




Housing
Executive

WINTER 2019

streets ahead

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The magazine for Housing Executive tenants



News > Features > Advice > Community

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Welcome

Dear Tenant, Welcome to the 2019 edition of Streets Ahead, highlighting our performance as your landlord over the past year.

Our key priorities are to provide excellent housing services to our tenants, tailored support, and good quality homes. As one of the largest social landlords in the UK, we continue to match and outperform other providers in terms of rent collection, tenant involvement, and customer feedback.

We know that your home is much more than bricks and mortar. We continue to support you through our provision of financial advice, tackling anti-social behaviour, encouraging community involvement and cohesion, promoting social enterprise, and enabling neighbourhood development.

We are proud to support initiatives which help reduce social isolation, improve community cohesion, and

build strong, resilient communities. This issue shines a light on some of this vital and innovative work. As well as this, you can keep up to date with our performance in your local area.

We hope that you enjoy this latest edition of Streets Ahead and find the information provided useful and informative. Finally, I would like to personally thank all of you who work with us to ensure that we continue to make people's lives better, and build stronger communities.

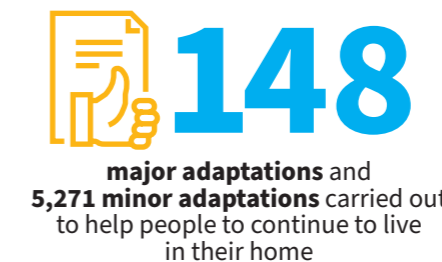
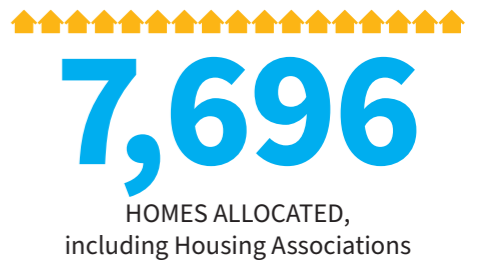
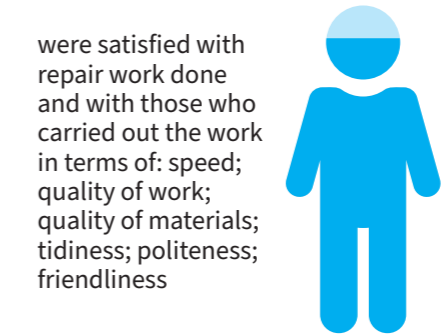


Clark Bailie
CHIEF EXECUTIVE



How are we doing

All figures are from **Continuous Tenant Omnibus Survey 2018** and the **Housing Executive Annual Report 2018/19**.





Getting the tools to succeed

Interested in a career in construction?

More info on the #NotJustForBoys programme can be found by visiting www.notjustforboys.org

You can also email info@womenstec.org or call 028 9074 9810

Courtney, who recently took part in #NotJustForBoys, explains how it has helped her,

“The staff and tutors at Women’s TEC were really supportive and helped me feel comfortable. I took part in a carpentry course which helped me come out of my shell in terms of meeting new people and working as part of a team. There’s a real sense of achievement making your own piece of furniture!”



North Belfast-based Women’s TEC is helping women gain employment in job sectors where females are underrepresented through their #NotJustForBoys Promoting Opportunities Programme. The programme hopes to challenge misconceptions and encourage young women to consider opportunities in sectors that offer flexibility and wider career choices.

Statistics show that girls often opt for traditionally-viewed female career paths such as hairdressing, beauty or childcare. Salaries linked to these professions are generally lower, employment less secure, and progression opportunities limited. Compare this to traditional male professions such as construction or engineering where salaries are higher and there are more opportunities for career progression.

Through #NotJustForBoys, young women aged 13-24 will have the opportunity to learn a range of

skills such as electrics, plumbing, carpentry, tiling, furniture making, and horticulture.

The innovative programme provides participants with the experience and confidence to pursue a trade qualification or kick start their career in the construction industry.



**The #NotJustForBoys programme is run in collaboration with the Housing Executive, Women’s Tec, Gilbert-Ash, the Construction Industry Training Board NI, JP Corry and The Urban Villages Initiative.*

WOMEN’S TEC CAN HELP YOU FIND YOUR DREAM JOB...

As part of the programme you will have opportunities to:

1. Attend taster sessions and awareness events to learn more about potential careers
2. Be mentored by a female role model who works in the construction industry
3. Set up work experience/ placements or apprenticeships with local employers



NEED HELP WITH CHILDCARE?

Then make sure you chat to Women’s TEC about their fantastic onsite nursery facilities.

Barking mad about dogs



Muddy Paws, a social enterprise run by MACS and supported by the Housing Executive, have an opp-paw-tunity for young people aged 16-25 to volunteer in their one stop doggy pampering shop in Belfast.

The new dog walking and grooming service, based on the Cregagh Road in Belfast, is a great way to gain a broad range of employment skills, from business administration to animal handling, that will help you enter the workplace.

As a member of the Muddy Paws team, you'll be supported by MACS to deal with customer queries, take bookings, and boost your confidence in handling cash. On top of this you'll find out how to give pampering sessions to their pedigree pups!

It's also a great way to add something really meaningful to your CV or UCAS application - you can log your hours with Millennium Volunteers and be endorsed with awards that show your commitment to volunteering!

So if you love dogs and have some free time, contact a member of the Muddy Paws team to find out how you can get involved.

Like photos of cute dogs?

Make sure you follow

@macsmuddypaws on Instagram & Facebook to see pics of their canine clientele.



It's the Pawfect solution...

Volunteering at Muddy Paws is a great way to give back to the local community and get experience for your CV.

Ring 028 9031 3163 / 073 8411 3090 or email muddypaws@macsni.org to find out how you can get involved!

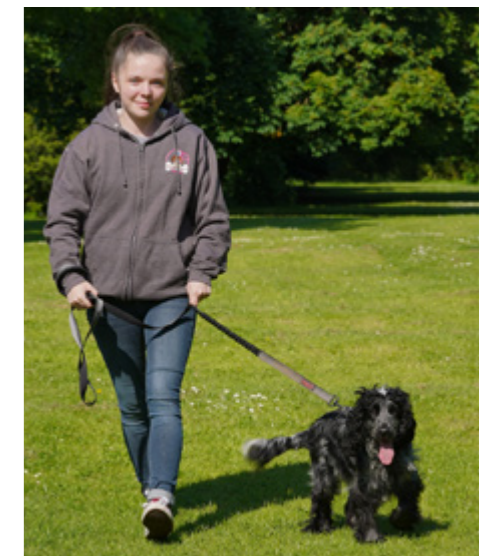


Pampered Pooches

Muddy Paws offers a fantastic 3 hour package for 'good boys and girls'. For just £18 your doggy gets:

- A 60 minute walk
- A bath & brush pamper session
- A dedicated play session

To book your pet in for a 'walk, wash and play' call 073 8411 3090.





Hop on board the Destined Express



Destined is funded by the Big Lottery Fund, the Western Trust, Urban Villages, Derry City and Strabane District Council, the Department for Communities, Ulster Garden Villages and the Housing Executive.

In September we took a whistle-stop tour of the newly opened Destined flagship facility. The facility, based at the Foyle Valley Railway Museum site in Derry-Londonderry, provides services to people with learning disabilities at all stages of their lives.

The new centre, made possible thanks to a range of funders including the Housing Executive, gives people with learning disabilities a place to socialise, learn skills, and gain work experience.

When we arrived we were greeted by the lovely Martha, a member of Destined, who took us around the centre's state of the art crèche, café and car wash.

Next stop was the newly refurbished railway museum where we learned about the different

types of trains, including the iconic Meenglass steam train that once operated out of the city.

Martha, who is being trained to become a tour guide, told us why she loves being part of Destined,

"It gets me up in the morning! I've made lots of friends and get to take part in things like the Santa's Grotto. We do it every Christmas and it's my favourite!"

I also really enjoy working as a tour guide and telling people all about the trains."



Fancy a cuppa?

Then pop into the brand new Destined Café for a brew and bite to eat. The café is right beside the Foyle Valley Railway Museum.

Go full steam ahead

To find out how you can become a member of the Destined team visit www.destined.ie or call 028 7136 2424

Shedding a light on men's health



The door is always open...

Pop down to the Omagh Men's Shed furniture and bric-a-brac shop to grab a bargain and give your support to local men. **They can be found at 22 Old Market Place, Omagh, BT78 1DP (Just off Bridge Street)**



We visited Omagh Men's Shed to find out how the initiative is helping local men improve their health and wellbeing, utilise their skills, and make a difference in their community.

Since it was established in 2015, Omagh Men's Shed has given its members a safe space to connect, feel valued, and work on something meaningful at their own pace.

Over the years the group have used Housing Executive funding to set up a furniture workshop and bric-a-brac store, create a community garden, hold IT training sessions, and run a range of projects that promote positive mental health.

With the majority of members being retired tradesmen, the Men's Shed enables them to use their

wealth of experience and skills to do things that they enjoy.

Ernie Coburn, Omagh Men's Shed Committee Member, tells us how the initiative has had a positive impact on the wellbeing of its members,

"Spending the day in our polytunnel or furniture workshop helps men keep active, socialise with one another and feel part of a community. There's no pressure, they can even just come in for a chat and cup of tea if that's all they want.

Men are often reluctant to talk about their emotions or ask for help and this is why the Men's Shed is so important. It has become a lifeline for many of our members especially those who are recovering from a serious illness or are struggling with their mental health."



Find a shed

If you're interested in joining a Men's Shed you can find out where your nearest one is by visiting www.menssheds.ie

Making waves on Rathlin



The island has the seal of approval...

Rathlin is home to over 530 marine species and is designated as a Special Area of Conservation. If you're visiting keep an eye out for seals, dolphins, basking sharks and rare sea birds.



The beautiful and historic island of Rathlin, located six miles from the coastal town of Ballycastle, has a population of 155 people and is home to incredible wildlife. In November we got a taste of island life when we went on a day trip to chat to local people about why they love living in one of the most remote places in Northern Ireland.

The only way to get to the island is by ferry and when we arrived - still in awe that a pod of dolphins had joined us on our journey - we got a warm welcome from the islanders. This sense of hospitality is just one of the reasons why we chose Rathlin as the winner of our 'Rural Community Spirit' award in the small village category. We were delighted to hear that the local people are planning on using the £1,000 prize money to support projects that bring the islanders together.

The close-knit community are also very welcoming to newcomers and were thrilled when Apex Housing Association built 10 new homes

there following a Rural Housing Need Test we carried out on the island.

After exploring the rugged landscape, chatting to the friendly locals and learning more about Rathlin's history, we popped into the island's shop for a coffee before heading back on the ferry. Aoife, the manager there, told us why she loves island life,

"I'll never forget how eight years ago when I had just given birth to my son and was bringing him home for the first time, everyone came down to the harbour with balloons and banners to welcome him to the island.

There's a real sense of community here and we make sure that we celebrate everyone's milestones."

Did you know that the Housing Executive has 5 properties on Rathlin?

We also fund a floating support service on the island. This includes 'The Tuesday Club' which brings older residents together to socialise, have fun and improve their wellbeing.



Get away with the ferries

Did you know that you can use your Senior Citizen SmartPass to travel on the Rathlin ferries for free? It's another great reason to go on a day trip to the island!

Find your Future

Jamie Maze, Project Leader of Futures, tells us why young people should make joining the Futures Project their New Years' resolution.

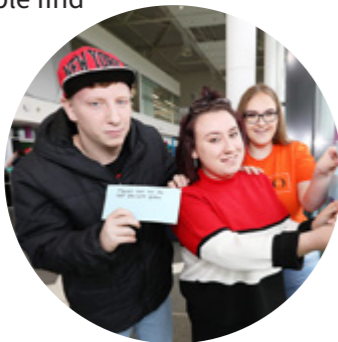
The Futures Project, run in partnership with the Housing Executive, Start 360 and Belfast Met, is an exciting 6 month youth development programme empowering young people aged 16-24 to learn new skills, gain a qualification, and take charge of their life.

With the latest cohort starting in January, Jamie explains how the project can help young people find their future,

"Throughout the programme every young person will get tailored support that focuses on improving their health and wellbeing, getting them ready for the world of work, and discovering what they want to achieve in life.

I have seen how the programme has helped young people find their voice, step outside their comfort zone to try new things, and make lifelong friends.

So what are you waiting for?! Join the Futures Project and kick start the New Year by investing in you."



Give a little, get a lot!

Throughout the 3 day per week programme you will get:

1. An OCN Level 2 qualification
2. £8 per day for taking part on top of any benefit payments (subject to eligibility)
3. Opportunities to go on free trips & to take part in outdoor pursuits
4. A mentor to support you
5. Free travel
6. Assistance with childcare
7. A Belfast Met student card

INTERESTED IN JOINING FUTURES?

Email futures@belfastmet.ac.uk or phone 028 9026 5212 to get more info



"Make 2020 the year you find your future!"

- Jamie Maze, Project Leader

Catherine, 23, said, 'I feel I've come on in leaps and bounds since joining Futures! It's been an amazing experience right down to the tearful end. Making lifelong friendships, new found confidence, and better awareness when it comes to others and my own mental health. My eyes have been opened to new perspectives of the community as well as an understanding of people's views and opinions.'

Katie, 21, says, 'I was scared and didn't know my place in society or what to do with my life. Now I have a solid idea of my place in the world, a better understanding of the world and the issues that young people face.'

Thomas, 20, says, 'I came to Futures as I was jobless, out of education, and aimless in my life. I had been struggling with mental health issues and had a lot of mental blocks. Since joining in early October, I have developed a lot of confidence and have figured out my career path and want to be a youth worker! This course essentially changed my outlook, my ideas and basically my life.'



Eid Festival comes to Belfast

As part of our Community Cohesion programme, we provide funding and support to promote good relations between people of different backgrounds in communities across Northern Ireland.

We were delighted Belfast Islamic Centre were able to use this funding to bring the first ever Eid Festival to the city in August 2019.

Over 2,000 people came together in Botanic Gardens to mark the end of Eid al-Adha, an important event in the Muslim calendar celebrating the Prophet Ibrahim, and to learn more about different cultures.

The festival, which sold out in 72 hours, had something for everyone including craft stalls, sensory tents, Henna tattoo artists, and the opportunity to try food from all around the world.

Organiser Zoreena Ahmend, from North Belfast, explained why the Belfast Islamic Centre wanted to hold the event,

“In the Muslim community we have a saying; ‘How we gather is how we live’ and Eid Festival is about coming together to share food and enjoy each other’s company.

We are absolutely delighted that so many people came along to sample the best of Islamic culture in the heart of the city of Belfast.”

If you would like to learn more about the Belfast Islamic Centre and how it supports the Muslim Community in Northern Ireland visit their website

www.belfastislamiccentre.org.uk



Inspired by Zoreena?

If you would like to hold an event or have an idea that will help bring people in your community together contact our Community Cohesion Unit to find out how we can help.

Ring 03448 920 900 or call into your local office to chat to a member of the team.

Eid Festival is a riot of colour, noise, taste and smells with the best of our community on show.

- Organiser Zoreena Ahmend



Armoy children graduate Miniversity

In May primary school children in Armoy celebrated completing the Miniversity careers programme, the UK and Ireland's only afterschool Computer Club with a careers education theme, at a graduation ceremony in the village.

The Miniversity Causeway Coast project, funded through our Community Cohesion programme, brought pupils from Armoy Primary School and St Olcan's Primary school together to pick up new ICT skills while learning about a range of different careers.

Over 200 children took part in interactive lessons that focused on computer coding, using a range of Microsoft programmes, and being safe online. Each week they also looked at the skills required to work in areas such as game development, social media influencing, and paediatrics.

On completion of the 10 week programme the pupils were presented with certificates and showcased their work to their families at the graduation ceremony in Armoy Primary School.

Watch this space for future architects, vets, engineers and YouTubers!



Got an idea for a project in your community?

Call us on **03448 920 900** or pop in to your local office to find out how we can help make it happen.

APPLICATIONS FOR MINIVERSITY ARE NOW OPEN!

Miniversity run Primary School Clubs and Holiday Camps across Northern Ireland. Email study@miniversity.com to find out how your child can get involved.

MILE STONES FROM OUR YEAR



Local people in the West Winds estate in Newtownards unveiled a new mural, funded through our Community Cohesion programme, dedicated to Superbike world Champion Jonathan Rea in September. He has won an amazing 5 World Superbike championships!



On #InternationalWomensDay in March we celebrated female staff like Girlie Nuguid who works in our Asset Management department.



This year tenants like Lilian Milligan from Newtownstewart got new windows installed in their homes. Turn to page 29 to see how we are investing in our tenants' homes across NI.



We took part in this year's #FireSafetyWeek social media campaign with our posts reaching over 20,000 people! Turn to page 26 to read our 5 simple tips to prevent a fire happening in your home.

During 2018/2019 our staff raised nearly **£100,000** for local charities through fundraising and payroll giving.



Belfast Islamic Centre used our Community Cohesion funding to bring the city's first ever Eid Festival to life in August. Find out how it came together on page 16.



Over 150 community groups attended our 20th Annual Community Conference in Omagh, in partnership with Supporting Communities and the Central Housing Forum, in October. Go to page 29 to see how we are investing in communities across NI.



We were delighted to pick up 2 prizes at this year's Best Kept Awards including 'Best Kept Medium Housing Area Award' for Dungormley estate in Newtownhamilton!



In November we revealed the winners of our Rural Community Awards! Go to page 12 to see why we are rewarding fantastic groups like Rathlin Development & Community Association.



Our South Down area staff, Andrea Curran and Paula Keenan, picked up a Chartered Institute of Housing Award for their Dementia Friendly Project in February.


P7 pupils across NI went on an energy saving trip as part of our 'Design an Eco-Home' art competition in June. We took the winning 3 classes to W5 Belfast and awarded cash prizes to their schools!



In December we launched our annual Christmas Toy Appeal in aid of the Salvation Army and St Vincent de Paul. Last year our staff donated nearly 500 toys to local families in need.

EMMA'S UNIVERSAL CREDIT JOURNEY

MAKING A UNIVERSAL CREDIT CLAIM IN SEVEN STEPS



Universal Credit is a payment for people aged 18 to State Pension age, on a low income or out of work. It includes support for the cost of housing, children and childcare, and financial support for people with disabilities, carers and people too ill to work. If your circumstances change you may move to Universal Credit at that time and your existing benefits will stop. It is expected that those affected will move to Universal Credit by the end of 2023.

Meet Emma. Emma is a Housing Executive tenant who is about to make a Universal Credit claim. Follow her journey to find out what you need to do to complete your application. Before Emma makes her claim she needs to...

1


Get online
if you don't have internet access call into your local library, Jobs & Benefit office or Housing Executive office to use a computer

Get an email address
this is easy to set up & most accounts are free

2

Get a bank account
this can also be from a building society or Credit Union

3

 Emma now makes a checklist of everything she needs to submit her Universal Credit application

ARE YOU UNSURE OF YOUR HOUSING INFO?
Check out the back page to find out how to get in touch.

4

Get 3 pieces of PERSONAL information
✓ Email address
✓ National Insurance number
✓ Identification

5

Get 3 pieces of HOUSING information
✓ Your address
✓ How much your rent is per week
✓ That the Housing Executive is your landlord
(Your Patch Manager can help you work out how much your rent is per week)

6

Emma is ready to begin her Universal Credit application

Get 4 pieces of FINANCIAL information
✓ Bank account details
✓ Details of any savings
✓ Details of any benefits
✓ Details of other income

Do you know that you can claim back up to 85% of childcare costs?
Visit nidirect.gov.uk to find out more

7

Visit nidirect.gov.uk to apply

IF YOU'RE MAKING AN APPLICATION FOLLOW THESE 3 SIMPLE TIPS...

1. Make a checklist of everything you need
2. Make sure all of your details are correct
3. Set aside time to complete your application (it can take up to an hour!)



Something to remember...

Universal Credit housing costs only cover your rent payments. You need to complete a Rate Rebate application for your rates. Visit nidirect.gov.uk for more info.

Making a claim as a couple

If you're a couple living together you **BOTH** must make a claim. Your partner's income and savings will be taken into account even if they are not eligible for Universal Credit.



DON'T DELAY, SUBMIT YOUR CLAIM AS SOON AS YOU CAN

You can get advice and support on Universal Credit by visiting nidirect.gov.uk or calling the **Welfare Changes Helpline** on **0808 802 0020** to get free advice. **Your local Jobs & Benefits office can also help you with your claim.**

Not sure? Don't open the door.



You should never feel embarrassed about refusing to let someone into your home. Only let someone in when you're absolutely sure that they're genuine and you want them in your home.

Before you go to open your front door, make sure the back door is shut and locked. Not sure? Don't open the door.

To keep your home safe and compliant, our staff and contractors may occasionally need access to your home.

If you are in any doubt about the identity of a staff member or contractor, always ask for valid identification.

A genuine caller won't have a problem with you taking these precautions and won't mind following your request.

If valid identification is not shown, do not grant access.

To check if contractors or Housing Executive staff are due to visit your property, for any reason, call us on 03448 920 901.

Hey. Let's swap homes!



HomeSwapper is a free online service to look for homes that are available to exchange. The service is useful for tenants who:

- want a larger or smaller home
- want to move to a different area
- want a more suitable home and don't want to wait for a long time on the transfer list

Find out more on homeswapper.co.uk



Don't fall prey to a scam

Scams are getting more sophisticated and difficult to spot, it's important to know what to look for.

About scams

Scamming is not uncommon in Northern Ireland. Scams target people of all ages, backgrounds and income levels. Older, vulnerable people are particularly susceptible as well as those who are very trusting and easily persuaded to take a risk. A third of scam victims fall for a second scam within 12 months.

Scams can cause significant financial consequences, as well as lost confidence.

Common scams

The nature and complexity of scams is continuously changing and getting more sophisticated with scammers always looking for new ways to get ahead.

Some scams overlap, with half of all scams starting with a phone call. The most common methods and types of scam are:

- phone scams and cold calls
- online scams
- scams by post
- doorstep fraud

How to protect yourself from scams

There are a few general tips to protect yourself from becoming a victim of a scam.

- Never give out personal information.
- Always check the credentials of any company or person you're unsure about.
- Don't make any advanced payments until you are sure the company or person you're dealing with is legitimate.
- If you're unsure about a financial services company, check the Financial Conduct Authority (FCA) register of regulated companies. If they're not on it, don't have anything to do with them.
- Avoid being added to mailing lists which scammers sometimes get hold of.



Keeping you up to date on Welfare Reform

There are measures in place for people in Northern Ireland to reduce the impact of welfare changes. These are known as Welfare Supplementary Payments and are sometimes referred to as 'mitigations'. These are due to end on 31 March 2020. The Department for Communities have advised that they are exploring a number of options for the continuation of these payments to support people who may lose out under welfare changes. If there are any changes to these payments we will contact you to offer support and guidance.

For independent advice on welfare changes, contact the Welfare Changes Helpline on 0808 802 0020 (Monday to Friday 9am to 5pm).



Be Fire Safe

Follow these 5 tips to prevent a fire in your home:

1. Check your smoke detector regularly
2. Make sure you don't leave burning candles unattended
3. Take care to not overload electrical sockets
4. Don't leave cooking unattended
5. Never dry clothes on electric heaters or leave them on when you are out

You can learn more about fire safety by visiting our website www.nihe.gov.uk



Tower Block Update

Following the consultation exercise in 2018/19 on our draft plan, a final Tower Blocks Action Plan was approved by the Housing Executive Board in March 2019.

The plan's proposals include a mixture of redevelopment, demolition, investment and sale. All of our residents in the blocks have been written to, informing them of the Action Plan's proposal for their block.

The Action Plan was referred to the Department for Communities and was endorsed in August 2019.

The Department has asked the Housing Executive to bring forward individual business cases for approval, setting out detailed proposals for each block or group of blocks.

We intend to carry these out over the next 12 months which will involve resident consultation on our proposals.

- 2018/19**
Consultation exercise
- March 2019**
Tower Blocks Action Plan approved by Housing Executive Board
- August 2019**
Action Plan was endorsed by Department for Communities
- Next 12 months**
Housing Executive to bring forward individual business cases for approval



Make 2020 the year you're Quids In!

Read Quids In! magazine, produced in partnership by the Housing Executive and the Social Publishing Project, to get advice on everything from handling debt to applying for benefits.

In this edition you can also find out why cover star and former Love Islander Zara McDermott is encouraging young people to kick start their career by becoming apprentices.

Turn to page 13 to read Money Saving Expert Martin Lewis's 'Expert Banking Tips' that could help you get

a bank account that meets your needs. If you want to begin the New Year with a better grip on your finances then make sure you flick through to page 10 where you'll find a handy monthly budget planner. It's also packed full of useful numbers that can help you make your money go further!

*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.



iPad competition winners

Last year we asked you to enter our free prize draw to celebrate the launch of our new website. Congratulations to all that won an iPad, winners include:- Clare Hammond; Martin & Fiona McCaughey; Liz McClure; Anna Connolly; Pauline Ferguson; Tracey McMahon; Joanna Murray; Michelle Swift; Catherine Doherty
Thanks to everyone that entered!



Lisburn's Old Warren estate is 'Buzzing'

Thanks to the Lisnagavery Beekeeping Club, honey bees have made themselves at home on Housing Executive land beside the banks of the River Lagan.

The local Men's Shed set up the club with help from the Resurgam Trust and used Housing Executive Community Grant funding to purchase the beekeeping equipment.

Denis Paisley, from the Resurgam Trust, explains how the bees have created a hive of activity in the Old Warren estate,

"The aim of our project is to look after the health of

older people – to get them out of the house and remove isolation.

Some of the boys were interested in honey bees – they are an amazing species – and so we arranged a foundation course in Preliminary Beekeeping to train them up.

There are great benefits to the community – certainly from the honey – which helps the social enterprise and builds sustainability for local projects."

With bee populations in decline across the island of Ireland, these hardworking Lisburn honey bees are also playing an important role in supporting biodiversity in the area.

If you would like to learn more about Lisnagavery Beekeeping Club ring 028 9267 0755.

It's the Bee's knees

The club have received recognition for the quality of their honey including being awarded first prize in the 'Novice Class' at this year's Ulster Beekeepers Honey Show!

Fun facts about Honey Bees

- Honey is the only food that contains all the essential nutrients to sustain life
- Bees do a 'waggle dance' to tell each other where nearby food is
- Honey bees are super important pollinators for flowers, fruits and vegetables.



5 questions with a 105 year old!



1. You've got over a century of life experience, is there anything that stands out?

Well during the Second World War I worked in a factory in London. As someone who was born in Cork it certainly was a big change for me!

2. Whenever you turned 100 did you get anything special?

Yes, I received a card from the Queen congratulating me on my birthday. I also got over €2000 from the Irish President and every year since I turned 100 I get sent a special commemorative coin as well as a congratulatory letter from him.

3. Looking back over the years is there anything that you are particularly proud of?

I'm really proud of my family. I've so many fond memories of them and really enjoy spending my time looking at old photos.

4. Do you think there's a secret to having a long and healthy life?

I honestly have no idea! My father lived until he was 100 so maybe it is in my family's genes.

5. Is there anything that you would still like to do?

Well, I never learned how to drive so it would be nice to experience sitting behind the wheel of a car if I can.

It's not every day we sign up one of Northern Ireland's oldest women to become a tenant! We were delighted to sit down with the lovely Margaret Martin, just as she was settling into her new home in Newry, to find out more about her extraordinary life.

We're here to help you

Meet Josephine, one of our Patch Managers in Newry.

As a Patch Manager, Josephine looks after over 400 tenants and is the main point of contact for the people that live in the estates she manages. She's there to help tenants resolve any issues that they are having with:

- Maintaining their tenancy
- Paying their rent
- Scheme work
- Anti-social behaviour
- Getting involved in their community

Josephine, who has worked in our Newry local office for nearly 30 years, told us what she loves most about her job,

"Without a doubt it's the tenants. It's really satisfying when you've helped a tenant make one of our properties their home and over the years I have got to know so many of them... including their children and even their grandchildren!"

Get to know your Patch Manager

Pop into your local office or call 03448 920 900 to speak to your Patch Manager. You can also arrange for them to call out to your home.



NORTH BELFAST

AREA REPORT

How we did in 2018/19

School children give their seal of approval to re-imaging of walls outside Hazelwood Integrated Primary School.



HOUSING COMMUNITY NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£45,966
FUNDING AWARDED

SOCIAL ENTERPRISE



£71,987
FUNDING AWARDED

VOIDS
% OF VACANT PROPERTIES



1.31
%

COMMUNITY GRANTS



£19,620

COMMUNITY PROPERTIES SUPPORTED

13

BATHROOM AND KITCHEN REPLACEMENTS

249

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



21 DAYS

RENT & RATES COLLECTED



98.9%

HOMES ALLOCATED†



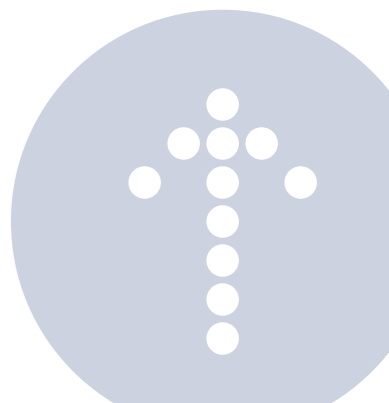
246

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



5,978

†Including Housing Associations.



BELFAST REGION

BELFAST REGION

SOUTH & EAST BELFAST

AREA REPORT



WEST BELFAST

AREA REPORT

How we did in 2018/19

How we did in 2018/19



Supported through Community Cohesion, Ballynafeigh Cultural Group delivered a cross community project which focused on historical links between the Northern Irish and Polish communities, focusing on the role of the Polish Armed Forces in the Second World War.

Young people from West Belfast were able to gain an OCN qualification in photography. The project involved a partnership between the Falls Women's Centre and Cara Friend. Sixteen young people took part in the project and were able to work on exploring different topics which they felt strongly about, such as gender and marriage equality. They were also able to increase confidence in themselves by communicating with one another about issues that they may not have opened up about before.



VOIDS
% OF VACANT PROPERTIES



1.11
%

SOCIAL ENTERPRISE



£47,300
FUNDING AWARDED

COMMUNITY SAFETY INVESTMENT



£22,634
FUNDING AWARDED

HOUSING COMMUNITY NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£19,398

RENT & RATES COLLECTED



100%

HOUSING COMMUNITY NETWORK



6 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£18,879

RENT & RATES COLLECTED



99.5%

COMMUNITY SAFETY INVESTMENT



£88,465
FUNDING AWARDED

COMMUNITY PROPERTIES SUPPORTED



6

HOMES ALLOCATED[†]



282

SOCIAL ENTERPRISE



£76,099
FUNDING AWARDED

BATHROOM AND KITCHEN REPLACEMENTS



343

STOCK TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



10,062

VOIDS
% OF VACANT PROPERTIES



0.22
%

RE-LET TIMES AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



20 DAYS

BATHROOM AND KITCHEN REPLACEMENTS



102

STOCK TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



9,613

COMMUNITY PROPERTIES SUPPORTED



3

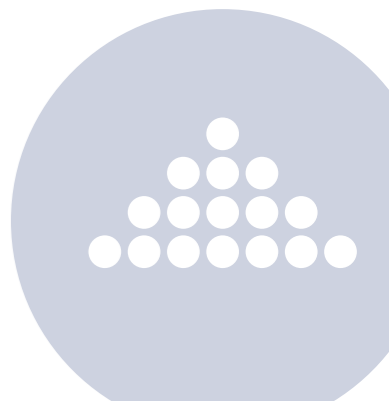
HOMES ALLOCATED[†]



368

[†]Including Housing Associations.

[†]Including Housing Associations.



BELFAST REGION

NORTH REGION

LISBURN & CASTLEREAGH

AREA REPORT

SOUTH ANTRIM

AREA REPORT

How we did in 2018/19

How we did in 2018/19



Ballymacash Regeneration Network used Housing Executive Community Safety funding to reach out to young people at risk of being involved in negative behaviour in the area. The community centre now has equipment such as a pool table, a games table, bean bags, and board games so young people now have a place to go to where they can socialise.

Launch of the Portrush Flyer by Monkstown Community Association. Local kids attended a workshop with the artist and were invited to the official launch.



VOIDS
% OF VACANT
PROPERTIES



0.69
%

SOCIAL
ENTERPRISE



£39,878
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT



£8,676
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK



5 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£15,265

RENT & RATES COLLECTED



100%

HOUSING COMMUNITY
NETWORK



5 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,130

RENT & RATES COLLECTED



100%

COMMUNITY SAFETY
INVESTMENT



£41,000
FUNDING AWARDED

COMMUNITY PROPERTIES
SUPPORTED



9

HOMES ALLOCATED[†]



395

SOCIAL
ENTERPRISE



£1,000
FUNDING AWARDED

BATHROOM AND KITCHEN
REPLACEMENTS



279

STOCK
TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES
MANAGED



6,452

VOIDS
% OF VACANT
PROPERTIES



1.82
%

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



20 DAYS

STOCK
TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES
MANAGED



5,355

HOMES ALLOCATED[†]



255

[†]Including Housing Associations.

[†]Including Housing Associations.

MID & EAST ANTRIM

AREA REPORT

NORTH REGION



NORTH REGION



CAUSEWAY

AREA REPORT

How we did in 2018/19

How we did in 2018/19



A new community garden was installed in Ballykeel during the summer by the local community group and Housing Executive Grounds Maintenance staff. Residents are enjoying the new shared space which includes a seating area, raised beds for allotments and room to create an orchard.

As part of the Craic in the Glack Community Festival, there was sports training held that promoted a healthy lifestyle whilst also having fun.



VOIDS
% OF VACANT
PROPERTIES



1.58
%

SOCIAL
ENTERPRISE



£8,100
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT



£59,157
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK



4 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£11,797

RENT & RATES COLLECTED



HOUSING COMMUNITY
NETWORK



12 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£19,818

RENT & RATES COLLECTED



COMMUNITY SAFETY
INVESTMENT



£5,000
FUNDING AWARDED

COMMUNITY PROPERTIES
SUPPORTED



13

HOMES ALLOCATED[†]



333

SOCIAL
ENTERPRISE



£5,000
FUNDING AWARDED

BATHROOM AND KITCHEN
REPLACEMENTS



461

STOCK
TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES
MANAGED



6,588

VOIDS
% OF VACANT
PROPERTIES



0.29
%

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



12 DAYS

STOCK
TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES
MANAGED



5,753

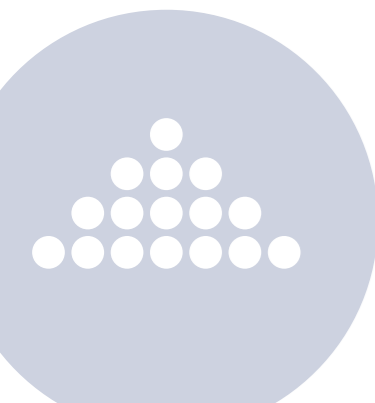
HOMES ALLOCATED[†]



401

[†]Including Housing Associations.

[†]Including Housing Associations.



WEST

AREA REPORT

NORTH REGION



SOUTH REGION



MID ULSTER

AREA REPORT

How we did in 2018/19

How we did in 2018/19



A couple who lost their teenage daughter to cancer started a social enterprise café in her memory in the Brandywell area of Derry-Londonderry with funding from the Housing Executive. After their daughter Alexandra, better known as Yaya, sadly passed away at the age of 16, Andre and Karen Johnston set up 'Yaya's Shack' as a way to remember her.

The Housing Executive, in partnership with Howard Street Primary School, worked with artist Fiona Stewart to form the Bohemian Tree Design. She worked with Year 5 pupils from Howard Primary School to transform a piece of wall on the site of the former linen mill café, now known as Apple Jacks. The project was aimed at re-imagining a very unsightly wall near the school and replacing it with a more positive and educational image that shows the history of the Linen Mill industry in Moygashel.



VOIDS
% OF VACANT PROPERTIES



0.49
%

SOCIAL
ENTERPRISE



£111,919
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT



£41,115
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK



18 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£20,280

RENT & RATES COLLECTED



HOUSING COMMUNITY
NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£19,250

RENT & RATES COLLECTED



COMMUNITY SAFETY
INVESTMENT



£11,000
FUNDING AWARDED

COMMUNITY PROPERTIES SUPPORTED



2

HOMES ALLOCATED[†]



207

SOCIAL
ENTERPRISE



£2,000
FUNDING AWARDED

BATHROOM AND KITCHEN REPLACEMENTS



180

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



3,905

VOIDS
% OF VACANT PROPERTIES



0.71
%

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



20 DAYS

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



8,799

HOMES ALLOCATED[†]



322

[†]Including Housing Associations.

[†]Including Housing Associations.



ARDS & NORTH DOWN

AREA REPORT

SOUTH REGION



SOUTH REGION

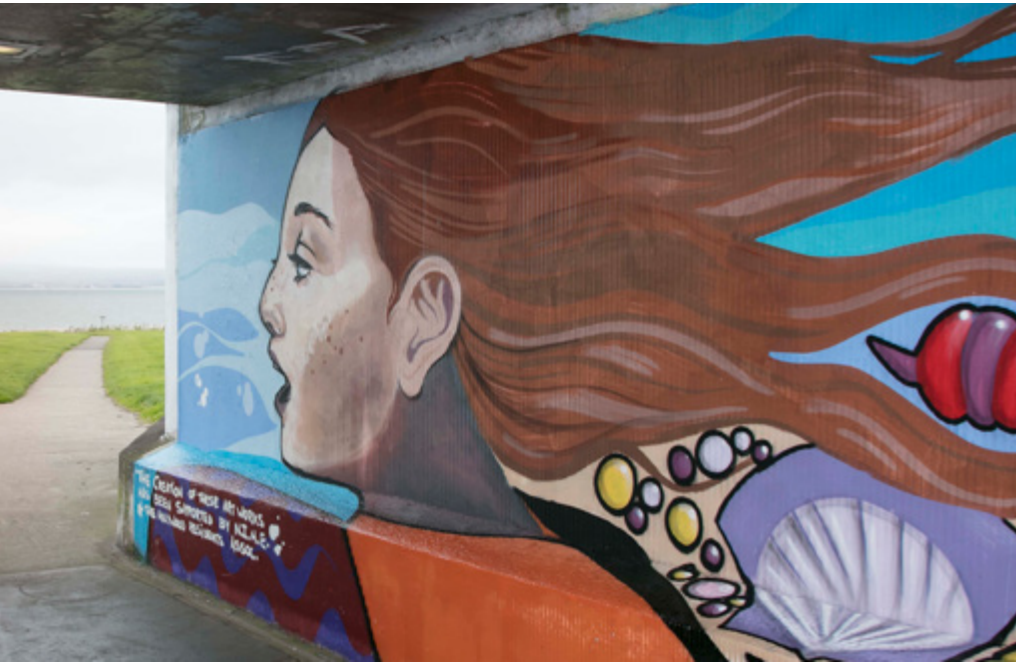


SOUTH DOWN

AREA REPORT

How we did in 2018/19

How we did in 2018/19



Hollywood Residents Association's 'Holywood Walk of Fame' project, supported by the Housing Executive, helped to transform one of the town's subways. The colourful artwork took 5 months to complete and involved bringing youth groups across the community together.



Carnagat Community Association's Community Cohesion project, supported by the Housing Executive, held a series of events throughout the summer to engage with young people in the local area. This project helped families and young people to overcome isolation during the long summer break.



VOIDS
% OF VACANT PROPERTIES



0.94
%

SOCIAL ENTERPRISE



£49,500
FUNDING AWARDED

COMMUNITY SAFETY INVESTMENT



£13,334
FUNDING AWARDED

HOUSING COMMUNITY NETWORK



4 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£16,322

RENT & RATES COLLECTED



100%

HOUSING COMMUNITY NETWORK



8 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY GRANTS



£10,940

RENT & RATES COLLECTED



99.8%

COMMUNITY SAFETY INVESTMENT



£25,000
FUNDING AWARDED

VOIDS
% OF VACANT PROPERTIES



1
%

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



17 DAYS

BATHROOM AND KITCHEN REPLACEMENTS

67

COMMUNITY PROPERTIES SUPPORTED

16

COMMUNITY GRANTS



£16,322

RENT & RATES COLLECTED



100%

COMMUNITY GRANTS



£10,940

RENT & RATES COLLECTED



99.8%

COMMUNITY PROPERTIES SUPPORTED

4

BATHROOM AND KITCHEN REPLACEMENTS

255

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



17 DAYS

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



6,276

HOMES ALLOCATED[†]



370

HOMES ALLOCATED[†]



256

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



5,270

[†]Including Housing Associations.

[†]Including Housing Associations.

SOUTH

AREA REPORT

SOUTH REGION



SOUTH REGION



SOUTH WEST

AREA REPORT

How we did in 2018/19

How we did in 2018/19



The Community Intercultural Programme delivered a 5 day intercultural summer scheme in Portadown. The event attracted 750 young people from 12 different cultural backgrounds and was a great opportunity for the young people to build relations with other young people from a different ethnicity or religion.

Strathroy Community Association held a celebration event in May for young people who had taken part in a community safety programme funded by the Housing Executive. Over 24 weeks young people and local residents attended engagement sessions that highlighted the effects of anti-social behaviour on their community and workshops delivered by Breakthru, a local drugs and alcohol awareness charity, which reinforced the dangers of substance misuse.



VOIDS
% OF VACANT
PROPERTIES



0.78
%

SOCIAL
ENTERPRISE



£38,000
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT



£37,756
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK



20 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£24,457

RENT & RATES COLLECTED



100%

HOUSING COMMUNITY
NETWORK



8 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£19,999

RENT & RATES COLLECTED



99.3%

COMMUNITY SAFETY
INVESTMENT



£27,000
FUNDING AWARDED

COMMUNITY PROPERTIES
SUPPORTED



5

HOMES ALLOCATED[†]



191

SOCIAL
ENTERPRISE



£27,000
FUNDING AWARDED

BATHROOM AND KITCHEN
REPLACEMENTS



89

STOCK
TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES
MANAGED



3,626

VOIDS
% OF VACANT
PROPERTIES



0.71
%

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



11 DAYS

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



19 DAYS

BATHROOM AND KITCHEN
REPLACEMENTS



383

STOCK
TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES
MANAGED



7,514

COMMUNITY PROPERTIES
SUPPORTED



18

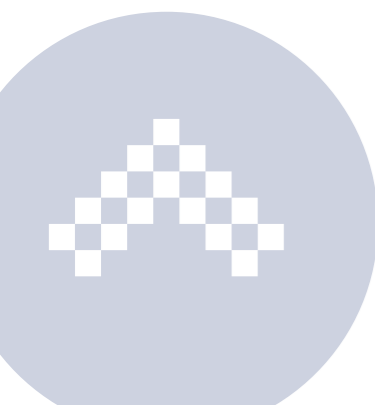
HOMES ALLOCATED[†]



365

[†]Including Housing Associations.

[†]Including Housing Associations.





Community Matters!

Is there a community group where you live? Get involved!

For 40 years, Supporting Communities has been an independent champion for community development and active citizenship in Northern Ireland.

We help community groups make positive changes to address the needs of their communities through training, information and hands-on support.

Get in touch to find out how we can help you empower your community!

→ supportingcommunities.org



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

اكتغل يه تيزيلجن الال اغلل نكت مل اذا
يف قدعاسملا لىل ع لوصحل اجاتحتو مال
ع يطتستستف ، عيطل او عي فثشلا قمجرتلا
هذه ريفوت عي ذيفننتلا نالكسالا قمدخ
لكنم يجرى ، بلطلا دن ع عي ناجملا تامدخال
نم لي صفتل اب رمال اذه لوح راسفتست ال
يل حمل الكبتكم

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

Je 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
免费的服务，请在你当地的办公室询问
进一步的详情。

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.

ROMANIAN

Dacă nu sunteți vorbitor nativ de limba
engleză și aveți nevoie de sprijin în
interpretare sau traducere, Autoritatea
Irlandeză pentru Locuințe [Northern
Ireland Housing Executive] vă poate oferi
aceste servicii gratuite la cerere; vă rugăm
solicitați detalii suplimentare la biroul
local.

SLOVAK

Ak angličtina nie je váš materský jazyk
a vyžadujete si pomoc s prekladom a
tlačom, 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 xafiiska
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.*

We've signed up to become a 'JAM Card Friendly' business

The JAM card allows people with a learning difficulty, autism or communication barrier tell our staff they need 'Just A Minute' discreetly and easily.

In October we began rolling out JAM card training across our offices and hope to have all our staff trained by early next year.

We're here to help you

If you're in one of our offices or a staff member has called out to your home and you need a little extra time to explain what you need help with just hold up the card or a picture of it on the JAM card app.

Download it now


The JAM Card app is available to download for free from both the Google Play store and the Apple App Store.

Credit card sized plastic JAM Cards are also available by getting in touch with the NOW Group on 028 9043 6400 or emailing admin@nowgroup.org




How do I?

We all lead really busy lives and it's not always convenient to pop into your local Housing Executive office when you need advice or help. This is why we have made it easy for you to contact us from your home or when you're on the go...




I'm worried about falling behind on my rent payments and want to stay on top of my money.

To get advice on managing your rent payments and making a budget contact your Patch Manager by ringing our General Enquiries line.



I love my home, I just need a few adjustments like a grab rail placed outside my front door to help me to do things independently.

We are able to carry out minor adaptations to your home like installing grab rails, relocating sockets and moving clothes rails without an Occupational Therapist referral. To speak to a Maintenance Officer about getting your home adapted ring our Repair line.



My shower needs fixed but I'm only going to be in the house at a specific time as I've made plans with the kids.

I'm having problems with my neighbour and don't feel comfortable talking to them about it.

We understand that problems with neighbours must be handled sensitively so you can report this anonymously if you prefer by ringing our General Enquiries line or visiting our website.



It can be really stressful when something is broken or isn't working properly in your home. That's why we've made reporting a repair easy... just ring our Repair line, visit our website or text our Repair number. We will then try to arrange for the repair to be completed at a time that suits you.

My Housing Executive: Get in touch

If you have an issue that needs resolved or would like to give feedback you can contact us in the following ways:



BY PHONE

GENERAL ENQUIRIES

03448 920 900

(Lines are open 8.30am to 5pm Monday – Friday)

REPORT A REPAIR

03448 920 901

(Lines are open 8.30am to 5pm for normal repairs and 24 hours for emergencies)

You can also report a repair by texting **66644** (starting your message with the word 'REPAIR' and remembering to include your address)



BY EMAIL

For general enquiries email information@nihe.gov.uk



BY SOCIAL MEDIA

Social media is a great way to keep up to date with everything happening in your area and you can also report anything you need help with.

Like us on Facebook
[@HousingExecutive](https://www.facebook.com/HousingExecutive)
Follow us on Twitter
[@nihecommunity](https://twitter.com/nihecommunity) &
Instagram [nihecommunity](https://www.instagram.com/nihecommunity)



BY VISITING OUR OFFICES

We understand that sometimes it's just easier to chat to a person. You can call into any of our offices to talk to our staff or even arrange for someone to call out to your home. Visit www.nihe.gov.uk to find your nearest office.

*If you are deaf, hearing or speech impaired you can contact our services using our standard telephone numbers by using Next Generation Text (NGT). To contact us by NGT please dial **18001** in front of the telephone numbers above.*

**Housing
Executive**

 nihe.gov.uk

 [facebook.com/housingexecutive](https://www.facebook.com/housingexecutive)

 [@nihecommunity](https://twitter.com/nihecommunity)  [nihecommunity](https://www.instagram.com/nihecommunity)