

Rural Matters

The Housing Executive Magazine for the Rural Community

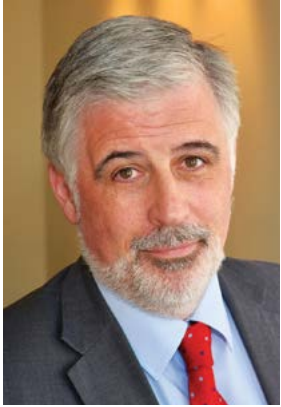
November 2015



Focus On:

**Rural Community Awards
The Balmoral Show
Re-imaging in Fintona**

**Housing
Executive**



Foreword

This has been a year of huge change for local government, with the reduction from 20 to 11 local councils and increased powers to address the needs of our communities. The Housing Executive is a statutory partner at the Community Planning table and looks forward to working with other agencies to deliver better services for all. The new administrative structure places the needs of local communities at the top of the agenda. This presents a particular opportunity for our rural residents and we hope that through local engagement we can identify specific, rural needs and help to shape the new Community and Development Plans for each council area.

This year, the Housing Executive has continued to implement the actions set out in our Rural Action Plan 2013-2015. Since the start of the Rural Action Plan in April 2013, work has begun on 57 of the 58 actions and encouraging progress has been made on 55 actions.

Key achievements in 2014/15 include:

- The delivery of **119 social new build homes** in rural areas (see pages 12 - 13 for details of schemes at Belcoo and Culcavy);
- 2,558 'Warm Homes' installations, 2,604 boiler replacements and 550 private sector grant approvals in rural locations - an **investment of £11.2M** which will help to improve the fabric and energy efficiency of rural housing;
- The extension of **floating support services** in rural areas across Northern Ireland helping vulnerable individuals to remain in their homes with a tailored care and support package (see page 6 for a feature on the Glens of Antrim);
- Through Together Building United Communities (TBUC) funding, **£132,000** was invested in a rural 'Shared Future' housing scheme at Crossgar Road, Saintfield;
- Rural areas were also included in the 2014/15 Shared Communities Programme and in the Building Relationships in Communities (BRIC) programme (e.g. see page 5 for details of the re-imaging project in Fintona).

In May 2015, we launched our second 'Rural Community Awards' at the Balmoral Show. The competition generated huge interest this year and we received a wide range of applications from rural community groups across Northern Ireland, demonstrating the invaluable community work which is being carried out in rural areas.

The winners were announced at the Supporting Community conference in Ballymena on 22nd October. These awards (see pages 8 - 9) are aimed at rewarding rural communities who are working together in order to improve the physical appearance of their villages and areas as well as those who are engaging with their residents in order to improve their community spirit.

At the Balmoral Show we also provided advice to attendees on disabled facilities grants, boiler replacement schemes, oil buying clubs and information on the wide range of services that our 'Supporting People' unit funds. These incentives can be particularly important in rural areas, where levels of fuel poverty are higher and where vulnerable people can often find it more difficult to access support services.

During 2015, the Housing Executive undertook a full review of our 'Rural Homes and People' policy with internal and external rural stakeholders. We hope to launch our revised rural housing policy in January 2016 for public consultation and we would hope that this will provide an opportunity for all groups and individuals with an interest in rural issues, to help shape the future rural activities of the Housing Executive. The consultation document and details of consultation events will be highlighted on the Housing Executive website.

We look forward to hearing from you!

Donald Hoodless, Chairman

Clark Baile, Chief Executive



The Balmoral Show May 2015

The Balmoral Show is an annual event which approximately 100,000 people attend over 3 days making it the largest rural event of its kind in Northern Ireland.

The Housing Executive is committed to addressing housing and related concerns in rural areas and attendance at previous Balmoral Shows has brought considerable benefit to the organisation as we hear the views from a wide range of rural interests which helps us develop and prioritise our 'Rural Homes and People Action Plan'.

During Balmoral Show 2015, the Housing Executive dealt with approximately 550 enquires. Questions ranged from how we test for housing need in rural areas, how we manage the development of new homes, our support for home improvement grants and how we help people live independently at home for longer through our Supporting People program.

At the stand we promoted Oil Buying clubs which are managed by our partner Bryson Energy and we launched our 'Rural Community Awards' which are now in their second year.

Feedback from those manning the stand was good. Staff found it a positive experience and enjoyed the opportunity to speak to people face to face. It highlighted for staff some of the difficulties people who live in all tenures in rural areas face and was a good learning experience for them.

The Balmoral Show effectivity targets rural people and provides an understanding of the work of the Housing Executive in rural areas and raises the Housing Executive's profile among rural dwellers.



Famine memorial erected in Irvinestown

The Housing Executive has erected a new memorial in Irvinestown to commemorate the Co Fermanagh victims of the Great Famine (1845-1850).

It is a memorial to those who made the perilous journey to a new life in America. The project was part of a £40k investment by our Grounds Maintenance team, in partnership with Irvinestown Famine Graveyard Committee, which has seen the famine graveyard completely renovated, replanted and access improved.

Much of the work involved improving access to the graveyard and memorial with a new path installed for wheelchair users so the whole community can visit. In addition our Grounds Maintenance team examined all of the trees and arranged for a number of diseased ones to be removed replacing them with similar varieties to create a comparable landscape.

The newly restored graveyard was officially opened by our South Regional Manager; Comghal McQuillan, who commented:

“I am delighted with the outcome of the work which our Grounds Maintenance team has undertaken here in Irvinestown. This scheme is a clear example of how we contribute much more than bricks and mortar to a local community.

I’d like to pay tribute to the Irvinestown Famine Graveyard Committee for their input and I’d particularly like to congratulate our Grounds Maintenance Manager, Uel Wright, and his team for the work they have done in transforming this site.”

The new memorial stone was created by stonemason Adrian McGovern. The memorial highlights the connection that towns in Co Fermanagh have to this historical event; Enniskillen, Irvinestown and Lisnaskea have work houses and famine graveyards while Ardess has a famine pit. The ship represents those who sailed to a new life in America or Canada.

Breege McCusker, Chair of Irvinestown Famine Graveyard Committee, was delighted with the work saying:

“Looking at the completed site I am thrilled with what has happened as are the rest of the committee. It is definitely now a ‘must-see’ site for anyone interested in the history of the Great Famine and its effects in the Co Fermanagh area.

On behalf of the Committee I’d like to thank the Housing Executive for supporting this initiative and in particular Uel Wright and his team for the marvellous outcome.”



Fintona Re-imagining Project

Earlier this year our Good Relations Officer; Marilyn Giboney approached Ashfield Gardens Residents' Group about redesigning the murals within the village. Alongside Sandra Fisher and Pauline Carmac, two local volunteers, she helped this rural area create stunning works of art.

Throughout the Spring of 2015, a series of workshops were held in the community and were attended by people of all ages. Young people in Fintona were very enthusiastic about the project as they informed us of what their aspirations were for the village and what living there meant to them. Older residents told us of their fond memories of living in Fintona and the history of the village. Ashfield Gardens Residents' Group used these ideas to create a new mural and replace two that were in a state of disrepair.

In order to realise their vision, the Housing Executive recruited local artist Eoin McGinn. Eoin created a new history mural based on the ideas of the older people in the area who remembered horse drawn trams being used in Fintona. The ideas of the young people formed the basis of the other two murals; one on the theme of music and diversity and the other on space exploration. The murals were placed on the community house as well as on the main street of the village so all residents and visitors to the area could enjoy the artworks.

The murals were unveiled in June by the Housing Executive and were met enthusiastically by the community. Commenting on the project our Good Relations Officer, Marilyn Giboney said;

"We were pleased to support this project which resulted in such terrific pieces of art, a lasting legacy for the whole community. Whilst they do serve a decorative purpose there is a positive message too."

The community in Fintona has shown that it welcomes diversity, is looking to the future but can still appreciate the past."

Glens Floating Support Service

Through the Supporting People programme, 'The Glens Floating Support Service' was established in July 2014. It is a flexible, local service based in Cushendall and covers the catchment area from Ballycastle along the coastal road to Glenarm. The service aims to assist individuals with mental health needs to access accommodation, successfully manage their home and develop their skills to live independently in the community.

Rural isolation is one of the biggest issues facing people living in this rural community. The availability of public transport in areas such as Cushendun, Cushendall, Waterfoot, Glenarm and Carnlough is limited. This means it is very difficult for individuals to access essential services such as doctor surgeries, banks and supermarkets unless they have their own car. As a result of this, some people felt isolated which resulted in low confidence, depression and feeling they were unable to be involved in activities taking place within their local community.

In order to support these vulnerable individuals 'The Glens Floating Support Service' staff help them develop life skills by supporting them with tasks such as shopping, cooking and maintaining their home to help them to live as independently as possible. When they start with the service, each person is given a support plan, specific to their needs and goals, which is then regularly reviewed and updated.

In addition to this, support is offered to develop social skills, establish social networks and activities. In the Carnlough and Cushendall area, this has been achieved by linking in and signposting on to local community

groups who offer opportunities for those using the service to socialise and help them to feel that they can act as a "voice" for the area. 'The Glens Floating Support Service' has also made links with the North Antrim Community Network, based in Cushendall, which provides a wealth of information on local events, courses and classes that people can be signposted onto. Individuals also can access the MARA scheme through this community network; maximising access to services, grants and benefits in rural areas. In addition to this staff can direct individuals who are struggling with their finances or are unsure of their benefit entitlement to organisations such as CAB and CAP (Christians Against Poverty).

This service links in with the Housing Executive homelessness strategy 2012-2017 as it aims to help people who are the most vulnerable in society and live in rural areas to; access services, reduce isolation and promote their independence by enabling them to stay in their own home through support.

Glens Floating Support Service
can be contacted on: 028 2177 2812



Lurganare 'Dream Home' Competition

School children from St Mary's Primary School in Lurganare recently took part in our 'My Dream Home' competition.

The competition was part of a programme of events to help decide if new social or affordable housing is needed in the Lurganare area. Each child was given a drawing sheet and was asked to draw their 'dream home'. Leaflets were also given to the children to encourage their parents or guardians to come forward if they are in genuine housing need.

Our Rural Co-ordinator, Sinead Collins explained:

"We are encouraging anyone in housing need to register with us. Often in rural areas people do not register as they feel they will have little chance of being housed in their local area. However, this leads

to a situation where no new homes are ever provided because there is no apparent need. While we might not be able to provide all the great features designed by the children like swimming pools, slides and game rooms, identifying that there is a need is the first step on the road to providing decent homes where they are needed."

The standard of drawings was very high but we chose pupil Morrigan McEvoy as our winner. Morrigan, pictured below, was presented with her prize, a digital camera, by Sinead. We would like to thank all the pupils who took part as well as their teachers who helped to organise the competition.



Latent Demand Testing

In many rural areas where there are low levels of social and affordable housing, many applicants may not put their name on the housing waiting list, as they feel they will have little chance of getting a house. The Housing Executive tries to identify this 'hidden demand' by undertaking latent demand tests to encourage those who are in need to register for social housing.

Areas are picked for latent demand through analysis of the waiting list; housing market trends; local knowledge and the availability of land with development potential.

If you would like to discuss our latent demand testing please contact Eoin McKinney at the Housing Executive by email eoin.mckinney@nihe.gov.uk or call **028 9031 8524**.

In 2014/15 we carried out latent demand tests :

- Armoy
- Cloughmills
- Rathlin
- Rasharkin
- Balnamore
- Kilrea
- Tamnaherin
- Clady
- Dunadry
- Carnlough
- Portglenone
- Draperstown
- Moneymore
- Cullyhanna
- Ballymartin
- Culloville
- Lurganare
- Annsborough
- Loughmacrory

Housing Executive Rural Community Awards

Rural Community Spirit Award

Large Village
Cloughmills
Community
Action Team



Cleaner and Greener Rural Community Award

Large Village
Saintfield
Development
Association

The Housing Executive's Rural Action Plan contains a commitment to work with local residents' groups to assist with community tidy-ups in rural areas. This action was included in response to consultation with rural young people through a schools photography competition in 2012 which highlighted a growing concern amongst young people that the physical value of rural areas was not being protected or enhanced. Consideration was then given to developing a Housing Executive sponsored competition aimed at rewarding rural communities who have come together and made the most of local resources to not only improve the appearance of their neighbourhood but also the experience for those who live and visit there.

The competition offers two awards:

- The Cleaner and Greener Rural Community Awards, which aim to encourage and celebrate the effort which is made by rural communities to improve the outlook of their settlement, with consideration given to activities such as community gardens and environmental activities.
- The Rural Community Spirit Award which aims focus on and reward those communities who work together to make their village a better place to live.

Consideration was given to any aspect of community work which has been undertaken to improve the quality of life of residents with particular emphasis on facilities, services and activities which have been made available for specific vulnerable groups within the community.

Two village categories were on offer for each award; small village (pop <1,000) and large village (pop 1,000-5,000).

A total of 31 applications were received this year. A wide range

of innovative, inclusive and inspirational community projects from community groups dispersed throughout Northern Ireland.

The applications were assessed by a panel made up of an Area Manager, Representatives from our Grounds Maintenance Team, our Rural Unit and Supporting Communities NI.

Rural Community Spirit Award

Small Village
Toome: TIDAL



Cleaner and Greener Rural Community Award

Small Village
Cairns Residents Group
Cairns, Cushendall

The shortlisted entries were visited and 4 winners were agreed:

- **Community Spirit Award:**
Cloughmills: Cloughmills Community Action Team (Large Village)
Toome: TIDAL (Small Village)
- **Cleaner and Greener Award:**
Saintfield: Saintfield Development Association (Large Village)
Cairns, Cushendall: Cairns Residents Group (Small Village)

Cloughmills Community Action Team promotes community spirit in their village by:

- Conducting a 'Shared History' project
- Setting up a 'Forest School'; a learning resource used by schools in the village
- Organising events that appeal to all sections of the community
- Establishing a solar powered community cinema

TIDAL Toome promotes community spirit in their village by:

- Building a community building which provides services such as a GP surgery
- Creating a 'Highway to Health Walkway'
- Setting up a cross-community intergenerational project
- Creating a community garden

Saintfield Development Association encourages people in their village to be cleaner and greener by:

- Running a 'Saintfield in Bloom' competition
- Organising litter picks through the 'Down Your Street' campaign
- Commissioning a 'Landscape Masterplan'
- Working alongside the local higher education college to transform derelict buildings

Cairns Residents Group encourages people in their village to be cleaner and greener by:

- Creating allotments and a community garden
- Promoting recycling and reducing food waste projects
- Displaying plant pots and hanging baskets
- Transforming an area where anti-social behaviour took place to a social hub for residents to meet

The winners were announced at the Community Conference in October. Each winner received £1000 to use to support and extend activities/projects which benefit their community as well as a plaque to display in their village.





Generations come together to tackle anti-Social behaviour

A project bringing older and young people together to tackle anti-social problems in rural Limavady has been hailed a success by local residents.

The **Together As One** project, which was funded by the Housing Executive, has helped to reduce anti-social behaviour and build positive relationships between generations living in the small village of Drumsurn.

The local community group launched the project after carrying out a consultation with residents during which older people revealed how they were living in fear in their own homes.

Michelle Friel from Drumsurn Community Association said: "We had conversations with residents in the community centre to discover why this anti-social behaviour was happening.

"Older people told us they had a real fear of anti-social behaviour. Some of the young ones were giving them a hard time, throwing eggs at their windows and that sort of thing. When we spoke to the youngsters they said they had nothing to do."

The project began in September with six workshops on the impact of anti-social behaviour.

"During these sessions we explained to young people how this type of behaviour affects the whole community," said Michelle. "We also explained that this behaviour can lead to a criminal record and this would mean that travelling to America or Australia would be difficult or impossible. We had these sessions with young people before inviting the older people to join the group."

The community group also organised a number of inter-generational activities including a trip to Crumlin Road jail at Halloween, fishing trips and cookery evenings led by a local chef.

“It’s wonderful to see a community project making such a difference to local people’s lives.”



“Friendships have developed between these generations and that has been fantastic to see.”



“All the ideas for the project came from the residents. We wanted to do things where conversations between the generations could take place, for example, on fishing trips there is plenty of time to talk to each other. The same with baking and cooking, there’s time to chat and get to know each other while learning something useful,” explained Michelle.

“On the trip to Crumlin Road Jail, it was wonderful to hear the older people telling stories they knew about the jail when it was fully operational - the boys and girls were fascinated.

“Since the project began the relationships in the estate have changed dramatically, the younger generation is much more respectful of their older neighbours. Most of the anti-social behaviour has stopped now, even at Halloween when there are usually lots of bangers being let off, that didn’t happen this year –

the younger residents are thinking about other people and that’s really good. In turn, our older residents feel much less fearful now. Friendships have developed between these generations and that has been fantastic to see.”

Housing Executive Area Manager, Brendan Doherty, said: “It’s wonderful to see a community project making such a difference to local people’s lives. In the Housing Executive we work with local groups to build communities that are welcoming to everyone, but it’s also vitally important that residents feel safe and secure in their own homes. We hope this project will have a positive and lasting effect on young people and the wider community.”

The project will culminate with a Christmas dinner cooked by young people for their older neighbours in December.



New Social Housing in Belcoo

Social Development Minister, Mervyn Storey MLA, officially opened a new housing scheme at the site of the former police station in Belcoo.

The new development at MacNean Court, is owned and managed by Ark Housing, and was provided with financial support from the Department for Social Development.

The scheme comprises of ten new homes to accommodate applicants on the social housing waiting list – six apartments for active older people, and four semi-detached family homes.

Minister Storey said: “I am delighted to welcome the new tenants into these high quality homes in this wonderful rural setting. This is a much needed housing scheme in an area where housing for rent is in short supply. Applicants had expressed a desire to remain within their own local community and this new development allows them to do just that.”

At an early stage in the planning process the local community had highlighted the pressing need for housing for older people in the area. Ark Housing, working in conjunction with the Housing Executive, was able to accommodate that requirement. The development is also another example of our commitment to delivering social housing in rural areas.

Minister Storey continued: “My Department, working in partnership with Ark Housing and the Housing Executive, is pleased to have been able to support and help fund this latest rural housing initiative. I am also pleased that local community views were able to be accommodated. All concerned are to be congratulated on delivering this excellent scheme.”

When viewing the scheme the Minister met new resident, Joe McTernan whose second floor apartment enjoys unrivalled views over Lough MacNean Lower. He is delighted with his accommodation and took time out to show the Minister around his new home.

After the official opening of MacNean Court, the Minister took the opportunity to visit a number of Housing Executive initiatives. They included a maintenance scheme to replace kitchens in Enniskillen, our grounds maintenance scheme at the Famine Graveyard in Irvinestown and the Men’s Shed in Omagh which received a community grant from us.



New Social Housing in Culcavy

The new development at Annacloy Park is owned and managed by Apex Housing and, with support from the Department for Social Development, now provides 22 new family homes for applicants on the social housing waiting list.

The Minister for Social Development Mervyn Storey MLA who officially opened the development said: "I am committed to delivering increased numbers of social housing across Northern Ireland; this latest development is part of the important work being done to help sustain rural communities. These new homes will make a huge difference to all who now live here, not least because local people now have increased opportunities to both live and work in their own local area."

The two, three and four bedroom semi-detached homes have been built to high levels of energy efficiency and include roof solar panels fitted to assist with water heating. A home with wheelchair access has also been included.

Marion Johnston lives in one of the new two bedroom homes along with her grandson Curtis. She is delighted with her new house and took time out to show Minister Storey around her new home. Following the Minister's visit, Marion said: "I love everything about my new home from the open plan layout downstairs to my spacious bedroom. I am from the

Culcavy area and was really pleased that Apex built these homes in this rural area."

Gerry Kelly, Chief Executive of Apex Housing Association said: "The Hillsborough area is one of the most expensive areas in Northern Ireland to purchase a property making it difficult for local families on low incomes to remain in the area. The new Apex scheme at Annacloy Park will provide modern, energy efficient accommodation at an affordable rent for families who previously were struggling to find suitable accommodation in this area."

Are you missing out on unclaimed benefits?



Alongside our partners in the Social Security Agency's **'Improving Benefit Uptake'** initiative, the Housing Executive is encouraging people to find out if they are missing out on any benefits through the **'Make the Call'** campaign.

Last year nearly 5,000 people who contacted the Benefits Advice Line and received advice about unclaimed benefits went on to make successful claims amounting to almost £16 million in benefits and arrears they were entitled to but didn't know about.

On average they are better off by £65 a week.

Anyone can **'Make the Call'**, whatever your circumstances – young or old, employed or unemployed, families or people who live alone, carers and people who live with an illness or disability. A friend or relative can even make enquiries on your behalf.

Make sure you are not missing out by claiming everything you are entitled to.... Make the Call!

Call a benefit adviser today. They can help assess your potential entitlement to a wide range of benefits, services and support. They can also help you take that first step to making a claim.

Make the Call

to the Benefits Advice Line

0800 232 1271

It's easy and the call is free* and confidential.

Lines open 9am - 5pm,
Monday - Friday

Textphone: 0800 232 1715

To request a call back:
text CHECK to 66101**

**Nidirect.gov.uk/
unclaimed-benefits**

* Your network operator may charge for calls from a mobile

** Texts will be charged at your normal rate



Want to move home?

Why not consider a home swap?

Is your home too big? Or are you looking for a larger home?
Would you like to move to a different area?

Housing Executive and housing association tenants can swap homes with another tenant and finding a mutual exchange through HomeSwapper means you won't have to go on a waiting list.

HomeSwapper is the UK's largest and most successful home swap service. It's now **FREE** to all **Housing Executive tenants** and most **Northern Ireland housing association tenants** and is an easy way to find the right new home.

HomeSwapper uses the details you supply to automatically match you to other tenants who may have a home that you'd like and who would also be interested in your property. When a suitable match is found you will be alerted by SMS text or email.

You can then log onto HomeSwapper, look at the home you have been matched with and if you like the look of it you can arrange to visit it.

What you need to do

Just go to **www.homeswapper.co.uk** and sign up – if you are eligible you'll be able to advertise your home for exchange.

If you have any problems

If you're not sure whether you're eligible to transfer or are having difficulties using the website please speak to someone in your local Housing Executive office.

You can use HomeSwapper straight away by logging on to **www.HomeSwapper.co.uk** and registering to use the service.

HomeSwapper

Embracing all our neighbours

If English is not your first language and you need help with interpreting & translation the Housing Executive can provide free services on request, please ask for further details at your local office.

MANDARIN

如果英语不是你的母语，并且你需要帮助来进行口译和文字翻译，那么Housing Executive可以根据请求而提供免费的服务，请在你当地的办公室询问进一步的详情。

CANTONESE

如果英語不是你的母語，並且你需要幫助來進行口譯和文字翻譯，那麼Housing Executive可以根據請求而提供免費的服務，請在你當地的辦公室詢問進一步的詳情。

POLISH

Jeśli język angielski nie jest Państwa językiem ojczystym i potrzebują Państwo pomocy w zakresie tłumaczeń ustnych i pisemnych, Housing Executive oferuje bezpłatne usługi tłumaczeniowe na życzenie. O szczegóły prosimy pytać biuro lokalne.

PORTUGUESE

Se o Inglês não for a sua língua materna e precisar de ajuda com tradução e interpretação, o Executivo de Habitação pode providenciar serviços gratuitos mediante solicitação, pode obter mais informações no seu escritório local.

LITHUANIAN

Je i anglų kalba nėra jūsų gimtoji kalba ir jums reikia pagalbos dėl vertimo žodžiu ir raštu, jums pageidaujant Housing Executive gali suteikti nemokamas vertimo paslaugas; dėl išsamesnės informacijos prašome kreiptis į vietinį skyrių.

RUSSIAN

Если английский не является вашим родным языком и вам требуется помощь с устным и письменным переводом, Жилищное управление может предоставить по запросу бесплатные услуги переводчика. За более подробной информацией обратитесь в ваш местный офис.

SLOVAK

Ak angličtina nie je váš materský jazyk a vyžadujete si pomoc s prekladom a tlmočením, kancelária úradu pre otázky bývania (Housing Executive) vám ochotne poskytne tieto služby bezplatne. Prosím, požiadajte svoju miestnu kanceláriu o viac informácií.

For customers with sensory disabilities, information can be provided in alternative formats like large print, Braille or audio. Sign language interpreters can also be provided, but please give as much notice as possible to allow us to meet your request.

Useful contact numbers

Housing Executive

General enquiries

(8.30am - 5pm)

Tel: 03448 920 900

Textphone: 18001 03448 920 900

Housing Benefit enquiries

(8.30am - 5pm)

Tel: 03448 920 902

Textphone: 18001 03448 920 902

Repairs

(8.30am - 5pm)

24hr service for emergencies

Tel: 03448 920 901

Textphone: 18001 03448 920 901

Calls to 03 numbers cost no more than a national rate call to 01 or 02 numbers and must count towards any inclusive minutes or discount schemes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

Homeless

The Regional Emergency Social Work Service (RESWS) provides an **emergency out of hours service** for us.

Tel: 028 9504 9999

When you contact this service your call will be answered by a Switchboard Operator who will take a few details from you such as your contact details and the nature of your call. The telephonist will then pass your details to one of the Social Workers who will ring you back. All Social Workers are experienced in dealing with emergency and crisis situations.

If you have hearing difficulties you can communicate with the service by email or text.

Tel: 028 9504 9999

Text: 07799 867698 (sms only)

Email: resws1@belfasttrust.hscni.net

Oil Buying Clubs

Bryson Energy

Freephone: 0800 142 2867

Rural Unit

Sinead Collins, Rural Coordinator

Tel: 028 9031 8559

Housing Executive

November 2015
www.nihe.gov.uk