community development is made up of three funding streams: community grants, community safety and community cohesion, which are demand led. These funding streams vary across each Council area and there are a number of applications pending, or yet to be received.
- Investment in new build projected spend is not available.
- It is expected that Temporary Accommodation spend will continue to increase in 2025/26 as a result of increasing demand.

## In Ards and North Down Borough Council area during 2024/25, we:



**Managed  
6,139**  
social homes



**Allocated  
more than  
460**  
homes



**Started  
24**  
new social homes



**Completed  
50**  
Disabled Facilities  
Grants



**Provided  
1,554**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



**Paid out  
£31.76m**  
in Housing  
Benefit



**Completed  
95.52%**  
of repairs to  
customer's  
satisfaction



**Community  
Grants  
£18.34k**  
funding awarded



**Community  
Cohesion  
£72.10k**  
funding awarded



**Community  
Safety  
£18.00k**  
funding awarded



**Energy  
Efficiency  
£0.80m**  
spend



**Affordable  
Warmth  
186**  
installations



**Affordable  
Warmth Spend  
£0.54m**  
spend



**Supporting  
People  
£5.93m**  
spend



**Disabled Facilities  
Grants  
£0.93m**  
approval value



**Adaptations  
£1.00m**  
spend



**New Build  
£5.14m**  
spend



**New Build  
Completed  
38**  
homes



**Under Construction  
160**  
homes



**New Build Planned  
186**  
homes



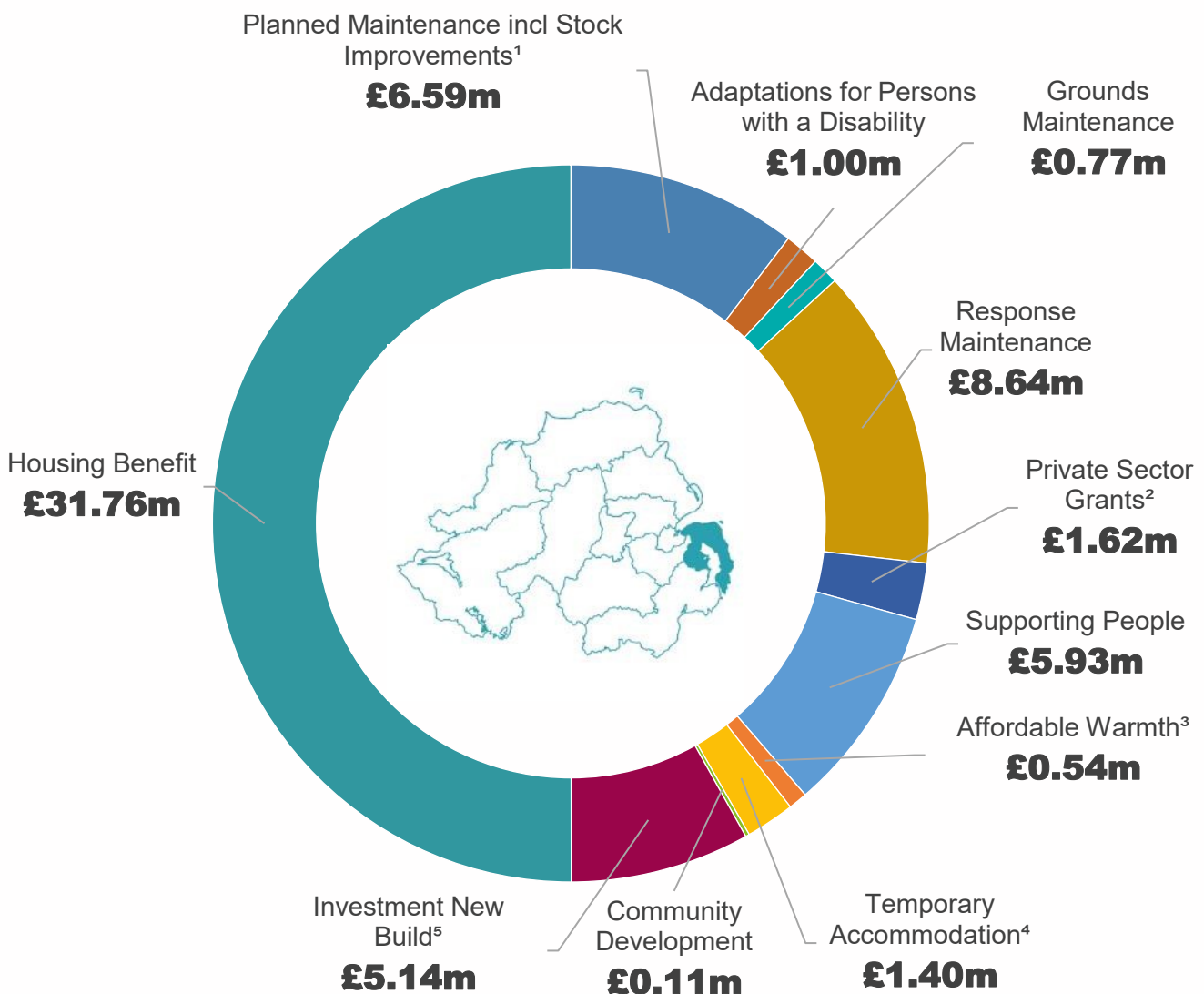
**Waiting List  
March 2025  
3,348**  
applicants, 2,498 in  
Housing Stress (75%)



**NIHE House Sales  
12**  
average selling price  
£56.43k

The past year has delivered significant housing investment for a wide range of services, and the 2024/25 public sector housing investment totalled £63.50m for Ards and North Down Borough Council.

## Ards and North Down Borough Council 2024/25 Public Sector Housing Spend (£m)



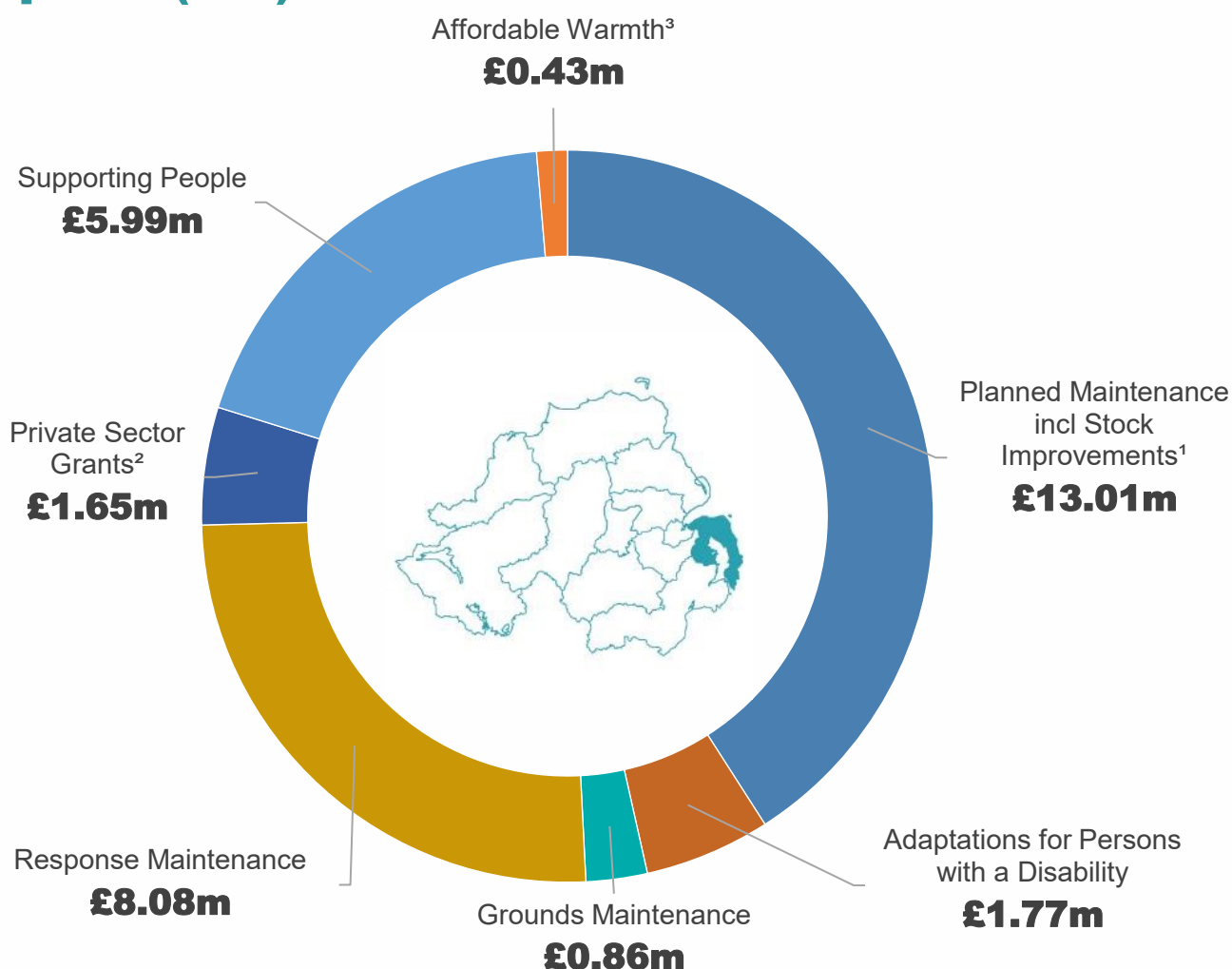
Source: Housing Executive

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.09m and Stock Improvement Spend was £3.50m.
2. Please note figure includes year end accrual adjustments.
3. Affordable Warmth spend was £0.54m. Please note figures include year end accrual adjustments.
4. Temporary accommodation costs refer to the Local Council from which the applicant presented (originating Council area) rather than the Local Council area to which the placement was made. Figure includes the Council area's portion of block booked single lets (BBSL) costs. Figure excludes a miscellaneous category of spend, which relates to placements and costs where information relating to Council areas is not captured at source on Housing Executive systems, and it is therefore not possible to provide a Council area breakdown. This total amounted to £75k across Northern Ireland.
5. 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 Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2025/26 public sector housing spend in Ards and North Down Borough Council totalling £31.79m.

## Ards and North Down Borough Council 2025/26 Projected Public Sector Housing Spend (£m)



Source: Housing Executive

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £8.72m and Stock Improvement Spend is £4.29m.
2. Private Sector Grants are demand led, so actual spend may differ from projections.
3. As this is a budget allocation, application of budget to Councils is based on spend trends and this is not a final spend position (affordable warmth schemes are demand led, so actual spend may differ from projections).

It is not possible to provide projections for 2025/26 community development budget by Council area - community development is made up of three funding streams: community grants, community safety and community cohesion, which are demand led. These funding streams vary across each Council area and there are a number of applications pending, or yet to be received.

Investment in new build projected spend is not available.

Due to the ongoing impacts of the Move to Universal Credit, it is not possible to accurately predict housing benefit spend at LGD level for 2025/26.

Tenancy Sustainment awards to successful applicants will be made from December 2025 onwards therefore projected 2025/26 spend by Council area is not possible.



# Foreword

Welcome to the 2025/26 update on the Northern Ireland Housing Executive's Housing Investment Plan. This update details progress made over the past twelve months across our Strategic Housing Authority role and as a public landlord, also sets our targets for each council district area for the year ahead.

The update also coincides with the start of our new three-year corporate strategy – Our Promise to Our Communities – which commits us to contributing more to the health of our customers, building cohesive neighbourhoods, driving sustainable growth opportunities and brighter futures for generations across Northern Ireland.

Our housing challenges are substantial and deep rooted, resulting in a widening gap between new housing supply and demand and illustrated by a growing waiting list for housing and more households requiring temporary accommodation.

The priority given to housing in the new Programme for Government is a welcome statement of intent by the Northern Ireland Executive. This, alongside the Housing Supply Strategy, shows a commitment across government to tackle the housing challenges we currently face. Our Corporate Strategy aligns with and aims to deliver on those Programme for Government and Housing Supply Strategy commitments and reflect the housing elements of Community Plans.

We remained concerned, however, about the impact of the housing budget for 2025/26 on the ambitions for increasing housing supply. For example, despite being able to commission 1,504 new starts under the Social Housing Development Programme in 2024/25 our capital allocations mean that we are far from delivering the required targets needed to meet housing need. The pressure on future capital spending continues into 2025/26 and therefore we will see another year where the number of new social homes being built, falls short of what is required.

Despite budgetary pressures we are committed to play our part in delivering the social, economic and environmental benefits in each council area. As a community planning partner, we take a strategic approach to investment, basing it on housing need and aligning it to the ambitions of each council. The scale of our investment highlights the vital economic lever that housing provides both at Northern Ireland wide level and throughout or local communities.



The rent levels set over the last three years given us additional capacity to invest in our own homes. Last year, £245m was spent in improving our own 83,000 homes, the highest level of investment in many years. Assuming rent levels remain stable, we plan to invest approximately £750 million into our housing stock over the next three years. This will have very positive effects on local supply chains, and on skills and employment locally.

Whilst we recognise the challenging environment, there are many opportunities to build on the great work carried out through the partnerships which we have built with councils across Northern Ireland, and I look forward to working together as we deliver against our shared goal of providing better places to live for the people and communities we serve.

A handwritten signature in black ink, reading 'Grainia Long' in a cursive script.

Grainia Long  
Chief Executive

# Introduction

Welcome to the second of two annual updates of the 'Housing Investment Plan 2023/26'. The Housing Executive is statutorily required under the 1981 Housing Order to report to Councils on its past year's performance (2024/25) and proposals for the current business year (2025/26). As with the parent plan, this update is aligned to the [3 year Corporate Strategy](#) (2022/23 - 2024/25) and its associated set of strategic priorities.

The Housing Investment Plan (HIP) 2023/26 and this annual update are also aligned to the outcomes of each Council's Community Plan to show how our work supports the delivery of the Plan's objectives. We look forward to continuing to contribute to shaping the future of housing in each Council area with our Community Planning partners.

This annual update should be read in conjunction with the parent plan [Ards and North Down Housing Investment Plan 2023-26](#)

Part 1 below is the Strategic Context, focusing specifically on achievements during the 2024/25 business year in respect of the Housing Executive's suite of Strategies, Programmes and Action Plans as the Strategic Housing Authority for Northern Ireland and a landlord at scale. Please refer to last year's parent Plan for further background and links to relevant documents and related additional reference material.

Part 2 sets out the local context and outcomes tables of locally specific Housing Executive performance over the last year against Council's Community Planning objectives.

## Overview

Across Northern Ireland in 2024/25, the Housing Executive achieved a significant amount as summarised below.

### Across Northern Ireland in 2024/25 we:



**83,000**

Managed just under **83,000 social homes**



**6,060**

Allocated almost **6,060 homes**

**812**

Approved **812 Disabled Facilities Grants**



**£115.66m**

Invested **£115.66m** in **Planned Maintenance and Stock Improvement**

**1,504**



Started **1,504 new social homes**



**£464.70m**

Paid out **£464.70m** in **Housing Benefit**

**£306.53m**

Invested **£306.53m** in **new build social homes**



**19,000**

Provided over **19,000 housing support places** to the most vulnerable through the **Supporting People Programme** and **invested £81.18m**



**209**

Sold **209 homes**



**£75.07m**

**£75.07m** was **invested** in our **Rural Communities**





# Part 1 - Strategic Context

This annual update should be read in conjunction with the parent Housing Investment Plan 2023/26, which set out the range of interrelated strategies and programmes which impact on the daily lives of the Housing Executive's customers and tenants and underpin much of the work that the Housing Executive do.

Also in this section, aligning with the Corporate and Business Plan, we present our strategies and key programmes of work that have been progressed over the last year under the six strategic priorities. This work has impacted across the community and the environment and continues to inform the work of the Community Planning Partnerships.

## Housing Executive Revitalisation

Following commitments in New Decade New Approach and in the Minister for Communities statement in November 2020, the Housing Executive continues to work with the Department for Communities (DfC) in progressing the Revitalisation Programme. This will consider and assess options to meet the investment challenge through a revitalised strategic housing authority and a sustainable social landlord that can maintain and provide good quality and affordable social homes for current tenants and future generations. The programme has been examining options that limit change, and which ensure that the Housing Executive remains dedicated to the essential public service of social housing and that its role as the Strategic Housing Authority is strengthened.

Work on Revitalisation is continuing between DfC, and the Housing Executive and the Minister for Communities Gordon Lyons MLA has been briefed on work to date. He has outlined his commitment to the programme, speaking in the Northern Ireland Assembly he said: "There are not many real game changers in this place, but one that we can have for Northern Ireland is the transformation of the Housing Executive's borrowing powers. That would be good for two reasons. The first is that it would be able to build more social homes. The second is that it would be able to renovate or refurbish social homes as well. At this point, we are in real danger of allowing some of our existing stock to simply become uninhabitable. I absolutely want to see that change."

## New Corporate Strategy

In 2024/25 work was undertaken to develop a new Corporate Strategy covering the period 2025/26 – 2027/28. As part of this process, we engaged extensively with stakeholders and partners, internally and externally including through a 10 week consultation period.

Our draft strategy aligns with both the Programme for Government and the Housing Supply Strategy and outlines our aspirations as an organization across five objectives and the high-level work programmes we will undertake to achieve these.

The draft strategy is also supported by annual business plans that are developed each year. Once approved, both documents will be published on our website, and we will measure and publish progress against the objectives in our Annual Report which is also published on our website. [The Housing Executive Annual Reports](#)

You can find the link to our draft strategy that we consulted on [Draft Strategy](#).

## Housing for All

Following the transfer of management of the 'Housing for All' Shared Housing Programme to the Housing Executive in February 2024, the 'Housing for All' team is now established and focused on delivery and further development of the programme. Areas of focus have included Governance, raised awareness of the programme and strengthened links with Community Planning partners, Advisory Groups and others across the shared housing community and beyond. Delivery is key and through investment and innovation the programme continues to support safe, confident, shared communities.

The 'Housing for All' Shared Housing Programme continues to develop with an additional eight developments (435 households) joining during 2024/25. This increases the overall total to 85 shared schemes (2,925 homes) with the benefits extending far beyond these 2,925 households as the 12 Housing Associations work with 37 Local Advisory Groups across the shared housing communities. The Advisory Groups support the development and delivery of Good Relations Plans which benefit many communities and individuals who live, work and socialise within a five-mile radius of the new developments.

The 2024/25 'Housing for All' Shared Housing Programme includes developments in Derry/Londonderry, Carryduff, Belfast, Portrush and Newtownards. Also, for the first time, 'Housing for All' schemes are included in Bangor and Enniskillen helping to bring the benefits of good relations support through the programme to new communities. The Housing Executive continues to work with 12 Housing Associations and 37 local Advisory Groups across the shared housing communities. Additional Advisory Groups are currently being established for several of the 2024/25 schemes with others joining already established merged Advisory Groups.

We are delighted that a Good Relations 'Housing for All' Award has been included as a new category in this year's Community Relations Council Good Relations Awards presented in March 2025 to Portstewart Community Association. This provides an exciting opportunity to showcase and give recognition to the dedicated individuals, groups and projects building

bridges in communities through the 'Housing for All' Shared Housing Programme. We will continue to develop key connections to help maximise opportunities and reach of the programme as we move into 2025/26.

## Sustainable Development

The work of the Housing Executive has long been associated with sustainable practices and continues to endeavour to make a difference to help to sustain the environment for future generations. The key focus is on improving the lives of the people in its communities and making the planet a better place, which aligns with its Strategic Vision of Making a Difference. Housing Executive's work ranges from providing land for community allotments and gardens, planting of open spaces, to energy efficiency interventions for Housing Executive stock and reporting on home energy conservation across the residential sector.

During 2024, the Housing Executive completed work on six new build homes, the first in more than 24 years, using Modern Methods of Construction and ultra-low energy building techniques to certified Passive House standards.

The Housing Executive continues to deliver retrofitting of 400 social houses within its Low Carbon Programme. This is a whole house solution of improved energy efficiency, renewable generation, and storage with low carbon heating. This programme provides additionality with the provision of householder education from energy advisors and on-site data monitoring to optimise the systems, with an outcome of reduced energy bills, reduced carbon emissions and improved thermal comfort for householders.

In 2024, the Housing Executive achieved Platinum award status in the annual Business in the Community NI (BITC) Environmental Benchmarking Survey.

# Emerging issues Impacting on Housing Supply

In the year to March 2025, there were 6,580 new dwelling starts in Northern Ireland, as measured by building control. This is an increase from the previous year, when there were 5,995 new dwelling starts in 2023/24. However, this is still lower than the high of 2018/19 when 8,400 dwellings were started. In 2024/25, the majority of new starts were in the private sector (5,755; 87.5%), with the social sector accounting for 825 (12.5%) new dwelling starts.

In 2024/25, 6,126 dwellings were completed, an increase from the 5,411 completions recorded the previous year. Whilst the vast majority of new dwelling completions in 2024/25 were in the private sector (5,213; 85%), and 913 (15%) were in the social sector, when compared with 2023/24, the number and proportion of social sector completions had increased (from 600; 11%)

## Rents

The Rent Index Report (H2 2024) reported that rents remain at historically high levels, with growth continuing in areas where demand remains strong, and supply constraints persist. The supply-demand imbalance remains a key challenge, and despite an increase in recorded transactions, rent levels remain elevated, particularly in high-demand commuter areas. The affordability challenge persists and remains significant, particularly in urban and high-demand markets such as Belfast, Lisburn and Castlereagh, and Ards and North Down, where rents have continued to rise sharply over the year. This is a considerable challenge, especially for lower-income renters, as rents continue to consume a growing share of household income.

Average rents across Northern Ireland saw an annual increase of 6.4% to £903 per month. The average monthly rent in Belfast City Council Area (BCCA) increased by 6.6% in annual terms to £1,011 per month. Outside of Belfast, the average rent across Local Government Districts (LGDs) rose to £827 per month, reflecting a 5.6% annual increase.

## Cost of living

Households across the UK have felt the squeeze not only from increases in housing costs but also from the inflation fuelled price rises in food and fuel costs. High inflation has disproportionately impacted lower income households. Northern Ireland fares worse than other UK regions, with a higher proportion of low-paid jobs and the lowest discretionary disposable income. The Trussell Trust distributed 3.1 million food parcels across the UK during 2023/24, which was a 94% increase on five years ago. The trust recorded an 11% annual increase in the number of food parcels distributed across Northern Ireland (90,300 during 2023/24), the highest ever annual number of food parcels for the region.



## Construction industry and Labour market

The results of the latest Construction Employers Federation survey (2024) reflect a period of increased challenge during the second half of 2024. Whilst just over one-third (35%) of respondents said their turnover had increased by at least 10% in 2024, 30% said their turnover was down at least 10% on 2023. Forty per cent said that their profit margins were worse in 2024 than 2023; while 25% said profit margins were better year-on-year. Coupled with a drop of 20% in the number of firms reporting full or almost full order books, there is evidence of a fragility in the market which many in the sector attribute to a declining pipeline of public sector works and the underfunding of enabling infrastructure such as water.

The employment rate in February 2025 in Northern Ireland was 71.3%, a decrease of 1.4 percentage points over the year, and lower than the February 2025 UK employment rate of 75.1%. The unemployment rate for the same time period was 1.5%, a slight decrease of 0.7 percentage points over the year. This is a historically low figure, in February 2010 the unemployment rate was 6.5%, and has followed a downward trajectory since then. Economic inactivity in Northern Ireland is relatively high, in February 2025 the economic inactivity rate was 27.5%, compared with 21.4% in the UK as a whole.

## House Prices

The local housing market continues to remain stable. Quarter 1 2025 saw a relatively settled housing market, with agents reporting a more positive market sentiment. The average price of a property in Quarter 2 was £212,966, a 5.9% increase from Quarter 1 2024, and a marginal decrease from the previous quarter. With 60% of agents reporting an increase in transactions from Quarter 1, and 65% reporting an increase in listings, this certainly is reflective of a more positive housing market.

## Inflation and Interest rates

Inflation has fallen significantly since hitting 11.1% in October 2022, which was the highest rate for 40 years. In March 2025 the UK annual inflation rate was 2.6%, and whilst this is significantly lower than the high of 11.1%, this does not mean that prices are falling – rather that they are rising less quickly. With this easing of inflation, the Bank of England cut interest rates to 5% in August 2024, then to 4.75% in November and again to 4.5% in February 2025, holding them in March 2025. When announcing that decision in March 2025, Bank of England governor Andrew Bailey warned about global economic uncertainty but said that he still believed interest rates were on a "gradually declining path".

## Temporary Accommodation

2024/25 followed the pattern of previous years with a total of 11,887 placements in temporary accommodation which represents an increase of 4.6% from the 11,368 placements in 2023/24. The continued demand on temporary accommodation continues to impact upon the level of expenditure on temporary accommodation with a spend of £39.97 million required to meet our statutory duties for temporary accommodation in 2024/25.

The Housing Executive recognises the importance of evidence-led decisions, and during 2024/25 has been working with the Centre for Homelessness Impact to develop a Value for Money Report in relation to Temporary Accommodation which was published in May 2025, and the report can be found by accessing the following link: [CHI Value for Money in Homelessness](#). While the report highlights many well documented challenges facing the housing and homelessness systems in Northern Ireland, there are several recommendations within the report that will seek to assist the Housing Executive in meeting ongoing challenges around temporary accommodation. The Housing Executive is committed to a continued partnership with the Centre for Homelessness Impact in the development and implementation of actions that address these challenges. This work will include the development of an action plan, delivery of which will be monitored by the Housing Executive Board.

As with previous years, the Housing Executive continues to develop annual action plans to support the delivery of the Homelessness Strategy 2022-27 and Strategic Action Plan for Temporary Accommodation.

## Strategic Priority 1

**Taking the lead role as the Strategic Housing Authority, we will work with our partners to increase social housing supply to help meet identified need**

Workstream	2024/25 update on progress
<b>Affordable Housing</b>	The Communities Minister announced on 5th March 2025 that Maple and May had, following an open competition, been appointed as the new Intermediate Rent Operator. As the Intermediate Rent Operator, Maple and May will deliver 300 new Intermediate Rent homes across Northern Ireland. DfC will provide Financial Transaction Capital loan funding to support delivery of the homes. Funding is intended to be in place by early 2026, and it is expected the first Intermediate Rent homes will be constructed and available to rent during 2026.
<b>Asset Management Strategy</b>	The temporary strategic investment approach agreed with the DfC remains in place pending work ongoing on developing a funding solution for The Housing Executive's stock investment requirements. While this approach prioritises optimising the availability of stock for letting in the face of ever-increasing housing need, The Housing Executive is also including retrofit decarbonisation works as its funding permits and will be completing its pilot 300 Low Carbon Heating Programme that will inform the development of a new no/low carbon Heating Policy for its stock.
<b>Housing Supply Strategy</b>	The Housing Executive Land Acquisition (HELA) Project Initiation Documents were approved in February 2025 by the Project Board and Project Executive. This means the project can move to implementation stages involving engagement with stakeholders, procurement and the identification and acquisition of sites in public ownership.
<b>Land Asset Management Strategy (LAM)</b>	Year 2 of the LAM Strategy Action Plan included 22 high-level priorities with 26 associated actions for implementation during 2024/25. Work was completed or is ongoing in respect of 19 high-level priorities and 21 associated actions. Work on the remaining three high-level priorities and five associated actions has yet to commence and these are currently under review for Year 3 of the Strategy.
<b>Local Development Plans (LDP)</b>	<p>Six Councils have adopted Plan Strategies, Antrim and Newtownabbey, Belfast, Derry and Strabane, Fermanagh and Omagh, Lisburn and Castlereagh, and Mid and East Antrim. This has allowed Councils to progress to Local Plan Policy (LPP) preparation including a call for sites and ongoing engagement with Belfast, Fermanagh and Omagh, Mid and East Antrim and Antrim and Newtownabbey. Belfast is expected to have a draft LPP published this calendar year. The Housing Executive has also helped, prepared and responded to Supplementary Planning Guidance for Belfast, Fermanagh and Omagh, Mid and East Antrim and Antrim and Newtownabbey.</p> <p>Ards and North Down, Newry Mourne and Down, Causeway Coast and Glens and Armagh, Banbridge and Craigavon are continuing to prepare draft Plan Strategies. Mid Ulster has a published draft Plan Strategy.</p>

Workstream	2024/25 update on progress
<b>Social Housing Development Programme (SHDP)</b>	<p>SHDP out-turn position was at the end of March 2025.</p> <p>The key SHDP targets for 2024/25 year were to deliver a minimum of 1,500 Social Housing Starts and 1,400 Completions. There was also a target of 10% General Needs New Build Social Housing Starts to be designed in line with Wheelchair Design Standards; and for 13.05% of all New Social Housing Starts to be in Rural locations.</p> <p>At the end of March 2025, the SHDP out turn position was confirmed as the follows:</p> <ul style="list-style-type: none"><li>• 1,504 New Social Housing Starts</li><li>• 1,410 New Social Housing Completions</li><li>• 125 New Social Housing Wheelchair Starts (10.89% of General Needs New Build Starts)</li><li>• 188 New Rural Social Housing Starts (12.5% of total Starts)</li></ul>



## Strategic Priority 2

**As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations**

Workstream	2024/25 update on progress
<b>Sustainable Development Strategy</b>	<p>The long-term goal of the Sustainable Development Strategy is to achieve Net Zero carbon emissions by 2050 right across all of the Housing Executive's activities. The Strategy and Action Plan are structured around the Housing Executive's four corporate themes of People, Places, Property and Planet and five pillars that align with the Housing Executive's role as both a Landlord and the Strategic Housing Authority.</p> <p>Some of the highlights of progress against the Action Plan from 2024/25 includes:</p> <ul style="list-style-type: none"> <li>• <b>Education and Empowerment:</b> The internal e-Learning Package is now mandatory for all staff with over 2,000 staff now completed this training. This is in addition to 182 staff completing formal Carbon Literacy Training, against a target of 800 per annum.</li> <li>• <b>Health and Wellbeing:</b> more than the annual target of 7,000 trees have been planted during 2022/23 and 2023/24, with circa 21,000 trees planted across both years. Earlier this year the Housing Executive celebrated planting its one millionth tree.</li> <li>• <b>Sustainable Transport:</b> Direct Labour Organisation (DLO) is undertaking a Pilot using Hydrotreated Vegetable Oil in some of its ground's machinery as well as reviewing the progress with its ten medium sized Electric Vehicles (EV) vans.</li> <li>• <b>Sustainable Transport:</b> Collaboration with local Councils on EV charging point locations has now reached tender evaluation stage with potential bidders for the install and management of 124 charge point sites, including five owned by Housing Executive, for general public access.</li> <li>• <b>Built Environment:</b> The low carbon retrofit programme commenced in Jan 2024, with over 160 units complete to date.</li> <li>• <b>Built Environment:</b> Pilot low carbon new build project for six award winning Passive homes completed in September 2024.</li> <li>• <b>Sustainable Communities:</b> The Housing Executive was successful as a full partner for an all-Ireland EU Peace Plus application with 15 partners for total investment of €20m for a geothermal demonstrator project. The Housing Executive key workstream is to deliver a geothermal pilot in Cloughfern with the intention to provide low carbon heating for two demonstrator houses within the Net Zero Centre of Excellence.</li> <li>• <b>Reporting:</b> The Housing Executive achieved the highest classification of Platinum in the annual Business in the Community Environmental Benchmarking survey during November 2024 for the fourth year in succession.</li> </ul>

Workstream	2024/25 update on progress
<b>Modern Methods of Construction / Low Energy Pilot (MMC/LE)</b>	<p>The MMC/LE new build pilot at Ballysillan reached practical completion stage in September 2024 and were certified as attaining Passivhaus classification in January 2025. The tenants moved in shortly after completion and have been advised on how to best utilise the technology in the houses generally, but specifically the active systems installed for heating, ventilation, and hot water provision. Post-occupancy monitoring commenced shortly after the tenants moved in and will continue for a period of twelve months. This is being undertaken by a research and development team (Energy Expertise Ltd and Ulster University) that has been monitoring the properties both quantitatively in terms of indoor temperature, humidity, air quality and energy use and qualitatively in terms of comfort, ease of use and tenant satisfaction. The feedback to date from the tenants is generally positive overall, albeit additional refresher training for the tenants is required regarding the use of the heating and ventilation systems.</p> <p>The Housing Executive is currently working on a business case for a second MMC/LE pilot scheme for a site in Poleglass, West Belfast, with the intention that this will be submitted to the Department for approval in mid-2025/26. The Housing Executive intends to utilise a different form of MMC to that employed in the Ballysillan scheme but has taken account of lessons learnt from the latter. A new planning application has been lodged with Belfast City Council. The Housing Executive is also carrying out preliminary work on a third proposal for a rural site at Bellaghy. A pre-application discussion has been held with the council to inform the planning application which is currently being progressed.</p>
<b>Cavity Wall Insulation (CWI)</b>	<p>Last year The Housing Executive implemented a small pilot remedial programme of cavity wall insulation replacement for 300 dwellings across three regions, and this work had been completed by April 2025. Building on the lessons learned from this pilot programme The Housing Executive intends to deliver a three-year programme of 3,000 dwellings per annum beginning in 2025/26.</p> <p>Both programmes are based on a new CWI extraction/refill process that provides a quality assurance framework along with consumer protection, technical guidance, certification, installer monitoring and support. This is being carried out by the Insulation Assurance Authority (IAA) who, subject to their checks, provide a 25-year guarantee on completion of the works.</p>
<b>NI Energy Advice Service and Oil Savings Network Service</b>	<p>From April 2024 to March 2025, the Oil Savings Network facilitated a total of 17,233 tentative orders, amounting to over 4,241,100 litres of oil.</p>
<b>Low Carbon Programme</b>	<p>During 2024/25, the Housing Executive continued its Low Carbon Programme (LCP) to provide an evidence base and key learning points to ensure the Housing Executive will provide decarbonised retrofitted solutions for the Landlord and Private Sector Investment business areas. This will align with the Climate Change Act (Northern Ireland) 2022.</p> <p>The LCP follows a 'whole house approach' to achieve the desired outcome of reducing carbon emissions, reducing householder bills and providing healthier homes through the combination of the following interventions:</p>

Workstream	2024/25 update on progress
	<ul style="list-style-type: none"> <li>• Improved energy efficiency measures through retrofitting</li> <li>• Low carbon heating options, principally air source heat pumps, with an option for hybrids</li> <li>• Improved 'time of use' electricity tariff options</li> <li>• Improved householder education to effect behaviour change</li> <li>• Renewable energy for power generation and electric storage</li> </ul> <p>For many of Housing Executive's contractors this will be the first work of this type at scale. This programme offers the opportunity for contractors and their supply chain to skill up in readiness for similar work to be carried out to all suitable Housing Executive housing stock and the wider Northern Ireland housing stock.</p> <p>To date this scheme has delivered over 160 retrofits throughout Belfast, Newtownards, Coleraine, Antrim, Strabane, with further schemes planned for Belfast, Strabane area, Newtownards and Dungannon. These retrofits are reducing householder energy bills, improve the thermal comfort and reduce their carbon footprint.</p> <p>This evidence-based programme over two years will inform the proposed Landlord Decarbonised Heating Policy by 2026 in order to commence delivery of decarbonised retrofit at scale by the late 2020s (subject to funding) and evidence for Housing Executive's Private Grants Team who delivers the Affordable Warmth Grants for the DfC.</p>

## Strategic Priority 3

As NI's largest landlord, we will invest around £1,700m (2022/23 - 2024/25) into our local economy, through our housing services, construction activity and employment opportunities, and through our support for the health, voluntary and community sectors. In the same period, we will process circa. £1,148m in Housing Benefit across public and private housing tenures

Workstream	2024/25 update on progress
<b>Social Enterprise Strategy</b>	<p>The spend since April 2024 for the Social Enterprise Plus programme was £149,974.48.</p> <p>The draft Social Investment Strategy 2025-30 is currently out for formal public consultation. The draft strategy has three core priorities.</p> <p><b>1. Community Wealth Building</b></p> <p>This strategy will seek to utilise a variety of resources to support Community Wealth Building to achieve sustainable outcomes within the Housing Executive's communities.</p> <p>It will focus on several key themes, Plural ownership, locally rooted finance, Fair employment, socially productive use of land and property and finally Progressive commissions, sourcing and procurement for goods and services.</p> <p><b>2. Social Value</b></p> <p>The Housing Executive's ambition is to ensure that the communities they represent are prepared and ready to avail of social value opportunities.</p> <p>The Housing Executive wants to raise awareness and capacity in communities to avail of opportunities available because of wider Government spend and that of the Housing Executive's annual spend and the social benefits that accompany that.</p> <p><b>3. Employability and Apprenticeships</b></p> <p>The Housing Executive wants to continue to invest in social enterprises where they require assistance for increased/new employability, training, reskilling and volunteering opportunities.</p> <p>The Housing Executive also wants to maximise other learning and skills development opportunities by engaging with academic and accrediting bodies and inter-agency partnerships, gathering knowledge, information, and contacts for the benefit of individuals and its communities.</p> <p>Once consultation has closed a review of all comment's submissions will be considered and incorporated into the strategy where relevant. It is envisaged once internal approval has been given for the new strategy, there will be an open call for applications later in 2025.</p> <p>A Social Return On Investment (SROI) report on the Social Enterprise plus programme 2020-2024 was commissioned. Rose Regeneration carried out a detailed</p>

Workstream	2024/25 update on progress
	<p>piece of work and found the programme delivered £5.03 for every £1.00 spent and £3.75 million total value of impact for the programme.</p> <p>Funding Support Key Highlights:</p> <ul style="list-style-type: none"> <li>• 41 jobs created as a result of funding and support</li> <li>• 43 additional jobs supported</li> <li>• 21 new social enterprises created</li> <li>• 45 social enterprises helped to grow and be supported</li> <li>• 38 pieces of equipment purchased</li> <li>• 3,096 Housing Executive tenants benefited from the investment</li> <li>• 238 accredited training opportunities availed of</li> <li>• 527 non-accredited training opportunities availed of</li> <li>• 5,702 volunteer hours as a result of investment</li> </ul> <p>The report concludes:</p> <p>These achievements and the conversations that were had with a number of organisations clearly reflects the significant impact that the Housing Executive Social Enterprise Strategy has had working with multiple communities and organisations. Delivering £5.03 of Social Value for every £1.00 spent is a highly credible achievement and illustrates the high value for money that Housing Executive delivers in terms of its funding.</p> <p>Given the ongoing budgetary challenges faced by the public sector and statutory agencies in Northern Ireland, this particular work and support demonstrates clear positive social impacts in:</p> <ul style="list-style-type: none"> <li>• Improving employment opportunities</li> <li>• Increasing skills development for new employees and job-seekers</li> <li>• Encouraging local communities and organisations to contribute to the local economy</li> <li>• Helping social enterprises scale up and develop new products and services</li> <li>• Giving value to the roles of volunteers within the field</li> <li>• Creating partnerships between social enterprises and private companies</li> </ul>
<b>Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25</b>	<p>The Supporting People Three Year Strategic Plan and COVID-19 Recovery Plan 2024/25 is now in its third and final year. In 2024/25, Supporting People distributed £81.18m as grant funding to service providers towards expenditure incurred by them in the provision of housing-related support services.</p> <p>Supporting People has progressed against Year One, Two and Three actions from the four Objectives of the Strategic Plan; COVID-19 recovery, working towards closing the 14% gap between need and supply, innovation and strengthening relationships and collaboration with Providers.</p>

Workstream	2024/25 update on progress
	<p>Whilst progress has been made in the delivery of the strategic objectives, the pace and scale has been impacted by the COVID-19 Pandemic and exacerbated by the uncertainty around resources and future funding. Instead, there has been a focus on reconfiguration and reorganisation of existing schemes rather than the creation of new schemes. The Supporting People Team has continued to seek innovative ways to meet the strategic objectives.</p> <p>Further reading: <a href="#">Supporting People Three Year Draft Strategic Plan and Covid 19 Recovery Plan 2022-2025 (nihe.gov.uk)</a></p>
<b>Welfare Reform/ Financial Inclusion</b>	<p>Since April 2024, the Housing Executive has:</p> <ul style="list-style-type: none"> <li>Established a specialist Housing Executive team to manage the Move to UC process for tenants aiming to ensure all tenants can successfully transition to the new benefit with minimal interruption to their income.</li> <li>Supported around 5,000 tenants to Move to UC to date and expects to assist a further 17,000 tenants throughout the 2025/26 and 2026/27 financial years.</li> <li>Continued to communicate with staff and customers regarding relevant welfare changes via social media, publications such as Quid's in and Streets Ahead, letter, text messaging, and via our Housing Community Network links.</li> <li>Verified Universal Credit housing costs for over 9,000 Housing Executive tenants: nearly 4,000 more than the previous year. At the end of the 2024/25 financial year, over 32,500 tenants were receiving help with their housing costs from Universal Credit.</li> <li>Offered Making Your Money Work services to over 8,300 tenants in need of advice and assistance at key points in their tenancy journey to improve financial wellbeing. As a result, 67.2% of tenants who accepted help are better off due to receiving more help with their housing costs.</li> <li>Reported against the year one Financial Inclusion Strategy action plan to the Housing Executive board and to the Housing Community Network and embarked upon delivering actions developed for year two.</li> <li>Utilised the expanded Financial Inclusion team to provide proactive support for the most vulnerable tenants invited to Move to UC. The team helped over 1,500 tenants successfully transition to UC, troubleshoot their claim, and maximise their benefits in 2024/25.</li> <li>Maximised the income of over 3,600 tenants through our Financial Inclusion Managers who have established over £3.10 million in extra benefit entitlement.</li> </ul> <p>Link to the Financial Inclusion Strategy: <a href="#">Financial Inclusion Strategy 2023-28</a></p>
<b>Tower Blocks Action Plan</b>	<p>Five tower blocks, Latharna, Rathmoyne, Coolmoyne, Kilbroney and Clarawood Houses are fully cleared and tenders have been issued to the market for demolition schemes to commence on site in 2025/26. Clearance continues in Belvoir, Breda, Ross and Mount Vernon Houses and it is highly likely that the first three of these will be fully cleared in 2025/26 and work is underway on preparing demolition schemes for them. A business case recommending the demolition of Abbotscoole House has been submitted to the Department for approval. The review of improvement options</p>



Workstream	2024/25 update on progress
	for the Long-Term Blocks will form part of the five-Year Review of the Tower Blocks Action Plan; it is intended to complete this review by the end of 2025/26.

## Strategic Priority 4

**As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being**

Workstream	2024/25 update on progress
<b>Community Cohesion Strategy</b>	<p>We received a total of 31 consultation responses comprising qualitative and quantitative data that helped shape our analysis. There was strong support for the new combined draft strategy, the new <a href="#">Community Involvement and Cohesion Strategy 2024/29</a> (CICS) was approved by the Board and Executive Team and was launched at our Community Conference in Tullyglass Hotel, Ballymena in October 2024 by the Chief Executive, Grainia Long.</p> <p>The CICS was launched in October 2024, and a new annual plan has been designed and developed with the team, working with all relevant partners. We are working together with all partners to implement Year 1 Annual Plan.</p> <p>The key objectives of the Annual Plan for 2024/25 includes:</p> <ul style="list-style-type: none"> <li>• Strengthening local engagement</li> <li>• Develop and maintain support to sustain community organisations</li> <li>• Strengthen strategic engagement</li> <li>• Engage and educate communities in terms of climate change and net zero ambitions and contribute to the delivery of the Housing Executive's Corporate Sustainable Development Strategy</li> <li>• Work in partnership with others to address the complex housing needs of a post-conflict society</li> <li>• Encourage improved Race Relations</li> <li>• Encourage cohesion to create more stable, safer neighbourhoods</li> </ul>
<b>Community Safety</b>	<p>The Housing Executive officially launched its new Community Safety Strategy, Building Safer Communities Together 2025/30, in January 2025. Prior to this launch, an extensive pre consultation and consultation was carried out. Development of the new strategy included pre-consultation with Central Housing Forum and hard to reach forums including Disability Forum, Rural Forum and Youth Forum. Additionally, questionnaires were issued to the Central Housing Forum, fuller Housing Community Network and associated Forums (Disability, Rural Resident and Northern Ireland Youth Forums). We also worked closely with Housing Executive front-line staff during this phase. A bespoke Task and Finish Group was created to assist with the development. The online consultation process opened on the 8th July and ran until the 30th September 2024, and this was via our website and citizen space.</p> <p>The Housing Executive continues to collaborate with its statutory partners regarding the legislative review and all updates will be communicated to staff.</p>

Workstream	2024/25 update on progress
	<p>Antisocial Behaviour (ASB) online reporting: The Housing Executive launched a new and improved system for our customers to report ASB on our external website. The Area Office, where the alleged ASB has occurred, will receive a notification via email, advising that an incident has been reported.</p> <p>The Housing Executive's Community Safety Strategy can be read at the following link: <a href="#">Community Safety Strategy</a>.</p>
<b>Homelessness Strategy &amp; Homelessness Services</b>	<p>The Homelessness Strategy Year 2 Annual Progress Report has been published and is available on <a href="#">Homelessness Strategy 2022 27 Year 2 Action Plan</a>.</p> <p>Delivery on the Homelessness Strategy during 2024/25 was guided by the <a href="#">Year 3 Action Plan</a> which contained 46 actions. The Housing Executive has committed to publishing an annual progress report for 2024/25 which will be published during Quarter 2 of 2025/26 and will be available on the Housing Executive website. Key achievements during 2024/25 include:</p> <ul style="list-style-type: none"> <li>• The publication of a Youth Homelessness Action Plan which contains 18 actions to support children and young people who are homeless or threatened with homelessness.</li> <li>• The publication of a Domestic Abuse Action Plan which contains 16 actions and recognises the impact the Housing Executive can have as a landlord to over 80,000 tenants and as the organisation with the statutory responsibility to respond to homelessness in Northern Ireland.</li> <li>• The completion of a Value for Money Report on temporary accommodation published in May 2025.</li> <li>• The commencement of delivery of homelessness awareness sessions to schools across Northern Ireland. These sessions aim to raise awareness of homelessness and the services available with a view to ensuring young people access homelessness prevention at the earliest possible opportunity.</li> </ul> <p>The Homelessness Strategy Year 4 Action Plan has been developed alongside our partners on the Central Homelessness Forum, is due to be published during Quarter 2 of 2025/26 and will be available on the Housing Executive website. The Action Plan has been developed with consideration to the Northern Ireland Audit Office Report on Homelessness, published in March 2025, with all actions including milestones to assist stakeholders with monitoring delivery of actions.</p>
<b>Fundamental Review of Allocations (FRA)</b>	<p>During the year, the Fundamental Review of Allocations Implementation Project successfully delivered the second group of changes and completed Stage 2. New and revised Housing Selection Scheme Rules took effect on 2nd September 2024 in relation to Proposals 12 and 14 (for difficult-to-let properties social landlords are now able to make multiple offers directly and to as many applicants as they think necessary) and Proposals 17 and 18 (social landlords may now withhold consent for policy successions and policy assignments to general needs and wheelchair/adapted accommodation where there is evidence an applicant needs it).</p> <p>The second group of changes also saw the implementation of Proposal 6 in relation to the greater use of the mutual exchange service. Promotional activities were delivered, including a social media campaign, a maildrop to over 11,000 Housing</p>

Workstream	2024/25 update on progress
	<p>Executive and Housing Association Tenants who have a Transfer Application and a mutual exchange consent refresh exercise.</p> <p>The 2024/25 year also saw the prioritisation and completion of work in relation to Proposal 7 (Intimidation points). This work was successfully completed ahead of schedule and resulted in the Minister's decision to remove Rule 23 (Intimidation points) from the Scheme. The independent research report, which had been commissioned under the Project to investigate the provision for victims of violence and those at risk/under threat of Intimidation/violence, including victims of domestic abuse within Scheme was finalised and published on the Housing Executive website: <a href="#">Investigating future provision for victims of violence and those at risk/under threat of violence including victims of domestic abuse</a>.</p> <p>An options appraisal was completed by the Project team and considered by the Housing Executive Board and the preferred approach recommended to the Minister. The Minister announced his decision to remove Intimidation points in January 2025, and the revised Rules received ministerial approval and came into effect on 1st April 2025. The Minister asked that a review of the Primary Social Needs (PSNs) criteria is carried out to consider how the Scheme gives appropriate recognition to victims of violence, abuse and trauma. This work is underway by the FRA project team and the findings and recommendations of the review will be submitted to the Minister prior to implementation.</p> <p>The Project is currently in Stage 3 with work progressing on the remaining Proposals for Change. Implementation of Proposal 19 (aligning the Housing Selection Scheme Rules with Public Protection Arrangements for Northern Ireland (PPANI) is scheduled for completion by the end of October 2025. The planned reassessment exercise for Full Duty Applicants (FDAs), which had been on hold, will not proceed following a decision by the Minister on the implementation approach on Proposal 8 (Points should reflect current circumstances and ending the 'No Detriment' policy for FDAs). The Minister requested that the Housing Executive consider reasonable mitigations in relation to the implementation approach to Proposal 8, particularly in terms of the impact on FDAs currently on the Waiting List with long-standing need and those in temporary accommodation. The Project team completed an appraisal of potential options, by way of reasonable mitigation/transitional arrangements, and identified that the preferred approach is to afford transitional protection to existing FDAs (legacy cases) when Proposal 8 is implemented at the end of Stage 4. This mitigation will not apply to new FDAs after the Go Live date and therefore their points can be removed following changes in circumstances.</p> <p>The remaining Proposals will be implemented in the final delivery Stage 4 of the Project, which is currently estimated to be September 2026. A Business Case Addendum to reflect the extended Project timeline, the changes to Project scope and associated costs have been prepared for DfC approval. Subject to approval of the Business Case Addendum, the Project Plan will be amended to reflect the escalation and prioritisation of work on Proposal 7 (the removal of Rule 23 and Intimidation Points by 31st March 2025); the Minister's decision on Proposal 8 and the planned reassessment exercise; as well as the inclusion of an additional work strand in relation to the review and implementation of changes to Primary Social Needs criteria.</p>

Workstream	2024/25 update on progress
	<p>Our Communication and Stakeholder Engagement Strategy remains in place, with the Project maintaining close collaboration with its Stakeholder Advisory Group (SAG), as well as Housing Associations to ensure the best possible results for customers and social housing landlords.</p> <p>The FRA Project team continues to work with our IT team and external IT supplier on the configuration, development and testing of a new Housing Allocations module which will deliver the FRA changes in relation to the housing needs assessment, waiting list management, matching, offers and allocations processes and will also provide a new online customer Portal and digital application process.</p> <p>Delivery of changes to the Scheme is a Strategic Housing Authority function and subject to grant funding. The Project has been required to work 'at risk', in the absence of funding allocation for the 2024/25 financial year.</p> <p>While some milestones were not fully met at year end, work on these activities was substantially advanced and the overall High-level Strategic Objective (HSO 4.9.1) for 2024/25 was achieved. With 10 of the 20 Proposals for Change now implemented, the project is currently on target to deliver the remaining changes which will build on the strengths of the current allocations scheme, to enable it to work better for people in need.</p> <p>Further details on the FRA Proposals for Change and the Project Timeline can be found on the Housing Executive website: <a href="#">The Housing Executive - Fundamental Review of Allocations</a></p>
<b>Strategic Action Plan for Temporary Accommodation</b>	<p>Demand for temporary accommodation continued to grow significantly in 2024/25. Accordingly, increasing the supply of temporary accommodation has remained a key priority.</p> <p>Temporary accommodation supply has increased via additional single lets, the repurposing of void Housing Executive stock, the use of void Housing Association properties and the introduction of a new Houses of Multiple Occupation (HMO) model of temporary accommodation during the year.</p> <p>A proposal to allow the Housing Executive to purchase properties for use as temporary accommodation was approved and the aim is to acquire the first of these units in 2025/26.</p>
<b>Accessible Housing Register (AHR)</b>	<p>A task and finish group has been agreed with all relevant stakeholders represented; the group met in March 2025. Work to collate the necessary data is continuing and to date a total of 22,279 properties have been given an Accessible Housing Register (AHR) classification. There have been some delays from a Housing Association standpoint due to recruitment and staff changes with further training being considered for Housing Association staff in 2025. Housing Associations were provided with a report on Housing Association properties registered on Housing Management System and how many have received a classification. There have been no other issues presented to the group and work is expected to continue.</p>
<b>Building Safety</b>	<p>The 2023/24 update highlighted progress and proactiveness regarding key Building Safety service areas; these included:</p>

Workstream	2024/25 update on progress
	<ul style="list-style-type: none"> <li>• A Façade Collaboration Exercise with Fire-SERT across all occupied HRRB's (Higher Risk Residential Buildings)</li> <li>• The pursuance of an FRAEW (Fire Risk Appraisal of External Walling) using the PAS 9980 Methodology</li> <li>• A desire to progress a Sprinkler Retrofit Programme to the Tower Blocks</li> <li>• The development of an Overarching Resident Engagement Strategy (a key element of future HRRB Building Safety Cases)</li> <li>• Engagement exercises across several HRRB's and the emergence of potential community champions</li> </ul> <p>All the above issues have been further progressed and in the wider context of Building Safety.</p> <p>Fire-SERT Façade Exercise which was initiated on the back of Central Government Advice in January 2020, eventually commenced in June 2022 and concluded in December 2024. This saw all occupied HRRB external walling components and elements fully inspected, recorded and where samples removed subsequently fire-tested to determine the degree of combustibility. Focus was also placed on the four previously cladded HRRB's and how they would benchmark with current regulatory standards. Carnet, Cuchulainn and Eithne were highlighted as requiring remediation (and to varying degrees). These are currently being worked through. This exercise was capped off with a series of real fire tests in Coolmoyne (void at time of test) to supplement compartment fire spread and resultant flashover. The exercise confirmed that most of the non-cladded were non-combustible façade-wise and reflective of the walling from date of construction.</p> <p>The FRAEW for Carnet was available to the Housing Executive from February 2024. The recommendations and interim measures flowing from this were taken forwarded by the Building Safety Team. These included a series of Resident Communications and face to face discussions, internal flat inspections, weekly walk-throughs of the landlord common parts and importantly the addition of a temporary Cat L5 Fire Detection and Alarm system throughout (including flats) which had the effect of changing the evacuation strategy from staying put to one of phased evacuation. This was undertaken in accordance with National Fire Chiefs Guidance (NFCC) and in agreement with Northern Ireland Fire &amp; Rescue Services. Persons unable to escape unaided were also identified and a PCFRA (Person Centred Fire Risk Assessment) undertaken in each case. Late 2024/early 2025, saw the move away from sole Caretaker presence to G4S security coverage on a 24/7 basis given the audible alarm and residents needing to evacuate the HRRB. A draft Executive Team Options Paper has been progressed as to the future of this HRRB as it is known from the FRAEW that remediation needs to take place.</p> <p>It was also deemed important to extend the FRAEW methodology to consider those HRRB's with a Rain-screen cladding system – Cuchulainn, Eithne and Whincroft. Whilst the Chartered Fire Engineering consultancy has been commissioned, the Housing Executive has been unable to secure facilitation from the original cladding install contractor. This involved opening of the systems at different locations and varying heights, readdressing a series of damaged cladding panels and undertaking fire damage remediation repairs to Whincroft given the balcony fire in May 2024. A</p>



Workstream	2024/25 update on progress
	<p>DAC (Direct Award Contract) was developed in early 2025 by Building Safety Team and uploaded to E-Tenders Northern Ireland. This was subsequently declined by a contractor. Building Safety Team are presently progressing a FRAEW for Whincroft with one of its Response Contractors. The Housing Executive remains committed to applying this due process across these three HRRB's as soon as practicably possible.</p> <p>Whilst there was Board Approval from late 2020 to bring forward a Retrofit Sprinkler Programme for 31 HRRB's, several attempts by the Housing Executive to advance this resulted in costs significantly higher than initial estimates and in one case during 2024/25, the E-Tender had to be stood down. Of interest, however, were the findings of the Fire-SERT Reports and the fact that most HRRB's had a non-combustible façade and hence would not contribute to external fire spread. This information together with a series of collaboration meetings with a Director of Fire Engineering at Savills UK resulted in a re-think of this earlier approved sprinkler approach. A subsequent Executive Team Paper brought forward in November 2024 sought approval to revise the earlier approach and move to delay the retrofitting programme, developing in the interim a more risk-based approach flowing from the outcomes and findings of a FRAEW and a Type 4 Fire Risk Assessment involving intrusive inspections. These will in turn better inform a future strategy for each HRRB in question. This approach was duly approved.</p> <p>Resident Engagement was progressed in 2024/25 and was a Corporate Key Performance Indicator. There was extensive face to face engagement and communications around Carnet (Cladding and mitigation measures) as well as Whincroft (post balcony fire). The Resident Engagement Manager was able to see engaged residents in these HRRB's as well as Divis Tower agree to become "community champions" and to assist the Building Safety process. These three HRRB's as well as Beechwood/Woodland saw draft bespoke resident engagement strategies developed. Extensive knowledge was also gleaned around occupancy and demographic characteristics for each HRRB, persons requiring assistance and even issues around hoarding within individual flats.</p> <p>2024/25 also saw the Building Safety Management Team fully resourced with Building Safety Managers, Building Safety Officers, Resident Engagement Officers and a Building Safety Co-ordinator. This has allowed a much more comprehensive, co-ordinated and collaborative Building Safety approach in the form of:</p> <ul style="list-style-type: none"> <li>• Quarterly Fire Door Inspections and Annual Inspections emulating requirements from The Fire Safety (England) Regulations 2022</li> <li>• Monthly arson-walkthroughs of common parts of each HRRB and with respect to combustible storage</li> <li>• Monthly Building Safety Collaboration Meetings with Local Housing Office colleagues</li> <li>• Raising of Job Tasks relative to actions arising from each HRRB Fire Risk Assessment undertaken by Fire Safety Team</li> <li>• Collating of key data and development of Asset Registers and Logs to reflect "Golden Thread of Information" and reflect better the occupation phase of these HRRB's and their life cycle</li> </ul>

Workstream	2024/25 update on progress
	<ul style="list-style-type: none"> <li>• Building Safety Noticeboards and Building Safety Information Packs to give assurance to residents around the safety of their HRRB</li> <li>• Working with our partners in the DfC Residential Building Team to assist with recording best practice and in the bringing forward of guidance and legislation that fully supports a Building Safety regime in Northern Ireland as soon as 2028</li> </ul>
<b>Irish Traveller Accommodation</b>	<p>To progress the review and implementation of the Irish Traveller Accommodation Management policy, the Housing Executive has committed an additional resource.</p> <p>We are working internally to develop a new system to record applications for Irish Traveller sites. Development of the new system will be informed by policy. Once the policy and system have been implemented, the new needs assessment can be progressed.</p> <p>Work on the redevelopment of two existing Irish Traveller sites at Legahory Close, Craigavon and Ballyarnett, Derry/Londonderry continues. The business case has been completed for Legahory Close and is being finalised for Ballyarnett. Planning approval will then be sought for both sites before tendering for a contractor to commence works on site.</p> <p>The Irish Traveller Policy Unit is working to identify land and commence work on two new sites in Belfast and Mid Ulster. Work will also begin to develop a new Strategy to replace the current Irish Traveller Accommodation Strategy 2021/26.</p>
<b>Rural Strategy &amp; Action Plan</b>	<p>Year 4 of 'Reaching Rural' was completed during 2024/25, with progress made against 26 of the 27 actions in the Action Plan. Similarly to Years 2 and 3, there was also less opportunity to progress action 27 regarding collaborative investment and support. This was due to no new Village Catalyst projects being able to receive funding for capital works during 2024/25.</p> <p>We delivered a range of positive outcomes for our rural customers during Year 4 which include:</p> <ul style="list-style-type: none"> <li>• 188 new social housing units were started in rural areas, providing increased provision of housing options in rural communities. This represented 12.5% of the overall Social Housing Development Programme (SHDP) which fell short of the strategic rural target of 13.05%. Although the continued shortfall underscores the enduring challenges associated with delivering new housing in rural communities, it is important to acknowledge that the 2024/25 period recorded an increase of 71 units compared to the previous year's provision.</li> <li>• We continued to lead the Rural Housing Steering Group, comprising representatives from DfC, Department for Agriculture, Environment and Rural Affairs (DAERA) and Land and Property Services (LPS), to examine the barriers to rural housing development and to advance a strategic plan aimed at addressing these challenges. A research paper was completed that examined the barriers and opportunities associated with delivering new social and affordable rural housing in Northern Ireland. The study highlighted several challenges in accurately assessing rural housing needs. Additionally, the report outlines six key recommendations, which are detailed within the document which can be found here: <a href="#">Delivering new social and affordable</a></li> </ul>

Workstream	2024/25 update on progress
	<p data-bbox="518 427 1401 528"><a href="#">housing in rural areas: a review of barriers and opportunities</a>. The recommendations from this report will be considered when writing the new Rural Strategy.</p> <ul data-bbox="472 546 1422 943" style="list-style-type: none"> <li data-bbox="472 546 1422 719">• Nine Housing Needs Assessments were completed, resulting in 174 people expressing their interest. Contact information for these people has been forwarded to the relevant local District Office for follow up to ensure those interested in social housing at the test locations are assessed and added to the waiting list.</li> <li data-bbox="472 734 1422 943">• The Heritage in Housing Programme is part of a broader initiative aimed at preserving and enhancing historic buildings while addressing the need for housing. The Housing Executive provided funding (£56k) to supplement the National Lottery Heritage Fund for the restoration of four buildings on Upper English Street, Armagh and two buildings in 3-5 Market Street, Lurgan comprising of housing and commercial units.</li> </ul> <p data-bbox="432 958 804 992">Plans for a new Rural Strategy:</p> <ul data-bbox="472 1010 1437 1384" style="list-style-type: none"> <li data-bbox="472 1010 1437 1218">• The Rural Unit has initiated consultations with members of the Rural Residents Forum to determine key priorities for the new strategy. A presentation was provided to the Forum in May 2025, accompanied by a questionnaire to help identify the priority areas of key members. Moving forward, the Rural Unit will maintain close engagement with relevant groups and interdepartmental divisions to guide the development of the strategy.</li> <li data-bbox="472 1234 1437 1294">• We anticipate the draft strategy to be written by September 2025 and designs complete by October 2025.</li> <li data-bbox="472 1310 1437 1384">• The draft strategy will be presented for approval in December 2025, followed by a 12-week consultation period.</li> </ul>

## Strategic Priority 5

**As NI's largest landlord, we will engage with our customers to ensure they are at the heart of service improvements and our business delivery model**

Workstream	2024/25 update on progress
<b>Customer Charter</b>	<p>The Housing Executive aims to provide excellent services for all our customers. Customer needs are at the centre of everything that we do, and our goal is to meet those needs to a high standard of quality and performance.</p> <p>Our Customer Charter and Service Standards help us to understand our customers' experiences and improve our services.</p> <p>Our Customer Charter sets out how we aim to treat our customers when they interact with us:</p> <ul style="list-style-type: none"> <li>• in the office</li> <li>• by telephone</li> <li>• when they request information from us</li> <li>• when they make a complaint</li> </ul> <p>We publish our results each year.</p> <p><a href="#">The Housing Executive - The Customer Charter</a></p>
<b>Older People's Housing Strategy</b>	<p>Our Older People's Housing Strategy 2021/22 – 2025/26 considers the changing demography of Northern Ireland, including our own tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers, and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none"> <li>• Planning for the future</li> <li>• Promoting and maintaining dignity</li> <li>• Providing housing advice for older people</li> <li>• Promoting participation</li> </ul> <p>We are in year four of the plan and this is the final year for this program. We will provide regular updates against our objectives over the duration of the Strategy.</p> <p>We are confident that through our own expertise, and, working with a range of partners and stakeholders, we will achieve our objectives and improve housing related services for older people across Northern Ireland.</p>
<b>Fundamental Review of the Private Rented Sector (PRS)</b>	<p>The Department is working in line with last year's reporting with the Departmental Solicitor's Office to finalise instructions for a drafter in relation to Regulations on exceptions. Work on a robust Equality Impact Assessment (EQIA) is complete to inform the drafting of regulations with consultation on both the Equality Impact Assessment (EQIA) and Regulations planned for the coming months.</p>

Workstream	2024/25 update on progress
	<p>Regulations and associated guidance notes are in place for Section 8 (Alarms, enacted 30 May 2024) and for Section 10 (Electrical Safety, enacted 27th November 2024). From 1st December 2025 all landlords must be compliant with Smoke alarm Regulations. For electrical safety the regulations are operational from 1st April 2025 for all new tenancies on or after this date whereas landlords of existing tenancies have until 1st December 2025 to comply.</p> <p>Section 9 (Energy Efficiency) is a more complex piece of work and will take longer to implement. An initial policy scoping exercise is underway in advance of consultation. Although we do not have a firm timetable for bringing forward regulations, it is expected that it will potentially take up to two years for legislation to be drafted.</p> <p>A research report on Letting Agent regulation was published by the Chartered Institute of Housing in November 2024. However, given the pressing issues currently facing the PRS and the limited time remaining in the current mandate, Minister has decided not to progress letting agent regulation at this time. Ciara Ferguson MLA is currently consulting on her Private Members Bill re the Banning of Unfair Letting Fees. It is anticipated that the Department will engage with Ms Ferguson in due course to discuss these proposals.</p> <p>The transfer of the Landlord Registration System (LRS) to Lisburn and Castlereagh council, acting as the lead Council, completed as planned on 1st March 2025. We will continue to work with Councils to ensure that the LRS is as an effective tool as possible to improve the quality of the Private Rented Sector. This work includes reviewing the regulations underpinning the LRS to link registration more explicitly with standards, such as, electrical and fire safety requirements.</p>

## Strategic Priority 6

Supporting our roles as both Strategic Housing Authority and NI's largest landlord, we will be an employer of choice and deliver high quality services for all in NI's increasingly diverse community

Workstream	2024/25 update on progress
<b>Annual Research Programme</b>	<p>Following completion of fieldwork in 2023, work on validation and quality assurance of House Condition Survey data progressed during 2024/25. Arising from issues relating to the recruitment and appointment of surveyors and resulting workload pressures at the fieldwork stage, several additional strands of validation and quality assurance work were required. This delayed the drafting of the preliminary report on dwelling stock and tenure, which is now planned for September 2025.</p> <p>Work also continued on house prices and rents research in association with Ulster University, and the ongoing Continuous Tenant Omnibus Survey (CTOS), which provides key insights on tenant satisfaction with Housing Executive services.</p> <p>The scope to commission new research was again limited by revenue funding restrictions, which impacted on plans for projects on homelessness, Supporting People and Irish Traveller housing need. However, research was undertaken to inform policy on affordable housing supply, and regulation of the private rented sector. Work also commenced on a refreshed Northern Ireland Housing Market Review report, which is due to be published by the end of 2025.</p> <p><a href="#">The Housing Executive - Research</a></p> <p><a href="#">Performance of the private rental market in Northern Ireland July-December 2023</a></p> <p><a href="#">Annual rental report 2023</a></p> <p><a href="#">Performance of the private rental market in Northern Ireland January-June 2024</a></p> <p><a href="#">Northern Ireland House Price Index</a></p> <p><a href="#">Intermediate Rent Report NI</a></p> <p><a href="#">Regulation of letting agents and letting agent fees in Northern Ireland</a></p> <p><a href="#">Delivering new social and affordable housing in rural areas: a review of barriers and opportunities</a></p> <p><a href="#">Continuous Tenant Omnibus Survey</a></p>
<b>Hate Crime Awareness Week, Hate Harassment Toolkit &amp; Hate Incident Practical Action (HIPA) Scheme</b>	<p>The Hate Crime Awareness Week took place from the 12th October -19th October 2024. During this period, the Housing Executive reinforced on social media outlets, how, as an organisation we are dedicated to combating hate crime in all formats. We published animated videos depicting what happens when a hate crime is reported to us, reiterating that we handle all reports with confidence and, with the complainant's permission, take the appropriate action.</p>



Workstream	2024/25 update on progress
	<p>We showcased our Hate Harassment Toolkit, which provides practical information and advice to staff and other practitioners to help them deliver support and signpost victims and witnesses of hate incidents.</p> <p>The Hate Harassment Toolkit is currently being remodelled, due to a change in the Housing Selection Scheme. This coincides with our new corporate branding and logo.</p> <p>We highlighted the Hate Incident Practical Action (HIPA) scheme, which assists victims who have been targeted by hate crime in their own homes.</p> <p><a href="#">Hate Harassment Toolkit</a></p>

# Part 2 - Local Context

This local update is focused on the Housing Executive's achievements and performance during 2024/25 in relation to the Ards and North Down Borough Council area and looks forward to working in partnership with the Council to meet our business objectives and assist the implementation of community planning goals. It should be read in conjunction with Part One – Strategic Context of this update report and the parent plan 2023/26 HIP.

[Ards and North Down Housing Investment Plan 2023-26](#)

## Over the past year

### Major New Social Housing Scheme for Newtownards



The Bawn Wall, Newtownards (Radius Housing Association) which is currently onsite



#### **Strategic Priority 1 action to oversee development of Strategic Guidelines Target for Ards and North Down Borough Council social homes.**

A £21 million social housing development at the historic site of the former Castle Garden Mills in Newtownards, is currently underway, consisting of 95 units in total, comprising houses, wheelchair bungalows/houses and apartments which will be managed by Radius Housing Association.

The Housing Executive worked in partnership with Radius on the provision of a sustainable range of accommodation options to support a variety of household types on the site, older people, families, single persons and those with complex needs.

The Bawn Wall scheme is supported by the Department for Communities and the Housing Executive's 'Housing for All' Shared Housing Programme. The Programme has its origins in the NI Executive Together: Building a United Community Strategy which reflects the Executive's commitment to improving community relations and

continuing the journey towards a more united and shared society.

The scheme will form the South Region pilot for Category 1 older person apartments designed using 'Housing our Ageing Population Panel for Innovation' (HAPPI) principles. The ten key design elements focus on general good design, effective light, ventilation, room to move around both internally/externally and good storage. While generally recognizable, they have particular relevance to the spectrum of older person's housing, which needs to offer an attractive alternative to the family home and the ability to adapt over time to meet changing needs.

This regenerational project, situated within an area of archaeological potential, will revitalise a previously vacant/derelict site and see the restoration of the Bawn Wall surrounding the site, parts of which had fallen into disrepair. The scheme has been carefully designed to respect the historic character of the site, while bringing new energy and purpose to this area of the town. The development will also help address some of the high social housing waiting list in Newtownards.

## New Lease of Life for Savoy Complex, Bangor



The Savoy, Bangor (Clanmil HA). The new building, which forms part of the Savoy Complex has just completed and provides 26 two-bedroom Cat 1 apartments for the active elderly.

### **Strategic Priority 1 action to oversee development of Strategic Guidelines Target for Ards and North Down Borough Council social homes.**

Clanmil Housing Association has just completed redevelopment work at the Savoy in Bangor, increasing the number of apartments available within the overall complex from 56 to 65.

The redevelopment work involved the demolition of Blocks B and C, and replacement with a new building, located on a corner site between Donaghadee Road and Broadway, housing 26 two-bedroom Category 1 apartments for people aged 55 and over. The main building at the complex, Block A was unaffected by the work.

The main building, formerly The Savoy Hotel and a Bangor landmark was built in 1932 and converted into independent living apartments for active older people in 1990. The Savoy remains one of the few distinctive buildings of the 1930s to survive in Northern Ireland and is a fine example of the Art Deco style.

The new apartments have been designed to complement the original hotel building and are

finished to a very high standard. The homes are also energy-efficient, with an Energy Performance Certificate (EPC) rating of B. In addition, the building incorporates secure underground parking and a first-floor communal garden.

The new building at the Savoy is supported by the Department for Communities and the Housing Executive's 'Housing for All' Shared Housing Programme. The Programme has its origins in the NI Executive Together: Building a United Community Strategy which reflects the Executive's commitment to improving community relations and continuing the journey towards a more united and shared society.

A potential £2.3m of Housing Association Grant, including Good Relations support, will be invested in the Shared Housing development and associated five year Good Relations Plan. Clanmil HA is currently working with the Savoy Advisory Group stakeholders and residents to develop the Good Relations Plan as part of the scheme's 'shared' ethos.

The redevelopment will help address some of the high social housing waiting list in Bangor City, providing much needed homes for older people.



## Alpha Housing announces £4.8 million Newtownards development



(L-R) Deputy Mayor of Ards and North Down Borough Council, Councillor Victoria Moore, Alpha Housing Development, Director, James Wright, Alpha Housing Chief Executive, Cameron Watt and Dunlop Homes Development Technical Manager, Mark Gilmore.

### **Strategic Priority 1 action to oversee development of Strategic Guidelines Target for Ards and North Down Borough Council social homes.**

Work is now underway at Quarry Heights in Newtownards, a £4.8 million social housing development, comprising 22 dwellings, which is being developed by Alpha Housing Association, in conjunction with Dunlop Homes Ltd.

The Housing Executive worked in partnership with Alpha on the provision of a sustainable range of accommodation options to support a variety of household types on the site.

The scheme will provide twelve two-bedroom houses, three two-bedroom houses, four, five person-three-bedroom houses, all for general needs applicants, and three wheelchair accessible bungalows to aid independent living for those with physical disabilities.

The scheme has been made possible thanks to Department of Communities support, which is

providing grant funding of £2.6 million through the Housing Executive.

The development will help address some of the high social housing waiting list in Newtownards, providing much needed homes for those on the common waiting list. The properties will also be fitted with solar panels to reduce tenant's energy bills along with carbon emissions.

The Deputy Mayor of Ards and North Down Borough Council, Councillor Victoria Moore welcomed the commencement of the scheme stating, "This is a substantial investment in housing in Newtownards. This development will create a range of homes, including a mix of accessible housing, that will serve the needs of our community. I look forward to seeing the completion of Quarry Heights and I wish all future tenants happiness in their new homes".

Quarry Heights, Alpha Housing Association's first social housing development in Newtownards, is due to complete early 2027.

## In Ards and North Down Borough Council during 2024/25, the Housing Executive:



**Managed**  
**6,139**  
social homes



**Allocated**  
more than  
**460**  
homes



**Started**  
**24**  
new social homes



**Completed**  
**50**  
Disabled Facilities  
Grants



**Provided**  
**1,554**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



**Paid out**  
**£31.76m**  
in Housing  
Benefit



**Completed**  
**95.52%**  
of repairs to  
customer's  
satisfaction



**Community**  
**Grants**  
**£18.34k**  
funding awarded



**Community**  
**Cohesion**  
**£72.10k**  
funding awarded



**Community**  
**Safety**  
**£18.00k**  
funding awarded



**Energy**  
**Efficiency**  
**£0.80m**  
spend



**Affordable**  
**Warmth**  
**186**  
installations



**Affordable**  
**Warmth Spend**  
**£0.54m**  
spend



**Supporting**  
**People**  
**£5.93m**  
spend



**Disabled Facilities**  
**Grants**  
**£0.93m**  
approval value



**Adaptations**  
**£1.00m**  
spend



**New Build**  
**£5.14m**  
spend



**New Build**  
**Completed**  
**38**  
homes



**Under Construction**  
**160**  
homes



**New Build Planned**  
**186**  
homes



**Waiting List**  
**March 2025**  
**3,348**  
applicants, **2,498** in  
Housing Stress (75%)

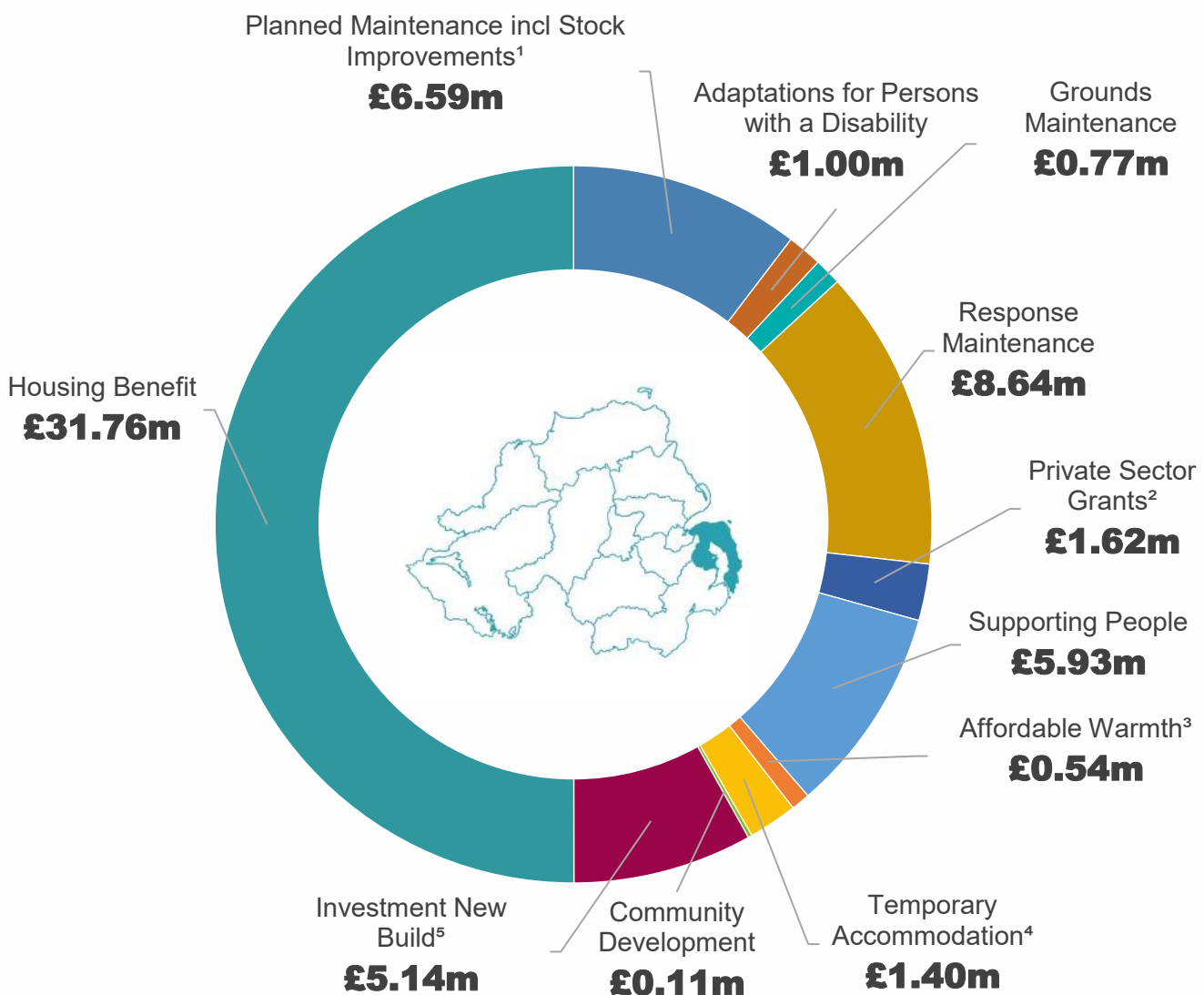


**NIHE House Sales**  
**12**  
average selling price  
£56.43k



The past year has delivered significant housing investment for a wide range of services, and the 2024/25 public sector housing investment totalled £63.50m for Ards and North Down Borough Council.

## Ards and North Down Borough Council 2024/25 Public Sector Housing Spend (£m)



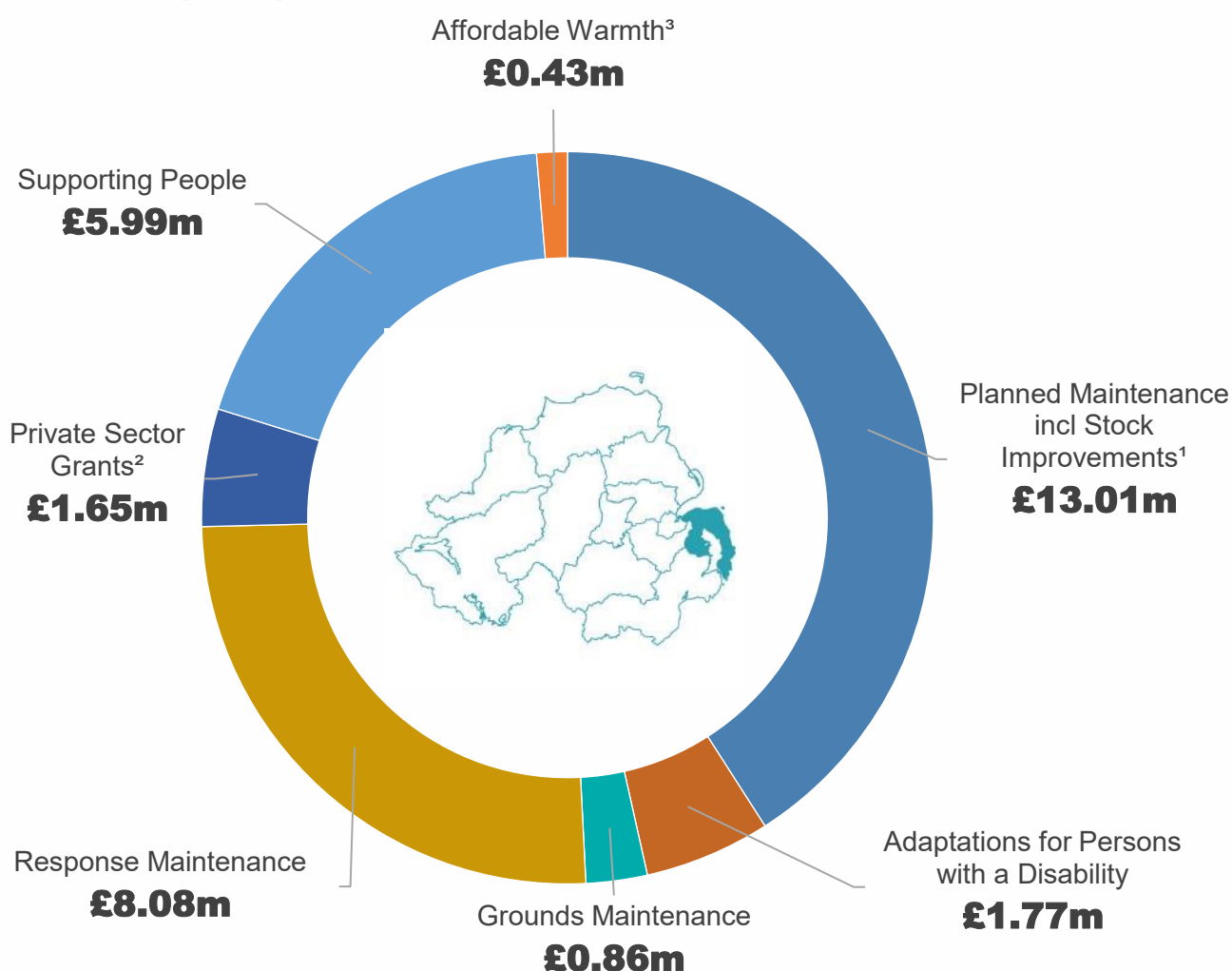
Source: Housing Executive

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.09m and Stock Improvement Spend was £3.50m.
2. Please note figure includes year end accrual adjustments.
3. Affordable Warmth spend was £0.54m. Please note figures include year end accrual adjustments.
4. Temporary accommodation costs refer to the Local Council from which the applicant presented (originating Council area) rather than the Local Council area to which the placement was made. Figure includes the Council area's portion of block booked single lets (BBSL) costs. Figure includes the Council area's portion of block booked single lets (BBSL) costs. Figure excludes a miscellaneous category of spend, which relates to placements and costs where information relating to Council areas is not captured at source on Housing Executive systems, and it is therefore not possible to provide a Council area breakdown. This total amounted to £75k across Northern Ireland.
5. 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 Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2025/26 public sector housing spend in Ards and North Down Borough Council totalling £31.79m.

## Ards and North Down Borough Council 2025/26 Projected Public Sector Housing Spend (£m)



Source: Housing Executive

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £8.72m and Stock Improvement Spend is £4.29m.
2. Private Sector Grants are demand led, so actual spend may differ from projections.
3. As this is a budget allocation, application of budget to Councils is based on spend trends and this is not a final spend position (affordable warmth schemes are demand led, so actual spend may differ from projections).

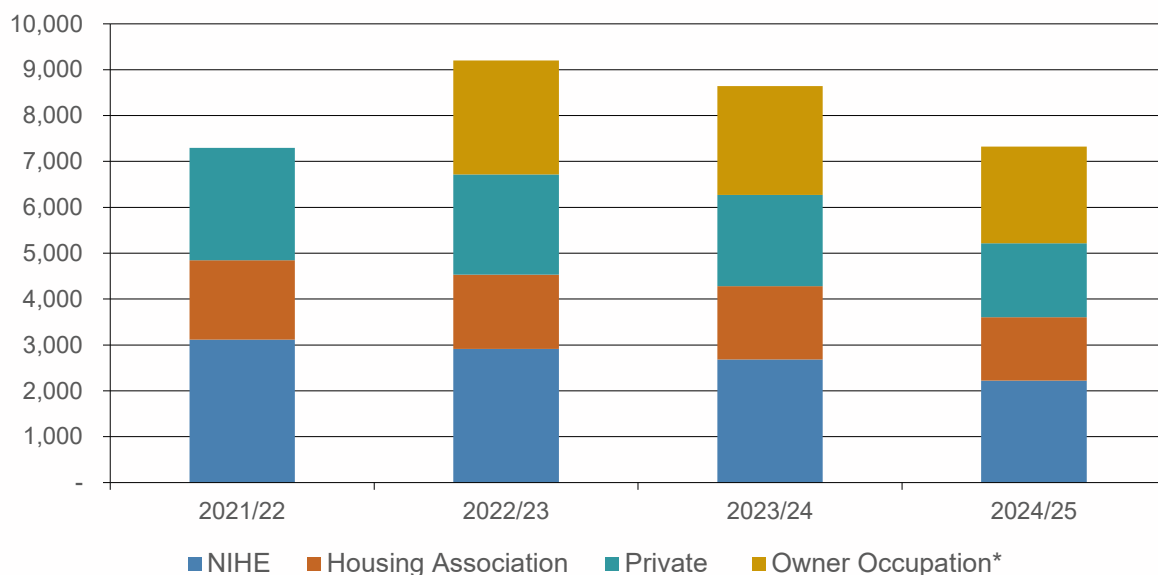
It is not possible to provide projections for 2025/26 community development budget by Council area - community development is made up of three funding streams: community grants, community safety and community cohesion, which are demand led. These funding streams vary across each Council area and there are a number of applications pending, or yet to be received.

Investment in new build projected spend is not available.

Due to the ongoing impacts of the Move to Universal Credit, it is not possible to accurately predict housing benefit spend at LGD level for 2025/26.

Tenancy Sustainment awards to successful applicants will be made from December 2025 onwards therefore projected 2025/26 spend by Council area is not possible.

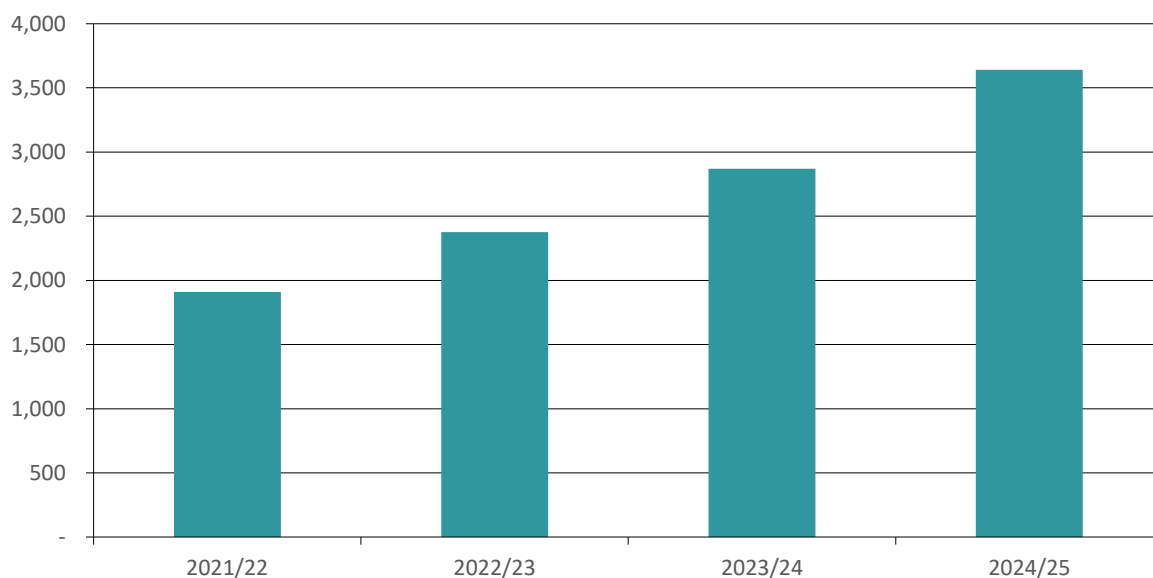
## Housing Benefit



Source: Housing Executive & DfC

\*Data for owner occupiers is unavailable for the 2021/22 business year.

## Universal Credit\*



Source: Housing Executive & DfC

\*Universal Credit refers to Housing Executive tenants receiving the Housing Cost element of Universal Credit.

Out of a total £464.70m spend across Northern Ireland during 2024/25, £31.76m in housing benefit was administered by the Housing Executive for Ards and North Down Borough Council (6.83% of total spend).

There were **3,640 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Ards and North Down Borough Council at the end of March 2025



The following sections will provide an update on owner occupied, private rented and social rented sectors.

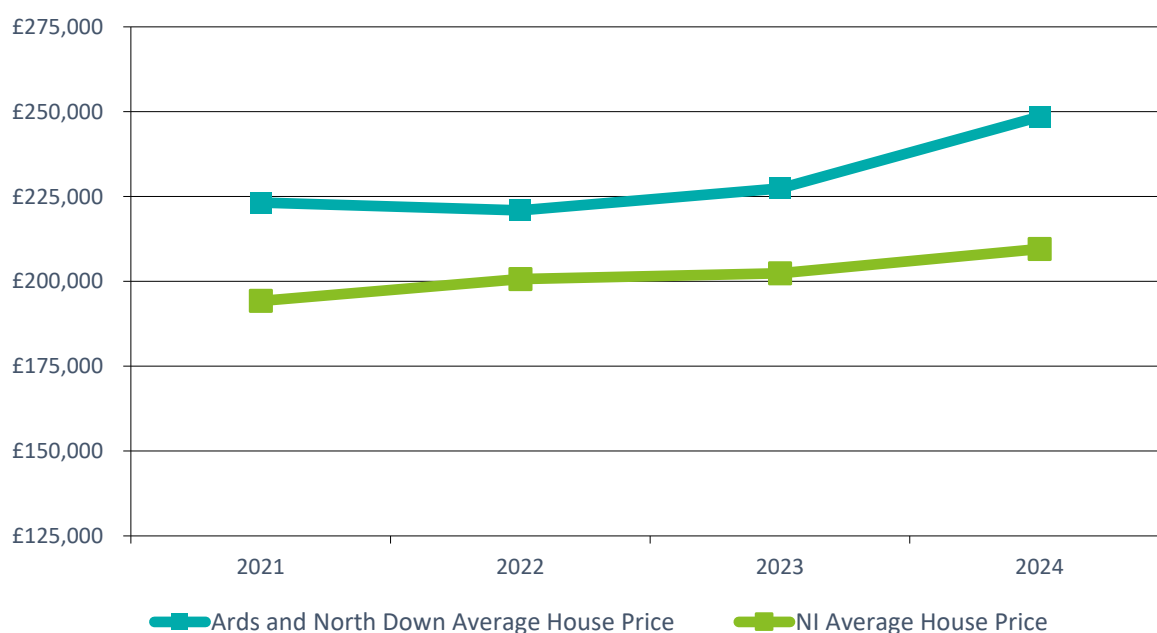
## Owner Occupied Sector

Ulster University state that the **average house price** in Ards and North Down in 2024 was £248,504 which represents an increase of 9.29% on 2023 figures



**£248,504**  
**9.29%**

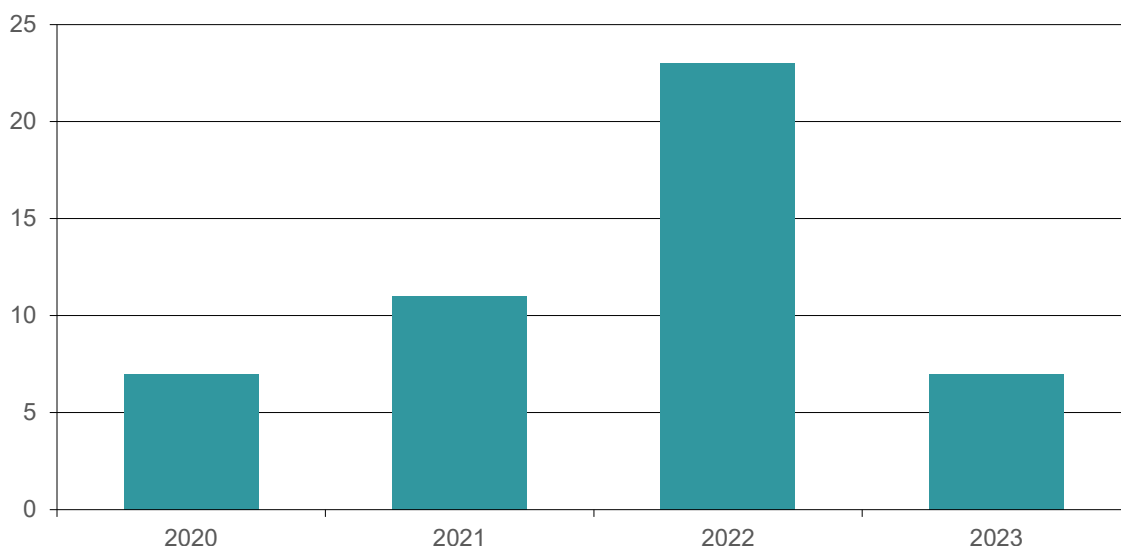
### Average Annual House Prices



Source: Ulster University

During 2023, there were seven repossessions in Ards and North Down Borough Council, a substantial decrease from 23 the previous year and a return to the comparative 2020 position.

## Repossessions



Source: Northern Ireland Courts and Tribunals Service

**Demand for intermediate housing**  
aimed at low-income households in Ards and  
North Down Borough Council area is estimated  
at 1,060 units between 2020 and  
2035 (70 units per annum)



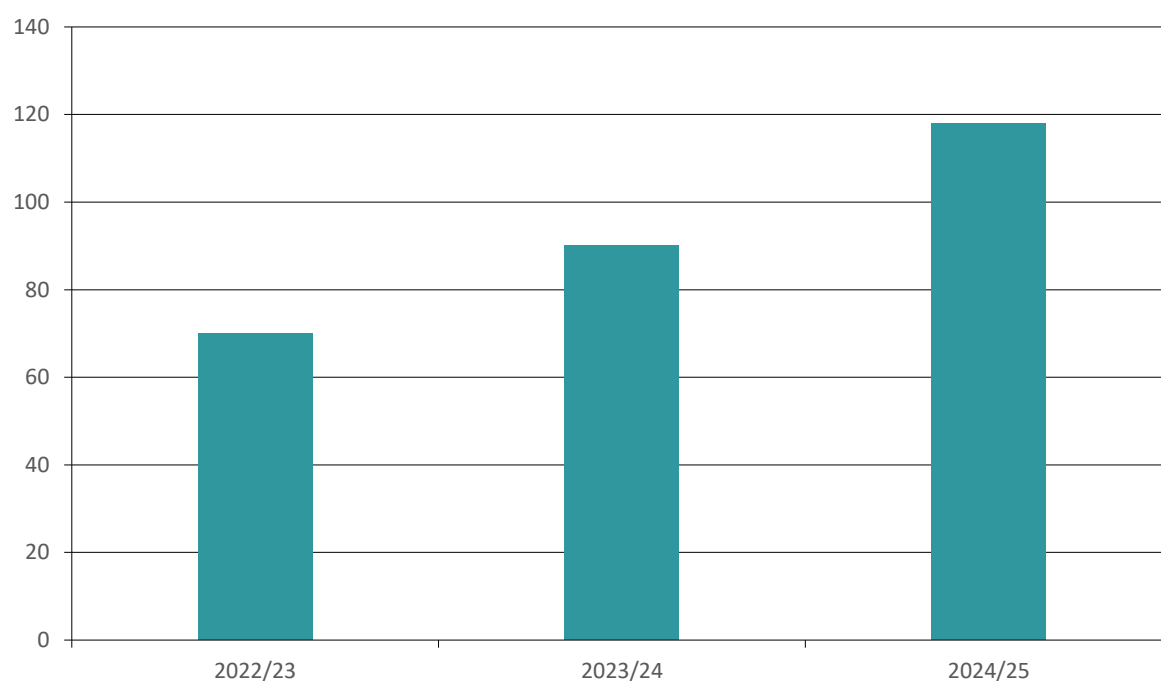
**1,060**  
**UNITS**

**Co-Ownership** Housing Association  
had an active stock of 1,410 dwellings at  
March 2025, **118 of which were purchased**  
**during 2024/25**



**118**  
PURCHASES

### New Co-Ownership Purchases

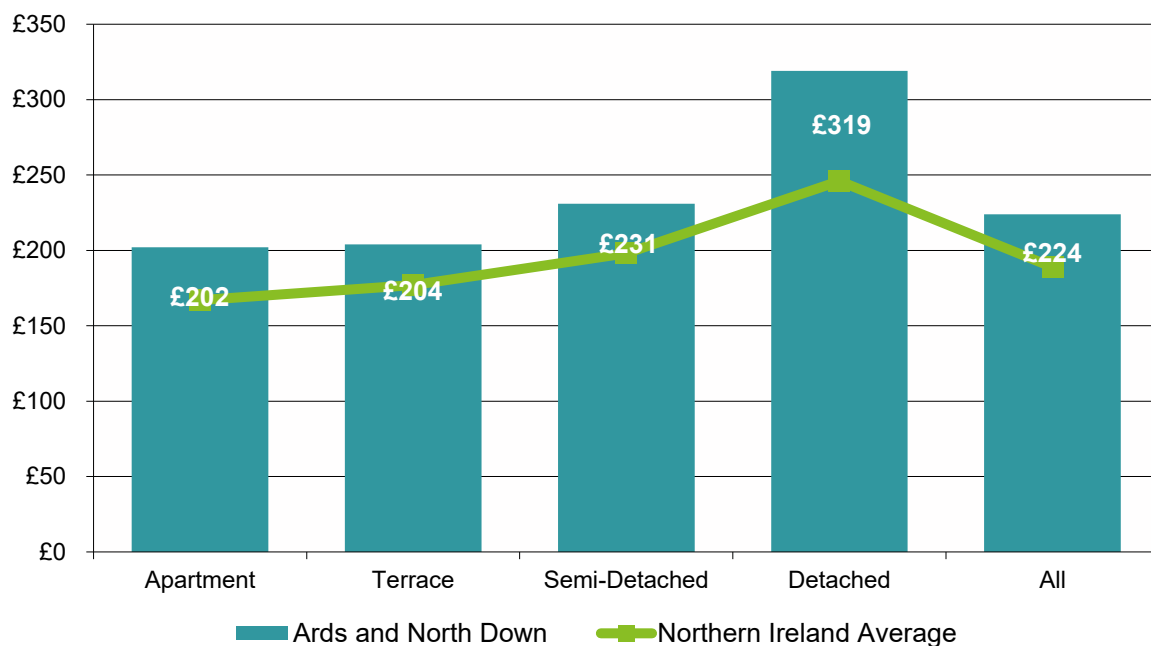


Source: Co-Ownership Housing Association



## Private Rented Sector (PRS)

### Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

Ards and North Down Borough Council falls within the South East Broad Rental Market Area (BRMA).



The Local Housing Allowance, for 2024/25 for **2 BEDROOM DWELLINGS** within the South East BRMA is **£144.23** per week



The Local Housing Allowance, for 2024/25 for **3 BEDROOM DWELLINGS** within the South East BRMA is **£162.48** per week

For more information on local housing allowance for specific areas refer to [The Housing Executive - LHA rent levels](#).

DfC's **Landlord Registration scheme** identified 6,596 properties registered by 4,512 landlords in Ards and North Down at February 2025\*

**6,596**  
PROPERTIES REGISTERED



\*Due to Landlord Registration (LLR) transferring to Lisburn and Castlereagh City Council (LCCC) from 1st March 2025, DfC are unable to access information on the Landlord Registration system. The latest data for LLR by council area DfC are able to provide is effective 1st February 2025.

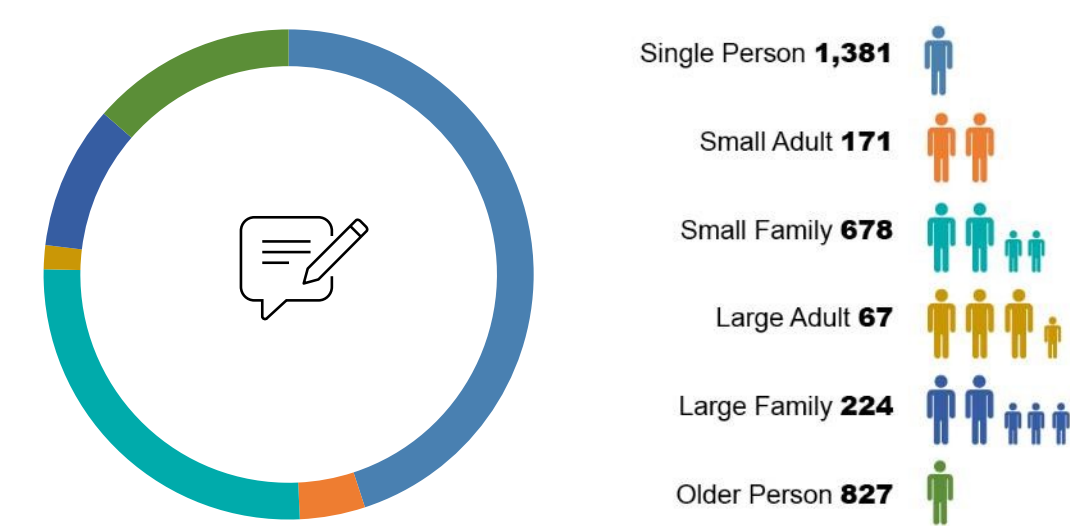
LCCC are currently unable to break down the number of landlords and properties by postcode but will look to introduce this as the new system is developed further.

# Social Housing Sector

Twelve Housing Executive properties were sold in the year to March 2025. Average selling price was £56,432, after discount.

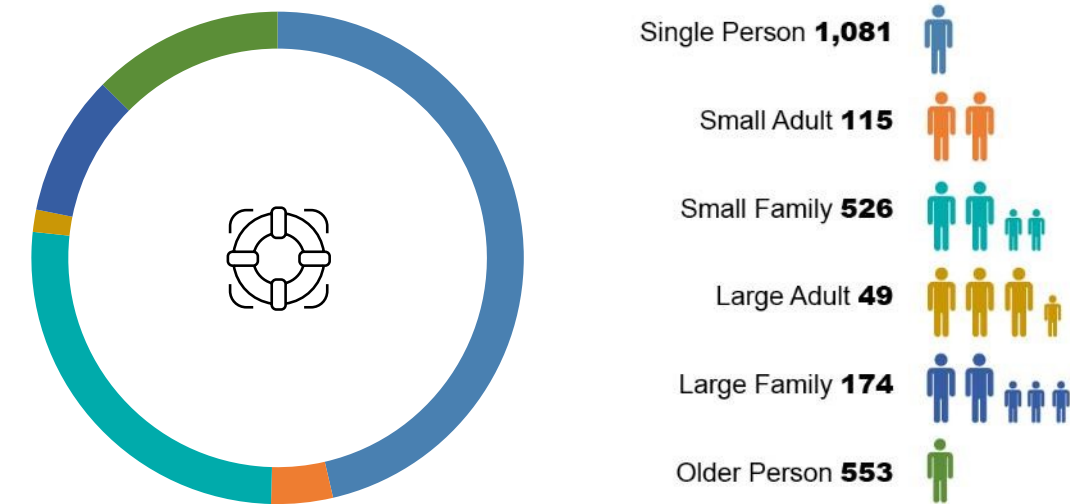
At March 2025, there were 3,348 applicants on the waiting list for Ards and North Down Borough Council area with 2,498 in housing stress. There were more than 460 allocations over the year. See [Appendix 7](#) for area breakdown.

## Waiting List Applicants



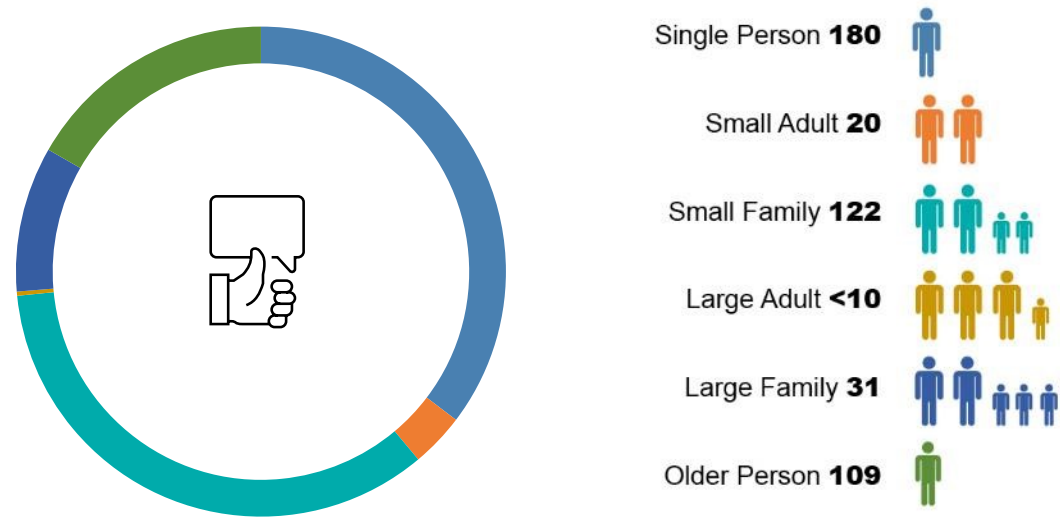
Source: Housing Executive, March 2025

## Applicants in Housing Stress



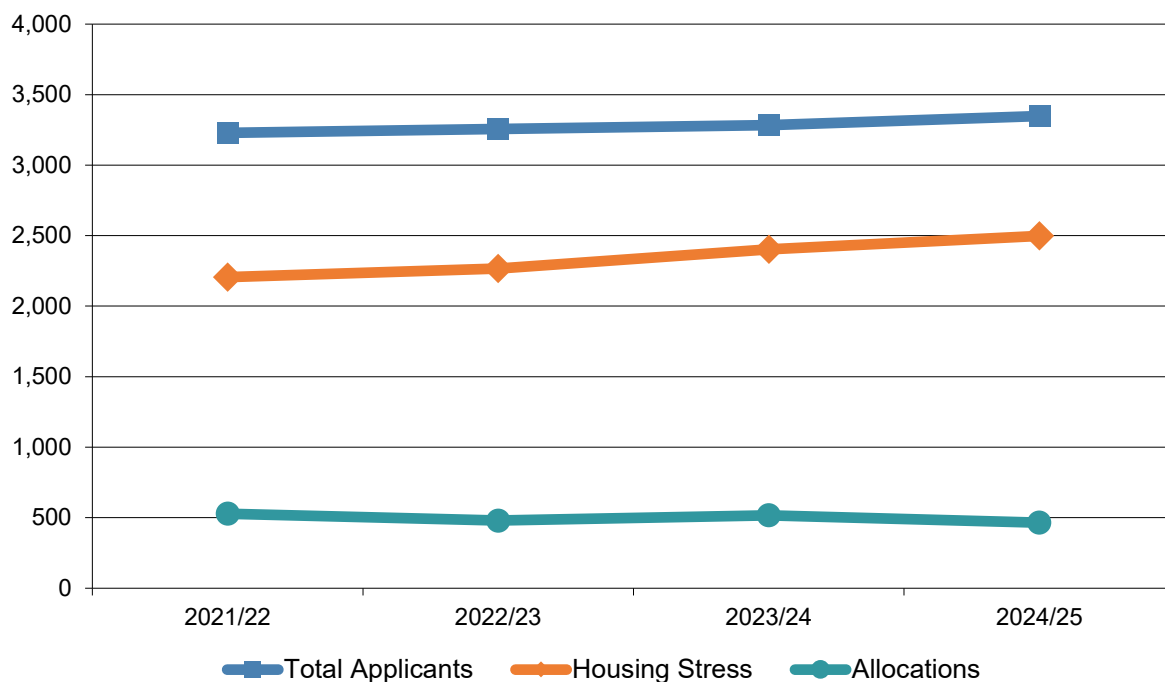
Source: Housing Executive, March 2025

Allocations to Applicants



Source: Housing Executive, March 2025

## Social Housing Waiting List Trends



Source: Housing Executive

The requirement for new social housing in Ards and North Down Borough Council has increased between 2024 and 2025.

The **five-year assessment** for 2024-29 shows a need for 1,513 units in Ards and North Down. Appendix 2 shows that the projected housing need is concentrated within Bangor City, Holywood, Newtownards and Comber



**1,513**  
projected housing need

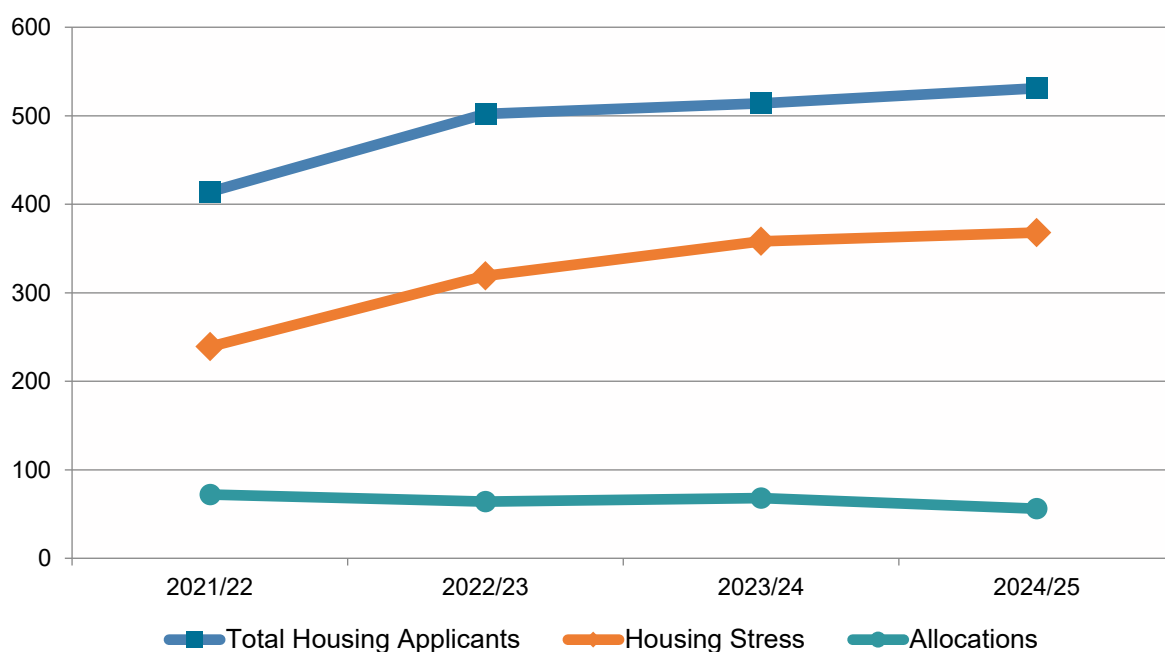
To address social need, the Housing Executive's three-year Social Housing Development Programme (SHDP) has 186 housing units planned for 2025/26 to 2027/28.

During 2024/25, 38 homes were completed across Ards and North Down Borough Council and 160 units were under construction at the end of March 2025. See [Appendix 3](#) for details of the programme, completions and on-site schemes. Within Ards and North Down Borough Council a Site Investigation Study was started for Bangor City during 2024/25.

## Rural Areas

The Housing Executive will continue to work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. No rural needs tests were carried out in Ards and North Down Borough Council during 2024/25 with none currently planned for 2025/26.

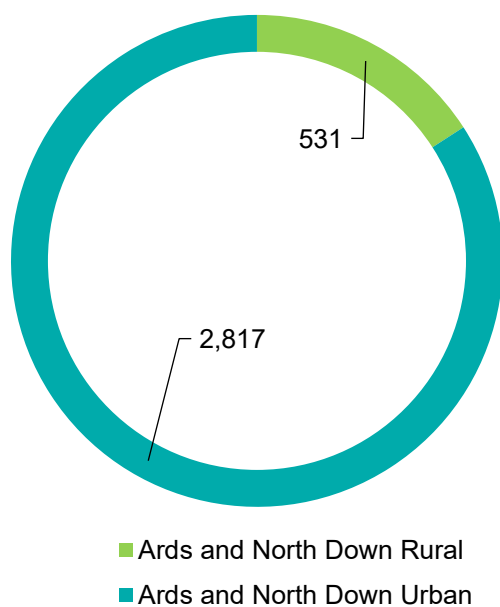
### Rural Housing Waiting List Trends



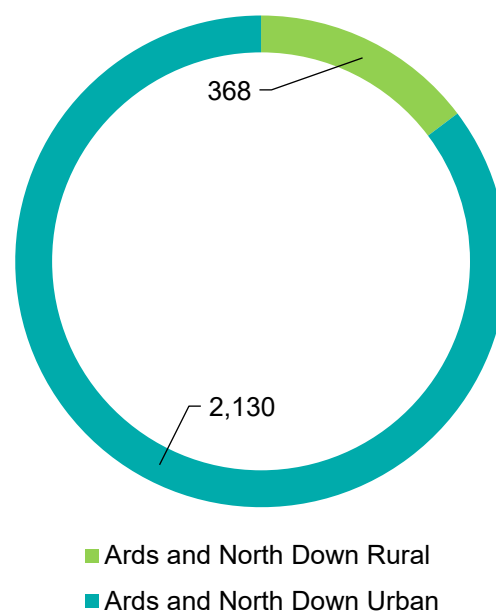
Source: Housing Executive



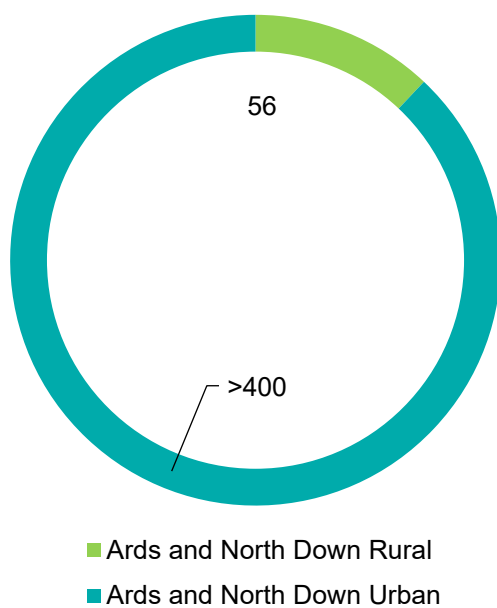
### Waiting List Applicants 2025



### Applicants in Housing Stress 2025



### Allocation to Applicants 2025



## Housing for All

In Ards and North Down Borough Council, three Housing for All developments have been completed and celebrated as shared, with two potential schemes at pre allocation stage.

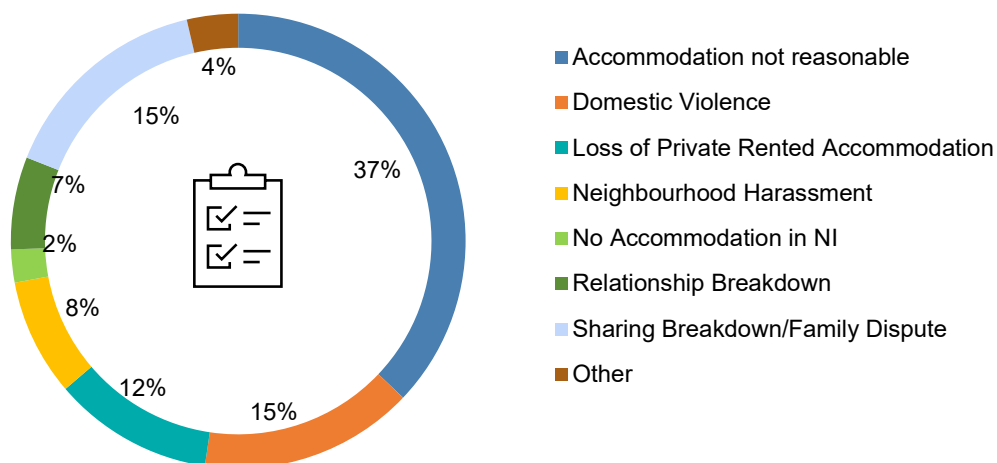
These developments are supported through an Advisory Group which draws membership from local political representatives, local Council and Housing Executive Good Relations Officers, Third Sector and local sporting organisations. The Advisory Group supports the development and delivery of Good Relations Plans which benefit many communities and individuals throughout the borough. The Shared Housing Programme presents an opportunity to strengthen partnership working, particularly in the delivery of the Ards and North Down Community Plan Outcome, "A Welcoming Place for Everyone".

## Homelessness

The number of households presenting as homeless in Ards and North Down Borough Council decreased between March 2024 and March 2025 with 1,145 presenters by the end of March 2025. The number of those accepted as Full Duty Applicants also decreased over the same period to 852, see [Appendix 5](#).

There are a range of temporary accommodation options available in Ards and North Down Borough Council. During 2024/25, the Housing Executive made 365 placements, which included 47 placements to non-standard type accommodation, 172 placements to private single lets, 44 placements into voluntary sector hostels, 73 placements to Dispersed Intensively Managed accommodation, 18 placements to Housing Executive hostels, seven to Housing Association properties and four to leased properties.

## Reasons for Homelessness



Source: Housing Executive

Within Ards and North Down Borough Council £1.40m was spent on Temporary Accommodation during 2024/25.

## Specialised Housing and Housing Support Services

### Accessible Housing

Within Ards and North Down Borough Council area there is an **identified social housing need** at March 2024 for **121 wheelchair units**



### Adaptations

During 2024/25, the Housing Executive spent **£1.00m on adaptations** to their properties in Ards and North Down Borough Council area, see Appendix 4



## Disabled Facilities Grants

During 2024/25, the Housing Executive approved **36 Disabled Facilities Grants** for private sector dwellings and completed 50. The approval value in Ards and North Down Borough Council area in 2024/25 was £0.93m, see Appendix 4



## Supporting People

The Housing Executive, through the Supporting People Grant, funds 75 Housing Support Services across Ards and North Down Borough Council area at a cost of £5.93m, providing housing support to 1,554 clients per year.

## Community Planning

Launched in March 2017, the Big Plan for Ards and North Down Borough Council provides an overarching framework setting out a shared vision and ambition that Ards and North Down's Strategic Community Planning Partnership has agreed to work towards by 2032. "The Big Plan" contains five ambitious outcomes which will contribute to the vision of "Ards and North Down is a vibrant, connected, healthy, safe and prosperous place to be".

## Our Role

As a statutory partner in the Community Planning process, Housing Executive Place Shaping staff attend quarterly Strategic Partnership Board meetings. We are represented on the Social Isolation and Loneliness Action Plan Working Group which is focused on the delivery of actions and interventions which will help people to engage with their communities and to support positive mental health. We also participate in the Community Planning Estate and Land Group which was established in February 2019 to increase communication between partners and identify potential collaboration projects. To facilitate the latter, we have established an Information Sharing Agreement with Ards and North Down Borough Council.

## The Big Community Planning 10-Year Summit

To mark a decade of community planning, on 7 May 2025, Ards and North Down Borough Council hosted 'The Big Community Planning 10-Year Summit' bringing together over 100 delegates from partner organisations, community groups and residents.

The Summit was facilitated by members of the Strategic Community Planning Partnership and focused on showcasing local impact projects that have emerged from the community planning process. The event included a launch of the updated version of the Big Plan which was agreed in November 2024 by the Strategic Community Planning Partnership. The updated Plan continues to reflect the core vision of 'Vibrant and Connected; Healthy and Safe; and Sustainable and Prosperous Places' through revised outcomes and priorities which are aligned with current socio-economic and environmental challenges and an increased focus on climate resilience, inclusive economic growth, and reducing inequalities. The Plan reaffirms the

Partnership's commitment to shared leadership, collective impact and connectivity between outcomes, priorities and workstreams to reduce siloed interventions.

The HIP themes have been developed to also complement Community Planning themes. Therefore, within this document our housing actions are aligned against outcomes within the Community Plan (see [Appendix 1](#)).

## Local Development Plan

Work has commenced on the Ards and North Down Borough Council Local Development Plan (LDP). The LDP is produced in two stages. The first being the Plan Strategy followed by the Local Policies Plan. The Plan will be used to inform decisions through its policy framework and land use proposals, guiding development decisions within the borough for 15 years.

The Preferred Options Paper (POP) was published 17 May 2019, and the Council are currently working towards the next stage of the Plan, the draft Plan Strategy (dPS). A revised timetable was published in May 2024.

The Local Policies Plan, prepared after the Plan Strategy is adopted, will contain site specific designations.

Once both documents of the LDP are adopted, they will replace the North Down and Ards Area Plan 1984-1995 (NDAAP), draft Belfast Metropolitan Plan 2015 (dBMAP) (insofar as it relates to the borough) and the Ards and North Down Area Plan 2015.

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

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



Francis Street, Newtownards (Ark Housing Association). This 12 unit scheme completed over the past 12 months and has provided four-one bedroom and eight-two bedroom apartments for general needs



Quarry Heights, Newtownards (Ark Housing Association). This 'Housing for All' scheme offers 23 units for social housing



# **Local outcomes against Strategic Priorities and Community Planning objectives**

## Strategic Priority 1

**Taking the lead role as the Strategic Housing Authority, we will work with our partners to increase social housing supply to help meet identified need**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Oversee development of Strategic Guidelines Target for Ards and North Down Borough Council (ANDBC) social homes</b>		
2024/25 – 97 Strategic Guidelines target. 2025/26 – 104 Strategic Guidelines target. 2026/27 – 130 Strategic Guidelines target. 2027/28 – 138 Strategic Guidelines target. (urban and rural).	38 units completed in ANDBC.  160 units on site of which 24 commenced in 2024/25.	P6, P8
<b>Wheelchair Standard Accommodation target of 10% for general needs new build</b>		
Ensure the 10% Wheelchair target is met for all general needs new build.	12 Wheelchair units on site in ANDBC.	P6, P8
<b>The Housing Executive will carry out an annual five year projected social housing need assessment for the Council area</b>		
Annual Housing Needs Assessment (HNA) will be carried out for ANDBC to project need over the periods 2024/29, 2025/30 and 2026/31.	HNA completed for ANDBC – projected need of 1,513 units for 2024/29 (Please see <a href="#">Appendix 2</a> ).	P6, P8

Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
Monitor Intermediate housing demand (Strategic Housing Market Analysis)		
Continue to monitor Belfast Metropolitan and South Eastern Strategic Housing Market Analysis and instigate review if necessary.	No further updates.	P6, P8
Intermediate demand is assessed as 1,060 units 2020/2035.	Intermediate demand for ANDBC is 70 units annually.	
Deliver Co-Ownership		
During 2024/25 Co-Ownership completed the programme of 4,000 Co-Ownership homes across Northern Ireland using the allocation of £145m.  In March 2025, the Minister for Communities announced the allocation of £153m Financial Transactions Capital loan funding for the period 2025/26 to 2028/29 to deliver 4,000 Co-Ownership homes across Northern Ireland.	In 2024/25, there were 118 properties purchased through Co-Ownership in ANDBC, out of a total 891 across NI.	P6, P8
Carry out Site Identification Studies		
Further Site Identification Studies (SIS) will be completed as identified.	Within ANDBC a SIS was started in Bangor City during 2024/25.	P2, P6, P8

## Strategic Priority 2

**As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Implement the Energy Efficiency Programme</b>		
The Housing Executive's 2024/27 Energy Efficiency Programme planned 1,744 units at an estimated cost of £10.70m in ANDBC.	The Housing Executive's 2024/25 Energy Efficiency Programme provided 100 heating installations in ANDBC at a cost of £0.80m.	P6, P8
The updated 2025/28 Energy Efficiency Programme has planned 1,694 units at an estimated cost of £10.20m in ANDBC.	2025/26 spend will be reported in next year's HIP.	P6, P8
<b>Implement the Affordable Warmth Scheme</b>		
The Housing Executive will implement the Affordable Warmth scheme. Funding of £8.01m was available for 2024/25 across Northern Ireland.	In ANDBC 186 measures were installed to 103 private properties under the Affordable Warmth Scheme in 2024/25, at a cost of £0.54m.	P6, P8
<b>Implement Boiler Replacement Scheme</b>		
The Boiler Replacement scheme was closed to new applicants from 21 <sup>st</sup> September 2023 following instruction from DfC and for this reason received no funding in 2024/25.		P6, P8

Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Increase membership of Oil Savings Network</b>		
Continue to increase membership of Oil Savings Network.	<p>Four oil buying clubs operate throughout the borough. The clubs are located in Bangor City, Donaghadee, Holywood and Newtownards.</p> <p>Over 17,233 orders in the 12 months up to March 2025, with 4.24 million litres of home heating oil delivered (across NI).</p> <p>537k litres of home heating oil delivered in ANDBC through the membership.</p>	P6, P8
<b>Deliver Heritage in Housing (HIH) Programme</b>		
The Heritage in Housing Programme is part of a broader initiative aimed at preserving and enhancing historic buildings while addressing the need for housing.	There are no projects remaining for ANDBC.	P2, P6, P8

## Strategic Priority 3

**As NI's largest landlord, we will invest around £1,700m (2022/23-2024/25) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Deliver the Supporting People Programme</b>		
£6.09m was approved to deliver the Supporting People Programme for 2024/25.	£5.93m was spent delivering the Supporting People Programme for 2024/25.  63 accommodation based services for 1,248 service users.  12 floating support schemes for 307 service users.	P6, P8
A budget of £5.99m has been approved to deliver the 2025/26 Supporting People Programme ( <a href="#">Appendix 5</a> ).	2025/26 spend will be reported in next year's HIP.	
<b>Deliver planned investment and maintenance to Housing Executive stock</b>		
Funding for Housing Executive planned maintenance schemes for ANDBC in 2024/25 was estimated at £4.20m.	In 2024/25, the Housing Executive spent £3.09m on planned maintenance schemes in ANDBC ( <a href="#">Appendix 4</a> ).	P6, P8
Funding for Housing Executive planned maintenance schemes for the Council area in 2025/26 is estimated at £8.72m (details in <a href="#">Appendix 4</a> ).	2025/26 progress will be reported in next year's HIP.	
Funding for Housing Executive stock improvement work for the Council area in 2024/25 was estimated at £7.35m.	In 2024/25, the Housing Executive spent £3.50m on stock improvement work.	



Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
Funding for Housing Executive stock improvement work for the Council area in 2025/26 is estimated at £4.29m ( <a href="#">details in Appendix 4</a> ).	2025/26 progress will be reported in next year's HIP.	P6, P8
Deliver elemental / response improvements to Housing Executive stock		
Funding for Housing Executive response maintenance for the Council area in 2024/25 was estimated at £6.41m.	In 2024/25, the Housing Executive spent £8.64m on response maintenance work.	P6, P8
Funding for Housing Executive response maintenance for the Council area in 2025/26 is estimated at £8.08m.	2025/26 progress will be reported in next year's HIP.	
The Housing Executive will complete response maintenance repairs within the required target time.	85.18% of the Housing Executive response maintenance repairs in NI were completed within the required target time.	
The Housing Executive will carry out response maintenance repairs to customers' satisfaction.	95.52% of the Housing Executive response maintenance repairs were carried out to customers' satisfaction across ANDBC.	
Administer DfC Areas at Risk, SPOD and Neighbourhood Renewal funding		
DfC continued to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2024/25.	£29k Areas at Risk, £212k SPOD and £212k Neighbourhood Renewal funding was received by groups in ANDBC during 2024/25.  As part of a DfC Cost of living exercise, further Areas at Risk, SPOD and Neighbourhood Renewal funding of £4,500, £9,000 and £4,500 respectively was received for Fuel and Energy Costs.	P2, P6, P8

Plans 2023/26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
Implement Social Enterprise Plus Strategy		
<p>The Social Enterprise Plus strategy 2020-2024 had 3 core priorities:</p> <ul style="list-style-type: none"> <li>• <b>Objective 1</b> - Strengthening Housing Executive Communities</li> <li>• <b>Objective 2</b> - Improving the economic circumstances of our customers</li> <li>• <b>Objective 3</b> -Working in partnership with others for the benefit of Housing Executive communities</li> </ul> <p>As part of the mid-point review the following additional priorities were seen as areas where the programme should also focus on:</p> <ul style="list-style-type: none"> <li>• Cost-of-living crisis,</li> <li>• Climate Change</li> <li>• The Introduction of Social Value in Public Sector Procurement</li> <li>• Post Covid-19 recovery</li> </ul>	<p>During the period 2024/25 a total of 18 awards were made to the value of £150,000 across Northern Ireland.</p> <p>Three social enterprise regional events were held in partnership with statutory partners.</p> <p>The Social Enterprise Team organised out a range of best practice visits, providing opportunities for social enterprises to view other enterprises operating throughout NI and see how these could be replicated elsewhere.</p> <p>Initiated an external evaluation of the Social Enterprise Strategy 2020-2024 and the associated funding programme (to be complete by Spring 2025).</p> <p>Developed a draft Social Investment Strategy 2025-2030 and following approval issued it for formal public consultation.</p> <p>In ANDBC during 2024/25 the following three groups received funding totalling £21,377.</p> <ul style="list-style-type: none"> <li>• <b>Carrowdore Social and Rec Community Interest Company</b> received £3,877 in funding to build on their sewing business. The funding enabled them to acquire sewing machines, the haberdashery and a mannequin to repurpose items of clothing and soft furnishings.</li> <li>• <b>Kilcooley Womens Centre</b> – received £10k in funding help develop their social café which is providing opportunities for people within the local community.</li> <li>• <b>West Winds Development Association</b> received £7,500 in funding for a ride on lawnmower and trailer for an enterprise to assist with grass cutting in areas of the estate, as well as rubbish clearance for those who are unable to this for themselves.</li> </ul>	<p>P6, P8</p>

## Strategic Priority 4

**As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being**

Objective(s) achieved  Partially achieved  Remains outstanding 

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Transform model of homelessness provision towards prevention</b>		
<p>Homelessness Strategy 2022-27 – Year 4 Action Plan currently being developed, for publication July 2025.</p> <p>The Year 4 Action Plan will guide delivery of the strategy during 2025/26 and includes an action to commence development of the Homelessness Strategy 2027-32 ahead of the statutory duty to publish a new strategy by April 2027.</p> <p>The Year 4 Action Plan will be available on the Housing Executive website.</p>	<p>Year 2 Annual Progress Report has been published during 2024/25 and is available on the Housing Executive website <a href="#">Year 2 Annual Progress Report</a>.</p> <p>The Homelessness Strategy 2022-27 Year 3 Annual Progress Report will be published during Q2 of 2025/26 and will be available on the Housing Executive website.</p>	P6, P8
<b>Monitor impact of Fundamental Review of Allocations on discharge of homelessness duty</b>		
<p>It remains vital that the Housing Executive considers the impact of the Fundamental Review of Allocations as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.</p> <p>Tenure neutral discharge (Proposal 4) is a longer term proposal with a planned implementation early to mid-2025.</p>	<p>The FRA Project Team are continuing to work with DfC to scope the practicalities and safeguards to implement Tenure Neutral Discharge under Proposal 4.</p>	P6, P8

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Develop the Housing Solutions and Support approach</b>		
<p>Review the Housing Solutions and Support approach/model.</p> <p>Explore the potential of accreditation of staff in respect of the delivery of housing options advice.</p> <p>Contribute to scoping and specification of IT system to support delivery of housing solutions service.</p>	<p>The Housing Solutions approach is utilised for all customers who contact the Housing Executive with a housing issue. The scope for a review of the Housing Advisor role has been agreed.</p> <p>Work remains ongoing with key partners to explore the implementation of a Housing Advice Quality Standard for frontline staff offering housing advice in Northern Ireland.</p> <p>Progress on the homeless module is in line with expectations, with configuration of the standard product close to completion. In order to fully address the business requirements that cannot be met through configuration, a list of enhancements has been requested. A schedule for development work to be delivered by end of September 2025 has been agreed for sign off by MRI and the Housing Executive.</p>	P6, P8
<b>Facilitate Community Safety projects through funding and continue to partner on Anti-Social Behaviour (ASB) Forum &amp; Policing and Community Safety Partnership (PCSPs)</b>		
<p>We will continue to implement our Community Safety Strategy 'Building Safer Communities Together 2025/2030' supported by our annual action plans.</p> <p>The Housing Executive will continue to assess funding applications and fund appropriate initiatives that address community safety issues in Housing Executive estates, where budget is available.</p>	<p>Our strategy supports working together with a range of partners across statutory, voluntary and community sectors.</p> <p>During 2024/25 NI Alternatives (North Down &amp; Ards) were awarded £18k in ANDBC for the Mediation and Community Support (MACS) project. The aim of the MACS project is to create safer and more cohesive communities through the delivery of restorative practices and community education. MACS is designed to rebuild, strengthen and promote community wellbeing, harmony and confidence.</p>	P6, P8

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
The Housing Executive will continue to partner on the ASB Forum. Housing Executive Area Managers will continue to attend their respective PCSP meetings.	During 2024/25, the Housing Executive dealt with 143 cases of ASB within ANDBC. Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with the Police Service of Northern Ireland, Council and Department of Justice to discuss cases of common concern.	
The Housing Executive will continue to implement the Hate Incident Practical Action scheme (HIPA).	During 2024/25, there were no HIPA incidents actioned in ANDBC.	
Raise awareness and promote diversity and integration through Community Cohesion Strategy		
Community Cohesion Strategy under review with S3 Solutions and going out for consultation.	The Community Cohesion Strategy review was completed by S3 Solutions with the key recommendation of merging two strategies (Cohesion strategy and Community Involvement strategy) into one overarching strategy. There was strong support for the new Community Involvement and Cohesion strategy.	P5, P6, P8
Promote good relations and continue to fund Supporting Communities Northern Ireland (SCNI)		
We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/ Integration, Interfaces, Race Relations, and Positive Expressions of Culture.	Community Cohesion funding of £846k was spent on 204 projects across Northern Ireland.  In addition, up to £30k was spent on community-based cohesion initiatives.  In ANDBC during 2024/25, funding of over £72k was disseminated among 15 groups including: <ul style="list-style-type: none"><li>• <b>Clandeboyne Village Community Association</b> - Intergenerational story telling project</li><li>• <b>Millisle &amp; District Community Association</b> - Big Lunch</li><li>• <b>Comber Community Residents Group</b> - Street (ST) Art, (ART) project (2 phases)</li></ul>	P5, P6, P8

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
	<ul style="list-style-type: none"> <li>• <b>Glen Ward Community Development Association</b> - reimagining wall at Glen Shop (Young People)</li> <li>• <b>Ards Peninsula Villages Partnership</b> - Peninsula Kite Festival</li> <li>• <b>Scrabo Strollers Walking Football Club</b> - Walking football sessions for all</li> <li>• <b>Ards Community &amp; Wellbeing Association</b> - Pilot projects</li> <li>• <b>Hollywood Community Network</b> - Christmas Event</li> <li>• <b>West Winds Development Association</b> - Re-Imaging Project</li> <li>• <b>Bangor Alternatives</b> - Better Outcomes for Families Project</li> <li>• <b>Bowtown Community Development Group</b> - Re-Imaging project Spar, Movilla Road, Newtownards</li> <li>• <b>Ark Housing Association</b> - Joint Participatory Budgeting</li> <li>• <b>Ards and North Down Borough Council</b> - Positive expressions of Culture Funding</li> </ul>	
<p>We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.</p>	<p>Housing Executive staff continued to work with strategic partners to train and support community groups and members of the Housing Community Network (HCN).</p> <p>A focus last year with our Housing Community Network has been to try to keep communities clean and tidy and address environmental health issues.</p>	<p>P5, P6, P8</p>

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
	<p>As well as an awareness morning, a number of community clear-up days have taken place across estates in the borough. In Breezemount, this was led and organised by young people through the Development, Integration, Citizenship, Integration (DICE) project. In other areas clear-up days have been supplemented by regular litter picks by residents. The Housing Executive has worked with the Council to help support these initiatives.</p> <p>Additionally, we have built-in awareness sessions on different elements of housing management to help our community representatives understand how any why we do things.</p>	
Administer community grants and Housing Community Network funding (HCN)		
<p>The Community Involvement Grants 2025/26 budget agreed as £25k per Area Office. Funding of £3k per area for HCN is also available.</p> <p>We will review the effectiveness of the existing Community Grants Programme and ensure resources are targeted to most effective activities.</p> <p>We will seek potential new funding streams.</p>	<p>A total of £248k was spent on Community Involvement Grants in 2024/25 across Northern Ireland.</p> <p>Across ANDBC just over £18k was spent on Community Grants in 2024/25.</p> <p>This included funding for:</p> <ul style="list-style-type: none"> <li>• <b>Whitehill Community Association</b> - IT equipment</li> <li>• <b>Redburn Loughview Community Forum</b> - IT equipment</li> <li>• <b>West Winds Development Association</b> - Football coaching summer scheme</li> <li>• <b>Millisle Health &amp; Wellbeing Group</b> - Community projects</li> <li>• <b>Ards Community &amp; Wellbeing Association</b> - IT equipment</li> <li>• <b>North Down Community Works</b> (The Warehouse Newtownards) sewing project</li> </ul>	P5, P6, P8



Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
	<ul style="list-style-type: none"> <li>• <b>Bangor Foodbank and Community Support</b> - Arts and crafts resources</li> <li>• <b>Millisle and District Community Association</b> - Sewing project</li> <li>• <b>Glen Ward Community Development Association</b> - Gardening equipment</li> <li>• <b>Comber Community Residents Group</b> - IT equipment</li> <li>• <b>Kilcooley Community Forum</b> - Gardening equipment</li> </ul> <p>With a push to involve more groups, particularly underrepresented groups, there has been an increase in the amount for Community Involvement Grants. We have increased each areas amount by £5K this year and will review again after grants have been closed and analysed this year.</p> <p>New funding streams available in some areas with the Housing for All programme, this is scheme dependant. Local area offices source other funding streams but these are generally area specific.</p>	
Continue to monitor implementation of Community Involvement Strategy Action Plan		
<p>Action plan will incorporate new ways of supporting and engaging our communities.</p> <p>Our focus will be on delivering on the three key aims of the strategy: Engage, Enable and Empower.</p>	<p>A new annual plan and action plan for the Community Involvement and Cohesion strategy have been developed and implementation of this has commenced. This will be monitored and reviewed on a regular basis.</p>	<p>P5, P6, P8</p>

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Identify hidden rural housing need</b>		
<p>The Housing Executive will continue to work with rural communities to identify hidden rural housing need.</p> <p>No locations within ANDBC are included in the 2025/26 Programme for testing.</p>	<p>In ANDBC there were no Rural Needs tests carried out during 2024/25.</p>	<p>P2, P6, P8</p>
<b>Rural Community Awards</b>		
<p>Develop and deliver Housing Executive Rural Community Awards Competition annually.</p>	<p>The Rural Community Network and The Housing Executive co-hosted Rural Community Awards in the Seamus Heaney Homeplace in March 2025. This celebrated the dedication of rural groups and individuals. This event gives the opportunity to celebrate the work of volunteers across Northern Ireland who are quite often the 'unsung heroes' within communities.</p> <p>There are 3 categories -</p> <p><b>Rural Community Spirit</b> – This award is to focus on and reward those community groups who work together to make their village or small settlement a better place.</p> <p><b>Community Champion</b> – This award is open to extraordinary individuals nominated by the rural community group they represent. This person will pass on skills and knowledge whilst dedicating free time to push their community forward.</p> <p><b>Cleaner and Greener</b> – This award aims to encourage those rural communities who have come together to protect and enhance the natural and built environment and promote sustainability.</p> <p>This was posted on The Housing Executive social media and internal emails to highlight the good work of rural communities.</p>	<p>P6, P8</p>

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
	None of the winning community groups were from ANDBC.	

## Strategic Priority 5

**As NI's largest landlord, we will engage with our customers to ensure they are at the heart of service improvements and our business delivery model**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Through Community Planning, promote housing-led regeneration</b>		
Promote housing led regeneration through master planning proposals in urban and village centres.	The Housing Executive will continue to work with the Council through the Community Planning process.	P2, P6, P8
<b>Development of Private Rented Sector Access Scheme (PRSAS)</b>		
No confirmed homeless budget for 2024/25, likely to be major budgetary pressures which will greatly impact upon existing services and commissioning of new services such as a PRSAS.  However, the development of a scheme that will provide support for those seeking to access or maintain private rented accommodation will continue to be a priority for the Housing Executive.	No meaningful progress has been achieved due to funding difficulties in commissioning the development of large scale PRSAS.	P6, P8
<b>Administer Disabled Facilities Grants (DFGs) and Adaptations</b>		
The Housing Executive has funding of approximately £13.15m for DFGs for the private sector in 2024/25.	The Housing Executive approved 36 DFGs for private sector dwellings and completed 50 in ANDBC.	P6, P8
The funding for ANDBC in 2024/25 is £1.41m.	The approval value in ANDBC in 2024/25 was £0.93m.	

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
The funding is demand led. DFG's are made available to fulfil an Occupational Therapist recommendation, to ensure a person's home is safe and accessible.		
<b>Approval of Discretionary Grants</b>		
<p>Funding of discretionary grants will continue over the period 2023/26.</p> <p>There has been a small allocation for discretionary grant aid (Home Repair Assistance, Renovation / Replacement) which has only allowed the Housing Executive to cover previously committed spend and new enquiries linked to a Disabled Facilities Grant.</p>	<p>There was £32k discretionary grant approval during 2024/25 in ANDBC (<a href="#">Appendix 4</a>).</p> <p>The Housing Executive administers grant aid on behalf of the DfC and the programme is wholly reliant on the availability of Government funding. In recent years the Housing Executive has only received an allocation for mandatory Disabled Facilities and Repair Grants together with Ministerial priorities to support those in fuel poverty, including the Affordable Warmth Scheme.</p>	P6, P8
<b>Approval of Repair Grants</b>		
Funding of repair grants will continue over the period 2023/26.	Repair Grant approval in 2024/25 was £27k ( <a href="#">Appendix 4</a> ).	P6, P8

## Strategic Priority 6

**Supporting our roles as both Strategic Housing Authority and NI's largest landlord, we will be an employer of choice and deliver high quality services for all in NI's increasingly diverse community**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Develop and implement a new Customer Support &amp; Tenancy Sustainment Strategy</b>		
<p>Implement Action Plan 2019/24 through a combination of internal projects and grant awards.</p> <p>Prioritisation of actions in the Plan is subject to the appointment of a dedicated team. To be undertaken Q1 of 2023/24.</p> <p>Development of plans beyond year 1 are subject to the appointment of a dedicated team. As above.</p> <p>Target 2023/24 – Award circa £1.56 million to Voluntary, Community and Social Enterprise (VCSE) sector – inclusive of award fund uplift to tackle cost of living.</p> <p>Target 2024/25 – Award circa £780k to VCSE sector.</p> <p>Target 2025/26 – Award circa £780K to VCSE sector.</p> <p>Conduct evaluation of the Sustaining Tenancies Funding Programme (STFP) 2021-24.</p> <p>Prepare case for new programme of funding.</p>	<p>Tenancies that Thrive, the new Landlord Tenancy Support and Sustainment Strategy 2025-2030 was approved by the Board in April and was officially launched in June 2025. It sets out how the objectives will be operationalised through two delivery channels; the Sustaining Tenancies Grant Funding Programme (STGFP) and Annual (internal) Tenancy Support and Sustainment (TS&amp;S) Action Plans.</p> <p>1. STGFP</p> <p>Tranche 2 of the 2023-2025 Sustaining Tenancies Grant Funding Programme opened in July 2024 and £816k was awarded to 10 organisations in the VCSE sector (exceeding 2024/25 investment target of £780k).</p> <p>ANDBC area shared in spend totalling £98k, as part of the ASCERT, 'Intensive Support for Mental Health and Addictions', multiple council area project.</p> <p>The Tranche 3 open applications window will take place during Summer 2025. The planned award budget for this tranche is £800k.</p> <p>Work has commenced on the development of a business case for a renewed programme from 2026.</p>	P5, P6, P8

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
	<p>This will involve evaluation of the outcomes of the funding programmes to date, and consideration of any lessons learned to improve the value for money and impact of the STGFP funding model.</p> <p>2. Annual TS&amp;S Action Plan for 2025</p> <p>Priority areas of work continue to be; provision of a longer-term solution to Tenancy Starter Pack availability for Housing Executive tenants, implementation of a Hoarding Support Service alongside an internal policy for staff, and delivery of comprehensive Mental Health Awareness training for frontline Housing Services staff. A number of related contracts are currently in the procurement process and are due to commence in the first half of the financial year 2025/26.</p> <p>In 2024/25, the level of investment in various projects and activities in relation to the annual internal TS&amp;S Action Plan was £570k.</p> <p>In 2025/26, the planned level of investment to deliver the TS&amp;S Action Plan will rise to £753k.</p>	
<b>Tenancy Sustainment</b>		
We will continue to report on the sustainment rate, that is, the number of tenancies lasting longer than 1 year against a baseline of 86%.	<p>The sustainment rate of tenancies beyond 12 months continues to exceed the baseline rate.</p> <p>In the 12 months preceding 31 March 2025, we have exceeded our target with a sustainment rate of 90% of tenancies beyond 1 year.</p>	P5, P6, P8
<b>Continuous Tenant Omnibus Survey</b>		
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey.	The 2024 survey found that 77.5% of tenants were satisfied with the overall service provided by the Housing Executive.	P5, P6, P8



Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Rent collection, arrears and reporting of fraud</b>		
<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC.</p> <p>Monitor and reduce tenancy fraud.</p>	<p>In ANDBC the Housing Executive collected 100.20% of rent in the year to end of March 2025.</p> <p>Arrears decreased by £7k during 2024/25.</p> <p>Statistics reported quarterly to DfC.</p>	P6, P8
<b>Continue to work with DfC on the move to Universal Credit (UC) and working to mitigate the impacts of Welfare Reform</b>		
<p>The Housing Executive will:</p> <ul style="list-style-type: none"> <li>communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform</li> <li>assist DfC and Department for Works and Pensions (DWP) in delivering the processes necessary to implement welfare reform and associated mitigations</li> <li>continue to work with DfC as a trusted partner for the move to UC</li> <li>continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform</li> </ul>	<p>The Housing Executive has:</p> <ul style="list-style-type: none"> <li>communicated with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform</li> <li>continued to carry out research to help the business plan how to deal with the impacts of welfare reform</li> <li>assisted DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations</li> <li>continued to work with DfC as a trusted partner for the Move to UC</li> <li>continued to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform</li> </ul>	P5, P6, P8

Plans 2023-26	2024/2025 Progress	Community Plan Reference & Action Plan update (where relevant)
Finalise and implement Voids Reset Plan		
Based on the completion of a satisfactory audit of voids undertaken in Q1 & Q2 of 2023/24, the Voids Reset Plan has been rescheduled to Q1/Q2 of 2024/25.	<p>Last year, voids performance was reported to the Executive Team in November, then to the Board as part of the Chief Executive's update, and then to the Review and Performance Committee as part of the KPI paper.</p> <p>The Assistant Director took a decision that a voids action plan was not necessary, in light of void performance that has been meeting or exceeding corporate performance targets.</p>	P5, P6, P8

# Appendices

# Appendix 1

## Community Plan themes and outcomes

The Ards and North Down Community Plan is available for download on the council website by following the link below:

[The Big Plan for Ards and North Down 2017-2032](#)

Theme	Indicators	Reference
<b>Resilience and Democracy</b>	Community Resuscitation Group Participatory Budgeting	P1
<b>Land and Public Space</b>	Public Estate and Land Group	P2
<b>Emotional Health and Wellbeing</b>	Take 5 Steering Group and Emotional Health Social Isolation and Loneliness (These Groups also link with P8 and P9)	P3
<b>Obesity</b>	Whole system approach to Obesity Group	P4
<b>A Welcoming Place for Everyone</b>	Age Friendly Alliance Dementia Friendly Group	P5
<b>Vulnerable People</b>	Support HUB	P6
<b>Better Jobs and Skills</b>	Employability and Skills Forum Economic Development Forum	P7
<b>Economic Inequalities (Poverty)</b>	Ards and North Down Poverty Forum (This Group also links with P3 and P9)	P8
<b>Sustainability</b>	Sustainable Tourism Group Sustainable Food Programme (Links with P10 Nature Recovery) (These Groups also link with P3 and P8)	P9
<b>Valuing our Environment</b>	Outdoor Learning Group Nature Recovery (Links to P9 Sustainable Food Programme)	P10

# Appendix 2

## Housing Requirements in Ards and North Down

Cross Tenure 15 year requirement, 2020-2035

Local Government District	Market	Intermediate	Social	All Tenures
Ards and North Down	3,470	1,060	1,500	6,020
Northern Ireland Total	54,890	15,450	25,280	95,620

Further details at: [Northern Ireland Summary Report](#)

5 year social housing projection (HNA 2024-2029)

Settlement	Social Housing Need 2024-29
Newtownards Urban	207
Bangor Urban	652
Holywood Urban	216
Comber	166
Donaghadee	66
Groomsport	38
Ballygowan	30
Ballyhalbert	3
Ballywalter	17
Carrowdore	10
Cloughey	7
Crawfordsburn	16
Greyabbey	8

Settlement	Social Housing Need 2024-29
Helen's Bay	5
Killinchy / Balloo	10
Kircubbin	10
Loughries	4
Millisle	11
Portaferry	25
Portavogie	12
<b>Total Social Newbuild Requirement Ards and North Down Council</b>	<b>1,513</b>

Source: Housing Executive

There is currently no projected need for Ballydrain, Cotton and Lisbane. These areas will be kept under annual review.

#### Explanatory text for the housing data

	Northern Ireland Housing Supply Requirement (cross tenure)	Housing Need Assessment (Social housing)
<b>Purpose</b>	Strategic – an evidence base for local development plan and key data for the housing development sector to plan new build.	Operational – waiting list analysis based on local choice to inform social housing delivery.
<b>Timescales</b>	Projects new cross tenure supply requirement forward over a 15 year period.	Projects social housing requirements forward over a 5 year period.
<b>Tenure</b>	Looks across all housing tenures e.g. private (owner occupied and private-rented, intermediate, social).	Only looks at social housing.
<b>Data</b>	Uses official statistics which include demographics, households, income, migration and affordability.	Data is derived from waiting list / completed housing application forms.

# Appendix 3

## Social Housing Development Programme

For further details check the [Social Housing Development Programme](#) and the [Commissioning Prospectus](#).

### Schemes completed April 2024 - March 2025

Scheme Name	Units	Client Group	Housing Association	Theme
Frances Street, Newtownards	12	General Needs	Ark	Urban
31A / 31B Frances Street, Newtownards***	2	General Needs	Ark	Urban
Newtownards Rehabs**	2	General Needs	NB Housing	Urban
Bangor ESPs	2	Active Elderly	Radius	Urban
Balmoral Dale Phase 2, Bangor	17	General Needs	Woven	Urban
Ballywalter Rehab**	1	General Needs	NB Housing	Rural
Ballywalter ESP**	1	General Needs	Clanmil	Rural
Milisle Rehab**	1	General Needs	NB Housing	Rural
<b>Total</b>	<b>38</b>			

Source: Housing Executive

\*(T) - Transfer Scheme, \*\* ESP - Existing Satisfactory Purchase, \*\*\*OTS – Off the Shelf

### Schemes on-site at March 2025

Scheme Name	Units	Client Group	Housing Association	Theme
Quarry Heights, Newtownards	22	General Needs	Alpha	Urban
The Bawn Wall, Newtownards	95	General Needs	Radius	Urban
Donaghadee Road, Bangor	8	Active Elderly	Ark	Urban
Savoy Redevelopment (Blocks B & C), Bangor	26	Active Elderly	Clanmil	Urban



**Schemes on-site at March 2025**

Scheme Name	Units	Client Group	Housing Association	Theme
12 Ballywalter Road, Millisle	9	General Needs	Ark	Rural
<b>Total</b>	<b>160</b>			

Source: Housing Executive

\*(T) - Transfer Scheme, \*\* ESP - Existing Satisfactory Purchase, \*\*\*OTS – Off the Shelf

**Schemes programmed 2025/28**

Scheme Name	Units	Client Group	Housing Association	Onsite Year	Theme
Bangor Marina Regeneration	32	General Needs	Clanmil	2026/27	Urban
Worcester Avenue, Bangor	49	General Needs	Choice	2026/27	Urban
North Street, Newtownards	10	General Needs	Arbour	2025/26	Urban
South Street, Newtownards	11	General Needs	Alpha	2026/27	Urban
Former Crepe Weavers, Newtownards	64	General Needs	Choice	2026/27	Urban
Castle Street, Comber	13	General Needs	Radius	2025/26	Urban
Parsonage Close, Kircubbin *(T)	1	General Needs	Rural	2025/26	Rural
Meeting House Street, Portaferry	6	General Needs	Alpha	2026/27	Rural
<b>Total</b>	<b>186</b>				

Source: Housing Executive

\*(T) - Transfer Scheme, \*\* ESP - Existing Satisfactory Purchase, \*\*\*OTS – Off the Shelf

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2024 - March 2025

Work Category	Scheme	Units
External Cyclical Maintenance	Loughview Estate, Hollywood Phase 1	135
	Loughview Estate, Hollywood Phase 2	117
Double Glazing	Greyabbey/ Kircubbin DGL	58
	Donaghadee DGL	81
	Bloomfield Estate, Bangor DGL	4
Revenue Replacement – Bathrooms	Peninsula Bathrooms	41
Heating Installation	Emergency One Off 23/24	1
	Scrabo Estate, Ards & Glen Estate	3
Special Schemes – Low Carbon	Bowtown Estate, Ards (Low Carbon) Phase 1	17
Cavity Wall Insulation (CWI)	Lisnabreen, Bangor CWI	30
Special Scheme	External Wall Insulation Abbey Ring/ West Link - Loughview Estate	28
	External Wall Insulation Loughview Estate	31
Total		546

Source: Housing Executive

Note: Some schemes may start and complete in year.

## Schemes activity and expected completions up to 31 March 2026

Work Category	Scheme	Units
External Cyclical Maintenance	Kilcooley, Bangor Phase 1	228
	Movilla Estate, Ards	152
Double Glazing	Millisle DGL	67
	Donaghadee DGL	33
Revenue Replacement – Bathrooms	Lisnabreen, Bangor 1994/96 Bathrooms	48
Bathroom Kitchen Rewire	Peninsula BKR (Phase 4)	50
	South Comber BKR	40
	Ava Street & Clandeboye, Bangor BKR	39
	Movilla Estate Ards, BKR	71
Heating Installation	Peninsula 06/07 Heating	90
	Conlig/ Breezemount (07/08)	50
	Ards Estates	113
Special Scheme – Low Carbon Programme	Bowtown Estate, Ards (Low Carbon) Phase 2	12
Cavity Wall Insulation (CWI)	Lisnabreen, Bangor CWI	58
	Redburn/ Loughview, Holywood CWI	136
	Bloomfield Estate, Bangor CWI	137
Special Scheme	External Wall Insulation Abbey Ring / West Link - Loughview Estate	21
	External Wall Insulation Loughview Estate	33
Roof Scheme	Greyabbey/ Kircubbin/ Ballywalter Roofs	110
	Newtownards Local Area Roofs	42
Total		1,530

Source: Housing Executive

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

### Grants Performance 2024/25

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	36	933	50
Repairs Grant	17	27	17
<b>Discretionary Grants*</b>			
Replacement Grant	0	0	0
Renovation Grant	<10	32	<10
Home Repair Assistance Grant	0	0	0
<b>Total</b>	<b>-</b>	<b>992</b>	<b>-</b>

Source: Housing Executive

There may be a discrepancy in calculation due to rounding.

\*The Housing Executive administers grant aid on behalf of the Department for Communities and the programme is wholly reliant on the availability of Government funding. In recent years the Housing Executive has only received an allocation for mandatory Disabled Facilities and Repair Grants together with Ministerial priorities to support those in fuel poverty, including the Affordable Warmth Scheme. There has been a small allocation for discretionary grant aid – Home Repair Assistance, Renovation / Replacement – which has only allowed the Housing Executive to cover previously committed spend and new enquiries linked to a Disabled Facilities Grant.

Adaptations to Housing Executive stock in 2024/25

Type of Adaptation	Adaptations 2024/25	Actual spend 2024/25 £m
Adaptations for Persons with a Disability (APD's) Starts*	10	0.52
Adaptations for Persons with a Disability (APD's) Completions*	0	
Lifts**	14	0.12
Showers**	48	0.19
Minor APD repairs***	247	0.17
Total	319	1.00

Source: Housing Executive  
\*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 Chart in Local Context.  
\*\*\*Minor APD repairs are also included in Response Maintenance in Finance Chart in Local Context.  
There may be a discrepancy in calculation due to rounding.

Disabled Facilities Grants (DFGs)

Year	2020/21	2021/22	2022/23	2023/24	2024/25
Approved	37	37	67	51	36
Funding (£k)	1,018	920	1,727	1,467	933

Source: Housing Executive

# Appendix 5

## Supporting People Information and Homelessness

### Supporting People

Type of Service	Client Group	No. of providers	No. of schemes	Max. no of services users	Actual payments 2024/25 (£k)	***Budget 2025/26 (£k)
Floating Support Services	Disability	1	1	30	148	146
	Homeless	7	8	183	609	603
	Older People	2	2	46	92	91
	Young People	1	1	48	211	208
	<b>Sub Total**</b>	<b>**</b>	<b>12</b>	<b>307</b>	<b>1,060</b>	<b>1,048</b>
Non-Floating Support Services	Disability	12	24	228	3,209	3,276
	Homeless	3	3	38	575	694
	Older People	6	34	966	748	640
	Young People	2	2	16	333	329
	<b>Sub Total**</b>	<b>**</b>	<b>63</b>	<b>1,248</b>	<b>4,865</b>	<b>4,939</b>
<b>Grand Total*</b>		<b>**</b>	<b>75</b>	<b>1,554</b>	<b>5,926</b>	<b>5,988</b>

Source: Housing Executive

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

\*\*Some providers supply both accommodation based and floating support services. Where a service straddles more than one council area, the scheme was recorded for each area but apportioned in terms of units, spend and budget.

\*\*\*Special Needs Management Allowance Budget and expenditure has been excluded.

Homelessness

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation*
2020/21	1,276	931	362
2021/22	1,228	880	384
2022/23	1,233	898	484
2023/24	1,322	1,012	599
2024/25	1,145	852	365

Source: Housing Executive  
\*Applicants may have multiple placements over the period.



# Appendix 6

## Housing Executive Local Stock at March 2025

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Newtownards Urban	320	6	545	1,055	0	1,926	8
Comber	181	5	17	195	0	398	3
Donaghadee	115	3	129	143	0	390	2
Ballygowan	35	4	0	33	0	72	0
Ballyhalbert	4	3	0	2	0	9	0
Ballywalter	49	21	6	54	0	130	0
Carrowdore	41	9	0	29	0	79	2
Cloughey	10	9	0	1	0	20	0
Greyabbey	31	13	0	22	0	66	1
Killinchy / Balloo	15	1	0	7	0	23	1
Kircubbin	47	16	0	49	0	112	1
Millisle	51	7	11	68	0	137	1
Portaferry	103	11	7	56	0	177	1
Portavogie	46	13	7	11	0	77	1
Ballydrain	6	3	0	4	0	13	0
Cotton	4	10	0	10	0	24	0
Lisbarnet	11	0	0	1	0	12	1
Loughries	8	1	0	2	0	11	1
Bangor Urban	430	24	553	890	0	1,897	13
Hollywood	97	0	194	135	30	456	2

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Groomsport	42	5	1	12	0	60	1
Crawfordsburn	17	1	0	3	0	21	1
Helen's Bay	14	1	0	14	0	29	1
<b>Ards and North Down Borough Council Total</b>	<b>1,677</b>	<b>166</b>	<b>1,470</b>	<b>2,796</b>	<b>30</b>	<b>6,139</b>	<b>41</b>

Source: Housing Executive

\*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 2025

	Applicants (Total)	Applicants (HS)	Allocations*
Newtownards Urban	741	560	131
Comber	267	208	38
Donaghadee	157	115	26
Ballygowan	58	48	<10
Ballyhalbert	15	6	0
Ballywalter	56	40	<10
Carrowdore	27	18	<10
Cloughey	19	11	<10
Greyabbey	19	14	<10
Killinchy / Balloo	15	10	0
Kircubbin	49	30	<10
Millisle	78	46	<10
Portaferry	51	35	16
Portavogie	34	21	<10
Ballydrain	4	3	0
Cotton	4	2	0
Lisbarnet	3	1	0
Loughries	9	8	0
Bangor Urban	1,347	1,022	172
Hollywood	305	225	42

	Applicants (Total)	Applicants (HS)	Allocations*
Groomsport	52	42	<10
Crawfordsburn	23	20	<10
Helen's Bay	15	13	0
<b>Ards and North Down Borough Council Total</b>	<b>3,348</b>	<b>2,498</b>	<b>-</b>

Source: Housing Executive

NB: Household Composition is recorded on our systems at the point of application and may not reflect the current composition of the household.

\*Please note that where there are less than 10 allocations, they have been listed as <10 in compliance with Data Protection requirements.

# Appendix 8

## Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Ards Office Strangford House 28 Court Street Newtownards BT23 7NX		<a href="mailto:ANDHousingExec@nihe.gov.uk">ANDHousingExec@nihe.gov.uk</a>
North Down Office 2 Alfred Street Bangor BT20 5DH		<a href="mailto:ANDHousingExec@nihe.gov.uk">ANDHousingExec@nihe.gov.uk</a>
Ards and North Down Area Housing Manager	Eileen Thompson	<a href="mailto:eileen.thompson@nihe.gov.uk">eileen.thompson@nihe.gov.uk</a>
Assistant Area Housing Manager	Jill Gallagher	<a href="mailto:jill.gallagher@nihe.gov.uk">jill.gallagher@nihe.gov.uk</a>
Area Maintenance Manager	Robert McCusker	<a href="mailto:robert.mccusker@nihe.gov.uk">robert.mccusker@nihe.gov.uk</a>
Team Leader, Patch Management, North Down	Steven McBurney	<a href="mailto:steven.mcburney@nihe.gov.uk">steven.mcburney@nihe.gov.uk</a>
Team Leader, Patch Management, Ards	Tanya Graham	<a href="mailto:tanya.graham@nihe.gov.uk">tanya.graham@nihe.gov.uk</a>
Team Leader, Housing Solutions	Stuart Montgomery	<a href="mailto:stuart.montgomery@nihe.gov.uk">stuart.montgomery@nihe.gov.uk</a>
Team Leader, Temporary Accommodation	Lyndsey Dyer	<a href="mailto:lyndsey.dyer@nihe.gov.uk">lyndsey.dyer@nihe.gov.uk</a>
Team Leader, Accounts	Caroline Finlay	<a href="mailto:caroline.finlay@nihe.gov.uk">caroline.finlay@nihe.gov.uk</a>

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
<b>Land and Regeneration Services</b> 2 Adelaide Street Belfast, BT2 8PB	<b>Ailbhe Hickey</b> Assistant Director	<a href="mailto:ailbhe.hickey@nihe.gov.uk">ailbhe.hickey@nihe.gov.uk</a>
<b>Central Grants</b> 2 Adelaide Street Belfast, BT2 8PB	<b>Emma Stubbs</b> Assistant Director - Private Sector Investment & Sustainable Development	<a href="mailto:emma1.stubbs@nihe.gov.uk">emma1.stubbs@nihe.gov.uk</a>
<b>Place Shaping, South Region</b> Marlborough House, Central Way Craigavon BT64 1AJ	<b>Sinead Collins</b> Head of South Place Shaping	<a href="mailto:sinead.collins@nihe.gov.uk">sinead.collins@nihe.gov.uk</a>
<b>Development Programme Group</b> 2 Adelaide Street Belfast, BT2 8PB	<b>Lynsay Magill</b> Head of Development Programme Group	<a href="mailto:lynsay2.magill@nihe.gov.uk">lynsay2.magill@nihe.gov.uk</a>
<b>Supporting People</b> 2 Adelaide Street Belfast, BT2 8PB	<b>Alistair Mawhinney</b> Assistant Director	<a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a>

# Appendix 9

## Glossary

Term	Definition
<b>Affordable Housing</b>	Affordable housing is: a) Social rented housing; or b) Intermediate housing for sale; or c) Intermediate housing for rent,  that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing.
<b>Affordable Housing Fund</b>	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.
<b>Areas at Risk</b>	This programme aims to intervene, by working with residents, in areas at risk of slipping into social or environmental decline.
<b>Building Successful Communities (BSC)</b>	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
<b>Community Asset Transfer (CAT)</b>	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
<b>Community Cohesion</b>	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
<b>Continuous Tenant Omnibus Survey (CTOS)</b>	CTOS is an assessment of the attitudes of Housing Executive tenants.
<b>Department for Communities (DfC)</b>	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
<b>Disabled Facilities Grant (DFG)</b>	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.



Term	Definition
<b>Discretionary Grants</b>	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.
<b>Equity Sharing</b>	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.
<b>Floating Support</b>	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.
<b>Fuel Poverty</b>	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.
<b>Full Duty Applicant (FDA)</b>	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'.
<b>The Hate Incident Practical Action Scheme (HIPA)</b>	The Housing Executive is responsible for the administration of the Hate Incident Practical Action (HIPA) Scheme. This is available across Northern Ireland to support victims of hate incidents in their home and can provide personal and home protection measures if the home has been damaged.
<b>Home Energy Conservation Authority (HECA)</b>	The Housing Executive is the HECA for Northern Ireland.
<b>House in Multiple Occupation (HMO)</b>	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
<b>House Sales Scheme</b>	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.
<b>Household Types</b>	<p><b>Single person</b> - 1 person 16-59 years old</p> <p><b>Older person</b> - 1 or 2 persons aged 16 or over, at least 1 over 60</p> <p><b>Small adult</b> - 2 persons 16-59 years old</p> <p><b>Small family</b> - 1 or 2 persons aged 16 or over, with 1 or 2 children</p> <p><b>Large family</b> - 1 or 2 persons aged 16 or over, and 3 or more children 0-15, or 3 or more persons 16 or over and 2 or more children aged 0-15</p> <p><b>Large adult</b> - 3 or more persons aged 16 or over with or without 1 child aged 0-15</p>

Term	Definition
<b>Housing for All</b>	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'.
<b>Housing Growth Indicators (HGI)</b>	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2016-2030.
<b>Housing Market Area</b>	A housing market area is the geographic area within which the majority of households move, work and live.
<b>Housing Market Assessment (HMA)</b>	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.
<b>Housing Needs Assessment (HNA)</b>	This is an assessment of local housing needs, primarily in relation to general needs social housing and wheelchair accessible accommodation.
<b>Housing Stress</b>	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress.
<b>Intermediate Housing</b>	Intermediate Housing currently 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. The new definition of affordable housing includes both intermediate housing for sale and intermediate housing for rent.
<b>Landlord Registration scheme</b>	Under the Landlord Registration Scheme Regulations (NI) 2014 all private landlords must provide accurate and up to date information about themselves and their properties to the Registrar.
<b>Rural Housing Needs Test</b>	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
<b>Mandatory Grants</b>	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
<b>Neighbourhood Renewal</b>	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
<b>NIFHA</b>	Northern Ireland Federation of Housing Associations.
<b>NISRA</b>	Northern Ireland Statistics and Research Agency.

Term	Definition
<b>Oil Saving Network Scheme</b>	Oil Saving Networks are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
<b>PCSPs</b>	Policing and Community Safety Partnerships.
<b>PPS</b>	Planning Policy Statement.
<b>PRSAS</b>	Development of Private Rented Sector Access Scheme is a scheme which has direct contact with both a prospective tenant who is homeless or insecurely housed and a private sector landlord, and which assists both parties in establishing a tenancy.
<b>Repossession</b>	Repossession is where a court order has been granted ordering a debtor to hand back a property to a creditor where the property was either used as collateral (for a mortgage, loan or an unsecured debt or loan which has been secured by an order charging land) or rented or leased in a previous contract between the creditor and the debtor.
<b>Supporting Communities Northern Ireland (SCNI)</b>	Supporting Communities Northern Ireland provides training and funding for community groups.
<b>Shared Housing</b>	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
<b>Site Identification Study (SIS)</b>	A Site Identification Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Place Shaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.
<b>Social Housing Development Programme (SHDP)</b>	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 basis.
<b>Social Enterprise</b>	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
<b>Social Rented Housing</b>	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 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.
<b>Small Pockets of Deprivation (SPOD)</b>	SPOD is a delivery vehicle for neighbourhood renewal.

Term	Definition
<b>Supported Housing</b>	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.
<b>Supporting People Programme</b>	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.
<b>Temporary Accommodation</b>	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (Dispersed Intensively Managed Emergency accommodation – DIME), single lets and non-standard accommodation (B&B/hotel) as and when required. B&Bs and hotels are used, when no other options are available, for a short duration.
<b>Tenancy Deposit Scheme</b>	When a tenant rents a property from a private landlord, they will usually pay a deposit. The private landlord must protect the deposit under the Tenancy Deposit Scheme. This scheme makes sure a tenant gets their deposit back when they move out if they have looked after the property and paid their rent.
<b>Universal Credit</b>	Universal Credit is a payment for people over 18, but under State Pension age that are on a low income or out of work. It includes support for the cost of housing (rent), children and childcare, as well as financial support for people with disabilities, carers and people too ill to work.
<b>Welfare Reform</b>	The term Welfare Reform is used to cover a wide range of changes to the social security (benefits) system. The main reforms that the Housing Executive have been involved with have included changes to Local Housing Allowance for Housing Benefit claimants living in the private rented sector, Universal Credit, Social Sector Size Criteria (Bedroom Tax) and the Benefit Cap.

