

# Armagh City, Banbridge & Craigavon

Housing Investment Plan

Annual Update 2016





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Geography of Armagh City, Banbridge and Craigavon Borough Council



Armagh City, Banbridge and Craigavon Borough Council is divided into seven district electoral areas



# Foreword

Last year saw the launch of our four year Housing Investment Plans (HIP), which identified housing related outcomes to initiate discussions with councils and stakeholders to develop a shared vision for the future of housing in your council area.

This year we are launching our first HIP annual update. The annual update reports on the progress of the Housing Executive and other agencies to achieve these outcomes and on how we intend to deliver housing ambitions over the remaining three years of the HIP, and the longer term.

In 2015, new powers were introduced to councils, including responsibility for planning and a duty to produce

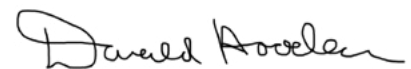
a community plan. The Housing Executive, as a statutory partner in planning and community planning, has actively engaged with each of the new council's Local Development Plan (LDP) and community planning teams, other statutory partners and community representatives.

Joint working throughout the last year, has enabled us to develop strong relationships and to benefit from collaboration and sharing information. The HIP has been instrumental in this process.

Close working with stakeholders, and our role in the community plan are key elements in the Housing Executive's 'Journey to Excellence' programme,

which aims to deliver top class housing and regeneration solutions to meeting the needs of communities and partners now and in the future.

We look forward in 2016 to further developing our relationships with councils and other stakeholders through the planning and community planning processes to build lasting housing solutions to benefit the whole community.



Donald Hoodless  
Chairman

## HOUSING EXECUTIVE REGIONAL ACHIEVEMENTS

2015/16 has been an exceptional year for the Housing Executive. Over this period:

- Working alongside housing associations we saw 1,568 new homes started last year;
- Our response maintenance performance exceeded targets in terms of tenant satisfaction and completion rates;
- 25,100 of our homes were included in the largest planned maintenance programme for many years, which saw expenditure of £85.3m;
- Over £81m has been channelled into regional services, helping vulnerable people across Northern Ireland, including £83m on tackling homelessness and £73 million through the Supporting People programme;
- 9,973 homes were supported through private sector grants including a spend of £15m on fuel poverty schemes and £12m spent on grants for private homeowners;
- £676.7m in housing benefit was administered in the last year to 164,314 customers;
- In May 2015, the organisation secured the Investors in People 'Silver Award' accreditation. The organisation was re-credited Customer Service Excellence (CSE) with overall customer satisfaction levels for the current year running above 81%;
- The Housing Executive has met all of its key targets for 2015/16. Importantly, we have delivered positive outcomes for customers across the range of Housing Executive functions in both landlord and regional services. The Housing Executive is well placed to continue to deliver much needed investment and services to people in Northern Ireland in the years ahead.





# Introduction

In 2015, the Housing Executive published the Armagh City, Banbridge and Craigavon (ACBCBC) HIP 2015-19, which aims to provide



a long term and ambitious vision for the development of housing. This year we have produced our first annual update, the purpose of which is to record progress of actions set out in the HIP for 2015/16, and to detail new proposals for 2016-19. The annual update should be read in conjunction with the HIP 2015-19.

The HIP sets out a strategic direction for housing across all tenures, both new and existing. Proposals detailed within this annual update seek to achieve this by promoting development, improving health and wellbeing, reducing inequality, and by creating more cohesive, safe, vibrant and successful places for all.

Since the publication of the HIP, the Housing Executive, as a statutory community planning and Local Development Plan (LDP) partner, has welcomed the opportunity to work with the council and stakeholders to incorporate and embed the HIP vision and outcomes within community planning and LDP processes.

With limited and reduced public resources, the partnership approach, which the community plan facilitates, will become increasingly important to deliver good quality services and housing solutions for local communities.

The annual update retains the HIP framework based around five themes and associated outcomes. Detailed information of proposals is set out in the Appendices. All statistics in this document refer to the ACBCBC unless otherwise stated.

## Vision

The housing sector throughout Northern Ireland faces a number of challenges in the current economic climate but is committed to working in a way that goes beyond a simple 'bricks and mortar' approach. The housing vision for the ACBCBC is one where:

*"housing plays its part in creating a peaceful, inclusive, prosperous and fair society"...*

This vision for the ACBCBC seeks to deliver sustainable communities, living in dwellings of a decent standard and in sufficient numbers to meet local needs in both urban and rural areas.

## Themes and Outcomes

Success for housing providers necessitates measuring the effect of interventions therefore, under each of the five themes, a number of outcomes have been identified.

## Themes and Outcomes

### THEME ONE

#### Identify and meet housing need and demand

1. Identify new housing requirements.
2. Increase the supply of affordable renting to meet the needs of communities.
3. Assist home ownership.

### THEME TWO

#### Improving people's homes

4. Improve the quality of the housing stock.
5. Develop low carbon homes and reduce fuel poverty.

### THEME THREE

#### Transforming people's lives

6. Provide suitable accommodation and support services for vulnerable residents.
7. Homelessness is prevented or is addressed effectively.

### THEME FOUR

#### Enabling sustainable neighbourhoods

8. Regenerate neighbourhoods.
9. Create safer and cohesive communities.

### THEME FIVE

#### Delivering quality services

10. Deliver better services.

### The HIP and the Community Plan

Armagh City, Banbridge and Craigavon Borough Council and their statutory partners are developing a community plan. Housing has a key role in this process and can contribute to achieving many of these outcomes.

From May 2016, six thematic groups have been gathering and interrogating evidence across the six themes identifying potential outcomes along with indicators of how to measure success. The work of these groups will feed into the overall community plan for ACBCBC which is scheduled for publication by March 2017, following a period of public consultation.

#### ACBCBC THEMATIC WORKING GROUPS:

##### Environmental:

1. Regeneration (physical and environmental).
2. Infrastructure (Energy and Transport).

##### Social

3. Communities.
4. Health and Wellbeing.

##### Economic

5. Competitiveness/Employment and Education/Skills.
6. Tourism, Arts and Culture.

### The HIP and the Local Development Plan (LDP)

The LDP contributes to the development of sustainable, safe and cohesive communities and to meeting the needs of all our citizens.

The LDP will influence housing development in ACBCBC for fifteen years. It is therefore important that the community plan and HIP themes and outcomes are taken into account in the preparation of the LDP.

In the past year, the Housing Executive has delivered briefings to the council's LDP team based on the data from the HIP and the most recent housing need assessment. The Housing Executive will provide a full submission on their analysis of the housing market to inform the preparation of LDP's preferred options paper.

## Context

### Strategic Context

The HIP annual update has been developed within the context of the Northern Ireland policy framework. There has been significant development in this area since the publication of the HIP. The relevant policies and strategies, which set the financial, legal and policy parameters within which the housing industry currently operates in Northern Ireland, are discussed.

### The draft Programme for Government (PfG)

On 26 May 2016, the NI Executive agreed the draft Programme for Government (PfG) Framework 2016-21. The draft framework contains 14 strategic outcomes which, taken together, set a clear direction of travel and enable continuous improvement on the essential components of societal wellbeing. A consultation on the draft Framework has been launched and will run until 22 July 2016.

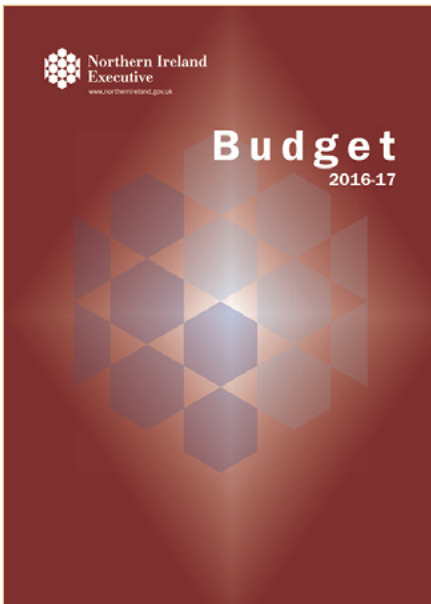
### A Fresh Start

*A Fresh Start, The Stormont Agreement and Implementation Plan* agreed a number of initiatives, including:

- Government Restructuring;
- NI Executive Budget;
- Welfare Reform.

Northern Ireland **government departments** have been restructured, reducing the number from twelve to nine. Under the restructuring the Department for Communities (DfC) is responsible for housing and regeneration.





NI Executive Budget

A new Budget was approved in January 2016 based on the new government departments. There are a number of emerging objectives which the Minister for DfC will consider establishing priorities according to the available resources in 2016-17, including:

- how to continue to support vulnerable members of society through joined up service delivery;
- how to support and develop vibrant communities through providing access to decent affordable homes, and creating urban centres which are sustainable, welcoming and accessible; and
- manage staffing levels to deliver required cost reductions while ensuring business continuity through housing reform.

The 2016-17 Northern Ireland Executive's Budget requires a reduction of 5.7% to unprotected areas of DfC which equates to a reduction of £38.5 million. Pressure will continue to be applied to make savings while maintaining existing and new housing services.

Under the 'Fresh Start Agreement', the Northern Ireland Executive agreed to examine ways of mitigating hardships created by **Welfare Reform** legislation. The Welfare Reform Mitigations Group, has put forward a number of proposals for a four year period including:

- a series of supplementary payments to carers, people suffering from ill health and low income families;
- the 'bedroom tax' should not be introduced; and

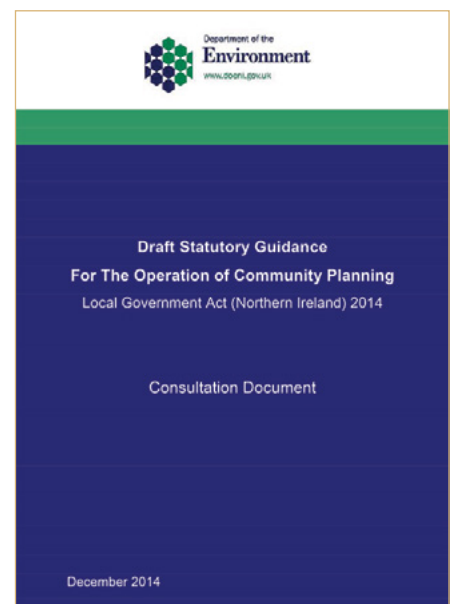
- resources originally earmarked for those who lose out from tax credit cuts should be allocated to those who will be adversely affected by the introduction of universal credit.

### Local Government Reform

#### Statutory Guidance for the Operation of Community Planning

was issued by DOE in October 2015. A partnership panel established by the Northern Ireland Executive will monitor the role of government departments in the community planning process.

Councils are required to publish a community plan by April 2017. After the community plan is published, councils must release a progress report once every two years. The HIP annual update will inform this process.



Statutory Guidance for the Operation of Community Planning



Facing the Future: The Housing Strategy for Northern Ireland 2012-2017

Included in the reform of local government is a change in the regulatory regime for Houses in Multiple Occupation (HMOs). It is anticipated that following the approval of the **HMO Bill** this year, the responsibility for HMO licensing will transfer from the Housing Executive to councils in 2017/18.

### Housing Strategy 'Facing the Future'

A number of initiatives emanating from the Housing Strategy – '*Facing the Future*'; continue in their development.

During 2015, the **Social Housing Reform Programme** developed policy reform proposals in a number of areas. Public consultation on a draft **Tenant Participation Strategy** was successfully completed and the final strategy and action plan was published in January 2016.

There are a number of actions to be completed by March 2018, including establishing:

- an independent tenant organisation;
- a tenant advocate role; and
- a housing policy panel.

Public consultation on proposals for a **New Regulatory Framework for Social Housing Providers** was also completed successfully. This sets out the framework that will be used to regulate activities and services provided by social landlords. The publication of the final framework and guidance is due in 2016.

Options for **structural reform for the social housing** industry in Northern Ireland have been identified and assessed however; this work is being revisited in light of the Northern Ireland Executive's 'Fresh Start Agreement'.

The **Review of Supporting People**, carried out by the Department for Social Development (DSD) was completed and published in December 2015. The Housing Executive is working closely with DfC to develop an action plan to deliver the report's recommendations over the next two to three years. The key priorities are to deliver:

- a Strategic Needs Assessment;
- an outcomes framework;
- value for money;
- provider selection; and
- regulation of services.

Following publication of research into the fundamental **Review of the Social Housing Allocation Policy**, DfC is currently working up proposals based on the recommendations. Proposals will be subject to public consultation.

DSD published a **Review of the Role and Regulation of the Private Rented Sector** (PRS) in November 2015. The review identifies key issues relating to the PRS and compares the role and regulation of private renting across Europe. The review does not set out firm proposals; these will be contained in a second consultation document.

## The Rural Needs Bill

### The Rural Needs Act (NI) 2016

received Royal Assent on the 9th May 2016. This primary legislation not only places a statutory duty on all central government departments and local councils to pay due regard to rural needs when developing and implementing government policies and strategies and delivering public services, but also requires them to compile, and make available in an open and transparent manner, information on how they have met that duty.

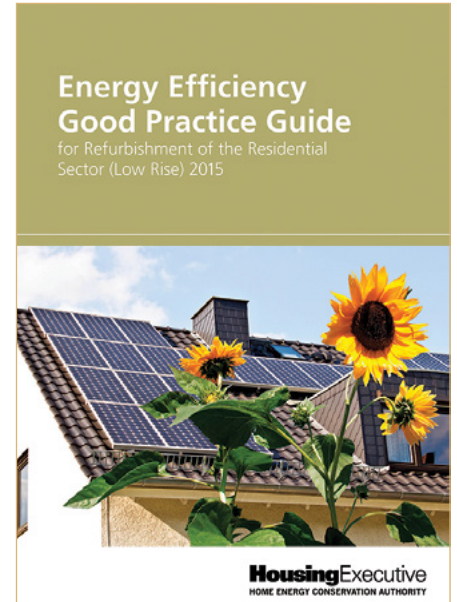
The Housing Executive has endorsed rural proofing since it was first introduced by DARD in 2002 and procedures are in place to rural proof all new and revised corporate strategies and policies. However, in recognition that rural circumstances are often different from urban, our **Rural Strategy & Action Plan 2016-2020** sets out our specific rural approach and our contribution to enabling sustainable rural communities. The introduction of the Rural Needs Act now provides the legislative basis for this work and an opportunity for the Housing Executive to reinforce our commitment to identifying and addressing rural housing needs.

## Housing design

An aging demographic and a rise in the number of people surviving trauma and congenital conditions is anticipated to increase the demand for more flexibly designed wheelchair accommodation. DfC and the Housing Executive are working to review wheelchair design and space standards for social housing that reflects best practice. On approval, new standards will be included in DfC's Housing Association Guide.

The Housing Executive has prepared an **Energy Efficiency Good Practice Guide for Refurbishment**, which can be applied across all tenures. At present, energy efficiency measures tend to be carried out in an ad hoc manner. This has proved less than effective in tackling fuel poverty.

The Housing Executive advocates a whole house energy efficiency programme which simultaneously delivers heating, wall insulation, loft insulation, double-glazing and external doors. This external fabric plus heating approach will deliver maximum comfort to householders in one scheme. We would advocate this approach should be applied across all housing tenures to reduce fuel poverty and CO2 emissions whilst enhancing health and well-being.



Energy Efficiency Good Practice Guide



Master McGrath

### Local Context

ACBCBC covers an area of 554 square miles and has the second largest population after Belfast. It is strategically positioned on the axis of the main East West and North South economic corridors and is supported by high quality road and rail links both within Northern Ireland and to the Republic of Ireland. The area has emerged from the recent economic recession and now boasts a vibrant and growing economy. The percentage of people claiming unemployment related benefits is below the Northern Ireland average over the past five years.

This section summarises the current ACBCBC housing market and issues that have the potential to affect its future development.

### Housing Market Update

The local housing market is slowly recovering following the economic crash in 2007. Despite a small increase in house prices over the past year a number of imbalances in the housing market remain. The decline in private sector house development, low house prices, a lack of mixed tenure development, an undersupply of private rented accommodation and an increasing number of applicants in housing stress on the social housing waiting list all pose particular challenges. Addressing these issues will require a multi-agency approach, such as the framework provided by the community planning process.

The population continues to increase and has a higher propensity for growth than other councils in Northern Ireland with a younger population. Similar to other councils, the older population is growing, albeit at a lower rate. Whilst the need for family accommodation remains strong, there is also a requirement to construct dwellings to facilitate the increase in elderly and smaller households.

Housing Growth Indicators (HGIs) are estimates of new dwelling requirements based on new household projections. The Department for Regional Development have realigned HGIs for Northern Ireland, based on 2012 household figures and it is anticipated that these will be announced by the Department for Infrastructure in 2016. This information will inform the ACBCBC LDP on the need for additional development land.

The economic performance of ACBCBC as demonstrated through levels of unemployment, economically inactive and low incomes, continues to perform well compared to the rest of Northern Ireland. The local economic performance affects the capacity for development in the private sector housing market.

The local economic performance affects the capacity for development in the private sector housing market and from 2012 private new build starts have increased by 62% (LPS).



## Owner Occupied Sector

The private housing market had been showing some signs of improvement with gradually increasing numbers of transactions. However, this trend has plateaued, with a slight reduction in house sales during 2015.

House prices have increased to £127,347 in the past year but still remain much lower than the Northern Ireland average of £149,449. The improving economic performance and confidence within the ACBCBC area is also highlighted through increasing new build starts in recent years. Popular locations include Armagh City, Banbridge Town, Lurgan and Portadown.

Feedback from local estate agents reports the following:

- demand is outweighing supply across all price ranges;
- the housing market continues to recover with a high number of sales transactions across the council area over the last two years;
- there has been an increase in private new build helping with the recovery of the sector;
- main buyers include first time buyers and existing home owners; and
- the majority of new build developments in the area are progressing as planned.

## Private Rented Sector (PRS)

The PRS continues to play a significant role in the local housing market. Local estate agents report that there is continuing strong demand for private rental accommodation across ACBCBC. Demand is high for terraced homes

in Portadown, Lurgan and Craigavon, particularly when close to local industry.

Local estate agents have indicated that key drivers affecting the PRS in ACBCBC include:

- high demand for private rental, particularly for terraced homes in Portadown, Lurgan and Craigavon;
- no net additional supply;
- the majority of private rental properties are owned by investors;
- job and income uncertainty;
- low numbers of private new build development;
- lending restrictions; and
- a high level of negative equity.

Local estate agents also indicated that rents have remained static in most areas and are possibly beginning to rise slightly in recent months. Rent increases are likely in the short term and this could potentially impact on households currently using local housing allowance to fund their rent.

Housing Benefit, nevertheless, continues to play a vital role in supporting low-income tenants in the PRS. At March 2016, 7,720 private tenants in ACBCBC were in receipt of housing benefit.

Whilst it is envisaged that the risk of disinvestment in the sector is low, the market is unsure of the effect of the recent tax changes for private landlords. This matter will be closely monitored.



New Build





### Social Housing Sector

The requirement for new social housing in the ACBCBC has remained generally consistent since 2010. The five-year assessment for 2015-20 shows a need for 302 units. Need is concentrated in Armagh City (100 units), Lurgan (100 units), Banbridge (50 units), Derrymacash/Derrytrasna/Kinnego (25 units) and Portadown (10 units).

Approximately 65% of the social housing waiting list comprises single households, and small families. The predominance of single and smaller family households will mean a significant requirement for one and two bedroom dwellings.

According to the DOE Housing Land Availability reports in 2014, there was the potential of 936 hectares which equates to 22,578 potential dwellings within ACBCBC settlement.

We seek to provide social housing on land owned by the Housing Executive. Where such land is not available, housing associations and developers will engage other sectors to meet housing need. The Housing Executive publishes the annual 'Unmet Need Prospectus' to identify new locations at which new social housing is required. The Unmet Need Prospectus is available at the following web address;

[http://www.nihe.gov.uk/index/corporate/unmet\\_need\\_prospectus.htm](http://www.nihe.gov.uk/index/corporate/unmet_need_prospectus.htm)

The Housing Executive also carries out studies on third party lands within the settlement limits of district towns and villages for development potential and passes these studies onto the Housing Associations for investigation/acquisition.

Studies have been carried out at Derrymacash and Derrytrasna and negotiations are ongoing between Housing Associations and landlords with a view to acquisition and subsequent development.

It is important that the emerging community plans and LDPs, through engagement with local communities and elected representatives, take the opportunity to develop a housing strategy for ACBCBC, which promotes sustainable, mixed tenure communities in line with the Regional Development Strategy and the Strategic Planning Policy Statement.

### Regeneration

Regeneration and sustaining communities are key themes of DfC's Housing Strategy and Urban Regeneration and Policy Framework, which sets out policy objectives that will form the basis of any future policy or programme development in urban regeneration and community development.

There are a number of regeneration initiatives within ACBCBC including the Regional Development Strategy which contains a spatial framework to promote co-operation between places and encourage clustering of services to avoid duplication. ACBCBC have the potential to become a cluster and to capitalise on their strategic position on the Belfast/Dublin and Belfast/Enniskillen/Sligo economic corridors.

The Northern Ireland Budget 2016/17 highlights that DRD secured £17.6 million from the Connecting Europe Facility for improvements to the rail network including improvements to the section from Knockmore to Lurgan.

A proportion of the capital budget of £232.6m is being spent on a primary community care facility in Banbridge and a new paediatric facility at Craigavon Area Hospital. This will have a positive effect on the future of both the economy and housing development and medical services in the local area.

The statutory special planning context for the area is provided through three existing DoE Area Plans including the Armagh Area Plan 2004, the Craigavon Area Plan 2010 and the Banbridge/Newry and Mourne Area Plan 2015.

The ACBCBC Regeneration and Development Strategy 2015-20 highlights the Craigavon Integrated Development framework and the importance of bringing together the three centres of the district including Armagh, Banbridge and Craigavon as a complimentary package.

There is also a non-statutory regeneration context through masterplans or development strategy documents for Armagh, Banbridge, Craigavon and other towns and villages. The consultation on the draft proposals in the '**Banbridge Masterplan**' provides an evidence-based plan showing the strategic vision for Banbridge over the next 15 years. The masterplan aims to promote projects that have the potential to add to and maintain a vibrant, high quality and fully integrated town. The consultation period ended in March 2016.

## Update on resources/budget

Pressure on public spending continues to be applied, requiring public bodies to adapt with new, more effective and efficient ways of delivering high quality services for citizens in Northern Ireland. An austere fiscal environment, reducing pay-bill, changing demographics and public expectation, services for the convenience of customers, and keeping up with advances in technology are some of the considerable challenges public bodies face in the service arena.

Cross cutting themes and objectives in the draft PFG set out the direction of travel for public services.

The early engagement in the community planning process has also highlighted the potential for collaboration between councils, statutory partners and the third sector to deliver effective services. Community planning will also enable the better targeting of limited public sector resources more efficiently.

The past year has delivered significant public sector housing investment, for a wide range of services, and the 2015/16 investment totalled £22.76 million for ACBCBC. Housing expenditure and projected housing investment is set out in the following table.

Table 1: ACBCBC actual/projected public sector housing spend

Activity areas	Actual spend £m	Projected spend £m
	2015/16	2016/17
Capital improvement work	0.53	3.09
Planned maintenance work*	6.42	7.23
Response maintenance	4.15	3.84
Private sector grants	1.14	1.09
Grounds maintenance	0.53	0.66
Supporting People	4.89	5.49
Investment in new build**	5.10	***
Total	22.76	21.40

Source: NIHE

\* Includes minor disabled person adaptations, redecoration and displacement grants.

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

\*\*\* The total cost of units in the gross Social Housing Development Programme (SHDP) for 2016/17 has not been finalised.



Linen Bleachers

## Progress Report

The following sections contain progress report tables for each HIP outcome. The tables detail progress of housing proposals set out in the HIP for 2015-19, new plans and schemes for 2016-19 and reaffirm the ten-year vision.

Where updated or new relevant data is available to that identified in the HIP, this has been incorporated in graphic or tabular form. The updated statistical information is reported by each HIP theme.



# THEME ONE

## Identify and meet housing need and demand

### OUTCOME 1: IDENTIFY NEW HOUSING REQUIREMENTS

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will update the Net Stock Model (NSM) in 2015 following the 2015 review of household projections.	Achieved. An ongoing requirement was estimated at 1,600 new social housing units per annum across NI.	The NSM will be updated in 2017 and 2019.	NIHE will deliver updated objective assessments of affordable housing (social and intermediate housing) need by household type.
NIHE will carry out an annual five year social housing need assessment for ACBCBC.	Achieved. The five year social housing need for ACBCBC is 302 units.	NIHE will carry out an annual five year social housing need assessment for ACBCBC.	Continuously evaluate and update housing need and demand in line with best practice.
NIHE will annually assess demand for intermediate housing for the borough.	Achieved. The ten year intermediate housing demand for ACBCBC is 1,850 units.	NIHE will annually assess demand for intermediate housing for ACBCBC.	
NIHE will carry out latent demand tests in rural areas to identify hidden need.	NIHE did not carry out latent demand tests within ACBCBC in 2015/16.	NIHE will determine new locations to test after the completion of the Housing Need Assessment process. Any requests from Councillors or local representatives on test locations will also be considered.	Identify rural housing need/demand.



## Armagh City, Banbridge and Craigavon

Housing Investment Plan

Annual Update 2016

### OUTCOME 1: IDENTIFY NEW HOUSING REQUIREMENTS - *continued*

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
DRD will review Housing Growth Indicators (HGIs) for LDPs across all council areas.	Currently underway.	Department of Infrastructure will announce HGIs in 2016.	NIHE will provide evidence based cross tenure analysis of the local housing market to inform local development and community planning
NIHE will annually update councils with affordable housing need reports for the production of local development and community plans.	Achieved.	NIHE to deliver annual updates of affordable housing requirement to inform local development and community plan.	
NIHE will review housing market geographies for NI and deliver Housing Market Assessments across NI.	Housing market geographies research scheduled to commence in 2017/18.	NIHE will review housing market geographies for NI and deliver Housing Market Assessments across NI.	
Choice Housing will actively market six of their completed dwellings at Curran Street, Portadown for intermediate housing.	Choice received permission from the DfC to privately rent the six properties through a local estate agent. The remaining six properties are available for social housing.		

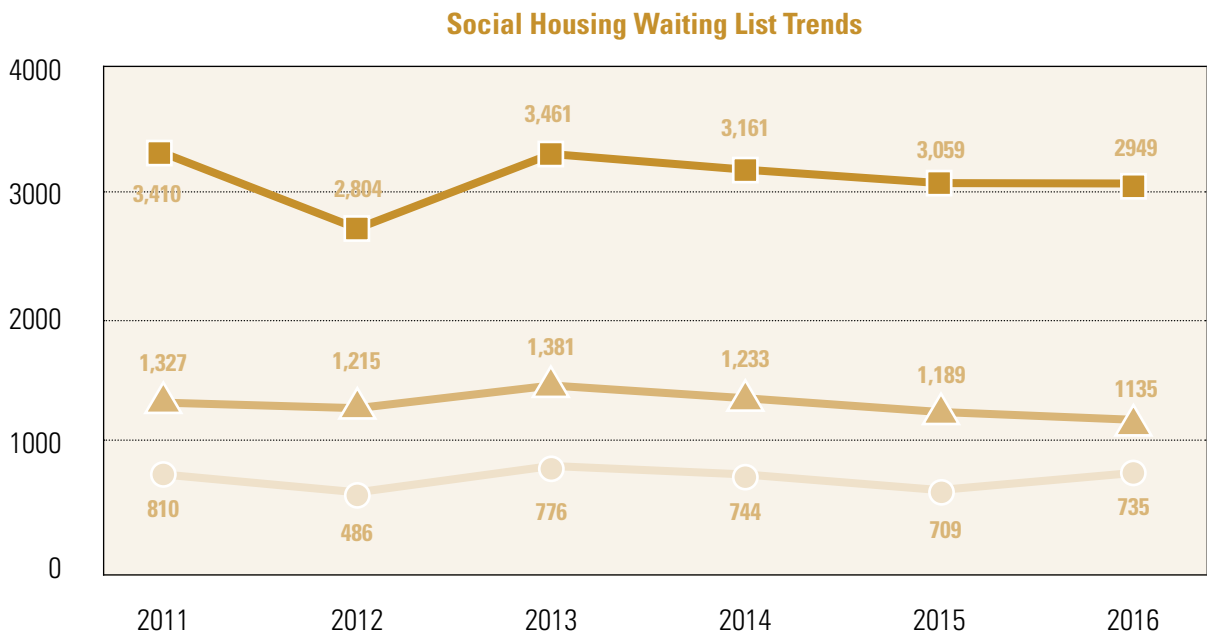


Church View, Charlemont (Choice HA)

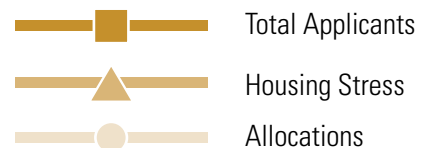


Demographics	Mid-year estimate 2004	Mid-year estimate 2014	Projected 2024
Children	41,801 (23.1%)	45,680 (22.2%)	49,829 (22.0%)
Working age	115,618 (63.9%)	129,787 (63.1%)	137,602 (60.8%)
Older people	23,409 (12.9%)	30,244 (14.7%)	38,886 (17.2%)
Total Population	180,828	205,711	226,317
Households	-	77,762	85,688
Average Household Size	-	2.63	2.62

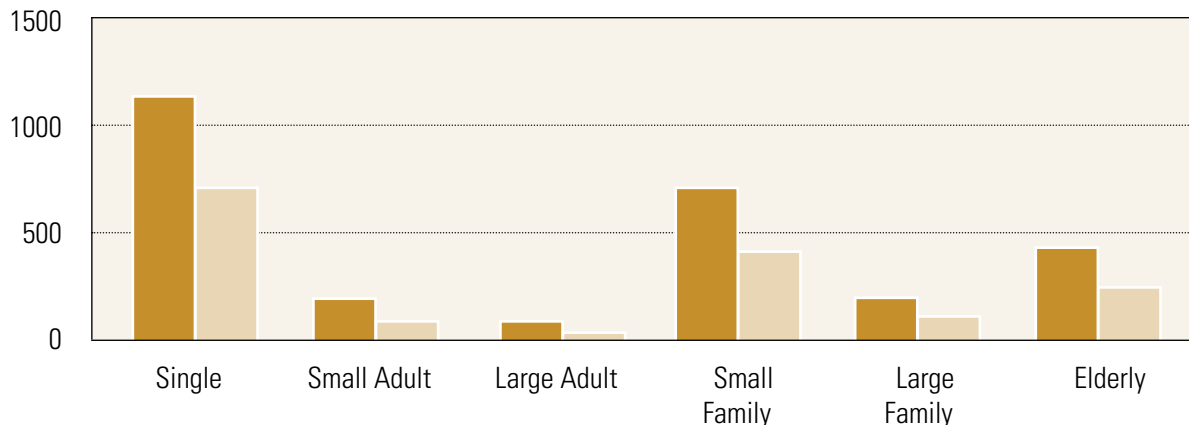
Source: NISRA



Source: NIHE



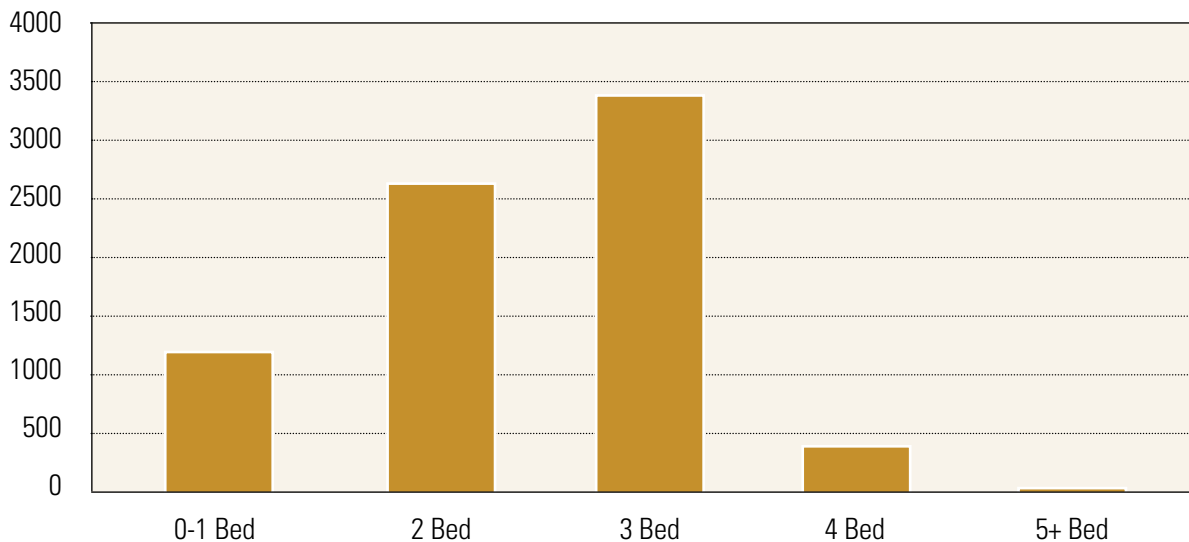
**Social Housing waiting list by households March 2016**



Source: NIHE

■ All Applicants ■ Housing Stress

**NIHE Housing Stock by bedroom March 2016**



Source: NIHE

**OUTCOME 2: INCREASE THE SUPPLY OF AFFORDABLE RENTING TO MEET THE NEEDS OF COMMUNITIES**

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>DSD will approve a gross, three year 2015/18 SHDP.</p> <p>NIHE with DSD and HAs will formulate a delivery strategy for the SHDP ready for implementation in April 2016.</p> <p>NIHE will carry out site identification studies to examine sites for social housing.</p>	<p>The SHDP delivered new build starts in nine schemes, for 40 units in 2015/16.</p> <p>Ongoing. A Commissioning Prospectus is currently being finalised. Work is also underway to produce an SHDP Delivery Strategy document and Action Plan.</p> <p>NIHE is currently liaising with land owners in Derrymacash and Derrytrasna.</p>	<p>DfC will approve a gross, three year 2016/19 SHDP.</p> <p>A new approach to commissioning the SHDP will be informed by the publication of the Commissioning Prospectus, which will provide a strategic, cross-tenure overview of housing need and demand across NI. A formal Delivery Strategy document (and accompanying Action Plan) will be submitted for NIHE Board &amp; Ministerial approval in August 2016, prior to publication.</p> <p>NIHE will carry out site identification studies as necessary.</p>	<p>Maximise public funding through the procurement of affordable housing.</p>
<p>NIHE will work with councils to develop social housing policies for the new LDP.</p> <p>DOE and DSD will publish PPS22 Affordable Housing.</p>	<p>Council planning has commenced collaborative work with NIHE on LDP's preferred options paper.</p> <p>DSD carried out and published economic research on viability of PPS22.</p>	<p>NIHE will work with councils to develop social housing policies for the new LDP.</p> <p>DfC &amp; DfI will engage with key stakeholders on recommendations detailed in the research report. Provision of affordable housing will be promoted in the LDP.</p>	<p>NIHE and local council will introduce policies to identify land for mixed tenure development through development planning processes.</p> <p>Introduce developer contributions for affordable housing.</p>

**OUTCOME 2: INCREASE THE SUPPLY OF AFFORDABLE RENTING TO MEET THE NEEDS OF COMMUNITIES - *continued***

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
DSD will continue to implement landlord registration and tenancy deposit schemes and analyse the data received.	Achieved. There were 10,794 landlord registrations at March 2016.	DfC will continue to implement landlord registration and tenancy deposit schemes and analyse the data received.	Monitor and evaluate the performance of the PRS to assess effectiveness in meeting affordable housing need.
DSD will complete a fundamental review of the PRS in 2016.	First phase of consultation completed February 2016.	DfC will assess consultation responses for phase 1 of the Review of Regulation and the Role of the PRS in 2016 and will publish a phase 2 consultation document.	Introduce effective regulation for the PRS to maintain physical and management standards.
NIHE plan to process new public/private HB claims within the 25-day target and HB claim amendment within eight days.	The level of performance achieved for the year 2015/16 was an average speed of 17 days in respect of new claims and an average of four days in respect of HB claim amendments.	NIHE plan to process new public/private HB claims within the 25-day target and HB claim amendment within eight days.	
NIHE have made £450k available to fund Smartmove private rented access scheme across NI for 2015/16.	NIHE funded Smartmove private rented access scheme to a value of £359k across NI during 2015/16. Smartmove has provided advice, support and accommodation to people in acute housing need in Armagh, Lurgan/Craigavon and Portadown.	NIHE have made £370k available to fund Smartmove private rented access scheme across NI for 2016/17.	

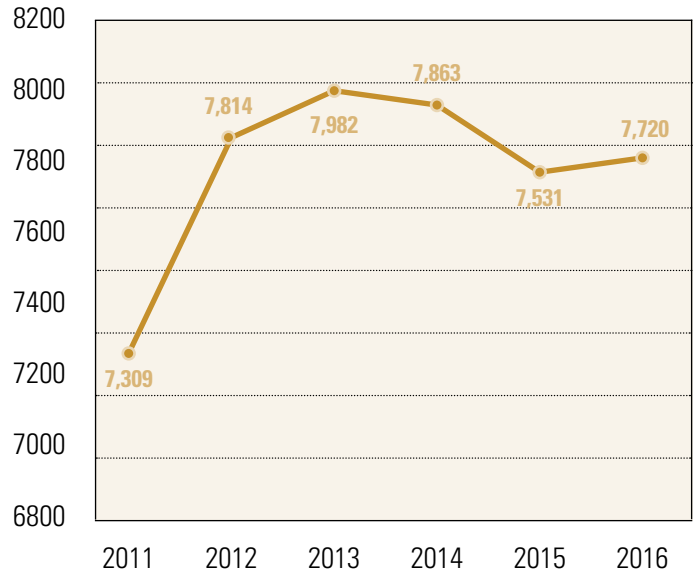
Housing Benefit NIHE and Housing Association Claimants at March 2016



**7,175**

Source: NIHE

**Private Housing Benefit Claimants**

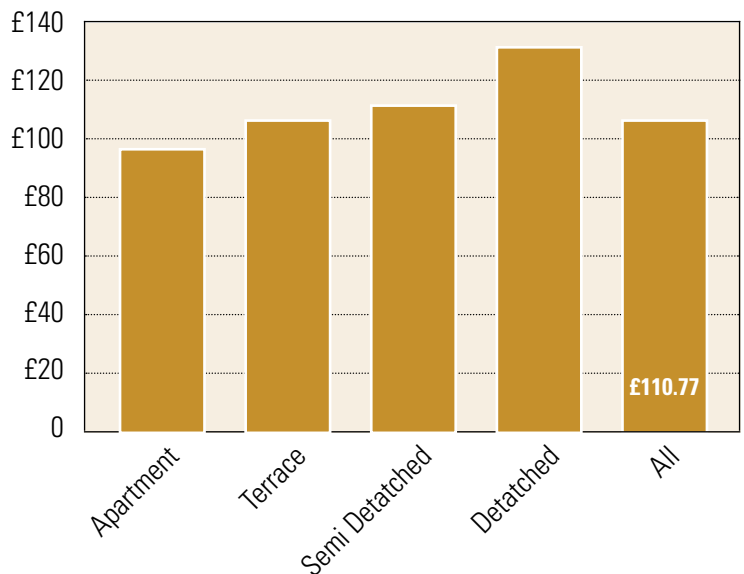


Source: NIHE

DSD's Landlord Registration Scheme identified **10,794** tenancies in 2016. Up from **9,779** in 2015.

Source: DSD

**Average Weekly Private Sector Rent by House Type**



Source: University of Ulster

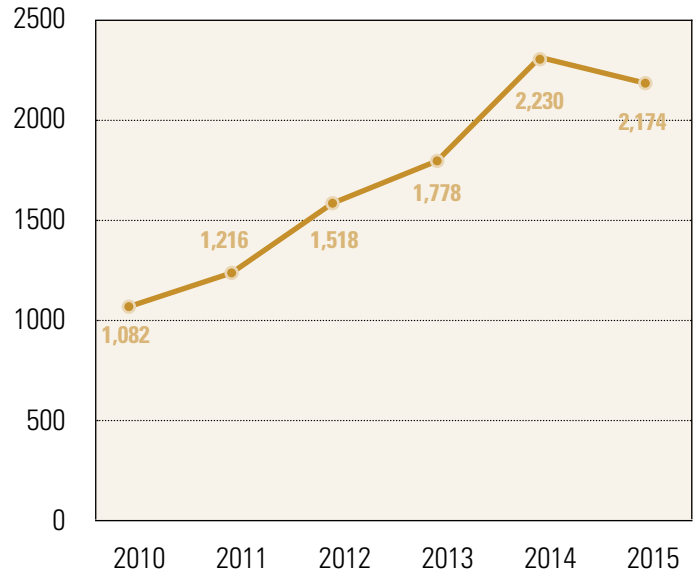


Ten year intermediate housing demand  
2015-2025



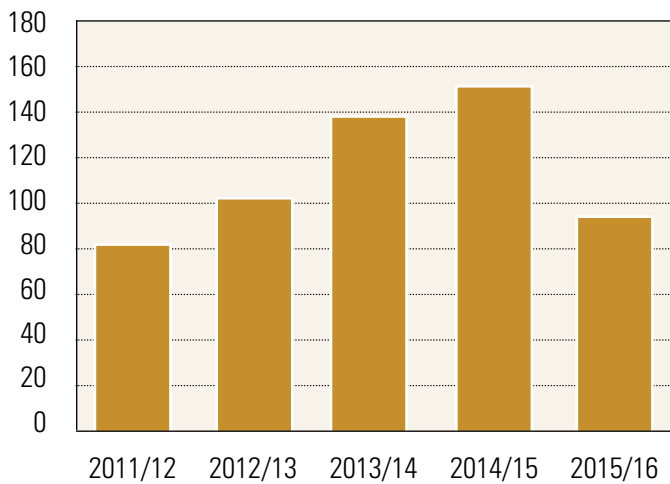
Source: NIHE

**House Sales All Tenures**



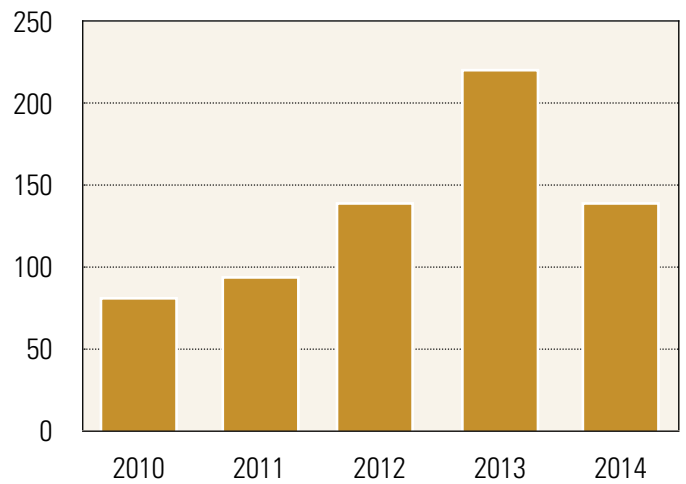
Source: LPS

**Co-Ownership Approvals**



Source: Co-Ownership

**Repossessions**



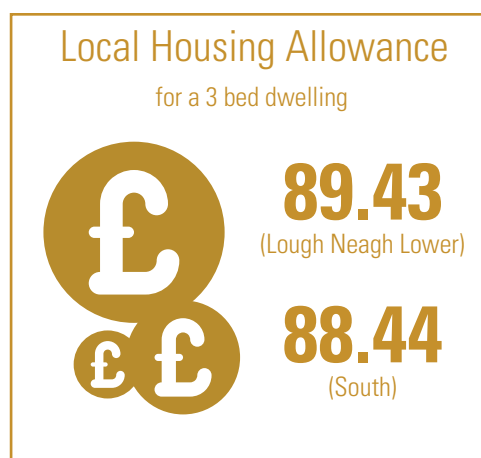
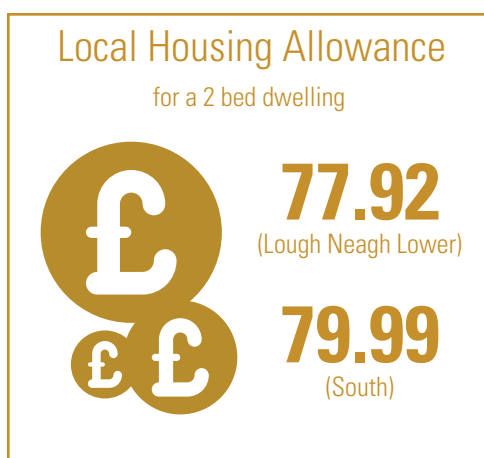
Source: DSD

### OUTCOME 3: ASSIST HOME OWNERSHIP

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	59 NIHE properties were sold to tenants under the house sales scheme during 2015/16.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	Continue to assist home ownership through House Sales and Equity Sharing.
DSD has committed funding of £15m to Co-ownership for 2015/16 with a target of 300 approvals in NI.	DfC has committed a total of £96.3m to Co-ownership for their core scheme shared equity programme for the period 2015/16 to 2018/19.  93 properties were purchased through the scheme in ACBCBC over the past year.	DfC will administer committed funding of £96.3M to Co-ownership for 2015/16 -2018/19 with a target of 2,643 affordable homes for NI.	Continue to assist households in purchasing their home through shared ownership.
DSD will pilot a number of initiatives across NI using the Affordable Home Loans Fund (AHLF) to deliver affordable housing. These include:  1. £19m to provide up to 600 affordable homes;  2. £9.2m in Financial Transactions Capital (FTC) funding to an empty homes scheme (being delivered by Clanmil); and  3. £5m to date in FTC funding for a Rent to Own scheme (being delivered by Co-ownership).  4. Developing intermediate housing on surplus NIHE land (Clanmil and APEX).	DSD has awarded £19m FTC under AHLF in NI.  £12.5 million FTC has been awarded to Co-ownership for the Rent to Own initiative.  There have been no sites identified within ACBCBC during 2015/16.	It is expected that the Co-ownership Rent To Own initiative will become operational in 2016/17.	Introduce a developer contribution to increase the supply of intermediate housing.  Deliver finance models to make better use of funding for intermediate housing.  Deliver a range of intermediate housing products, such as intermediate rent.

**OUTCOME 3: ASSIST HOME OWNERSHIP - continued**

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
DOE and DSD will work to finalise PPS 22 'Affordable Housing' to facilitate intermediate housing.  NIHE will work with councils to develop intermediate housing policies through the LDP.	DfC carried out and published economic research on viability of PPS 22.  Council Planning has commenced collaborative work with NIHE on LDP's preferred options paper.	NIHE will work with councils to develop intermediate housing policies through the LDP.	Deliver mixed tenure housing schemes in communities through planning.
NIHE will continue to investigate with housing associations, the potential for community self-build products for home ownership.	NIHE is currently liaising with Habitat for Humanity and Rural HA regarding the provision of a number of self-build units in Poyntzpass.	NIHE will continue to investigate with housing associations, the potential for community self-build products for home ownership.	Deliver a self-build affordable housing model.



Source: NIHE

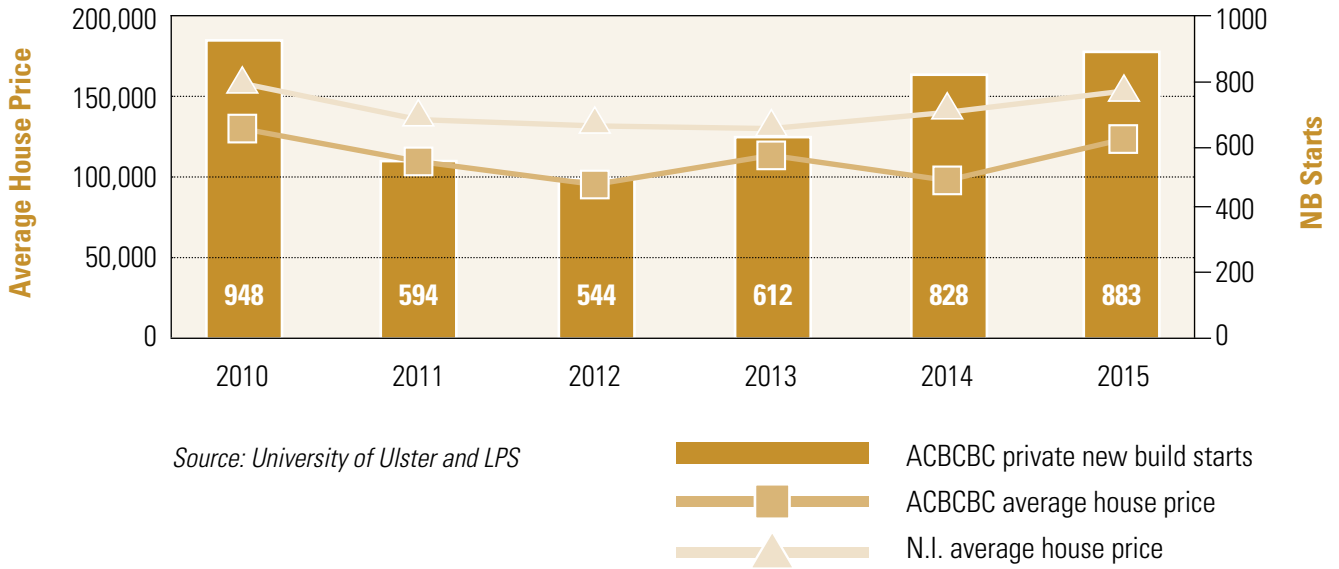
\* ACBCBC encompasses two broad rental market areas and either Lough Neagh Lower or South rate is used based on property location.

**Housing land availability**

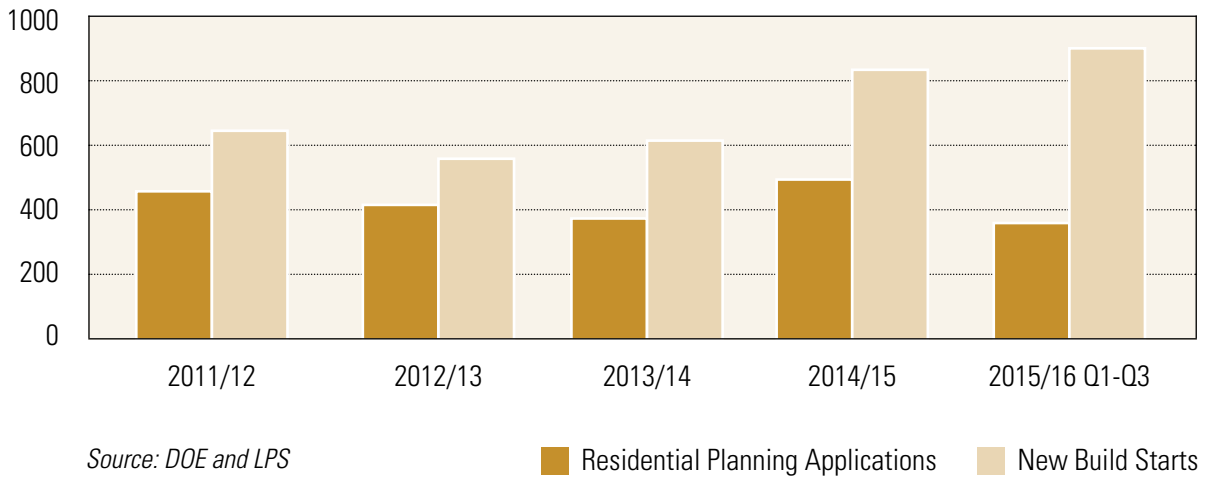
Year	Total potential dwellings	Available potential (hectares)
2011	22,535	943.9
2012	22,685	952.4
2013	22,707	938.5
2014	22,578	936.1

Land Availability Report (Planning NI: 2011 – 13 and ACBCBC 2014)

### Average House Prices and Private New Build Starts



### Residential planning applications and new build starts







# THEME TWO

## Improving people's homes

### OUTCOME 4: IMPROVE THE QUALITY OF THE HOUSING STOCK

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Funding of discretionary grants for 2015/16 of £91k.	NIHE spent approximately £124k on discretionary grants during 2015/16. Approved renovation grants totalled £252k and home repair assistance grants totalled £14k.	Funding of discretionary grants for 2016/17 is £103k.	Deliver policies to support sustainable design and improve the fabric of dwellings.
DSD and NIHE will introduce a pilot loan scheme for private house maintenance in NI in 2015/16 with funding of £1m.	Pilot loan scheme suspended until further research is carried out.	Complete further research into other loan schemes for private house maintenance.	Deliver innovative approaches to finance housing maintenance across all tenures.
Repair notices issued by councils to private rented landlords can be recovered through a mandatory grant of up to £7,500.	91 mandatory repair grants to a value of £169k were approved during 2015/16.	NIHE will issue mandatory Repair Grants as required.	
NIHE will register and inspect HMOs for building and management standards.	105 HMO's were registered by 2015/16. In the past year, 20 Article 80 Notices (fit for the number of occupants) and 73 Article 79 Notices (Management Regulations) were served.	NIHE will register and inspect HMOs for building and management standards.  NIHE will commence work on the 2016 House Condition Survey.	
Funding for NIHE planned maintenance schemes in 2015/16 is estimated at £5.77m.	Actual spend on planned maintenance schemes during 2015/16 was £6.4m.	Funding for NIHE planned maintenance schemes in 2016/17 is estimated at £7.2m.	NIHE will maintain properties in line with its Asset Management Strategy.  Unfitness and decent home standards will be identified through NIHE House Condition Survey reports.

**OUTCOME 4: IMPROVE THE QUALITY OF THE HOUSING STOCK - *continued***

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Funding for NIHE capital improvement schemes in 2015/16 is estimated at £0.88m.	Actual spend on capital improvement schemes during 2015/16 was £0.53m.	Funding for NIHE capital improvement schemes in 2016/17 is estimated at £3.1m.	
NIHE will complete response maintenance repairs within the required target time.	94.5% of NIHE response maintenance repairs were completed within the required target time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customer's satisfaction.	99.1% of NIHE customers were satisfied with response maintenance repairs.	NIHE will carry out response maintenance repairs to customer's satisfaction.	
NIHE stock condition survey will complete in 2015 and inform the Asset Management Strategy.	Achieved.	NIHE will use information from the survey to build future programmes of improvement work. DfC will use the survey to forecast future investment requirements for NIHE homes across NI.	

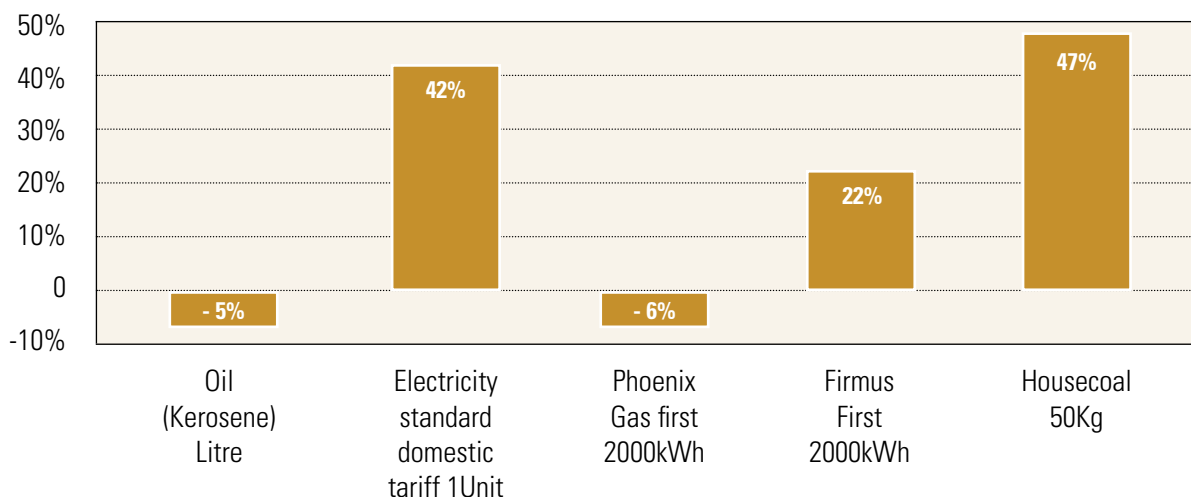
**OUTCOME 5: DEVELOP LOW CARBON HOMES AND REDUCE FUEL POVERTY**

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE funded energy efficiency awareness programme will be delivered annually to 160 schools across NI by Bryson House.	Achieved. There were 26 schools visited in the ACBCBC during 2015/16.	NIHE funded energy efficiency awareness programme will be delivered annually to 160 schools across NI by Bryson House.	Promote energy efficiency awareness.
NIHE will implement Affordable Warmth scheme. Funding of £16.5m is available for 2015/16 across NI.	In ACBCBC, 523 measures were carried out to private properties under the Affordable Warmth scheme in 2015/16.	NIHE will implement Affordable Warmth scheme. Funding of £15.5m is available for 2016/17 across NI.	Reduce fuel poverty. Develop and promote alternative natural energies to improve environmental wellbeing and combat fuel poverty in the home.

**OUTCOME 5: DEVELOP LOW CARBON HOMES AND REDUCE FUEL POVERTY - continued**

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will implement Boiler Replacement scheme in 2016 with a budget of £2m across NI, £156k of which has been allocated to South Area.	In ACBCBC, 515 properties had boilers replaced at cost of £361k.	NIHE will implement the Boiler Replacement scheme 2016-19 with a budget of £3m for 2016/17 across NI.	Deliver zero carbon dwellings within the SHDP.
NIHE's 2015/18 energy efficiency programme includes five schemes for 539 units.	At March 2016, eight schemes for 573 units were completed at a cost of £2.6m.	NIHE's 2016/19 energy efficiency programme includes 11 schemes for 1,867 units at a cost of £8.4m.	
Bryson House have been appointed by NIHE to develop a network of oil buying clubs across NI until 2018 to negotiate lower fuel prices for club members.	There were 27 oil buying clubs established in NI by November 2015 including two in the Borough at Richmount (Portadown) and Magheralin.	NIHE aims to increase membership of the established oil buying clubs.	
During 2015/16, 1,000 PV panels will be installed in NIHE properties across NI, valued at £6m. There are 100 installations planned in County Armagh.	At March 2016, 975 installations of PV panels were completed across NI, 101 of these were in ACBCBC area.	NIHE aims to complete a further 111 planned PV panel installations across NI. Consideration is being given to a further phase of 2,000 NIHE properties, 24 offices and up to 400 commercial properties for PV panel installation across NI.	

**Household Fuel cost % change April 2007 to January 2016 (NI)**



Source: NIHE



# THEME THREE

## Transforming people's lives

### OUTCOME 6: PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>The gross, three year (2015/18) SHDP contains three supported housing schemes for 51 units.</p> <p>£5.21m has been approved to deliver the Supporting People programme for 2015/16.</p>	<p>Two supported schemes for nine units were on site at 31st March 2016.</p> <p>Actual payments for 2015/16 in ACBCBC was £4.89m.</p> <p>63 accommodation based schemes for 1,086 service users.</p> <p>Five floating support schemes for 278 service users.</p>	<p>The gross, three year (2016/19) SHDP contains three supported housing schemes for 51 units all of which are programmed to commence construction in 2016/17.</p> <p>£5.49m has been approved to deliver the Supporting People programme for 2016/17.</p>	<p>Maintain collaborative working practices between NIHE, Health Trusts and Probation Service to deliver innovation, capacity and housing care and support services.</p>
<p>DfC and NIHE will complete the review of the Supporting People Strategy by 2016. NIHE initiated research to identify supported housing needs by client group.</p>	<p>Achieved.</p>	<p>Implementation of the recommendations of the DfC Supporting People Review.</p>	<p>Research and review the strategic direction and delivery services of supporting people programme, to inform future commissioning plans for each client group.</p>
<p>Complete NIHE research to evaluate accommodation based Supporting People schemes.</p>	<p>Completed and published in September 2015.</p>		<p>Establish a supported housing need assessment methodology by client group.</p>



**OUTCOME 6: PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS - *continued***

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will monitor and review Supporting People services through the contract management framework and take actions to remodel / realign services as needed.	Activity plan for 2015/16 completed.	Activity Plan in place for 2016/17.	
NIHE will assess need for social housing wheelchair properties.	Achieved. NIHE identified a need for 37 wheelchair properties for 2015/20.	NIHE will assess need for social housing wheelchair properties.	NIHE will continue to work on appropriate solutions to meet this identified need.
NIHE have funding of approximately £870K for disabled facilities grants for the private sector in 2015/16.	Private sector grants continue to provide Mandatory Disabled Facilities referred by the Health Trust.  NIHE approved 123 disabled facilities grants to a value of £1,170k during 2015/16. 116 completed during the year.	NIHE have funding of approximately £782k for disabled facilities grants for the private sector in 2016/17.	Promote independent living through information and disabled facilities grants adaptations.
NIHE will provide adaptations to their properties as required.	Adaptations to the value of £596k were completed in ACBCBC during 2015/16.	NIHE will provide adaptations to their properties as required.	
The 2013/18 Traveller need assessment has identified the requirement for a Service site in Craigavon.	Site feasibility under investigation.	Determine suitable site and add to the Social Housing Development Programme.	Identify and meet Travellers accommodation needs within communities.

## OUTCOME 7: HOMELESSNESS IS PREVENTED OR IS ADDRESSED EFFECTIVELY

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>Provide homeless advice through a housing options service to prevent homelessness.</p> <p>Enhance the work in the pilot private rented sector access scheme to prevent homelessness. £450k available to fund the Smartmove private rented access scheme across NI for 2015/16.</p>	<p>This approach has evolved to focus on homeless prevention through the development of a Housing Solutions and Support Approach. Housing Solutions and Support teams have been established in 3 Pilot Housing Executive Offices.</p> <p>NIHE funded Smartmove private rented access scheme to a value of £359k across NI during 2015/16.</p>	<p>Roll in of the Housing Solutions and Support Approach will continue across NI.</p> <p>NIHE have made £370k available to fund Smartmove private rented access scheme across NI for 2016/17.</p>	<p>Deliver a framework and model for a fully operational housing options service. Ensure information is readily available across all tenures to meet the needs of a housing options service.</p> <p>Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.</p>
<p>NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012-17.</p> <p>Homeless applications to be processed within the 33 working days target.</p> <p>NIHE will review the Homelessness Strategy in 2017.</p>	<p>NIHE confirmed 1,317 homeless applications were received and 435 applicants were awarded Full Duty Applicant status.</p> <p>100% of homeless applications were processed within the 33 working days target in ACBCBC.</p> <p>Ongoing.</p>	<p>NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012-17.</p> <p>Homeless applications to be processed within 33 working days.</p> <p>NIHE will review the Homelessness Strategy in 2017.</p>	<p>Maintain and improve collaborative working arrangements to provide services to homeless people.</p> <p>Maximise return on funding for temporary homeless accommodation.</p>


### Supporting People Information

Type of Service	Client Group	No. of Schemes	No. of Providers	Actual Payments 2015-16 (£k)	Max Annual Contracted funding (£k)	Max. No. of Service Users
Accommodation Based Services	Older People	29	6	534	678	709
	Homelessness	4	2	899	872	62
	Learning Disability	15	6	1,327	1,650	155
	Mental Health	13	4	1,248	1,432	139
	Physical Disability	2	2	251	253	21
	<b>Total</b>	<b>63</b>	<b>20</b>	<b>4,259</b>	<b>4,885</b>	<b>1,086</b>
Floating Support Services	Older People	1	1	107	107	40
	Homelessness	1	1	313	313	145
	Mental Health	1	1	44	44	25
	Physical Disability	1	1	71	71	38
	Young People	1	1	91	67	30
		<b>Total</b>	<b>5</b>	<b>5</b>	<b>626</b>	<b>602</b>
<b>Grand Total</b>		<b>68</b>	<b>25</b>	<b>4,885</b>	<b>5,487</b>	<b>1,364</b>

### Homeless Figures

Year	No. of Homeless Presenters	No. of Homeless Acceptances	Households placed in Temporary Accommodation
2011/12	1,431	504	70
2012/13	1,340	514	53
2013/14	1,330	514	99
2014/15	1,419	534	99
2015/16	1,317	435	91

Source: NIHE



NIHE spent  
**£596k**  
on adaptations  
to their  
properties  
within ACBCBC

### Disabled Facilities Grants figures

Year	2011/12	2012/13	2013/14	2014/15	2015/16
DFGs approved	144	145	110	116	123
Funding (£k)	1,758	1,304	802	989	1,170

Source: NIHE

### Accessible Housing Executive Stock

Property Type	Bungalows	* Mobility Bungalows	Accessible Properties including extensions and lifts	Ground floor flats
Number	2,429	872	362	699

Source: NIHE \* subset of bungalows





# THEME FOUR

## Enabling sustainable neighbourhoods

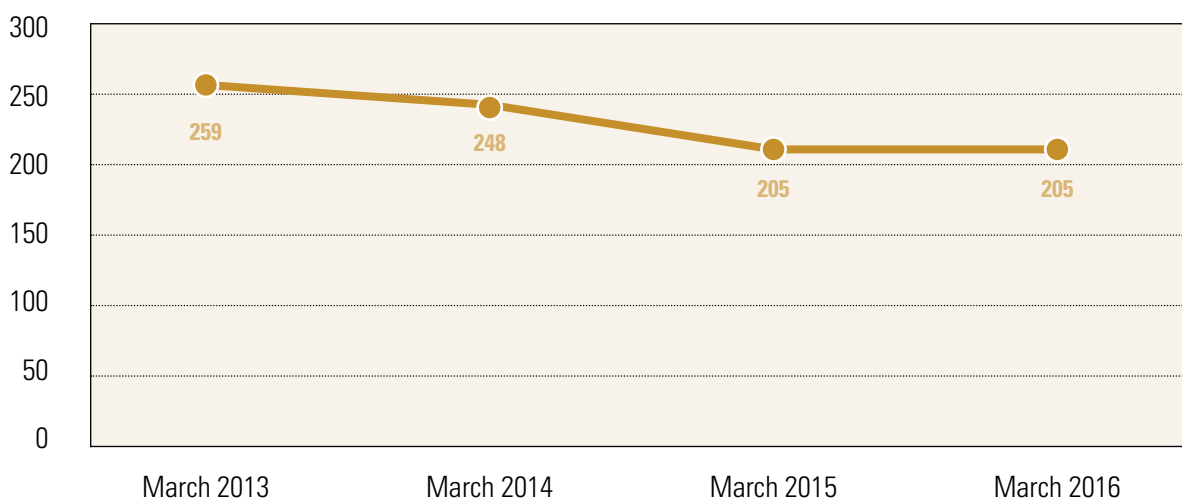
### OUTCOME 8: REGENERATE NEIGHBOURHOODS

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
DSD have funded Neighbourhood Renewal programmes for 2015/16.	During 2015/16 approximately £24k was spent on Areas at Risk programmes and £1.37m on Neighbourhood Renewal projects.	Figures on projected spend for Areas at Risk and Neighbourhood Renewal programmes have not yet been received from DfC.	Develop collaborative working arrangements between DfC, NIHE and councils to deliver housing led regeneration in partnership with communities.
NIHE will implement an empty homes scheme to meet social housing need.	There were 116 empty homes recorded in ACBCBC at April 2016.	The Empty Homes strategy is currently under review with DfC.	
In January 2015 the NIHE Board approved a 3 year pilot funding scheme to support the Heritage Lottery Fund's Townscape Heritage Initiative.	Heritage in Housing funded 7 projects which commenced during 2015/16. In ACBCBC two projects providing 3 units have been completed in Richhill.	NIHE is on track to achieve our target by the end of 2017/18.	Improve the quality of urban and rural design and townscape quality in local communities.
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work closely with the council through the community planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	
NIHE will update and implement the Rural Housing Policy and Action Plan 2016-20.	'Sustainable Rural Communities', Rural Strategy and Action Plan 2016-20 approved following eight weeks of public consultation.	NIHE will launch and implement the Rural Strategy and Action Plan 2016-20.	Support sustainable rural communities through a Rural Strategy and Action Plan.
DSD will review findings of Social Enterprise pilot to inform policy development.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer, Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	Support local businesses and job creation through social enterprise.

**OUTCOME 8: REGENERATE NEIGHBOURHOODS - *continued***

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will implement a Social Enterprise Strategy and provide social investment finance.	NIHE's Social Housing Enterprise Strategy 2015-2018 was launched in September 2015 and made 7 awards totalling £4,000 to a range of social economy/ social housing enterprise initiatives in ACBCBC.	NIHE's Social Housing Enterprise Strategy will invest £0.5m in NI annually to support social housing enterprise developments. It will also create new and additional social enterprises within communities and introduce a digital Skills and Development Support Framework to up-skill local social enterprises and social entrepreneurs.	
NIHE will transfer assets under the CAT framework to deliver community regeneration.	As part of the 2nd Tranche of stock transfer residents in Killicomaine and Mourneview / Grey estates were issued with letters in January 2016 notifying them of the proposals.	NIHE will transfer assets under the CAT framework to deliver community regeneration. Public meetings will be arranged to allow residents the opportunity to find out more about the process and likely timescales.	

**Rural Applicants in Housing Stress**



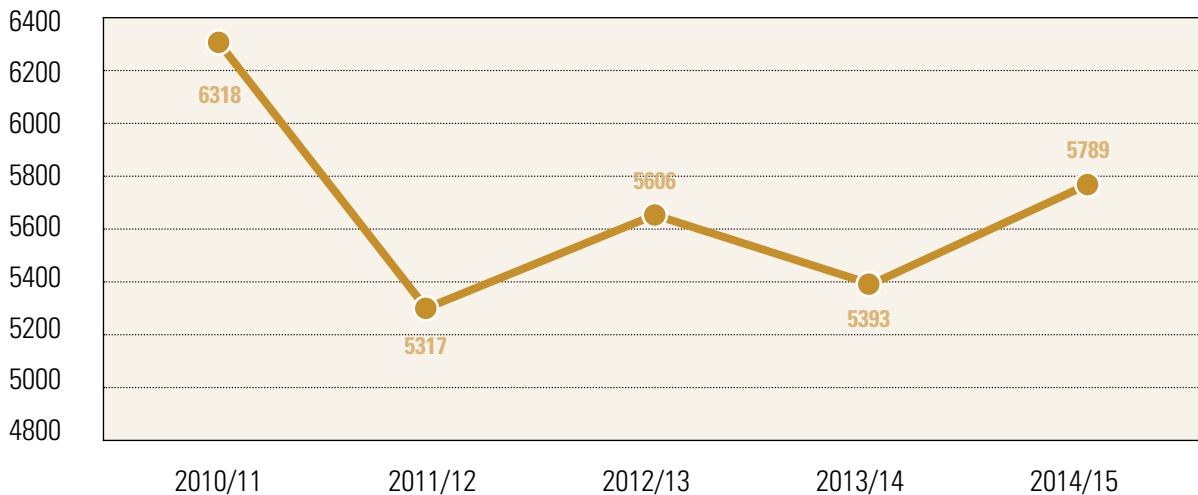
Source: NIHE

## OUTCOME 9: CREATE SAFER AND COHESIVE COMMUNITIES

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Implement NIHE's Community Safety Strategy 2014-17.	NIHE actively deals with ASB in our estates. We participate in the HIPA scheme to help people deal with hate incidents at their home.	Implement NIHE's Community Safety Strategy 2014-17. Update the Strategy in 2017/18.	Prevent crime and the fear of crime especially amongst the most vulnerable in society.
NIHE will continue to be a designated agency in the PCSPs.	NIHE continue to work in partnership with PCSPs as a designated agency.	NIHE will continue to be a designated agency in the PCSPs.	Reduce anti-social behaviour.
Bids for £35k have been submitted from community groups for community safety projects in 2015/16.	Drumgor Detached Youth was awarded £20k for a community safety project in 2015/16.	Bids for £46k for community groups for community safety projects in 2016/17. These relate to submissions from Edgarstown Detached Youth and Craigavon Intercultural Programme.	
NIHE will continue to partner on Anti-Social Behaviour Forum and Multi Agency Risk Assessment Conferences.	Achieved: During 2015/16, NIHE dealt with 282 cases of anti-social behaviour.	NIHE will continue to partner on Anti-Social Behaviour Forum and Multi Agency Risk Assessment Conferences.	
NIHE will continue to provide support to victims of domestic abuse.	NIHE will continue to provide support to victims of domestic abuse. NIHE participated in monthly MARAC meetings.	NIHE will continue to provide support to victims of domestic abuse.	

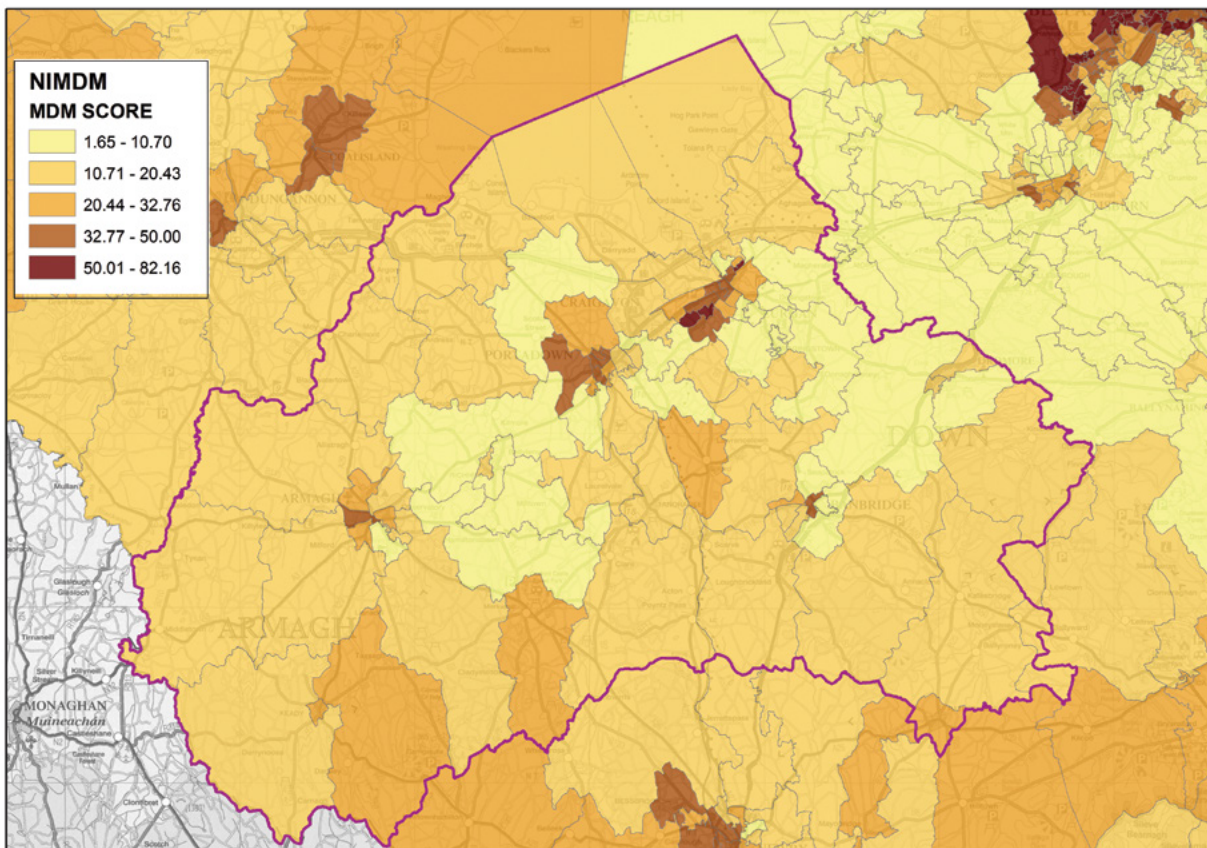


### Anti social Behavioural Incidents



Source: NISRA

### Multiple Deprivation Measure 2010



Source: NISRA





# THEME FIVE

## Delivering quality services

### OUTCOME 10: DELIVER BETTER SERVICES

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Increase rent collection to reinvest to improve services.	NIHE collected 99.7% of rent during 2015/16.	Increase rent collection to reinvest to improve services.	Maximise income to deliver better services and improve stock.
Reduce arrears to maximise income.	Arrears were reduced by £54k during 2015/16.	Reduce arrears to maximise income.	
Meet the Public Accounts Committee to establish a tenancy fraud baseline for future monitoring.	Baseline level of tenancy fraud established. Action Plan in place and statistics reported quarterly to DfC.	Implement the Tenancy Fraud Action Plan.	Monitor and reduce tenancy fraud.
Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	NIHE voids at April 2016 were 0.61% of total stock.	Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	Make best use of stock.
Implement the Sustaining Tenancy Strategy.	Revised Customer Support and Tenancy Sustainment Strategy approved by the Board and work commenced on the development of local action plans. Local staff work to identify vulnerable people and work closely with support agencies.	Implement the Strategy locally and incorporate the approach in the Build Yes revised ways of working.	Reduce tenancy failure and help tenants stay in their own home.
Implement the welfare reform action plan as required.	The Welfare Reform Action Plan focused mainly on the proposed Social Sector Size Criteria (SSSC - also referred to as the 'Bedroom Tax'). We have been tracking legislative developments in relation to its introduction in Northern Ireland and linking with DfC on the Government's proposals to provide full mitigation of the bedroom tax for Housing Executive and Housing Association tenants.	NIHE will continue to liaise with DfC in relation to how the SSSC will be mitigated, in order to determine what action may be required in the year ahead.	
Continue to monitor tenant's satisfaction through the CTOS.	Ongoing.	Continue to monitor tenant's satisfaction through the CTOS.	Monitor and improve customer satisfaction levels.



# Appendices

## Appendix One: Social Housing Need by settlement 2015/20

SETTLEMENT	SOCIAL HOUSING NEED 2015/20
<b>City</b>	
Armagh	100
<b>Towns</b>	
Banbridge	50
Central Craigavon	0
Lurgan	100
Portadown	10
Keady	0
Tandragee	0
Markethill	0
Dromore	6
Gilford	0
Rathfriland	0
<b>Villages</b>	
Charlemont / Blackwatertown / Carrickaness / Donnelly Hill	0
Drumhillery / Darkley / Derrynoose	0
Glenanne / Mountnorris / Loughgilly	0
Hamiltonsbawn / Edenaveys	0
Loughgall	0
Madden/ Milford/ Ballyards	0
Middletown	5
Poyntzpass	6
Richhill	0
Tynan/ Killylea	0
Kinallen	0
Lawrencetown	0
Loughbrickland	0
Scarva	0
Aghagallon	0
Bleary	0
Dollingstown	0
Donaghcloney	0
Magheralin	0

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### Appendix One:

#### Social Housing Need by settlement 2015/20 - *continued*

Small Settlements	
Annaghmore/ Eglish	0
Annahugh	0
Clady/ Corran/ Ballymacnab	0
Annaclone	0
Ashfield/ Tullyhenan	0
Ballela	0
Ballyroney	0
Ballyward	0
Banbridge Rural Cottages	0
Closkelt	0
Corbet	0
Dromore Rural Cottages	0
Katesbridge	0
Lenaderg	0
Lisnagade/ Ballyvarley	0
Seapatrick	0
Tullylish	0
Carn (Elizabeth Terrace)	0
Derrymacash/ Derrytrasna/ Kinnego	25
Drumnacanvey	0
Portadown Rural	0
<b>Total</b>	<b>302</b>

#### New Intermediate Housing Demand: ANBC 2015/25

COUNCIL	INTERMEDIATE HOUSING DEMAND 2015/25
ACBCBC	1,850



**Appendix Two:  
Social Housing Development Programme**

**SCHEMES COMPLETED APRIL 2015 - MARCH 2016**

Scheme	No of units	Client group	Housing Association	Policy theme
Lake Street, Lurgan	26	Active Elderly	Choice	Urban
Edward Street, Lurgan ESP	1	General Needs	South Ulster	Urban
Levin Road, Lurgan ESP	1	General Needs	South Ulster	Urban
Elmwood Terrace, Lurgan ESP	1	General Needs	South Ulster	Urban
Curran Street, Portadown	6	General Needs	Choice	Urban
Bayview Park, Derrymore	6	General Needs	Clanmil	Rural
Church View, Charlemont	4	General Needs	Choice	Rural
<b>Total</b>	<b>45</b>			

**SCHEMES ON SITE AT 31ST MARCH 2016**

Scheme	No of units	Client group	Housing Association	Policy theme
Lurgan Praxis ESPs	3	Mental Health	South Ulster	Supported
Deeny Drive, Lurgan ESP	1	General Needs	South Ulster	Urban
Taghnevan Close, Lurgan ESP	1	General Needs	South Ulster	Urban
Portadown Praxis ESPs	6	Mental Health	South Ulster	Supported
Corcrair Walk, Portadown (T)	3	General Needs	Apex	Urban
Dromore Street, Banbridge	32	General Needs	Clanmil	Urban
Canal Court Ph 2, Middletown	6	General Needs	Choice	Rural
<b>Total</b>	<b>52</b>			

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SCHEMES PROGRAMMED 2016/19					
Scheme	No of units	Client group	Year	Housing Association	Policy theme
North Lurgan ESP'S	5	General Needs	2016/17	South Ulster	Urban
Hill Street, Lurgan	10	General Needs	2016/17	South Ulster	Urban
38 North Street, Lurgan	15	General Needs	2016/17	South Ulster	Urban
Edward Street, Portadown	15	Supported	2016/17	Choice	Supported
Westacres (T)	1	General Needs	2016/17	Apex	Urban
Ardmore Road Ph 2, Armagh (T)	25	General Needs	2016/17	Triangle	Urban
Mullacreevie Phase 2 Armagh (T)	22	General Needs	2016/17	Fold	Urban
South Area Older People Dromore and Banbridge	18	Elderly–Housing with Care	2016/17	Clanmil	Supported
South Area Older People Armagh and Dungannon	18	Elderly-Housing with Care	2016/17	Clanmil	Supported
7-9 Rampart Street, Dromore	6	General Needs	2016/17	Helm	Rural
Woodlands, Gilford (T)	1	General Needs	2016/17	Habinteg	Rural
Derrytrasna	8	General Needs	2016/17	Ark	Rural
Grattan Park, Lurgan	28	General Needs	2017/18	Clanmil	Urban
Lake Street, Lurgan	10	General Needs	2018/19	South Ulster	Urban
<b>Total</b>	<b>182</b>				

**Appendix Three:  
Maintenance and grants information**

**SCHEMES COMPLETED 1ST APRIL 2015 - 31ST MARCH 2016**

Work Category	Scheme	Units
Double Glazing	Old Forge, Killylea, Mill Street, Tandragee, Laurel Park, Laurelvale, Annvale Gardens, Church Street, Dalton Park, Dukes Grove, Navan Street, Windmill Avenue, Dobbins Grove, Armagh, Aughan Park, Poyntzpass	125
	Maglion Terrace, Cline Road, Fort Street, Leamount Park, Forthill Avenue & Green, Iveagh Close, Drive & Park, Primrose Gardens, Reilly Court, Banbridge	202
	Lurgan, Mourneview / Hospital / Grey	83
	Craigavon, Meadowbrook	78
	Lurgan, Aghagallon/ Shankill/ Taghnevan/ Magheralin/ Waringstown, Donacloney/Craigavon, Ardowen	227
Smoke Alarm Replacement	Armagh SA replacements	52
	Portadown SA Replacements	22
	Craigavon SA Replacements	73
Heating Installation	Armagh/ Markethill 15 year Heating Replacements	60
	Armagh/ Rural 15 year Heating Replacements various properties	46
	Banbridge Town 15 year old Heating Replacement	51
	Dromore/ Gilford/ Rural 15 year old Heating Replacement	91
	Lurgan/ Craigavon 15 year Heating Replacements	103
	Rectory Park/ Brownstown, Portadown 15 year Heating Replacements	60
	Redmanville/ Ballyoran, Portadown 15 year Heating Replacements	58
	Craigavon, 15 year Heating Replacement, various estates	104
External Cyclical Maintenance	Armagh City/ Blackwatertown/ Charlemont/ Milltown	291
	Moorefield, Mountview, Mount Charles, Churchview Drive & Terrace, Brooke Gardens, Rockview Close, Banbridge	117
	Brookfield Avenue & Road, Edenderry Park, Banbridge	120
	Brownlow, Parkmore	99
	Lurgan, Wakehurst/ Waringstown, Cambrai Drive, Churchill Place, Main Street, Primary Walk, Windsor Close, Waring Terrace	104

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Work Category	Scheme	Units
Revenue Replacement	Caramoyle/ Middletown, Ivy Park, Keady/ Callan Crescent & Street, Armagh	34
	Avonmore, Blackwatertown/ Ashlea Close, Markethill/ Tandragee Street, Richhill/ Culdee Drive, Aghanore Walk, Drumman Park, Drumsill Park Victoria Grove, Armagh	68
	Lurgan, Clarendon Park, Donard Gardens, Ardboe Drive, Glenfield Road, Colban Crescent, Tarry Drive/ Waringstown, Cambrai Drive	111
	Portadown, Ulsterville Park, Fitzroy Street, Alexandra Gardens, Stewarts Terrace, Robinsonstown	66
	Craigavon, Ardowen	108
	Caramoyle/ Middletown, Ivy Park, Keady/ Callan Crescent & Street, Armagh	34

SCHEMES STARTED BETWEEN 1ST APRIL 2015 - 31ST MARCH 2016		
Work Category	Scheme	Units
Heating Installation	Clonmeen additional properties	11
	Colban / Ardboe 15 year Replacement	88
	Ashvale Drive, Ballygowan Park, Edenderry Park, Fort Street, Golf Terrace, Hillhead Close / Drive / Park, Iveagh Drive, Maryville Close / Crescent / Drive, Primrose Gardens Banbridge. Beech Grove, Brewery Lane, Church View, Jubilee Park Dromore. Knock Terrace, School Road, Stewarts Crescent Rathfriland. Woodlands Gilford.	83
	Ballyoran Park, Charles Street, Churchill Park, Greenview Gardens, Hampton Court, Margaret Street, Marian Avenue, Park Road, Parkside, Princess Way, Ranfurley Road, Seagoe Park, Westland Road Portadown.	77
External Cyclical Maintenance	Killicomaine	277
	Poyntzpass / Tandragee	211
	Avenue Road, Lurgan	202
Double Glazing	Kilwilkie / Westacres	136
	Garvaghy / Portadown Rural / Armagh	128
	Craigavon Central	72
	Sloan Street / Edward Street / Shankill	169
Revenue Replacement	Westacres / Drumgor / Taghnevan, Lurgan	92
	Westland Road, Drumilly Green, Drumcarn Gardens, Loughgall Road, Portadown	95
Smoke Alarm Replacement	Armagh City smoke alarms	512

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

<b>PROGRAMME OF WORK FOR 2016/17</b>		
<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
Double Glazing	Rectory/ Ulsterville, Portadown	213
	Banbridge Town phase 2	115
External Cyclical Maintenance	Kilwilkie Estate, Lurgan	98
	Rathfriland/ Katesbridge	258
	Rectory/ Brownstown, Portadown	133
	Aldervale, Rosmoyle, Donacloney, Maralin	285
	Ardmore, Edenaveys, Culdee, Armagh	329
Bathroom Kitchen Rewire	Lurgantarry	109
Structurally Defective Stock/ Cladding scheme	Huntley/ Dunbarton/ Kiltarriff bungalows	31
	Seagoe/ Greenview bungalows	30
Environmental Improvements	Redmanville/ Corcrain	-
Heating Installation	Enniskeen/ Westacres, Craigavon	136
	Armagh 15 year replacements	131
	Mourneview/ Avenue Road, Lurgan	106
Revenue Replacement	Obins, Parkside, Park Road, Corcrain, Portadown	85
	Trasna Way, Princeton Avenue, Festival Avenue, Portlec Place, The Willows, Knockshee, Lurgan	125
	Tandragee/ Keady/ Hamiltonsbawn	109
	Moorefield, Rockview Close, Hillhead Park, Scarva Walk, Banbridge/ Brookfield Close, Bannview, Gilford/ Hillside Crescent, Lenaderg/ Park Hill, Maypole Park, Brewery Lane, Dromore	88

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

<b>RESERVE PROGRAMME 2016/17</b>		
<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
Double Glazing	Taghnevan/ Rural areas	280
Multi Element Improvements	Wellington Street, Lurgan	31
Heating Installation	Dromore/ Gilford	82

<b>ANALYSIS OF ADAPTATIONS TO HOUSING EXECUTIVE STOCK 2015/16</b>		
<b>Type of Adaptation</b>	<b>Adaptations commenced April 2015 to March 2016</b>	<b>Adaptations spend April 2015 to March 2016 (£k)</b>
Extension to dwelling	17	414
Lifts	<5	30
Showers	69	152
<b>Total</b>	<b>--</b>	<b>596</b>



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<b>GRANTS PERFORMANCE 2015/16</b>			
Grant Type	Approved	Approval Value (£k)	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grants	123	1,170	116
Repair Grant	91	169	91
<b>Discretionary Grants</b>			
Renovation Grant	15	252	9
Home Repair Assistance	<5	14	<5
<b>Total</b>	<b>--</b>	<b>1,605</b>	<b>--</b>

<b>DEFINITION OF WORK CATEGORIES</b>	
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation/Replacement	Installation/replacement of hard wire smoke alarms (replacement after 10 years).
Heating Installation	Replacement of solid fuel or electric heating.
Double Glazing	Replacement of single glazed with double glazed units.
Bathroom Kitchen Rewire	Replacement of obsolete internal elements, e.g. sanitary ware, kitchen units & Re-wire.
Structurally Defective Stock / Cladding scheme	Replacement of aluminium wall panels with insulated panels to improve thermal efficiency.
Environmental Improvements	External works to areas outside the curtilage of dwellings to improve estate infra-structure.
Multi Element Improvements	Comprehensive improvements to dwellings including extending the property to enhance space standards, replacement of obsolete internal elements, e.g. sanitary ware, kitchen units & Re-wire.

**Appendix Four:**  
**Household composition of housing applicants at March 2016**

	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Armagh 1	Applicant	151	27	77	12	16	48	331
	<b>App (HS)</b>	<b>75</b>	<b>7</b>	<b>39</b>	<b>4</b>	<b>6</b>	<b>24</b>	<b>155</b>
	Allocation	25	5	18	0	3	10	61
Armagh 2	Applicant	52	15	35	1	12	8	123
	<b>App (HS)</b>	<b>25</b>	<b>3</b>	<b>12</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>51</b>
	Allocation	7	1	8	0	1	3	20
Keady	Applicant	35	2	14	4	6	4	65
	<b>App (HS)</b>	<b>10</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>26</b>
	Allocation	9	1	2	0	0	3	15
Markethill	Applicant	11	2	11	4	5	7	40
	<b>App (HS)</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>15</b>
	Allocation	16	0	3	0	0	2	21
Tandragee	Applicant	13	4	4	0	4	6	31
	<b>App (HS)</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>11</b>
	Allocation	8	0	6	0	2	2	18
Charlemont / Blackwatertown / Carrickaneess / Donnelly Hill	Applicant	2	1	5	0	2	4	14
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>7</b>
	Allocation	0	0	6	1	1	0	8
Drumhillery / Darkley / Derrynoose	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	1	0	0	0	1
Glenanne / Mountnorris/ Loughgilly	Applicant	0	0	1	0	1	0	2
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
	Allocation	6	0	5	0	3	0	14
Hamiltonsbawn / Edenaveys	Applicant	1	0	0	0	2	1	4
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
	Allocation	3	0	0	0	0	1	4
Loughgall	Applicant	4	0	1	0	1	0	6
	<b>App (HS)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
	Allocation	0	0	0	0	0	0	0
Madden / Milford / Ballyards	Applicant	1	0	0	0	0	1	2
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0

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	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Middletown	Applicant	13	0	5	0	3	2	23
	<b>App (HS)</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>10</b>
	Allocation	1	0	0	0	0	0	1
Poyntzpass	Applicant	8	2	6	0	0	0	16
	<b>App (HS)</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
	Allocation	0	0	0	0	0	2	2
Richhill	Applicant	11	5	7	4	2	8	37
	<b>App (HS)</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>18</b>
	Allocation	6	1	2	0	1	2	12
Tynan/ Killylea	Applicant	1	0	0	0	0	0	1
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	0	0	0	0	0	1	1
Annaghmore/ Eglishe	Applicant	2	1	7	0	0	0	10
	<b>App (HS)</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
	Allocation	0	0	0	0	0	0	0
Annahugh	Applicant	0	0	1	0	0	0	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Clady/ Corran/ Ballymacnab	Applicant	1	0	2	0	0	1	4
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
	Allocation	0	0	0	0	0	0	0
Armagh Total	Applicant	306	59	176	25	54	90	710
	<b>App (HS)</b>	<b>140</b>	<b>13</b>	<b>81</b>	<b>12</b>	<b>24</b>	<b>45</b>	<b>315</b>
	Allocation	81	8	51	1	11	26	178
Banbridge Town	Applicant	165	21	50	14	16	64	330
	<b>App (HS)</b>	<b>79</b>	<b>14</b>	<b>19</b>	<b>8</b>	<b>4</b>	<b>42</b>	<b>166</b>
	Allocation	35	5	16	1	9	11	77
Dromore	Applicant	31	5	20	0	9	19	84
	<b>App (HS)</b>	<b>16</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>13</b>	<b>43</b>
	Allocation	4	0	8	0	1	7	20
Gilford	Applicant	12	3	6	0	1	5	27
	<b>App (HS)</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>10</b>
	Allocation	13	0	3	0	0	2	18

	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Rathfriland	Applicant	12	4	17	1	4	3	41
	<b>App (HS)</b>	<b>6</b>	<b>2</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>21</b>
	Allocation	7	2	6	0	1	2	18
Kinallen	Applicant	3	1	4	0	1	0	9
	<b>App (HS)</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
	Allocation	4	0	2	0	0	0	6
Lawrencetown	Applicant	4	0	0	0	0	0	4
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	3	1	2	0	0	0	6
Loughbrickland	Applicant	4	1	6	0	2	4	17
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>7</b>
	Allocation	0	0	0	0	0	0	0
Scarva	Applicant	2	0	0	0	0	1	3
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	3	0	0	0	0	0	3
Annaclone	Applicant	1	0	0	0	0	0	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	1	1	0	0	0	0	2
Ashfield/ Tullyhenan	Applicant	0	0	0	0	0	1	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
	Allocation	0	0	0	0	0	0	0
Ballela	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Ballyroney	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Banbridge Rural Cottages	Applicant	1	0	0	1	0	1	3
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>
	Allocation	0	0	0	0	0	0	0
Closkelt	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0

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	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Corbet	Applicant	1	0	0	0	0	0	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	1	0	0	0	1
Dromore Rural Cottages	Applicant	1	0	0	0	0	1	2
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Katesbridge	Applicant	2	0	0	0	0	0	2
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	1	0	0	0	0	0	1
Lenaderg	Applicant	1	0	1	0	0	0	2
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	0	0	0	0	0	0	0
Lisnagade/ Ballyvarley	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Seapatrick	Applicant	0	0	1	0	0	1	2
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	5	1	1	0	0	0	7
Tullylish	Applicant	0	0	1	0	0	0	1
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Allocation	1	0	0	0	0	0	1
Banbridge Total	Applicant	240	35	106	16	33	100	530
	<b>App (HS)</b>	<b>112</b>	<b>20</b>	<b>44</b>	<b>9</b>	<b>10</b>	<b>64</b>	<b>259</b>
	Allocation	77	10	39	1	11	22	160
North Lurgan	Applicant	197	43	82	20	26	81	449
	<b>App (HS)</b>	<b>68</b>	<b>15</b>	<b>25</b>	<b>9</b>	<b>8</b>	<b>48</b>	<b>173</b>
	Allocation	47	5	22	1	7	22	104
South Lurgan	Applicant	125	19	58	7	12	59	280
	<b>App (HS)</b>	<b>37</b>	<b>5</b>	<b>16</b>	<b>2</b>	<b>3</b>	<b>27</b>	<b>90</b>
	Allocation	17	4	15	0	5	10	51
Central Craigavon	Applicant	74	16	75	7	29	11	212
	<b>App (HS)</b>	<b>19</b>	<b>4</b>	<b>22</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>59</b>
	Allocation	19	4	17	0	12	1	53



	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Aghagallon	Applicant	3	2	8	1	4	2	20
	<b>App (HS)</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>8</b>
	Allocation	3	0	2	2	0	0	7
Bleary	Applicant	3	2	1	2	1	1	10
	<b>App (HS)</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>
	Allocation	0	1	2	0	0	0	3
Carn/ Elizabeth Terrace	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Derrymacash Derrytrasna Kinnego	Applicant	5	2	9	4	3	1	24
	<b>App (HS)</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>14</b>
	Allocation	0	0	1	0	0	1	2
Dollingstown	Applicant	8	0	4	2	0	5	19
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>
	Allocation	3	0	0	0	0	1	4
Donacloney	Applicant	4	0	3	0	3	0	10
	<b>App (HS)</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
	Allocation	5	2	3	0	0	1	11
Magheralin	Applicant	4	1	8	2	0	2	17
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>
	Allocation	1	0	0	0	0	1	2
Schomberg/ Drumnacanvey	Applicant	0	0	0	0	0	0	0
	<b>App (HS)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Allocation	0	0	0	0	0	0	0
Waringstown	Applicant	6	3	7	0	1	3	20
	<b>App (HS)</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>9</b>
	Allocation	0	1	1	2	1	1	6
Lurgan/Brownlow Total	Applicant	429	88	255	45	79	165	1,061
	<b>App (HS)</b>	<b>134</b>	<b>29</b>	<b>80</b>	<b>16</b>	<b>24</b>	<b>85</b>	<b>368</b>
	Allocation	95	17	63	5	25	38	243
Portadown 1	Applicant	72	12	48	7	15	16	170
	<b>App (HS)</b>	<b>26</b>	<b>2</b>	<b>16</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>57</b>
	Allocation	15	4	9	0	4	3	35

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	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Portadown 2	Applicant	189	47	96	9	33	90	464
	<b>App (HS)</b>	<b>52</b>	<b>11</b>	<b>21</b>	<b>3</b>	<b>9</b>	<b>37</b>	<b>133</b>
	Allocation	44	10	37	2	6	18	117
Portadown Rural	Applicant	4	3	3	2	1	1	14
	<b>App (HS)</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>
	Allocation	0	0	1	0	1	0	2
Portadown Total	Applicant	265	62	147	18	49	107	648
	<b>App (HS)</b>	<b>79</b>	<b>14</b>	<b>37</b>	<b>5</b>	<b>14</b>	<b>44</b>	<b>193</b>
	Allocation	59	14	47	2	11	21	154
<b>ACBCBC Total</b>	<b>Applicant</b>	<b>1,240</b>	<b>244</b>	<b>684</b>	<b>104</b>	<b>215</b>	<b>462</b>	<b>2,949</b>
	<b>App (HS)</b>	<b>465</b>	<b>76</b>	<b>242</b>	<b>42</b>	<b>72</b>	<b>238</b>	<b>1,135</b>
	<b>Allocation</b>	<b>312</b>	<b>49</b>	<b>200</b>	<b>9</b>	<b>58</b>	<b>107</b>	<b>735</b>

*Applicant – Housing applicants at March 2016*

*App (HS) – Housing stress applicants at March 2016 (i.e. 30 points or more)*

*Allocation – Annual allocations for year ending March 2016*

### DEFINITION OF HOUSEHOLD COMPOSITION OF HOUSING APPLICANTS

Single person	1 person 16-59 years old
Older person	1 or 2 persons aged 16 or over, at least 1 over 60
Small adult	2 persons 16-59 years old
Small family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large family	1 or 2 persons aged 16 or over, and 3 or more persons 0-15, or 3 or more persons 16 or over and 2 or more persons aged 0-15
Large adult	3 or more persons aged 16 or over with or without 1 person aged 0-15

**Appendix Five:  
Housing Executive stock at March 2016**

\* Sold Stock in bold

COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Armagh 1	195	138	337	20	0	690	1
	<b>71</b>	<b>65</b>	<b>844</b>	<b>7</b>	<b>3</b>	<b>990</b>	
Armagh 2	120	59	94	0	0	273	7
	<b>45</b>	<b>58</b>	<b>475</b>	<b>0</b>	<b>2</b>	<b>580</b>	
Keady	102	21	57	0	1	181	1
	<b>81</b>	<b>15</b>	<b>376</b>	<b>0</b>	<b>8</b>	<b>480</b>	
Markethill	62	25	36	0	1	124	2
	<b>35</b>	<b>3</b>	<b>197</b>	<b>0</b>	<b>8</b>	<b>243</b>	
Tandragee	81	35	76	0	3	195	1
	<b>143</b>	<b>6</b>	<b>236</b>	<b>0</b>	<b>21</b>	<b>406</b>	
Charlemont / Blackwatertown / Carrickaness / Donnelly Hill	26	0	9	0	3	38	0
	<b>44</b>	<b>1</b>	<b>105</b>	<b>0</b>	<b>22</b>	<b>172</b>	
Drumhillery / Darkley / Derrynoose	9	0	17	0	0	26	0
	<b>13</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>16</b>	
Glenanne / Mountnorris / Loughgilly	20	0	69	0	1	90	1
	<b>11</b>	<b>0</b>	<b>71</b>	<b>0</b>	<b>14</b>	<b>96</b>	
Hamiltonsbawn / Edenaveys	22	0	10	0	1	33	2
	<b>43</b>	<b>0</b>	<b>85</b>	<b>0</b>	<b>5</b>	<b>133</b>	
Loughgall	15	0	7	0	0	22	0
	<b>34</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>14</b>	<b>77</b>	
Madden/ Milford/ Ballyards	6	0	2	0	0	8	0
	<b>23</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>43</b>	
Middletown	13	0	1	0	0	14	0
	<b>27</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>51</b>	
Poyntzpass	10	0	5	0	0	15	0
	<b>10</b>	<b>0</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>55</b>	
Richhill	46	6	42	0	3	97	1
	<b>85</b>	<b>3</b>	<b>210</b>	<b>0</b>	<b>30</b>	<b>328</b>	
Tynan/Killylea	19	0	8	0	0	27	0
	<b>47</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>8</b>	<b>87</b>	
Annaghmore/ Eglis	13	0	14	0	0	27	0
	<b>31</b>	<b>0</b>	<b>46</b>	<b>0</b>	<b>11</b>	<b>88</b>	

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COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Annahugh	0	0	10	0	1	11	1
	<b>14</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>3</b>	<b>39</b>	
Clady/ Corran/ Ballymacnab	8	0	8	0	0	16	1
	<b>22</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>36</b>	
Banbridge Town	245	170	346	29	0	790	15
	<b>87</b>	<b>81</b>	<b>1,026</b>	<b>15</b>	<b>0</b>	<b>1,209</b>	
Dromore	86	45	138	0	1	270	3
	<b>37</b>	<b>16</b>	<b>362</b>	<b>0</b>	<b>9</b>	<b>424</b>	
Gilford	59	16	73	8	0	156	6
	<b>25</b>	<b>4</b>	<b>184</b>	<b>0</b>	<b>0</b>	<b>213</b>	
Rathfriland	97	0	94	0	0	191	0
	<b>74</b>	<b>0</b>	<b>280</b>	<b>0</b>	<b>1</b>	<b>355</b>	
Kinallen	17	0	16	0	0	33	2
	<b>14</b>	<b>0</b>	<b>48</b>	<b>0</b>	<b>0</b>	<b>62</b>	
Lawrencetown	24	0	26	0	0	50	1
	<b>9</b>	<b>0</b>	<b>71</b>	<b>0</b>	<b>0</b>	<b>80</b>	
Loughbrickland	13	0	22	0	0	35	0
	<b>16</b>	<b>0</b>	<b>74</b>	<b>0</b>	<b>3</b>	<b>93</b>	
Scarva	5	0	17	0	0	22	0
	<b>1</b>	<b>0</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>35</b>	
Annaclone	6	0	5	0	0	11	0
	<b>3</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>27</b>	
Ashfield/ Tullyhenan	5	0	1	0	0	6	0
	<b>7</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>19</b>	
Ballela	0	0	0	0	0	0	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Ballyrone	0	0	0	0	1	1	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	
Banbridge Rural Cottages	9	0	0	0	11	20	0
	<b>10</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>86</b>	<b>103</b>	
Closkelt	2	0	0	0	2	4	0
	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>5</b>	
Corbet	1	0	7	0	0	8	0
	<b>1</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>9</b>	
Dromore Rural Cottages	0	0	2	0	22	24	0
	<b>8</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>87</b>	<b>100</b>	

COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Katesbridge	3	0	18	0	0	21	0
	<b>1</b>	<b>0</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>34</b>	
Lenaderg	9	0	13	0	0	22	0
	<b>2</b>	<b>0</b>	<b>46</b>	<b>0</b>	<b>0</b>	<b>48</b>	
Lisnagade/Ballyvarley	0	0	0	0	1	1	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	
Seapatrick	11	0	39	0	0	50	1
	<b>5</b>	<b>0</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>64</b>	
Tullylish	13	0	0	0	0	13	0
	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>	
Central Craigavon	83	78	606	21	0	788	8
	<b>18</b>	<b>5</b>	<b>1,271</b>	<b>3</b>	<b>0</b>	<b>1,297</b>	
North Lurgan	215	165	322	0	0	702	8
	<b>29</b>	<b>49</b>	<b>1,256</b>	<b>0</b>	<b>0</b>	<b>1,334</b>	
South Lurgan	152	160	322	3	1	638	11
	<b>42</b>	<b>52</b>	<b>1,132</b>	<b>0</b>	<b>8</b>	<b>1,234</b>	
Portadown 1	160	12	316	8	0	496	1
	<b>38</b>	<b>0</b>	<b>533</b>	<b>10</b>	<b>0</b>	<b>581</b>	
Portadown 2	275	254	482	27	0	1,038	2
	<b>105</b>	<b>84</b>	<b>1,327</b>	<b>1</b>	<b>0</b>	<b>1,517</b>	
Aghagallon	17	0	31	0	4	52	1
	<b>26</b>	<b>0</b>	<b>123</b>	<b>0</b>	<b>58</b>	<b>207</b>	
Bleary	18	0	15	0	5	38	0
	<b>64</b>	<b>0</b>	<b>84</b>	<b>0</b>	<b>57</b>	<b>205</b>	
Dollingstown	43	7	8	0	0	58	0
	<b>24</b>	<b>1</b>	<b>99</b>	<b>0</b>	<b>0</b>	<b>124</b>	
Donacloney	33	0	30	0	2	65	0
	<b>6</b>	<b>0</b>	<b>110</b>	<b>0</b>	<b>15</b>	<b>131</b>	
Magheralin	15	0	31	0	0	46	0
	<b>3</b>	<b>1</b>	<b>126</b>	<b>0</b>	<b>3</b>	<b>133</b>	
Waringstown	33	0	23	0	1	57	0
	<b>19</b>	<b>0</b>	<b>83</b>	<b>0</b>	<b>20</b>	<b>122</b>	
Carn (Elizabeth Terrace)	1	0	3	0	0	4	0
	<b>3</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>17</b>	
Derrymacash/ Derrytrasna/ Kinnego	2	0	12	0	2	16	1
	<b>16</b>	<b>0</b>	<b>90</b>	<b>0</b>	<b>10</b>	<b>116</b>	



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COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Drumnacanvey	0	0	1	0	0	1	0
	<b>0</b>	<b>0</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>31</b>	
Portadown Remainder	3	0	35	0	2	40	0
	<b>2</b>	<b>0</b>	<b>117</b>	<b>0</b>	<b>27</b>	<b>146</b>	
<b>ACBCBC Total</b>	<b>2,422</b>	<b>1,191</b>	<b>3,856</b>	<b>116</b>	<b>69</b>	<b>7,654</b>	<b>78</b>
	<b>1,502</b>	<b>444</b>	<b>11,500</b>	<b>36</b>	<b>547</b>	<b>14,029</b>	

\*Of the total stock these properties are void and do not include properties for sale or demolition.

(i) Bungalow (ii) Maisonette

**Appendix Six:  
Management Team contact details**

OFFICE	CONTACT	CONTACT INFORMATION
<b>All enquiries 03448 920 900</b>		
Armagh Office 48 Dobbin Street Armagh BT61 7QQ		<a href="mailto:armagh@nihe.gov.uk">armagh@nihe.gov.uk</a>
Banbridge Office 56 Bridge Street Banbridge BT32 3JL		<a href="mailto:banbridge@nihe.gov.uk">banbridge@nihe.gov.uk</a>
Lurgan Office 122 Hill Street Lurgan BT66 6BH		<a href="mailto:lurgan@nihe.gov.uk">lurgan@nihe.gov.uk</a>
Portadown Office 41 Thomas Street Portadown BT62 3AF		<a href="mailto:portadown@nihe.gov.uk">portadown@nihe.gov.uk</a>
South Regional Manager	Comghal McQuillan	<a href="mailto:comghal.mcquillan@nihe.gov.uk">comghal.mcquillan@nihe.gov.uk</a>
Area Manager (A)	Denise McNally	<a href="mailto:denise.mcnally@nihe.gov.uk">denise.mcnally@nihe.gov.uk</a>
Housing Services Manager (A)	Judith McNamee	<a href="mailto:judith.mcnamee@nihe.gov.uk">judith.mcnamee@nihe.gov.uk</a>
Assistant Housing Services Manager	John McAleavey	<a href="mailto:john.mcaleavey@nihe.gov.uk">john.mcaleavey@nihe.gov.uk</a>
Assistant Housing Services Manager	Pauline Beattie	<a href="mailto:pauline.beattie2@nihe.gov.uk">pauline.beattie2@nihe.gov.uk</a>
Assistant Housing Services Manager (A)	Paula McQuillan	<a href="mailto:paula.mcquillan@nihe.gov.uk">paula.mcquillan@nihe.gov.uk</a>
Assistant Housing Services Manager (A)	Melvin Spiers	<a href="mailto:melvin.spiers@nihe.gov.uk">melvin.spiers@nihe.gov.uk</a>
Maintenance Managers	Ian Wilson (A)	<a href="mailto:ian.wilson@nihe.gov.uk">ian.wilson@nihe.gov.uk</a>
	Drew McMath	<a href="mailto:drew.mcmath@nihe.gov.uk">drew.mcmath@nihe.gov.uk</a>

**REGIONAL SERVICES**

Land and Regeneration 2 Adelaide Street Belfast, BT2 8PB	Elma Newberry	<a href="mailto:elma.newberry@nihe.gov.uk">elma.newberry@nihe.gov.uk</a>
Supporting People	Anne Sweeney	<a href="mailto:anne.sweeney@nihe.gov.uk">anne.sweeney@nihe.gov.uk</a>
Central Grants 2 Adelaide Street Belfast, BT2 8PB	Danny O'Reilly	<a href="mailto:daniel.o'reilly@nihe.gov.uk">daniel.o'reilly@nihe.gov.uk</a>
Head of Place Shaping South, Marlborough House, Craigavon BT64 1AJ	Ailbhe Hickey	<a href="mailto:aibhe.hickey@nihe.gov.uk">aibhe.hickey@nihe.gov.uk</a>

**Appendix Seven:  
Glossary**

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DSD/DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
Areas at Risk	This programme aims to intervene in areas of risk of slipping into social or environmental decline by working with residents.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
CAT	Community Asset Transfer provides for a change in management and/or ownership of land or buildings, from public bodies to communities
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
CTOS	Continuous Tenant Omnibus Survey, is an assessment of the attitudes of Housing Executive tenants
Decent Home	A decent home is one which is wind and watertight, warm and has modern facilities and is a minimum standard that all social housing should have met through time.
Department for Communities (DfC)	New government department in Northern Ireland which came into effect in May 2016 and replaces the Department for Social Development (DSD)
Disabled Facility Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Department for Infrastructure (DfI)	New government department in Northern Ireland which came into effect in May 2016 and replaces the Department for Regional Development (DRD)
Discretionary Housing Payment	Is an extra payment to help pay the difference or shortfall between the rent charged by a landlord and housing benefit
Equity Sharing	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or registered housing association
Floating Support	This enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to individual users.
Frost Stat	A thermostat used to turn on a heating system automatically when the temperature drops below a threshold.

Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, it would have to spend more than 10% of its income on all household fuel.
Full Duty Applicant (FDA)	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988 to “ensure accommodation becomes available for his/her occupation”.
HCN	Housing Community Network assists residents’ associations to develop local services.
HECA	Home Energy Conservation Authority, the Housing Executive is the HECA for Northern Ireland.
HIPA	Hate Incident Practical Action (HIPA) scheme is available across Northern Ireland to support victims of hate incidents at their homes.
HMO	A House of Multiple Occupation means a house occupied by more than two people who are not all members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Northern Ireland Housing Executive (NIHE) or registered housing associations the right to buy their property from their landlord at a discount.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2008-25.
Housing Market Area	A market area is the geographic area within which the majority of households move, work and live.
Housing Market Analysis (HMA)	This is an evidence base for housing and planning policies, which examines the operation of Housing Market Areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment	This is an assessment of local housing needs primarily in relation to general needs social housing, supported housing, travellers and affordable housing.
Housing Stress	Applicants on the waiting list who have a points total of 30 or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing consists of shared ownership housing provided through a Registered Housing Association (e.g. Co-ownership Housing Association) and helps eligible households who can afford a small mortgage, but that are not able to afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the Registered Housing Association.
Latent demand test	Housing needs survey carried out in a rural area to assess any potential hidden need.

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Lifetime Homes	Housing design standards, which make a home more adaptable through a person's life cycle
Mandatory repair grant	This is a grant made available by the Housing Executive to landlords who have been served a repair notice by the council.
MARAC	Multi-Agency Risk Assessment Conference.
Neighbourhood Renewal	Government Departments and agencies working in partnership to tackle disadvantage and deprivation
Net Stock Model	An assessment of housing need at a Northern Ireland level, using net household projections
NIFHA	Northern Ireland Federation of Housing Associations
NISRA	Northern Ireland Statistics and Research Agency
OFMDFM	Office of the First Minister and Deputy First Minister
Oil buying clubs	Oil buying clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk as part of a group.
PCSPs	Policing and Community Safety Partnerships
PPS	Planning Policy Statement
Quality Assessment Framework	The Quality Assessment Framework sets out the standards expected in the delivery of Supporting People services.
RDP	Rural Development Programme
SCNI	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
SHDP	Social Housing Development Programme, the SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Smartmove Housing	This is a charitable organisation offering advice; support and accommodation to people who are homeless and in acute housing need.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.

Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by the Department for Communities as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Northern Ireland Housing Executive, which prioritises households who are living in unsuitable or insecure accommodation.
SPOD	Small Pockets of Deprivation is a delivery vehicle for neighbourhood renewal.
Stock Transfer Programme	The aim of the Stock Transfer Programme is to deliver major refurbishment works to social homes through transfer of stock from the Housing Executive to housing associations.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care and can aid a smooth transition to independent living for those leaving an institutionalised environment.
TBUC	The Northern Ireland Executive Together Building a United Community Strategy containing objectives for a united and shared community and improved community relations.



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