

Newington receives handover of 104 new build homes at Girdwood, Antrim Road and North Queen Street, Belfast

Newington H.A is proud to announce the completion and handover of 104 new build homes at St James Mews, Kinnairst Street, Kinnairst Terrace, Kinnairst Avenue and

North Queen Street Belfast

10 x One Bedroom Apartments

35 x Two Bedroom Homes

24 x Two Bedroom Apartments

32 x Three Bedroom Homes

3 x 4 bed Homes

These new affordable homes have provided much needed accommodation for both single people and families who, in some cases have been awaiting accommodation for several years and were in severe housing need.

Girdwood & North Queen Street New Build Developments 2016



Upcoming Developments

THE ASSOCIATION IS CONTINUING TO WORK IN CONJUNCTION WITH APEX HOUSING TO ACHIEVE DELIVERY OF APPROXIMATELY 170 NEW HOMES IN NORTH BELFAST, OVER THE NEXT FEW YEARS.

SOME OF THE CURRENT PROJECTS UNDER CONSTRUCTION ARE AS FOLLOWS:

Parkside Gardens

This scheme will deliver 16 new build homes

- 6 no. 5 Person/3 Bed Homes
- 9 no. 3 Person/2 Bed Homes
- 1 no. 10 Person/6 Bed Home

Alexandra Park/Dunmore

This scheme will deliver 38 new build homes

- 10 no. 5 Person/3 Bed Homes
- 17 no. 3 Person/2 Bed Homes
- 3 no. 6 Person/4 Bed Homes
- 8 no. 3 Person/2 Bed Apartments

On-site Developments

Apex Housing have commenced construction of Phase 1 of 2 of the Newlodge Long Streets Re-development on behalf of the Association. Overall, a total of 89 new homes will be constructed in both phases. Phase 1 will deliver 31 much needed homes whilst Phase 2 will see the construction of 58 new homes.

Below are images of the developments currently on site at Parkside Gardens, Alexandra Park/Dunmore and New Lodge Long Streets Phase 1.



Repairs Advice Section

Need a Repair?

[Contact details](#)

If you require a repair, when contacting us please provide accurate contact information and provide access to our contractors. If you request a repair which you fail to provide access for, you may be liable for the abortive administrative fee.

[Boiler Service](#)

The Association is in the process of concluding our annual program 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, 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 views, and strive to put things right when they go wrong. Staff are available to assist you with this simple process and to ensure a satisfactory resolution is found.

Just call us on 028 90 744055.

If we cannot resolve your complaint immediately, we will forward you a complaints form or take your complaint over the phone. Your complaint will be acknowledged and investigated. Our team aim is to treat all complaints as opportunities to improve our services to tenants, so please contact us when you need to do so.

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 02890 744055.

Tenant Satisfaction Survey Results 2015/16

Prize Draw Winners

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.

Prize Draw Winners

1st Prize Winner — £100.00

Patrick Gallagher

2nd Prize Winner — £50.00

Michael Burns

3rd Prize Winner — £25.00

Claire Rogan



Tenant Satisfaction Surveys 2015 – 2016

Results & Key Findings

99% found staff Helpful when contacting the Association

99% Satisfied with the Quality of their Home

90% were Satisfied with how Newington H.A. listens to their views and has acted upon them

96% were Satisfied with their area in which they lived

96% were Satisfied that the Rent they pay represented Value for Money

78% Satisfied with how Newington H.A. actively seeks Participation from Tenants and what role they play in the decision making process.

97% were Satisfied with the Services provided by Newington H.A.

94% Satisfied with how Newington H.A. are keeping them informed

94% indicated that they would highly recommend Newington H.A., as a landlord, to a family member or friend

Advice on Pension Credits

What is Pension Credit?

Pension Credit is a government benefit which ensures pensioners have a minimum amount of cash to live on per week. This currently stands at £151.20 for a single person and £230.85 for a couple living together or married. These amounts increase if you are a carer or are in receipt of certain disability benefits.

If your income does not amount to this you could be entitled to a government top up.

Will Savings Affect this Benefit?

You can have up to £10,000 in savings and this will not affect your eligibility. If your savings are over this, you may still be entitled as there is no upper limit on the amount of savings you can have.

There is also an element called Savings Credit. This is designed for people with an income higher than the basic state pension amount or for those who have savings.

Common Reasons Why People Don't Claim Their Full Entitlement

There are many reasons why people don't claim what they're entitled to;

- Being too proud to claim
- Not knowing what your entitlements are
- Believing it is too difficult to make a claim
- Being wary of completing forms and requests for personal information
- Thinking that the few extra pounds per week may not benefit them

Don't let these put you off claiming!

Pension Credit Access

Applications for pension credit can be made to the Northern Ireland Pension Service over the phone from the comfort of your own home. An advisor on their dedicated help line will ask you a few basic questions regarding your current income and savings. One simple phone call could make a big difference to your income.

Added Extras of Pension Credit

Being awarded even the smallest amount of pension credit could help you access other benefits such as free dental and optical costs, grants from the social security agency and housing benefit.

Find Out if you are Entitled to Pension Credit

You can also contact the **Pension Service** directly. Call them free on **0808 100 6165**.

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 on

02890 744055

for further information

Tenant Information Days

Over recent months, the Association has held two successful Tenant Information Days, which were arranged by the Association to welcome all new tenants allocated new build properties in our Girdwood development and North Queen Street development.

Our most recent event was held on Wednesday, 28th September 2016 in North Queen Street Community Centre (The Recy),

These events were held to welcome all our new tenants, to highlight the key services and amenities located within the area and to outline both tenant and landlord responsibilities, once they have moved into their new homes..

We would like to take this opportunity to welcome all our new tenants that have moved into their new homes over the past few months

The Association wishes to thank all those that attended (both tenants and key statutory and communities partners) who were involved in making the day extremely beneficial for all.



Pictured above: Tenant Information Day held in North Queen Street Community Centre in September 2016

Completion of Planned Maintenance works for 2015/2016

The Association has recently completed it's planned maintenance programme for 2015/16. Significant investment by us has resulted in the improvement our stock and further works are planned for 2016/17.

Overall, the Association spent over £500,000 on Planned Maintenance in 2015/2016

In Camberwell Court, a total of **£246,000** was spent installing new kitchens for all our tenants, the refurbishment of all communal areas, including the replacement of floor finishes and redecoration. In addition the communal kitchen and lounge was also fully upgraded.

In Richmond Lodge, a total of **£60,000** was spent on the replacement of all windows, the curtain walling and all external communal doors.

The Association also spent **£30,000** to replace existing external front and rear door to 25 homes in the Newlodge area.

During, 2015/2016, we spent an additional **£49,000** on our external cyclical painting program, **£33,000** on the installation of new gas boilers to 23 homes and **£10,000** on electrical testing of 100 homes.

We spent over **£5,000** on upgrading the CCTV and door entry system in our Delaware Building.

Finally, the Association has made a commitment to refurbish 5 current NHA homes at a cost of **£75,000** to improve the thermal efficiency of these homes

Camberwell Court & Newlodge Youth Centre Working in Partnership

Over recent months, Newington H.A. staff and Youth Workers from Newlodge Youth Centre have worked in partnership, along with residents from within Camberwell Court and young people from the Youth Centre, to develop a programme of events to promote inter-generational relationships.



Since then, over recent weeks, various events have taken place within Camberwell Court, ranging from a "Get to Know You" session, a Cooking Class, a Crocheting and Knitting Class, delivered by a residents to the young people.

The six week programme ended with the young people from Newlodge Youth Centre holding a thankyou party for the residents, for all their help, guidance and support during the programme.

All participants involved have indicated that the project was extremely beneficial and rewarding to all



Camberwell Grow Projects shows continued success

The Association is continuing to work in partnership with our residents with-in Camberwell Court Sheltered Scheme and Grow N.I., to further develop and expand the existing facilities within the scheme.



This project provides residents with the opportunity to further develop their skills, form friendships and relationships with others and successfully maintain their independence



Contents Insurance

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 Contacts****NIHE:**

03448 920 900

Phoenix Gas:

08454 55 55 55

POWER NI:

08457 455 455

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@ashtonce.nire.com

or alternatively contact the Association on 02890 744055 for advice and assistance.

**WHAT DO I DO IF I REQUIRE AN OUT OF HOURS
EMERGENCY REPAIR OR SUSPECT A GAS LEAK?**

**For ALL OUT OF HOURS
Emergency Repairs,
please call
FOLD TELECARE
on:
0800 7313081**

**If you need to report a
Gas Leak,
Please call
PHOENIX GAS
on:
0800 002 001**

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 persists, 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



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. We 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: <http://www.phoenixnaturalgas.com/help-and-advice>

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
Web: www.firmusenergy.co.uk

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

During spells of severely cold weather it is possible for water pipes in your home to freeze which may lead to a burst pipe when the thaw sets in. This can cause inconvenience and damage to your home and belongings.

This information is to provide you with some simple precautions you can take to reduce the risk of frozen pipes or deal with situations where pipes burst.

Help prevent your pipes from freezing

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

If you feel you are able to, lift the trap door to the roof space slightly to allow warmer air to circulate around pipes and water tanks. Remember to close it afterwards;

Open the doors to the sink unit to allow warmer air to circulate round the pipes;

Allow warm air to circulate round the house by slightly opening doors to all rooms and minimising drafts from outside;

If you are away from home, ensure that the central heating comes on for regular short intervals and ask someone to check regularly for frozen pipes.



Dealing with frozen pipes

Turn the water supply 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;

What should I do if I have no water?

If your water supply fails, the problem may be a burst pipe in your home or there may be a leak in the mains system outside your home.

If there is cold water at the cold tap in the kitchen then the mains supply is working.

If you have a burst pipe

- Turn off the water by turning the stopcock clockwise;
- Turn on all the cold taps and catch the water in the bath or sink to use for flushing the toilet later;
- Block the escaping water with thick cloths like towels;
- If the water has come into contact with electrical fittings 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 and do not use any electrical equipment in the house;
- Turn off your gas or oil heating system

If you think there is a water mains supply problem at your home, please call

**NI Water
on
08457 440 088
or email:**

**[water-
line@niwater.com](mailto:water-line@niwater.com)**

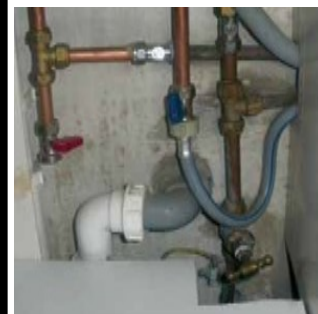
Find your stopcock

The stopcock is used for turning off and on the cold water system in your home. When you turn the stopcock in a clockwise direction the water supply will be shut off.

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 or in a larder unit. It is important that you know where the stopcock is and that it is working.

(always know where your stopcock is located, prior to an emergency occurring)



Help your neighbour

The cold weather can be a difficult time for people who are more vulnerable.

If you know someone who is elderly, has a disability, or is housebound, check on them and make sure they are okay.

During extreme weather conditions many older people will not be able to get out and it is at this time that a visit from a neighbour may be appreciated.



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.

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

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.

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:

Tenant Involvement in the delivery of services and practices

The Association is reviewing how we engage with our tenants and how we can put your views at the heart of how we operate. As a locally based housing provider, Newington believes that resident involvement and partnership working is central to the delivery of good and effective housing services.

Although we have been working very successfully for many years with various community and statutory organisations, we are looking to increase opportunities for engagement with our own tenants.

We are looking to develop a variety of approaches for tenants to participate, however one key method will be the formation of a **Tenants Forum**, which we hope will assist us in shaping future services as well as providing valuable feedback on current services and practices.

We would therefore welcome any tenant interested in becoming a member of the forum to contact our office. It may be that you are unable to participate in the tenants' forum but may be happy to contribute in other ways.

Below are some of the additional ways you can participate in developing our services to you and again, if you would like to participate, please feel free to call us.

- **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 also encourage any tenant who has any other ideas on how we can develop other opportunities for tenants to participate, to please let us know. We will contact those who have responded over the coming weeks and will of course keep all tenants informed of progress in this area moving forward.

***The Board of Management & Staff at Newington
Housing Association would like to take this
opportunity to wish all our tenants a
Merry Christmas & Peaceful New Year***

