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# A QUICK CLICK



## Online services

The services you can access online 24/7 at [www.nihe.gov.uk](http://www.nihe.gov.uk) allow you to:

- **Apply for a home/transfer**
- **Report a repair**
- **Pay your rent**
- **Report anti-social behaviour**
- **Report tenancy fraud**
- **Apply for Housing Benefit**
- **Report a change of circumstances (Housing Benefit)**
- **Provide feedback on our service**

If you are not satisfied with the service you receive from us then you can let us know by making a confidential complaint online.

## [www.nihe.gov.uk](http://www.nihe.gov.uk)

On our website you'll find the information you need quickly and easily. Whether you want to know your rights as a tenant, request a repair to your home, get support if you're struggling to pay your rent, or access the support and help you need in a crisis, there's advice and information to help you.

It's also the place to find details of the latest Housing Executive news, events, jobs, tenders, publications and research documents. The Browsealoud facility also allows our online content to be read aloud in multiple languages as well as English.

## Other ways...

T: 03448 920 900 E: [info@nihe.gov.uk](mailto:info@nihe.gov.uk)

W: make an enquiry using our online form at [www.nihe.gov.uk](http://www.nihe.gov.uk)

## Be social

Why not join the thousands of people who already follow us on Facebook  and Twitter  @nihecommunity



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# Welcome to Streets Ahead



**As the strategic housing authority for Northern Ireland, the Housing Executive plays a crucial role in transforming your homes and neighbourhoods. We continue to provide decent affordable housing for people in need, working with local neighbourhoods.**

Following the horrific fire in Grenfell, we have been reviewing all aspects of our health and safety procedures to reassure tenants in high rise buildings that their safety is paramount. We work closely with the NI Fire and Rescue Service to ensure we have robust fire safety regimes and carry out regular inspections.

We are committed to investing in our areas to improve the lives of people in our community. In the last year, we invested almost £150 million in our properties across Northern Ireland.

We place your priorities and views at the heart of our services, investing £4 million each year in supporting groups across Northern Ireland to get the best outcomes for their communities.

We have 13 Tenant Scrutiny Panels, one in each of our areas, who have a real say in making your neighbourhoods better places to live with members trained to scrutinise service delivery and exercise more power in relation to decisions, governance and performance.

The work of community groups and the Housing Community Network was showcased at the highly successful Community Conference this year. Held every year in partnership with Supporting Communities, the theme was 'FitForFuture' as we work to bridge the 'digital divide'.

Earlier this year we rolled out a pioneering digital inclusion project where broadband was installed in 40 properties and tenants provided with iPads so they can conduct their business online.

Our work was the focus of a BBC documentary 'The Landlord', which was aired in October. It profiled some of the people we work with and our efforts to resolve the everyday issues which affect you, our tenants.

In this magazine, we also introduce you to the next generation of housing leaders, university graduates, some of whom live on our estates, who are beginning new careers with us.

Welfare benefits are changing and some of you may be concerned if this will impact you. This year, we have commissioned a special edition of 'Quids In' where you will find information on the welfare changes, if and how they may affect you. Martin Lewis, of Money Saving Expert also gives tips on managing cash and staying out of debt.

Finally, I hope you enjoy the 2017 edition of Streets Ahead. I would like to thank all of those who work with us ensuring that we continue to strive to make people's lives better and build stronger communities.

A handwritten signature in black ink that reads "Clark Bailie". The signature is written in a cursive, slightly slanted style.

Clark Bailie  
CHIEF EXECUTIVE

# GEMS GRADUATES SHAPING OUR HOUSING FUTURE

**F**our university graduates are beginning new careers helping shape the future of housing in Northern Ireland.

Queen's University Alumni Amy Peden and Clare Meehan from Belfast have joined Fermanagh man Joseph Elliot and Tyrone woman Rona Simmonds at the Housing Executive, under the GEMS Graduate Trainee Programme.

Coming from a range of academic backgrounds, including Psychology, English Language, Criminology and Social Policy, all four graduate trainees are utilising their skills in a range of roles.

Work is being undertaken in several departments, including

Community Cohesion, Income Collection, Leasehold and Social Enterprise.

30 year old Psychology graduate Clare Meehan, once a student at St Louise's College on Belfast's Falls Road, said; "I have a passion for making a difference to people's lives.

"I'm working in the Community Cohesion Unit, helping run the Digital for Change Project.

"We've provided tenants with iPads, installed broadband in their homes and trained them do things like pay bills online.

"I know it's helping people in their day-to-day lives and I'm excited about my new role."

Speaking after completing his

first month on the job, the former Devenish College student Joseph Elliott, said; "I always wanted to work in public services, helping provide better outcomes for other people.

"I've done previous work with housing associations and I'd engaged in the social rented sector across the UK looking at local council housing stock to evaluate the impact of welfare reform.

"This inspired me to apply for the GEMS Scheme and I'm delighted I got the job."

Joseph admits it's a long way from his Lakeland family farm in Fermanagh, saying; "I've been very surprised at the size of the Housing Executive and the huge scope of the

## HEATSMART - A SERVICE EXCLUSIVE TO YOU

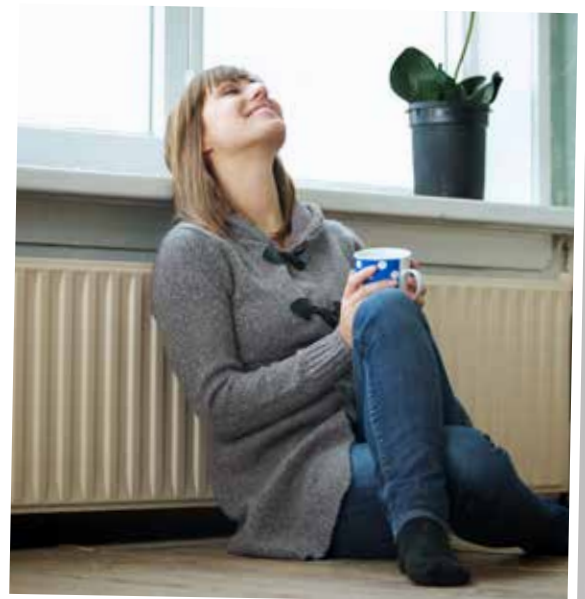
**T**hrough Heatsmart, we offer hints and tips to help you reduce fuel bills and improve your home's warmth and comfort. You can get free, independent heating advice from our partner Bryson Energy who made over 6,000 Heatsmart visits to tenants' homes last year.

There's a rolling programme of heating replacement and over the last year we installed 3,627 new heating systems in our tenant's homes. Our Heatsmart Programme can help you benefit fully from your new more efficient system when it's installed.

So what are you waiting for? Call Heatsmart today to see if you can save money, and help the environment!

**FREEPHONE  
0800 142 2865**

**6,000+**  
Heatsmart visits  
made in the last year





*Clockwise from top left:*

*Delegates enjoying a break out session at the GEM Shack Belfast Conference held in Girdwood Centre in north Belfast.*

*GEM graduates Rebecca Miskelly (left) and Naoimh McArdle-McFall both of whom are now beginning new careers at the Housing Executive after successfully completing the GEM Programme.*

*GEMs conference participants find time for laughter at the Belfast GEM Shack.*

work it undertakes, but everything for me has been positive so far.”

Since 2009, the GEMS Programme, operated by the Centre for Partnership, has placed graduates in work placements in a range of

housing organisations.

From last year’s intake, two West Belfast women, Naoimh McArdle-McFall and Rebecca Miskelly, successfully completed their placement and were immediately

recruited into full time positions with the Housing Executive.

**For more information on the GEMS Programme, visit [centreforpartnership.co.uk](http://centreforpartnership.co.uk)**

# INVESTING IN OUR LOCAL COMMUNITIES

**We continue to promote and strengthen local relationships by attending Policing and Community Safety Partnership meetings.**

Here’s an example of a successful community funded project, with Corpus Christi College in West Belfast and Dundonald High School in East Belfast participating. The Respect Programme teaches young people the consequences of anti-social behaviour (ASB) and crime on communities and on their own health, safety and well-being. Topics covered include gangs, guns, knife crime, criminal damage, substance

misuse, hate crime and bullying. It encompasses the relationships between staff, pupils, parents and carers with other agencies and the wider community.

‘Respect’ involves young people in real decisions to help them stay safe in and out of the classroom. Activities included identification of dangers, participating in risk assessment and factors to control or manage risk to others. It equips young people to consider options and make informed choices, which helps create a community where it is socially unacceptable amongst peer groups to take part in ASB.



*Hollie Large, a Year 10 student from Dundonald High School at the launch of the Respect Programme.*

**PSP** Policing & Community Safety Partnerships  
making our community safer

# LOOK WHO'S ON THE TELLY

## Making "THE LANDLORD"

**D**id you see the documentary about the Housing Executive on BBC Northern Ireland? We collaborated with a local production company, Below The Radar to make three programmes documenting our work and following our staff and customers in the Lisburn office area.

Aired on Monday nights after the news at 10.00pm during October, the programmes were an opportunity for tenants and customers to see our staff carry out their jobs during the course of a typical working day in our local offices. It profiled some of the people we work with, and our efforts to resolve the everyday issues that many customers face living in Northern Ireland.

"Making this series was a chance to bring the stories of the Housing Executive tenant's lives and the experience of their wider communities to a BBC Northern Ireland audience," said series producer Stephen Douds. "I saw staff go well beyond their job description to help tenants and those waiting for a permanent home. I also got to know the tenants, people really proud to call themselves Housing Executive tenants as well as those striving for a

place to call their own. I hope this series offered a better understanding of the people living in social housing, sometimes get overlooked by wider society, and of the role played by their 'landlord' in supporting them along the way."

The film crew worked closely with our staff in Lisburn office for over six months. They spent weeks shadowing and listening to our staff, learning about social housing and filming many hours to make three short episodes. Although apprehensive about how our business and indeed our reputation, would be viewed, we were very happy with the finished episodes. As the Housing Executive was the subject of the documentary, we had no editorial control over the content of the episodes, and the film crew approached those who were filmed for permission. We believe our staff and customers have been accurately and fairly represented.

The local Area Manager, Aengus Hannaway, said:

"I was worried that some sensitive details would be exposed and its impact on our customers, but the TV crew were very professional and did a great job."



Picture courtesy of the BBC/Below The Radar.

## WHAT DID YOU THINK ABOUT THE DOCUMENTARY?

*We are keen to know what you, our tenants, thought of the programmes. Your opinions are important to us and we are interested to know your views. Please take a few minutes and let us know what you thought about the programmes you could win £100 towards your home heating bill. You can email [information@nihe.gov.uk](mailto:information@nihe.gov.uk) and use 'The Landlord Views' as your subject line, or write to us c/o Gwen Tener, 2nd Floor, The Housing Centre, Adelaide Street, Belfast, BT2 8PB. All tenants who send us their comments will be entered into a draw to win £100 towards your home heating bill, and the winner will be chosen on Monday, 29 January 2018. Good luck!*



### What about some of the other customers featured?

Here's a quick update on some of the customers you saw on screen:

- Young woman in flat struggling to pay her rent, hoping to have scheme work carried out. She will be considered for a new kitchen in the next phase of the scheme.
- Young homeless man, housed in single let accommodation. He is now working in retail, but continuing to live in temporary accommodation.
- Pregnant woman living with anti-social behaviour, waiting to be rehoused. She is now happily rehoused in permanent accommodation with her baby.

Kerry was featured in episode one. She was living in temporary accommodation and had moved several times with her son over a number of years.

Kerry is now living in a two bedroom maisonette close to her parents, delighted that she and her son finally have their own home. Kerry said,

**“I’ve been looking forward to getting a permanent home for me and my son for years. It was fantastic to finally get the keys to our home, we’re going to have a great Christmas this year.”**





Based in the New Lodge area of North Belfast, Artillery Youth Club used a social enterprise grant from the Housing Executive to help establish the Bosco Cafe social economy project to provide employment and training opportunities for local young people.



Envirocare social enterprise, based in the Colin area of West Belfast has used a social enterprise grant from the Housing Executive to invest in new tools and equipment to support their work in the local community.



Acceptable Enterprises Ltd (AEL) in Larne secured an investment which helps to employ a Plant Manager and increase warehousing facilities at their east Antrim bottling factory. AEL encourages people with learning disabilities to enter the workforce and become less socially isolated.



The 4Rs Reuse Workshop in Derry City received an investment from the Housing Executive's Social Housing Enterprise Programme to grow this social enterprise and provide training for 30 people.



Tina McCloskey, from the Glens Community Association and Martina Forrest from the Housing Executive unveil the new gardening equipment purchased through the Social Housing Enterprise Programme at the Glens Community Garden, Limavady.



# social enterprise success

**The Housing Executive's Social Housing Enterprise Programme has been going from strength to strength since its launch two years ago.**

This innovative programme is aimed at developing economically vibrant and self-sustaining communities through the creation and development of social housing enterprises.

Since its launch in 2015, the Housing Executive has invested nearly £1.4 million - creating 68 new jobs and supporting a further 137 existing posts - in communities through social housing enterprises.

A diverse range of community enterprises have benefited from the scheme including: a clothing alterations business in Sandy Row; a digital studio in Derry-Londonderry; a water bottling plant in Larne; a furniture upcycling shop and family support service in Newry and a new community café in Coleraine.

Housing Executive Social Enterprise Liaison Manager Paul Carland said:

"In a few short years the investment programme has already brought about tangible changes within Housing Executive communities and, with awards ranging from £1,000 up to £50,000, provided real opportunities for local people to create something which could bring about lasting benefits to their community.

"We re-open for applications in late 2018, but in the meantime we encourage people with a good idea which will benefit their community, to contact us. In addition to ourselves, there are a number of organisations with whom we are collaborating who could help bring that idea to reality."

For more information contact the Social Housing Enterprise Programme Team who can provide advice and guidance on 03448 920 900 or email [socialinvestments@nihe.gov.uk](mailto:socialinvestments@nihe.gov.uk)



These figures refer to interim results at November 2017, full results are available as part of the Social Housing Enterprise Programme Review.

# Don't freeze u

## **C**old weather makes us think about getting our homes ready for winter.

We have lots of useful advice, and some top tips from one of our Maintenance Officers, Robert McCusker. Robert works in our Lisburn office, and you may have seen him in our recent BBC documentary.

He says "It's important that your heating system is working properly. We have a legal obligation to service your boiler every year, so please ensure you allow contractors access to service the boiler - it will save you money and heat your home more efficiently.

Know how your heating controls operate, and it comes on when you want it to. You can also bleed



Maintenance Officer Robert McCusker

your radiators to ensure they are heating effectively.

"Everyone has a higher risk of falling in winter, particularly the elderly and less mobile. Be aware of any standing water around the outside of your home in case it freezes and becomes a slip hazard. Dripping water or an active overflow can also cause problems, contact your local office if this happens."

Robert also advises "Should any tenant have issues or concerns about the electrics in their home, let us know straight away. Issues such as continually blowing bulbs or fuses should be checked professionally."

All our maintenance officers are happy to help ensure you are safe and warm in your home this winter. If you have any concerns please telephone 03448 920 901.

Our Quids in! magazine also has some great energy tips to help you save money and stay warm in winter.

## **FIND YOUR STOPCOCK**



The stopcock is used for turning the cold water off and on. When you turn the stopcock clockwise the water supply will stop. Stopcocks are usually found in your kitchen, below the sink unit. However in some houses the stopcock is found in a front or back hall. **IT IS IMPORTANT YOU KNOW WHERE THE STOPCOCK IS.**

## **DON'T FREEZE UP!**

During spells of severe cold it is possible for water pipes in your home to freeze. This may lead to a burst pipe when the thaw sets in. This can damage your home and belongings. Here are some simple precautions you can take to reduce the risk, or deal with burst pipes.



## **HELP PREVENT YOUR PIPES FROM FREEZING**



- Keep your home as warm as possible, even when you are out, by setting the heating to come on for short periods;

# up this winter

- If you can, lift the trap door to the roof space slightly to allow warm air to circulate;
- Open the doors to the sink unit to allow air to circulate round the pipes;
- Allow warm air to circulate round the house by opening doors to all rooms;
- If you are away from home, ensure the heating comes on for regular intervals and ask someone to check regularly for frozen pipes.

## DEALING WITH FROZEN PIPES

- Turn the water off at the stopcock;
- Protect everything around the pipe that appears to be frozen to avoid damage if it bursts;
- Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has thawed;
- Thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water), beginning from the tap end and working back towards the cold water tank;
- Never use a heat gun or blow torch;
- If you have a solid fuel room heater, or an open fire with a back boiler, you should let your fire go out;
- If you have oil, gas or wood pellet boilers you should reduce your water usage, but you can continue to run your heating at a low setting.



## WHAT SHOULD I DO IF I HAVE NO WATER?

If your water supply fails, there may be a burst pipe in your home, or a leak in the mains system outside your home. If there is water at the kitchen cold tap then the mains supply is working. If you think it is a mains problem, call NI Water on 03457 440 088 or email: [waterline@niwater.com](mailto:waterline@niwater.com)



## IF YOU HAVE A BURST PIPE

- Turn off the water at the stopcock;
- Turn on all the cold taps and collect water in the bath or sink to use for flushing the toilet later;
- Block the escaping water with towels;
- If the water has come into contact with electrics the electricity should be turned off at the mains if it is safe to do so. If water has come into contact with the Mains Box, do not attempt to touch it and do not use any electrical equipment in the house;
- Turn off your gas or oil heating systems;
- If you have a solid fuel room heater or an open fire, let it go out.



## CHECK ON NEIGHBOURS IF YOU CAN

Remember, everyone in your locality will be feeling the effects of bad weather, and some people may be anxious or feel isolated. Try to stay in contact with your neighbours and help out if you can.

**Housing Executive**

## CONTACT US



Ring our 24 hour repair line

**03448 920 901**

for further advice  
or in an emergency



Report your repair online at

**[www.nihe.gov.uk](http://www.nihe.gov.uk)**

or OUT OF HOURS, email  
our emergency services unit  
[emergency.services@nihe.gov.uk](mailto:emergency.services@nihe.gov.uk)



Text

**076 2480 5594**

starting your message with  
the word '**REPAIR**' and  
remembering to include  
your address

# STAY FIRE SAFE AT HOME

Make sure to keep yourself safe from fire with some useful information

## SMOKING

- Never leave a lit cigarette or pipe unattended – it may fall onto an armchair or carpet which will soon catch fire and give off dense smoke and fumes
- Never smoke in a chair if you think you may doze off
- Never smoke in bed

## ALCOHOL

- Do not cook chips or fried food as you might fall asleep before you finish cooking
- Take extra care if smoking. Do not smoke in bed or in a comfortable chair; it is too easy to fall asleep

## ELECTRICS

- Do not overload electric sockets or use multiple extension leads
- If a socket is heat damaged, there is a fault; contact us to get it fixed
- Use the correct fuse
- Only professional tradesmen should repair faulty electrical appliances or wiring

## CANDLES

- Never leave a candle unattended
- Use a suitable holder that will not allow heat to pass through
- Do not place candles on plastic surfaces or leave near soft furnishings

## CHIP PANS AND GRILL PANS

- Use a thermostatically controlled chip pan
- Never leave cooking unattended when it is switched on
- Never fill a pan more than one third full of fat or oil
- Keep your grill pan clean and never leave it unattended

## IF YOUR PAN DOES CATCH FIRE

- Do not move it
- Turn off the heat if safe to do so, but never lean over the pan
- Never throw water on the fire

## MATCHES

- Keep matches and lighters away from children, so they cannot play with them

## CLUTTER

- If there is an unreasonable amount of paper, newspapers and magazines, the risk of a fire is increased. Take time to tidy and remove clutter to make your home safer
- If any exit routes are blocked by stored items, these should be cleared so they are not comprised

## HEATERS

- Do not dry clothes close to electric heaters
- Gas heaters that use a naked flame are much more dangerous than oil-filled radiators. Replace these to improve safety

**S**ince Grenfell, we have been reviewing all aspects of our health and safety procedures to reassure our tenants in high rise accommodation that their safety is paramount.

We have been working closely with the Northern Ireland Fire and Rescue Service (NIFRS) and other agencies to ensure that all necessary fire safety measures are in place; ensure we have robust fire safety regimes and carry out regular inspections.

The Housing Executive will always take the

best advice available on whether we need to take any further action.

We have delivered a leaflet to every resident in high rise accommodation and we will be working with tenants and the community in the coming months to reassure them.

“Residents seeking high rise fire safety advice can find it on our website [www.nihe.gov.uk/highrise\\_buildings](http://www.nihe.gov.uk/highrise_buildings) or you contact your local office. Alternatively, NIFRS can also be contacted on 028 9266 4221 or find their high-rise fire safety advice on [www.nifrs.org](http://www.nifrs.org)



# IF IN DOUBT, KEEP THEM OUT!

**B**eware of bogus callers – think twice about allowing a stranger into your home.

We are reminding our tenants to exercise caution when answering doors to tradesmen at home.

All of our staff carry photographic ID cards, so residents should not allow anyone to enter their home without proper identification.



Tenants should be extra vigilant as bogus callers are on the increase and theft is usually their aim. These bogus callers will frequently

claim to be from a public body, like the Housing Executive or a contractor.

Our staff and contractors, and those from other public bodies will have a photographic identity card. Check this carefully; if they have forgotten their ID card they will understand if entry is refused.

If you are in any doubt at all, take no chances and refuse entry. Only a bogus caller will insist on entry without proper identification.

**Call us on 03448 920 900 to check the caller's details if they claim to be from the Housing Executive, or you can also phone 'Quick Check' on 0800 013 22 90 which is a 24 hour Freephone service.**

## Test your smoke alarm

**Is your smoke alarm working? How often do you check it? Do you test it on a regular basis?**

We replace smoke alarms in our properties every ten years. In the last year (2016/17) we replaced over 13,425 alarms across Northern Ireland through planned maintenance and have another 5,000 scheduled for installation during 2017/18.

Many lives have been saved by the use of a smoke alarm, either battery operated or 'hard-wired' through the mains electricity supply. Everyone should test or check their alarm once a week so let's get testing! **REMEMBER:**

- if your home hasn't a hard-wired alarm install a battery alarm
- keep the grill free from dust so it works properly
- always keep a hard-wired alarm turned on at the meter box
- test/check your alarm every week and
- finally, if you have an elderly neighbour or relative offer to test their smoke alarms for them.

**IF YOU HAVE A QUERY REGARDING YOUR SMOKE ALARM CALL US ON 03448 920 901**



*Launching the largest window replacement scheme ever in Northern Ireland are Annette McCarney; the Housing Executive's Assistant Housing Services Manager and Josie Maguire; Kilmacormick/Hillview Community Association, Co. Fermanagh.*

*Nicole Bradford from Twaddell Avenue, Belfast puts the kettle on for Housing Executive Shankill Manager Margaret Marley in her brand new kitchen, constructed as part of major upgrade scheme in the area. The Housing Executive has invested over £1million in the initiative, providing over 150 families with new kitchens and bathrooms in their properties.*



# How does your garden grow?

**A** clean and tidy garden is a wonderful space for you, your family and friends to enjoy.

Having a well maintained garden improves the appearance of your home and neighbourhood. It also helps discourage litter and vandalism in your area.

Untidy and overgrown gardens will have the opposite effect but don't worry, you don't have to spend lots of money on shrubs, pots and plants. Just a bit of time keeping the grass cut and the outside area free of litter will make all the difference.

Remember, maintaining your home in a clean and tidy manner is a condition of the tenancy agreement you signed, and this includes your garden. Overgrown gardens can blight the area and even become a health hazard, attracting litter and/or vermin; if this happens the Housing Executive will be forced to take action.



## Is it really damp?

**P**eople often confuse condensation with penetrating or rising damp. Condensation is caused by water vapour trapped inside your home. If it happens regularly, then mould growth will occur and is the main symptom of condensation.

Condensation is most obvious on windows and tiles but can occur on walls and ceilings, in the corners of a room or behind furniture.

### TIPS TO PREVENT CONDENSATION

Letting air circulate is key, so make sure your home is well ventilated

- Make your home a little warmer. A small amount of heat for a long period is better than short bursts of heat

- If there's water lying on your window sills in the morning wipe it up immediately
- Use your extractor fan or open a window when cooking or drying clothes
- Ensure there is ventilation in your home at night
- Open doors occasionally to allow air to circulate
- Check out [www.nihe.gov.uk](http://www.nihe.gov.uk) for more information

### DAMP

There are two types of damp. A damp patch on the walls or peeling paint may be a sign of penetrating damp. It may be caused by a leak in a roof, water pipe, guttering or plumbing. If you find a white salt-like substance on the surface of your walls up to a metre above ground level, it may be rising damp

**IF YOU HAVE EITHER OF THESE CALL US ON 03448 920 901**

## ASBESTOS SURVEYING

**W**e've carried out asbestos surveys on most of our properties. Before we carry out work to your home we must, by law, survey it to determine if there is asbestos, which was extensively used in building work before 1999. A survey normally takes 45-60 minutes and requires full access to your home. Your home may already have had a survey and we are updating our records.

Our consultant will contact you, to make an appointment when a survey is due. All of our consultants carry identification with them and a letter of authority from the Housing Executive to complete the works. You should not give access to the consultant surveyor unless they have shown identification.

If we are carrying out works to your home it may be necessary to carry out a follow-up survey. If we

discover any asbestos which requires us to take action we will contact you with the details. When managed properly, asbestos does not pose a risk to health.

**What if I want to buy my own home?** If a survey has been carried out to your property we will provide you with a copy of the survey and relevant information.

**What if I want to carry out works to my home?** Contact your local office in line with your tenancy agreement. If available, a copy of any survey will be provided. If not, one will be requested for your benefit. You should not start work until you have received a copy of the survey.

**If you have any concerns about asbestos in your home or need further advice please contact us, telephone 03448 920 900 or email [asbestosmanagementunit@nihe.gov.uk](mailto:asbestosmanagementunit@nihe.gov.uk)**

# AND THE WINNER IS...

**We celebrated this year's Rural Community Award winners, who were recognised for their efforts in developing and engaging residents in activities to encourage environmental, social and economic sustainability.**

This year, the Housing Executive crowned their inaugural winners of the new Sustainable Village Award. Alongside the Community Spirit and the Cleaner and Greener awards, the new accolade rewards reductions in carbon diversity and encouraging biodiversity in rural villages.

In all, there was a total prize fund of £6,000 on offer, with six prizes of £1,000 being awarded to help and support those communities working to improve their respective areas. Within each of the three categories (Cleaner and Greener, Rural Community Spirit and Sustainable Village of the Year) there are two prizes, one for villages with a population of less than 1,000 and one for populations 1,000-5,000.

We would like to congratulate everyone on their success in this year's awards and look forward to next year's award entries.



*(From left) The Housing Executive's Sustainable Manager Robert Clements, The Housing Executive's Rural and Regeneration Manager Sinead Collins, Director of Bryson Energy Nigel Brady and the Housing Executive's Director of Regional Services Siobhan McCauley, who launched the Rural Community Awards at this year's Balmoral Show.*



**CASTLECAULFIELD**



**CULLYBACKEY**



**CAIRNS**



**SION MILLS**



**CASTLECAULFIELD**



**MILLISLE**

## Tick the right box for our rural housing survey

**Living in a rural location and feel there aren't enough homes? We can help by carrying out a rural housing survey!**

This means we carry out a survey to determine whether there is a need for social housing to be built. Lasting around 4 weeks, the process then draws up a waiting list for the area. It is then decided whether there is enough demand for new social houses!

The rural areas we are looking at for potential demand in social housing are: Aghadowey, Swatragh, Trillick, Dromara, Eranagh and Drumaghlis

**If you are from these areas and would like to register an interest in new social housing or have your housing circumstances assessed, please contact us on 03448 920 900 or email [rural.housing@nihe.gov.uk](mailto:rural.housing@nihe.gov.uk)**



## GET YOUR BOILER SERVICED

**It is vital your gas, oil and solid fuel appliances are checked by us once a year.**

Gas boilers **MUST** be serviced annually - the Housing Executive is duty bound to carry out this work for your health and

safety - failure to allow access to do this could result in your supply being cut off.

We aim to be as flexible as possible. So if you are not at home when we call and leave a card, please contact us to arrange a suitable time to complete this vital job.

# Community conference gets groups

## #FITForFuture

**O**ver 100 community groups from across Northern Ireland gathered for the annual Housing Community Network Community Conference.

Held in partnership with Supporting Communities and the Housing Executive and opened by Linda Watson, Chair of the Central Housing Forum, this year's conference had a digital theme.

Groups were being made #FitForFuture with a huge focus on bridging the 'digital divide', as experts in branding and social media gave hands-on advice and guidance on communicating with communities.

Organisations providing expert advice at the conference included the Verbal Arts Centre, Incommunities, The Hive Studio, We Are Resource, Social for the People and the Department of Finance.

The Housing Executive also showcased the 'Digital for Change' programme, where iPads have been provided to tenants, who had broadband installed in their homes.

Housing Executive Interim Chair, Professor Peter Roberts said; "We put great store on the contributions of all our partners who help us to create and maintain safe and successful communities.

"The presentations today demonstrate the range and quality of the work of partners and we wish to acknowledge their efforts and the inspiration that they provide to others."

Colm McDaid, Chief Executive of Supporting Communities, said; "Community representatives and staff look forward to this event each year – it's a major focus in the community calendar.

"It serves as a platform for best-practice sharing for Housing Community Network groups and gives the opportunity to foster vibrant communities, while giving the opportunity to network and learn."

Now in its 18th year, the conference was hosted in Templepatrick.

*(1) Digital expert, Joel Sampson, hosts a workshop on how to build a social media brand. (2) Interim Chair of Housing Executive Professor Peter Roberts. (3) Patricia McQuillan, Central Housing Forum & James Kerr, Verbal Arts Centre host a digital discussion with delegates at the community conference. (4) Attendees from the north west area were: Sheila McWilliams, Coolessan Community Association in Limavady; Alistair Simpson, the Fountain Forum; Linda Watson, Chair of the Central Housing Forum; and Leslie Hetherington, Brighter Ballymagorry Development Group. (5) Housing Executive Chief Executive Clark Baillie opens the community conference by telling delegates, 'there are many benefits to embracing digital technology.' (6) Mellisa Lynas from Greater Village Regeneration Trust and Anna McAvoy from Central Housing Forum. (7) Delegates at the Community Conference 'have their say' via a boom box microphone that is thrown around the room. (8) Members from Greater Whitewell, Westland, Bawnmore, White City Community Groups and New Lodge Housing Forum. (9) Members from community groups in the Causeway area. (10) Donna Marks from Marian Park Community Association and Anthony Trainor from Stream Street Residents Association. Among the community groups pictured at this year's conference were: (11) members from the Ardoyne Community Association, Bannside Community Group in Portadown and Fivemiletown Community Group at the community conference; (12) members from North Down and Ards; (13) members from community groups in Newtownabbey and Ballymena; (14) members from Newtownabbey, Carnlough, Craigavon, Portadown and Lurgan.*





# Tenant Scrutiny Panels Working for you

**T**enant Scrutiny Panels place the priorities and views of tenants at the heart of Housing Executive service delivery.

We invest £4 million each year in supporting groups located across Northern Ireland to get the best outcomes for their communities. This ensures local offices are delivering services required in their areas, to the level of quality expected by tenants. The scrutiny panels ensure that local offices continuously seek the views of their tenants and strive to improve the delivery of services.

Across our thirteen areas, Tenant Scrutiny Panels have a real say in making their neighbourhoods better places to live, with members trained to scrutinise service delivery and exercise more power over the business in relation to decisions, governance and performance. This holds the Housing Executive accountable to tenants for local delivery of services and provides tenants with an opportunity to question

and constructively challenge us to ensure we achieve the best service possible.

To date, in Belfast, there have been a number of areas of service scrutinised.

In South and East Belfast Area, members considered 'Paying for Your Home' as the priority for scrutiny. Following a series of meetings, which included engagement with housing accounts staff, housing benefit staff, and a consideration of the Financial Inclusion Strategy, the panel made twenty recommendations, many of which have influenced the approach to income collection by our staff.

In Mid Ulster the Tenant Scrutiny Panel scrutinised tenancy fraud. This included a review of current legislation and training to understand how various housing associations tackle this difficult issue. The panel concluded with eleven useful recommendations, many of which are actively being considered via liaison with internal operational and policy staff,

and external stakeholders.

Other areas of our work chosen to be scrutinised were:

- Scheme consultation
- Anti-social behaviour
- Waiting list and allocations
- Homelessness services and awareness
- Tenancy management issues
- Grounds maintenance
- Community lets
- Arrears
- Housing Benefit
- Counter services and quality assurance
- Oil boiler servicing

Some of the recommendations have been adopted by the Area Offices, or have been taken on board and developed within new ways of working; others are being explored further. In one case a recommendation has been adopted as policy by the Housing Executive, and extends to all local offices.

Supporting Communities staff have been involved in each of these scrutiny processes providing facilitation, support and training.

# BE MONEY SMART = BE QUIDS IN!\*

**The Housing Executive has teamed up with Quids in! magazine to help you make your money work harder for you.**

Mr Money Saving Expert himself, Martin Lewis, is in the know and gives readers his tips on managing cash and staying out of debt.

Delve further into the magazine for the latest hints and tips to help

you save money, find out about budgeting, deal with debt and how to open a bank account.

Today getting online is vital and in Quids in! there are tips on how to get started. You'll see how getting online can help you save money and open a whole new world to you, but we've also included hints on how to be savvy and safe when online.

In Quids in! you'll find information on welfare changes which may affect you including Personal Independence Payments (PIP), Social Sector Size Criteria (Bedroom Tax) Benefit Cap and Universal Credit. There's also information on getting help with paying your rent if you're affected by changes to benefit rules.



Remember, if you find you need help, advice or guidance in making your money work for you we're here to help. Speak to your Patch Manager, Income Collection or Account Officer by calling the team on 03448 920 900. Alternatively, you can call our advice partner Citizens Advice on 0800 028 1881.

\*Quids in! magazine is designed to help people understand and manage their money better. It is published quarterly by the Social Publishing Project, a social enterprise.

**FREE**

## Quids in!

The UK's Number 1 Money Magazine | Northern Ireland edition ISSUE 4 2017  
www.quidsinmagazine.com

**Housing Executive**  
This special edition of Quids in! has been produced with assistance from the Northern Ireland Housing Executive.

**FREE BUDGET PLANNER INSIDE**

**UNIVERSAL CREDIT**  
It's finally here. Are you ready for it?

**WIN £500**  
With our reader survey inside

**WHICH ONE FOR ME?**  
Choosing the right bank account

**MARTIN LEWIS**  
Martin's top tips for staying out of debt

**Don't be a debt dummy**

**YOUR MONEY 🧑‍💻 BE INFORMED 🧑‍💻 TAKE CONTROL**

# HELPING YOU AROUND YOUR HOME

**Did you know we can provide minor adaptations in your home if you are older or have a disability, without the need for an Occupational Therapist (OT) recommendation?**

Items such as handrails at doors, grab rails in your bathroom, additional lighting for visual impairment and lever taps are all important aids for people who need

additional help to enjoy living safely and happily in their own home.

Anyone who has difficulty moving around their home or is visually impaired can contact their local Housing Executive office and speak to our staff about applying for a minor adaptation. Some of the minor adaptations available that could help you are:

- Handrails at the entrances of your home
- Grab rails in your bedroom, bathroom, etc
- Re-positioning of electrical sockets to a convenient level
- Thermostat or heating control relocation
- Level taps provision to replace screw-down taps
- Defining the edges of steps for people with visual impairment
- Levers in place of knob handles, pull handles, etc.

The completion of any minor adaptation will be subject to the reasonableness of provision, as determined by Housing Executive staff. Please note there may be health and safety issues that need professional assessment and, therefore, an OT recommendation. OT's can also recommend minor adaptations as part of an overall assessment.





# Do you suspect housing fraud?



Most people applying for housing wait their turn - housing cheats don't. They jump the queue depriving those in need and are guilty of fraud.

Our investigations resulted in the recovery of 304 properties.

### What can you do?

You see what's going on in your area and may know or suspect someone is committing housing fraud.

If you:

- See a house standing empty for long periods and not being used by the tenant
- Know somebody has given false information on their housing application
- See rent being collected from your neighbours, or
- Notice the tenants of a property keep changing.

**CONTACT US ON 03448 920 900 TODAY**

## We need your help to combat tenancy fraud. If you suspect a cheat, let us know!

Contact us anonymously online at [www.nihe.gov.uk](http://www.nihe.gov.uk) or telephone 03448 920 900.

You do not have to give your name or contact details; anything you tell us is confidential. If you report online, please make sure you give the address of the property where you suspect tenancy fraud. It could make all the difference!

### What is Tenancy Fraud?

- Non-residence
- Giving false information on a housing application to obtain a home
- Unlawful sub-letting
- Living in a property after someone has died without the right to do so

### How do we prevent this?

We actively check records (eg housing benefit, the electoral register, etc) and carry out visits to make sure genuine tenants live in our properties. These checks are ongoing and can happen without warning at any time.

Last year we visited over 1,300 of our tenants to investigate suspected tenancy fraud and confirm residency.

# Resolving anti-social behaviour in your community



**2,766**

COMPLAINTS RECEIVED ABOUT ANTI SOCIAL BEHAVIOUR



**93%**

SAID IT WAS EASY TO REPORT COMPLAINTS



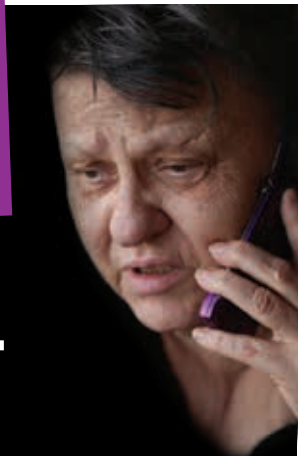
**94%**

CASES RESOLVED SATISFACTORILY



**284**

COMMUNITY RESTORATIVE INTERVENTIONS



## We work to resolve problems of anti-social behaviour through early intervention and mediation.

This approach is often successful, preventing the need for more serious action, including repossession, to be taken. We want to work closely with the local community to ensure that anti-social behaviour does not take hold, but we need people to come forward and report incidents as and when they occur.

Unless we know about incidents, we cannot tackle them.

### Who to tell...

#### Housing Executive

- noisy and disruptive tenants
- neglected gardens
- illegal structures
- dog nuisance
- use of our premises for business or illegal purposes

#### PSNI

- criminal damage
- assault
- violence
- intimidation
- public drinking

#### Your local council

- littering
- dog attacks
- waste dumping
- vermin

# Chips Ahoy

**Ancient Celtic spirits are breathing new life into a dead tree in the Belmont area of Derry~Londonderry, thanks to a new sculpture funded by the Housing Executive.**

The Beech tree on Ballyarnett Road has been carved into a vibrant work of art by local sculptor Jim Hughes.

The artist, who had struggled to find work in recent years, was successful in securing funding to buy new tools from the Housing Executive's Social Housing Enterprise

Programme last year.

He said: "These trees are dying and in the past they would have been cut to a stump – you see them around the city – the Housing Executive thought carving them would be a better idea.

"The carvings represent the spirit of Derry's River and Lough Foyle, Bran MacFheabhail.

"It would be great to see more of these tree carvings around the city and a sculpture trail could be created."

Housing Executive Area Manager

## BIRD BOXES FOR THE "SNAKEY PATH"

**A North Belfast school is helping to protect and encourage local wildlife, with help from the Housing Executive.**

Children from Hazelwood Integrated Primary have built 50 bird boxes to provide a safe home for local birds as they entered the Spring egg laying season.

Constructed by the school's pupils, with materials provided by the Housing Executive, the bird boxes are now in place in wooded areas beside the school and the adjoining Whitewell housing estate.

Patricia Murtagh, Principal of Hazelwood Primary school, explained; "At Hazelwood Integrated we are committed to outdoor learning and we are also an 'Eco School', with a beautiful forest at our rear.

"It's always good to encourage 'hands on' learning among pupils and this was a great way of doing that, as the children built the bird boxes using proper work tools.

"We viewed this initiative as an

opportunity to create something positive in our local community and this type of outreach fits perfectly with school activities in promoting active citizenship.

"We'd like to thank the Housing Executive for engaging with us so positively, giving us bird box materials and for providing ground maintenance staff to put the boxes in place."

Trudi Talib the Housing Executive's Neighbourhood Officer for North Belfast said; "In 2015 the Housing Executive developed a Pledge for Nature Biodiversity Action Plan in conjunction with the RSPB.

"We pledged to work with local schools and community groups to develop support and understanding for nature conservation projects.

"Our work with Hazelwood Integrated Primary is an excellent example of this and our Belfast Ground Maintenance and Direct Labour teams made time and staff available to plan and carry out the necessary work.



*A bird's life: Housing Executive North Belfast Neighbourhood Officer Trudi Talib (left) and our joiner Noel Mead (right) join Hazelwood Integrated Primary School Principal Patricia Murtagh and pupil Jamie Jenkins to install 50 bird boxes, which are now in place along the 'Snakey Path' which runs alongside the school on Belfast's Whitewell Road.*

"We hope local residents and the children themselves have a great springtime birdwatching along the 'Snakey Path' and around the school itself."

Eddie Doherty said:  
“Our grounds maintenance team was approached by a local resident who suggested turning the tree into a sculpture rather than cutting it down.

“We thought it was a great idea to create something unique that local people can be proud of and visitors will want to see.

“So far we’ve received a lot of positive feedback from residents and passers-by who are interested to know what the tree is being turned into.”



*In Ahoghill, Co. Antrim, Emily Fleming shows off her modern new kitchen to Housing Executive Area Manager Mairead Myles Davey. More than 70 Housing Executive homes in the Ballymena area have been fitted with a brand new kitchen, representing an investment of over £350,000.*

# FLOODING UPDATE

**Severe flooding in the North West in late September led to a number of families finding themselves suddenly left homeless.**

In total, 94 homes were affected by the floods including 19 Housing Executive properties which were severely affected plus seven to a lesser extent – three of these properties have been repaired and the families have returned home.

Housing Executive Area Manager Eddie Doherty said:

“We fully recognise the extent of the damage that has occurred, but also the distress and loss that many residents have felt as a result of this terrible incident. We will continue to support our tenants and continue to work closely with other agencies to find solutions.

“In total 65 households contacted us seeking emergency assistance and as a result 28 families were placed in emergency accommodation. Eglinton was



*Our Area Manager Eddie Doherty and Lettings Manager Marie Callan hand over the keys of a mobile home to Jacqueline McCready and her daughter Jackie whose home was damaged in recent floods.*

one of the areas worst affected by the flooding.”

In Eglinton, 11 families were rehoused in temporary mobile homes on council owned land as there was very limited availability in the private rental sector. The remaining households have been staying in bespoke temporary accommodation.

The mobile home site was purpose-built by the Housing Executive to allow families to live near their homes, schools and places of work, until their properties are repaired.

Jacqueline McCready and her three

children moved into one of the mobile homes in October. She said: “Everything in our own house and even the garden shed had to go in the skip, so we were left with nothing. People have been so good but to be back in the village is fantastic because it means we can go back and forward to our own house. It’s also great to have our own space again.”

# THE HEAT IS ON...



**We announced one of our largest ever contracts awarded for the delivery of heating services to tenants across Northern Ireland.**

Throughout the next 8 years, we will invest over £336 million to improve our existing housing stock and enhance the service delivered to customers. The contract will provide a comprehensive heating response

maintenance service to include the servicing, repair and installation of all types of heating systems to its entire housing stock.

The contract, which began in November this year, has been awarded to:

- H&A Mechanical Services – covering South West; South and Mid Ulster, Causeway and West
- Carillion Energy Services –

covering Belfast (North, South, East and West), South Antrim and East

- Greenview Gas – South (North Down, South Down and Ards), Greater Belfast (Lisburn & Castlereagh)
- The seven areas covered by the new heating service contract will be:
- The installation of new heating appliances (including survey, design, cost estimate and technical support for tenant consultation) or replacement as appropriate
  - A comprehensive heating maintenance service
  - A planned service to heating appliances and systems
  - Renewable Technologies (e.g. solar panels)
  - Other works required to ensure the Housing Executive meets its statutory obligations (Energy Performance Certificates, smoke detectors, carbon monoxide detectors, roof space insulation, etc.)
  - Disabled heating adaptations
  - Change of Tenancy heating works and service

**If you can spot a scam, you can stop a scam**

Stay 4 steps ahead of a scam by using this **scam test**

**S**eems too good to be true

**C**ontacted out of the blue

**A**sks for personal details

**M**oney is requested

for help and information, or to report a scam visit [nidirect.gov.uk/scamwiseni](http://nidirect.gov.uk/scamwiseni) or call Action Fraud on 0300 123 2040

**scamwiseNI**  
PARTNERSHIP

**SAVE UP TO**

**9 LIVES**

**IN 2 MINUTES** WHAT ARE YOU WAITING FOR?

SIGN UP TO THE NHS ORGAN DONOR REGISTER TODAY



[organdonation.nhs.uk](http://organdonation.nhs.uk)

**Housing Executive**

WORKING WITH



Northern Ireland Transplant Association  
Support for organ transplantation



How we're  
doing in  
2016/17

# NORTHERN IRELAND

Housing  
Executive



**88%**

of you said that your rent provides value for money

**£149.2  
MILLION**

Spent on repairs and improvements in our homes across Northern Ireland



**81.9%**

Overall tenant satisfaction with our services across Northern Ireland



**388,358**

Repairs carried out across Northern Ireland



**7,970**

Homes allocated, including Housing Associations



**7,185**

New kitchens & heating systems installed



**362**

Community Cohesion projects invested in

**For every £1 of rent and rates collected from you during 2016/17 here's how we spent it...**



1 Planned improvements & repairs	36p
2 Loan charges for previous build programme	23p
3 Staff costs	16p
4 Rates	11p

5 Admin	6p
6 Corporation tax	2p
7 Contributions to Community Groups	1p

Unspent rental income **5p**, to be reinvested in our homes



How we're  
doing in  
2016/17

# NORTH BELFAST AREA



(1) The Ashton Centre were awarded a £20,000 grant which helped to create more jobs in the area. (2) The Dean Clarke Foundation were able to promote good relations by funding a fun filled day in July. (3) An alleyway once infamous for anti-social behaviour has been converted into an urban oasis entry by a community grant awarded to Ardoyne Association.

## HOUSING COMMUNITY NETWORK



5

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.1%

## SOCIAL ENTERPRISE



£10,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



13

## HOMES ALLOCATED\*



670

## NEW KITCHENS INSTALLED



531

## NEW HEATING SYSTEMS INSTALLED



287

## COMMUNITY SAFETY INVESTMENT



£33,000

FUNDING AWARDED

\*Including Housing Associations.

How we're  
doing in  
2016/17

# SOUTH & EAST BELFAST AREA



(1) Lagan Village Youth and Community Group developed a BMX Mural providing a sense of ownership and team spirit for the group. (2) A wall was re-imaged in Harvey Courts to celebrate local entertainers. (3) The Diamond Project was set up to encourage community engagement in conjunction with Belfast City Council.

## HOUSING COMMUNITY NETWORK



5

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.3%

## SOCIAL ENTERPRISE



£62,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



14

## HOMES ALLOCATED\*



962

## NEW KITCHENS INSTALLED



457

## NEW HEATING SYSTEMS INSTALLED



499

## COMMUNITY SAFETY INVESTMENT



£24,100

FUNDING AWARDED

\*Including Housing Associations.



(1) The Lower Shankill garden was transformed in a joint effort between the community and the Shankill District Office with the support of the community grants programme. (2) & (3) Ark Housing Residents Association along with homeless residents in Moyard House re-imaged a disused room into a family activity space for arts, crafts and fun.

## HOUSING COMMUNITY NETWORK



16

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.4%

## SOCIAL ENTERPRISE



£54,500

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



7

## HOMES ALLOCATED\*



729

## NEW KITCHENS INSTALLED



180

## NEW HEATING SYSTEMS INSTALLED



213

## COMMUNITY SAFETY INVESTMENT



£100,000

FUNDING AWARDED

\*Including Housing Associations.

How we're  
doing in  
2016/17

# LISBURN/CASTLEREAGH AREA



(1), (2) & (3) The Welcome Project promoted mutual understanding of the cultural diversity within Lisburn City.

## HOUSING COMMUNITY NETWORK



4

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.4%

## SOCIAL ENTERPRISE



£71,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



12

## HOMES ALLOCATED\*



515

## NEW KITCHENS INSTALLED



335

## NEW HEATING SYSTEMS INSTALLED



141

## COMMUNITY SAFETY INVESTMENT



£5,000

FUNDING AWARDED

\*Including Housing Associations.

How we're  
doing in  
2016/17

# SOUTH ANTRIM AREA



(1) & (2) Grange Youth and Community Group took part in a re-imaging project that engaged local young people in the development of a mural which celebrates local sporting heroes. (3) The Space Between Project Townparks North residents group South Antrim was a photo-textile project engaging with rural and intercultural groups. The project sought out the personal stories behind the headlines of 'The Troubles'.

## HOUSING COMMUNITY NETWORK



5

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.4%

## SOCIAL ENTERPRISE



£2,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



17

## HOMES ALLOCATED\*



626

## NEW KITCHENS INSTALLED



248

## NEW HEATING SYSTEMS INSTALLED



145

## COMMUNITY SAFETY INVESTMENT



£31,000

FUNDING AWARDED

\*Including Housing Associations.

How we're  
doing in  
2016/17

# MID & EAST ANTRIM AREA



(1) Berries and Blooms Allotments group Drumtara Cookery Classes. (2) Try Rugby - Carrickfergus Rugby Club held Community engagement day to promote good relations within the community and develop a sense of community pride. (3) Ballykeel Islamic Community Eid Celebration in Ahoghill.

## HOUSING COMMUNITY NETWORK



9

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.3%

## SOCIAL ENTERPRISE



£72,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



10

## HOMES ALLOCATED\*



607

## NEW KITCHENS INSTALLED



285

## NEW HEATING SYSTEMS INSTALLED



217

## COMMUNITY SAFETY INVESTMENT



£38,400

FUNDING AWARDED

\*Including Housing Associations.



(1) The Glens Community Association & Bovalley Community Association Bric Programme hosted Arts and Crafts Cross Community project aimed at promoting good relations. (2) & (3) The Causeway Multi Cultural Forum held an information/Fun day in Coleraine town hall celebrating traditions and cultures from all around the world.

## HOUSING COMMUNITY NETWORK



3

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.6%

## SOCIAL ENTERPRISE



£31,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



17

## HOMES ALLOCATED\*



468

## NEW KITCHENS INSTALLED



338

## NEW HEATING SYSTEMS INSTALLED



37

\*Including Housing Associations.



# How we're doing in 2016/17

# WEST AREA



(1) & (3) Strabane Ethnic Community Association took part in the Annual St. Patrick's Day Parade, with children as young as four completing the full parade route. (2) Currynierin Community Association under the BRIC Programme held Cross Community Crochet Classes delivering Good Relations.

## HOUSING COMMUNITY NETWORK



2

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.6%

## SOCIAL ENTERPRISE



£86,500

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



32

## HOMES ALLOCATED\*



725

## NEW KITCHENS INSTALLED



751

## NEW HEATING SYSTEMS INSTALLED



260

## COMMUNITY SAFETY INVESTMENT



£47,700

FUNDING AWARDED

\*Including Housing Associations.



(1) Milltown SuperAdult Club '10 year Anniversary' Launched a booklet highlighting the achievements of the club to date. (2) Stewartstown Community Group 'Gets Arty' by transforming a graffiti hotspot into a bright and attractive feature that the community can be proud of. (3) IGAGU host a Halloween Family Fun Day for all residents, to reduce anti-social behaviour.

## HOUSING COMMUNITY NETWORK



3

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.6%

## SOCIAL ENTERPRISE



£1,390

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



4

## HOMES ALLOCATED\*



366

## NEW KITCHENS INSTALLED



161

## NEW HEATING SYSTEMS INSTALLED



42

\*Including Housing Associations.

How we're  
doing in  
2016/17

# NORTH DOWN & ARDS AREA



(1) Bloomfield Community Association, after the re-imaging of the gable wall in the community, local children were invited to the mural launch celebrating the achievements of Northern Ireland footballer Josh Magennis. (2) Holywood played host to a 'Spook-tacular' event in October at Redburn Country Park. (3) Redburn Loughview held a Young People's Diversionary Programme encouraging young people and residents to work collaboratively to develop intergenerational approaches towards social isolation and poor mental health.

## HOUSING COMMUNITY NETWORK



6

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.5%

## SOCIAL ENTERPRISE



£26,800

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



18

## HOMES ALLOCATED\*



710

## NEW KITCHENS INSTALLED



298

## NEW HEATING SYSTEMS INSTALLED



352

\*Including Housing Associations.

How we're  
doing in  
2016/17

# SOUTH DOWN AREA



(1) Downpatrick Community Collective held a Halloween Festival in an effort to curb anti-social behaviour. (2) Killyleagh Community Association held a community festival to showcase how the village can come together and celebrate good relations. (3) A disused play park was totally transformed by the Derrybeg Allotment scheme. This in turn has also transformed the lives of people who use the allotment.

## HOUSING COMMUNITY NETWORK



10

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.7%

## SOCIAL ENTERPRISE



£61,900

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



5

## HOMES ALLOCATED\*



414

## NEW KITCHENS INSTALLED



137

## NEW HEATING SYSTEMS INSTALLED



168

## COMMUNITY SAFETY INVESTMENT



£15,000

FUNDING AWARDED

\*Including Housing Associations.



(1) The Charlemont and Collegelands Festival of Lights held in November 2016 at Millar's Hill Orange Hall in Charlemont was opened for the first time ever for a cross community event. (2) Edgarstown re-imaging transformed a paramilitary mural in the Edgarstown estate in Portadown. (3) The Hens Shed is a Richhill based group who received funding to address social isolation and participation amongst vulnerable residents living in a rural area.

HOUSING COMMUNITY NETWORK



5

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£15,000

RENT & RATES COLLECTED



99.4%

SOCIAL ENTERPRISE



£2,500

FUNDING AWARDED

COMMUNITY PROPERTIES SUPPORTED



25

HOMES ALLOCATED\*



549

NEW KITCHENS INSTALLED



466

NEW HEATING SYSTEMS INSTALLED



348

COMMUNITY SAFETY INVESTMENT



£18,000

FUNDING AWARDED

\*Including Housing Associations.



(1) & (2) 'Strengthening Connections – a shed load of activities' project encouraged men to play an active role in the Men's Shed. A showcase event was held at Fermanagh Museum to highlight the achievements of the men involved in this group. (3) Campsie Residents Association re-imagined a stretch of wall along the river bank which was in very bad repair.

## HOUSING COMMUNITY NETWORK



8

MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

## COMMUNITY GRANTS



£15,000

## RENT & RATES COLLECTED



99.4%

## SOCIAL ENTERPRISE



£22,000

FUNDING AWARDED

## COMMUNITY PROPERTIES SUPPORTED



6

## HOMES ALLOCATED\*



331

## NEW KITCHENS INSTALLED



289

## EXTERNAL MAINTENANCE SCHEMES



380

## COMMUNITY SAFETY INVESTMENT



£27,000

FUNDING AWARDED

\*Including Housing Associations.

# Need a hand?

For over 37 years, Supporting Communities has been an independent champion for community development and active citizenship in Northern Ireland.

We can help you or your group make positive change to address the needs of your community through training, information and hands-on support.

**If you want to know more about Tenant Scrutiny Panels, Tenant Led Inspections or other ways of getting involved, please get in touch to find out how we can help you empower your community!**

[www.supportingcommunities.org](http://www.supportingcommunities.org)



**Supporting™  
Communities**  
Empowering Society



## YOUR DETAILS

Your Name.....

Your Address.....

.....

Your Email Address.....

Your Contact Number.....

Are you a:

- Housing Executive Tenant
- Home Owner
- Private Rented Tenant

The information provided by you will be treated in the strictest confidence. Information will only be used to confirm whether you still wish to become involved, and if so to enable your involvement with the Housing Executive.

## PLEASE RETURN THIS FORM TO ANY OF THE BELOW

**Supporting Communities\***  
34/36 Henry Street, Ballymena  
BT42 3AH  
Tel: 028 2564 5676  
Email: [info@supportingcommunities.org](mailto:info@supportingcommunities.org)

Your local  
**Housing Executive Office**

Your local  
**Community Group/Community Rep  
/Community House (if applicable)**

\*Supporting Communities is an independent community support organisation, which is available to provide training and support in order to ensure you have the necessary skills and information to participate.

# Useful Contacts

## Housing Executive

Enquiries: 03448 920 900

Enquiries textphone: 18001 03448 920 900

Repairs: 03448 920 901 - Open 24 hours

Repairs textphone: 18001 03448 920 901

Housing Benefit: 03448 920 902

Housing Benefit textphone: 18001 03448 920 902

## Benefits

Advice line: 0800 232 1271

Textphone: 0800 232 1715

## Fire, Police & Ambulance

Emergency Calls: 999

Textphone: 18000

PSNI non emergency: 101

Crimestoppers: 0800 555 111

## NI Water

Waterline: 0345 744 0088

(interruption)

Leakline: 0800 028 2011

Flooding incident: 0300 2000 100

## NI Gas Emergency

Emergency: 0800 002 001

Minicom: 0800 731 4710

## Electricity - NIE

Power cut: 03457 643 643

Minicom: 03457 147 128

## Advice

Citizens Advice NI: 0800 028 1881

Advice NI: 028 9064 5919

Housing Rights Service: 028 9024 5640

Energy Advice: 0800 1422 865

Consumer Council: 028 9025 1600

Supporting Communities NI:

028 2564 5676

Women's Aid Helpline: 0808 802 1414

## 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.



### ARABIC

كبت غل يه ةيزي لجنال ةغلل انكت مل اذا  
يف ةدعاسملا ىلع لوصحلا جاتحتو مأل  
عيطتستف ، ةيظخل او ةيفشل تمجرتل  
مده ريفوت ةيذيفنن تل انكسال امدخ  
كنم ىجري ، بلطل اذن ةيناجملا تامدخل  
نم ليصفتلاب رمالا اذه لوح راسفتسال  
يل حمل اكبكتكم.

### 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。

### LITHUANIAN

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

### 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.

### 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.

### SOMALI

Haddii af Ingiriisigu uusan ahayn luqaddaada hooyo oo aad u baahan tahay in lagaa caawiyo turjumaadda oraahda ah iyo midda qoran Agaasinka Guryeynta (Housing Executive) ayaa adeegyo bilaash ah bixin kara marka laga codsado, fadlan faahfaahin dheeraad ah weydii xafiska xaafaddaada.

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.