

Tenants' Newsletter

Newington Supports Local Food Drive

With the pending introduction and roll out of Universal Credits, Newington Housing recognises the challenges facing our residents and local communities over the coming days and months ahead.

We welcome the launch of the local food drive project and are fully supportive of this initiative, as it plays an extremely vital role in supporting local people during difficult and challenging times in their lives. Therefore, to assist in making this project succeed, we would encourage anyone that is in a position to donate, to do so.

On Friday, 13th October 2017, representatives from Newington Housing Association (NHA) visited Ligoniel Improvement Association's (L.I.A.) main office to deliver all donations received to date.

The Association wishes to express our appreciation to staff and residents, particularly our residents within Camberwell Court, for their generous contributions to date to such a worthwhile cause.

Also, we wish to thank the staff team at Ligoniel Improvement Association for their dedication, hard work and for the targeted support they provide to those most in need.

Our office has been set up as a drop off point and will be open right up to Christmas for anyone wishing to call and donate to the Food Bank and of course we will ensure all donations are passed on to support those most in need.







Student Bursary Awards 2017

The winners of Newington Credit Union and Newington Housing Association's student bursaries attended an awards evening in Newington Credit Union on Thursday, 12th October 2017.

The annual Student Bursary Scheme, which has been delivered in partnership by both organisations for several years, is aimed at providing financial assistance to young adults and mature students who have recently committed to undertake a third level/higher level course or vocation.

Overall, thirteen lucky recipients received individual bursaries of £400.

Ten of the awards were sponsored by Newington Credit Union, whilst the remaining three were sponsored by Newington Housing.

Mr Barney Devenny from NCU, Mr Sean McKenna, Chair of NHA and the newly appointed principle of Belfast Royal Academy, Mrs Hilary Woods were present to distribute the awards to the successful candidates.

Newington Housing and Newington Credit Union wish to express our delight in receiving such a strong initial interest

in the scheme and for us to be in a position to award this targeted financial support to the successful candidates.

We sincerely hope our financial contribution provides all the recipients with some meaningful support during the current academic year and looking ahead, we wish them every success in achieving their own personal educational aspirations.

Newington Housing wishes to extend our gratitude to our partner organisation, Newington Credit Union, for their continued support and for the role they play in delivering essential services to our tenants and others, locally.

Both NCU and NHA are fully committed to delivering this type of scheme, or other local initiatives, which assist in increasing local educational attainment levels or which help enhance local people's lives in general.

Finally, we would like to wish Hilary every success in her new role and express our appreciation for her attendance at the event.



Need a Repair?

Contact details

If you require a repair, when contacting the Association, please provide us with your correct contact details. 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 still 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 that 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 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 90 744-055**.

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.

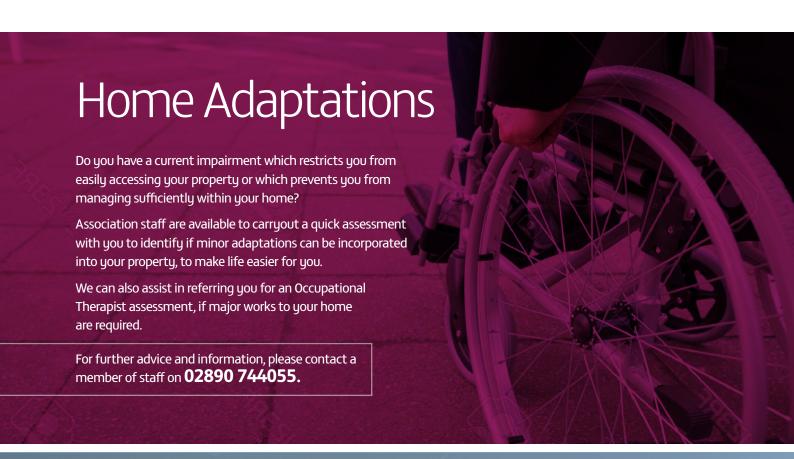


Tenancy Fraud and Subletting of NHA properties

Newington H.A. is committed to tackling tenancy fraud 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.**



What do i do... if there is a



if there is a change in my circumstances?

HAVE THERE BEEN ANY RECENT CHANGES IN YOUR HOUSEHOLD CIRCUMSTANCES? WHAT DO I DO IF I RETURN TO WORK?

If there is any change in your current circumstances or if you require any advice regarding any recent or upcoming changes within your household, please contact the Association immediately.

Staff can offer advice on how you may be affected and will assist you to ensure all relevant paperwork is forwarded to the relevant agencies such as Housing Benefit. This will ensure the transition process is as easy as possible for you.





Winter Advice

HELP YOUR NEIGHBOUR

The cold weather can be a difficult time for people who are 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 is most appreciated.

DON'T FREEZE UP THIS WINTER

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. These are some simple precautions you can take to reduce the risk of frozen pipes or deal with situations when 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;

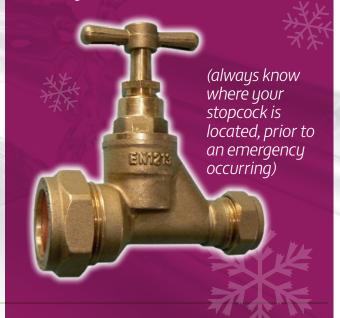
FIND YOUR STOPCOCK

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.



Latest Development News



The Association continues to work in partnership with Apex Housing to deliver essential social housing to those most in need.

In 21016/17, we acquired an additional 99 new homes due to the completion of our Girdwood, Antrim Road and North Queen Street new build developments.

More recently, in October 2017, we acquired an further 38 new homes on completion of our Dunmore/Alexandra Park Avenue development.

An additional 16 new homes are nearing completion at Parkside Gardens, of which 8 will be handed over prior to Christmas and the remaining 8 due in early January 2018.

Finally, we anticipate that the first phase of the Newlodge Redevelopment will deliver a further 31 new homes by the end of March 2018.

With growing pressures and increasing demand for social housing throughout North Belfast, the Association will continue to deliver high quality homes to those seeking to live locally.





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**



Children & Young People's Strategic Partnership

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 quidance.





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.

Welfare Changes

The Introduction to Universal Credit

Universal Credit went live in N.I. on the 27th September 2017 and will be rolled out in Belfast in June 2018 for new claimants and other benefits claimant either being naturally migrated over due to change in circumstance or being managed migrated over from July 2019 to March 2022.

Universal Credit is for working aged people on a low income or out of work. Universal Credit can be paid fortnightly or monthly.

Universal Credit will replace a number of existing benefits including; income support, income related jobseekers allowance, child and working tax credits, income related employment support allowance and housing benefit.

It is important that everyone who will be affected by the new welfare changes prepares for the Universal Credit online application and finds out in advance the measures, they need to take to ensure they are universal credit ready.

As part of the Universal Credit claiming process it is important to have an email address, photographic

identification as well as details on income, savings, any tenancy agreement and a bank account in place, as this information will form part of your application.

Universal Credit will ask all claimants to sign up to the Claimant Commitment and it is vital that claimants understand what this means for them, and how can they ensure they meet this commitment in order to maintain benefit.

All Universal Credits claimants need to make and maintain their claims online.

Newington staff can provide some basic advice to those applying for Universal Credits or can make referrals on tenant's behalf to the North Belfast Advice Partnership who can help and assist you to prepare for the changeover and to ensure you are able and ready to use the online application process.

Please contact Newington on **028 9074 4055** for further advice and assistance.

Local Community Clean-up day delivers results

On Saturday, 11th November 2017, the Association, in partnership with T.D.K Residents Group held a local community clean-up day in the Thorndale Kinnaird and Duncairn areas of North Belfast.

NHA staff, local residents, community workers, Cllr JJ Magee and others made their way through the local streets clearing discarded household waste in areas that are prone to illegal dumping.

The Association wishes to thank everyone who took part in the event and also Belfast City Council for providing gloves, litter pickers brushes, shovel, etc. to use during the event.

Due to the success of this event, the Association intends to hold further events in various areas throughout North Belfast over the coming months.



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 immoveable 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 though 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). This gas is odourless and invisible. When breathed in it can cause serious health problems or death.

We have installed CO detectors in all our homes 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 $0800\ 731\ 3081$.

CARBON MONOXIDE (CO) POISONING







CAN'T BE SEEN CAN'T BE CAN'T BE SMELLED HEARD

CAN BE

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.

Defrosting of Vehicles

Crime Prevention Officers from the Police Service wish to offer motorists advice about securing their vehicles on dealing with cold winter weather, when motorists warm and defrost vehicles before travelling.

Kathy Latcham, a Crime Prevention officer based at Tennent Street Police Station, says "Cold weather presents a number of challenges to motorists, not least that vehicles may be iced over. Many motorists might choose to start and run their car's engine for a short period before driving. This represents a classic example for seasonal, opportunistic crime."

Ms Latcham advises all motorists "To remove keys from the ignition of their vehicle when they are not in the driver's seat. In addition to this, never leave the vehicle with doors or windows opened or unlocked, even for the briefest of moments. Always take time to be aware of the immediate surroundings and persons moving around close by. Stay with your vehicle whilst defrosting it."

All motorists should be aware that leaving the vehicle unattended with keys present may negate insurance cover against theft!

While you're out shopping... so are they!

Opportunistic thieves are constantly on the lookout for easy chances to steal, especially on the run up to Christmas

There are some simple steps that when taken will greatly reduce opportunities for a thief to take advantage of and thereby the likelihood of anyone's Christmas holiday period being ruined through theft, burglary or car crime.

- » Don't tempt thieves by leaving presents on display in your home or car
- » Be cautious about storing expensive gifts in your home
- » Don't keep large sums of cash in your home
- » Make sure your home is secure and keep doors and windows locked
- » Property mark items using a UV pen with your postcode, house number and initials

Vehicle **Hijack**



There has been a small increase in hijackings within Belfast; however, you are unlikely to be a victim. You can reduce the risks even further by following the advice below:-

- » Keep doors locked
- » Keep your windows up at all times
- » Keep valuables out of sight
- » Park in well lit, busy areas or attended car parks
- » When approaching your parked vehicle be alert, avoid listening to MP3 as this will distract you from potential threats
- » If you feel afraid remember to use your horn to attract attention.

Theft from Vehicles.



It is often the case that a thief seizes upon an opportunity to steal valuable items from an unattended, parked vehicle.

If thieves can see it - they can steal it. Leaving valuables, such as your handbag, wallet, CD player, laptop or phone on view in your vehicle is like an open invitation to opportunist thieves. If they see something valuable on view, they will simply break the window to get it. You only have to leave your vehicle for a short time for a thief to act.

By taking simple precautions such as locking valuable items in the boot of your car, or removing the faceplate from your in-car stereo system you can help ensure that your valuables will be kept safe. An empty bag may still attract attention even where nothing of value is present. Taking just a few moments can significantly improve your chances of not becoming a victim of this type of crime. Improved car security features such as alarms, immobilisers and tracking devices can also help protect your vehicle and your valuables.

The Police Service acting on good and timely reports from the community is better placed to deter and prevent crime, or if needs be, to detect and arrest criminals. The Police Service of Northern Ireland asks everyone in the community to report instances of anti-social behaviour and crime to Police. Early interventions can reduce crime opportunity.

Quick Check

Distraction Burglary or 'Bogus Caller' Burglary remains a crime of great concern for all families and householders, particularly for a person who considers themselves or a relative to be a vulnerable person.

In these crimes the perpetrator will present him or herself at the door, try to create the impression of being an official of a public service, or from a public utility company. Police, Electricity Service, Water Service, and Social Services are just some of the bogus identities used. Enquiries about fences, electric posts etc. are common.

The burglar tries to get an invite to enter the home, and then distracts the householder while a fellow burglar enters the home to steal valuables.

Kathy Latcham, a Crime Prevention Officer from Tennent Street Police Station advises all householders to be alert to this crime type. "Always use the 'Lock, Chain, Check' routine when answering the door to strangers. Lock the Door. Use a door chain or bar. Check the identity of callers before opening the door.

Before answering or opening the front door, check and be certain that the back door is closed and locked. If unsure about the caller, do not open the door and do not let them enter your home."

A single point of contact telephone number can be used to check the identity of callers. The QUICK CHECK scheme invites calls to Freephone 0800 013 22 90. A call centre operator will answer that number and can quickly check with any service provider if the person at the door is a genuine caller from that company.

Neighbourhood Police Officers and Crime Prevention Officers can advise householders on simple crime prevention methods to use to make their homes safer. Enquiries are invited to local Police Stations on 101.



NHA continues to invest in local projects

The Association opened its annual Community Investment Fund Awards scheme on Monday 23rd October 2017. These awards were developed to assist local organisations in the delivery of new initiatives, which aim to promote inclusion, strengthen communities and improve individual lives.

A fund of £10,000 was approved by Newington Housing's Board of Management to ensure the successful delivery of the scheme.

The scheme closed on Friday, 17th November 2017 and a total of 16 successful applications were received. Each individual application was then assessed by our Tenant Review Panel members on Thursday, 23rd November 2017.

Applications were received from a various areas throughout North Belfast. The Review Panel decided to distribute the full fund to all the organisations who applied and the amounts awarded to each organisation ranged from £289 to £940.

Through these awards, the financial assistance provided will help support local sports clubs, residents groups, youth groups, pensioner's activities, a local training and employability project, a local food bank, a cultural society, a local men's shed and the delivery of a suicide prevention initiative.

Overall, it is envisaged the projects funded through the scheme will assist in increasing levels of employability, help to create sustainable communities, increase participation of ethnic minority groups, improve participants physical and mental health, promote health and well-being and enhance community safety.

The Association wishes to thank all those who applied for an award and our tenants on the Review Panel, who gave their time, on a voluntary basis over the past few months, to develop, promote and deliver such a successful scheme.

We wish the successful applicants every success with the delivery of their projects over the coming weeks and months ahead.



Night Time Safety

BE SAFE ON THE STREET

Whether you walk, run, cycle or drive the following precautions will help keep you safe.

- » Avoid short cuts and isolated areas
- » Stay away from confrontational situations
- » Carry a personal attack alarm
- » Always use a known taxi firm
- » Avoid lonely bus tops or quiet areas
- » Be Safe when Socialising
- » Avoid going to the pub, club or party alone
- » Do not leave bags, coats or mobile phones unattended
- » NEVER leave your drink unattended and NEVER accept a drink from someone you do not know or trust
- » Do not drink from large open containers such as punchbowls
- » If you begin to feel drunk, dizzy or disorientated, seek help from a trusted friend or member of pub/ club staff.
- » Do not drink and drive and do not accept a lift from anyone who has been drinking
- » Carry enough money for a taxi
- » Do not get separated from friends and do not head home alone

Please remember when you are in a residential area Be Considerate, Be Respectful, Be Quiet and Be Tidy.

Alcohol is the number one Rape Drug, many rapes happen when people are drunk. Follow these steps to protect yourself:-

- » Don't get so drunk you don't know what you are doing
- » Don't go alone to a strangers house when you are drunk. Arrange to meet them when you are sober.
- » Don't accept drink from someone you've just met and don't share drinks.
- » Plan how you are getting home. Don't walk home alone, stay with friends.

BESMART

- S ay NO to any sex you don't want.
- M ake sure you are clearly understood
- A Icohol affects your judgement so watch what you drink
- R ape stays with you for life
- ake care of each other

Domestic Violence

Incidents of Domestic Violence tend to increase over the Christmas period, if you are a victim or know someone who is a victim **DON'T tolerate it, DO report it.**

Contact police on 999 in an emergency or 101 for nonemergency or Women's Aid on 02890 66 60 49

A Christmas Present **to You**

If you have a bike or are buying a new bike this Christmas, you can contact the Crime Prevention Officer in Tennent Street on telephone number 101 for a free Bike Register Bike Marking Kit.

Our North Queen Street development celebrates further success





Following on from our success in May 2017 at the regional R.I.C.S Awards, when our North Queen Street development was awarded "Winner of the Best Regeneration Project in N.I".; the scheme recently acquired another accolade as it was named "Best Social Housing Development in N.I. at the Construction Employers Federation's annual awards.

The judges' comments were:

"The North Queen Street scheme is an excellent example of a well-designed regeneration development that has provided 26 high quality social housing units on a site that was a former police station. With sustainability at its core, it has successfully responded to its context with the inclusion of a strong terrace along the frontage of the site providing an attractive streetscape and outlook. It has also fully respected its historical setting adjacent to the Grade A Listed Clifton House and Local Landscape Policy Area.

What made this development stand out was the way in which the numerous complex challenges were tackled in such a positive way (including the site's location adjacent to a listed building, the Westlink and a busy arterial road not to mention the contamination issues and underpinning requirements) whilst still maintaining a clear focus on excellent place making and design.

The panel was particularly impressed with the positive feedback regarding the scheme, the sense of pride of place which they witnessed and the way in which this development plays a pivotal role in fostering an overall sense of community. The high-quality finishes, landscaping and attention to detail add to the quality of this development and provide a distinctive sense of place.

This 'secured by design' scheme, which was delivered on time and on budget, is an excellent example of collaborative working and provides an insight into what could be achieved in future housing developments that seek to provide well designed, quality and safe residential environments which ultimately improve the health and wellbeing of those who live there".

The delivery of this development is another example of how essential local partnerships are in shaping and delivering vibrant, sustainable and successful communities. Newington wishes to express our sincere thanks to the many local organsiations for their continued support and our key partners Apex Housing and Donaghmore Construction.

