

Newington H.A. welcomes the launch of our **New Tenant Forum**

With the support of Empowering Communities, Newington HA has been consulting and working with our tenants to further develop our Tenant Participation Strategy (TPS) and to identify different ways for all tenants to engage with us.

One easy way tenants can engage with us is via our Tenant Forum and over the past few months Empowering Communities have delivered training and support to all its members to ensure they are fully equipped with the necessary skills and confidence to fully engage within the Forum setting.

The Association would like to thank Empowering Communities and our Tenant Forum members for their dedication and support, which will undoubtedly make this initiative a success.

There are also additional ways our tenants can become involved and participate in developing our services.

These are:

- **Be available to complete telephone questionnaires/ surveys**
- **Assist in reviewing N.H.A policies manually or electronically, via emails**
- **Participate in Mystery Shopping exercises**
- **Reviewing Maintenance performance standards by our Contractors**
- **Reviewing Housing Management processes you may have availed of**
- **Review/Verify findings of Annual Satisfaction Surveys**

We would encourage any tenant who may have other ideas on how we can develop additional opportunities for tenants to participate, to let us know, as your suggestions and feedback are extremely important to us.

Finally, anyone who wants additional information on any of the above please contact our Community Engagement Officer, **Martin Hamilton**, on **028 9074 4055**, for further information.





Best of the North: Newington's Bronagh Delargy and Anthony Kerr with Christina Slone from Belfast Media Group

Newington Housing Supports The 'Best Of The North'

The Association was delighted to be the headline sponsor of the recent inaugural 'Best of the North' awards held at Girdwood Hub. These awards were established to acknowledge the positive roles local businesses and community organisations play in the delivery of vital amenities and services to the people of North Belfast.

Over 300 guests were in attendance at the event, which undoubtedly showcased the amount of dedication, hard work and local talent there is within our community.

Newington wishes to thank the North Belfast News and Belfast Media Group for the opportunity to be part of such a fantastic night and we would like to extend our congratulations to all those nominated, shortlisted and winners of the awards.



Need a Repair?

Contact details

If you require a repair, when contacting the Association, please provide us with accurate contact information. Also when our contractors are due to call with you, please ensure you have made adequate arrangement for them to gain access. If you request a repair and you then fail to provide access, you will be requested to repay the Association the associated callout charge.

Boiler Service

The Association is in the process of conducting our annual programme of cyclical gas servicing to all our properties. We appreciate all your assistance in facilitating access to our contractors. If anyone has not yet had their gas boiler serviced and is aware an engineer has already called with them, can they please contact the Association immediately?



How to make a Complaint?

Are you dissatisfied with the service we provide?

If so, please contact us immediately.

Information on how to make a complaint is provided within your Tenants Handbook. Complaint Forms can be provided to you, by contacting or calling into our office.

We welcome your feedback and strive to put things right if they go wrong. Staff are available to assist you with the process and to ensure a satisfactory resolution is found. The Association is aware that many such instances are quickly clarified or resolved, but where they are not the formal complaints procedure may be adopted.

Our aim to treat all complaints as opportunities to improve our services to tenants and staff are available to assist in this process. If you require a copy of our Complaints Procedure please call on **028 9074 4055**.



Tenancy Fraud and Subletting of NHA properties

Newington H.A. is committed to tackling tenancy fraud and is in the process of developing our own Tenancy Fraud Strategy to ensure our properties are used to their full potential by those designated to reside within them.

Addressing tenancy fraud can only be achieved with the support of our tenants and the information we receive. If you suspect that someone is committing tenancy fraud or subletting their home to someone else, please contact us immediately.

Tenancy Fraud has a major impact on all those currently awaiting a new home. **To report any suspected Tenancy Fraud, please contact our Housing Team on 028 90 744055.**

Tenant Satisfaction Survey Results 2016/17

The Association wishes to thank all those who took the time to complete and return their annual tenant satisfaction surveys.

As you can see from the findings, satisfaction levels are extremely high, but we acknowledge that to sustain these levels we must continue to deliver a high standard of service to all our tenants.



Key Finding

97%

found staff Helpful when contacting the Association

90%

were Satisfied with how Newington H.A. listens to their views and has acted upon them

93%

were Satisfied that the Rent they pay represented Value for Money

96%

were Satisfied with the Services provided by Newington H.A.

93%

Satisfied with the Quality of their Home

93%

were Satisfied with their area in which they lived

96%

Satisfied with how we deal with enquiries in general

95%

Satisfied with how Newington H.A. are keeping them informed

90%

of our tenants would highly recommend Newington H.A., as a landlord, to a family member or friend

Tenant Survey Prize Draw Winners



Joseph Brennan
1st Prize
£100



Anne Logan
2nd Prize
£50



Robert White
3rd Prize
£25

Groundwork NI Growing Classes Project

In March, some of our tenants participated in a cross community project delivered by Groundwork NI at the Joly Rodger Centre in Glenbryn.

The project was designed to strengthen cross community relations, build friendships and equip those who participated, with the confidence and skills to grow their own herbs, vegetables, plants and shrubs.

All those involved in the project found it extremely interesting, beneficial and motivating. After each class, tenants were supplied with various plant, shrubs and flower baskets that they grew or arranged themselves.

On behalf of our tenant and Newington H A, we would like to extend our appreciation to Groundwork NI; for the opportunity to participate in such a fantastic and well organised event and look forward to getting involved in any future projects they intend to deliver.

If anyone is interested in getting involved in this type of project can contact our Community Engagement Officer, Martin Hamilton who will record your interest for any future events.



NHA Staff Attend 174 Trust Event

Also in March, Newington H.A. staff attended a Community Information Day at the 174 Trust, which was organised by the Ashton Centre. The event provided our staff with the opportunity to promote the work of the Association to date, provide advice to local people of what services the Association provides and also to showcase our upcoming developments, which we intend to deliver in North Belfast, over the coming months.

Staff also handed out gifts and promotional materials to those who took the time to visit our stall.

On behalf of Newington, we wish to extend our appreciation and gratitude to the event organisers and look forward to attending any future events.



Completed Planned Maintenance Works for 2016/2017

The Association has recently completed its Planned Maintenance Programme of Works for 2016/2017, which included the following:

- New Kitchens installed to 25 properties in Meadow Place, Meadow Close and Spamount Street.
Total Spend: £75,000.
- External Cyclical Painting to 33 General Needs properties at Meadow Place, Meadow Close, Spamount Street and at our Joint Management scheme at Mater Dei.
Total Spend: £30,000.
- Gas Boiler Replacements to 8 Properties located along the Limestone Road.
Total Spend: £12,000.
- NICEIC Electrical Inspections to 100 properties.
Total Spend: £10,000.
- Major Thermal Improvement Works to 3 General Needs properties.
Total Spend: £60,000.

£187,000
Spent on planned Maintenance
in 2016/2017

Upcoming Planned Maintenance Works for 2017/2018

The Association is now in the process of putting together its planned maintenance programme for this year. This represents our commitment to the continuous improvement of our stock and thus maintaining of our high standards.

This year we will be carrying out the following:

- The installation of 19 new kitchens to properties located along the Limestone Road, Deerpark Grove and Deerpark Court
Anticipated cost of £47,500
- Gas Boiler replacement for 47 properties located at Deerpark Grove, Deerpark Court, Meadow Place, North Queen Street, Spamount Street and Victoria Parade.
Anticipated cost of £73,000.
- Internal redecoration and the replacement of floor finishes within Richmond Lodge.
Anticipated cost of £14,500.
- Major Thermal Improvement Works to 2 properties.
Anticipated cost of £31,000.
- External Cyclical Painting and minor works to 59 properties.
Anticipated cost of £40,000.
- NICEIC Electrical Inspections to a further 100 properties.
Anticipated cost of £10,000.

We will be contacting all our tenants over the coming weeks, whose homes will be receiving these works, as part of our consultation process.

£216,000
Planned overall spend on
Maintenance during 2017/2018

Upcoming Developments/Latest News

The Association is expecting handover of 38 new build properties at Dunmore/Alexandra Park Avenue over the summer months, which will deliver much needed additional new homes to the local area.

We are also working in conjunction with our partners Apex Housing on the construction of 31 new homes within Phase 1 of the Newlodge Redevelopment, with completion expected in late October 2017. Phase 2, which will deliver another 58 new homes, is expected to commence over the coming weeks, once site clearance has been completed.

In addition to this, we are on site at Parkside Gardens, Belfast where an additional 16 new build dwellings will be ready by November 2017. This will see the full completion of our major redevelopment project for the Parkside/Limestone area.

Once fully completed, these developments will deliver over 140 essential new affordable homes for the local community of North Belfast.



Contents Insurance Are YOU Covered?

The Association would advise all tenants that it is their responsibility to take out Contents Insurance.

The Association is not liable for any loss or damage caused to Tenant's belongings Contents Insurance can be obtained from most Insurance Brokers.



Useful Numbers

NIHE: **03448 920 900**

Phoenix Gas: **08454 55 55 55**

POWER NI: **03457 643 643**

BELFAST CITY COUNCIL

Pest Control: **02890 270431**

B.C.C Noise Control: **02890 373 006**

B.C.C Waste Management: **02890 270 657**



Belfast Family Support Hub brings together organisations that deliver services to children/young people (0-18yrs) and their parents/carers. This includes community, statutory and family support service.

For further information, please contact **Edith McManus**, Co-Ordinator of the Lower North Belfast Family Support Hub by phone on **02890 749986** or email her at : edith.mcmanus@ashtoncentre.com

OR

Karen McClean, Co-Ordinator of the Upper North Belfast Family Support Hub by phone on **02890 351020** or email her at : uppernorthfamilysup-port@vinecentre.org or alternatively contact the Association on **02890 744055** for advice, assistance and guidance.



Newington
Housing Association



02890 744055

Tenant Debt Advice Service & Support via Housing Rights Service

The Association operates a referral service for tenant's currently experiencing financial difficulties. The Tenant Debt Advice Services is delivered by Housing Rights Service and is completely confidential.

Any tenant seeking to avail of financial advice and support is urged to contact us for further information.

I have lost my Pay-As-You-Go pay-point card. Can you send me a new one?

Phoenix Natural Gas is the network operator and not the gas supplier. Therefore, you will need to speak to your gas supplier.

Domestic Properties

Firmus Energy

A4/A5 Fergusons Way
Kilbegs Road
Antrim, BT41 4LZ
Phone: 08459 005253
www.firmusenergy.co.uk

Airtricity

197 Airport Road West
Belfast, BT3 9ED
Phone: 08456 080088
www.airtricitygasni.com

My Meter was exchanged today and now my gas isn't working.

On occasion Phoenix Natural Gas will need to carry essential maintenance on the gas meter. They will endeavour to notify you of this to enable access to your gas appliances after the work is carried out. However, we know that this is not always convenient for consumers.

If we have been at your property and left a no access card this will give the appropriate number to call to get your gas switched back on. If you have any questions regarding this please contact our customer services team on

08454 55 55 55.

See more at: www.phoenixnaturalgas.com/help-and-advice



Gas Meter issues – What do I do?

I have an error message on my meter what does it mean?

Card errors on Libra 100 and 110 meters:

Error 01	Purchase new card at PayPoint and register new card in meter
Error 02	Purchase new card at PayPoint and register new card in meter
Error 03	More credit required
Error 04	Let credit reduce before topping up
Error 05	Call 0800 002 001
Error 06	Wipe the card strip and chip with a dry cloth. Ensure card is inserted with chip facing up. If problem per-sists, purchase new card at PayPoint
Error 07	Contact your gas supplier
Error 08	Remove card from meter, wait for screen to clear then try again
Error 09	Call 0800 002 001
Card	Remove card, let screen go blank and start again

Card errors on Libra 200 and 210 meters:

Call Help	Call 0800 002 001
Card Fail 04	Call 0800 002 001
Card Fail 19	Please contact your gas supplier
Card Fail 35	Wipe the card strip and chip with a dry cloth. Ensure card is inserted with chip facing up
Card not accepted	Please contact your gas supplier
Blank Screen	Call 0800 002 001
Frozen screen	Call 0800 002 001
Noisy meter	Call 0800 002 001

Home Safety/Protecting **your** Home

Homes with no security measures in place are **five times** more likely to be burgled than those with simple security measures. Good window locks and strong deadlocks can make a big difference.

By taking just a few steps can make a big difference in keeping your home safe from burglary. Here are a few tips:

Helpful Tips

- >> Lock your doors and windows every time you leave the house, even when you're just out in the garden.
- >> Remembering to double-lock UPVC doors (lift handle and turn key).
- >> Hide all keys, including car keys, out of sight and away from the letterbox (remember a device could be used to hook keys through the letterbox).
- >> Install a visual burglar alarm and ensure your outside lighting is in working order.
- >> Get a trusted neighbour to keep an eye on your property.
- >> Leave radios or lights in your house on a timer to make the property appear occupied.
- >> Make sure the fences around your garden are in good condition.
- >> Secure bikes at home by locking them to an immovable object inside a locked shed or garage.
- >> Keep ladders and tools stored away; don't leave them outside where they could be used to break into your home.
- >> Ensure side gates are locked to prevent access to the rear of the property.
- >> Ensure rear fencing is in good repair.
- >> Improve natural surveillance at the front of your property i.e. trim high hedges.
- >> Remove valuables from view of ground floor windows.
- >> Store any high value items (i.e. jewellery, passports) in a properly secured safe.

Beware of Bogus Callers

Reports of bogus callers tricking their way into people's homes are a regular occurrence. Often the problem arises because people are very trusting and are willing to accept strangers into their homes.

It is very important to be wary. Always ask for identification. If you are unsure, don't let them in.

Our Contact Details/ Reporting Repairs

Contact us directly on: **02890 744055**
Visit our website: www.newingtonha.co.uk
& (click on report a repair icon on the main screen)
or email us directly: admin@newingtonha.co.uk

When our offices are closed, Emergency Repairs can be reported through our Out of Hours service via Fold Tele-care on **0800 7313081**

Meter Box Damages and Rechargeable Repair

The Association is receiving requests from tenants to repair/replace their gas meter boxes, due to malicious damage.

The Association wishes to advise all tenants that the repair/replacement of meter boxes are not the responsibility of the Association and if any tenants request these works, they may be held liable for the associated costs.

Gas safety in **your** home

Gas safety inspections

As your landlord, we are legally required to carry out a gas safety inspection each year. The inspection is to check your gas appliances are safe.

>> Our Gas Safe contractors will carry out the inspections and you do not have to pay anything for the service.

The Association or our contractor will contact you to arrange access to your home. If your circumstances make it difficult for you to have a gas inspection, please contact us. We will work with you to ensure your service is completed.

As this is a legal requirement, if you do not provide us with access to your home, we will take legal steps to gain entry or take steps to ensure the gas supply to your property is disconnected until your boiler service is completed.

Gas leaks

If you smell gas or think there's a leak phone **0800 002 001**. Also, make sure you:

- >> Turn off your gas supply immediately
- >> Open windows and doors to let in fresh air
- >> Don't turn electric switches on or off

>> Don't smoke

>> Don't use naked flames.

Carbon monoxide poisoning

Unsafe gas appliances may produce a poisonous gas called carbon monoxide (CO). The gas doesn't have a smell and is invisible. When breathed in it can cause serious health problems or death.

We have installed CO detectors in all our home to protect you and your family. If your CO detector is triggered turn off your gas appliances, open windows and contact the Association immediately on **02890 744055** during office hours or our out of hours telecare service on **0800 731 3081**.



What do I do about mould?

If you have mould in your home it is unlikely to be caused by a leak, as they don't usually produce mould.

Instead a leak appears as a spreading water stain. If the mould is worse in colder weather and is in areas such as around windows, in the corners of a room, behind wardrobes or in cupboards, it's likely to be caused by condensation.

Condensation does not cause rising or penetrating damp and will not show on a damp meter.

To prevent condensation, make sure you:

- >> Always use the extractor fan(s) when cooking or using the bathroom,

>> Ventilate your home and ensure that any trickle vents in your windows are open

>> Cover saucepans when cooking

>> Don't hang clothes to dry inside the property.

To remove and prevent mould, you should wipe down the affected areas with a mould cleaner. If you use bleach or soap and water, you won't kill the mould and you'll spread it over a wider area.

For further information and guidance on condensation, please contact our maintenance team on **028 9074 4055** at the Association.



Newington Celebrates Continued Success at North Queen Street

Since 2014, the Association has delivered almost 200 new homes in North Belfast, with an additional 143 new homes currently under construction.

Our approach to service delivery and working in partnership with local communities has led to our work being recognised both locally and nationally. In recent years Newington Housing has been successful in acquiring the following awards. These awards are recognition of the commitment and valuable work of us, along with our various community partners.

- **The Aisling Award Winner 2014 for Positive Belfast**
- **Construction Employers Federation Residential Award Winner 2014**
- **CIH Working Together in conjunction with Duncairn Community Partnership Award Winner 2015**
- **RICS NI Award 2015 - Winner for Best Regeneration Project Limestone Road Redevelopment**

- **RICS NI Award 2015 - Winner for Best Residential Project Limestone Road Redevelopment**
- **RICS NI Award 2015 - Winner for Project of the Year Limestone Road Redevelopment**
- **UK Housing Awards 2016 – Winner of Best Regeneration Project - Limestone Road Redevelopment**

More recently, in May 2017, the high standard of our new build homes was again recognised local by the Royal Institute of Chartered Surveyors, at their annual awards ceremony, as our new development at North Queen Street, Belfast was awarded Winner for Best Regeneration Project in N.I.

The Association, along with our key partners Donaghmore Construction Ltd and Apex Housing, were delighted to be part of this joint success and to acquire such an acknowledgement from our peers.

Big Enough to Deliver & Small Enough to Care

Newington
Housing Association

Newington Housing Association,
300 – 302 Limestone Road,
Belfast, BT15 3AR

(9:00 am – 5:00 pm on weekdays)
Closed on Saturday, Sunday and Public Holidays

Email: admin@newingtonha.co.uk

Phone: 02890 744 055

Fax: 02890 747 624

Out of Hours Emergency Number:

0800 731 3081