

24 October 2025

Dear Applicant

Our Ref: FOI 948

Your request for information received on 02 October 2025 has been handled under the Freedom of Information Act 2000 (FOIA).

Request

1. Housing Waiting List

The number of applicants currently on the social housing waiting list in the following areas:

Northwest areas;

Derry/Londonderry

Strabane

Limavady

Dungiven

Please provide a breakdown by bedroom need (1 bed, 2 bed, 3 bed, 4+ bed).

2. Allocations

The average waiting time for allocation in the above areas, broken down by bedroom size, for the last 3 years (if available).

3. Temporary Accommodation

The number of households currently placed in temporary accommodation (including hostel, B&B, and hotel placements) within the above areas.

The average length of stay in temporary accommodation by household type (single, couple, family).

4. Void Stock

The number of NIHE properties currently void in the above areas.

The average length of time properties remain void before being re-let.

5. Complex Needs

Please provide NIHE's definition of "complex needs" in the context of the Housing Selection Scheme.

Please outline the criteria or circumstances under which complex needs points may be awarded.

Please provide a copy of any internal policy documents, staff guidance, or training materials used by NIHE Housing Advisors when assessing applications for complex needs points.

Our response

1. Housing Waiting List

The number of applicants currently on the social housing waiting list in the following Northwest areas;

Derry/Londonderry

Strabane

Limavady

Dungiven

Please provide a breakdown by bedroom need (1 bed, 2 bed, 3 bed, 4+ bed).

The tables below provide waiting list and allocation data for the stated NIHE local offices, as at end June 2025. The tables must be read in conjunction with the accompanying notes.

Section 13(1) of the Statistics and Registration Services Act 2007 states that 'the person producing any official statistics which are designated under section 12 as National Statistics must ensure that the Code of Practice for Statistics under section 10 continues to be complied with in relation to those statistics.' Provision of the requested figures before publication of the DfC Housing Bulletin in which the dataset from which they would be drawn is published would be a failure to comply with the Code in respect of parts T3.3 and T3.4. The figures beyond the period already covered by the latest Housing Bulletin (after 30/06/2025) are therefore currently exempt from disclosure under Section 44 of the Freedom of Information Act – disclosure prohibited by other legislation, pending publication of the next Housing Bulletin, currently anticipated by end November 2025.

Applicants

NIHE Local Office	Bedroom requirement*				Total
	1	2	3	4+	
Derry 1 - Waterloo Place	1251	330	132	32	1745
Derry 2 - Waterside	1028	402	195	70	1695
Derry 3 - Collon Terrace	1032	548	204	48	1832
Limavady	456	217	114	44	831
Strabane	657	249	142	45	1093
Total	4424	1746	787	190	7196

Applicants in Housing Stress

NIHE Local Office	Bedroom requirement*				Total
	1	2	3	4+	
Derry 1 - Waterloo Place	956	301	120	27	1404
Derry 2 - Waterside	776	351	162	60	1349
Derry 3 - Collon Terrace	815	507	188	45	1555
Limavady	288	146	58	32	524
Strabane	431	185	96	36	748
Total	3266	1490	624	200	5580

Allocations to Applicants

NIHE Local Office	Allocated Bedrooms				Total
	1	2	3	4+	
Derry 1 - Waterloo Place	95	40	13	<10	-

Derry 2 - Waterside	52	99	30	<10	-
Derry 3 - Collon Terrace	44	117	34	<10	-
Limavady	24	40	20	<10	-
Strabane	37	119	69	<10	-
Total	252	415	166	13	846

Notes:

- It should be noted that, in certain circumstances, the Housing Selection Scheme (HSS) rules can afford an additional bedroom entitlement to an applicant, based on their individual needs. The bedroom entitlement in this dataset corresponds to the minimum bedroom requirements under the rules of the HSS, therefore the 'actual' bedroom need of some applicants included in it may vary from the 'calculated' need.
- Please note that where there are less than 10 allocations or blanked totals, they have been listed as <10 or - in compliance with Data Protection requirements.
- Applicant information (all applicants and applicants in housing stress) is as at 30th June 2025.
- Allocation information refers to the number of allocations in the preceding 12-month period.

2. Allocations

The average waiting time for allocation in the above areas, broken down by bedroom size, for the last 3 years (if available).

The table below provides data on the number of housing allocations to applicants on the Social Housing Waiting List in the following NIHE Local Offices:

- Derry 1 - Waterloo Place Local Office
- Derry 2 - Waterside Local Office
- Derry 3 - Collon Terrace Local Office
- Limavady Local Office
- Strabane Local Office

by Mean & Median Waiting Time (in months) at the point of allocation for a 3-year period from 01/07/2022 to 30/06/2025. The table should be viewed in conjunction with the accompanying notes.

No. of allocations from the Social Housing Waiting List for a 3-year period from 01/07/2022 to 30/06/2025 in selected NIHE Local Offices, by no. of bedrooms and Mean & Median Waiting Time (in months) at the point of allocation

NIHE Local Office / Geography	No. of bedrooms	No. of allocations	Mean Waiting Time (in months) at the point of allocation	Median Waiting Time (in months) at the point of allocation
Derry 1 - Waterloo Place	Other / 0 bedrooms	<10	x	x
	1 bedroom	284	34.0	21.0
	2 bedrooms	212	39.9	29.0
	3 bedrooms	86	46.5	34.0
	4 bedrooms	10	31.6	25.0
	6 bedrooms	<10	x	x
	<i>Derry 1 - Waterloo Place NIHE Local Office Total</i>	596	38.1	26.0
Derry 2 - Waterside	1 bedroom	130	36.5	21.0
	2 bedrooms	232	35.4	26.0
	3 bedrooms	89	38.0	28.0
	4 bedrooms	13	47.8	36.0
	<i>Derry 2 - Waterside NIHE Local Office Total</i>	464	36.5	26.0
Derry 3 - Collon Terrace	Other / 0 bedrooms	15	0.5	0.0
	1 bedroom	99	33.1	17.0
	2 bedrooms	311	35.0	27.0
	3 bedrooms	101	39.5	26.0
	4 bedrooms	<10	36.7	30.0
	<i>Derry 3 - Collon Terrace NIHE Local Office Total</i>	532	34.6	24.5
Limavady	1 bedroom	57	28.8	21.0
	2 bedrooms	116	35.6	25.5
	3 bedrooms	67	37.9	27.0
	4 bedrooms	<10	x	x
	<i>Limavady NIHE Local Office Total</i>	247	34.8	24.0
Strabane	Other / 0 bedrooms	<10	x	x
	1 bedroom	88	31.8	26.5
	2 bedrooms	205	34.1	21.0
	3 bedrooms	122	32.2	20.0
	4 bedrooms	<10	x	x
	6 bedrooms	<10	x	x
	<i>Strabane NIHE Local Office Total</i>	426	33.0	21.0
N. Ireland Total	Other / 0 bedrooms	69	28.7	5.0
	1 bedroom	5,495	28.3	16.0
	2 bedrooms	8,296	32.6	21.0
	3 bedrooms	3,319	35.1	23.0
	4 bedrooms	269	41.4	32.0
	5 bedrooms	15	50.4	46.0
	6 bedrooms	<10	x	x
	<i>N. Ireland Total</i>	17,466	31.9	20.0

Notes:

- This response is based on the most recently published data (allocations up to 30/06/2025)

- Allocations are aggregated over a 3-year period from 01/07/2022 to 30/06/2025 and include allocations to both Housing Executive and housing association properties.
- Bedroom category “Other / 0 bedrooms” includes Irish Traveller dwellings/sites and housing association-owned properties for which bedroom data is not held on our housing management system.
- When a question of “average waiting times” or “average points” is asked, MEAN and MEDIAN averages are provided.

Reasons for this include:

The MEAN (arithmetic average) is useful for understanding overall trends but can be heavily skewed by outliers (unusually high or low values) – for example, applicants who have been on the waiting list for a number of years or who have just joined the waiting list.

The MEDIAN (middle value, a measure of central tendency) is less affected by outliers and represents a “typical” case better when the data is skewed.

By presenting both, we ensure that the analysis captures both central tendency and the potential impact of unusually high or low values.

We also note that when the number of applicants is small, statistical indicators become less reliable and have a much lower predictive value regarding the “typical” experience. In such cases, the figures may be more indicative of the specific circumstances of the individual applicant households rather than a broader trend. Caution must be exercised when interpreting the results.

- Where the number of applicants/allocations is less than 10, the figure has been shown as <10 in accordance with Data Protection and UK GDPR requirements.
- Further in the interest of Data Protection we have had to remove the points for some categories where there was only one allocation or less than 10 allocations and where the points were substantially different (we used a deviation of 20%) from the overall N. Ireland mean average points.

Section 13(1) of the Statistics and Registration Services Act 2007 states that ‘the person producing any official statistics which are designated under section 12 as National Statistics must ensure that the Code of Practice for Statistics under section 10 continues to be complied with in relation to those statistics.’ Provision of the requested figures before publication of the DfC Housing Bulletin in which the dataset from which they would be drawn is published would be a failure to comply with the Code in respect of parts T3.3 and T3.4. The figures beyond the period already covered by the latest Housing Bulletin (after 30/06/2025) are therefore currently exempt from disclosure under Section 44 of the Freedom of Information Act – disclosure prohibited by other legislation, pending publication of the next Housing Bulletin, currently anticipated by end November 2025.

3. Temporary Accommodation

The number of households currently placed in temporary accommodation (including hostel, B&B, and hotel placements) within the above areas.

The average length of stay in temporary accommodation by household type (single, couple, family).

The Housing Executive is unable to provide a breakdown of temporary accommodation by the offices listed as placements are categorised by the District Council area to which the household presented. As placements in temporary accommodation are part of a published dataset the most recent date for which this information can be provided is 30th June 2025.

As of 30th June 2025, there was a total of 159 placements in temporary accommodation where the household had presented as homeless within the Causeway Coast and Glens District Council Area. The table below provides a breakdown of these tables by household type and average length of placement.

Household Type	Number of Placements	Average Length of Placements as of 30 th June 2025
Couples	10	284
Families	36	404
Pensioners	8	196
Single	105	250

As of 30th June 2025, there was a total of 831 placements in temporary accommodation where the household had presented as homeless within the Derry City & Strabane District Council area. The table below provides a breakdown of these tables by household type and average length of placement.

<i>Household Type</i>	<i>Number of Placements</i>	<i>Average Length of Placements as of 30th June 2025</i>
<i>Couples</i>	25	454
<i>Families</i>	282	769
<i>Pensioners</i>	20	744
<i>Single</i>	504	527

It should be noted that the total number of placements in includes placements across all temporary accommodation types. Additionally, the average length of stay details the average length of stay for those placements identified as of 30th June 2025.

4. Void Stock

**The number of NIHE properties currently void in the above areas.
The average length of time properties remain void before being re-let.**

The number of NIHE properties currently void in the above areas.

The table below shows the number of Housing Executive void properties in the specified areas as of 8th October 2025

Area	Actionable*	Non-Actionable**
Waterloo Place	2	18
Waterside	5	11
Collon Terrace	2	6
Limavady	3	2
Strabane	5	13
Grand Total	17	50

The average length of time properties remain void before being re-let.

The table below shows the average re-let time for properties in the areas specified for the year-to-date 2025/26.

Area	Re-let Performance (days)
Waterloo Place	14
Waterside	19
Collon Terrace	14
Limavady	12
Strabane	18
Grand Total	15

**Actionable voids are properties which are vacant while in the process of being allocated/ awaiting change of tenancy repairs. These may also include properties deemed difficult to let.*

***Non-Actionable voids are properties that are not immediately available for allocation and are held vacant for operational reasons i.e. decanting purposes (where they are being used to house a tenant on a temporary basis pending works to their home), planned maintenance schemes, and properties which have been identified for sale/transfer or have approval for demolition*

5. Complex Needs

Please provide NIHE's definition of "complex needs" in the context of the Housing Selection Scheme.

Please outline the criteria or circumstances under which complex needs points may be awarded.

Please provide a copy of any internal policy documents, staff guidance, or training materials used by NIHE Housing Advisors when assessing applications for complex needs points.

Attached documents provided, detail the information we hold in relation to your request regarding complex needs.

This concludes our response.

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Chapter 4 Applicants with Complex Needs

4.0 INTRODUCTION

Some applicants' circumstances will be such that general needs accommodation alone will not be adequate for their needs i.e. applicants with *intense* care and / or support needs or "*Complex Needs*". In addition to obtaining permanent accommodation, these applicants need to have their care / support needs addressed as part of any solution to their housing needs.

This chapter deals with the procedures for identifying and dealing with applications and transfer requests from applicants with intensive care and support needs. The procedures involve a multi-disciplinary approach between housing and Health and Social Services personnel in the identification of Complex Needs applicants and agreement on the most suitable re-housing options available to them.

The two main housing options for such applicants are:

- a. Supported Housing Option.
- b. General Needs Accommodation Option - with an agreed, tailored care package for the relevant Applicant, or household member, (see 4.2 General Needs Accommodation).

Note: Only those applicants with *intense* care or support needs will be considered, for the purposes of the Housing Selection Scheme, as being "*Complex Needs Applicants*".

Applicants requiring adapted or purpose built accommodation, such as wheelchair accommodation, *and who do not have intense care / support needs are not considered to be Complex Needs applicants* for the purposes of the Housing Selection Scheme.

4.1 SUPPORTED HOUSING SCHEMES

Supported housing schemes, for the purposes of assessing applicants with “Complex Needs”, are any supported accommodation let by participating landlords by a mechanism other than that used to allocate general needs accommodation, e.g. utilising other agencies in the assessment and allocation procedure. Examples of these include Health and Social Services and Housing Association joint management partners.

Participating Landlords owning supported housing schemes provide not only accommodation to tenants with Complex Needs but also, directly or indirectly, the intensive care and support that these tenants require within a supported housing environment. The day to day management of supported housing schemes and the delivery of care and support to residents may be undertaken by the Landlord or by a third party with whom the Landlord has entered into a management agreement.

4.2 GENERAL NEEDS ACCOMMODATION

Where supported housing is not required, general needs accommodation may be a suitable re-housing option for some applicants with Complex Needs.

Given the *intensive* care and support needs that these applicants will have, general needs accommodation will normally only be suited to Complex Needs applicants who will be in receipt of an agreed, tailored care package, available and delivered to them by Health and Social Services, at the time of any allocation.

Other applicants, or household members, who have *intense* care and support needs may also be considered as being Complex Needs applicants for general needs accommodation where:

1. Their *intense* care and support needs are being met, or will be met, by some means other than by a care package from Health and Social Services, e.g. by a partner or other person acting as the Applicant’s carer,

AND

2. Where it is agreed that, in the event of this other carer being unable to continue to provide the very high levels of support and care required, Health and Social Services would be required to provide such a care package in order to allow the Applicant to continue to remain in general needs accommodation.

4.3 ACCESS TO ACCOMMODATION Rule 19

Applicants with Complex Needs will be considered for housing as a result of a direct referral process from Health and Social Services or as an exceptional case arising from defined criteria identified in the health and social well-being assessment of any General Housing or Transfer application. In either event applicants must comply with usual application requirements as described in Part 2 of the Rules of the Housing Selection Scheme, (Rules 9-14).

There are two stages involved in meeting the housing needs of persons with Complex Needs:

1. The Referral Stage: The identification of applicants having Complex Needs and the determination of the type of housing option that will best meet those needs.
2. The Assessment Stage: The allocation of suitable accommodation to the Applicant.

4.4 COMPLEX NEEDS - REFERRAL

Applicants, who may be *potential* Complex Needs applicants, will be identified through one of two routes, by direct Referral from Health and Social Services or following a Housing Needs Assessment.

For both types of referral, the decision re the applicant's status as a complex needs applicant lies with the Housing Executive. However, a multi-disciplinary discussion between Health & Social Services, support services and the Housing Executive may take place to assist in the decision including which of the two possible housing options would best meet the Applicant's needs i.e. re-housing in a supported housing scheme or in general needs accommodation; this would be particularly important were the support needs of the applicant are not entirely clear.

Please note: Applicants requiring a supported housing scheme will be assessed by the HSO and they will also assess all CN cases for housing associations. The award of Points for Applicants/NIHE Tenants requiring general needs housing will be assessed by HA/PM.

4.4.1 DIRECT REFERRAL

A direct referral can be made to the Housing Support Officer from Health and Social Services Trusts, e.g. following a form of Community Care assessment where a person is leaving long time institutional care such as hospital and is seeking permanent re-housing.

When the applicant requires Supported accommodation, the referral will be made by Health and Social Services personnel directly to the Housing Support Officer working in the Housing Executive Regional Office covering the geographical area in which the Applicant is living at the time of application. Applicants being referred in this way will be required to comply with the normal application requirements, (see 4.8 “Administration of Complex Needs Applications”).

4.4.2 HOUSING NEEDS ASSESSMENT

Potential Complex Needs applicants may be identified as a result of information contained on an application and / or as a result of a Housing Needs Assessment. In such cases the application should be registered onto **HMS** in the usual way.

The criteria for Designated Officers to use in deciding whether a person may be a potential Complex Needs applicant have to be flexible due to the variety and nature of the conditions that may be experienced by applicants. The details of the individual case should therefore be fully and formally investigated accordingly. Designated Officers will however be guided by a range of indicators and by the particular circumstances applicable to the individual case, e.g.

- a) Where the Applicant is, for example, frail elderly has learning difficulties or extensive physical disabilities and requires intensive

support.

- b) Where the Applicant is currently involved with 2 or more Primary Care Teams within Social Services, e.g. Elderly Care Team, Disability Team, Mental Health Team, Occupational Therapist, etc.
- c) The range and intensity of points scored on the Support / Care Matrix.
- d) The range and intensity of points scored on the Functionality Matrix.
- e) Where the Applicant, or household member, has recently been admitted to a hospital, or another institution, for respite care or is due for such an admission.
- f) Other details of the case appearing to warrant further investigation into potential Complex Needs.

If the Housing Advisor or Patch Manager determine the applicant is to be awarded complex needs points, the rationale and details of the care arrangements in place and contact details (if appropriate) should be recorded in the application Notes Tab.

An application UDC 'Contact HSO prior to allocation' should be added to HMS. The relevant assessing officer (HSO/Housing Advisor/Patch Manager) should add their contact details in the UDC comments box on the application.

Where, in the opinion of the Housing advisor/Patch Manager (in NIHE redesigned offices), the Applicant may be a potential Complex Needs applicant that requires a bespoke solution for example, wheelchair accommodation or a housing with care scheme, the case should be referred to the relevant Housing Support Officer. In arriving at this decision, the Housing Advisor or Patch Manager may consider any information which may have been obtained in the multi-disciplinary discussions or if required may seek the views of the Housing Support Officer on the particular case. If it is decided that a case should be referred to the Housing Support Officer, the assessment and award of Complex Needs Points (if appropriate) should be made by the Housing advisor/Patch Manager before the referral.

4.5 POINTS OF CONTACT

The points of contact in the relevant organisations will be:

4.5.1 HOUSING EXECUTIVE CONTACT - HOUSING SUPPORT OFFICER

Housing Executive - A named Designated Officer in each Housing Executive administrative Regional Office, ("Housing Support Officer"). This person will provide a "Housing Support Service" to Housing Executive offices and to Housing Associations and others. The Housing Support Officer will have a detailed knowledge of all the supported housing schemes available within their Region and access to information on the whole of Northern Ireland. He / she will be able to advise Health and Social Services staff on the nature of these schemes.

Housing Support Officers will be responsible for a number of key tasks for customers originating within their geographical area, i.e. the relevant Housing Executive Region, irrespective of where the Applicant is seeking re-housing including the following situations:

- Where a case has been directly referred from the Health and Social Services Trust (see 4.4.1)
- Assessing the award of complex needs points for Housing Association tenants

Case management of customers requiring bespoke housing solutions (upon referral from a Patch Manager/Housing Advisor).

4.5.2 NIHE STAFF-ASSESSMENT OF COMPLEX NEEDS

The criteria detailed in paragraph 4.4.2 should be used by a Housing Advisor/Patch Manager to assess if the Applicant should be awarded Complex Needs points, and if appropriate, referred to the Housing Support Officer.

4.5.3 HOUSING ASSOCIATION STAFF – ASSESSMENT OF COMPLEX NEEDS

If the range of triggers detailed in paragraph 4.4.2 are met by a housing

association tenant requesting a transfer the case should be referred to the Housing Support Officer and he/she will instruct as follows

- a) Confirmation and instruction of when “Complex Needs Points” are to be awarded.
- b) Inform assessing office to apply application UDC and included their contact details in the comments box.
- c) Whether supported or general needs housing options apply.
- d) The supported scheme(s) an applicant should be considered for and to amend the application type to ‘HS’.

In relation to the administration of the case on HMS refer to Section 4.8 in this chapter.

The Housing Executive Regional/Area Offices are Belfast Region, North Region and South Region. All offices can be contacted by phoning 03448 920 900.

4.5.4 HEALTH AND SOCIAL SERVICES CONTACT

Health and Social Services - In most cases the point of contact will be the Applicant’s Key Worker, e.g. Social Worker, (normally this information will be available from the application or from the Housing Support Officer in respect of direct referrals from Health and Social Services). On some occasions, however, another member of Health and Social Services staff may undertake this function. (For example, a Community Psychiatric Nurse, Support Worker from Peripatetic or Floating Support Service, or Support Worker from an addictions service.)

4.6 THE MULTI-DISCIPLINARY DISCUSSION

The Housing Support Officer or relevant Housing Advisor/Patch Manager will enter into dialogue, (a “multi-disciplinary discussion”), with Health and Social Services staff to discuss individual potential Complex Needs applicants.

This may take a variety of forms. It may be formal, such as a specially convened case conference to discuss the various available housing and support options for the Applicant, or it may be informal e.g. by telephone where the Applicant's needs are well known and documented and the available housing options are limited.

The aim of the multi-disciplinary discussion, in addition to identifying Complex Needs applicants, is to maximise the amount of housing choice available to the Applicant. The discussion will allow for the widest possible range of available housing options to be explored and for the Applicant to be registered for an agreed housing option which will most suit his / her needs.

Where, following a multi-disciplinary discussion, the agreed option is for supported housing and one or more suitable Complex Needs schemes have been identified, the Applicant's preferences will be input on to **HMS** for the CLA in which the scheme(s) are located. The availability of a suitable vacancy existing or the likelihood of one occurring in a reasonable timeframe, will also be a factor to be considered, (see 4.7.1 Allocation / Assessment- Option 1). **HMS** should be amended to the relevant type i.e. AS, ES, HS.

Where the agreed option is for general needs housing with a support package, (to be in place at time of allocation), the Applicant's preferences will be input to the **HMS**, (see 4.7.2 Allocation / Assessment - Option 2).

4.7 ALLOCATION / ASSESSMENT

In terms of meeting their accommodation requirements there are two options available for Complex Needs applicants:

4.7.1 OPTION 1 - SUPPORTED HOUSING: RULES 20-22

Complex Needs applicants who require supported housing will be considered without reference to points and apart from the general needs waiting list.

Examples of applicants with Complex Needs who require the supported housing option may include persons with severe learning difficulties, frail elderly persons and persons with chronic debilitating mental conditions etc.

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Applicants will be housed in accordance with their individual needs subject to suitable supported accommodation being available.

Where the agreed option is for supported housing the Applicant's name will be registered onto **HMS** for each suitable Complex Needs scheme on instruction from Housing Support Officers. When deciding which scheme or schemes are suitable, the type of scheme and the available care and support services provided will be taken into account, as will the likelihood of a vacancy arising within a reasonable period of time.

Once a vacancy arises in one of the identified schemes, the relevant Housing Association and its joint management partner will determine if that vacancy is suitable for the Applicant *at that time*. They will consider whether the Applicant's needs are unchanged since the last assessment took place and if these would be met by offering the Applicant the vacant accommodation. Other factors to be considered may include:

- a) The implications for the management of the accommodation, e.g. the ability of the management to cater for the Applicant's individual needs at that time.
- b) The Applicant's compatibility with any other residents in the scheme, e.g. if there are any behavioural issues that might disrupt the existing harmony within the scheme.
- c) Other housing management interests.

Where the Applicant is deemed to be suitable then the allocation can be made, on **HMS**, and the application closed. The allocating landlord will inform the Housing Support Officer of the allocation.

Where the Applicant is deemed not to be suitable or where no allocation has been made within a reasonable time the case will be referred back to the Housing Support Officer for review.

4.7.3 OPTION 2 - GENERAL NEEDS OPTION

Other Complex Needs applicants who can be considered for General Needs housing but who, in order to manage in this type of accommodation, will also require some form of support package to be put in place at the time of any allocation, (see also 4.2 General Needs Accommodation). These applicants will be pointed in the same manner as all other general needs applicants and will be placed onto the general Waiting List In relation to NIHE assessment, the Housing Advisor/Patch Manager will be responsible for assessing if Complex Needs points should be awarded.

A housing association transfer will be awarded Complex Needs points in addition to any other points awarded under the Selection Scheme only on instruction from the relevant Housing Support Officer. This process is carried out and keyed in circumstance table as follows: CN Referral Date, CN Referral Return and CN Points.

Offers of accommodation will be made to the Applicant based on his / her position on the waiting list, subject to a suitable care / support package also being available at the same time, (or other agreed arrangements).

Examples of applicants with Complex Needs, who do not require supported housing and who would be able to live in general needs accommodation, so long as an associated support package was also in place, will also include persons with similar conditions to those requiring supported housing but who may not require quite the same level of care and support.

Where the preferred option is for general needs housing with an associated care / support package the Applicant's name will be recorded onto the general needs Waiting List for his / her Areas of Preference.

When a property becomes available for allocation which can be offered to the Applicant the Designated Officer making the allocation will ensure there is a relevant care and support package and this may involve contacting the relevant Housing Advisor, Patch Manager or Housing Support Officer (when it's a Housing Association tenant), and/or the appropriate Health and Social Services Trust to arrange for the provision of the agreed care and support package. Where other care arrangements have been agreed, i.e. that do not require direct input from Health and Social Services, the Designated Officer

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should be satisfied relevant care and support will be provided.

Where the agreed care and support package is ready and available for delivery to the Applicant then an offer of accommodation will be made.

Where the agreed care and support package is *not ready or available* for delivery to the Applicant then *no allocation of accommodation will be made*. Housing Support Officers will provide appropriate instructions to Housing Executive offices and to Housing Associations in this regard.

In such circumstances the Applicant's name will remain on the Waiting List and the allocating officer will continue to liaise with the Housing Support Service/ Designated Officer until such time as another potential vacancy arises and the care and support package becomes available. The Housing Support Officer / Designated Officer will liaise with all relevant bodies and will endeavour to determine why the agreed arrangements did not work as planned and will review the various available housing options as necessary with Health and Social Services.

A comment should be recorded on the file and on the **HMS** detailing why the offer was not made to the Applicant.

4.8 ADMINISTRATION OF COMPLEX NEEDS APPLICATIONS

4.8.1 REGISTRATION - APPLICATION

All applicants must complete a housing or transfer application as appropriate.

Applications must be registered on **HMS** by the Housing Executive Local Office responsible for the geographical area where the Applicant lives. Transfers must be registered on **HMS** by the tenant's Landlord.

4.8.1.1 DIRECT REFERRALS

Where a Complex Needs applicant has been identified following a direct referral from Health and Social Services, the person(s) making the referral will forward a completed housing application / transfer to the relevant Housing Support Officer in addition to any other required documentation / information. The relevant Housing Support Officer will be the one with responsibility for the geographical area in which the Applicant resides.

Housing Support Officers will subsequently forward applications to the appropriate Participating Landlord, (Housing Executive for applicants and Housing Executive transfers and Housing Associations for their applicants seeking transfer), for registration on **HMS**. All applications and transfers received by Participating Landlords should be initially recorded onto **HMS**.

Applicants or Transfers requesting general needs accommodation, including general needs sheltered accommodation, should have their housing needs assessed and the details input to **HMS**. Where a potential Complex Needs applicant is identified details should be assessed by the Housing Advisor/Patch Manager.

4.8.1.2 HOUSING NEEDS ASSESSMENTS

All applications / transfers must be recorded onto **HMS** (see 4.8.1 Registration - Application Forms).

Housing Executive **Local** Offices making referrals to the Housing Support Service for a bespoke housing solution will complete a housing needs

assessment for the Applicant and ensure that all application information is made available, including all relevant documentation, to the appropriate Housing Support Officer. Housing Associations will do the same for their own tenants seeking transfers.

There may be instances where an individual *applicant* approaches a Participating Landlord with a request for consideration for a supported housing project owned by that landlord. In such instances the applicant will still have to have a housing needs assessment carried out by the Housing Executive, (or Housing Association in respect of a tenant seeking a transfer). Applications should be forwarded to the appropriate Housing Executive **Local** Office (or Housing Association in respect of *a tenant seeking a transfer*).

Where the Applicant has expressed a desire to be re-housed in a named supported housing project the Designated Officer will, following the completion of a housing needs assessment, refer the case to the Housing Support Officer for consideration even if the assessment apparently does not meet the usual Complex Needs “triggers”.

4.8.2 OFFERS / REFUSAL OF ACCOMMODATION

All offers, acceptances and refusals of accommodation must be recorded onto **HMS** at the time they are made by the allocating Landlord.

a) Supported Accommodation - Offers / Refusals

Landlords making offers of supported housing must key offers onto **HMS**, at the time the offer is made, in the same manner as for general needs accommodation. Refusals and acceptances of offers must similarly be promptly recorded onto **HMS**.

It is important that Landlords who have accommodation that is managed by a partner, who is also responsible for making allocations, keep effective lines of communication open to ensure that **HMS** is kept up to date.

b. General Needs Accommodation - Offers / Refusals

Landlords making offers of general needs accommodation will do so after confirmation has been received from the relevant Housing Support Officer that is correct to do so. The offer details must then be input to **HMS** in the normal manner.

The normal time allowed for responses to offers is 2 / 3 days but, in view of the greater level of vulnerability of Complex Needs applicants, Landlords should use discretion in this regard. Landlords should also be aware that Complex Needs applicants may require more time than usual to take up their tenancy because of the arrangements that may have to be put in place by various agencies involved in their care and re-housing.

8.3 POST ALLOCATION - FORWARDING OF FILES

When an offer of accommodation has been accepted, Housing Executive **Local Offices** and Housing Associations will forward the Applicant's file, upon request, to the Participating Landlord who made the offer.

Housing Selection Scheme Guidance Manual

Chapter 3 Ranking of Applicants

Updated September 2025

3.22 COMPLEX NEEDS POINTS: RULE 45

3.22.1 GENERAL

Where an Applicant, or a member of the Applicant's household, has been identified as having complex needs, a multi-disciplinary care assessment has been carried out and their housing need could be met within general needs accommodation, the Applicant will be made an award of Complex Needs points and ranked as a pointed Applicant on the Waiting List used by all Participating Landlords.

3.22.2 NUMBER OF POINTS

Complex Needs points will only be awarded to Applicants as a result of an instruction from the relevant Housing Executive designated officer. An Applicant who meets the criteria will be awarded 20 points.

The policies and procedures to be used when dealing with potential Complex Needs cases are identified in Chapter 4, Applicants with Complex Needs.

Rule 19 Applicants with Complex Needs

An Applicant with complex needs will be considered for housing as a result of a direct referral process from the Health and Social Services sector or, as an exceptional case arising from defined criteria identified in the health / social well-being assessment process of the Scheme.

Rule 20 Applicants with Complex Needs

Where the agreed re-housing option is housing with care, the Applicant will be placed on a separate, administrative, non-pointed list.

Rule 21 Applicants with Complex Needs

Allocations from this list will be made on the basis of:

1. The individual needs of the Applicant;
2. The needs of other residents in accommodation for which the Applicant is being considered;
3. The interests of good housing management.

Rule 22 Applicants with Complex Needs

Where all such factors are equal, date order of application will be used to determine the order in which Applicants are offered accommodation.

Complex Needs Points

Rule 45 Complex Needs

Where an Applicant or a member of the Applicant's household has been identified as having complex needs, a multi-disciplinary care assessment has been carried out and the housing option is general needs accommodation, the Applicant will be made an award of Complex Needs points and ranked as a pointed Applicant on a Waiting List used by all Participating Landlords (see Schedule 4).