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ACHIEVEMENTS

2014/15 was an exceptional year for the Housing Executive. Over this period:

- Our response maintenance service exceeded targets in terms of tenant satisfaction and completion rates;
- Over 28,000 of our homes were included in our largest planned maintenance programme for many years, which saw expenditure of £100 million;
- Working with housing associations we started 2,013 new homes last year;
- Over £200 million was administered by our Regional Services directorate which is responsible for new build and the Supporting People and Homelessness programmes;
- 19,138 people were supported by private sector grants including £15 million on fuel poverty schemes and £13.5 million on grants for private homeowners;
- £667 million in housing benefit was administered in the last year to 167,000 customers.

In May we secured the Investors in People 'Silver Award' accreditation and have recently been informed that we have been re-credited Customer Service Excellence (CSE), with overall customer satisfaction levels for the current year running above 88%.

The Housing Executive met all of its key targets for 2014/15. We have delivered positive outcomes for customers across the range of Housing Executive functions in both Landlord and Regional services. The Housing Executive is well placed to continue to deliver much needed investment and services to people in Northern Ireland in the years ahead.

Foreword

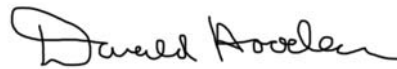
Welcome to the Housing Executive's first Housing Investment Plan (HIP) for your District which is intended to initiate discussion on delivering improved housing outcomes. As a community planning partner, the Housing Executive looks forward to working with our partners in delivering better services for all citizens in the city.

The Housing Executive's 'Journey to Excellence' aims to deliver top class regeneration and housing solutions that meet the needs of our communities and partners now and in the future. It is essential that we give equal attention to the people, property and place aspects of the business.

Although the Housing Executive has a responsibility for the entirety of the homes and sustainable place agenda, the Landlord Services Division has a particular responsibility for managing its social housing stock. The Regional Services Division within the Housing Executive has the major responsibility for ensuring the effective delivery of the people, property and place programme

in collaboration with a wide range of partners. Crucially, the work of the Regional Services Division also provides the Department for Social Development (DSD) and other central government departments with expertise and knowledge through local understanding and experience.

Put simply, the Housing Executive has to maintain a balance between delivering good housing and ensuring the long-term future of all neighbourhoods in Northern Ireland. To do the first of these tasks without the other would be to fail to maximise the use of public resources. This wider mission, set out in the introduction, is at the core of the Regional Services Division, will require innovation in terms of both what we do and how we do it.



Donald Hoodless
Chairman

Geography of Belfast



Belfast is divided into ten district electoral areas



Executive Summary

Introduction

This Housing Investment Plan (HIP) will be the 'comprehensive conversation piece' for the housing element of community planning, involving consultation from a range of stakeholders in the sector. It is intended that the HIP will initiate further discussion amongst partners, to shape the future of housing in Belfast.

The HIP will be renewed every four years. In the intervening years, the Housing Executive will publish an annual update and performance report.

The vision of the HIP is to deliver sustainable communities, living in dwellings of a decent standard and in sufficient numbers to meet local needs in both urban and rural areas. Its longer strategic vision encompasses a 10-year period.

The HIP contains five themes, with a number of related outcomes whose performance will be measured annually. The five themes are:

- (1) Identify and meet housing need and demand
- (2) Improving people's homes
- (3) Transforming people's lives
- (4) Enabling sustainable neighbourhoods
- (5) Delivering quality services

The HIP has taken account of the Programme for Government, Northern Ireland Housing Strategy, Regional Development Strategy, Sustainable Development Strategy for Northern Ireland, Planning Reform, Reform of Local Government, and the Social Housing Reform Programme.

The HIP will assist the community plan to target public resources more effectively. The Housing Executive budget for Belfast is projected to

be £69.5 million, which excludes investment in new build, in 2015/16.

The population of the new council area is approximately 335,133.

Unemployment is higher than the Northern Ireland average.

The council area lies entirely within the Belfast Metropolitan Housing Market Area, whose key housing issues are affordability, private rented sector growth, fuel poverty, public expenditure cuts, and the growth in the number of elderly citizens.

Theme One: Identify and meet housing need and demand

Performance outcomes:

1. Identify new housing requirements
2. Increase the supply of affordable renting to meet the needs of communities
3. Assist home ownership
 - The population is projected to increase to 345,336 by 2023 and older people will represent 16.3%;
 - DOE Land Availability Report for 2013 shows a potential capacity for 19,131 additional dwellings in the council area, which is sufficient at current building rates. Household formation is currently lower than previously projected;
 - A new Belfast Local Development Plan will identify and zone new housing land;
 - DSD has established a Housing Supply Forum, as recommended by the NI Housing Strategy. It is to report with recommendations and actions in 2015/16;
 - Census 2011 demonstrates the continued desire of residents

- to own their own home. It also highlights the significance of the private rented sector, which increased from 8% in 2001 to 20% in 2011 across Belfast. Private sector sales have also increased despite tighter mortgage lending conditions and negative equity;
- Low income households are faring worst in terms of accessing the property ladder. The demand for intermediate housing is increasing, with 204 approvals for Co-Ownership in Belfast in 2014/15;
 - There are 23,245 registered tenancies in the council area, according to the Landlord Registration Scheme. A total of 13,138 private tenants in the council area are receiving private housing benefit;
 - There are 4,108 registered HMO (Houses in Multiple Occupation) in the council area, all in compliance with the HMO regulations. New legislation is currently being drafted;
 - Projected new social housing need for Belfast is 5,664 units, over the five-year period 2014-19. Singles and small families make up the majority of households in housing stress;
 - There were 542 social housing units completed across Belfast in 2014/15 and at March 2015, 433 new social homes started;
 - The Housing Executive publishes an Unmet Need Prospectus each year on its website to inform housing associations where there is a shortage of programmed schemes to meet the projected social housing need;
 - The Housing Executive undertakes site identification studies for locations of unmet need. A number of these studies have been carried out across Belfast;
 - The Housing Executive, in partnership with DSD and others, is devising a Delivery Strategy for the Social Housing Development Programme, to be implemented in 2016;
 - Welfare Reforms are likely to increase the demand for smaller social housing units.

Theme Two: Improving people's homes

Performance outcomes:

4. Improve the quality of the housing stock
 5. Develop low carbon homes and reduce fuel poverty
- Unfitness rates have decreased across the council area from 2001 and 2011. Unfitness is higher in older properties and in vacant properties;
 - The number of homes failing the Decent Homes standard is falling in the council area, with thermal comfort being the single biggest reason for failure;
 - In the context of reduced grant aid to private homeowners (including landlords), DSD will introduce a pilot loans scheme in 2015/16 to reduce unfitness levels in private homes;
 - The Housing Executive is Northern Ireland's Home Energy Conservation Authority. It identifies, promotes and monitors home energy efficiency and carries out Housing Condition Surveys;

- In 2011 home energy efficiency had improved by over 22% on the 1996 baseline figure for Northern Ireland;
- Approximately 35% of homes in the council area are in fuel poverty;
- The Affordable Warmth Scheme is expected to deliver 1,000 completed household surveys annually to the Housing Executive up to March 2017;
- The Boiler Replacement Scheme has received approval to run one more year (2015/16) with funding of £2m for all of Northern Ireland;
- The Northern Ireland Building Regulations legislative amendments in February 2014 mean that by 2020 there will be a new regulatory requirement for all new buildings to be zero-energy buildings;
- The Housing Executive's Maintenance Investment Strategy continues to deliver improvements to its housing stock despite reductions in public funding. An Asset Management Strategy is to be developed for the period 2016-2021;
- Funding for improvements to Housing Executive properties is partly raised by rental income from tenants. DSD has set a target to transfer 2,000 Housing Executive homes to housing associations.

Theme Three: Transforming people's lives

Performance outcomes:

6. Provide suitable accommodation and support services for vulnerable residents
7. Homelessness is prevented or addressed effectively
 - The Housing Executive will provide housing related support services to tackle social exclusion through the supporting people programme;
 - It is projected that older persons will make up 16.3% of the population of Belfast by 2023. As a result, the Housing Executive has commissioned research to determine the level of housing need among older people;
 - Smartmove Housing is delivering a private rented sector access scheme across Northern Ireland;
 - The third Travellers Accommodation Needs assessment was carried out across Northern Ireland in 2013/14 and is being used to plan future accommodation schemes;
 - It is forecast that the need for adaptations will continue to rise. The Housing Executive's Adaptation Service is therefore key to sustaining independent living;
 - In 2014/15, 88 disabled facilities grants were approved in Belfast through our private sector grants scheme;
 - 1,945 adaptations for Housing Executive tenants at a cost of £7m within Belfast were completed over the last five years.

**Theme Four:
Enabling sustainable
neighbourhoods**

Performance outcomes:

8. Regenerate neighbourhoods
9. Create safer and cohesive communities
 - Within Belfast, deprivation is most prevalent in social housing estates;
 - The Housing Executive will continue to work with local areas identified under the 'Areas at Risk' programme;
 - The Housing Executive will work with DSD to bring long term empty homes back into use for social renting through the delivery of an 'Empty Homes Action Plan';
 - The Housing Executive have developed a 'Social Enterprise Strategy' promoting social enterprise within its estates;
 - The Housing Executive will ensure that affordable housing matters are identified in masterplans throughout Belfast;
 - The Housing Executive will continue with information sharing protocols with other agencies and participate in Anti-Social Behaviour (ASB) interagency forums;
 - The Housing Executive will support government in the

delivery of housing related strands of the Together Building a United Community (TBUC) strategy;

- The Housing Executive continues to implement the Race Relations policy;
- A new Building Relations in Communities (BRIC) 2 programme has been approved and will run over the three year period 2015/18 based in 76 estates across Northern Ireland;
- The Housing Executive will continue to facilitate the local Tenant Scrutiny Panel.

**Theme Five:
Delivering quality services**

Performance outcome:

10. Deliver better services
 - Belfast Region includes the three area offices North, South and East and West with responsibility for 21,697 tenants;
 - In the 2014/15 year, the Region successfully achieved all performance targets;
 - 99.6% of rent was collected;
 - Arrears decreased by £288k;
 - Voids were 0.78% at March 2015;
 - Customer engagement involved over 62,610 visits to the Belfast office and over 129,303 phone calls received.

Population 2013 **335,133**



Population 2023 **345,336**



New Build

£46.1m

in 2014/15



Completions

542

in 2014/15

On site

433

at March 2015



Housing need

5,664

2014/19

Housing stress

6,933

March 2015

Allocations

2,537

in 2014/15

There are

142,345

homes in the district



Owner Occupied **52%**

Private Rented **20%**

Social rented **25%**

Ave house price

£150k

2014/15



Ave house price NI

£140k

2014/15



Introduction

Introduction

The Housing Executive is a statutory partner in community planning under the Local Government Act (Northern Ireland) 2014. The Act requires each council to provide a framework within which councils, departments, statutory bodies and other relevant agencies and sectors can work together. This Housing Investment Plan (HIP) has been developed as a 'Comprehensive Conversation piece' for the housing sector, informed by a range of stakeholders. As the strategic housing authority, the Housing Executive has prepared the HIP to inform the community planning partnership on the state of the housing market, housing needs, policy priorities and public sector investment proposals for Belfast between 2015 and 2019. A longer, ten-year horizon is also considered.

The HIP will be renewed every four years. In the intervening years, the Housing Executive will publish an annual update and report on the performance of proposals set out in the HIP as well as incorporating new initiatives as necessary. The HIP is not a fixed plan. It is a living document, subject to consultation, annual monitoring or even fundamental review in the light of major change in the policy and/or fiscal context.

The HIP also fulfils the Housing Executive's statutory obligations under the 1981 Housing Order to consult with councils on its performance and future plans on an annual basis.

Vision

The housing sector throughout Northern Ireland faces a number of challenges in the current economic climate but is committed to working in a way that goes beyond a simple 'bricks and mortar'

approach. The housing vision for the Belfast is one where:

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

This vision for Belfast seeks to deliver sustainable communities, living in dwellings of a decent standard and in sufficient numbers to meet local needs.

Themes and outcomes

The HIP framework is structured around five themes that reflect the objectives of the Housing Executive. The themes also embrace those of the Northern Ireland Sustainable Development Strategy, which puts cohesive communities at the heart of housing development, constructed within environmental limits. Success for housing providers is about measuring the impact of their interventions against policy and strategy recommendations; therefore, under each theme, a number of outcomes have been identified. The themes and outcomes are noted in the adjacent box.

Under themes one to four, the report examines the challenges facing the Belfast housing market and identifies strategies to address imbalances. While work under these themes is undertaken across both regional and landlord aspects of the Housing Executive's business, a fifth theme 'Delivering quality services' relates entirely to the landlord function, which has responsibility for approximately 90,000 tenants' homes. The report sets out investment performance for 2014/15 and programmes to achieve the HIP's outcomes for the period 2015 to 2019. The HIP will also consider the long-term

Themes and Outcomes

THEME ONE

Identify and meet housing need and demand

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

THEME TWO

Improving people's homes

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

THEME THREE

Transforming people's lives

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

THEME FOUR

Enabling sustainable neighbourhoods

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

THEME FIVE

Delivering Quality Services

10. Deliver better services.

Strategic Policy Context

1. Programme for Government;
2. Northern Ireland Housing Strategy (Facing the Future 2012-17);
3. Planning reform and the Regional Development Strategy;
4. Sustainable Development Strategy for Northern Ireland;
5. Welfare Reform Act;
6. Reform of Local Government;
7. Social Housing Reform Programme.

aspirations (10 years) and targets for the local area. Detailed information of actions and proposals are set out in the Appendices. All statistics in this document refer to Belfast unless otherwise stated. The Housing Executive, as a statutory community planning partner and in consultation with key stakeholders will publish annual updates on the HIP to inform the community planning process.

Shaping the HIP

The HIP has been developed within the context of the Northern Ireland policy framework. The key documents and strategies, listed left, set the financial, legal and policy parameters within which the housing industry currently operates. These strategies are discussed further within the HIP.

Resources

In Northern Ireland, there is a practical requirement for stakeholders in the housing market to work with others, in order to deliver effective and efficient housing and related neighbourhood services, guided and unified by considering the community's wider needs. It is encouraging to note, that many examples of strong partnership already operate in the sector, across private, public and voluntary agencies.

The recent introduction of the community planning legislation offers the Housing Executive an exciting opportunity to collaborate with the 11 new councils, statutory partners and the community and voluntary sector over the next year in the production of a community plan. Community planning will seek to target limited public sector resources more effectively by working in collaboration with others.

Table 1: Belfast Actual/Projected Public Sector Housing Spend

Activity areas	Actual spend £m	Projected spend £m
	2014/15	2015/16
Capital improvement work	0.6	4.9
Planned maintenance work	29.8	22.6
Response maintenance*	14.3	15.7
Private Sector Grants	3.0	2.4
Grounds Maintenance	1.2	1.7
Warm Homes	0.9	**
Supporting People	22.4	22.2
Investment in New Build***	46.1	****
Total	118.3	69.5

Source: NIHE

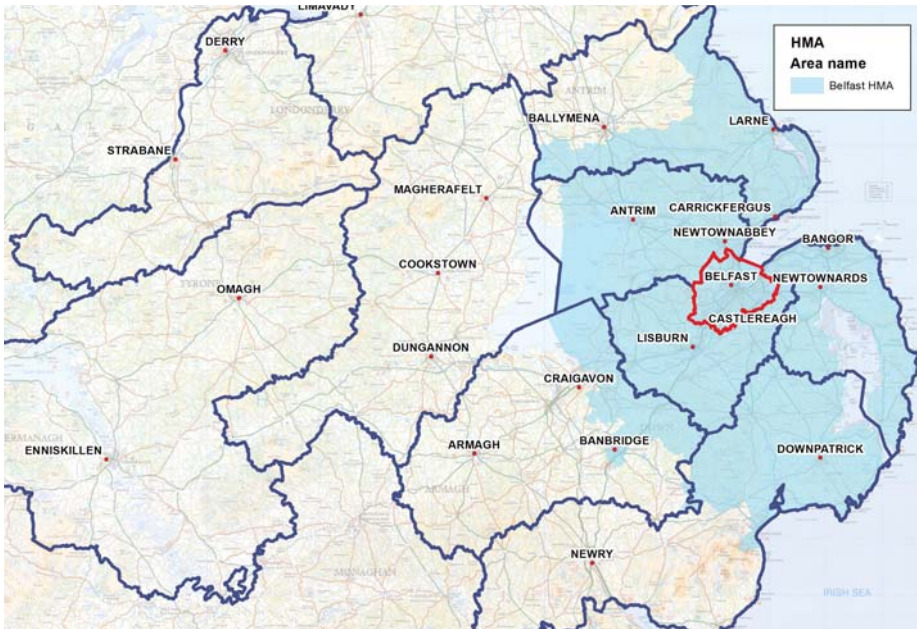
*Includes minor disabled person adaptations, redecoration and displacement grants.

**Warm Homes spend is demand led and cannot be projected at district level.

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

****The total cost of units in the gross SHDP for 2015/16 has not been finalised.

Belfast Metropolitan HMA Area



Source: NIHE

The total public sector projected housing investment within Belfast in 2015/16 is £69.5 million excluding new build. Housing expenditure is set out in Table 1.

Belfast profile

Belfast is a major industrial, retail, education and residential centre and has a growing population of approximately 335,133. The range of facilities, recreational and employment opportunities and its strategic location make the area an attractive place to live and work. The percentage of people claiming unemployment related benefits in Belfast has been consistently above the Northern Ireland average over the past five years.

The housing context for the Belfast Council area sits within the Housing Executive's Belfast Metropolitan Housing Market Assessment (HMA) area as shown in the map above. Housing markets are often not coterminous with

local government district boundaries, meaning that there is a need for councils to cooperate with their neighbouring councils to address any potential land use requirements.

Published in 2010, the HMA presents an assessment of the housing market conditions throughout the area and provides a robust evidence base, which highlights the pressures within and between housing tenures in Belfast.

The HMA identified the following key issues, as listed in the box adjacent, which remain relevant in the current housing market.

Belfast Metropolitan Housing Market Analysis Key Issues

- House prices have become more affordable. However, tighter lending is likely to lead to the continuation of low rates of private housing construction;
- There has been significant growth in the size of the private rented sector since 2001;
- House conditions are likely to deteriorate with a lack of available private sector grant funding for housing and reduced disposable income;
- Fuel poverty will remain an issue;
- Public expenditure cuts in Northern Ireland suggest that they will have implications across the Belfast Metropolitan HMA for the next decade and possibly beyond;
- The growth in older people will have implications in terms of the demand for housing adaptations, specialist housing and personal or nursing care.



THEME ONE

Identify and meet housing need and demand

Challenges and opportunities

Changing economic conditions, tenure trends and household numbers and types will influence housing market dynamics and the requirement for new housing. Analysis of these changes will allow us to determine the scale and mix of housing provision and affordable housing provision needed in any given area. Research and market intelligence guide the Housing Executive's plans and programmes and support other decision-makers by identifying housing need and demand across Northern Ireland. Key issues relating to housing in Belfast are outlined right.

Changing demographics, particularly in age profile and average household size, are important factors when considering numbers and design of new housing. Belfast's population continues to grow, with an increasingly aging populace and smaller households. It is projected that by 2023, older people will represent 16.3% of the population.

The rate of new house building is far short of the annual requirement for Belfast of 1,558 as set out in the Regional Development Strategy 2035 (RDS). However, this may be revised downwards following a review of

housing growth indicators, currently underway by DRD. The DOE's Northern Ireland Housing Land Availability Report for 2013 (Planning NI: 2014) shows potential capacity for 19,131 additional dwellings in Belfast which is sufficient at current build rates up to 2035. A new Belfast Local Development Plan will identify and zone land for new housing.

DSD established a Housing Supply Forum in January 2014, made up of key stakeholders, to consider how to improve housing supply in a sustainable way, as recommended by the Housing Strategy 'Facing the Future'. A final report with recommendations and agreed actions is due to be published in 2015/16.

The 2011 census demonstrates the continued desire of residents to own their own home. The private rented sector is an increasingly important sector in the district, with numbers rising from 8% in 2001 to 20% in 2011. Census 2011 showed that the social rented stock in Belfast (30,818) has decreased since 2001, mainly due to the high number of properties sold through the House Sales scheme during 2001-2008.

Key Issues

- An increasing population;
- The forecasted rate of new household formation has significantly reduced;
- Requirement for smaller units particularly from existing elderly households;
- Reduction in the level of new housing starts;
- Negative equity levels in NI highest in UK;
- Demand is rising for private rented accommodation;
- Continuing growing need for additional social housing;
- Potential for Welfare Reform to impact on the social housing requirement.

Residential planning applications and new build starts



- New build starts
- Residential planning applications

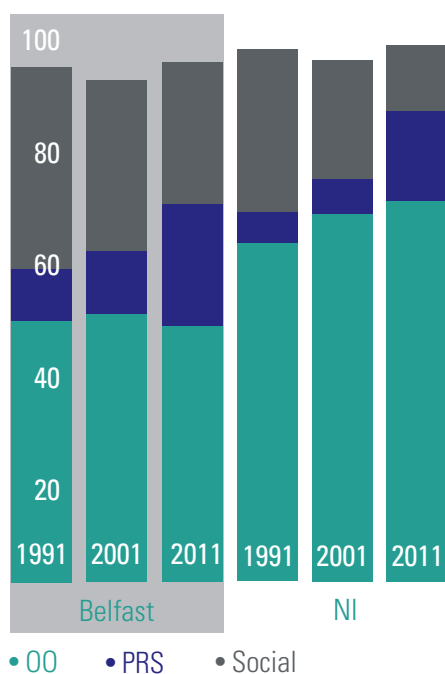
Source: LPS and DOE Statistics Branch

Table 2: Demographic Trends

Demographics	Mid-Year Estimate 2003	Mid-Year Estimate 2013	Projected 2023
Children	69,849 (21%)	65,783 (20%)	72,463 (21%)
Working age	208,342 (64%)	220,584 (66%)	216,538 (63%)
Older people	48,985 (15%)	48,766 (14%)	56,335 (16%)
Total Population	327,176	335,133	345,336
Households	n/a	142,345	146,693
Ave Household Size	n/a	2.32	2.32

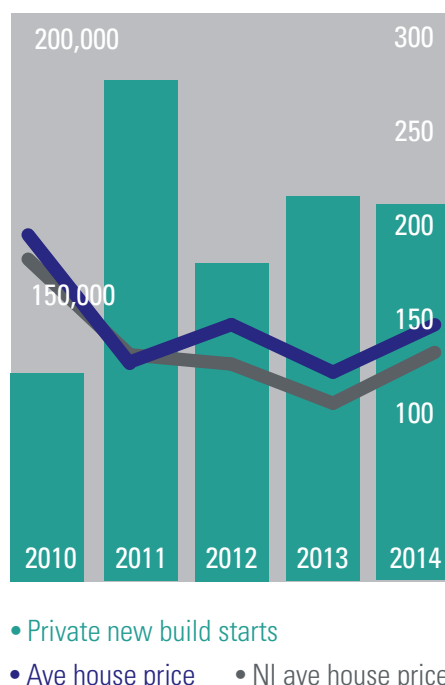
Source: NISRA

% households in owner occupation, private rented sector and social housing



Source: Census

Average house prices and new build starts



Source: LPS and University of Ulster

Owner occupied housing sector

The private housing market is now showing signs of recovery as the number of house sales in Belfast has increased from 2,036 in 2010 to 3,727 in 2014 (Land and Property Services), and represents an increase of 83% over this period. The average house price for Belfast is at £150k in 2014, £10k above the Northern Ireland average. South and East Belfast have the highest house prices in the city.

Despite lower house prices and low interest rates, negative equity and rigorous bank lending practices have constrained the housing market. The mortgage administration company HML in 2013 estimated that more than 68,000 mortgages advanced since 2005 (41% of the NI total) were now in negative equity; an increase from 44,000 (28%) in 2011. The DSD Housing Repossessions Taskforce 2015, reported that Northern Ireland's repossession rate is likely to continue to outstrip other UK regions.

<http://www.dsdni.gov.uk/housing-repossessions-taskforce-final-report.pdf>

Low-income households can find difficulty accessing the owner occupied market, creating demand for intermediate housing. The Housing Executive estimate intermediate housing demand for Belfast at approximately 196 units per annum for the 2013 to 2023 period. Co-ownership approved 204 applications in 2014/15 for Belfast, reflecting the opportunities this scheme provides in the current housing market environment. In addition, DSD is piloting a number of initiatives to deliver affordable housing with the potential to be rolled out across Northern Ireland.

Private rented housing sector

The private rented sector across Belfast has seen an unprecedented increase

in its tenure share between 2001 and 2011. Local estate agents report that there is strong demand for private rental accommodation across the city. Rising levels of temporary employment, growing social housing waiting lists, lending restrictions and high levels of negative equity will ensure that the private rented sector continues to play an important role in the city.

There is potential for volatility in the private rented sector with a large number of new properties in the tenure which could not be sold following the housing market collapse. The risk of large-scale disinvestment is however seen as low, with continued demand for private renting from potential first-time buyers unable to afford their first home and 'mortgage prisoners' with negative equity.

The DSD's Landlord Registration Scheme identified 23,245 tenancies registered for Belfast in March 2015. This registration scheme will provide evidence to assist monitoring and regulation of the sector. The current DSD led review of the role and regulation of the private rented sector, due to complete in spring 2016, will provide further analysis.

Housing benefit continues to play a vital role in supporting the private rented sector. At March 2015, 13,138 private tenants in Belfast were in receipt of housing benefit. Research completed by Sheffield Hallam University in 2013 and stakeholder feedback indicates that housing benefit changes emanating from Welfare Reform measures have had limited impact, with little evidence of mass tenant/landlord movement out of the sector. However, anecdotal evidence would suggest that despite the availability of discretionary housing

payments some tenants are now struggling to make up the difference between housing benefit allowance and rental charge.

The Housing Executive is funding Smartmove Housing to deliver a private rented sector access scheme as part of a housing options approach, to expand peoples housing choice and to prevent and/or reduce homelessness by using good quality, affordable property in the private rented sector. The scheme provides support, information and effective advice to clients by helping them to live independently and sustain their tenancy.

As household groups continue to reduce in size, houses in multiple occupation (HMO) will continue to play a greater role in the housing market. In particular for single households aged under 35. There are currently an estimated 5,240 HMOs in Northern Ireland, of which 4,108 are in Belfast. All identified HMOs in Belfast have been registered as complying with regulations. DSD is currently drafting new HMO legislation, which may introduce a Licensing Scheme with a new definition for HMOs and new regulatory standards. It is expected this legislation will be introduced within the life of the current Assembly timeframe.

Social housing sector

Housing need for Belfast remained at a consistently high level between 2010 and 2015. The 5-year (2014/19) projected housing need for Belfast identified a requirement for 5,664 additional homes. Single and small family households make up the majority of the Belfast waiting list. A new housing needs assessment will be carried out this year to compliment the new Belfast Council boundary.

Future housing mix in new social housing developments will reflect this assessment along with any potential changes associated with welfare reform.

Housing needs for supported and traveller accommodation is dealt with under Theme Three: Transforming people’s lives.

Historically, much of social housing need in Belfast has been delivered by housing associations on Housing Executive land. During 2014/15, 542 dwellings were completed across Belfast and included developments across all sectors of the city, in the same period there was an additional 433 homes started on site.

Housing associations report difficulties in obtaining sites in areas of housing need throughout Northern Ireland. As the Housing Executive does not own surplus land in these areas, this results in housing associations having to acquire sites on the open market. To advise housing associations and developers on locations where there is a shortage of programmed development sites to meet the projected social housing need the Housing Executive publishes an Unmet Need Prospectus, found on the following link:

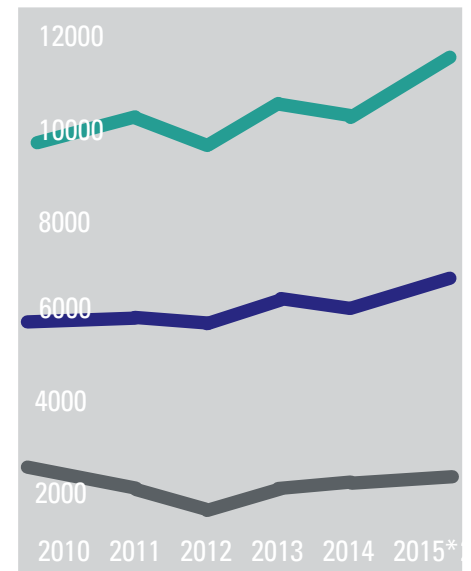
http://www.nihe.gov.uk/unmet_social_housing_need_prospectus.pdf

To further assist in this process, the Housing Executive undertakes site identification studies for locations of unmet need. These studies investigate potential sites, engage landowners and provide details to housing associations for investigation/acquisition. A number of these studies have been carried out across Belfast and will be developed during this coming year.



Queen’s Road Private Apartments, Belfast River Front - Titanic Quarter

Waiting Lists and Housing Needs trends for Belfast



- Total applicants
- Housing stress
- Allocations

Source: NIHE
 (*Note the 2015 figures refer to the new Belfast LGD boundary)

Belfast

Housing Investment Plan
2015-2019



Habinteg Housing development at Hillmount Court, Finaghy South Belfast

Delivery

Due to Belfast's popular location and growing population, there is a need for additional housing across all tenures. Outcome 1 details action to identify housing need across tenures. Outcome 2 reports the provision of affordable rented housing in Belfast. Outcome 3 looks at ways to support increasing numbers of households entering the owner occupied market. All figures relate to Belfast unless otherwise stated.

CASE STUDY 1

Apex Housing Scheme at the former Andersonstown Social Security Agency and Library site.

West Belfast is an area that is characterised by its high demand for social housing. In 2010, the Andersonstown Social Security Agency and the adjacent Public Library were declared surplus by the DSD and Belfast Education and Library Board.

The Housing Executive secured these surplus sites and nominated Apex Housing Association to develop a social housing scheme. These sites are located in a very popular residential area and Apex gained planning permission for the development in 2012. The scheme comprised a mixture of 2 and 3 bedroom family houses and wheelchair accommodation, providing a total of 29 homes.

The first 15 homes have now been completed and allocated with the handover of the final properties to be in July 2015. This development represents a £3.5m investment within the Andersonstown area consisting of £2m grant funding and £1.5m private finance.



Andersonstown Library Site: new build under construction



Completed Scheme

**OUTCOME 1
IDENTIFY NEW HOUSING REQUIREMENTS**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>For 2014 there were 215 private sector new build housing starts (LPS), well below the Housing Growth Indicator of 1,558 units per annum;</p> <p>NIHE Net Stock Model identified a social housing requirement for 2,000 social units per annum for NI;</p> <p>NIHE assessed demand for intermediate housing at 196 units per annum between 2013/23;</p> <p>NIHE studies to examine sites for social housing were carried out across Belfast.</p>	<p>DRD will review Housing Growth Indicators for local development plans as part of the ongoing review of the RDS;</p> <p>NIHE will update the Net Stock Model (NSM) in 2015 following the 2015 review of household projections by NISRA. The NSM will also be updated in 2017 and 2019;</p> <p>NIHE will carry out a 5-year social housing need assessment for Belfast for 2017/22;</p> <p>NIHE will inform council of affordable housing need for production of local development and community plan;</p> <p>NIHE will review Housing Market Geographies for NI and deliver Housing Market Assessments across NI;</p> <p>NIHE will annually assess demand for intermediate housing for the city;</p> <p>During 2015/16, site identification studies will be developed further by NIHE.</p>	<p>Determine new housing requirements for local development planning through collaborative working between Housing Executive, DSD, NISRA and DRD;</p> <p>NIHE will deliver updated objective assessments of affordable housing (social and intermediate housing) need by household type;</p> <p>NIHE's Housing Market Assessment will provide an evidence based, cross tenure trend analysis of the local housing market to supplement housing need assessment and inform local development and community planning;</p> <p>Continuously evaluate and update housing need assessment methodologies to ensure they are validated and based on best practice.</p>

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

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE committed £21m Housing Association Grant (HAG) to part fund the new development of 433 new homes in 53 schemes. HAs supplemented HAG with private funding commitment of £25.1m delivering a total investment of 46.1m;</p> <p>The new homes will provide a mix of house types and sizes including one-bed units;</p> <p>During 2014/15, there were 59 schemes completed, providing 542 additional social dwellings across the city;</p> <p>DSD's Landlord Registration scheme commenced. At April 2015, there were 23,245 private sector tenancies registered in Belfast;</p> <p>NIHE processed 19,966 new social and private housing benefit claims in Belfast;</p> <p>NIHE average processing time (22.6 days) for new public and private housing benefit claims was within the 25 day target and 6.2 days for claim amendments was also within the 8 day target;</p> <p>NIHE funded the Smartmove private rented sector access scheme across NI for approximately £110k.</p>	<p>The DSD approved a gross one year SHDP (2015/16) which includes 91 schemes delivering 1,052 units for Belfast LGD of which 924 are General Needs;</p> <p>NIHE will work with council to identify sites for social housing in the local development plan;</p> <p>NIHE with DSD and HAs will formulate a Delivery Strategy for the SHDP ready for implementation in April 2016;</p> <p>DOE and DSD will publish PPS 22 'Affordable Housing';</p> <p>DSD will continue to implement landlord registration and tenancy deposit schemes and analyse the data received;</p> <p>DSD will complete a fundamental review of the private rented sector in 2016;</p> <p>NIHE plan to process new public and private housing benefit claims within the 25 day target and housing benefit claim amendments within 8 days;</p> <p>NIHE have made £450k available to fund Smartmove private rented sector access scheme across NI for 2015/16.</p>	<p>Housing and planning authorities will introduce effective policies to identify land for mixed tenure and shared housing development through the community planning and development planning processes;</p> <p>Maximise public funding in the procurement and delivery of affordable housing;</p> <p>Introduce developer contributions for social housing;</p> <p>Monitor and evaluate the performance of the private rented sector to assess effectiveness in meeting affordable housing need;</p> <p>Introduce effective regulation for the private rented sector to maintain physical and management standards.</p>

**OUTCOME 3
ASSIST HOME OWNERSHIP**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>80 NIHE properties were sold to tenants;</p> <p>Co-ownership Housing Association approved 204 applications for Belfast;</p> <p>NIHE identified three surplus sites in Northern Ireland for inclusion in a pilot intermediate housing scheme using the Affordable Housing Fund.</p>	<p>NIHE and housing associations will implement the House Sales and Equity Sharing Scheme;</p> <p>DSD has committed funding of £15m to Co-ownership for 2015/16 with a target of 300 approvals for Northern Ireland;</p> <p>DSD will pilot a number of initiatives in Northern Ireland using the Affordable Housing Fund to deliver affordable housing. These include:</p> <ol style="list-style-type: none"> 1. £19m to provide up to 600 affordable homes; 2. £5m to date in Financial Transactions Capital (FTC) funding for a Rent to Purchase scheme (being delivered by Co-Ownership); 3. £9.2m in FTC funding to an Empty Homes scheme (being delivered by Clanmil); 4. Developing intermediate housing on surplus NIHE land (Clanmil and APEX). <p>DOE and DSD will work to finalise PPS 22 'Affordable Housing' to facilitate intermediate housing;</p> <p>NIHE with HAs will investigate potential for community self-build products for home ownership.</p>	<p>Deliver mixed tenure housing schemes in communities through planning;</p> <p>Introduce a developer contribution to increase the supply of intermediate housing;</p> <p>Deliver finance models to make better use of funding for intermediate housing;</p> <p>Deliver a range of intermediate housing products, such as intermediate rent;</p> <p>Deliver a self-build affordable housing model.</p>



THEME TWO

Improving people's homes

Challenges and opportunities

Housing has a major impact on people's lives, therefore it is essential to provide good quality, sustainable housing across all tenures to meet the needs of our residents and to provide the foundation for thriving communities. It is also vital that measures to improve the environmental sustainability of our homes are beneficial to the poorest in society. This section considers the condition of the Belfast housing stock and outlines the various strategies to address unfitness, disrepair and energy inefficiency.

Housing conditions

Between 2001 and 2011, the unfitness rates for Belfast slightly decreased from 5.9% to 5%. Reduced grant funding and decreased consumer spending on housing maintenance have maintained unfitness at their current levels. The Northern Ireland Housing Market Review 2014 also highlighted a link between the increasing level of unfitness and a rise in the rate of vacancies, particularly in isolated rural areas. The graph adjacent shows unfitness between 2001 and 2011 in the former Belfast council area.

The decent home standard considers a wider range of indicators beyond unfitness and is one that meets modern standards in terms of fitness, structure, energy efficiency and facilities. The 2011 House Condition Survey (HCS) estimated that 14% of dwellings in Belfast were recorded as failing decent home standards.

The 2011 HCS findings indicate that a high level of the most vulnerable households are residing within the oldest properties and will continue to have a reliance on some form of assistance to maintain their homes.

The Housing Executive provides grants to private sector landlords and owner occupiers to assist them to maintain their properties and prevent them from falling into unfitness or disrepair. However, discretionary grant funding has reduced to £1.4m for 2015/16 across Northern Ireland. The objective to reduce unfitness in private housing will require more innovative ways of maximising outcomes within the funding available. Therefore, DSD's "Review of Support for Repair and Improvement in the Private Housing Sector" consultation document reports that a pilot loans scheme will be introduced in 2015/16.

Energy efficiency

The Housing Executive has a key role under the 1995 Home Energy Conservation Act to identify, promote and monitor progress of energy efficiency throughout all tenures in the residential

Key Issues

- Unfitness is recorded at 5% of dwellings in Belfast;
- Grant funding for house improvements across all tenures is reducing;
- Households living in dwellings with lower energy efficiency ratings are most likely to include vulnerable people, including older people or those on low incomes;
- The cost of fuel and low incomes remain important determinants of whether a household is in fuel poverty. Other issues linked to fuel poverty include older dwellings and households headed by older persons and unemployment.

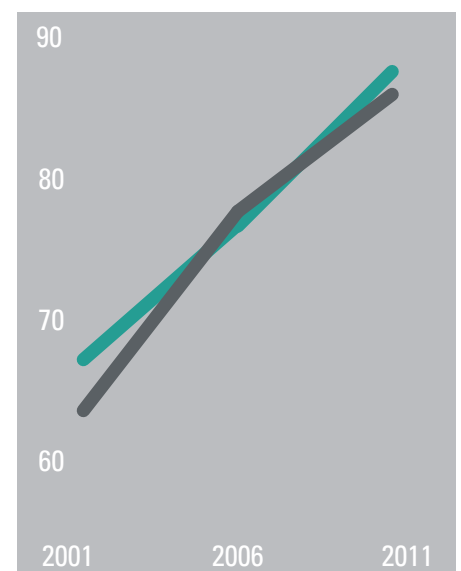
Unfitness rates %



• NI • Belfast

Source: House Condition Survey

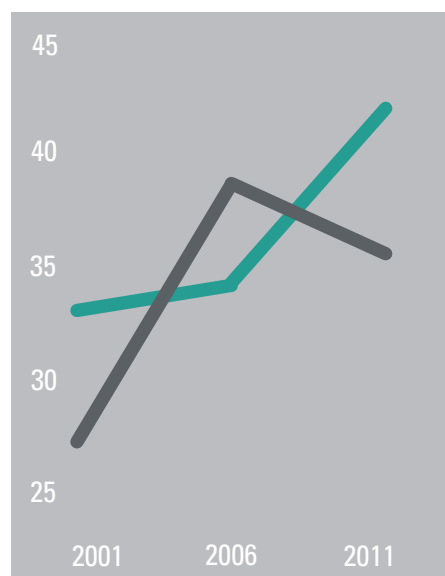
Decent Homes Standards %



• NI • Belfast

Source: House Condition Survey

Fuel Poverty Rates %



• NI • Belfast

Source: House Condition Survey

Table 3: Household heating costs

	Housecoal (£) 50 Kg	Electricity Standard Domestic Tariff 1 Unit (Pence)	Oil (Kerosene) Litre (Pence)	Firmus First 2000 kWh (Pence)
% Change	40.8%	57%	71%	48%

Source: NIHE

sector in Northern Ireland. The last House Condition Survey (HCS) carried out in 2011, recorded a 22.5% improvement in the energy efficiency of the occupied housing stock in Northern Ireland between 1996 and 2011. Evidence would suggest that the Northern Ireland figures are broadly representative of Belfast.

Considerable progress has been made to date in upgrading the energy efficiency of all housing stock across all tenures in Northern Ireland. However, fuel poverty remains an issue, mainly due to high fuel prices and low household incomes. In Northern Ireland, there is a high level of dependency on home heating oil with 68% of households continuing to rely on kerosene to heat their homes. Table 3 shows the increase in the cost of key sources of energy between April 2007 and July 2014.

DSD’s vision of eradicating fuel poverty remains a challenge in Belfast, given that 35% of households were classified as being in fuel poverty in 2011 (HCS 2011). This is comparable to the Northern Ireland figure of 42%. Despite the fall in oil and gas prices in early 2015, this objective will remain a challenge, as this price trend is unlikely to continue.

In tackling fuel poverty, the Warm Homes Scheme has seen £150m invested in Northern Ireland across 120,000 properties since 2001. The Housing Executive has now developed the Affordable Warmth Scheme to replace the Warm Homes Scheme.

Aimed at helping to alleviate fuel poverty in targeted vulnerable households in the owner-occupied and private rented sectors, the key objectives of the scheme are:

1. to deliver energy efficiency measures to 9,000 households annually by 31 March 2017;
2. each new council is expected to deliver 1,000 completed Affordable Warmth surveys to the Housing Executive annually.

In Northern Ireland, the Boiler Replacement Scheme has helped more than 17,500 households to upgrade their central heating boilers. The scheme has received approval to run for one more year with funding for £2m. Bryson House has also engaged to develop a network of oil-buying clubs across Northern Ireland to deliver better value for tenants.

The Northern Ireland Building Regulations legislative amendments in February 2014 mean that by 2020 there will be a new regulatory requirement for all new buildings to be nearly zero-energy buildings.

Housing Executive Maintenance Investment Strategy

In its aim to achieve the Decent Homes standards for all its tenants by 2020/21, the Housing Executive’s Landlord Services first delivered its Maintenance Investment Strategy in 2004. The reduction in capital funding from 2008/09 meant the strategy was revised in 2011

to adopt programme priorities of kitchen replacements and heating upgrading, as the optimum approach to achieving Decent Homes Standards within the budgets available. In the interim, the Programme for Government introduced a target of all social housing having double-glazing installed by 2015.

In taking forward a future investment strategy, the Housing Executive's Landlord Services and the DSD jointly commissioned an independent stock condition survey of the Housing Executive's properties in summer 2014. The findings from this will be used to develop a new Asset Management Strategy. The Strategy will set out long-term priorities for investment in stock, as well as establishing an initial 5 Year Investment Plan to cover the period 2016-2021. The overall approach to effective

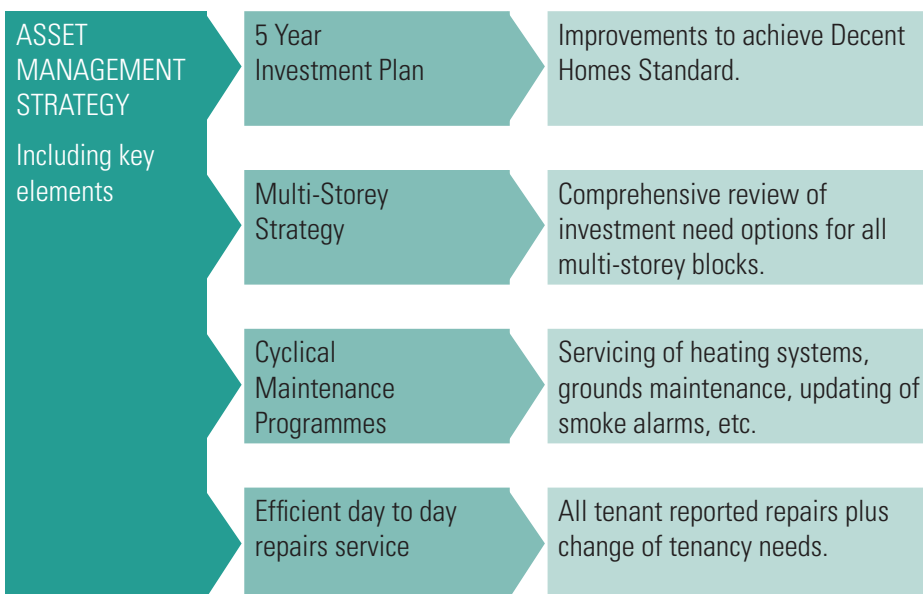
asset management is designed to ensure delivery and maintenance of better homes for the long term, and is illustrated below.

An interim investment programme has been developed for the 2015/16 period, which will reintroduce a programme of capital improvements across the Housing Executive stock. For further information on scheme details see Appendix 2.

The Housing Executive's Stock Transfer Programme is also being undertaken in response to the Minister's target to transfer 2,000 homes to housing associations. The programme will be based on estates where there are demonstrable and significant investment needs. Tenants will decide on transfer proposals for their estate through a Tenant Ballot.



Glencolin ECM Scheme, West Belfast



Housing association stock

Most housing association properties in Belfast have been constructed during the past twenty to thirty years and have been built to lifetime home standards. Each housing association prepares maintenance programmes for its own stock however, housing associations report that the majority of their dwellings are in good condition and the programme of work for planned maintenance is limited.

Social housing rents

DSD, under the Social Housing Reform Programme, is currently developing a rent policy for social housing in Northern Ireland, which will determine future social housing rent charges when completed. Rents collected provide funding to allow the social housing landlords (including the Housing Executive's Landlord Services) to carry out programmes of work on their dwellings. For 2015/16, the Housing Executive's average rent charge increased by £3.08 per week, raising it to £66.60, excluding rates. Housing Executive rents are lower than housing associations in Northern Ireland, and around £20 a week less than the average rent for similar local authority accommodation in England.

Delivery

Constructing sustainable dwellings through improved design and materials, will improve residents well-being. Investment and high standards of maintenance help sustain healthy people and communities. Investment in the energy efficiency of a home affects health, household expenditure and the environment. This is, therefore, a key area for housing investment within Belfast. Set out overleaf are investment and actions, which will contribute to achieving the two outcomes associated with Theme Two; 'improve the quality of housing stock' and 'develop low carbon homes and reduce fuel poverty'.

CASE STUDY 2

The Village Rehabilitation Scheme

As part of the ongoing regeneration of the Village area in South Belfast, the Housing Executive acquired 20 derelict properties which were causing blight and hindering investment. These were subsequently transferred to Fold Housing Association, our development partner in the area and were successfully rehabilitated at a total cost of £2m.

The pictures below show properties in Donegall Avenue. These have now been completed and allocated to waiting list applicants. The properties benefit from high standards of thermal insulation and are more economical to heat than similar sized properties. Overall the rehabilitated properties have greatly improved the streetscape and consolidate the significant investment being made in the area.



Village Rehabs. Donegall Road external and internal views

OUTCOME 4 IMPROVE THE QUALITY OF THE HOUSING STOCK		
Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>Funding for discretionary renovation grants was £193k, for 17 approvals and 21 completions;</p> <p>NIHE funded £70k for 18 approvals and 8 completed discretionary Home Repair Assistance grants;</p> <p>NIHE administered approximately £297k for 379 mandatory repair notices;</p> <p>NIHE registered an additional 420 identified HMOs; 128 properties were fully inspected and 1,259 dwellings inspected for management standards;</p> <p>NIHE carried out 97,114 response maintenance jobs at a cost of £14.3m;</p> <p>90.79% of NIHE response maintenance repairs were completed within the required target time;</p> <p>99.9% of all response maintenance repairs were carried out to the customers' satisfaction;</p> <p>NIHE completed planned maintenance work to 5,447 properties at a cost of £29.8m.</p>	<p>Funding of discretionary maintenance grants for 2015/16 is £35k;</p> <p>DSD and NIHE will introduce a pilot loan scheme for private house maintenance in NI in 2015/16 with funding of £1m;</p> <p>Repair notices issued by councils on private rented landlords can be recovered through a mandatory grant of up to £7,500;</p> <p>NIHE stock condition survey will complete in 2015 and inform Asset Management Strategy;</p> <p>Funding for all NIHE planned maintenance schemes in Belfast 2015/16 is estimated at £22.6m for 44 schemes;</p> <p>Funding for NIHE Capital Improvement schemes in 2015/16 is estimated at £4.9m for 27 schemes.</p>	<p>Identify unfitness and decent home standards through House Condition Survey reports;</p> <p>Deliver policies to support sustainable design and improve the building fabric of dwellings;</p> <p>NIHE will maintain properties in line with its Asset Management Strategy;</p> <p>Deliver innovative approaches to finance the maintenance of the housing stock across all tenures.</p>

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

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE funded £970k for the installation of insulation, new heating systems or both to 671 private properties;</p> <p>NIHE funded replacement of 1,410 boilers at a cost of £987k;</p> <p>NIHE installed double-glazing to 1,510 dwellings at a cost of £2.5m;</p> <p>NIHE completed heating conversions to 2,530 homes;</p> <p>NIHE funded Bryson House to provide energy efficiency awareness visits to 17 schools.</p>	<p>NIHE will implement Affordable Warmth scheme. Funding of £16.5m is available for 2015/16 across 11 councils;</p> <p>NIHE will implement Boiler Replacement scheme to 2016 with a budget of £2m;</p> <p>NIHE's 2015/18 energy efficiency programme includes 6 schemes for 856 units at a cost of £3.50m;</p> <p>NIHE funded energy efficiency awareness programme will be delivered annually to 160 schools across NI by Bryson House;</p> <p>Bryson House has been appointed by NIHE to develop a network of oil buying clubs across NI until 2018 to negotiate lower fuel prices for club members;</p> <p>During 2015/16, 1,000 PV solar panels will be installed in NIHE properties across NI, valued at £6m.</p>	<p>Deliver research on</p> <ol style="list-style-type: none"> 1. fuel poverty, 2. energy efficiency of housing stock, 3. good design and building materials; <p>Promote energy efficiency awareness;</p> <p>Develop and promote alternative natural energies to improve environmental wellbeing and combat fuel poverty in the home;</p> <p>Deliver zero carbon dwellings within the SHDP;</p> <p>Reduce fuel poverty.</p>



THEME THREE

Transforming people's lives

Challenges and opportunities

Community planning offers an opportunity to foster a more holistic environment for health and social care for all our citizens. Community planning can lead to better quality services and more efficient use of resources which will be essential within the context of an ageing community and increasing austerity measures.

A strong and sustainable community benefits from inclusion and responds to the needs of all its members, including those who are vulnerable; it recognises that vulnerability is not necessarily permanent and therefore provides for a range of general needs and specialist support services, regardless of age. A sustainable community also intends that individuals can access housing to the minimum decent home standard and remain independent in housing for as long as possible. The Housing Executive's Supporting People Programme, Homeless Services and Travellers Programme aim to provide people with the right housing options and support to enable and sustain independent living in the community. A partnership approach is required to ensure the allocation of resources effectively to those with the greatest need.

Supporting People

The Supporting People programme is a government programme for housing related support, which brings together a number of separate programmes that fund both specialised accommodation and accommodation based support services for a range of client groups. The programme establishes the means to manage accommodation on a partnership basis, and to strategically commission housing related support services to tackle social exclusion by preventing crisis and more costly interventions. To ensure

quality services are delivered, providers are assessed and monitored via a Quality Assessment Framework.

The Housing Executive's Supporting People programme is able to unify the interests of three separate government functions. The three key partners from housing, health and probation can commission services at a local Trust level through the Area Supporting People Partnerships (ASPP). This forum facilitates any of these agencies in bringing forward a proposal for the development of a service based on an established need. The ASPP will determine which priorities require a full business case to be progressed to the Commissioning Body. The future commissioning of housing support services will focus on three priority groups, older people, those with learning disabilities and mental health problems, and the homeless.

Supporting People services provide:

- Short term accommodation based support for those in housing need;
- Longer term support to enable sustained tenancies;
- Short term floating support for vulnerable adults to maintain independence in their own home; and
- For clients with complex needs, support is delivered on a peripatetic basis in their home.

The 2014/15 programme for Belfast was funded to the value of £23.72m. The programme consisted of 227 services, supporting 6,435 vulnerable people at any time and delivered by 74 organisations, the majority of whom were voluntary and community based. Other service providers include housing associations, Health and Social Care Trusts and the Housing Executive. A breakdown is set out in Table 4.

Key Issues

- Identify a needs assessment model for Supported Housing;
- Resettlement of clients from long stay hospital into the community;
- Development of community services to meet the needs of older people;
- Tackle homelessness in line with the Homelessness Strategy;
- Improve housing options for homeless clients;
- Develop a new Traveller Accommodation Programme;
- Implement recommendations of Inter-Departmental Review of Housing Adaptations Services.

Supporting People Programme



Table 4: Supported Housing Services 2014/15

Type of service	Client group	No. of schemes	No. of Providers	Max. annual contracted funding (£k)	Actual payments 2014/15 (£k)	Max. no. of Service Users
Accommodation Based Services	Older People	112	15	2,802	1,842	2,875
	Homelessness	38	19	10,351	10,586	872
	Learning Disability	18	8	1,708	1,393	141
	Mental Health	26	6	2,759	2,633	282
	Physical Disability	8	3	1,381	1,246	271
	Young People	5	5	798	810	76
			207	56	19,799	18,510
Floating Support Services	Older People	2	1	408	366	200
	Mental Health	2	2	300	300	156
	Homelessness	10	9	2,188	2,209	1,245
	Learning Disability	2	2	114	114	46
	Physical Disability	2	2	742	783	190
	Young People	2	2	173	173	81
			20	18	3,925	3,945
Grand Total		227	74	23,724	22,455	6,435

Source: NIHE

Following the Bamford Review, the majority of long-stay hospital clients with a learning disability or mental illness who were identified for resettlement within the community have been rehoused. The final phase of this process to resettle clients with the most complex needs is expected to complete in the near future. Future planning will mean consideration being given to broadening housing options for people with learning disabilities and to respond to the needs of people living with ageing carers.

The proportion of older persons in Belfast is projected to increase to 16.3% of the populace by 2023 in Belfast. Longer life expectancy is associated with greater prevalence of health conditions, such as strokes, dementia, mobility problems and ability to manage "self-care" tasks, which affect housing, support and care

requirements. The Housing Executive has appointed research to assess older people needs to feed into future commissioning.

Further research and policy reviews for the sector include:

1. A strategic review of the Supporting People policy, programme and procedures;
2. Develop a needs assessment methodology for supported housing services;
3. Evaluate accommodation based Supporting People schemes.

Homelessness

The Northern Ireland Homelessness Strategy 2012-17 was launched in May 2012 with a vision to eliminate long-term homelessness and rough sleeping

across Northern Ireland by 2020. Within Belfast the three main reasons for homeless presentation are:

1. Sharing breakdown/family dispute;
2. Accommodation not reasonable; and
3. Loss of rented accommodation.

Table 5 shows the trends of homelessness in Belfast over the past five years.

There is a range of temporary accommodation available within Belfast including 250 privately owned single lets and 31 hostels comprising 761 units. The Housing Executive introduced a private rented sector access scheme operated by Smartmove in 2014. This frontline service provides the customer with an alternative housing option to waiting for social housing in high demand areas. The scheme removes the need for costly up front deposits. In addition, the service will seek to prevent homelessness where a customer's existing private tenancy is in danger of breaking down.

Homelessness services within the Housing Executive are currently undergoing significant redesign as part of the organisation's 'Journey to Excellence'. Central to this is the implementation of a housing options service, including agreement on a common assessment framework with partner agencies and access to a centralised homeless support service. The review will seek to provide a framework against which homeless support services are tested in order to identify gaps and inform commissioning priorities.

Travellers programme

The Housing Executive has a statutory responsibility for the provision and management of accommodation and the assessment of need for the Traveller

Community across Northern Ireland. The third Travellers Accommodation Needs Assessment carried out across Northern Ireland in 2013/14 updates the previous Needs Assessments of 2002 and 2008. A serviced site for 12 units at Glen Road Heights will be reinstated in 2015/16. A further phase of group housing is planned for Belfast.

Adaptations services

The Adaptations Service forms a key element of the Housing Executive's strategic commitment to sustaining independent living. It develops partnership arrangements for effective joined up working between housing and health organisations by improving standards and targeting resources towards those most in need.

A range of demographic, social and medical indicators forecast a significant increase in demand on health, social care and housing services in Northern Ireland. As a result, the need for adaptations will continue to rise. The DSD and Department of Health, Social Services and Public Safety (DHSSPS) in partnership with the Housing Executive have completed an Inter-Departmental Review of the Housing Adaptation Service.

The Review recommendations include the need for improvements in inter-departmental and cross agency co-operation in the development and delivery of policy and services and the provision of a Housing Options Service pilot to support people in making choices about their housing. Recommendations from the Review have been incorporated into an Action Plan, which is currently being considered for approval by the Northern Ireland Executive. The Review recommendations can be viewed at the following link:

Table 5: Homeless statistics

Year	No. of Homeless Presenters	No. of Homeless Acceptances	Households placed in temporary acc.
2010/11	5,544	2,766	903
2011/12	5,285	2,493	912
2012/13	5,367	2,856	1,007
2013/14	5,329	2,506	1,047
2014/15	5,843	3,064	983

Source HMS



Level access accommodation

Belfast

Housing Investment Plan 2015-2019

Table 6: Disabled Facilities Grants Funding

Year	10/11	11/12	12/13	13/14
DFGs approved	194	183	136	172
Funding (£)	1.3m	1.1m	799k	1.1m

Source: NIHE

Table 7: Belfast Accessible NIHE stock

Property Type	No
Bungalows	1,731
Mobility bungalows*	1,207
Properties adapted via extension	460
Properties with vertical lifts	178
Properties with stair lifts	352
Ground floor flats	2,063

Source: HMS

(*Mobility bungalows is a subset of the total bungalow figure and based on the former council boundary)



Adapted Home With Through Floor Lift

<http://www.nihe.gov.uk/index/advice/disability/adaptations/advice-review-of-housing-adaptations-services.htm>

Owner-occupiers and landlords can access adaptations through our private sector grants scheme. Occupational Therapists determine the housing needs of disabled people. Table 6 shows the number of disabled facilities grants approved and associated funding in the Belfast area from 2010 to 2014.

For social housing tenants, all housing adaptations are tailored to meet individual needs. Over the last 5 years, the Housing Executive Landlord Services carried out 1,945 adaptations to its own properties at a cost of £7.18m within the Belfast area.

The majority of new social dwellings are built to lifetime home standards, which have been developed to ensure that a home is flexible, adaptable and accessible. DSD and the Housing Executive are also working with key stakeholders to develop policy approaches and design models to help address the housing needs of wheelchair users and others with accessibility problems.

The development of an Accessible Housing Register (AHR) for social housing has been identified as a recommendation within the Inter-Departmental Review of Adaptations.

An accessible housing register is an information tool to enable housing authorities to identify specific properties that may meet the needs of a particular group of applicants on the social housing waiting list. The stock profile within Belfast, which may support independent living, is detailed in Table 7.

The Accessible Housing Register will help to maximise available stock by assisting social landlords to make more effective use of their existing adapted properties. A key issue is that social landlords must strive to ensure adapted stock is occupied by those on the waiting list who need accessible housing. Currently the Housing Executive is considering initiatives to incentivise voluntary relocation of tenants from adapted stock when they no longer require it.

Evidence from the Inter-Departmental Review of Adaptations indicated a lack of information of "property accessibility features" in the private sector. The development of a voluntary code of good practice for those renting or purchasing in the private sector has been identified as an OFMDFM signature project. This will result in the development of a Northern Ireland Private Sector Housing Access Report.

Table 8: Wheelchair Statistics

	31/03/13	31/03/14	31/03/15
Wheelchair applicants on the waiting list	90	85	84
Wheelchair applicants in housing stress on the waiting list	87	81	79
Wheelchair applicants allocated social housing in past year	20	29	46

Source: HMS

A Design Standards and Communication Toolkit was launched by the Ministers for Housing and Health in April 2014. The toolkit will help disabled and older people visualise and discuss proposed housing adaptations. The Housing Adaptations Design Communications Toolkit is the product of cross sector Level Access Accommodation collaborative working with disabled people, occupational therapists and housing designers/providers.

Delivery

A key factor in creating sustainable communities is to ensure that people who have traditionally been marginalised in society can be helped to live within the community. Outlined overleaf are investment and actions, which have and will contribute to achieving our two outcomes namely 'provide suitable accommodation and support services for vulnerable residents' and 'homelessness is prevented or is addressed effectively'.

CASE STUDY 3

Helm Housing's scheme at Hemsworth Court for people with dementia

Helm Housing's Hemsworth Court, located on the Shankill Road, was officially opened by the Social Development Minister Mervyn Storey, and the Health Minister Jim Wells.

Helm Housing, in partnership with Belfast Health Trust and the Housing Executive, developed the 35 bed scheme at a cost of £4.7m. The scheme provides one and two bedroom self-contained apartments along with a cinema, café, gym and other facilities which allow those who live there to have a full, independent and active life. The facility has also been designed to allow a partner or carer to live with the tenant in their home which means that couples can live together as a family unit.

Funding from the Supporting People Programme and Health and Social Care Trust provides 24 hour support and a range of assistive technologies are available to ensure tenant safety within each apartment.



OUTCOME 6 PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS		
Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>HAs started 4 supported housing new build schemes for 38 units at a cost of £3.2m (£2.3 HAG and £0.9k HA funding);</p> <p>NIHE funded the Supporting People programme at a cost of £22.46m;</p> <p>NIHE spent £1.18m on 368 adaptations to its properties;</p> <p>NIHE approved 137 and completed 122 disabled facilities grants for the private sector, spending £929k;</p> <p>NIHE identified a need for wheelchair properties;</p> <p>HAs delivered 9 new wheelchair properties;</p> <p>The 2013/18 Traveller Accommodation Needs Assessment identified a need for a further group housing scheme and a 12 unit serviced site at Glen Road.</p>	<p>The gross, 2015/16 SHDP contains 7 supported housing schemes delivering 128 units;</p> <p>£22.2 million has been approved to deliver the Supporting People programme for 2015/16;</p> <p>DSD and NIHE to complete review of Supporting People Strategy by 2016;</p> <p>NIHE initiated research to identify supported housing needs by client group;</p> <p>Complete NIHE research to evaluate accommodation based Supporting People schemes;</p> <p>NIHE will monitor and review services through the contract management framework and take actions to remodel /realign services as needed;</p> <p>NIHE has funding of approximately £1.3m for disabled facilities grants for the private sector in 2015/16;</p> <p>NIHE will provide adaptations to their properties if needed;</p> <p>NIHE will assess need for social housing for wheelchair users;</p> <p>2015/16 SHDP incorporates support for 20 wheelchair/complex needs units.</p>	<p>Establish a supported housing need assessment methodology by client group;</p> <p>Maintain collaborative working practices between NIHE, Health Trusts and Probation Service to deliver innovation, capacity and housing care and support services;</p> <p>Promote independent living through</p> <ul style="list-style-type: none"> • information • disabled facilities grants • adaptations; <p>Research and review the strategic direction and delivery services of supporting people programme, to inform future commissioning plans for each client group;</p> <p>Identify and meet Travellers accommodation needs within communities.</p>

**OUTCOME 7
HOMELESSNESS IS PREVENTED OR IS ADDRESSED EFFECTIVELY**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>5,843 homeless applications were received and 3,064 applicants were awarded Full Duty Applicant status;</p> <p>NIHE processed all homeless applications within the 33 working day target;</p> <p>NIHE provided a financial inclusion and debt prevention service to help tenants cope with financial insecurity;</p> <p>All new NIHE tenants had support needs identified under Tenancy Support Needs Assessments;</p> <p>NIHE funded the Smartmove to provide a private rented sector access scheme to the value of approximately £110k to prevent homelessness and a rising waiting list.</p>	<p>NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012/17;</p> <p>NIHE will review the Homelessness Strategy in 2017;</p> <p>Widen homeless advice through a housing options service to prevent homelessness;</p> <p>Enhance the work in the pilot private rented sector access scheme to prevent homelessness. NIHE have made £450k available to fund the Smartmove private rented access scheme across Northern Ireland for 2015/16.</p>	<p>Deliver a framework and model for a fully operational housing options service;</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service;</p> <p>Maintain and improve collaborative working arrangements to provide services to homeless people;</p> <p>Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness;</p> <p>Maximise return on funding for temporary homeless accommodation.</p>



THEME FOUR

Enabling sustainable neighbourhoods

Challenges and opportunities

Regenerating neighbourhoods is vital to increase opportunities that connect local people to create economically viable places that will not only benefit the physical environment they live in, but also in improving residents' overall quality of life and wellbeing. An important role for housing providers will be to foster a sense of identity, to encourage investment and to reduce deprivation. A priority includes ensuring that communities are welcoming to all people regardless of their religion, race or economic background.

Urban regeneration

Regeneration can be defined as activities that reverse economic, social and physical decline in areas where market forces will not do this without the support of government. To continue to build vibrant and welcoming places within Belfast, it will be important that local communities are involved in decision making in their neighbourhoods to identify priorities and plan solutions.

DSD has responsibility for strategic led regeneration of regionally important sites, including those with mixed tenure. The Housing Executive will complement this through the delivery of a 'housing led' approach to physical and social regeneration in local communities. An area, which has undergone successful 'housing led' regeneration, will be of interest to developers, bring new investment, improve neighbourhoods and public realm and will increase residents' access to work. However, it is generally recognised that to achieve long-term sustainable renewal, a holistic approach should be taken. In order to best target investment, the community plan may seek to tie physical intervention in areas, which

are characterised by a range of issues, beyond environmental dereliction and blight.

The Northern Ireland Multiple Deprivation Measure 2010 (NIMDM) looks at a range of deprivation measures, incorporating economic, social and environmental indicators. The NIMDM shows that in 2010, deprivation within Belfast was highest in the north and west of the city. While a majority of Belfast residents enjoy relatively low levels of deprivation, approximately 18% of the population live in the most disadvantaged areas in Northern Ireland.

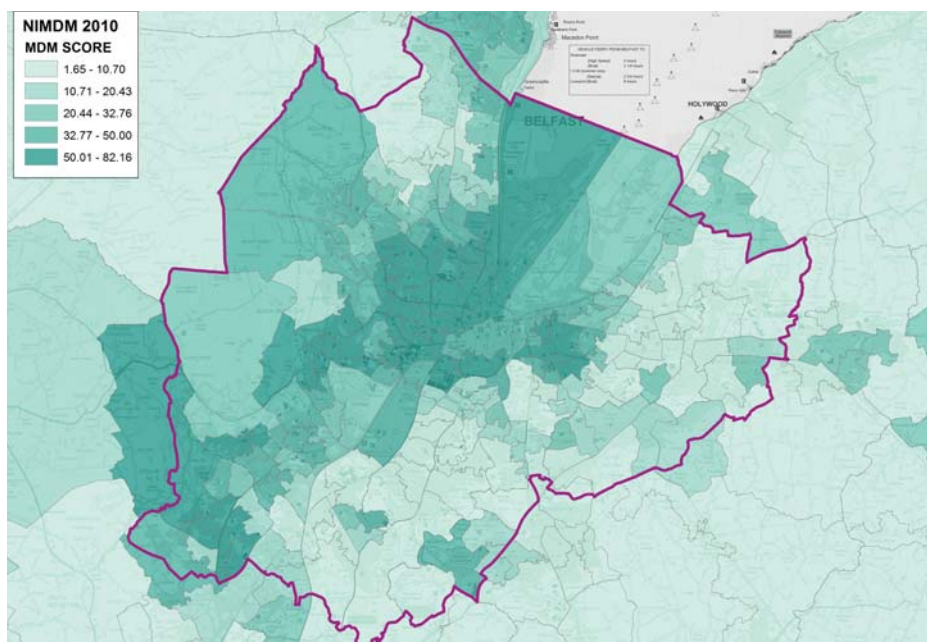
Deprivation is especially prevalent in social housing estates where communities can feel marginalised. Significant investment by the Housing Executive's Landlord Services and housing associations at Lower Shankill and Lower Oldpark estates over past decades has demonstrated the positive impact of regeneration initiatives to help stabilise the housing market and deliver stronger, sustainable communities. There are currently a number of regeneration initiatives within Belfast, which aim to tackle deprivation, as well as develop communities. DSD's 'Areas at Risk', Neighbourhood Renewal and Small Pockets of Deprivation programmes are scheduled to run until 2016 when the regeneration function will transfer to councils.

Visible signs of blight and decline are also indicators of the need for regeneration. This is evident in empty homes, vacant commercial properties, and derelict sites within urban and rural areas. In 2014, the Housing Executive's Empty Homes Unit recorded 485 empty properties in Belfast. The Housing Executive, in partnership with DSD and housing associations, is working to

Key Issues

- Regenerate areas to encourage economic investment and create opportunities for employment, skills development and capacity building;
- Improve the environment by creating vibrant urban and rural spaces;
- Promote mixed use and mixed tenure neighbourhoods which provide a range of housing options and a sustainable community;
- Support shared communities;
- Tackle crime and anti-social behaviour;
- Encourage local participation to engage in delivery of quality homes and places.

Multiple Deprivation Measure for Belfast



Source: NISRA

deliver the Empty Homes Action Plan, which investigates the potential for returning long-term empty dwellings to use to meet housing need.

Due to the weak economy and the rise of internet shopping there are high levels of empty commercial properties affecting urban centres. The commercial property consultants Lisney stated in 2013 that 17.2% of retail units were vacant in Belfast. DSD and local councils together with key stakeholders, have come together to produce master plans for urban and village centres throughout Northern Ireland. This aims to deliver physical and environmental improvements, remove dereliction and create economic opportunities for new and existing businesses.

DSD's Community Asset Transfer (CAT) Framework 2014 provides for a change in management and/or ownership of

land or buildings, from public bodies to communities. CAT promotes a range of benefits such as regeneration, providing additional community facilities, community cohesion, capacity building and enabling effective partnerships between the public sector and local communities. CAT is currently being worked out through ten pilot schemes. The Housing Executive is involved in one such CAT scheme in North Belfast and is committed to joint working with the local communities and other partners to realise the benefits this initiative can bring. The Housing Executive's Landlord Service currently has 26 properties let to registered charities and community groups delivering a range of neighbourhood services in Belfast.

The Building Successful Communities initiative is part of the Housing Strategy for Northern Ireland and aims to use housing intervention as one of the

main catalysts for neighbourhood regeneration. DSD will work collaboratively across government, with the Housing Executive, housing associations, and communities to improve housing and infrastructure. Regeneration Forums have now been established in each of the six pilot areas to take work forward and develop plans with tailor-made economic, physical and social interventions to meet community needs. The key lessons learned from the six pilots will inform the future roll of this initiative throughout Northern Ireland. There are five of BSC areas located in Belfast at Lower Oldpark/Hillview, Divis/Albert Street, Tigers Bay/Mountcollyer, Shankill/Brown Square and Andersonstown.

DSD is funding a pilot initiative with voluntary and community sectors to examine the policy and practice associated with Social Enterprise. Social enterprises are defined as businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community. Social enterprises can assist the regeneration of an area by trading to tackle social problems, improve communities and increase people's life chances, for example, in creating jobs for people who might otherwise remain unemployed. The Housing Executive's Landlord Service has developed its own Social Enterprise Strategy and is now seeking to promote social enterprise activity within its estates.

Community safety

Crime and the fear of crime remain an important issue for many communities. In Belfast, crime has increased over the past four years from 32,240 offences in 2010/11 to 34,153 in 2013/14. While recorded incidents of anti-social behaviour have reduced by 15% there remains a need to reduce and prevent incidents of anti-social behaviour such as noise nuisance, complaints about pets, graffiti and street drinking. In addition, segregation is evident within areas of the city with some neighbourhoods demarcated through symbols such as murals and flags, meaning shared places and shared residential areas are difficult to achieve.

There are a number of strategies, which seek to address community safety in Belfast. The Department of Justice's Community Safety Strategy for Northern Ireland 2012-2017, 'Building Safer, Shared and Confident Communities', identified the need to focus on prevention rather than cure in the effort to build safer communities and reduce anti-social behaviour (ASB).

The Strategy includes new directions in community safety, such as the establishment of the Policing and Community Safety Partnerships (PCSPs). PCSPs will build upon the progress made by Community Safety Partnerships and District Policing Partnerships. The Housing Executive is one of the designated agencies on these new bodies and plays an active role with other statutory groups, local political leaders, voluntary and community groups and local communities in the effort to tackle local issues and build safer communities.

Table 9: Anti-Social Behaviour incidents

Year	Anti-Social Behaviour incidents
2009/10	22,085
2010/11	21,901
2011/12	18,185
2012/13	18,814
2013/14	18,797

Source NINIS



Titanic Mural, Cuba Walk, East Belfast

The Housing Executive's Community Safety Strategy 2014-2017 'Safer Together' focuses on three themes:

1. tackling crime;
2. fear of crime;
3. anti-social behaviour.

The Housing Executive, the PSNI, the Youth Justice Agency and councils have developed information sharing protocols and Anti-Social Behaviour (ASB) forums to address this work. The Housing Executive works to prevent the potential for serious ASB problems through mediation. This approach has successfully contributed to the reduction in anti-social behaviour crimes in Belfast since 2010.

During 2014/15, the Housing Executive's Landlord Services funded approximately £134k on a number of projects throughout Belfast to help address safety issues; these included 'four tier' security packs for vulnerable tenants, street pastors and a neighbourhood warden scheme. The Housing Executive's Community Safety Unit is considering a number of bids for the 2015/16 year.

DSD is currently consulting on the proposal to bring forward a new measure to address ASB by the introduction of a short secure tenancy. Based on a model used in Scotland, the proposal links demotion of tenancy to the acceptance of some form of assistance, the aim being to address offending behaviour while at the same time sustaining tenancies. The Housing Executive will fully implement this action when it is introduced.

Community cohesion

Community cohesion is important to create balanced and stronger communities, which are welcoming to all. During 2014/15, the Housing Executive's Cohesion Unit was funded £680k for schemes throughout Northern Ireland of which approximately £146k was spent in Belfast. Cohesion funding for Northern Ireland in 2015/16, has been set at £1.125m for which the Cohesion Unit are currently considering individual bid submissions.

The Housing Executive's Good Relations Strategy aims to tackle issues such as segregation, race relations, emblems and sectional symbols and interfaces. The Housing Executive has Good Relations Officers who assist communities to develop a bespoke Good Relations action plan delivering a community led approach for their area by creating opportunities to build relations through a series of projects, events, programmes and visits to get best outcomes for all members in their community. Funding of £38k for reimagining work was carried out in Belfast in 2014/15.

A Race Relations Policy has been designed by the Housing Executive to promote good relations between ethnic groups and local communities. The Housing Executive provided support to seven victims of hate crimes during 2014/15 through the provision of emergency temporary accommodation and/or permanent rehousing of the victims of serious attacks.

The Housing Executive Building Relations in Communities (BRIC) programme provided training on good community relations and funding of £135k in 2014/15 to deliver the good relations plans for 22 estates

across Belfast. This programme ended in September 2014. A new BRIC 2 programme has been approved and six Good Relations Officers have been recruited, two of which will cover the Belfast Region. This programme will run over a three-year period and will be based in 76 estates.

The Housing Executive's Shared Communities Programme sought to develop shared housing communities where people could choose to live with others regardless of their religion or race, in a neighbourhood that is safe and welcoming to all. Funding of £30k was provided for the Ardoyne/Alliance, Upper Springfield, Springmartin and Highfield and Whitewell areas of Belfast to carry out this work during 2014/15. The Shared Communities Programme, concluded in December 2014, and a redesign of how the Housing Executive will continue to support shared housing is currently being developed.

The Northern Ireland Executive's: Together Building a United Community (TBUC) strategy contains the objectives for a more united and shared society and improved community relations including priorities for shared and safe housing areas. It also aims to reduce residential segregation by promoting shared and mixed tenure communities. The Housing Executive is currently working with DSD in respect of delivering shared new build schemes in the SHDP under TBUC. A Housing Stakeholders Group has been established to project monitor this initiative. Two TBUC schemes are currently underway on the Ravenhill Road in Belfast with construction being carried out by Fold and Apex Housing Associations.

Community involvement

The Housing Executive's Community Involvement Strategy 2014/17 forms the basis to enhance the social investment and maximise the effect of community involvement. There are a number of projects, which make up the strategy, including:

- Tenant Scrutiny Panel - where tenants can hold the Housing Executive to account for the delivery of services at a local level;
- Housing Community Forum Central Panel - One nominee from each of the Housing Executives 13 Areas will participate as a member of this group, as will a member from each of the four housing forums (rural, disability, youth and BME).

The Housing Executive's Landlord Services has invested in community involvement by providing support and funding through the Supporting Communities Northern Ireland (SCNI). SCNI liaises and assists with over 600 community groups in Northern Ireland by providing training, information and funding advice. SCNI has assisted the Housing Executive in developing the Housing Community Network (HCN), which aims to involve residents in discussing and developing their local services and addressing housing issues generally. During 2014/15, the Housing Executive funded a number of local community development schemes, including funding Community Development Workers, to the value of £229k, with approximately £242k available for 2015/16.

In January 2015, DSD Minister launched the Tenant Participation Strategy Consultation. This will provide social housing tenants in Northern Ireland the opportunity to give their views, helping to shape the delivery of social housing and the services they receive from social landlords.

Delivery

Theme Four identifies creating a sustainable community where people want to live and work, now and in the future, as a key priority for Belfast. A successful community is safe, inclusive, offers equality of opportunity and services to people of all generations and backgrounds and allows residents to have a meaningful say in the way their neighbourhood is run. Outcome 8 examines actions and investment to support the regeneration of neighbourhoods in Belfast and our ninth outcome looks at ways to support safer and cohesive communities.

CASE STUDY 4

Parkside, Limestone Road Regeneration

In 2010 the Board of the Housing Executive approved a regeneration plan for the Parkside/ Limestone Road area. This area had suffered dereliction with many of the properties being abandoned during the 'troubles' due to its sectarian flashpoint location. At least one third of the properties were considered unfit for habitation.

Newington Housing Association's design team worked closely with the local community to ensure a programme of works that reflected the community's aspirations for the area and their housing need. A 'social clause' with contractors ensured that jobs benefited the local and wider economy.

Newington have now regenerated and transformed this area through the construction of 71 energy efficient new social homes at a total cost of £9.5m. A further 16 properties are due to go on site in 2015.

This year, at the Chartered Institute of Housing awards, Newington Housing Association won the 'working together' award for this scheme as it showed the benefits of collaborative working between the housing association and the community it serves.



Prior to Regeneration

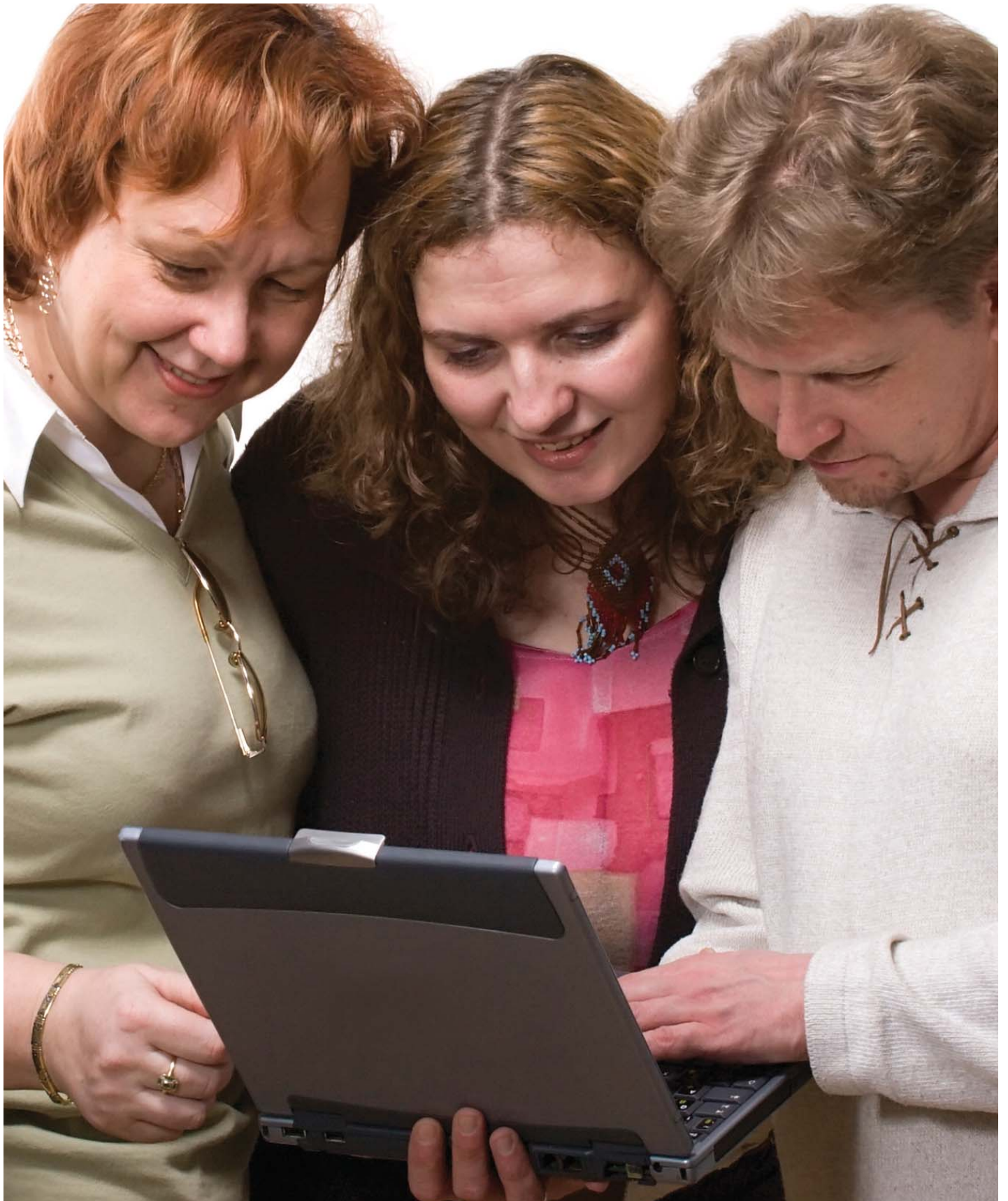


Completed Scheme 2014

OUTCOME 8 REGENERATE NEIGHBOURHOODS		
Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>DSD funding of £10.6m was provided for communities through the Areas at Risk, SPOD and Neighbourhood Renewal programmes;</p> <p>Two social housing schemes started in south Belfast for 153 units which on completion will benefit from TBUC funding of £1.8m;</p> <p>DSD worked with DTNI to develop a Social Enterprise Policy;</p> <p>NIHE initiated work on a Social Enterprise Strategy;</p> <p>DSD published a Community Asset Transfer Framework;</p> <p>26 NIHE properties were let to registered charities and community groups to deliver a range of services.</p>	<p>DSD have funded £154k for Areas at Risk and SPOD programmes for 2015/16;</p> <p>NIHE will implement an empty homes scheme to meet social housing need;</p> <p>NIHE will update and implement the Rural Strategy and Action Plans;</p> <p>DSD will review findings of Social Enterprise pilot to inform policy development;</p> <p>NIHE will implement a Social Enterprise Strategy and provide social investment finance;</p> <p>NIHE will transfer assets under the CAT framework to deliver community regeneration;</p> <p>Promote housing led regeneration through master planning proposals.</p>	<p>Deliver a model for housing led renewal and establish an associated strategy and programme of action;</p> <p>Develop collaborative working arrangements between DSD, NIHE and Councils to deliver housing led regeneration in partnership with communities;</p> <p>Support local businesses and job creation through social enterprise;</p> <p>Improve the quality of urban design and townscape quality in local communities.</p>

**OUTCOME 9
CREATE SAFER AND COHESIVE COMMUNITIES**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE published its Safety Strategy 2014-17 (Safer Together);</p> <p>NIHE provided funding (£10k) as a designated agency in local PCSPs;</p> <p>During 2014/15, NIHE dealt with 510 cases of reported anti-social behaviour;</p> <p>NIHE participated in a bi-monthly ASB Forum to agree actions on complex cases;</p> <p>NIHE provided support to victims of hate crimes;</p> <p>NIHE participated on a Risk Assessment Conference to address housing needs of victims of domestic abuse;</p> <p>NIHE delivered Building Relations in Communities (BRIC) programme in 22 estates throughout Belfast;</p> <p>Groups in Inner East Belfast, Springmartin, Highfield and Upper Springfield, Ardoyne/Alliance and Whitewell areas participated in NIHEs Shared Community Programme;</p> <p>NIHE published a Community Involvement Strategy 2014-17;</p> <p>NIHE funded £229k for community involvement work;</p> <p>NIHE funded SCNI to work with community groups providing training in service delivery. SCNI assisted in the establishment of the new Belfast Tenant Scrutiny Panel.</p>	<p>Implement NIHE's Community Safety Strategy 2014-17. Update the Strategy in 2017/18;</p> <p>NIHE will continue to be a designated agency in the PCSPs;</p> <p>Bids for £37k have been submitted from community groups for community safety projects in 2015/16;</p> <p>NIHE will continue to partner on Anti-Social Behaviour Forum and Multi Agency Risk Assessment Conferences;</p> <p>NIHE will work to prevent hate crimes through its Good Relations Strategy and Race Relations Policy;</p> <p>NIHE will continue to provide support to victims of domestic abuse;</p> <p>NIHE will implement BRIC 2. NIHE will promote the good neighbour charter and the 5 cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols;</p> <p>NIHE has funding of £242k for community involvement projects for 2015/16;</p> <p>NIHE will continue to fund SCNI in their work with communities;</p> <p>NIHE will implement the Community Involvement Strategy and update in 2017/18.</p>	<p>Prevent crime and the fear of crime especially amongst the most vulnerable in society;</p> <p>Reduce anti-social behaviour crime;</p> <p>Promote the development of shared communities through education programmes and shared new build developments;</p> <p>Increase tenant involvement in the management and future development of their communities;</p> <p>Establish strong, collaborative working arrangements between government agencies, voluntary organisations and local community groups to support community regeneration.</p>



THEME FIVE

Delivering quality services

The Housing Executive is the UK's largest social landlord, managing over 88,600 homes in Northern Ireland. Landlord Services has developed a dedicated mission to deliver the best services for tenants:

to provide our customers with good quality services/support

In keeping with the 'Journey to Excellence', Housing Executive's Landlord Services are working to improve services which are more customer focused. Landlord Services has embarked on a 'Build Yes' programme, which includes a review of operational structures reflecting the new local council boundaries from 1st April 2015. A comprehensive review of operating arrangements has been initiated; with processes being reviewed, streamlined and customer orientated.

Landlord Services are restructuring teams to ensure they deliver the best service possible, during a period of public sector budget reductions. There is a commitment to work as efficiently as possible, managing resources to ensure financial stability and the delivery of social value for customers in Belfast. This will involve maximising resources, to invest in services for customers, now and in the future. This is achieved by listening to customers through the Continuous Tenant Omnibus Surveys (CTOS).

Landlord Services will strive to improve transparency by showing how the rental income is used. They will engage with Housing Community Network members who are represented in Tenant Scrutiny Panels, empowering the community to have a say in how these services are delivered and shaped around their needs.

Belfast Region is made up of the three area offices, South and East, North and West providing a comprehensive landlord service to 21,697 tenants. The 2014/15 year saw the area offices successfully achieve all performance targets. Notably 99.6% of rent was collected, arrears decreased by £288k and voids were 0.78%. Customer engagement remains paramount, with 62,610 visits to the Belfast office and 129,303 phone calls received. The maintenance department is delivering the Journey to Excellence Strategy to implement technology by employing mobile handheld tablets to record and send repair orders on site.

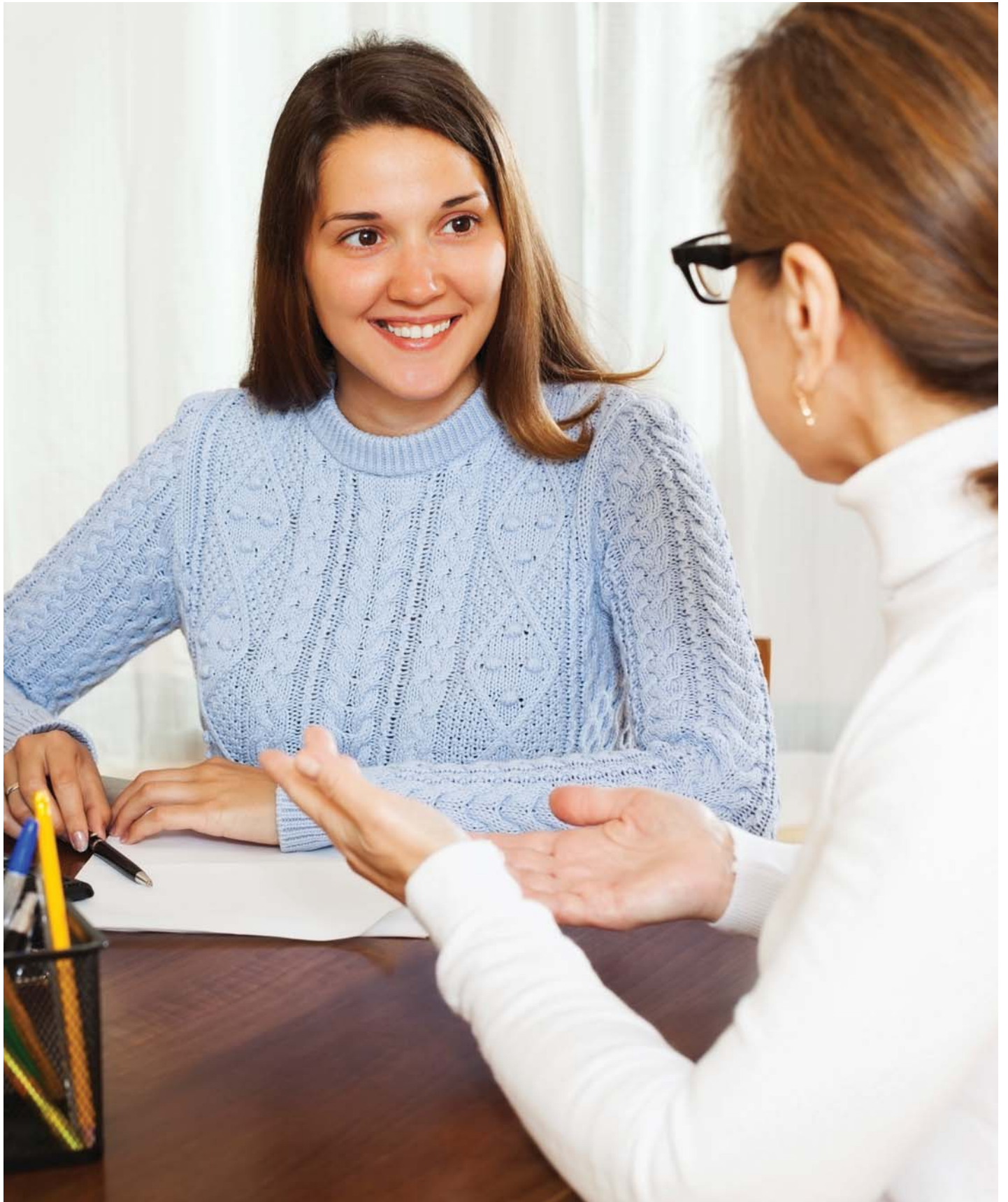
To achieve the four year and ten year service delivery, objectives will require maximising income from the asset base. The greater the income, the more can be invested in services for the people and communities we support.

Landlord Services Main Functions

- Income collection including; rent, leaseholders and commercial property;
- Housing improvements, comprehensive response and planned maintenance programmes;
- Community safety, cohesion and integration work;
- Lettings and void management and tenancy and estate management;
- Involving residents in tenant scrutiny panels and in implementing the Community Involvement Strategy;
- Helping tenants remain independent in their homes through adaptation services.

OUTCOME 10: DELIVER BETTER SERVICES

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
NIHE collected 99.6% of rent;	Increase rent collection to reinvest to improve services;	Maximise income to deliver better services and improve stock;
Arrears reduced by £288k;	Reduce arrears to maximise income;	Make best use of stock;
0.78% of stock was void;	Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents;	Monitor and reduce tenancy fraud;
Introduced a Tenancy Fraud Action Plan;	Meet the Public Accounts Committee to establish a tenancy fraud baseline for future monitoring;	Reduce tenancy failure and help tenants stay in their own home;
Introduced a Sustaining Tenancy Strategy;	Implement the Sustaining Tenancy Strategy;	Monitor and improve customer satisfaction levels.
Worked with DSD on Welfare Reform;	Implement the Welfare Reform Action Plan as required;	
Initiated a Tenant Scrutiny Panel for Belfast.	Continue to monitor tenant satisfaction through the CTOS.	



Governance

Statutory guidance for the operation of community planning has identified that community planning partners should provide an understanding of their roles and responsibilities, including their legal duties and accountabilities, to other parts of government.

Housing Executive

The Northern Ireland Housing Executive is the single strategic housing authority for Northern Ireland. The Housing Executive manages a stock of approximately 90,000 homes and employs over 3,000 people. The organisation is governed by a ten member Board and operates through the provision of public funds from DSD.

Whilst the Housing Executive continues as a single statutory organisation, for budgetary and accounting classification purposes there is now a dual reporting arrangement where Regional Services and Landlord Services are managed as separate entities. This revision took effect from the 1st April 2014 when the Housing Executive was reclassified as follows

- Non-Departmental Public Body (NDPB) - Regional Services
- Quasi-Public corporation - Landlord Services

As a statutory body, the Housing Executive's functions are made up of duties and powers laid down by statute in various legislative Orders and Amendments. The Housing Executive, as a public authority, is also subject to Section 75 of the Northern Ireland Act 1998 which obliges it to carry out its functions having due regard to the need to promote equality of opportunity between certain specified groups of people.

The various legislative functions of the Housing Executive include, but are not limited to those listed to the right.

Current legislation requires the Chief Executive, as the Northern Ireland Housing Executive Accounting Officer, to have in place adequate and effective arrangements for the management of risk and to produce an Annual Governance Statement (AGS). The Governance Statement, forms part of the statutory accounts and is considered and approved by the Board. The AGS is produced in line with guidance issued by the Department of Finance and Personnel.

DSD issues the Housing Executive with a Management Statement and Financial Memorandum, which sets out the policy and resource framework for the Housing Executive. The Memorandum states the role and aims of the NIHE, its duties and powers, the responsibilities of the Chairman, Board and Chief Executive, and the relationship with the Minister and DSD as the sponsoring Department of the Housing Executive.

The Housing Executive has responsibility for annually reviewing the effectiveness of its governance framework, including the system of internal control. The work of the Housing Executive's Corporate Assurance Unit also provides assurance on the management of key risks and, through inspection, assurance on the management of response and planned maintenance contractors.

NIHE Legislative Functions

- The regular examination of housing conditions and housing requirements;
- Drawing up wide ranging programmes to meet housing needs;
- Consulting with councils and the Northern Ireland Housing Council;
- Making vesting orders in respect of land and the disposal of land held;
- Administering housing benefit to the public and private rented sectors;
- Undertaking the role of the Home Energy Conservation Authority for Northern Ireland;
- Administering the 'Supporting People' initiative;
- Administering Private Sector Grants;
- Provision of caravan sites for members of the Traveller Community;
- Preparation and submission of a Houses in Multiple Occupation (HMO) Registration Scheme for Departmental approval and HMO regulation;
- Identifying the need for the provision of new social houses;
- The formulation and publication of a Homelessness Strategy;
- Statutory responsibility for dealing with homeless applications;
- Publication and review of its anti-social behaviour policies and procedures.



Appendices

Appendix 1 Social Housing Development Programme: Belfast

SCHEMES COMPLETED APRIL 2014 - MARCH 2015

Scheme	No of units	Client group	Housing Association	Policy theme
Lawther Court, Tigers Bay (T)	1	General-Needs	Apex	North-Belfast
314 Ravenhill Road (A)	64	General-Needs	Apex	South-Belfast
314 Ravenhill Road (B)	3	Physically-Disabled	Apex	South-Belfast
1A Heatherbell Street	6	General-Needs	Clanmil	East-Belfast
Sunningdale Gardens (A)	40	General-Needs	Clanmil	North-Belfast
Sunningdale Gardens (B)	6	Elderly Cat:1	Clanmil	North-Belfast
Lower Oldpark Rehabs (T)	26	General-Needs	Clanmil	North-Belfast
17 Brucevale Park (T)	12	General-Needs	Clanmil	North-Belfast
Clonaver Crescent South	6	General-Needs	Fold	East-Belfast
Apts11-15,367 B'bridge Rd	5	General-Needs	Fold	East-Belfast
Apts 1-4, 162 Ligoniel Road	4	General-Needs	Fold	North-Belfast
Lawnbrook URA Phase 2 (T)	28	General-Needs	Fold	Shankill
Finnis Drive,T'monagh (T)	15	General-Needs	Fold	South-Belfast
Village Non-ATC Rehabs (A)	7	General-Needs	Fold	South-Belfast
Village Non-ATC Rehabs (B)	2	General-Needs	Fold	South-Belfast
11 and 28 Abbey Court	2	Elderly Cat1and2	Fold	Supported
6,10 and 14 Kerrington Court	3	Elderly Cat1and2	Fold	Supported
56/58 Rosebank Street	1	Physically-Disabled	Harmony	Shankill
307 Russell Court	1	General-Needs	Helm	South-Belfast
104 Russell Court	1	General-Needs	Helm	South-Belfast
33 Pacific Avenue	1	General-Needs	Newington	North-Belfast
54 Victoria Parade	1	General-Needs	Newington	North-Belfast
The Glen, Limestone Road (A)	24	General-Needs	Newington	North-Belfast
The Glen, Limestone Road (B)	8	General-Needs	Newington	North-Belfast
Parkside URA	36	General-Needs	Newington	North-Belfast
11 Glenhill Court	1	General-Needs	North Belfast	North-Belfast
4 Parkview Court	1	General-Needs	North Belfast	North-Belfast
401 Crumlin Road	1	General-Needs	North Belfast	North-Belfast
26 Cliftonville Avenue	4	General-Needs	North Belfast	North-Belfast
12 Eskdale Gardens	1	General-Needs	Choice	North-Belfast
16 Stratford Gardens	1	General-Needs	Choice	North-Belfast
32 Eskdale Gardens	1	General-Needs	Choice	North-Belfast

Belfast

Housing Investment Plan

2015-2019

Scheme	No of units	Client group	Housing Association	Policy theme
34 Stratford Gardens	1	General-Needs	Choice	North-Belfast
47 Estoril Park	1	General-Needs	Choice	North-Belfast
8 Eskdale Gardens	1	General-Needs	Choice	North-Belfast
Coulters Site, Antrim Road (T)	10	General-Needs	Choice	North-Belfast
Throne Retail Apts Ph.3	5	General-Needs	Choice	North-Belfast
Peters Hill MAH Resettlement	13	Learning-Disabilities	Choice	Supported
Muckamore Ph.2 547 Ormeau Rd	5	Learning-Disabilities	Choice	Supported
Mourneview, 151 Glen Road	23	Learning-Disabilities	Choice	Supported
Fountainville Avenue	18	Mental-Health	Choice	Supported
167 Andersonstown Road	11	Elderly Cat:1	Choice	West-Belfast
Mill Court, Ph.2, Falls Road	24	Elderly Cat:1	Choice	West-Belfast
Suffolk Glen, 12-14 Suffolk Rd.	34	General-Needs	Choice	West-Belfast
132-136 Castlereagh Street	9	General-Needs	Choice	East-Belfast
48 Carrington Street	1	General-Needs	Choice	South-Belfast
The Maples, Chief Street	5	Physically-Disabled	Choice	Supported
94 Short Strand	1	General-Needs	St Matthews	East-Belfast
27 Clondeboye Gardens	1	General-Needs	St Matthews	East-Belfast
7 Annadale Avenue	8	Young People at Risk	Triangle	South-Belfast
29a Annadale Avenue	15	Learning-Disabilities	Triangle	Supported
Queen Victoria Gdns. URA (T)	22	General-Needs	Choice	North-Belfast
London Road	15	General-Needs	Choice	South-Belfast
2 Pollard Close	1	General-Needs	Ulidia	West-Belfast
7 Clonard Clourt	1	General-Needs	Ulidia	West-Belfast
29 Rinnalea Gardens	1	General-Needs	Ulidia	West-Belfast
87 Forfar Street	1	General-Needs	Ulidia	West-Belfast
21 Clonard Crescent	1	General-Needs	Ulidia	West-Belfast
8 South Green	1	General-Needs	Ulidia	West-Belfast

SCHEMES STARTED APRIL 2014 – MARCH 2015

Scheme	No of units	Client group	Housing Association	Policy theme
North Queen Street:PSNI	26	General-Family	Apex	North-Belfast
118-120 Antrim Road	3	General-Family	Apex	North-Belfast
Corpus Christi [A]	67	General-Family	Apex	West-Belfast
Corpus Christi [B]	2	Physically-Disabled	Apex	West-Belfast
75 Moyard Pde.:ESP Ph.22A	1	General-Family	Apex	West-Belfast
2 Moyard Parade:ESP Ph.22A	1	General-Family	Apex	West-Belfast
509-511 Oldpark Road	2	General-Family	Clanmil	North-Belfast
137-141 Ormeau Road	15	General-Family	Clanmil	South-Belfast
Colin Glen [A]	60	General-Family	Clanmil	West-Belfast
Colin Glen [B]	4	Physically-Disabled	Clanmil	West-Belfast
174-202 Ballysillan Ave. [T]	14	General-Family	Connswater	North-Belfast
Apts1-4:162 Ligoniel Road	4	General-Family	Fold	North-Belfast
Upper Springfield Road	19	General-Family	Fold	West-Belfast
79 Antrim Rd./2 Bellevue Pk.	4	General-Family	Helm	North-Belfast
104 Russell Court	1	General-Family	Helm	South-Belfast
307 Russell Court	1	General-Family	Helm	South-Belfast
5 Ulsterville Avenue	2	General-Family	Helm	South-Belfast
23 Ravenhill Court	1	General-Family	Helm	South-Belfast
10 Glentoran Place	1	General-Family	Helm	South-Belfast
54 Victoria Parade	1	General-Family	Newington	North-Belfast
33 Pacific Avenue	1	General-Family	Newington	North-Belfast
4 Parkview Court:ESP Ph.11	1	General-Family	North Belfast	North-Belfast
401 Crumlin Road:ESP Ph.11	1	General-Family	North Belfast	North-Belfast
11 Glenhill Court:ESP Ph.11	1	General-Family	North Belfast	North-Belfast
26 Cliftonville Avenue	4	General-Family	North Belfast	North-Belfast
65 Dunraven Park	1	General-Family	Choice	East-Belfast
152 Madrid Street	1	General-Family	Choice	East-Belfast
132-136 Castlereagh Street	9	General-Family	Choice	East-Belfast
17 Lewis Drive	1	General-Family	Choice	East-Belfast
36-44 Oldpark Rd. (BRO)[A]	7	General-Family	Choice	North-Belfast
36-44 Oldpark Rd. (BRO)[B]	1	Physically-Disabled	Choice	North-Belfast
Bedeque House:Annesley St.	15	Singles-Couples	Choice	North-Belfast
Ainsworth Com.Centre (BRO)	6	General-Family	Choice	Shankill
The Maples:Chief Street	5	Physically-Disabled	Choice	Shankill

Scheme	No of units	Client group	Housing Association	Policy theme
Lower Shankill Ph.2 [T]	12	General-Family	Choice	Shankill
48 Carrington St:[Buy Back]	1	General-Family	Choice	South-Belfast
Fountainville Ph.2	9	Mental-Health	Choice	Supported
12 Hartington Court	1	General-Family	Choice	Supported
Hannahstown Ph.1A [A]	89	General-Family	Choice	West-Belfast
Hannahstown Ph.1A [B]	3	Physically-Disabled	Choice	West-Belfast
13 Rossnareen Avenue	1	General-Family	Choice	West-Belfast
27 Clandeboye Gardens	1	General-Family	St.Matthews	East-Belfast
8 Arran Street	1	General-Family	St.Matthews	East-Belfast
94 Short Strand	1	General-Family	St.Matthews	East-Belfast
33 Invernook Park	1	General-Family	Triangle	East-Belfast
Kirkliston:Hollywood Rd.	22	Mental-Health	Triangle	Supported
10 Cheviot Street	2	Learning-Disabilities	Triangle	Supported
8 South Green	1	General-Family	Ulidia	West-Belfast
29 Rinnlea Gardens	1	General-Family	Ulidia	West-Belfast
2 Pollard Close	1	General-Family	Ulidia	West-Belfast
87 Forfar Street	1	General-Family	Ulidia	West-Belfast
21 Clonard Crescent	1	General-Family	Ulidia	West-Belfast
7 Clonard Court	1	General-Family	Ulidia	West-Belfast

SCHEMES PROGRAMMED 2015/16				
Scheme	No of units	Client group	Housing Association	Housing Association
Upper New Lodge Phase 1[T]	35	General-Family	Apex-Newington	North-Belfast
Westbourne Church	6	General-Family	Apex	East-Belfast
Bryson Street	11	General-Family	Apex	East-Belfast
Belfast ESP S and E Area	10	General-Family	Apex	East-Belfast
155 Park Avenue:Phase 21E	1	General-Family	Apex	East-Belfast
Limestone Rd.-Loughview [T]	1	General-Family	Apex	North-Belfast
24 Innisfayle Gdns.:Ph.22D	1	General-Family	Apex	North-Belfast
64 Joanmount Gdns.:Ph.22D	1	General-Family	Apex	North-Belfast
9 Jamaica Street:Phase 22D	1	General-Family	Apex	North-Belfast
Belfast ESP North Area	10	General-Family	Apex	North-Belfast
Grays Lane:792 Shore Rd. [T]	6	General-Family	Apex	North-Belfast
8 Havana Walk:Phase 22F	1	General-Family	Apex	North-Belfast
McClure Street	27	General-Family	Apex	South-Belfast
Roslyn St.-Complex Needs	1	Physically-Disabled	Apex	South-Belfast
Lenadoon Flats Ph.2 [T][A]	7	General-Family	Apex	West-Belfast
Lenadoon Flats Ph.2 [T][B]	1	Physically-Disabled	Apex	West-Belfast
St.Benadette's:Glenalina [A]	25	General-Family	Apex	West-Belfast
St.Benadette's:Glenalina [B]	2	Physically-Disabled	Apex	West-Belfast
7 Ladymar Grove Phase 21E	1	General-Family	Apex	West-Belfast
4 Aintnamona Cres.:Ph.22F	1	General-Family	Apex	West-Belfast
70 Britton's Parade:Ph.22F	1	General-Family	Apex	West-Belfast
107 Colinvale:Phase 22F	1	General-Family	Apex	West-Belfast
Coleshill Gardens [T]	6	General-Family	Clanmil	East-Belfast
Lisnasharragh High School	34	General-Family	Clanmil	East-Belfast
Glenbryn Park (BRO)	10	General-Family	Clanmil	North-Belfast
Jamaica Inn Site	26	General-Family	Clanmil	North-Belfast
St.Gemma's 51-59 Ardilea St.	50	General-Family	Clanmil	North-Belfast
Grovetree Hse:Cullingtree Rd	30	Elderly:Cat:3	Clanmil	Supported
Cross and Passion:Glen Road	150	General-Family	Clanmil	West-Belfast
BTS:Durham Street [A]	12	Elderly Cat:1	Clanmil	West-Belfast
BTS:Durham Street [B]	1	Physically-Disabled	Clanmil	West-Belfast
BTS:Durham Street [C]	5	General-Family	Clanmil	West-Belfast
BTS:Durham Street [D]	6	Elderly Cat:1	Clanmil	West-Belfast

Belfast

Housing Investment Plan

2015-2019

Scheme	No of units	Client group	Housing Association	Housing Association
Glenwood Green Poleglass[T]	6	General-Family	Clanmil	West-Belfast
Glen Road	4	General-Family	Clanmil	West-Belfast
Templemore Avenue	8	General-Family	Connswater	East-Belfast
19 Abbey Crt:Leasehold:Ph.3	1	Elderly Cat:1/2	Fold	East-Belfast
Torrens Play-Park [T][A]	4	General-Family	Fold	North-Belfast
Torrens Play-Park [T][B]	1	Physically-Disabled	Fold	North-Belfast
Village Rehabs-Phase 3 [T]	4	General-Family	Fold	South-Belfast
Visteon Factory [A]	186	General-Family	Fold	West-Belfast
Visteon Factory [B]	10	Physically-Disabled	Fold	West-Belfast
Lawnbrook Phase 3 [T]	11	General-Family	Fold	Shankill
Rossetta Cottages: Ormeau Road	2	General-Family	Hearth	South-Belfast
Knockbracken South Belfast	6	Mental-Health	Fold	Supported
Ormeau Centre	33	Single-Homeless	Fold	Supported
1 Park Avenue	4	General-Family	Helm	East-Belfast
Belfast ESP (North Area)	10	General-Family	Helm	North-Belfast
192-196 Cavehill Road	11	General-Family	Helm	North-Belfast
Russell Court:9th Floor	3	General-Family	Helm	South-Belfast
101 My Lady's Road	1	General-Family	Helm	South-Belfast
15 My Lady's Road	1	General-Family	Helm	South-Belfast
34 Ravenhill Street	1	General-Family	Helm	South-Belfast
156-160 Ravenhill Road	9	General-Family	Helm	South-Belfast
36 Donard Street	1	General-Family	Helm	South-Belfast
38 Belmont Avenue West	1	General-Family	Helm	South-Belfast
54-56 Broom Park-Poleglass	11	General-Family	Helm	West-Belfast
149 Springfield Road	12	Singles-Couples	Helm	West-Belfast
58 Broom Park-Poleglass	11	General-Family	Helm	West-Belfast
92-98 Alliance Avenue	24	General-Family	North Belfast	North-Belfast
Belfast ESP Ph.13 North Area	10	General-Family	North Belfast	North-Belfast
31 Ardoyne Road Ph.10C	1	General-Family	North Belfast	North-Belfast
16 Havana Walk Ph.10C	1	General-Family	North Belfast	North-Belfast
39 Velsheda Court Ph.10C	1	General-Family	North Belfast	North-Belfast
58 Victoria Parade Ph.10C	1	General-Family	North Belfast	North-Belfast
68 Duneden Park Ph.10C	1	General-Family	North Belfast	North-Belfast
6 Kingston Court	1	General-Family	North Belfast	North-Belfast
3 Sultan Way(Ph.1A)	1	General-Family	North Belfast	West-Belfast

Scheme	No of units	Client group	Housing Association	Housing Association
73 Kerrykeel Gdns.(Ph.1B)	1	General-Family	North Belfast	West-Belfast
73 Aintnamona Cres.(Ph.1C)	1	General-Family	North Belfast	West-Belfast
60 Rockville Street (Ph.1E)	1	General-Family	North Belfast	West-Belfast
5 Ross Road (Ph.1F)	1	General-Family	North Belfast	West-Belfast
119 Forthriver Road	18	General-Family	North Belfast	Shankill
BRO Sites:Beersbridge Rd.(T)	9	General-Family	Choice	East-Belfast
48 Avonorr Drive	1	General-Family	Choice	East-Belfast
3 Avonorr Drive	1	General-Family	Choice	East-Belfast
Carr's Glen-Ballysillan Pk.(BRO)[A]	9	General-Family	Choice	North-Belfast
Carr's Glen-Ballysillan Pk.(BRO)[B]	3	Physically-Disabled	Choice	North-Belfast
24-54 Fortwilliam Parade [T]	9	General-Family	Choice	North-Belfast
Clearwater Brookhill Ave.	22	Mental-Health	Choice	Supported
Dympna House (Re-Provision)	13	Learning-Disabilities	Choice	Supported
Muckamore:Antrim House (Female)	4	Learning-Disabilities	Choice	Supported
Altigarron Court	15	Mental-Health	Choice	Supported
Dermott Hill-Whiterock Road	5	General-Family	Choice	West-Belfast
College Court Central	28	General-Family	South-Ulster	West-Belfast
56 Harper Street	1	General-Family	St.Matthews	East-Belfast
Squires Hill Extension	4	General-Family	Triangle	North-Belfast
Salisbury Avenue: Complex Needs	1	Physically-Disabled	Ulidia	North-Belfast
Belfast ESP-West Area	5	General-Family	Ulidia	West-Belfast

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Appendix 2
Maintenance and grants information - Belfast

SCHEMES COMPLETED 1ST APRIL 2014 - 31ST MARCH 2015		
Work Category	Scheme	Units
Smoke Alarm Replacement	Smoke alarm head replacement	320
Frost Stats	East Belfast	229
	North Belfast	100
	Shankill	107
	South Belfast	103
	West Belfast	229
Heating Installation	Oil replacement - West Ph1	57
	Lower Falls BBU	105
	Roden Street BBU	81
	Oil replacement - Shankill	78
	Mervue/Limestone BBU Ph1	26
	Oil replacement - East	127
	Tildarg/Kells BBU	152
	Oil replacement - North	92
	Low rise Economy 7 - North Ph2B	68
	Oil replacement - South	79
	New Lodge BBU	52
	Mount Vernon BBU	93
	Mid Shankill BBU Ph2	80
	Highfield BBU Ph2	150
	Westland BBU	92
	Oldpark BBU	70
	Ardoyne BBU	93
	Mid Shankill BBU Ph3	112
	Oil replacement - West Ph2A	102
	Monagh BBU	135
	Lisburn Road BBU	197
	North Belfast BBU	144
	Woodvale BBU	114
	Cambrai BBU	111
	Annadale BBU	120
	Revenue Replacement	Bearnagh/Bingnian
Frank/Stormont St		54
Brucevale/Vicinage/Downview		87
Sunningdale		60

Work Category	Scheme	Units
Double Glazing	Glencairn	130
	Alliance/Ardoyne	66
	Newtownards Rd/Short Strand	121
	Sydenham/Bloomfield	110
	Ainsworth	66
	Kenard/Ramoan	177
	Tigers Bay	64
	Andersonstown Ex corp	156
	Whiterock	172
	Abingdon/Barrington	96
	Taughmonagh	134
	Cliftonville/Cavehill	218

SCHEMES STARTED BETWEEN 1ST APRIL 2014 AND 31ST MARCH 2015		
Work Category	Scheme	Units
Heating Installation	Emergency one-offs	138
	Mid Shankill BBU Ph3	115
	Oil replacement -West Ph2A	104
	Monagh BBU	136
	Lisburn Road BBU	213
	Irwell Street BBU	66
	North Belfast BBU	157
	Woodvale BBU	119
	Knocknagoney/Inverary	297
	Clonard/Kilmore BBU	179
	Cambrai BBU	109
	Lower Ormeau BBU	288
	Annadale BBU	128
	Albert/Hamill St BBU	91
	Oil replacement - West Ph2B	113
	Dover BBU	116
	Lower Shankill/Brown Sq BBU	112
	Whiterock/Brittons BBU	188
	Lower Beersbridge/Mountforde BBU	197
	Lower Shankill BBU	126

Work Category	Scheme	Units
External Cyclical Maintenance	Lower Springfield/Mid Falls	165
	Glencolin/Hamill Glen	168
	Avoniel/Bloomfield	266
	Ardoyne/Ardilea/Glenview	151
	Lisburn/Ulsterville	194
	Upper Duncairn	239
	Ligoniel	142
	Mount Vernon	109
	Glencairn	259
	Hollywood Road	288
	Creeslough/Falcarragh	192
	Liverpool/Glenties	121
	Bally/Oldpark	222
	Village/Olympia	271
	Lower Shankill Ph3and4	225
	White City	170
	Glenbryn	81
	Henry Street	69
	Mountcollyer/Gainsborough Ph2	63
	Donegall Pass	351
Double Glazing	Glencairn	127
	Alliance/Ardoyne	66
	Newtownards Rd/Short Strand	96
	Sydenham/Bloomfield	104
	Ainsworth	64
	Kenard/Ramoan	103
	Tigers Bay	54
	Andersonstown Ex corp	158
	Whiterock	151
	Abingdon/Barrington	90
	Taughmonagh Ph1	135
	Cliftonville/Cavehill	145
	Donegall Pass	228
	Lisburn Rd/Donegall Rd	248
	Lower Woodstock Ph2	185

Work Category	Scheme	Units
Kitchen Replacement	Forthriver Ph1	170
	Cambrai/Woodvale	124
	Bearnagh/Bingnian	123
	Major/Hornby Street	135
	Frank/Stormont Street	57
	Brucevale/Vicinage/Downview	105
	Sunningdale	69
	Westland	120
	Turf Lodge/Norglen Ph1	131
	Doon/Brooke	107
	Coolfin	76
	Bloomfield	79
	Queen Victoria/Fairyknowe/Whitewell	149
	Tower Court	112
	Mountcollyer Ave	50
	Finaghy	118
	Lower Falls	145
	Smoke Alarm Installation/ Replacement	Smoke Alarm Head Replacement

Note: Some schemes may start and complete in year.

PROGRAMME OF WORK FOR 2015/16		
Work Category	Scheme	Units
Double Glazing	Lisburn Retrofits	34
	Castlereagh Retrofits	115
	Finagh Retrofits	213
	Cromac Retrofits	259
	Cluain Mor Retrofits	212
	Mount Vernon	109
	External Cyclical Maintenance	Colinvale/Glendowan
	Glasvey/Juniper	262
	Cregagh	290
	Shaws/Rossnareen	197
	Slievegallion	234
	Lower Falls/Grosvenor	211
	Lawnbrook	92
	Ardoyne	886
	Lower Ormeau/Stranmillis	91
	Clarawood	298
	Lower Newtownards Rd	492
	Antrim Rd/Lepper St	225
	Beechmount/Rockmount	109
	Gortnamonagh/Gransha	96

Work Category	Scheme	Units	
Kitchen Replacement	Braniel Kitchens	129	
	Turf Lodge	192	
	Forthriver Ph2	209	
	Lower Beersbridge	120	
	Garnerville/Knocknagoney	122	
Special Revenue	Cappagh Gdns Structural repairs	48	
Heating Installation	Twinbrook 15 year old systems	123	
	Cappagh Gdns Economy 7	44	
	Castlereagh 15 year old systems Ph1	87	
	Pre 98 RMHR/Oil SouthandEast	46	
	Pre 98 RMHR/Oil Shankill	35	
	Emergency one-offs	150	
	2001 North BBU	208	
	2001 Shankill BBU	65	
	2001 West Ph1 BBU	193	
	2001 East BBU	234	
	Pre 98 RMHR/Oil North	88	
	1998/99 RMHR/Oil North	106	
	1998/99 Oil West	222	
	1998/99 Oil SouthandEast Ph1	264	
	Corrib Ave Flats	16	
	Carrigart Ave Flats	55	
	Health and Safety Fire Doors Capital schemes	Kings Rd Flats	89
		Low Rise Fire Doors West	167
Low Rise Fire Doors East		342	
Low Rise Fire Doors North		113	
Fire Doors New Lodge		388	
Fire Doors High Rise		501	
Multi-storey Legionella Prevention		553	

Work Category	Scheme	Units
Revenue Repair	Whincroft House Concrete repairs	-
Capital Schemes	Ballymurphy Orbits	90
	North Belfast Fascias	165
	Lower Suffolk Pitch to Pitch	177
	SouthandEast Belfast Fascias	143
	West Belfast Fascias	124
	Shankill Fascias	105
	Short Strand Roofing	5
	Lower Suffolk Roof to Pitch	12
	Trostan Roof to Pitch	12
	Ardoyne Bathroom/Kitchen rewire	128
	Springhill Bathroom/Kitchen rewire	100
	Constance/Edith Bathroom/Kitchen rewire	109
	Annadale Roof to Pitch	178
	Single House Rehab	22
	Carrick House Hostel	14
	Finaghy Bungalows	27
	Carlisle Multi CCTV	-
	Ballysillan - Finlock Guttering	319
	Moyard Extensions	15
	Northwick Kitchen Extensions	27
	Strathroy Kitchen Extensions	29

RESERVE PROGRAMME 2015/16		
Work Category	Scheme	Units
External Cyclical Maintenance	Aitnamona	100
Kitchen Replacement	Twinbrook	84
	Oldpark	148
Heating Installation	Castlereagh 15 year old systems Ph2	46
	West BBU Ph2	110
Capital Schemes	Woodvale Bathroom/Kitchen rewire	54
	Springmartin Pitch to Pitch	125
	Annadale Crescent MEI	17
	Woodvale Single House Rehab	8

ANALYSIS OF ADAPTATIONS TO HOUSING EXECUTIVE STOCK IN 2014/15		
Type of adaptation	Adaptations commenced April 2014 to March 2015	Adaptations spend April 2014 to March 2015 (£k)
Extension to dwelling	14	554
Change of heating	<5	8
Lifts	77	273
Shower	275	346
Total	-	1.18m

GRANTS PERFORMANCE 2014/15			
Grant Type	Approved	Approval Value (£k)	Completed
Mandatory Grants			
Disabled Facilities Grants	137	929.8	122
Repair Grant	379	297.6	407
Renovation Grant	17	193.3	21
Home Repair Assistance Grant	18	70.9	8
Total	551	1,491.6	558

DEFINITION OF WORK CATEGORIES	
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation/Replacement	Installation/replacement of hard wire smoke alarms (replacement after 10 years).
Heating Installation	Replacement of solid fuel or electric heating.
Health and Safety	Specific works where health and safety issues have been identified.
Frost Stats	Installation of thermostatic controls to prevent the freezing of oil fired heating systems.
Double Glazing	Replacement of single glazed with double glazed units.
Capital Schemes	Improvement works.

**APPENDIX 3
HOUSEHOLD COMPOSITION OF HOUSING APPLICANTS AT MARCH 2015**

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
North Belfast Sector (New LGD Boundary)								
Alliance	Applicant	7	1	2	0	0	0	10
	App (HS)	3	1	0	0	0	0	4
	Allocation	2	1	0	0	1	2	6
Ardavon	Applicant	4	1	0	0	0	34	39
	App (HS)	2	1	0	0	0	24	27
	Allocation	0	0	0	0	0	0	0
Ardoyne	Applicant	123	9	59	0	6	16	213
	App (HS)	89	4	47	0	2	10	152
	Allocation	26	2	29	0	4	2	63
Ballysillan	Applicant	53	9	27	4	5	9	107
	App (HS)	18	4	15	2	3	5	47
	Allocation	7	3	12	0	5	0	27
Carlisle-Multis	Applicant	44	1	0	0	1	0	46
	App (HS)	27	0	0	0	1	0	28
	Allocation	22	1	0	0	0	0	23
Carlisle-New Lodge	Applicant	155	7	76	3	7	7	255
	App (HS)	99	5	59	2	5	5	175
	Allocation	26	3	6	0	2	4	41
Carrick Hill	Applicant	19	0	9	1	2	5	36
	App (HS)	15	0	8	0	1	3	27
	Allocation	8	0	1	0	0	1	10
Cavehill	Applicant	157	9	55	3	11	36	271
	App (HS)	108	3	36	3	8	27	185
	Allocation	8	0	2	0	1	4	15
Cliftondene	Applicant	6	1	11	0	0	1	19
	App (HS)	5	0	7	0	0	1	13
	Allocation	1	0	0	0	1	0	2
Cliftonville	Applicant	218	10	111	6	27	32	404
	App (HS)	133	6	84	4	18	24	269
	Allocation	40	4	12	0	2	11	69
Duncairn Gardens	Applicant	18	1	3	0	0	1	23
	App (HS)	13	0	2	0	0	0	15
	Allocation	4	0	0	0	0	0	4
Fairhill-Waverley	Applicant	14	1	11	2	3	1	32
	App (HS)	9	1	4	1	1	1	17
	Allocation	1	0	5	0	1	1	8
G'borough-M'collyer	Applicant	21	1	8	0	3	9	42
	App (HS)	4	0	1	0	0	6	11
	Allocation	18	2	7	0	1	4	32

Belfast

Housing Investment Plan

2015-2019

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Glandore	Applicant	9	3	8	0	2	0	22
	App (HS)	4	1	7	0	1	0	13
	Allocation	0	0	0	0	0	0	0
Graymount-Shore Cres.	Applicant	38	4	6	0	5	6	59
	App (HS)	14	2	1	0	0	1	18
	Allocation	18	1	8	0	0	2	29
Grove	Applicant	20	5	11	0	1	7	44
	App (HS)	7	0	2	0	0	5	14
	Allocation	1	0	2	0	1	1	5
Ligoniel-Glenbank	Applicant	17	0	7	1	1	5	31
	App (HS)	9	0	3	1	0	4	17
	Allocation	11	1	4	0	0	4	20
Lower Oldpark	Applicant	24	2	10	2	2	0	40
	App (HS)	11	0	6	0	1	0	18
	Allocation	25	2	14	0	2	1	44
Mount Vernon	Applicant	5	0	3	0	0	3	11
	App (HS)	4	0	1	0	0	0	5
	Allocation	4	1	2	0	0	2	9
Mount Vernon Multis	Applicant	9	0	0	0	0	0	9
	App (HS)	3	0	0	0	0	0	3
	Allocation	25	1	0	0	0	1	27
Newington-Limestone	Applicant	30	1	38	1	9	13	92
	App (HS)	16	0	28	0	7	8	59
	Allocation	8	0	6	0	4	5	23
Oldpark	Applicant	56	1	53	2	10	7	129
	App (HS)	33	1	33	2	8	3	80
	Allocation	3	0	9	0	2	1	15
Rosewood-Crumlin Rd.	Applicant	3	0	0	0	0	0	3
	App (HS)	3	0	0	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Skegoneill-Fortwilliam	Applicant	33	6	18	1	2	22	82
	App (HS)	17	2	5	0	1	12	37
	Allocation	15	0	11	1	2	6	35
Sunningdale	Applicant	15	2	10	0	1	1	29
	App (HS)	7	1	3	0	0	1	12
	Allocation	2	0	0	0	0	0	2
Torrens	Applicant	11	2	21	1	7	2	44
	App (HS)	8	2	16	1	5	2	34
	Allocation	1	0	5	0	1	0	7
Upr. and Lwr. Duncairn	Applicant	32	0	6	0	2	1	41
	App (HS)	7	0	1	0	1	1	10
	Allocation	21	3	18	0	0	0	42

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Upper Ligoniel	Applicant	45	1	43	0	10	4	103
	App (HS)	32	0	35	0	7	3	77
	Allocation	11	0	12	0	1	1	25
Westland	Applicant	7	1	3	0	1	1	13
	App (HS)	3	0	2	0	0	1	6
	Allocation	1	0	5	0	0	0	6
Wheatfield	Applicant	11	2	6	0	1	2	22
	App (HS)	3	0	1	0	1	1	6
	Allocation	13	0	0	1	1	0	15
White City	Applicant	6	0	5	0	1	1	13
	App (HS)	4	0	5	0	0	1	10
	Allocation	5	1	2	0	0	2	10
Whitewell-Fairyknowe	Applicant	63	11	49	0	10	12	145
	App (HS)	39	4	33	0	8	8	92
	Allocation	7	1	10	0	1	0	19
North Belfast Sector Total	Applicant	1,273	92	669	27	130	238	2,429
	App (HS)	749	38	445	16	79	157	1,484
	Allocation	334	27	182	2	33	55	633
South Belfast Sector (New LGD Boundary)								
Annadale	Applicant	39	4	14	0	1	7	65
	App (HS)	24	3	7	0	0	3	37
	Allocation	15	0	2	0	1	0	18
Beattie Park	Applicant	0	2	7	0	2	2	13
	App (HS)	0	1	6	0	1	2	10
	Allocation	7	1	13	0	7	3	31
Belvoir	Applicant	85	12	36	6	9	25	173
	App (HS)	41	5	16	5	3	5	75
	Allocation	27	7	9	1	1	5	50
Cromac	Applicant	56	5	28	1	1	6	97
	App (HS)	38	4	24	1	0	4	71
	Allocation	11	0	2	0	0	2	15
Donegall Pass	Applicant	63	5	12	1	3	3	87
	App (HS)	38	2	11	0	2	1	54
	Allocation	16	1	5	0	1	2	25
Donegall Road	Applicant	132	9	33	5	12	25	216
	App (HS)	47	2	12	1	7	17	86
	Allocation	54	2	15	0	3	2	76
Finaghy	Applicant	82	9	47	3	12	25	178
	App (HS)	48	2	20	1	6	12	89
	Allocation	14	1	4	0	4	1	24

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	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Flush Park	Applicant	12	1	13	3	0	13	42
	App (HS)	6	1	7	2	0	8	24
	Allocation	2	0	3	0	2	2	9
Lisburn Road	Applicant	613	38	97	6	34	50	838
	App (HS)	292	18	56	2	19	31	418
	Allocation	28	5	6	0	1	7	47
Lower Ormeau	Applicant	230	9	52	3	11	11	316
	App (HS)	150	5	35	3	6	6	205
	Allocation	4	0	4	0	0	2	10
Milltown-Gray's Park	Applicant	0	1	1	0	0	1	3
	App (HS)	0	1	0	0	0	1	2
	Allocation	1	2	0	0	0	0	3
Milltown-Shaw's Bridge	Applicant	0	0	0	0	0	2	2
	App (HS)	0	0	0	0	0	1	1
	Allocation	2	1	2	0	0	2	7
Sandy Row	Applicant	56	4	8	2	1	4	75
	App (HS)	25	1	4	0	0	3	33
	Allocation	23	3	12	0	1	4	43
Stranmillis	Applicant	22	1	4	0	4	3	34
	App (HS)	10	0	4	0	2	1	17
	Allocation	0	0	0	0	0	0	0
Taughmonagh	Applicant	26	0	9	2	1	4	42
	App (HS)	13	0	3	0	0	3	19
	Allocation	9	0	11	0	2	2	24
Upper Ormeau	Applicant	186	14	84	6	22	70	382
	App (HS)	110	7	50	4	15	39	225
	Allocation	17	3	13	0	1	7	41
Woodstock-Ravenhill	Applicant	168	26	99	4	26	38	361
	App (HS)	96	6	39	1	11	17	170
	Allocation	65	7	68	4	13	5	162
South Belfast Sector Total	Applicant	1,770	140	544	42	139	289	2,924
	App (HS)	938	58	294	20	72	154	1,536
	Allocation	295	33	169	5	37	46	585
East Belfast Sector (New LGD Boundary)								
Albertbridge Road	Applicant	59	5	15	0	3	4	86
	App (HS)	20	1	4	0	0	2	27
	Allocation	36	2	6	1	2	3	50
Ardcarn	Applicant	20	2	5	1	3	1	32
	App (HS)	6	0	3	0	2	0	11
	Allocation	3	1	3	0	0	2	9

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Ashmount	Applicant	1	1	11	2	0	5	20
	App (HS)	0	1	4	0	0	5	10
	Allocation	2	0	0	0	0	0	2
Ballyhackamore	Applicant	33	3	16	2	2	49	105
	App (HS)	16	1	6	2	2	35	62
	Allocation	1	0	1	0	0	10	12
Bloomfield-Ravenscroft	Applicant	85	8	44	5	9	16	167
	App (HS)	43	4	17	4	5	11	84
	Allocation	13	3	13	0	1	4	34
Braniel	Applicant	66	4	35	4	11	19	139
	App (HS)	33	3	16	0	4	11	67
	Allocation	21	2	7	0	2	5	37
Bridge End- Rotterdam Court	Applicant	3	1	0	0	1	0	5
	App (HS)	1	0	0	0	1	0	2
	Allocation	1	1	0	0	0	0	2
Castlereagh	Applicant	25	5	22	3	6	14	75
	App (HS)	10	1	9	0	2	6	28
	Allocation	0	0	0	0	1	0	1
Cherryvalley	Applicant	1	1	2	1	0	1	6
	App (HS)	1	0	0	1	0	1	3
	Allocation	0	0	0	0	0	0	0
Clarawood	Applicant	31	5	9	0	1	8	54
	App (HS)	14	3	5	0	0	5	27
	Allocation	12	1	1	0	1	2	17
Cregagh	Applicant	95	11	55	3	9	40	213
	App (HS)	45	7	22	2	6	19	101
	Allocation	25	2	6	0	1	9	43
Downshire Park	Applicant	0	1	3	0	1	0	5
	App (HS)	0	0	1	0	1	0	2
	Allocation	1	0	1	0	0	0	2
Dundela	Applicant	14	0	12	0	4	7	37
	App (HS)	8	0	5	0	2	1	16
	Allocation	4	0	8	0	2	3	17
Edenvale	Applicant	6	2	5	5	0	25	43
	App (HS)	6	1	2	3	0	14	26
	Allocation	3	1	0	0	0	2	6
Garnerville	Applicant	10	1	11	0	1	3	26
	App (HS)	6	0	6	0	1	2	15
	Allocation	4	1	4	0	1	2	12
Geary Road	Applicant	0	0	0	0	0	1	1
	App (HS)	0	0	0	0	0	1	1
	Allocation	0	0	0	0	1	0	1

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	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Inverary	Applicant	5	4	8	1	0	7	25
	App (HS)	3	1	7	1	0	3	15
	Allocation	7	0	5	0	0	4	16
Knocknagoney	Applicant	18	2	13	2	5	4	44
	App (HS)	7	2	8	1	4	2	24
	Allocation	0	0	1	1	1	2	5
Lwr.B'bridge-The Mount	Applicant	40	4	12	0	1	3	60
	App (HS)	19	2	4	0	1	2	28
	Allocation	43	3	8	0	1	0	55
Newtownards Road	Applicant	186	16	29	7	8	23	269
	App (HS)	84	6	10	2	4	12	118
	Allocation	47	3	31	0	2	9	92
Orchard Park	Applicant	1	0	0	0	0	2	3
	App (HS)	0	0	0	0	0	1	1
	Allocation	0	0	0	0	0	0	0
Rosewood Park	Applicant	0	0	1	0	0	0	1
	App (HS)	0	0	1	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Short Strand	Applicant	38	4	34	0	3	8	87
	App (HS)	26	3	23	0	1	8	61
	Allocation	8	0	5	0	0	0	13
Summerhill	Applicant	5	0	5	1	1	3	15
	App (HS)	2	0	4	0	0	2	8
	Allocation	2	0	0	0	0	0	2
Sunderland	Applicant	0	0	0	0	0	3	3
	App (HS)	0	0	0	0	0	2	2
	Allocation	0	0	0	0	0	1	1
Sydenham-Sandbrook-Lisavon	Applicant	82	8	51	6	13	27	187
	App (HS)	41	1	21	6	5	15	89
	Allocation	3	3	9	0	1	8	24
Tullycarnet	Applicant	37	1	11	1	4	5	59
	App (HS)	15	0	7	0	2	0	24
	Allocation	19	2	5	1	0	1	28
Vionville	Applicant	1	0	1	0	1	0	3
	App (HS)	1	0	1	0	0	0	2
	Allocation	0	0	1	0	1	0	2
Wandsworth	Applicant	6	3	3	0	2	9	23
	App (HS)	4	0	2	0	1	6	13
	Allocation	1	0	0	0	0	2	3
Willowfield-Upr.C'reagh Road	Applicant	55	5	40	5	10	76	191
	App (HS)	29	2	15	1	7	47	101
	Allocation	2	0	7	0	0	8	17

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
East Belfast Sector Total	Applicant	923	97	453	49	99	363	1,984
	App (HS)	440	39	203	23	51	213	969
	Allocation	258	25	122	3	18	77	503
West Belfast Sector (New LGD Boundary)								
Agnes-Crumlin RDA	Applicant	0	0	1	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Ainsworth	Applicant	21	3	16	0	0	4	44
	App (HS)	9	2	7	0	0	2	20
	Allocation	13	0	3	0	2	3	21
Andersonstown	Applicant	541	47	533	22	91	196	1,430
	App (HS)	371	32	421	16	71	143	1,054
	Allocation	56	9	54	2	16	13	150
Ardmoulin	Applicant	1	0	1	0	0	0	2
	App (HS)	1	0	1	0	0	0	2
	Allocation	0	0	0	0	1	0	1
Ballygomartin	Applicant	20	5	13	1	6	12	57
	App (HS)	7	3	8	1	2	9	30
	Allocation	2	0	0	0	0	0	2
Ballymurphy	Applicant	14	1	22	0	6	3	46
	App (HS)	10	0	18	0	6	2	36
	Allocation	0	0	3	0	0	0	3
Beechmount	Applicant	52	3	70	4	8	9	146
	App (HS)	37	2	54	3	5	6	107
	Allocation	3	1	3	0	1	2	10
Brown Square	Applicant	0	0	1	0	0	3	4
	App (HS)	0	0	0	0	0	2	2
	Allocation	4	0	0	0	0	1	5
Cambrai-Woodvale	Applicant	56	7	21	2	4	33	123
	App (HS)	18	3	8	0	2	27	58
	Allocation	40	8	19	0	6	9	82
Cavendish Street	Applicant	3	0	8	0	2	0	13
	App (HS)	2	0	7	0	2	0	11
	Allocation	0	0	5	0	0	0	5
Cluain Mor	Applicant	1	0	7	0	0	2	10
	App (HS)	1	0	6	0	0	2	9
	Allocation	0	0	3	0	0	0	3
Dermott Hill	Applicant	0	0	1	0	0	0	1
	App (HS)	0	0	1	0	0	0	1
	Allocation	0	0	0	0	0	0	0

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	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Divis Complex	Applicant	25	0	3	1	0	1	30
	App (HS)	19	0	3	0	0	1	23
	Allocation	4	0	2	0	1	0	7
Dover	Applicant	8	0	0	0	0	0	8
	App (HS)	3	0	0	0	0	0	3
	Allocation	10	0	1	0	1	3	15
Falls Court- Clonard Crescent	Applicant	50	1	76	6	11	11	155
	App (HS)	39	1	65	2	8	8	123
	Allocation	2	0	10	0	6	4	22
Glencairn	Applicant	39	0	14	1	1	7	62
	App (HS)	8	0	7	1	0	5	21
	Allocation	16	1	7	0	1	2	27
Gransha-Downfine	Applicant	3	0	1	0	0	0	4
	App (HS)	2	0	1	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Hamill St.-John St.	Applicant	22	2	7	0	0	2	33
	App (HS)	20	1	7	0	0	1	29
	Allocation	13	0	3	0	0	0	16
Hannahstown	Applicant	8	0	29	1	3	0	41
	App (HS)	6	0	26	1	3	0	36
	Allocation	0	0	0	0	0	0	0
Highfield	Applicant	35	5	13	0	4	0	57
	App (HS)	19	3	7	0	2	0	31
	Allocation	7	0	5	0	2	0	14
Huss Row-Agnes	Applicant	2	0	1	0	0	0	3
	App (HS)	1	0	1	0	0	0	2
	Allocation	0	1	3	0	0	0	4
Lawnbrook	Applicant	21	2	13	1	0	3	40
	App (HS)	9	0	4	1	0	2	16
	Allocation	10	1	14	1	3	1	30
Lower Falls	Applicant	151	8	50	3	6	13	231
	App (HS)	95	4	39	2	5	8	153
	Allocation	12	0	9	0	2	4	27
Lower Suffolk	Applicant	16	2	7	1	3	1	30
	App (HS)	8	1	5	1	1	1	17
	Allocation	4	1	6	1	1	0	13
Lower Shankill-Hopewell	Applicant	43	1	10	0	4	2	60
	App (HS)	17	1	3	0	0	1	22
	Allocation	29	7	11	1	4	5	57
Lower Springfield Road	Applicant	82	1	50	2	5	6	146
	App (HS)	56	1	34	0	4	3	98
	Allocation	5	0	3	0	1	0	9

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Mid-Shankill	Applicant	85	10	37	2	11	24	169
	App (HS)	38	3	15	1	2	19	78
	Allocation	33	2	10	1	3	11	60
Moyard	Applicant	6	0	9	0	0	1	16
	App (HS)	4	0	8	0	0	1	13
	Allocation	1	0	2	0	0	0	3
New Barnsley	Applicant	17	0	23	1	1	0	42
	App (HS)	10	0	22	1	0	0	33
	Allocation	1	0	1	0	1	0	3
Rockmount	Applicant	4	0	3	0	0	0	7
	App (HS)	1	0	2	0	0	0	3
	Allocation	0	0	3	0	0	0	3
Roden Street	Applicant	8	0	9	0	2	2	21
	App (HS)	4	0	6	0	2	1	13
	Allocation	1	0	3	0	1	0	5
Springfield Park	Applicant	3	0	5	0	0	2	10
	App (HS)	2	0	4	0	0	1	7
	Allocation	0	0	0	0	0	0	0
Springhill	Applicant	7	0	25	1	3	1	37
	App (HS)	3	0	21	1	3	1	29
	Allocation	1	0	2	0	1	1	5
Springmartin	Applicant	16	4	6	0	1	3	30
	App (HS)	6	2	4	0	0	2	14
	Allocation	7	0	3	0	0	0	10
St. James	Applicant	32	7	31	0	9	18	97
	App (HS)	19	6	21	0	5	15	66
	Allocation	1	0	3	0	0	7	11
Tudor	Applicant	7	1	1	0	0	0	9
	App (HS)	3	0	0	0	0	0	3
	Allocation	3	0	1	0	0	1	5
Turf Lodge-Gortnamonagh	Applicant	35	2	29	2	6	15	89
	App (HS)	22	1	24	1	3	11	62
	Allocation	1	0	1	0	2	1	5
Twaddell-Woodvale	Applicant	21	5	21	2	5	21	75
	App (HS)	12	2	8	1	2	15	40
	Allocation	1	0	3	1	0	0	5
Twinbrook-Poleglass	Applicant	328	12	272	4	28	26	670
	App (HS)	230	9	244	2	20	17	522
	Allocation	34	4	80	1	17	5	141
Upper Shankill	Applicant	29	1	6	0	3	8	47
	App (HS)	9	0	1	0	1	3	14
	Allocation	3	0	6	0	1	6	16

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	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
U.Dunmurry Lane-Areema	Applicant	46	7	34	2	4	5	98
	App (HS)	30	3	28	1	3	2	67
	Allocation	5	1	0	0	0	5	11
Westrock	Applicant	7	0	10	0	1	0	18
	App (HS)	7	0	8	0	1	0	16
	Allocation	1	0	0	0	0	1	2
Whiterock	Applicant	18	0	38	0	6	4	66
	App (HS)	16	0	32	0	6	3	57
	Allocation	1	0	4	0	0	3	8
West Belfast Sector Total	Applicant	1,883	137	1,527	59	234	438	4,278
	App (HS)	1,174	80	1,181	36	159	314	2,944
	Allocation	324	36	286	8	74	88	816

DEFINITION OF HOUSEHOLD COMPOSITION OF HOUSING APPLICANTS

Definition of Household Types

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

APPENDIX 4 HOUSING EXECUTIVE STOCK AT MARCH 2015

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Alliance	33	0	60	0	0	93	0
	0	0	27	0	0	27	
Ardavon	0	43	0	0	0	43	0
	0	0	0	0	0	0	
Ardoyne	36	25	545	0	0	606	5
	2	8	522	1	0	533	
Ballysillan	0	9	404	0	0	413	3
	0	1	295	0	0	296	
Carlisle-Multis	0	358	0	0	0	358	7
	0	2	0	0	0	2	
Carlisle-New Lodge	9	189	476	29	0	703	7
	1	32	499	26	0	558	
Carrick Hill	0	14	72	0	0	86	0
	0	4	34	0	0	38	
Cavehill	0	64	35	0	0	99	4
	0	34	90	0	0	124	
Cliftondene	7	0	43	0	0	50	2
	1	0	104	0	0	105	
Cliftonville	8	10	140	1	0	159	4
	8	18	205	0	0	231	
Duncairn Gardens	0	59	0	0	0	59	0
	0	5	1	0	0	6	
Fairhill-Waverley	13	35	134	0	0	182	2
	0	13	270	0	0	283	
Gainsborough-M'collyer	7	72	140	0	0	219	1
	0	22	135	0	0	157	
Glandore	0	0	16	0	0	16	0
	0	0	60	0	0	60	
Graymount-Shore Cres.	29	95	120	0	0	244	3
	2	3	199	0	0	204	
Ligoniel-Glenbank	13	9	122	0	0	144	0
	3	1	73	0	0	77	
Lower Oldpark	46	6	209	0	0	261	5
	1	18	55	0	0	74	
Mount Vernon	0	22	96	0	0	118	0
	0	0	100	0	0	100	
Mount Vernon Multis	0	137	0	0	0	137	5
	0	2	0	0	0	2	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Oldpark	63	19	283	1	0	366	4
	5	7	173	0	0	185	
Rosewood-Crumlin Road	0	0	3	0	0	3	0
	0	0	3	0	0	3	
Skegoneill-Fortwilliam	0	111	75	0	0	186	10
	0	14	91	0	0	105	
Sunningdale	0	28	43	11	0	82	3
	1	11	187	2	0	201	
Torrens	0	0	13	0	0	13	0
	0	0	19	0	0	19	
Upper and Lower Duncairn	79	51	369	0	0	499	15
	0	5	377	4	0	386	
Upper Ligoniel	77	11	242	0	0	330	1
	6	1	128	0	0	135	
Westland	0	0	128	0	0	128	2
	0	0	77	0	0	77	
Wheatfield	0	35	108	0	0	143	0
	0	1	120	0	0	121	
White City	42	25	110	0	0	177	4
	5	3	46	0	0	54	
Whitewell-Fairyknowe	6	46	88	0	0	140	2
	3	13	207	0	0	223	
North Belfast Sector Totals	468	1,473	4,074	42	0	6,057	89
	38	218	4,097	33	0	4,386	
South Belfast Sector (New LGD Boundary)							
Annadale	19	143	19	2	0	183	0
	2	74	63	1	0	140	
Beattie Park	24	0	35	0	0	59	0
	2	0	105	0	0	107	
Belvoir	187	274	69	121	0	651	32
	36	109	573	57	0	775	
Cromac	0	105	206	0	0	311	1
	0	38	314	0	0	352	
Donegall Pass	25	67	250	0	0	342	2
	0	16	148	0	0	164	
Donegall Road	34	47	551	0	0	632	12
	3	25	506	0	0	534	
Finaghy	47	161	144	26	0	378	3
	1	141	440	14	0	596	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Flush Park	0	51	38	0	0	89	0
	0	18	147	0	0	165	
Lisburn Road	0	47	119	0	0	166	5
	1	42	172	0	0	215	
Lower Ormeau	4	3	190	0	0	197	1
	0	5	166	0	0	171	
Milltown-Gray's Park	24	10	20	0	0	54	1
	2	13	125	0	0	140	
Milltown-Shaw's Bridge	35	3	36	0	0	74	1
	9	1	93	0	0	103	
Sandy Row	8	176	311	0	0	495	6
	1	33	187	0	0	221	
Stranmillis	0	0	15	0	0	15	0
	0	0	46	0	0	46	
Taughmonagh	145	46	187	0	0	378	3
	20	12	192	0	0	224	
Upper Ormeau	0	6	99	0	0	105	1
	0	6	155	0	0	161	
Woodstock-Ravenhill	39	78	438	0	0	555	6
	5	8	289	0	0	302	
South Belfast Sector Totals	591	1,217	2,727	149	0	4,684	74
	82	541	3,721	72	0	4,416	
East Belfast Sector (New LGD Boundary)							
Alberbridge Road	16	108	322	8	0	454	16
	0	9	141	2	0	152	
Ardcarn	0	94	50	0	0	144	2
	0	27	97	0	2	126	
Ashmount	22	0	68	0	0	90	1
	3	0	60	0	0	63	
Ballyhackamore	0	9	14	0	0	23	0
	1	5	23	0	0	29	
Bloomfield-Ravenscroft	0	16	105	0	0	121	2
	0	2	114	0	0	116	
Braniel	38	196	101	81	0	416	7
	21	75	532	5	6	639	
Bridge End-Rotterdam Court	0	22	8	0	0	30	1
	0	18	8	0	0	26	
Castlereagh	8	17	104	0	0	129	1
	0	7	205	0	0	212	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Cherryvalley	0	0	18	0	0	18	0
	0	0	48	0	0	48	
Clarawood	27	154	94	31	0	306	7
	2	20	255	1	0	278	
Cregagh	24	330	189	0	0	543	12
	0	120	546	0	0	666	
Downshire Park	0	4	19	0	0	23	0
	0	0	186	0	0	186	
Dundela	0	26	2	0	0	28	0
	0	4	6	0	0	10	
Edenvale	4	22	13	0	0	39	0
	0	5	57	0	0	62	
Garnerville	27	26	105	0	0	158	2
	2	2	64	0	0	68	
Geary Road	0	0	7	0	0	7	0
	0	0	43	0	0	43	
Inverary	45	25	77	0	0	147	0
	1	3	75	0	0	79	
Knocknagoney	1	2	95	2	0	100	2
	0	0	167	4	0	171	
Lwr.Beersbridge-The Mount	9	68	184	0	0	261	1
	1	16	130	0	0	147	
Newtownards Road	49	257	563	2	0	871	14
	3	48	313	1	0	365	
Orchard Court	11	0	16	0	0	27	1
	0	0	0	0	0	0	
Rosewood Park	3	11	0	0	0	14	1
	15	7	0	0	0	22	
Short Strand	31	112	188	0	0	331	1
	5	59	252	0	0	316	
Summerhill	4	0	34	0	0	38	0
	0	0	82	0	0	82	
Sunderland	0	31	0	0	0	31	1
	0	7	0	0	0	7	
Sydenham-Lisavon	0	6	122	0	0	128	1
	0	0	155	0	0	155	
Tullycarnet	21	197	214	0	0	432	10
	3	8	434	0	0	445	
Vionville	0	0	49	0	0	49	0
	0	0	91	0	0	91	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Wandsworth	4	0	43	0	0	47	0
	0	0	175	0	0	175	
Willowfield-Upper Castlereagh Road	4	2	65	7	0	78	0
	0	6	108	20	0	134	
East Belfast Sector Totals	348	1,735	2,869	131	0	5,083	83
	57	448	4,367	33	8	4,913	
West Belfast Sector (New LGD Boundary)							
Ainsworth	11	17	97	0	0	125	2
	0	5	64	0	0	69	
Andersonstown	114	365	837	148	0	1,464	3
	45	241	2,641	43	7	2,977	
Ardmoulin	1	0	27	0	0	28	0
	0	0	55	0	0	55	
Ballygomartin	0	50	102	0	0	152	2
	1	18	178	0	0	197	
Ballymurphy	4	0	324	0	0	328	0
	0	0	329	0	0	329	
Beechmount	1	4	49	0	0	54	0
	1	0	40	0	0	41	
Brown Square	12	3	51	0	0	66	1
	1	1	45	0	0	47	
Cambrai-Woodvale	52	53	206	0	0	311	0
	1	8	122	0	0	131	
Cavendish Street	3	0	155	0	0	158	0
	1	0	131	0	0	132	
Cluain Mor	6	0	93	0	0	99	0
	1	0	63	0	0	64	
Dermott Hill	0	0	2	0	0	2	0
	0	0	24	0	0	24	
Divis Complex	14	110	191	0	0	315	4
	0	33	127	0	0	160	
Dover	79	30	109	0	0	218	2
	5	2	51	0	0	58	
Fall Court-Clonard Cres.	26	0	177	0	0	203	0
	4	0	144	0	0	148	
Glencairn	16	44	367	0	0	427	6
	3	52	362	44	0	461	
Gransha-Downfine	19	0	11	0	0	30	0
	2	0	109	0	0	111	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Hamill Street-John Street	2	0	48	0	0	50	0
	0	0	128	0	0	128	
Hannahstown	8	0	10	0	0	18	0
	1	0	26	0	7	34	
Highfield	25	41	321	0	0	387	2
	1	13	195	0	0	209	
Huss Row-Agnes	14	18	73	0	0	105	2
	3	1	37	0	0	41	
Lawnbrook	11	15	69	0	0	95	0
	0	1	38	0	0	39	
Lower Falls	32	55	348	0	0	435	3
	7	10	269	0	0	286	
Lower Suffolk	0	71	102	0	0	173	2
	0	19	156	0	0	175	
Lower Shankill-Hopewell	14	23	413	5	0	455	8
	2	1	93	0	0	96	
Lower Springfield Road	9	0	104	0	0	113	0
	1	0	73	0	0	74	
Mid-Shankill	51	71	269	0	0	391	3
	6	6	143	0	0	155	
Moyard	16	0	125	0	0	141	0
	1	0	74	0	0	75	
New Barnsley	0	11	177	0	0	188	0
	0	1	113	0	0	114	
Rockmount	0	0	22	0	0	22	0
	0	0	53	0	0	53	
Roden Street	0	42	141	18	0	201	0
	0	10	81	10	0	101	
Springfield Park	0	0	33	0	0	33	0
	0	0	46	0	0	46	
Springhill	4	0	118	0	0	122	0
	4	0	42	0	0	46	
Springmartin	0	20	115	0	0	135	0
	0	1	90	0	0	91	
St.James	5	8	110	0	0	123	0
	0	8	185	0	0	193	
Tudor	6	29	64	0	0	99	0
	0	2	53	0	0	55	
Turf Lodge-Gortnamonagh	63	5	375	6	0	449	1
	15	4	516	0	0	535	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Twaddell-Woodvale	1	0	137	0	0	138	0
	0	0	242	0	0	242	
Twinbrook-Poleglass	293	328	1,207	4	0	1,832	6
	110	47	1,707	0	0	1,864	
Upper Shankill	48	44	159	0	0	251	0
	1	2	73	0	0	76	
Upper Dunmurry Lane- Areema	13	28	37	0	0	78	0
	3	25	128	0	0	156	
Westrock	20	0	80	0	0	100	0
	10	0	43	0	0	53	
Whiterock	1	0	150	0	0	151	2
	0	0	242	0	0	242	
West Belfast Sector Totals	994	1,485	7,605	181	0	10,265	49
	230	511	9,331	97	14	10,183	

*Of the total stock these properties are void and do not include properties for sale or demolition
(i) Bungalow (ii) Maisonette

APPENDIX 5 MANAGEMENT TEAM CONTACT DETAILS		
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APPENDIX 6 GLOSSARY

Accessible Housing	A range of property types that may be suitable for allocation to people with a disability or mobility issues.
Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DSD, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
AGS	Annual Governance Statement
Areas at Risk	This programme aims to intervene in areas of risk of slipping into social or environmental decline by working with residents.
ASB	Anti-Social Behaviour
Assistive Technology	Any product or service designed to enable independence for disabled or older people.
ASSP	Area Supporting People Partnerships assess and prioritise the housing support needs of a range of vulnerable client groups at local level.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
CAT	Community Asset Transfer provides for a change in management and/or ownership of land or buildings, from public bodies to communities
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
CSR	Comprehensive Spending Review outlines the Government's spending plans
CTOS	Continuous Tenant Omnibus Survey is an assessment of the attitudes of Housing Executive tenants.
DARD	Department of Agriculture and Rural Development
Decent Home	A decent home is one which is wind and watertight, warm and has modern facilities and is a minimum standard that all social housing should have met through time.
DHSSPS	Department of Health, Social Services and Public Safety
Disabled Facility Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Discretionary Housing Payment	Is an extra payment to help pay the difference or shortfall between the rent charged by a landlord and Housing Benefit
DOE	Department of the Environment
DRD	Department for Regional Development
DSD	Department for Social Development
DTNI	Development Trusts Northern Ireland
Equity Sharing	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or registered housing association
Floating Support	This enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to individual users.

Frost Stat	A thermostat used to turn on a heating system automatically when the temperature drops below a threshold.
Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, it would have to spend more than 10% of its income on all household fuel.
Full Duty Applicant (FDA)	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988 to “secure that accommodation becomes available for his/her occupation”.
HCN	Housing Community Network assists residents’ associations to develop local services.
HCS	House Condition Survey, carried out by the Housing Executive
HECA	Home Energy Conservation Authority, the Housing Executive is the HECA for Northern Ireland.
HMO	A House of Multiple Occupation means a house occupied by more than two people who are not all members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Northern Ireland Housing Executive (NIHE) or registered housing associations the right to buy their property from their landlord at a discount.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2008-25.
Housing Market Area	A market area is the geographic area within which the majority of households move, work and live.
Housing Market Analysis (HMA)	This is an evidence base for housing and planning policies, which examines the operation of Housing Market Areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment	This is an assessment of local housing needs primarily in relation to general needs social housing, supported housing, travellers and affordable housing.
Housing Stress	Applicants on the waiting list who have a points total in excess 30 points 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 (eg the Co Ownership Housing Association) and helps eligible households who can afford a small mortgage, but that are not able to afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the Registered Housing Association. The proportion of property ownership and renting can vary depending on householder circumstances and preferences. The definition of intermediate housing may change over time to incorporate other forms of housing tenure below open market rates.
Latent demand test	Housing needs survey carried out in a rural area to assess any potential hidden need.
Lifetime Homes	Housing design standards, which make a home more adaptable through a person’s life cycle
Mandatory repair grant	This is a grant made available by the Housing Executive to landlords who have been served a repair notice by the council.
Neighbourhood Renewal	Government Departments and agencies working in partnership to tackle disadvantage and deprivation
Net Stock Model	An assessment of housing need at a Northern Ireland level, using net household projections
NIFHA	Northern Ireland Federation of Housing Associations
NIMDM	Northern Ireland Multiple Deprivation Measure measures deprivation by examining a range of economic, social and environmental indicators

NISRA	Northern Ireland Statistics and Research Agency
OFMDFM	Office of the First Minister and Deputy First Minister
Oil buying clubs	Oil buying clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk as part of a group.
PCSPs	Policing and Community Safety Partnerships
PPS	Planning Policy Statement
Quality Assessment Framework	The Quality Assessment Framework sets out the standards expected in the delivery of Supporting People services.
RDP	Rural Development Programme
RDS	Regional Development Strategy
SCNI	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
SHDP	Social Housing Development Programme, the SHDP provides grant to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Smartmove Housing	This is a charitable organisation offering advice; support and accommodation to people that are homeless and in acute housing need.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and Registered Housing Associations; that is, Housing Associations, which are registered and regulated by the Department of Social Development as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Northern Ireland Housing Executive, which prioritises households who are living in unsuitable or insecure accommodation.
SPOD	Small Pockets of Deprivation is a delivery vehicle for neighbourhood renewal.
Stock Transfer Programme	The aim of the Stock Transfer Programme is to deliver major refurbishment works to social homes through transfer the stock from the Housing Executive to housing associations.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care and can aid a smooth transition to independent living for those leaving an institutionalised environment.
TBUC	The Northern Ireland Executive Together Building a United Community Strategy containing objectives for a united and shared community and improved community relations.
Tenant Scrutiny Panel	Panels to scrutinise housing services in their area.
Unmet Needs Prospectus	This advises housing associations and developers on locations where there is a shortage of programmed development sites to meet the projected social housing need.
Zero-energy buildings	The total amount of energy used by the building on an annual basis is roughly equal to the amount of renewable energy created on the site.

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