

# Our Impact 2024-2025

# Housing Rights

## Strengthening the safety nets to keep people in their homes

### Jennifer's story

Jennifer faced the imminent loss of her home due to mortgage arrears. Recognising the urgency and complexity of the situation, we worked closely with Jennifer to assess all available options to try and preserve her home. We supported her in applying for Support for Mortgage Interest, which increased her income and significantly improved the affordability of the mortgage going forward.

A detailed repayment proposal to the lender was submitted, outlining a reasonable and sustainable plan to address the arrears. The lender, however, rejected the proposal and continued to seek possession through the courts. In response, our team provided specialist representation at the High Court. We presented a clear, evidence-based case in support of our proposal and emphasised Jennifer's improved affordability and her commitment to maintaining future payments.

As a result of our intervention, the Court granted a suspended possession order. This allowed Jennifer to remain in her home, provided she adhered to the agreed-upon repayment terms. Protecting Jennifer and her family from homelessness also reduced pressure on our homelessness services, which saved money in the public purse.



# Preventing homelessness

Here's how we helped:

**1,120  
households**

were prevented from becoming homeless

We supported **86 households**

facing repossession action from their mortgage lender through our Housing Possession Court Duty Scheme

**1,122  
households**

were supported by our casework team through expert advice, advocacy and representation.



We provided advice, advocacy and representation services to

**13,162** households on  
**67,828** housing issues.

**1,516**

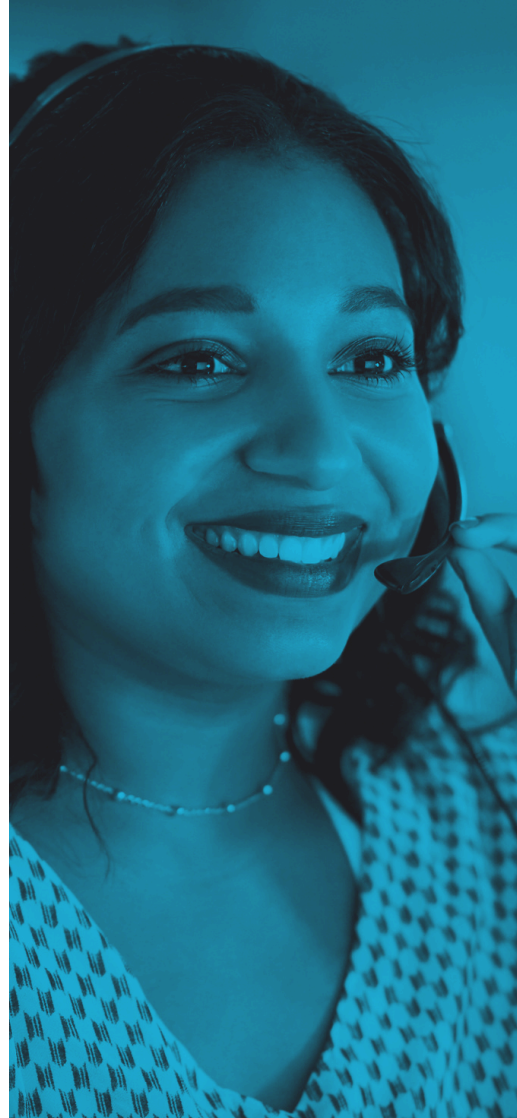


landlords helped by landlord helpline

**91%**

Private rented sector disputes resolved through mediation

We secured **15**   
successful outcomes in strategic cases



# Housing circumstances improved for:

90%

helpline clients

80%

casework clients

75%

Housing Rights  
for Young People  
clients

87%

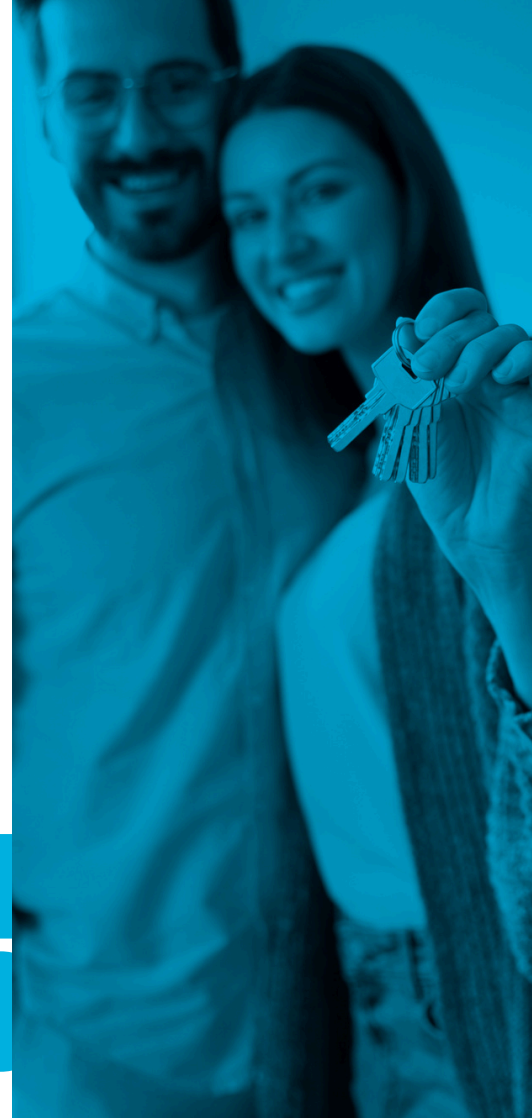
helpline clients were  
better informed to  
make appropriate  
housing choices

83%

of helpline clients  
reported their  
wellbeing had  
improved

We provided digital advice to **4,406** contacts.

We delivered online advice for the public via our  
website to **284,820** users.



# Supporting frontline practitioners to prevent homelessness

94%

of practitioners felt better equipped to provide housing advice to their clients

2,452

practitioners supported via our services

107

practitioners attended our practitioners' forum

1,035

learners attended our training

96%

of trainees had improved skills and knowledge



# Influencing policy and legislation to prevent homelessness

## **Private Tenancies Act**

Positively influenced the implementation of Sections 7, 8, 10 of the Private Tenancies Act 2022.

## **Programme for Government**

Final Programme for Government took on board several Housing Rights recommendations including the creation of a housing priority.

## **Ringfenced Money for Homelessness Prevention**

The DfC Budget Allocations incorporated a Housing Rights recommendation to ringfence funding for homelessness prevention initiatives.

## **NIHE Domestic Abuse Action Plan**

NIHE launched their Domestic Abuse Action Plan.

## **This year, we ran our first Legislative Theatre project, in partnership with Arts and Homelessness International and North Down and Ards Women's Aid.**

The project brought together 11 women who have first-hand experience of domestic abuse and homelessness. Over the course of four workshops, they co-created a play based on their collective first-hand experiences which they then performed to a theatre packed full of key stakeholders and policy makers.

In February Housing Rights and North Down and Ards Women's Aid won the 'Working in Partnership' Award at CIH All-Ireland Housing Awards. The award recognised the innovative development of an immersive reality training project to help practitioners understand the impact of domestic abuse.

## *Renters' Voice!*

- Renters' Voice launched an animation to campaign for an end to 'no-fault' evictions
- On 1 April, Section 10 of the Private Tenancies Act came into effect. This change had been lobbied for by Renters' Voice and brings new protections for renters
- Belfast City Council improved their website to make their role in housing more visible and the NI Assembly passed a motion which included a number of Renters' Voice's policy asks



# Housing Rights

We help people with their housing and homelessness problems through our helplines and advice work.

We use their experiences to shape our policy work that effects change and improvement.

All our work helps us to achieve our vision **when everyone has a** *home*

    @HousingRightsNI  @HousingRights

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