Belfast

Housing Investment Plan
2019-2023

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

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

PEOPLE

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

PROPERTY

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

PLACES

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

We have **4** high level outcomes:

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

We have **1** set of values:

Making a difference;
Fairness;
Passion;
Expertise

Housing Executive

Contents

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Foreword

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

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

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

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

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

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

Professor Peter Roberts
Chair

Introduction

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

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

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

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

Strategic Context

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

Welfare Reform

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

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

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

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

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

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

Homeless Strategy

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

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

The multi-agency approach is further demonstrated via established Homelessness Local Area Groups. They bring together a range of agencies from the Statutory, Voluntary and Community Sectors to deliver Action Plans linked to the Strategy which produce better solutions on the ground for homeless clients.
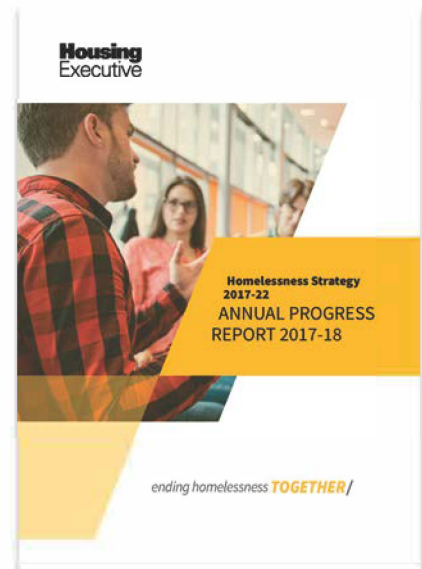
In addition, the Housing Executive has recently completed a consultation on the launch of the Chronic Homelessness Action Plan. This plan sets out what we intend to do with the support of our partners, over the next three years, to address chronic homelessness and provide support to those experiencing it.

Homeless Communication Action Plan

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

Delivery Strategy and Action Plan

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

New social homes delivered through the SHDP are designed to meet a range of applicants' needs for social housing, including those with general housing requirements, Wheelchair Standard Housing, housing for active older people and housing for applicants with Complex Needs. The Housing Executive is working with housing associations to increase the provision of new build Wheelchair Standard homes in line with ambitious delivery targets agreed with DfC. A proportion of the SHDP budget is also set aside to fund adaptations to existing housing association properties for people with disabilities. The Housing Executive also monitors the delivery of new social homes in rural areas and engages with housing associations and rural communities to support the sustainability of rural settlements.

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

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

Asset Management Strategy

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

Tower Blocks

A draft Action Plan for our Tower Blocks was approved by the NIHE Board in May 2018 as the basis for consultation with stakeholders on our proposals. A consultation exercise was undertaken between June and December 2018 and the findings of this exercise informed the preparation of the final Action Plan which was presented to, and approved by, the Board in March 2019. The Action Plan has now been submitted to DfC for its consideration. The long term aspiration is to stop using all 33 blocks throughout Northern Ireland (20 of these are in Belfast). All blocks have been categorised into Short (1-5 year life) Medium (6-10 years) or Long term (11+ years). The categorisation of all blocks is set out in the following table.

Location	Block	Proposal
Larne	Latharna	Demolition within 5 years
Rushpark	Beechwood	Potential sale within 5 years
	Woodland	
Rathcoole	Monkscoole	Demolition and construction of new social housing within 5 years
	Abbotscoole	
	Carncoole	Long term retention (10+ years) and investment
	Glencoole	
Mount Vernon	Ross	Demolition and construction of new social housing within 5 years
	Mt Vernon	Demolition within 6-10 years
Carlisle	Oisin	Demolition within 5 years
	Finn	Demolition and construction of new social housing (including the cleared Oisin House site) within 6-10 years
	Fianna	
	Cuchulainn	Long term retention (10+ years) and investment
	Eithne	
	Maeve	
	Grainne	
Lower Falls	Divis	Long term retention (10+ years) and investment
Finaghy	Moylena	Demolition and construction of new social housing within 5 years
	Moveen	Long term retention (10+ years) and investment
Belvoir	Breda	Demolition within 5 years
	Belvoir	Demolition and construction of new social housing (including the cleared Breda House site) within 6-10 years
Cregagh	Kilbroney	Demolition and construction of new social housing within 5 years
	Willowfield	Long term retention (10+ years) and investment
	Woodstock	
Clarawood	Clarawood	Demolition within 5 years
Braniel	Whincroft	Long term retention (10+ years) and investment
Ardcarn	Carnet	Long term retention (10+ years) and investment
Portadown	Magowan	Potential sale within 5 years

These proposals were approved by the Board in March 2019. It should be noted that implementation of our proposals – and the timescales required to do so – are subject to further approval of detailed business cases by DfC.

Cavity Wall Insulation

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

Research Programme

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

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

Customer Excellence Strategy

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

To accompany the strategy there will be annual action plans for each year covered. These annual action plans will detail activities to be completed within year, under five key themes. The first annual update was published on our website in December 2018 and can be accessed at the following link Customer Excellence Strategy.
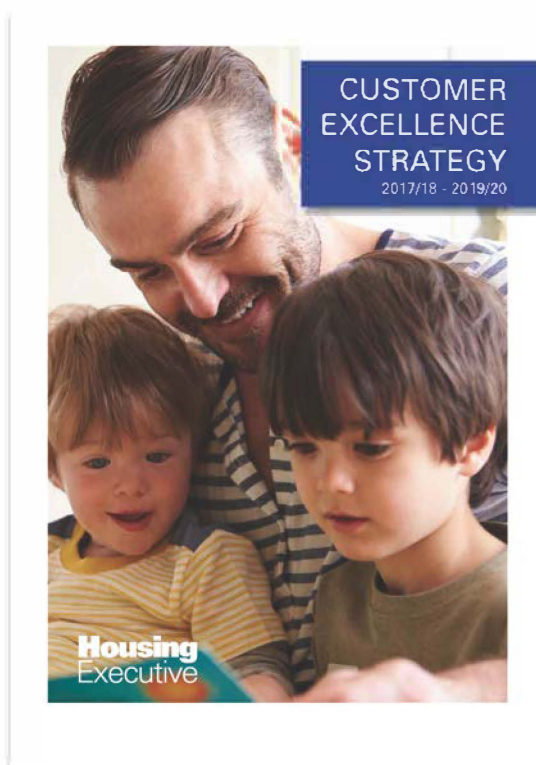
Community Involvement Strategy

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

Supporting People Strategy and Action Plan

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

Rural Strategy & Action Plan

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

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

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

Irish Travellers

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

Sustainable Communities

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

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

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

Accessible Housing Register (AHR)

The Housing Executive is working with Northern Ireland Federation of Housing Associations (NIFHA) to identify social housing properties that are accessible to those with mobility issues, in order to create an Accessible Housing Register for social housing. We further intend to develop a system to identify accessible properties in the private rented sector and highlight these on the new NIHE website.

Fundamental Review of the Private Rented Sector (PRS)

DfC undertook a fundamental review of the PRS in 2016, and following a public consultation in 2017 from which 52 responses were received, it prepared a response for Ministerial approval. The Department will publish details on the way forward when a Minister is appointed.

Fundamental Review of Social Housing Allocations

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

Affordable Housing

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

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

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

Community Asset Transfer

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

Geography of Belfast City Council

Belfast is divided into ten district electoral areas

Local Context

Demographics

The population of Belfast City Council area is projected to grow by almost 2% from 2017 to 2027. This growth will be concentrated mainly in the 0-15 and 65+ age groups, while the working age population (16-64) is projected to decrease slightly. The average household size is projected to decrease to 2.29 persons, while the number of households is projected to increase by over 4,600 to 148,935 in the 10 years to 2027. While the need for small family accommodation remains strong, there will be a requirement to design and construct suitable accommodation for older persons.

Mid Year Population Estimates
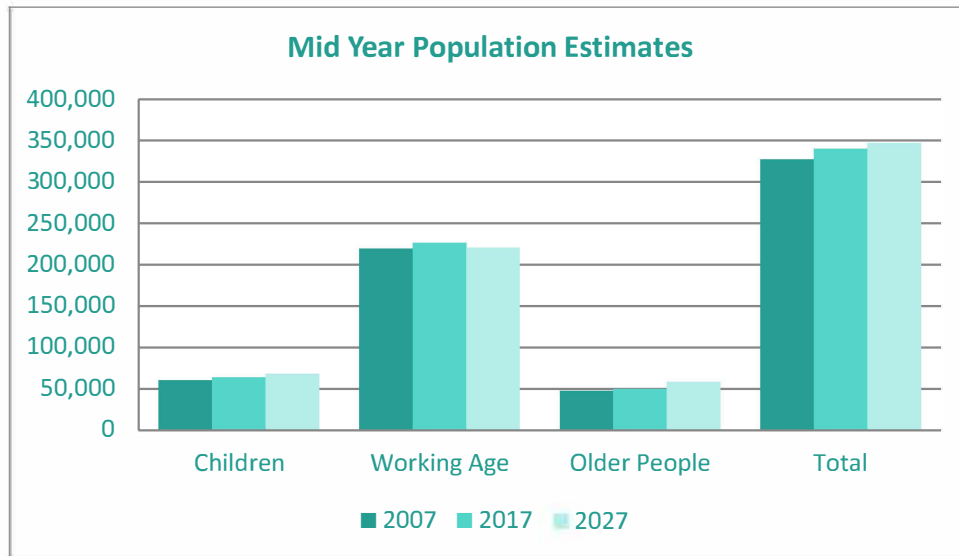
Source: NISRA

Economic Context

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

As the region's capital city, major population centre and hub for business, employment and infrastructure, Belfast is critical to Northern Ireland's economic future. Belfast supports over 210,000 jobs and is a source of employment for much of the region's population, with more than half of those employed in Belfast travelling from outside the council boundary; the economic growth and prosperity of Belfast is spread well beyond the council boundary. Plans to establish a Belfast City Deal were announced in March 2019, this is an agreement between government and the city and it will give Belfast and its surrounding area certain powers and freedoms to:

- Take charge and responsibility for decisions that affect the area;
- Do what it thinks best to help businesses grow;
- Create economic growth; and,
- Decide how public money should be spent.

It is envisaged that £700m will be invested in the Belfast region over the next 15 years.

Housing Market Context

While the housing market has improved over the past number of years, structural issues remain that could adversely affect the economy and household finances in the near future. High levels of negative equity remain an issue. While rising house prices mean more homeowners are coming out of negative equity, higher levels of inflation and a rise in interest rates could lead to higher housing costs. In addition, commentators have forecast a slowdown in house price growth or stagnation within the Northern Ireland housing market over the next two years. Longer term forecasts for the UK housing market have also been cautious due to economic uncertainty since the EU referendum. It will be important to monitor trends and developments across the housing sector in the next few years.

Belfast has a Housing Growth Indicator (HGI) projected new dwelling requirement of 13,700 for 2012/25. This data will inform the Belfast City Council Local Development Plan (LDP) which will replace the Belfast Metropolitan Area Plan (BMAP) in 2020, and influence housing development in Belfast until 2035. This is crucial given the aspiration within the Belfast Agenda and the LDPs Preferred Options Paper to increase the population of Belfast by 66,000 people and develop an additional 31,000 new homes in the period to 2035.

Owner Occupied Sector

The Northern Ireland Quarterly House Price Index, produced by Ulster University in conjunction with the Housing Executive and Progressive Building Society, analyses average sale prices by different property property types across the region. The average price of all properties sold in Belfast in 2018 was £168,094, a rise of almost 6% on 2017 prices. The overall Northern Ireland average price in 2018 was £163,128, a 5% rise on 2017 levels. Overall the survey highlights sustainable and resilient growth with a stable level of transactions. This is unlikely to change as continued uncertainty over Brexit will impact on the housing market throughout the current year and beyond.

Sectoral and property type differences remain; South Belfast is still the highest price sub market while North Belfast is the lowest. First time buyers are still experiencing difficulty in obtaining mortgage finance, despite continued low interest rates. Private rental remains the tenure choice for many who may previously have been first time buyers. Sales of terrace and semi-detached properties accounted for approximately 70% of sales in Belfast in the last year.

Average Annual House Prices
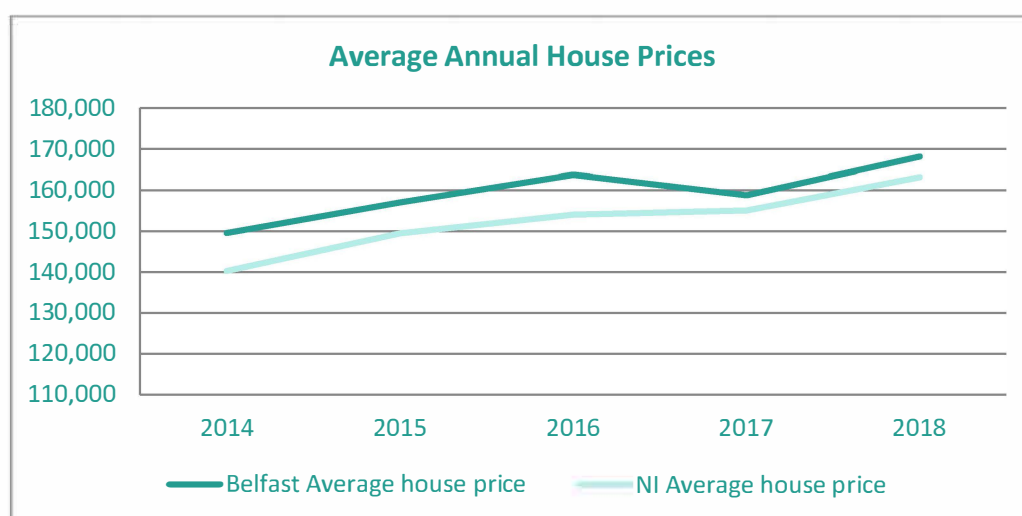
Source: Ulster University

The volume of house sales fell very slightly in 2018, from 4,700 in 2017 to 4,620. The 2017 figure was a ten year high, indicating a healthy level of transactions. The number of new build starts across Belfast increased in 2018 to almost 800 properties, over 500 of which were earmarked for the private sector market.

Repossessions

Year	Value
2013	296
2014	221
2015	136
2016	91
2017	88
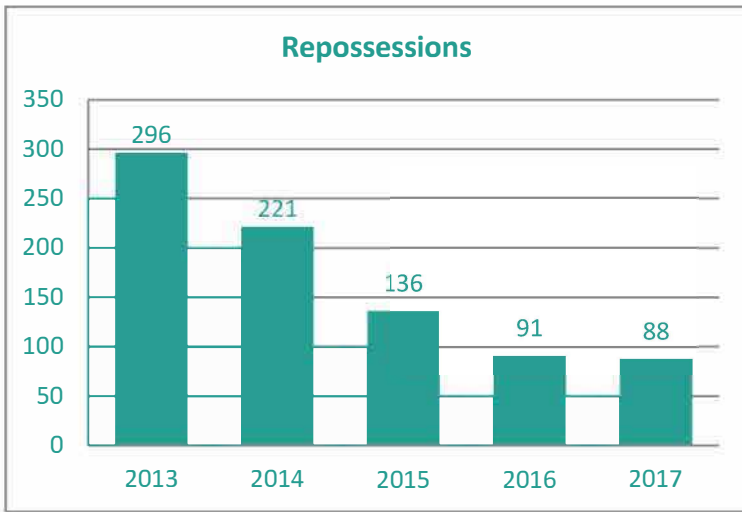
Market opinion is generally positive as the market continues to recover from the bottom of the property cycle. Local estate agents have reported that the local housing market is slowly improving. One indicator of an improving housing market is the number of repossessions; this has continued to fall in Belfast since it peaked in 2013.

Source: DfC

Impending interest rate rises are currently not impacting the market as they are expected to be slow and gradual; however, for existing mortgages any rise in interest rates would place individuals and families under additional financial pressure.

Low income households can find difficulty accessing the owner occupied market creating demand for intermediate housing. The Housing Executive estimates intermediate housing demand for Belfast at approximately 55 units per annum for the 2019 to 2029 period. Co-ownership had an active stock in Belfast of 1,630 dwellings at March 2019, 111 of which were purchased during 2018/19.

Co-ownership Approvals

Year	Value
2014	176
2015	154
2016	106
2017	162
2018	111

Source: Co-ownership Housing Association

Private Rented Sector (PRS)

The private rented sector across the city has seen an unprecedented increase in its tenure share between 2001 and 2019. The PRS continues to play a critical role in the local housing market and provides much needed accommodation for all household types. Local estate agents report a continuing strong demand as supply fails to catch up. Housing Benefit continues to play a vital role in supporting the private rented sector.

Housing Benefit

	2015	2016	2017	2018	2019
NIHE	17,150	17,118	16,700	17,964	16,753
Private	13,138	12,667	12,173	12,755	12,152
Housing Association	10,955	11,136	11,156	12,001	10,370
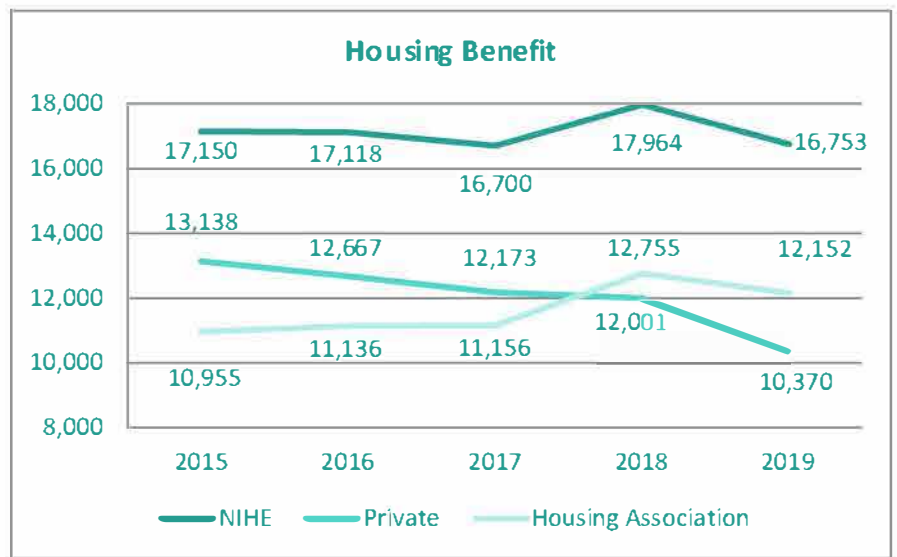
Source: NIHE

At March 2019, there were 10,370 private tenants in receipt of Housing Benefit in the city. This is a reduction on the 2018 figure of 12,000 and can be explained by the growing impact of welfare reform.

Average Weekly Private Sector Rent by House Type

Apartment	Terrace	Semi Detached	Detached	All
£159.18	£156.10	£162.52	£243.58	£160.02
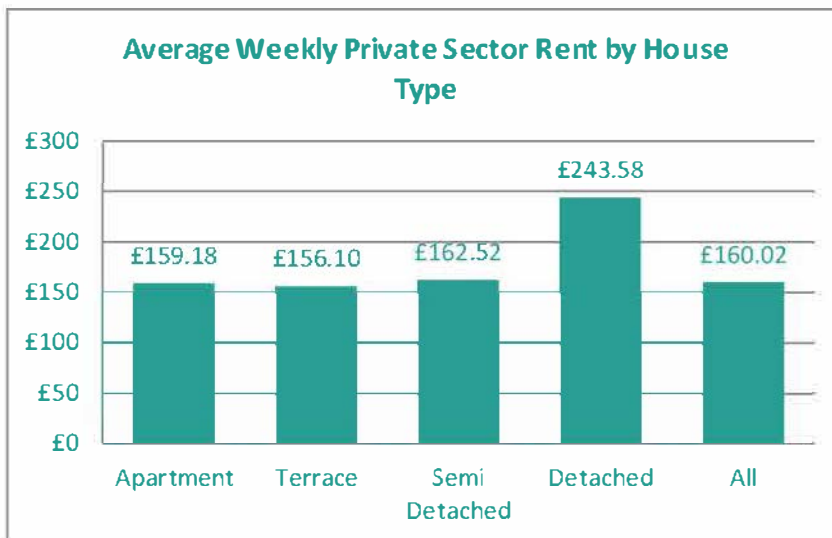
Source: Ulster University

This is confirmed by statistics demonstrating that over 20% of households in 2018 were privately renting, a significant change over the 2001 figure of 11%. Rising levels of temporary employment, growing social housing waiting lists, lending restrictions and high levels of negative equity will ensure that the private rented sector continues to play an important role in Belfast.

The recent renewal of DfC's Landlord Registration Scheme shows that there are 6,571 landlords operating in Belfast who account for 21,662 tenancies. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Despite the availability of discretionary housing payments, some tenants are now struggling to make up the difference between Housing Benefit allowance and rental charge.

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

- flexibility and choice of location
- difficulty in saving for a deposit to buy a home;

- job and income uncertainty;
- availability of Private Housing Benefit;
- higher demand and lower turnover in the social housing sector; and
- negative equity forcing some owners to let rather than sell.

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

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

As household groups continue to reduce in size, Houses in Multiple Occupation (HMO) will continue to play a greater role in the housing market, particularly for single households aged under 35. There are currently approximately 6,600 HMOs in Northern Ireland of which 4,360 are in Belfast. Responsibility for the inspection and enforcement of HMOs passed from the Housing Executive to Belfast City Council in April 2019. From 1 April, HMOs require to have a licence issued by the council. The main aim of the new provisions remains the protection of the health and safety of tenants, who will be able to check online if their home is licensed properly. The area with the highest concentration of HMOs in Northern Ireland is the Holylands in South Belfast, which lies to the rear of Queen's University and is home to many of the city's 43,000 full time students. The effects of the recent rapid expansion of Purpose Built Student Accommodation (PBSA) across the city will continue to be monitored closely, particularly as to how it impacts the Holylands. The delays in the construction of the new Ulster University campus in York Street would seem to have lessened the impact on the Holylands, with anecdotal evidence suggesting that the completed PBSA complexes are more popular with international students.

Social Housing Sector

Housing need for Belfast remained at a consistently high level between 2014 and 2019. At March 2019 there were 10,747 number of applicants on the waiting list for Belfast with 8,011 in housing stress. There were 1,998 allocations over the year. The requirement for new social housing in the city has continued to increase since 2013. The number of allocations of social stock in Belfast fell by over 25% in the four years to 2019. The proportion of all applicants in housing stress has risen by 15% in the same period and now represents 75% of the total waiting list. The social housing sector in Belfast is still a very significant part of the overall market, accounting for almost 25% of all housing in the city. Housing Executive stock numbers almost 26,000 units while housing associations account for approximately 13,500 units. The Housing Executive sold 108 units of its stock in Belfast during 2018/19, bringing the total number of its properties sold in the city to almost 24,500 since the introduction of the House Sales scheme.

Social Housing Waiting List Trends
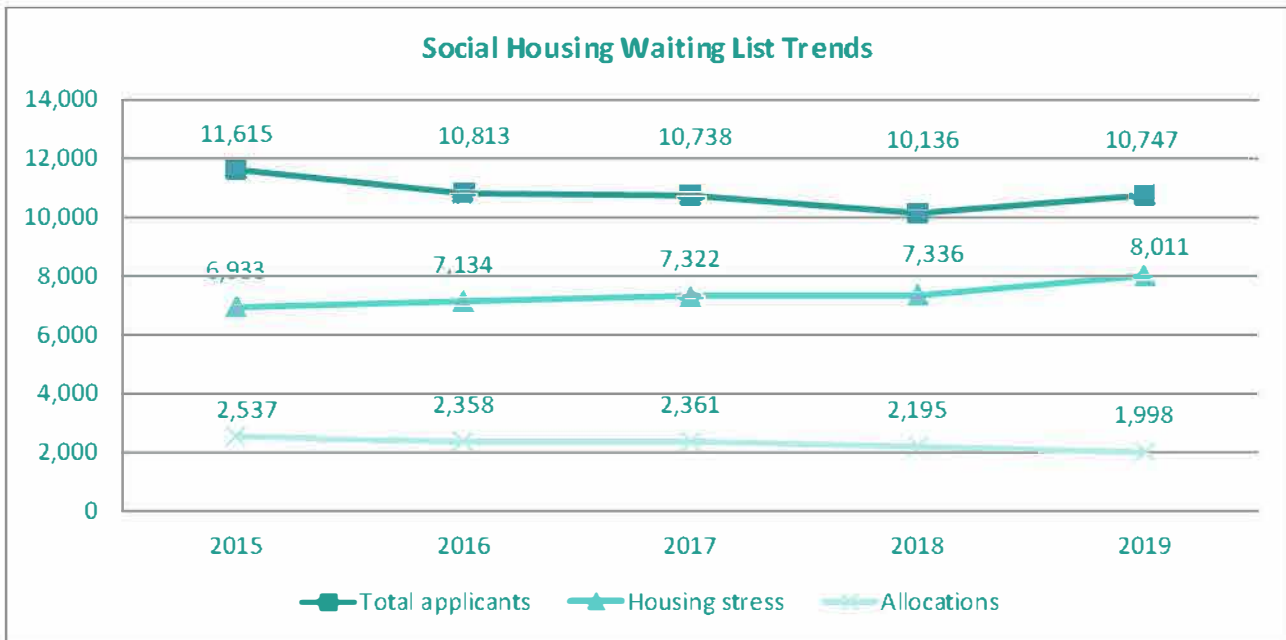
Source: NIHE

The five-year assessment for 2018-23 shows a need for an additional 4,421 social units in Belfast. Single, older persons and small family households comprise almost 75% of the housing stress waiting list in the council area. Future housing mix in new social housing will need to cater for these household groups. Almost 85% of current NIHE stock in Belfast has 2 or 3 bedrooms, reflecting the priority provision throughout the large scale redevelopment in the city throughout the 1970s and 1980s. Welfare reform has influenced the provision of smaller units to reflect current trends in demand.

In recent years social housing has been delivered locally by housing associations on Housing Executive land. Increasingly, areas of housing need are emerging in locations where the Housing Executive does not own land. Need is apparent in all four sectors of the city (North, South, East and West). The areas of highest need coincide with those areas where suitable development land is in short supply. The aspiration within both the Belfast Agenda and emerging Local Development Plan (LDP), to increase the population of Belfast dramatically by 2035, means that land within the City Centre will increasingly be used for residential purposes. Recent residential development within the city has been private sector led and concentrated on developing Purpose Built Student Accommodation. This market seems to have peaked and the delays in construction of the new Ulster University campus at York Street have slowed things further. The Housing Executive is keen to promote city centre living and will establish a new waiting list covering the City Centre in the coming year to take advantage of residential schemes which will have an element of social housing within them. Planning applications in respect of a number of proposed residential schemes in the city centre are currently being considered. The new waiting list will be open to all applicants wishing to live in the City Centre.

Building Successful Communities

The Building Successful Communities is a DfC led programme which aims to use housing interventions as catalysts for local regeneration and reverse community decline. Six areas, five of which are in Belfast are included in the current programme. The areas in Belfast are – Lower Shankill/Brown Square, Lenadoon and Glencolin, Lower Falls, Lower Oldpark and Hillview and Tiger's Bay. Various outputs, ranging from new

social and affordable homes to environmental improvements have been or will be delivered during the lifetime of the programme.

Homelessness

The number of households presenting as homeless has decreased slightly from March 2018 to March 2019, but are still averaging over 100 cases per week. There has also been a small decrease in applicants being awarded 'Full Duty Applicant' status (statutorily homeless) over the same period. It should be noted that throughout the year, the number of applicants accepted as homeless was almost double the number of social allocations in the city.

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2014/15	5,843	3,064	983
2015/16	5,664	3,316	1,205
2016/17	5,395	3,289	1,058
2017/18	5,879	3,940	1,040
2018/19	5,747	3,790	1,303

Source: NIHE

Over 50% of homelessness acceptances were due to accommodation not being reasonable or family dispute/sharing breakdown. Other significant reasons include loss of rented accommodation, neighbourhood harassment and domestic violence.

The Housing Executive's Homelessness Strategy 2017-2022 acknowledges that an inter-agency approach is necessary under its three objectives of prevention, providing sustainable solutions and addressing the often complex needs of chronic homeless households. The local Homelessness Area Group, comprising representatives from Statutory, Voluntary and Community sectors, works to ensure that households are directed toward the right property coupled with the right support to sustain them in that property.

Supporting People

£22.4m was spent delivering the Supporting People Programme for 2018/19 in Belfast with £22.6m approved for 2019/20. Appendix 5 details supporting people provider's information for the Council area.

Social Housing Development Programme

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 2,100 housing units planned in the period to 2021/22. There is an element of over programming within the SHDP as many schemes will not materialise, due to a number of factors such as land assembly and planning difficulties.

During 2018/19, 386 units were completed across Belfast including significant developments at Lisnasharragh in East Belfast and Upper New Lodge in North Belfast. At March 2019 there were 966 units on-site including large schemes at Visteon in West Belfast and Ormeau Road in South Belfast. We seek to provide social housing need on land owned by the Housing Executive. Where such land is not available,

housing associations and developers may refer to the Housing Executive's Commissioning Prospectus to identify locations where new social housing is required.

Work is continuing on the development of an Accessible Housing Register (AHR). This will minimise waste and allow social landlords to make more effective use of their existing adapted stock. Within Belfast Council area there is a projected social housing need over the period 2018/23 for 45 wheelchair units. There are currently 89 applicants on the waiting list at March 2019 who require wheelchair accommodation, of whom 87 are in housing stress. Over the past year there were 10 new wheelchair properties completed, with a further 27 units on site.

During 2018/19 the Housing Executive spent £3.21m on adaptations to its properties. £890k was spent on disabled facilities grants in Belfast.

Disabled Facilities Grants (DFG's)

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Approved	143	109	130	121	111
Funding £m	1.45	0.98	1.09	1.1	0.89

Source: NIHE

Community Planning

The Council and its statutory partners, including the Housing Executive, has produced a Community Plan   Belfast Agenda for the city up to 2035. It identifies long-term priorities for improving the social, economic and environmental wellbeing of citizens within the city. It has adopted an outcomes based approach, outlined below.

Community Planning Outcomes

1. Everyone in Belfast benefits from a thriving and prosperous economy
2. Belfast is a welcoming, safe, fair and inclusive city for all
3. Everyone in Belfast fulfils their potential
4. Everyone in Belfast experiences good health and wellbeing
5. Belfast is a vibrant, attractive, connected and environmentally friendly city.

Housing can contribute to achieving many of the Community Plan outcomes. It can shape health and wellbeing, regeneration and the environment, community cohesion and neighbourhoods. Linked to wider government programmes it can help reduce fuel poverty, promote renewal energy and assist economic growth.

Local Development Plan (LDP)

As the statutory development plan, the LDP will be the main policy vehicle to influence housing in the city for the next 15 years. It is therefore appropriate that the Community Plan and HIP are considered in the preparation of the LDP. The Housing Executive responded positively to the Preferred Options Paper produced by Belfast City Council as part of the LDP process.

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

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

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

The Council has published its draft Plan Strategy and is currently preparing a submission to DfI in order to progress a public examination on the soundness of the draft plan.

Housing Executive Spend

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

The Housing Executive will continue to address housing need by supporting new build schemes throughout Belfast and will also develop its Asset Management Strategy to maintain and improve its stock across the city.

Locally, we will continue to work alongside our Community Plan partners to direct limited public sector resources more efficiently. The past year has delivered significant housing investment services, and the 2018/19 public sector housing investment totalled £133m in the Belfast City Council area. Housing expenditure and projected housing investment is set out in the following table.

Belfast actual/projected public sector housing spend

Activity areas	Actual spend £m 2018/19	Projected spend £m 2019/20
Stock Improvements	13.92	6.39
Adaptations for Persons with a Disability (APD's) *1	3.21	2.97
Planned Maintenance Work *2	22.78	32.35
Grounds Maintenance	1.68	1.72
Response Maintenance *3	14.98	16.87
Private Sector Grants	1.49	2.29
Supporting People	22.46	22.61
Investment in New Build *4	52.34	n/a
Boiler Replacement Scheme	0.43	n/a
Total	133.29	85.2

Source: NIHE

*1 –Adaptations relate to APD works, lifts, showers and minor APD repairs

*2 – Planned Maintenance includes planned, cyclical and MS running costs

*3- Response Maintenance excludes spend on lifts, showers & minor APD repairs

*4 – 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 new build units in 2019/20 has not been finalised.

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

HOUSING PLANS & SERVICES - OUTCOMES
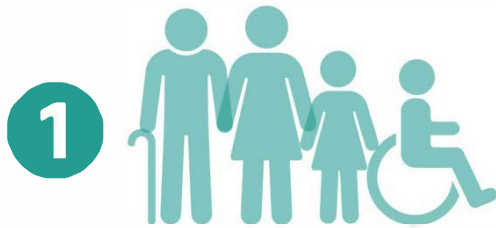
1 Helping people find housing support and solutions

2 Delivering better homes

3 Fostering vibrant sustainable communities

4 Delivering quality public services

Outcome 1 – Help people find housing support and solutions

Plans 2018/19	Progress	Plans 2019/23	CP Ref
NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2017-22.	5,747 homelessness presentations and 3,790 homelessness acceptances in Belfast in 2018/19.	Development and publication of the Chronic Homelessness Action Plan. Implementation of year one actions in Chronic Homelessness Action Plan.	4.9
Roll in of the Housing Solutions and Support Approach will continue across NI.	This approach is used for all customers who contact the NIHE with a housing issue. Staff explore a range of suitable housing and support options with customers and provide them with information to allow them to make informed decisions about their housing options. The approach has been developed to focus on tenancy sustainment and homeless prevention. Housing Solutions and Support teams now operate across all Housing Executive local Offices. The Customer Management System (CMS) is now being used by all Housing Solutions staff and Patch Managers in order to allow better case management of customer's housing journeys.	Ensure the new approach continues to be effectively embedded across the organisation. Conduct peer reviews to benchmark the NIHE Housing Solutions service and identify good practice and areas for improvement. Further develop the Housing Solutions and Support approach. Including through accreditation of staff. Ensure information is readily available across all tenures to meet the needs of a housing options service. Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.	4.9
NIHE has made £390k available to fund Smartmove private rented access scheme across NI for 2018/19.	The contract with Smartmove for the provision of a Private Rented Sector Access Scheme (PRSAS) ended on 30th September 2018. Referrals made prior to that date, which resulted in a tenancy being created continued to receive the 6 month tenancy management service as agreed. This resulted in a total spend of £360k for 2018/19.	Work has been ongoing to investigate and develop a replacement PRSAS. A number of consultation events have taken place and a specification produced. A business case is ongoing with the aim of having a new PRSAS in place by September 2019.	4.9

Plans 2018/19	Progress	Plans 2019/23	CP Ref
£22.4m has been approved to deliver the Supporting People Programme for 2018/19.	£22.46m was spent delivering the Supporting People Programme for 2018/19 in Belfast. 205 accommodation based services for 4,328 service users. 16 floating support schemes for 1,475 service users.	£22.61m has been approved to deliver the Supporting People Programme in Belfast in 2019/20.	1.12
NIHE will assess need for social housing wheelchair housing. The 2019/22 SHDP incorporates support for 36 wheelchair units. DfC has agreed an initial Wheelchair Standard Accommodation target of 8.5 % of general needs new build for 2019/20.	27 wheelchair units were on-site in Belfast at March 2019.	The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%, rising to 10% by 2020/21.	1.12 4.10
NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI.	NIHE spending of £11.18m on DFGs during 2018/19.	NIHE has funding of approximately £9.5m for DFGs for the private sector in 2019/20 across NI.	1.12 4.10
NIHE will provide adaptations to their properties as required.	NIHE spent £3.21m on adaptations to its properties in Belfast in 2018/19.	NIHE will provide adaptations to their properties as required.	1.12 4.10

Outcome 2 – Deliver better homes

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
NIHE will carry out an annual five year projected social housing need assessment for the Council. NIHE will annually assess demand for intermediate housing for the Council.	Achieved. The five year social housing need for Belfast is 4,471. Achieved. The ten year intermediate housing need for Belfast is 550 units.	NIHE will carry out an annual five-year projected social housing need assessment for the Council. NIHE will annually assess demand for intermediate housing for Belfast.	1.12 4.9
NIHE will commence a programme to deliver Housing Market Assessments (HMAs) across NI upon the completion of the housing market geographies research.	New HMA boundaries have been agreed and NIHE plans to commission further research to undertake a factual analysis of housing systems within two of the new housing market areas with a view to extending this further to all new housing market areas.	The Housing Executive has now appointed a research contractor to undertake Phase 2 of this research, to conduct a Strategic Housing Market Analysis for the Belfast Metropolitan and Derry and Strabane Housing Markets Areas. Both Housing Market Area reports are due for completion in March 2020.	1.12
DfC will approve a gross, three-year 2019/22 SHDP.	There are 966 units on-site, of which, 344 units started in 2018/19. There were 386 units completed during 2018/19.	DfC will approve a gross, three-year 2020/23 SHDP.	1.12
NIHE will carry out site identification and feasibility studies to examine sites for social housing as necessary.	Reports have been produced for several surplus public sector sites which will result in social housing provision.	Site identification studies have been scheduled for various areas of the city with high demand for housing.	
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.	In 2018/19, there were 111 properties purchased through Co-Ownership in Belfast. The total active co-ownership stock in the city is now 1,630.	DfC has committed funding of £100m to Co-Ownership for four years, which along with £65m of private finance will allow for the provision of 2,800 new homes in NI.	1.12
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	108 NIHE properties were sold to tenants under the House Sales Scheme during 2018/19.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	1.12

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £15m.	In 2018/19, NIHE spent £14.98m on planned maintenance schemes in the Council area. NIHE completed planned maintenance works to over 7,500 properties: 3,765 properties received ECM works; 1,962 received bathroom/kitchen replacements; 1,805 Heating and 54 properties received special scheme work.	Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £16.87m. NIHE will complete works to approximately 10,000 properties: 4,204 properties will receive ECM works; 2,066 properties will receive bathroom/kitchen replacements; 3,079 Heating; 53 properties will receive Multi Element Improvements; and, 919 double glazing works.	4.10
Funding for NIHE stock improvement work in 2018/19 is £13.92m. NIHE will complete response maintenance repairs within the required target time. NIHE will carry out response maintenance repairs to customers' satisfaction.	In 2018/19, NIHE spent £13.92m on stock improvement work. 93.7% of NIHE response maintenance repairs in NI were completed within the required target time. 97.2% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	Funding for NIHE stock improvement work in 2019/20 is £6.39m. NIHE will complete response maintenance repairs within the required target time. NIHE will carry out response maintenance repairs to customers' satisfaction.	4.10

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – Private Stock			
NIHE will implement the Affordable Warmth Scheme. Funding of £16m is available for 2018/19 across NI.	In Belfast 450 measures were carried out to 233 private properties under the Affordable Warmth Scheme in 2018/19.	NIHE will implement the Affordable Warmth Scheme with available funding of £12m for 2019/20 across NI, subject to change following current monitoring round outcome.	4.10 5.5 5.7
NIHE will continue to administer the Boiler Replacement Scheme on behalf of DfC for the period 2016-19 with a budget of £1.8m for 2018/19 across NI.	607 properties had boilers replaced at cost of £431k.	NIHE will implement the Boiler Replacement Scheme 2016-19, with anticipated funding of £1m for 2019/20 across NI, subject to change following current monitoring round outcome.	5.5 5.7
Funding of discretionary grants will continue in 2018/19.	Discretionary grant approval in 2018/19 was £425k.	Funding of discretionary grants will continue in 2019/20.	4.10
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	£142k was spent in 2018/19 on mandatory Repair Grants in Belfast in 2018/19.	NIHE will issue mandatory repair grants as required.	4.10
NIHE will register and inspect Houses in Multiple Occupation (HMOs) for building and management standards.	At March 2019, there were 4,360 properties registered as HMOs in the Council area. In the past year, a small number of Article 80 Notices (fit for number of occupants) and 15 Article 79 Notices (Management Regulations) were served.	Administration of HMOs has now passed to Belfast City Council and is no longer a Housing Executive function.	
NIHE's 2018/21 Energy Efficiency Programme includes 16 schemes at a cost of £8.9m.	In 2018/19, the Energy Efficiency Programme included 1,740 installations at a cost of £6.7m.	NIHE's 2019/22 Energy Efficiency Programme includes 5,755 units at a cost of £14.9m.	5.7
NIHE aims to increase membership of the established Oil Buying Clubs Scheme.	4,900 households have become members of the 27 oil buying clubs established in NI. Within the council area there are	Bryson Energy will continue to maintain the Oil Buying Clubs scheme until the service transitions over to local community groups.	5.7

Outcome 3 – Fostering vibrant sustainable communities

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Community Planning			
Promote housing led regeneration through master planning proposals throughout Belfast.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	
DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19.	DfC has funded £87k for Areas at Risk and £8.9m on Neighbourhood Renewal programmes in the Council area for 2018/19. DfC has funded £500k for SPOD in NI in 2018/19.	DfC hopes to continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20. The 2019/20 budget for SPOD is £402k.	2.3 2.4
NIHE will implement the Heritage in Housing scheme throughout NI to bring empty town centre properties back into use, addressing blight and providing accommodation for affordable rent.	An additional year of the scheme will operate in 2019/20.	The NI target for the 2019/20 scheme is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	1.12

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	1.12 5.9
NIHE's Social Housing Enterprise (SHE) Strategy will invest £0.5m in NI annually to support social housing enterprise developments.	There were 28 awards made in Belfast throughout 2018/19, totalling over £232k.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	1.4 1.12
Complete new Community Safety Strategy 2019-23.	Work is nearing completion on the new Community Safety Strategy.	Consult on the new Community Safety Strategy, launch and implement.	2.2 2.3
NIHE will work to prevent hate crimes.	A hate harassment tool kit was launched in 2016. The Hate Incident Practical Action (HIPA) scheme continues to be available to address damage to properties. During 2018/19, four HIPA incidents were actioned to in the Council area.	Continue to work to prevent hate harassment.	2.2 2.3 2.4

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Building Successful Communities			
NIHE will continue to be a designated agency in the PCSPs.	NIHE Area Managers continue to attend their respective PCSP meetings.	NIHE will continue to be a designated agency in the PCSPs.	2.2 2.3 2.4
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2018/19, £175k was awarded in the Council area for nine projects.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available.	2.2 2.3 2.4
NIHE will continue to partner at Anti-Social Behaviour Forum.	Local office staff continue to work with statutory partners in addressing ASB issues and attend the Anti-Social Behaviour Forum with PSNI and Council to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	2.3 2.4
NIHE will deal with reported cases of ASB in its estates.	During 2018/19, NIHE dealt with 401 cases of ASB within the Council area.	NIHE will deal with reported cases of ASB in its estates.	2.3 2.4
NIHE will work to raise awareness and promote integration through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime training to staff across the organisation.	NIHE will implement bespoke training in good relations for staff and community groups.	2.2 2.3 2.6
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	54 projects were awarded a total £275k in Belfast in 2018/19 across the five themes.	The BRIC Programme has now completed.	2.2 2.3 2.4 2.6
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	SCNI continues to support community groups. There is a dedicated Supporting Communities worker for the local office which allows NIHE to encourage new groups to form.	NIHE staff will continue to work with recognised groups within its local offices.	2.2 2.3
NIHE will launch the Community Involvement Strategy and update for 2018/23.	The Community Involvement Strategy was launched in December 2018.	The Community Involvement Strategy includes a one year action plan which will be monitored.	2.3 2.4
Funding of £20k for 2018/19 for Community Grants and £4,307 per area HCN will be made available by NIHE.	£98,875 has been spent to date in 2018/19 on Community Grants with this expected to increase at the year end.	Funding of £20k for 2019/20 for Community Grants and £4,307 per area HCN will be made available by NIHE.	

Outcome 4 – Deliver quality public services

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Increase rent collection to reinvest to improve services. Reduce arrears to maximise income. Implement the Tenancy Fraud Action Plan.	NIHE collected 98.69% of rent during 2018/19. Arrears increased by £673k during 2018/19, this is largely due to welfare reform and the introduction of Universal Credit. Action Plan in place & statistics reported quarterly to DfC.	Increase rent collection to reinvest to improve services. Reduce arrears to maximise income. Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.	1.12
Implement the welfare reform project plan as required.	NIHE has: • established a Welfare Reform Project Team; • developed a project plan to manage the introduction of welfare reform; • identified the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • instigated measures to lessen the impacts; and, • worked closely with DfC on the implementation of welfare reform and the mitigation processes.	NIHE will: • continue to implement the welfare reform project plan as required; • develop an Income Collection project plan to deal with the impacts of welfare reform • carry out research to help the business plan how to deal with the impacts of welfare reform • communicate with staff, tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and, • assist DfC deliver the processes necessary to implement reform and associated mitigations.	1.3
NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.	In 2018/19, new claims were processed in an average of 10.9 days. Claim amendments were processed in an average of 2.2 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	1.12
Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	NIHE voids at April 2019 were 0.24% of total stock.	Develop and implement a new Voids Action Plan 2019-2022 in order to maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	1.12

Plans 2018/19	Progress	Plans 2019/23	CP Ref
2016/19 Sustaining Tenancy Strategy fully implemented with new ways of working (Build Yes) fully mainstreamed.	The approach outlined in the strategy is now fully operational throughout Housing Executive. A review of the Strategy is complete and findings will be incorporated into the new Strategy.	Develop and Implement a new Customer Support & Tenancy Sustainment Strategy 2019-22 which builds upon the success of the previous strategy. Reduce tenancy failure through increasing support for our customers and tenants to solve their housing problems and help them to stay in their own home.	1.12
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2018 survey found that 86% of tenants were satisfied with the overall service provided by the Housing Executive. Work on the 2019 survey is under way.	Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	1.12
Continue to provide accessible services to all customers.	Relocation of our Belfast Area Office from Great Victoria Street to Adelaide Street/May Street will occur in August 2019.	Review office accommodation requirements in line with service demands and staff resources.	

APPENDICES

Appendix 1: Community Plan themes and outcomes

Theme	Outcome	Reference
Everyone in Belfast benefits from a thriving and prosperous economy	City productivity levels	1.1
	Investment into Belfast	1.2
	Performance of the Belfast Urban Area economy	1.3
	The number of new business start-ups versus the number of business deaths	1.4
	The proportion of the population living in relative poverty	1.5
	The proportion of working-age population in Belfast who are unemployed	1.6
	The employment rate of 16 - 64 year olds by deprivation quintile	1.7
	Skills barometer measure - the gap between current and future skill needs	1.8
	Economic inactivity rate (excluding students)	1.9
	Average earnings	1.10
	Total spend by external visitors	1.11
	Supply of suitable housing	1.12
Belfast is a welcoming, safe, fair and inclusive city for all	Number of victims of any crime	2.1
	Number of hate-motivated crimes	2.2
	Proportion of people who feel safe	2.3
	Number of anti-social behaviour incidents	2.4
	Number of interfaces	2.5
	The number of people who agree that people from different background get on well together	2.6
	Proportion of population who believe the cultural identity is respected by society	2.7
Everyone in Belfast fulfils their potential	Proportion of population who have attained Level 2 or above	3.1
	Gap between percentage of school-leavers and percentage of free school meals school-leavers achieving at Level 2 or above, including English or maths	3.2
	Proportion of school-leavers entering employment, education or training	3.3
	Proportion of care leavers who aged 19 were in education training or employment	3.4
	Proportion of children who have reached attainment at Key Stage 2 (up to 11 years)	3.5
	Proportion of pre-school children at the appropriate stage of development	3.6
	School attendance rates	3.7
Everyone in Belfast experiences good health and wellbeing	Healthy life expectancy at birth	4.1
	Gap in healthy life expectancy	4.2
	Preventable deaths	4.3
	Proportion of the population of adults and/or children who are obese	4.4
	Proportion of population who smoke	4.5
	Proportion of adults drinking above sensible drinking guidelines	4.6
	Proportion of people who rank themselves as having high levels of wellbeing	4.7

Theme	Outcome	Reference
	Proportion of adults participating in moderate exercise at least five days per week	4.8
	Number of households in housing stress	4.9
	Proportion of population living in decent homes	4.10
	Proportion of the population volunteering	4.11
	Proportion of the population participating in culture, arts and sport	4.12
Belfast is a vibrant, attractive, connected and environmentally friendly city	Air quality	5.1
	Percentage of household waste that is recycled or composted	5.2
	Percentage of all journeys which are made by walking, cycling or public transport	5.3
	Visitor numbers	5.4
	Renewable energy as a percentage of all energy consumed	5.5
	Number of miles of cycle lanes, footways and footpaths	5.6
	Proportion of homes that are energy efficient	5.7
	Visitor satisfaction	5.8
	Satisfaction with Belfast as a place to live	5.9

Appendix 2: Social Housing Need by Settlement 2018-2023

Settlement	Social Housing Need 2018-23
Greater West/Shankill	
Inner West	556
Middle West	800
Outer West	471
Ainsworth/Woodvale	40
Balllygomartin	0
Mid Shankill	0
Lower Shankill	0
North Belfast	
North Belfast 1	1400
North Belfast 2	0
South and East Belfast	
Upper Ormeau	224
Donegall Road	30
Finaghy	40
Lisburn Road	343
Lower Ormeau and Markets	211
Inner East Belfast	0
Middle East Belfast	220
Short Strand	51
Outer East Belfast	75
Belvoir-Milltown	10
Belfast New Build Requirement	**4471**

New Intermediate Housing Demand for Belfast 2019/29:

Council	Intermediate Housing Demand 2019/29
Belfast	550

Appendix 3: Social Housing Development Programme

Schemes completed April 2018 – March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Lenadoon Flats (T)	4	General Needs	Apex	Urban
Upper New Lodge Phase 1 (T)	23	General Needs	Apex	Urban
Upper New Lodge Phase 1 (T)	8	Active Elderly	Apex	Urban
Clearwater, Brookhill Avenue	22	Mental Health	Choice	Supported
263-285 Beersbridge Road	9	General Needs	Choice	Urban
ESPs	3	General Needs	Choice	Urban
Grovetree House	30	Older People	Clanmil	Supported
336-344 Oldpark Road	22	General Needs	Clanmil	Urban
Lisnasharragh High School	19	General Needs	Clanmil	Urban
Lisnasharragh High School	6	Wheelchair	Clanmil	Urban
49-57 Fitzroy Avenue	15	General Needs	Clanmil	Urban
Moyard Park	6	General Needs	Clanmil	Urban
Coleshill Gardens (T)	5	General Needs	Clanmil	Urban
Coleshill Gardens (T)	2	Wheelchair	Clanmil	Urban
Rosetta Cottages	2	General Needs	Clanmil	Urban
15/19 Ballygowan Road	31	General Needs	Connswater	Urban
ESPs	5	General Needs	Connswater	Urban
Springfield Road	88	General Needs	Fold (Radius)	Urban
Lawnbrook Phase 3 (T)	18	General Needs	Fold (Radius)	Urban
Lawnbrook Phase 3 (T)	2	Wheelchair	Fold (Radius)	Urban
54-60 Whitewell Road	10	Active Elderly	Habinteg	Urban
149 Springfield Road	12	Active Elderly	Helm (Radius)	Urban
Newington Avenue	2	General Needs	Newington	Urban
Newington Rehab	1	General Needs	Newington	Urban
ESPs; Rehabs	11	General Needs	North Belfast	Urban
Lagmore Avenue	14	General Needs	Radius	Urban
Lagmore Avenue (2)	9	General Needs	Radius	Urban
ESP	1	General Needs	Radius	Urban
ESPs	3	Mental Health	South Ulster	Supported
ESPs	2	General Needs	South Ulster	Urban
ESP	1	General Needs	Triangle	Urban
Total	**386**			

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

Schemes started April 2018-March 2019

Scheme	No of units	Client Group	Housing Association	Policy Theme
Grays Lane	5	General Needs	Apex	Urban
163 Ormeau Road	39	General Needs	Choice	Urban
163 Ormeau Road	3	Wheelchair	Choice	Urban
Gardenmore Road	48	General Needs	Choice	Urban
Belvedere, Upper Dunmurry Lane	43	General Needs	Choice	Urban
Belvedere, Upper Dunmurry Lane	8	Active Elderly	Choice	Urban
Belvedere, Upper Dunmurry Lane	2	Wheelchair	Choice	Urban
179-197 Beersbridge Road	18	General Needs	Choice	Urban
Willowfield PSNI	17	Active Elderly	Choice	Urban
Willowfield PSNI	2	Wheelchair	Choice	Urban
Altigarron Court	14	Mental Health	Choice	Supported
Stanhope Street Phase 3 (T)	10	General Needs	Choice	Urban
Mountainhill Road	8	General Needs	Choice	Urban
430 Antrim Road Rehabs	6	General Needs	Choice	Urban
University Street Rehabs	5	General Needs	Choice	Urban
ESPs	3	General Needs	Choice	Urban
ESP	1	General Needs	Habinteg	Urban
ESPs	20	General Needs	North Belfast	Urban
Hopefield Avenue	9	General Needs	North Belfast	Urban
119 Forthriver Road	6	General Needs	North Belfast	Urban
288 Beersbridge Road	20	General Needs	Radius	Urban
288 Beersbridge Road	2	Wheelchair	Radius	Urban
Lagmore Avenue	9	General Needs	Radius	Urban
ESP	1	General Needs	Radius	Urban
Redcar Street	12	General Needs	South Ulster	Urban
Gibson Street	5	Active Elderly	South Ulster	Urban
ESP	1	General Needs	St Matthews	Urban
98 Holywood Road	25	Active Elderly	Triangle	Urban
98 Holywood Road	2	Wheelchair	Triangle	Urban
Total	**344**			

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

Schemes programmed 2019/20

Scheme	No of units	Client Group	Year	Housing Association	Policy theme
Barnetts Road	14	Active Elderly	2019/20	Alpha	Urban
10-16 Parkgate Avenue	15	Active Elderly	2019/20	Apex	Urban
Areema Drive (T)	22	General Needs	2019/20	Apex	Urban
Bryson Street Phase 2	8	Active Elderly	2019/20	Apex	Urban
McClure Street	23	General Needs	2019/20	Apex	Urban
100 Kings Road	15	General Needs	2019/20	Ark	Urban
1-3 Evelyn Avenue	6	General Needs	2019/20	Ark	Urban
Deerpark Road	24	Vulnerable Women	2019/20	Choice	Supported
Kilwee, Upper Dunmurry Lane	73	General Needs	2019/20	Choice	Urban
Kilwee, Upper Dunmurry Lane	12	Active Elderly	2019/20	Choice	Urban
Kilwee, Upper Dunmurry Lane	5	Wheelchair	2019/20	Choice	Urban
Knock Road	40	Active Elderly	2019/20	Choice	Urban
Knightsbridge Manor	30	Active Elderly	2019/20	Choice	Urban
Cairnmartin Phase 2 (T)	26	General Needs/Wheelchair	2019/20	Choice	Urban
Moyard Playpark (T)	14	General Needs	2019/20	Choice	Urban
Stewartstown Road	6	General Needs	2019/20	Choice	Urban
St Gemma's School	53	General Needs/Wheelchair	2019/20	Clanmil	Urban
Posnett Street	30	General Needs	2019/20	Clanmil	Urban
Glenbryn Phase 3	12	General Needs	2019/20	Clanmil	Urban
159 Glen Road	15	General Needs	2019/20	Habinteg	Urban
172 Whitewell Road	10	General Needs	2019/20	Habinteg	Urban
148 Ligoniel Road	28	General Needs	2019/20	Newington	Urban
10 Oldpark Terrace	10	General Needs	2019/20	North Belfast	Urban
Durham House	34	General Needs	2019/20	Radius	Urban
Gardenmore/Summerhill (T)	15	General Needs	2019/20	Radius	Urban
1-3 EIA Street	15	General Needs	2019/20	South Ulster	Urban
Total	555				

*Existing Satisfactory Purchase: (T) Transfer Scheme on NIHE land

Appendix 4: Maintenance Programme, Grants and Adaptations information

Schemes completed April 2018– March 2019

Work Category	Scheme Area	Units
External Cyclical Maintenance	North Belfast	810
	West Belfast	1,264
	South & East Belfast	1,691
Revenue Replacement (BKR)	North Belfast	155
	West Belfast	784
	South & East Belfast	605
Revenue Replacement (Bathrooms)	North Belfast	180
	West Belfast	216
	South & East Belfast	22
Heating Installation	North Belfast	379
	West Belfast	865
	South & East Belfast	561
Capital Scheme	North Belfast	2
	South & East Belfast	27
Double Glazing	West Belfast	27

Note: Some schemes may start and complete in year.

Scheme activity and expected completions up to 31 March 2020

Work Category	Scheme Area	Units
External Cyclical Maintenance	North Belfast	901
	West Belfast	1,273
	South & East Belfast	1,850
Revenue Replacement (Bathroom)	North Belfast	130
	West Belfast	605
	South & East Belfast	412
Revenue Replacement (BKR)	North Belfast	289
	West Belfast	327
	South & East Belfast	303
Heating Installation	North Belfast	313
	West Belfast	902
	South & East Belfast	1,864
Capital Scheme	North Belfast	13
	South & East Belfast	40
Double Glazing	North Belfast	70
	West Belfast	102
	South & East Belfast	746

Note: Some schemes may start and complete in year.

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

Grants Performance 2018/19

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	111	874	89
Repairs Grant	152	150	156
Discretionary Grants			
Renovation Grant	21	260	18
Replacement Grant	0	0	0
Home Repair Assistance Grant	19	70	18
Total	**303**	**1,354**	**281**

Adaptations to Housing Executive stock in 2018/19

Type of Adaptation	Adaptations 2018/19	Actual spend 2018/19 £m	Projected Spend 2019/20 £m
Adaptations for Persons with a Disability (APD's) Starts*	30	1.49	1.29
Adaptations for Persons with a Disability (APD's) Completions*	23		
Lifts**	67	0.47	0.36
Showers**	312	0.83	0.81
Minor APD repairs***	1,167	0.43	0.51
Total	**1,599**	**3.21**	**2.97**

*Some Adaptations for Persons with a Disability (APD's) may start and complete in year
**Lifts & showers are also included in Planned Maintenance in Finance Table in Local Context
***Minor ADP repairs are also included in Response Maintenance in Finance Table in Local Context
There may be a discrepancy in calculation due to rounding.

Appendix 5: Supporting People Information

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2018-19 (£k)	Budget 2019-20 (£k)	Max. no of services users
Accommodation Based Services	Older People	112	16	1,715	1,888	2,887
	Homelessness	34	20	10,214	10,078	795
	Disability	52	13	5,801	5,889	517
	Young People	7	6	1,362	1,369	129
	Sub Total*	**205**	**55**	**19,092**	**19,224**	**4,328**
Floating Support Services	Older People	1	1	312	314	150
	Homelessness	9	9	1,947	1,958	955
	Disability	5	5	1,097	1,103	364
	Young People	1	1	15	15	6
	Sub Total*	**16**	**16**	**3,371**	**3,390**	**1,475**
Grand Total*		**221**	****	**22,463**	**22,613**	**5,803**

* There may be a discrepancy in calculation due to rounding.
** Some providers supply both accommodation based and floating support services.

Appendix 6:   NIHE Stock at March 2019

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total
Alliance	33	0	59	0	0	92
	0	**0**	**28**	**0**	**0**	**28**
Ardavon	0	43	0	0	0	43
	0	**0**	**0**	**0**	**0**	**0**
Ardoyne	36	25	536	0	0	597
	2	**8**	**539**	**1**		**550**
Ballysillan	0	9	401	0	0	410
	0	**1**	**300**	**0**	**0**	**301**
Carlisle-Multis	0	358	0	0	0	358
	0	**2**	**0**	**0**	**0**	**2**
Carlisle-New Lodge	9	189	465	29	0	692
	1	**32**	**504**	**26**	**0**	**563**
Carrick Hill	0	13	72	0	0	85
	0	**5**	**39**	**0**	**0**	**44**
Cavehill	0	64	33	0	0	97
	0	**37**	**92**	**0**	**0**	**129**
Cliftondene	7	0	43	0	0	50
	1	**0**	**104**	**0**	**0**	**105**
Cliftonville	8	9	138	1	0	156
	8	**19**	**207**	**0**	**0**	**234**
Duncairn Gardens	0	59	0	0	0	59
	0	**5**	**1**	*0*	*0*	**6**
Fairhill-Waveney	13	35	130	0	0	178
	0	**13**	**275**	**0**	**0**	**288**
Gainsborough-Mountcollyer	7	72	138	0	0	217
	0	**22**	**142**	**0**	**0**	**164**
Glandore	0	0	16	0	0	16
	0	**0**	**60**	**0**	**0**	**60**
Graymount-Shore Crescent	29	95	119	0	0	243
	2	**4**	**201**	**0**	**0**	**207**
Lower Ligoniel-Glenbank	**13**	**8**	**122**	**0**	**0**	**143**
	3	**2**	**73**	**0**	**0**	**78**
Lower Oldpark	46	6	203	0	0	255
	1	**18**	**63**	**0**	**0**	**82**
Mount Vernon	0	22	92	0	0	114
	0	**0**	**108**	**0**	**0**	**108**
Mount Vernon Multis	0	137	*0*	0	0	137
	0	**2**	**0**	**0**	**0**	**2**
Oldpark	**63**	**18**	**281**	**1**	**0**	**363**
	5	**10**	**177**	**0**	**0**	**192**
Rosewood/Crumlin Road	0	0	3	0	0	3
	0	**0**	**3**	**0**	**0**	**3**
Skegoniell-Fortwilliam	0	110	72	0	0	182
	0	**18**	**91**	**0**	**0**	**109**

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total
Sunningdale	0	28	43	11	0	82
	1	**11**	**187**	**2**	**0**	**201**
Torrens	0	0	13	0	0	13
	0	**0**	**19**	**0**	**0**	**19**
Upper & Lower Duncairn	79	51	353	0	0	484
	0	**5**	**388**	**4**	**0**	**397**
Upper Ligoniel	77	11	239	0	0	327
	6	**1**	**133**	**0**	**0**	**140**
Westland	0	0	125	0	0	125
	0	**0**	**80**	**0**	**0**	**80**
Wheatfield	0	35	108	0	0	143
	0	**1**	**120**	**0**	**0**	**121**
White City	42	25	108	0	0	175
	5	**3**	**50**	**0**	**0**	**58**
Whitewell-Fairyknowe	6	46	87	0	0	139
	3	**13**	**210**	**0**	**0**	**226**
North Belfast Totals	468	1,469	3,999	42	0	5,978
	38	**232**	**4,194**	**33**	**0**	**4,497**
Albertbridge Road	**0**	102	318	8	0	444
	16	**9**	**145**	**2**	**0**	**156**
Annadale	19	135	19	1	0	174
	2	**88**	**63**	**4**	**0**	**157**
Ardcarn	0	94	49	0	0	143
	0	**27**	**100**	**0**	**2**	**129**
Ashmount	22	0	67	0	0	89
	3	**0**	**63**	**0**	**0**	**66**
Ballyhackamore	0	9	14	0	0	23
	1	**5**	**23**	**0**	**0**	**29**
Beattie Park	24	0	34	0	0	58
	2	**0**	**106**	**0**	**0**	**108**
Belvoir	187	273	68	119	0	647
	36	**116**	**574**	**61**	**0**	**787**
Bloomfield/Ravenscroft	0	16	102	0	0	118
	0	**2**	**115**	**0**	**0**	**117**
Braniel	38	194	99	81	0	412
	21	**77**	**534**	**5**	**6**	**643**
Bridge End-Rotterdam Court	0	22	8	0	0	30
	0	**18**	**8**	**0**	**0**	**26**
Castlereagh	8	16	104	0	0	128
	0	**8**	**205**	**0**	**0**	**213**
Cherryvalley	0	0	18	0	0	18
	0	**0**	**48**	**0**	**0**	**48**
Clarawood	27	153	90	31	0	301
	2	**21**	**261**	**1**	**0**	**285**
Cregagh	24	328	187	0	0	539
	0	**124**	**551**	**0**	**0**	**675**
Cromac/Markets	0	102	202	0	0	304
	0	**43**	**320**	**0**	**0**	**363**

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total
Donegall Pass	25	66	236	0	0	327
	0	**16**	**174**	**0**	**0**	**190**
Donegall Road	34	47	538	0	0	619
	3	**25**	**534**	**0**	**0**	**562**
Downshire Park	0	4	19	0	0	23
	0	**0**	**186**	**0**	**0**	**186**
Dundela	0	25	2	0	0	27
	0	**5**	**6**	**0**	**0**	**11**
Edenvale	4	22	12	0	0	38
	0	**5**	**58**	**0**	**0**	**63**
Finaghy	47	158	142	26	0	373
	1	**145**	**445**	**14**	**0**	**605**
Flush Park	0	51	37	0	0	88
	0	**20**	**147**	**0**	**0**	**167**
Garnerville	27	26	105	0	0	158
	2	**2**	**64**	**0**	**0**	**68**
Geary Road	0	0	7	0	0	7
	0	**0**	**43**	**0**	**0**	**43**
Inverary	45	25	74	0	0	144
	1	**3**	**78**	**0**	**0**	**82**
Knocknagoney	1	2	94	1	0	98
	0	**0**	**168**	**5**	**0**	**173**
Lisburn Road	0	46	114	0	0	160
	1	**44**	**180**	**0**	**0**	**225**
Lower Ormeau	4	3	187	0	0	194
	0	**5**	**169**	**0**	**0**	**174**
Lower Beersbridge/Mount	9	67	183	0	0	259
	1	**16**	**130**	**0**	**0**	**147**
Milltown-Gray's Park	24	10	20	0	0	54
	2	**13**	**125**	**0**	**0**	**140**
Milltown- Shaws Bridge	35	3	35	0	0	73
	9	**1**	**94**	**0**	**0**	**104**
Newtownards Road	49	255	560	2	0	866
	3	**50**	**318**	**1**	**0**	**372**
Orchard Court	11	0	16	0	0	27
	0	**0**	**0**	**0**	**0**	**0**
Rosewood Park	3	11	0	0	0	14
	15	**7**	**0**	**0**	**0**	**22**
Sandy Row	8	174	304	0	0	486
	1	**37**	**198**	**0**	**0**	**236**
Short Strand	31	112	185	0	0	328
	5	**59**	**255**	**0**	**0**	**319**
Stranmillis	0	0	15	0	0	15
	0	**0**	**46**	**0**	**0**	**46**
Summerhill	4	0	34	0	0	38
	0	**0**	**82**	**0**	**0**	**82**
Sunderland Road	0	31	0	0	0	31
	0	**7**	**0**	**0**	**0**	**7**

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total
Sydenham-Lisavon	0	6	121	0	0	127
	0	0	156	0	0	156
Taughmonagh	145	46	183	0	0	374
	20	12	196	0	0	228
Tullycarnet	21	196	207	0	0	424
	3	11	445	0	0	459
Upper Ormeau	0	6	94	0	0	100
	0	6	162	0	0	168
Vionville	0	0	47	0	0	47
	0	0	93	0	0	93
Wandsworth	4	0	43	0	0	47
	0	0	175	0	0	175
Willowfield	4	2	61	7	0	74
	0	6	111	21	0	138
Woodstock-Ravenhill	39	77	429	0	0	545
	5	11	303	0	0	319
South & East Belfast Totals	939	2,915	5,483	276	0	9,613
	139	1,043	8,195	115	8	9,500
Agnes Street/Huss Row	14	17	71	0	0	102
	3	2	38	0	0	43
Ainsworth	11	17	96	0	0	124
	0	5	67	0	0	72
Andersonstown	115	356	823	132	0	1,426
	48	243	2,665	45	7	3,008
Ardmoulin	1	0	27	0	0	28
	0	0	55	0	0	55
Areema	13	28	37	0	0	78
	3	26	128	0	0	157
Ballygomartin/West Circular	0	49	96	0	0	145
	1	19	189	0	0	203
Ballymurphy	4	0	320	0	0	324
	0	0	335	0	0	335
Beechmount	1	4	49	0	0	54
	1	0	40	0	0	41
Brown Square	12	3	44	0	0	59
	1	1	58	0	0	60
Cambrai/Woodvale	52	53	203	0	0	308
	1	8	129	0	0	138
Cavendish Street	3	0	152	0	0	155
	1	0	136	0	0	137
Cluain Mor/Springvale	6	0	93	0	0	99
	1	0	64	0	0	65
Dermot Hill	0	0	2	0	0	2
	0	0	24	0	0	24
Divis Complex	14	110	186	0	0	310
	0	33	140	0	0	173
Dover Street	79	29	108	0	0	216
	5	5	52	0	0	62

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total
Falls Court/Clonard Crescent	26	0	175	0	0	201
	4	**0**	**147**	**0**	**0**	**151**
Glencairn	16	44	349	0	0	409
	3	**52**	**389**	**44**	**0**	**488**
Gransha/Downfine	19	0	11	0	0	30
	2	**0**	**109**	**0**	**0**	**111**
Hamill/John Streets	2	0	47	0	0	49
	0	**0**	**129**	**0**	**0**	**129**
Hannahstown	8	0	8	0	1	17
	1	**0**	**27**	**0**	**7**	**35**
Highfield	25	40	314	0	0	379
	1	**14**	**202**	**0**	**0**	**217**
Lawnbrook	11	15	64	0	0	90
	0	**1**	**39**	**0**	**0**	**40**
Lower Falls	32	56	340	0	0	428
	7	**10**	**274**	**0**	**0**	**291**
Lower Shankill/Hopewell	14	23	384	0	0	426
	2	**1**	**95**	**0**	**0**	**98**
Lower Springfield	9	0	101	0	0	110
	1	**0**	**80**	**0**	**0**	**81**
Lower Suffolk	0	70	99	0	0	169
	0	**20**	**163**	**0**	**0**	**183**
Mid Shankill	51	70	261	0	0	382
	6	**9**	**157**	**0**	**0**	**172**
Moyard	16	0	123	0	0	139
	1	**0**	**76**	**0**	**0**	**77**
New Barnsley	0	11	174	0	0	185
	0	**1**	**116**	**0**	**0**	**117**
Rockmount	0	0	22	0	0	22
	0	**0**	**53**	**0**	**0**	**53**
Roden Street/Grosvenor Rd	0	42	139	18	0	199
	0	**10**	**85**	**10**	**0**	**105**
Springfield Park	0	0	32	0	0	32
	0	**0**	**47**	**0**	**0**	**47**
Springhill	4	0	117	0	0	121
	4	**0**	**45**	**0**	**0**	**49**
Springmartin	0	20	111	0	0	131
	0	**1**	**100**	**0**	**0**	**101**
St James	5	8	109	0	0	122
	0	**8**	**185**	**0**	**0**	**193**
Tudor	6	29	63	0	0	98
	0	**2**	**54**	**0**	**0**	**56**
Turf Lodge	63	5	373	6	0	447
	15	**4**	**521**	**0**	**0**	**540**
Twaddell/Upper Woodvale	1	0	134	0	0	135
	0	**0**	**245**	**0**	**0**	**245**
Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total
Twinbrook/Poleglass	293	327	1,190	4	0	1,814
	110	**48**	**1,726**	**0**	**0**	**1,884**
Upper Shankill	48	44	156	0	0	248
	1	**2**	**78**	**0**	**0**	**81**
Westrock	20	0	79	0	0	99
	10	**0**	**44**	**0**	**0**	**54**
Whiterock	1	0	149	0	0	150
	0	**0**	**243**	**0**	**0**	**243**
West Belfast Totals	996	1,474	7,431	160	1	10,062
	233	**526**	**9,549**	**99**	**14**	**10,482**
All Belfast Totals	2,403	5,919	16,850	480	1	25,653
	410	**1,801**	**22,000**	**246**	**22**	**24,479**

Appendix 7:   Applicants and Allocations by HNA areas at March 2019

	Applicants (Total)	Applicants (HS)	Allocations
Greater West/Shankill			
Inner West	1,059	861	189
Middle West	1,230	1,038	96
Outer West	754	653	95
Ainsworth/Woodvale	199	130	47
Ballygomartin	170	103	53
Lower Shankill	78	47	38
Mid- Shankill	226	135	88
North Belfast			
North Belfast 1	1,984	1,570	343
North Belfast 2	652	385	231
South & East Belfast			
Donegall Road	307	208	103
Finaghy	281	192	35
Lisburn Road/University	444	340	29
Lower Ormeau/Markets	392	306	53
Upper Ormeau	498	374	45
Inner East Belfast	813	558	235
Middle East Belfast	1,017	686	179
Outer East Belfast	566	357	131
Short Strand	77	68	8
Belfast City Totals	**10,747**	**8,011**	**1,998**

Applicants (Total) – Total housing applicants at March 2019 (i.e. those in housing stress and those not in housing stress)

Applicants (HS) – Housing stress applicants at March 2019 (i.e. 30 points or more)

Allocations – Annual allocations for year ending March 2019

Appendix 8: Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
Office		**Contact Information**
Ms Jennifer Hawthorne Belfast Regional Manager 2 Adelaide Street BELFAST, BT2 8PB		03448 920 900
Mr Liam Gunn North Belfast Area Manager 2 Adelaide Street BELFAST, BT2 8PB		03448 920 900
Ms Carole Johnston South & East Belfast Area Manager 2 Adelaide Street BELFAST, BT2 8PB		03448 920 900
Mr Paddy Kelly West Belfast Area Manager 2 Adelaide Street BELFAST, BT2 8PB		03448 920 900

Regional Services		
All enquiries 03448 920 900		
Office	**Contact**	**Contact Information**
Land and Regeneration Services 2 Adelaide Street Belfast, BT2 8PB	Elma Newberry Assistant Director	elma.newberry@nihe.gov.uk
Central Grants 2 Adelaide Street Belfast, BT2 8PB	Danny O'Reilly Senior Principal Officer	daniel.o'reilly@nihe.gov.uk
Place Shaping Belfast 2 Adelaide Street Belfast, BT2 8PB	Fiona McGrath Head of Place Shaping	fiona.mcgrath@nihe.gov.uk
Development Programme Group 2 Adelaide Street Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	roy.baillie@nihe.gov.uk
Strategic Partnerships 2 Adelaide Street, Belfast BT2 8PB	Anne Sweeney Assistant Director	anne.sweeney@nihe.gov.uk

Appendix 9: Glossary

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

Housing for All	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2012-25.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.
Housing Market Assessment (HMA)	This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment (HNA)	This is an assessment of local housing needs, primarily in relation to general needs social housing, supported housing, Travellers and affordable housing.
Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association.
Latent Demand Test (LDT)	LDT is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grants	Disabled Facilities Grants and Repair Grants are grants where the Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
Supporting Communities Northern Ireland (SCNI)	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
Social Housing Development Programme (SHDP)	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.

Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations which are registered and regulated by the Department for Communities (DfC) as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
Small Pockets of Deprivation (SPOD)	SPOD is a delivery vehicle for neighbourhood renewal.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.
Universal Credit	Universal Credit is a new payment being introduced in Northern Ireland, for people of working age (over 18 and under qualifying age for State Pension Credit). It includes support for the cost of housing (rent), children and childcare, as well as support for disabled people, carers and people who are too ill to work.