

# Tenants' summer newsletter



## NHA Nearing Completion of the New Lodge Redevelopment

**Following on from the handover by the Association of 18 new homes in December 2018 and more recently a further 14 on the 1st April 2019, the Association is pleased to announce that we are now nearing completion of the current New Lodge Redevelopment.**

The Association held a successful Tenant Information Day for all new tenants that were re-housed within Phase 4 in New Lodge Youth Centre, on Thursday, 21st March 2019. In the past, these events have been vital in assisting new tenants to quickly settle into their new homes and to help them in availing vital local amenities and services, if/when they require them.

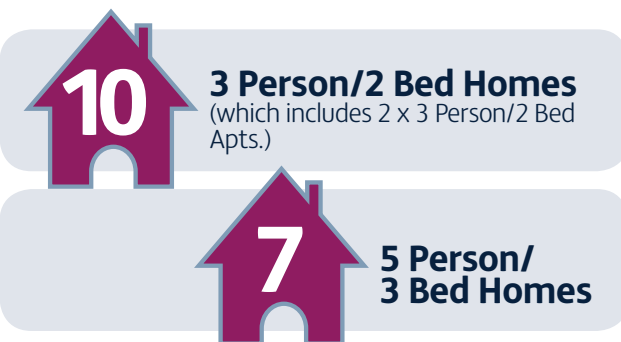
On the day, representatives from Newington Housing, statutory, community and voluntary organisations provided an overview of their organisation and what services and/or support is available from them.

The final phase of the redevelopment (Phase 5) has now been allocated by the Association and is nearing

completion, with the 17 new homes expected to be handed over in early July 2019.

Newington Housing wishes to thank all those who continue to play a key role in ensuring the delivery of these essential new homes and services for the local area.

**Phase 5 will consist of the following house types:**



*Big Enough to Deliver & Small Enough to Care*

## Update on the Distribution of our

# Brian Mullan Community Fund

The Association is delighted to announce the recent distribution of over **£10,000 to 11 local organisations throughout North Belfast**. Through these awards, the financial assistance provided will help support local voluntary and community organisations to deliver projects which aim to:

- Promote community cohesion,
- Strengthen community relations,
- Improve health and well-being,
- Empower local residents and;
- Help enhance individual's lives.

Below is a list of organisations and groups awarded funding to deliver their proposed projects:

- » Marrowbone Community Association
- » Woodvale Community Centre
- » North Belfast Interface Network
- » TAMHI
- » TDK Community Group
- » Mindskills Training, Coaching & Well-being
- » York Street Interchange – Resident's Action Group
- » Jennymount Community Association
- » Autism NI
- » Newington Day Centre
- » 174 Trust

The Association wishes to express our gratitude to our tenants on the 'Tenant Panel', who give up their time, on a voluntary basis, to deliver such a successful scheme.

On behalf of the Association and our Tenant Panel, we wish all those awarded funding every success in the delivery of their projects, moving forward.

## Newington Housing's Annual Student Bursary Scheme

Along with this Newsletter you will have received information relating to our opening of applications for our Annual Student Bursary Scheme.

### YOU MAY APPLY FOR A BURSARY IF:

- ✓ You are entering either third level or higher-level education for the first time,
- ✓ You are a mature student (25+), or
- ✓ You are already on a third level/higher level education course and have missed out on your first 1st bursary application and you are applying again

All information on how to apply is outlined within the enclosed documents, however, should you require any clarity on whether you meet the criteria or any further information, please contact our Community Engagement Officer on **028 9074 4055**.

## SSSC & Benefit Cap Mitigated Payment Protection could cease from March 2020

Approximately 150 of our tenants are currently in receipt of mitigated payments, which is a top up payment which contributes towards tenants current housing costs in respect of the Social Sector Size Criteria (more commonly known as the Bedroom Tax) and The Benefit Cap.

The mitigation was created to soften the impact of UK-wide welfare reforms in Northern Ireland and help those most affected by them. Current legislation passed by the Northern Ireland Assembly in 2016 is due to cease at the end of March 2020.

The Association acknowledges that if these payments cease, our tenants are likely to face hardship as they will have to meet these costs

directly themselves and make payment of any shortfall to us, the landlord.

Over the coming months, Newington staff will be contacting all affected tenants who are currently in receipt of mitigated payments. It is important that tenants provide us with up to date information regarding the size and make up of their households. If there have recently been additions to your household make-up, can you please contact us immediately on 028 9074 4055.

Finally, the Association is currently lobbying with others within the social housing sector for the renewal of protection measures after March 2020.

### Find your local independent advice centre

Advice centres provide a free, confidential and impartial service and help by advising on how to maximise and maintain your income debt management and budgeting and can refer you on to a food bank if needed. Below is a list of local advice centres located throughout North Belfast.

#### Ardoyne Association

111 Etna Drive  
Ardoyne  
Belfast  
BT14 7NN

Tel: 028 9071 5165

#### Ballysillan Community Forum

The Willowgrove Centre  
925 – 927 Crumlin Road  
Belfast  
BT14 8AB

Tel: 028 9039 1272

#### Advice Space

40 – 44 Duncairn Gardens  
Belfast  
BT15 2GG

Tel: 03001 233 233

#### Ligoniel Improvement Association

Wolfhill Centre  
148 Ligoniel Road  
Belfast  
BT14 8TD

Tel: 028 9039 1225

#### Tar Isteach Advice Service

244 Antrim Road  
Belfast  
BT15 2AR

Tel: 028 9074 6665

#### The Vine Centre

193 Crumlin Road  
Belfast  
BT14 7DX

Tel: 028 9035 1020

### What do i do... 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.



## Tenant Satisfaction Survey 2018

### Prize Draw Winners & Key Findings

The Association was delighted to receive in the region of 100 completed surveys relating to our most recent Tenant consultation exercise.

As part of the process, tenants who returned their surveys were entered in to a prize draw. The Association is delighted to announce the following winners:



<b>2nd PRIZE</b> Ms L.A. Amponsay <b>£50</b>	<b>1st PRIZE</b> Ms A.M O'Neil <b>£100</b>	<b>3rd PRIZE</b> Mr R Bradley <b>£25</b>
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## Newington HA General Needs Tenant Satisfaction

Key Findings  
Nov. 2018

Satisfaction with Services <b>94%</b>	Represents Value for Money <b>92%</b>	How NHA deals with ASB <b>91%</b>
Service Charge is Value for Money <b>92%</b>	Satisfaction with Neighbourhood <b>97%</b>	Satisfaction with Quality of Home <b>92%</b>
How NHA deals with complaints <b>92%</b>	<b>8.6 out of 10</b> Would recommend NHA as a landlord	

Ability of staff to deal with an enquiry quickly and effectively

**89%**

Satisfaction with outcome of enquiry

**93%**

Satisfaction with Maintenance/ Repairs Service

**85%**

Time taken before work commenced

**86%**

Being told when workers would call

**89%**

Satisfaction with Speed of Work

**89%**

Attitude of workers

**96%**

Listens to views and acted on feedback

**88%**

Rating of Repair Service received

**93%**

Satisfaction with Quality of Work

**92%**

Keeping me informed

**93%**

**95%** Keeping dirt to a minimum

The top 3 preferred ways which tenant would like to be contacted were:



Home Visits



Telephone



Letter

# Universal Credit

Universal Credit is a payment for people over 18 but under State Pension age who are 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.

## WHEN DID UNIVERSAL CREDIT COMMENCE IN NORTH BELFAST

New Claims – Universal Credit was introduced in North Belfast on 14th November 2018 for new claimants.

## ABOUT UNIVERSAL CREDIT

Universal Credit was designed to make sure you are better off in work than on benefits and to give you the support you need to prepare for work, start work or earn more money. There's no limit to the number of hours you can work in a week if you get Universal Credit.

Your benefit will not suddenly be removed if you start work. Your payment will reduce gradually as you earn more. This allows you to take temporary or seasonal jobs without making a new claim or having gaps between paydays as you move in and out of work.

When receiving Universal Credit, it is your responsibility to do everything you can to find work or increase your earnings.

## BENEFITS BEING REPLACED BY UNIVERSAL CREDIT

Universal Credit will replace:

- » Income-based Jobseeker's Allowance
- » Income-related Employment and Support Allowance
- » Income Support
- » Working Tax Credit
- » Child Tax Credit
- » Housing Benefit

## PEOPLE ALREADY RECEIVING A BENEFIT BEING REPLACED BY UNIVERSAL CREDIT

Anyone changing address or moving into one of our homes from the above date will face a change in their circumstances and therefore must apply for Universal Credit if they are already in receipt of one or more of the above benefits.

As it is now introduced in the North Belfast area, you will no longer be able to make a new claim for the benefits being replaced and you will need to claim Universal Credit instead.

If your circumstances have changed since 14th November 2018 and you are a Newington Housing tenant, **please contact a member of our Housing Management Team immediately on 028 9074 4055.**

A member of our team will provide you with general advice and can signpost/make a referral for you to relevant agencies or community organisations, who will provide you with more professional advice, guidance and support and assist you through the transition process.

If your circumstances **do not change**, you may be moved to Universal Credit anytime between July 2019 and March 2023. **You do not have to do anything at this stage.** The Department for Communities will contact you when it is time for you to move to Universal Credit.

## HOUSING BENEFIT

You must report any change in your circumstances that could affect your claim as soon as possible by contacting **us** and the **Private Sector Housing Benefit Unit within the Housing Executive.**

If you already receive Housing Benefit and you do not have a change in your circumstances, the Housing Executive and the Department for Communities will contact you when it's time to move onto Universal Credit.

You do not need to do anything further now unless your circumstances change.

## HELP WITH RATES

Your Universal Credit payment will not include money towards your rates.

A new Rate Rebate Scheme will replace Housing Benefit for rates for tenants who claim Universal Credit. If you are a Newington Housing tenant and think you may be eligible to claim a Rate Rebate, please contact us immediately on 028 9074 4055 and a member of staff will assist you with the application process.



## GETTING READY FOR UNIVERSAL CREDIT

You can start to prepare for Universal Credit by:

- » setting up a bank or building society account if you don't already have one
- » setting up an email address
- » familiarising yourself with using the Internet
- » checking how much rent you pay (including any service charges)
- » making sure you have the documents you need to verify your identity – this may include your passport, driving license or a household bill

## ELIGIBILITY

To get Universal Credit in Northern Ireland you must:

- » live in an area where Universal Credit has been introduced for new claims
- » be aged 18 or over (16 or 17 in certain circumstances – see below)
- » be under State Pension age
- » not be in full time education or training (unless exemptions apply – see below)
- » not have savings over £16,000

You'll get less Universal Credit if you have savings over £6,000 or earn enough money to cover your basic living costs.

If you're aged 16 or 17

You can get Universal Credit if you:

- » have limited capability for work or you have medical evidence and are waiting for a Work Capability Assessment
- » are caring for a severely disabled person
- » are responsible for a child
- » are a couple with responsibility for at least one child and your partner is eligible for Universal Credit
- » are pregnant and it's 11 weeks or less before your expected week of childbirth

» had a child in the last 15 weeks

» don't have parental support, for example, you don't have parents and you're not under local authority care

Exemptions if you're in training or studying full time

You can get Universal Credit if any of the following apply. You're:

- » in a couple and your partner is eligible for Universal Credit
- » responsible for a child, either as a single person or as a couple, if both of you are students
- » disabled and entitled to Disability Living Allowance or Personal Independence Payment and have limited capability for work
- » in 'non-advanced education' (for example, studying for A levels or a BTEC National Diploma), are 21 or under and don't have parental support

## OTHER HELP

If you would like independent help and advice on Universal Credit or any of the other welfare changes, you can visit any independent advice office or contact:

### Welfare Changes Helpline

### Housing Rights

### North Belfast Advice Partnership (NBAP)

### Debt Advice (Citizens Advice)

A Universal Credit guide is also available.

» Universal Credit & You (Website Link): [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/744321/universal-credit-and-you-2809.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/744321/universal-credit-and-you-2809.pdf)

## HELP TO SAVE SCHEME

If you are working and claiming Universal Credit, you may be eligible for the Help to Save scheme. The scheme allows you to build savings for up to four years and receive tax-free bonuses.



## 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**

## Domestic Violence

Incidents of Domestic Violence can occur at any time. If you are a victim or know someone who is a **DON'T tolerate it, DO report it.**

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



*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](mailto: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](mailto:uppernorthfamilysup-port@vinecentre.org) or alternatively contact the Association on **02890 744055** for advice, assistance and guidance.



# 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**.



# Fire safety advice

Following the Grenfell Tower fire, it is important that we all take steps to ensure all residents have the information they need to raise any fire safety concerns and are well informed about what to do if an incident should occur in their building. High-rise buildings are designed to resist fire and stop the spread of smoke. Most fires are contained and do not spread beyond the flat they originated in.

## Safety advice for residents

- >> Newington has installed smoke alarms in all our accommodation and it is important that they are tested at least once a week.
- >> As a tenant, formulate an escape plan in case you ever need to evacuate the building.
- >> Communicate the escape plan to other occupants in your household and with neighbouring tenants.
- >> If you are high up, do not use the lift. If you can, go down the stairs.

- >> In the event of a fire, there will be a designated assembly point located outside your building. If you are unsure where this assembly point is, please contact the Association for clarity.
- >> If you cannot get out of your home, go into one room, then phone 999 and say which room you are in. The fire and rescue service will tell you what to do and they will get there as fast as they can.
- >> Keep exits clear both in your home and in communal areas
- >> Never leave flammable materials/unwanted household furniture in the communal areas or bins stores.
- >> All front doors to flats and doors on corridors and staircases are 'self-closing' fire doors, never wedge them open

Finally, if you spot anything that concerns you, please contact the Association on **028 9074 4055** further additional advice and assistance.



# 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](http://www.newingtonha.co.uk)  
& (click on report a repair icon on the main screen)  
or email us directly: [admin@newingtonha.co.uk](mailto:admin@newingtonha.co.uk)

When our offices are closed, Emergency Repairs can be reported through our Out of Hours service via Radius Connect 24 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.

# NEWINGTON & APEX STAFF COMPLETE THE BELFAST CITY MARATHON

A big congratulations to all the staff from Newington and Apex Housing who recently completed the Belfast Marathon to raise essential funding for this year's designated charity, **The Welcome Organisation**.

The Welcome Organisation provides a range of potentially life-saving services to around 1,400 people affected by homelessness across greater Belfast. It adopts a non-judgmental approach to addressing homelessness issues.

On behalf of the staff from both organisations, we wish to express our gratitude to everyone who generously donated to the fund. A total of **£1,000** was raised which will go some way to support those most in need of the targeted support provided by **The Welcome Organisation**.



## A MESSAGE FROM YOUR TENANT FORUM

## WE NEED YOUR INPUT, OPINIONS & VIEWS

Newington's Tenant Forum has been up and running since 2017. As Forum members, we would like you to get in touch with us so that so we can gauge what tenant issues or concerns need raised or addressed by the Association, via the Tenant Forum.

The Forum's purpose is not to deal with individual complaints or concerns, as these need to be addressed by you directly with Newington HA. If, however it turns out enough tenants are raising the same issues/concerns around the same theme, the issue may need to be elevated by us as a group to Newington Housing, via the Forum.

Currently we are reviewing the role of the Forum to ensure that we actively and meaningfully play a role in ensuring standards, such as the delivery of the services you receive, are maintained and where possible improved; therefore we would welcome your views and ideas on what you would like to see happen, via your Forum.

The Tenant Forum would welcome any thoughts, suggestions or queries you may have. A new email address has been set up to solely and independently acquire your views or to lodge concerns we may be able to assist you to address. It is [nhatenantforum@gmail.com](mailto:nhatenantforum@gmail.com)

Newington Housing has no access to this email account, and it will be monitored and administered solely by the Tenant Forum Chair and Vice-Chair.

Finally, if you are interested in joining the Tenant Forum, you can email us directly via our new email or alternatively contact Martin Hamilton, Community Engagement Officer at Newington HA on 028 9074 4055.

**Your Chair:** Stephen Graham  
**Your Vice-Chair:** Colette O'Donnell



# Belfast City Council Pest Control Service

## HOW TO BOOK A BELFAST CITY COUNCIL PEST CONTROL INSPECTION

Belfast City Council (BCC) have a free pest control service which can help you get rid of rats, mice, fleas, flies, etc. from your home.

The service is available to all our tenants. When contacting them, you will need to provide your name, address, contact details and our contact details, as your landlord.

They currently do not support the removal of problem pests such as wasps or ants or deal with larger animals, such as bats, birds, foxes or squirrels.

They will try to deal with your pest problem as quickly as possible, although you may experience some delays.

Also, if demand is very high, they may not be able to fulfil your request and may recommend the services of commercial pest control companies or that you contact Newington directly.

**To book an inspection or for more information  
call 028 9027 0431  
or email [pestcontrol@belfastcity.gov.uk](mailto:pestcontrol@belfastcity.gov.uk).**

## ADVICE TO TENANTS WHEN DEALING WITH RODENTS AND PESTS.

Belfast City Councils pest control teams can play a pivotal role in helping you to eradicate rats and mice from your home. By following some simple steps, you can minimise the risk of rats and mice entering your home or garden.

## RATS

### EVIDENCE TO LOOK FOR IF YOU THINK YOU HAVE RATS:

- » Fresh droppings that are soft and moist and coloured brown or black. They are capsule shaped and about 20mm long. You may find them under your kitchen sink, in the hot press, in your loft, or your garage.
- » Fresh gnawing of wood, carpets, papers, cables or furniture.
- » Damage to food or household items.
- » Holes that would usually be 50 - 80mm in diameter and shallow, with dirt usually piled up outside it. Rats like to burrow under sheds and paving stones.
- » Smear marks around well-used entry points as rat hair is oily and leaves a dark stain.
- » A trail of matted grass or trodden soil as a result of constant use of the same tracks.
- » A bad smell.

### HOW TO PREVENT RATS:

- » Ensure all gaps both internal and external are filled in, for example drainpipes, windows or door frames. Rats only need a gap of 25mm (the size of ten pence) to gain entry.
- » Any manholes should be regularly inspected to ensure they are free from rats.
- » All food items and supplies of water should be covered.
- » Gardens should be cut regularly and all weeds removed as these provide food and shelter for rats.
- » Garden sheds should be kept at least 25cm off the ground.
- » All rubbish in both the house and garden should be put in the bin.
- » All garden tools and toys should be stacked neatly when not in use.
- » Bins should be kept closed at all times.
- » Bird feeders should be used rather than scattering food on the ground.



## MICE

### EVIDENCE TO LOOK FOR IF YOU THINK YOU HAVE MICE:

- » Fresh droppings that are soft and moist and coloured brown or black. They are rod shaped and about 2 - 6mm long. You may find them under your kitchen sink, in the hot press, in your loft, or your garage.
- » Damage to food or household items.
- » Smear marks around well-used entry points as mice hair is oily and leaves a dark stain.
- » A bad smell.

### HOW TO PREVENT MICE:

- » Ensure all gaps both internal and external are filled in, for example drainpipes, windows and door frames. Mice only need a gap of 20mm (the size of a pence) to gain entry.
- » Replace the mesh externally on ventilation bricks and slots as it may have worn away.
- » Self-closing door mechanisms should be fitted to back doors to ensure these remain closed as mice often enter premises through an open door.
- » All food items and supplies of water should be covered.
- » Gardens should be cut regularly and all weeds removed. Long grass and weeds provide food and shelter for mice.
- » Garden sheds should be kept at least 25cm off the ground.



## FLEAS

- » Vacuum your house regularly.
- » Get pets regularly treated by a vet for signs of fleas.
- » Groom your pet outdoors to prevent fleas getting into your home.
- » Wash animal bedding regularly using a mild detergent.
- » Spray floor surfaces, particularly cracks and crevices, with an anti-flea spray.

## FLIES

- » Always store leftover food in sealed containers.
- » Don't feed or leave food out for wild pigeons - it can make them ill and could attract other pests.
- » Clean your bin and drains regularly and never leave rubbish lying around.
- » Use a fly spray.

## WILD PIGEONS

- » Don't feed or leave food out for wild pigeons - it can make them ill and could attract other pests.





# Staying Safe Within Your Home



## Book a family home safety check

Belfast City Council currently offer a free home safety checks for all residents with young children living within their electoral area.

The checks offer tips on all aspects of home safety, as well as specialist advice on topics like heating and energy saving.

A room-by-room inspection usually takes around 30 minutes and their advisors can:

- » show you the potential risk areas in your home, for example blind cords or poisoning risks
- » provide tailored advice on how to make your home safer
- » arrange for safety equipment to be delivered to your home
- » refer you for a free smoke alarm installation (equipment is provided subject to the result of the home safety check and stock availability).

**You can apply for a home safety check by completing an application form and returning it to [envhealth@belfastcity.gov.uk](mailto:envhealth@belfastcity.gov.uk)**



## Blind cord safety

The Public Health Agency has recently developed and launched a blind cord safety campaign.

It takes only 18 seconds for a toddler to lose their life on a blind cord. If you have blinds fitted in your home, there are simple precautions that you can take:

- » if any blind has a cord or chain that is looped or could form a loop, use a safety device to keep the cord or chain securely tidied away out of their reach
- » do not place a child's cot, bed, highchair or playpen near to a window blind
- » do not put sofas, chairs, tables, shelves or bookcases near a window blind as children like to climb

**To request blind cord safety devices for your home or a free home safety check you can contact Belfast City Council on 028 9027 0428.**



## Book a home safety check and repair visit for seniors

If you are over 65 you can request a free home safety check, and avail of our repair scheme. Belfast City Council worked with the Public Health Agency and Bryson Energy to develop this scheme which offers reduced handy-person repair rates and a selection of free "helping-hand" aids and equipment (*subject to stock availability*).

The handy person may be able to carry out tasks such as:

- » fitting curtain rails
- » door repairs
- » fitting door-chains
- » clearing paths
- » fixing floorboards
- » changing light bulbs.
- » In the winter months they can also lay salt to prevent slips.

## Eligibility group for seniors

Those aged 65 and over Home safety check only	Free
Those aged 65 and over in receipt of benefits Home safety check and repairs	Free home safety check £5.00 per hour for repairs
Those aged 65 and over and not in receipt of benefits Home safety check and repairs	Free home safety check £15.00 per hour for repairs



All materials must be supplied by the occupant. General items such as glue, nails and sandpaper will be provided free of charge.

The reduced handy-person repair rates depend on each person's circumstances.

To acquire this service, you can email [handyman@brysonenergy.org](mailto:handyman@brysonenergy.org), or **freephone 0800 14 22 865**.

To download an application form to book a family home safety check or a home safety check and repair visit for seniors, please visit: [www.belfastcity.gov.uk/buildingcontrolenvironment/housing/homesafetycheck.aspx](http://www.belfastcity.gov.uk/buildingcontrolenvironment/housing/homesafetycheck.aspx)

## Local Community Clean Up Events



The Association is planning to hold community clean up events in your area on the following dates over the coming months. Brushes, shovels, litter picks, gloves and black bags will be supplied by Belfast City Council on the day.

The Association will also be arranging for skips to be delivered to these areas on the day of each event and can be used by anyone seeking to dispose of any household rubbish, old garden furniture or garden waste, or general waste. These skips will be removed immediately after the event is finished.

We are hoping that as many tenants and volunteers as possible come out and join us. Further information will be distributed to all tenants residing within these areas, prior to these events taking place.

### DATES FOR YOUR DIARY

AREA	DATE
Thorndale, Duncairn & Kinnaird	Saturday, 15th June 2019
Dunmore/Alexandra Park Avenue	Friday, 21st June 2019
General Newington/Limestone	Friday, 26th July 2019
General New Lodge area (incl. Meadow Place, Meadow Close, Fortfield Place, Lepper Street, Meadow Grove, Stratheden Avenue & Stratheden Street)	Thursday, 8th August 2019
North Queen Park & North Queen Street	Friday, 16th August 2019





## 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 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.



## 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.**