



Helping to support those most in need within our Communities

Over the past few months, the Association has been regularly engaging with our community partners within the North Belfast Advice Partnership (NBAP), who have painted a grim picture of the increasing need for interventions in the provision of food, basic essentials, help with utilities and the acquisition of white goods. It was also evident that this demand is likely to significantly increase over the coming weeks, in the run up to Christmas, when the financial demands on already struggling households always increases.

Given these challenges, our Housing & Communities Committee recently met and decided to redesignate this year's Brian Mullan Funding pot to financially support some of our partner organisations delivering essential frontline intervention initiatives, throughout North Belfast.

For many years and particularly during the festive period, the Association has also supported the essential work which the Society of St. Vincent de Paul (SVP) do in providing crisis support to those most in need. Traditionally, most local SVP conference funding is received through weekly church collections and as these have been restricted due to Covid-19 regulations, their usual funding streams have been significantly curtailed.

To assist our partners within NBAP and SVP at this time, our Board of Management has recent awarded the following funding grants:

- **North Belfast Advice Partnership - A grant of £5,000** has been awarded to support the delivery of their 'Foodbank Christmas Hampers for families, couples and individuals' & their 'Sponsor a Child Appeal'.
- **Society of St. Vincent de Paul - A grant of £5,250** has been awarded to support the delivery of their crisis intervention and Christmas Appeal. The funding will be distributed to the following four SVP conferences:
 - » **St Patricks Conference - £3,000**
 - » **Holy Family Conference - £750**
 - » **Resurrection Conference - £750**
 - » **St Therese Conference - £750**

It is envisaged that these funding grants, totalling £10,250, will make a significant difference to the lives of those most vulnerable within the communities we serve.

Commenting on the award, **Sinead McKinley** from NBAP said *"On behalf of everyone at NBAP I want to take this opportunity to thank Newington for their*

continued support. This year, we know Christmas will be very difficult for many families, therefore this generous donation of £5,000 will really make a massive difference and allow us to help more local North Belfast families than ever before".

Presenting the cheque, **Jacqui Gilmore, Head of Housing & Communities** at Newington Housing went on to say *"At a time when many people are not only struggling financially; but also emotionally, physically, mentally and who face many uncertainties and personal challenges ahead, we hope this financial support will go some way to help alleviate some of life's pressures during these difficult and challenging times."*

On behalf of the Board and staff at Newington, I wish to express our sincere gratitude to organisations such as NBAP, SVP and the many other local community and voluntary organisations, who provide these essential and invaluable services to an ever increasing number of households within our communities".

Finally, anyone wishing support the initiatives being delivered by NBAP and SVP can do so by contacting the respective organisations directly or via the Association on 028 9074 4055.





Meet your NHA Universal Credit Advisor



Niamh is the dedicated UC advisor for Newington Housing tenants.

Niamh took up the position in January 2020 and is employed by Ligoniel Improvement Association who are part of the North Belfast Advice Partnership (NBAP) team. The funding for Niamh's post has been provided jointly by Newington Housing & Nationwide Building Society.

Niamh provides help and support on Universal Credit, such as:

- ✓ **how to apply**
- ✓ **explain payments**
- ✓ **how to get help with rates relief**
- ✓ **information on other benefits and grants such as Personal Independent Payment, Discretionary Support and UC Contingency Funds grants.**

Niamh has been part of NBAP's team for the past three years, initially volunteering with the Ardoyne Association and then last year working as NBAP's Family Support Administrator.

Niamh provides outreach support to North Belfast Hostels and Springboard Opps, who support young people to enhance their employability and personal development skills.

At the start of this year Niamh delivered Universal Credit sessions to residents of Glenalva and Thorndale Hostel.

Over the past ten months, Niamh has played a key role in the NBAP foodbank, helping provide and distribute over 7000 food parcels locally.

Niamh volunteers at the People's Kitchen, providing homeless with hot meals, toiletries and clothes.

Niamh also plays a very active role in the Ardoyne/ Marrowbone Community Festival Group, organising summer and Christmas activities for the community.

Niamh is from North Belfast, she studied at Mercy College and then went onto study at the University of Ulster, Derry.

Do you need advice and support?

Changing benefits can be a worrying time, especially if you have to move to Universal Credit. Newington along with North Belfast Advice Partnership, can support you with transitioning over to UC.

We can provide assistance with the following;

- ✓ Help with applying to Universal Credit and Rates Relief.
- ✓ Help with applying for Help with Healthcare Costs.

- ✓ Budgeting Advice.
- ✓ Help with applying for financial support from DfC for UC transitioning to cover daily living expenses.
- ✓ Help with applications for discretionary support scheme payments.
- ✓ Provide support package via NBAP to cover daily essentials



Time for A Free Benefit Health Check

Make sure you are claiming everything you are entitled too.

In the current climate and as a direct result of the COVID-19 pandemic, many households have seen a significant change to their income and finances; therefore, this is the perfect time to avail of a free benefit health check to make sure you are not missing out on any entitlements, grants or other source of help and support.

What else can Niamh help you with/ Why should I get in touch?

- ✓ Can make referrals to acquire you support via a local Family Support Hub
- ✓ Support you with upskilling, employability and training.

How to acquire a FULL BENEFIT HEALTH CHECK

You can book an appointment to see **Niamh** by calling **028 9039 1225** or a referral can be made by the Association, on your behalf.

Please contact your **Housing Officer** on **028 90 74 4055** for further advice and assistance.



How we are performing as a Landlord during the Covid-19 pandemic

At Newington, we continue to monitor our performance to ensure continuous improvement and that services we deliver are accessible, efficient and effective.

Since the outbreak of Covid-19, the Association has employed three new members of staff. Two have joined us on a permanent basis, whilst the other on fixed term contract. These additions to our staffing team will assist in ensuring we maintain a high standard of service, which we continuously strive to provide.

During the first few months of the pandemic and in line with public health advice, all allocations were paused to ensure our staff and perspective tenants remained safe. We have now incorporated new systems and processes to ensure everyone remains safe and are delighted to have welcomed an additional 18 new tenants into their homes since June 2020.

Our maintenance performance remained consistently good and investment in our existing homes via our planned maintenance programme continues. Due to Covid-19 restrictions, some of our internal planned maintenance programme works (i.e. our kitchen replacement scheme), will be put on hold until early next year.

Complaints associated with anti-social behaviour continue to be dealt with as quickly and effectively as possible.

Although our staff team are working remotely from home, our staff are still on hand to provide you with the support required. We have upgraded our telecommunications systems to ensure our tenants can avail of our services effectively and efficiently. Even during these difficult and challenging times, we will continually strive to deliver a professional and courteous service to our tenants and the communities in which we serve.

In May 2020, we were delighted to receive a Level 1 - Regulatory Judgement from DfC's regulatory branch. This is the highest level a Housing Association can achieve. During 2018/2019, we demonstrated that we met the Regulatory Standards for Governance, Finance and Consumer.

To view the full Department for Communities Regulatory Judgement, please visit: <https://www.communities-ni.gov.uk/sites/default/files/publications/communities/housing-association-regulatory-judgements-1819-newington.pdf>



Advice and support services are out there, you just have to ask – it can make all the difference

Several months ago, myself and my husband found ourselves in a situation where we had fallen into rent arrears with the Association.

Me and my husband always paid most of our rent, as we were entitled to very little assistance from Housing Benefit. Then my husband fell ill. He was out of work and did not receive much financial support from his employer, which resulted in a significant reduction in our household income. As a result of these changes in our circumstances, we found ourselves falling behind with most of our bills.

I then received a call from my Housing Officer at Newington Association regarding our level of rent arrears and once I had explained our current situation and that we were struggling financially, he mentioned referring me for independent benefit advice. The next thing I knew, two benefits advisors from North Belfast Advice Partnership called with a computer.

We sat down and discussed things. Unbeknown to me, I was entitled to additional benefits. I was informed that as it would trigger a change in our circumstances, we would have to apply for Universal Credit.

Oh No, I recall thinking, as I had previously heard about Universal Credit being such a difficult and terrible process.

I must admit, without the help I probably wouldn't have applied. I hadn't a clue about computers or wouldn't have known how to even start an application. The two benefit advisors talked me through the process and I only had to answer a few questions.

At the start it was a bit fidgety to work on my phone, but after a while I got the hang of it and can now see my payments clearly. To date it has been dead on for me, touch wood.

After my Universal Credit claim was up and running, Newington even called and helped me complete my online rates rebate application as well.

On behalf of me and my husband I wish to express my sincere gratitude to my Housing Officer and the team at NBAP for their support. Getting things sorted has taken a massive weight off my shoulders.

Finally, I just want to convey to others who may find themselves in our position, there is advice and support out there, you just have to ask – it can make all the difference.

Mr & Mrs M

Newington continues to make a difference - Michaela's Story



Due to many health difficulties which my sister and I now suffer, getting a bungalow to help meet our long-term needs was a must. I cannot tell you how many times I lost heart and felt disappointment, as I thought one would never become available.

Then one day a few weeks ago a letter arrived that would change everything. That letter was from Newington Housing offering me a new home. I remember just reading it and then rushing out to get a glimpse of what we had been offered. I remember saying to myself you haven't even received the keys and are unable to see inside, but I just acted on impulse.

I will always remember the first time I laid eyes on my new home. I just knew in my heart that it was to be the future home my sister and I had strived to acquire for many years.

During the arranged viewing, the excitement of walking around it for the first time just reaffirmed my initial feelings that I found the perfect home. No more stairs to negotiate, no fire, no ashes to empty, just a button to press and instant heat and hot water.

I have had such a wonderful time picking curtains, furnishing and decorating it over the past few weeks, to make it our dream home.

Having lived in my old home all my life I thought the move would be very difficult, but thanks to the team at Newington Housing and Agnes Fraser from Tar Steach, who worked tirelessly to help us to find our new home, I have no regrets moving at all.

Our new neighbours are warm, kind and friendly and we have been welcomed with open arms. There is a lovely park nearby and everyone who I meet has a polite word to say and a welcoming smile.

I just want to express my appreciation and gratitude to everyone who has helped and supported me and my sister over the past few weeks. Our new home offers us so many new opportunities and has provided us with a basis to acquire new happiness and lifelong contentment.

Michaela



Newington HA Student Bursary Awards 2020

The Association recently distributed the sum of **£2,400** via our **Annual Student Bursary Awards Scheme** for 2020 to **six** students undertaking higher level education. A further **three** new full-time students, along with the **three** previous year awardees, were each awarded grants of **£400** to help them financially through this academic year.

On behalf of the Association, we wish to convey our congratulations to all the successful candidates and wish them every success with their studies during these difficult and challenging times.



North Belfast Advice Partnership #LetsTalkMoney@Home Packs

North Belfast Advice Partnership as part of its Summer COVID19 response plan distributed **1400 #LetsTalkMoney@Home packs** to families and young people. A group of young leaders from TAMHI and New Lodge Youth Club helped to make up the packs.

The packs were designed to help parents talk to their children about money, the value of money and how to plan their household finances. The information included advice from the Young People's Finance Centre, to enable young people to take control of their finances and make more positive financial choices.

Within the packs, there was also Consumer Council products and local information directories on services and support available.

The packs were distributed by a range of groups including Sure Start, Breakthrough project, Depaul, Cliftonville Regeneration Forum, Lower Oldpark and Alternatives.

The feedback received was very positive and the families and young people who received a pack, found them to be very useful, informative and extremely beneficial.

If you would like information on the packs, please contact **NBAP @ The Vine Centre 028 90351020**, for more information.





Camberwell Court Golden Club Summer Events

The residents of Camberwell Court Golden Club successfully held an external Hanging Basket making session within the communal gardens at Camberwell Court in early September, which was facilitated by Grow NI and attended by residents from Thorndale, Duncairn & Kinnaird Community Group.

After the workshop was completed, they then held an external BBQ Lunch for all participants and other Camberwell residents.

Newington staff assisted with the preparation and delivery of lunch to some Camberwell residents who were unable to attend the events.

Then on Friday, 11/09/2020, they held a bus trip to Newcastle, Co. Down and dinner was also provided for everyone who attended.

Unfortunately, due to the tightening of restrictions relating to Covid-19, their planned external Coffee, Cake & Bingo sessions at Camberwell Court could not go ahead. As a result of this they were unable to invite other residents from the Association's two other local sheltered schemes, Richmond Lodge & Lisieux House to Camberwell Court.

On behalf of the Club, Newington staff did however acquire and deliver tea/coffee and confectionaries to most of residents within Camberwell Court and the two other Schemes. Some of these residents had been shielding for several months and were extremely appreciative of the visits and kind gesture.

Commenting on the range of activities delivered, Camberwell Court Scheme Co-Ordinator, Kathleen Hale said "Some of those who took part in the activities are

quite vulnerable, so there were concerns relating to their mental health and emotional wellbeing. I was delighted to see the delivery of these initiatives, as it helped stimulate residents and encouraged them to re-engage with not just those who reside within Camberwell but also with other residents from the local community.



Community News

The activities provided were very successful and the group members plan to continue to deliver further activities, when it is safe and possible to do so".

Claire Peacock from Grow NI, who along with other volunteers facilitated one of the planned activities went on to say, "On behalf of everyone at Grow NI, I want to express my appreciation to the group for the opportunity to take part in such a fantastic day.

As a result of the hanging basket workshop and the new relationships which were formed, we are hoping that some of the TDK residents who attended will re-engage with us and participate at our weekly Grow sessions at Camberwell.

These are due to recommence in Spring 2021.

I would also welcome interest from other residents or groups and ask that they get in touch, if they would like to take part in our community gardening sessions at Camberwell or at our other local projects".

Chair of Camberwell Golden Club, Robert Philips said: "Our aim was to increase resident participation in internal and external activities, form new relationships and connections with others and bring some enjoyment into people's lives during a very difficult time for us all. We feel the choice of events provided a good mix

to enhance the emotional and physical wellbeing of our residents and other participants from the local community.



On behalf of the Club, I wish to express our appreciation to Belfast City Council who helped fund the activities; Claire and her team of volunteers at Grow NI; Kathleen, our Scheme Co-Ordinator, who has worked tirelessly over the past few months to keep us all safe and well and the staff team at Newington HA for their continued support and for funding our Grow NI project".





Help keep you and your family safe this Winter

As winter approaches, we'll be spending more time indoors. This will increase the risk of coronavirus spreading.

The following reconstructions of everyday environments show why washing hands regularly, wearing a face covering and keeping at least 2m apart is vital in controlling the spread.

Coronavirus can live for more than 24 hours indoors. You could pick up or pass on the virus by touching a contaminated surface.

Washing your hands with soap and water, or using hand sanitiser, regularly throughout the day will reduce the risk of catching or passing it on.

Coronavirus can be found in tiny droplets coming out of your nose and mouth.

Wearing a face covering over your nose and mouth reduces the spread of droplets carrying the virus. This means if you have it, you're less likely to pass it on to others.

Larger droplets can land on other people or on surfaces they touch. Spreading the virus through droplets is most likely to happen when you are less than 2m apart.

Smaller droplets called aerosols can stay in the air for some time, especially if there is no ventilation.

So, when you are with people not from your household, you must keep at least 2m apart.

The risk of spreading the virus through smaller droplets is much less outdoors, where there is more ventilation.

Wash your hands, cover your face, make space. These are the three most effective ways we can all control the spread of the virus.

Remember if you have any coronavirus symptoms; high temperature, a new continuous cough, or a loss or change in your sense of taste or smell, get a free test by calling 119 or visiting NHS.uk.

Together, we will control the virus and stop the spread.



We must keep on protecting each other.



HANDS**FACE****SPACE**

STAY ALERT • CONTROL THE VIRUS • SAVE LIVES

25 CRACKING CHRISTMAS QUIZ QUESTIONS

Come on. Why not grab a pen or pencil and give it a go?

1. In the Dr Who Christmas special in 2017, which actress made her first official appearance as the 13th Doctor?
2. Alphabetically, which of Santa's reindeer comes first?
3. Who is generally recognised as writing the poem "A Visit from St. Nicholas" (also known as "Twas the Night Before Christmas")?
4. Snowflakes are often portrayed as being 6 sided but studies suggest that less than what percentage of snowflakes exhibit the ideal six-fold symmetric shape?
a) 0.1% b) 1% c) 10%
5. A Bellini is flavoured with which fruit?
6. 'From the Morecambe and Wise Christmas Special of 1971 can you complete this quote 'No. I'm playing all the *right* notes.'
7. In 'The Gingerbread Man' fairytale, who or what devours the gingerbread man in the end?
8. What stick would you put into a mulled wine?
9. In the 1947 version of Miracle on 34th Street, who plays the little girl Susan Walker?
10. Who wrote the Band Aid song 'Do They Know It's Christmas'?
11. The Australian external territory of Christmas Island is in which ocean?
12. Modern Christmas trees originated in the 16th century in an area now known as which country?
13. In the novel A Christmas Carol, which is the first ghost to visit Scrooge?
14. Driving Home for Christmas, was written during a car journey back to which town?
15. In the Christmas song 'Let it Snow' what has happened to the lights?
16. In the film Scrooged starring Bill Murray, which actress plays the Ghost of Christmas Present?
17. Which Christmas hit for Harry Belafonte in 1956 is now widely performed as a Christmas Carol?
18. Port, the Portuguese fortified wine, often drunk at Christmas, is produced exclusively in which valley in northern Portugal?
19. Which famous scientist who developed the three laws of motion, was born on Christmas day 1642.
20. Which wordless children's picture book by Raymond Briggs was first published in 1978?
21. In Matthews version of the birth of Christ in the bible he mentions the arrival of the Magi. Who or what are the Magi?
22. One of the most popular toys of 1970 was a NERF Ball. What does the acronym NERF stand for?
23. Pepparkakor are very similar to gingerbread cookies but much thinner, hard and very crisp and are found everywhere over Christmas in which Scandinavian country?
24. La Noche Buena refers to which time over the Christmas period in Spain?
25. How many Drummers Drummed?

All answers are located on Page 14 of this publication.



KIDDIES ACTIVITIES & COLOURING CORNER



Paper Cup Angel Luminaries

These little paper cup angels are super sweet and simple to make. Perfect for adding a bit of holiday cheer during the day and giving your home a lovely warm and angelic cosy glow at night.

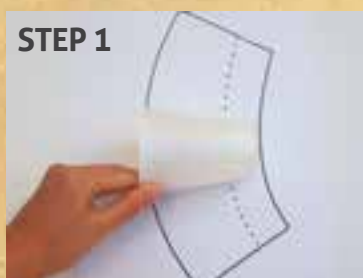
Here's what you'll need to make these glowing angels:

- Clear Plastic Cups
- Printer paper
- Pen
- Crayons
- Colouring Markers
- Scissors
- Clear Tape
- LED Tea Lights (1-2 per angel)



Let's make some paper cup angels!

STEP 1



Roll your plastic cup over a sheet of paper and trace along its edges as it rolls. Now you'll have a curved shape which will fit nicely over your cup. Cut the shape out, and trim off about 1" to 1 1/2" off the top (shown by the curved line) so that you'll have space for the angel's face.

STEP 2



Colour in your curved shape.

STEP 3



Accordion fold your shape.

STEP 4



Cut out different shapes holes (it's like you're cutting out a snowflake!)



STEP 5



Open up your folded piece of paper. Use your markers to add more decorations to your design. Yay! Now your angel has a lovely lacy dress to wear. Cut out and colour a face and pair of wings.

STEP 6



Tape your dress, face, and wings onto your plastic cup.



Place 1-2 LED tea lights under each cup to make your angels glow.

Aren't they beautiful?

I hope you enjoy making these lovely glowing pretties with your children.

MERRY CHRISTMAS





Our Planned & Cyclical Works in 2020 – 2021

As a result of the outbreak of COVID-19 and the subsequent government restriction put in place, the Association was delayed in carrying out some of our planned and cyclical works which were programmed for completion during 2019/2020.

We are pleased to advise that the following works have either been completed or will be completed over the coming weeks.

- » **Replacement of Richmond House Door Entry System** – Works have now been completed.
- » **External painting of 86 general needs properties** – Our Contractors Hetherington's are currently on-site completing these works to our homes.
- » **NIEIC Electrical Inspections** – our contractor Omega are currently onsite completing electrical testing/inspections for approximately 150 of our homes.
- » **Upgrade of Lisieux House flat roofs and eaves** – Estimated start date on-site is January 2021.

The Association is in the process of undertaking the following works

- » **Upgrading of existing fire alarm panels at our Camberwell Court, Lisieux House and Richmond Lodge sheltered schemes**
- » **External painting of our Delaware Building and at Camberwell Court**
- » **External painting at 64 of our general needs properties**
- » **Replacement of existing windows and rear doors at 6 of our general needs properties**
- » **Upgrade of existing CCTV systems at Camberwell Court, Lisieux House, Richmond Lodge and our Delaware Building**
- » **NICEIC's Electrical Inspections at 55 of our homes.**
- » **Annual Gas Boiler inspections at all 723 of our homes**

Any tenant who has recently missed an arranged annual gas boiler inspection appointment and failed to provide access to our Contractor are asked to contact us immediately on **028 9074 4055**, so that alternative arrangement for access can be made.

Finally, because of the outbreak of COVID-19, the subsequent pandemic and current restrictions relating to the accessing of tenants homes, the replacement of **52** kitchens, which were due to be completed during this financial year, have been rescheduled until 2021/2022.

All tenants who were due to receive a new kitchen have been notified of this decision and we will of course keep you all up to date as these works are progressed over the coming months.



Lets talk...

Why should I become a member of Newington's Tenants' Forum?

As a tenant of Newington your knowledge of tenancy matters is important to shape the services we deliver.

What is the Tenant Forum?

The Tenants' Forum is a group of volunteers who give up some of their free time to improve the services and information tenants receive from Newington. Members also meet to have their say about what's happening. They discuss policy changes, home improvement specifications, events held for tenants and lots more.

What's in it for me?

A chance to have your say. To bring your expertise as a tenant. To attend training events and develop exiting and learn new skills. This group will introduce you to lots of other tenants, learn more about Newington and have your chance to respond to proposed changes.

What's in it for Newington?

Feedback from Tenants' Forum members gives us a well-rounded view of the business and ensures we're doing right by you.

How to apply

If you'd like to join the Tenants' Forum or to find out how else you can get involved at Newington, please email our Community Engagement Officer, Martin Hamilton m.hamilton@newingtonha.co.uk or alternatively contact him by phoning on **028 9074 4055**.

Belfast Warm and Well

The Belfast Warm and Well Project aims to help local people struggling to keep their home warm this winter, by offering advice and practical support to stay warm and well.



Belfast Warm and Well, will be coordinated by National Energy Action (NEA) who will work with local community and voluntary groups, to provide helpful independent and confidential advice and practical support.

If you are vulnerable and finding it difficult to keep your home warm, contact **NEA** on **028 9023 9909** or warmandwell@nea.org.uk to see if they can help.

The project is available to vulnerable people who are finding it difficult to keep their home warm. Vulnerable refers to a number of different groups including:

- People aged 65 years or older
- People living with disability or long term physical or mental health condition
- Pregnant women
- Households with young child (from new-born to school age)
- People on a low income.

Signs that a person may be finding it difficult to keep their home warm could be, for example:

- The home is cold – you may have to keep your coat on when inside
- There is condensation on the windows
- There are signs of damp on the walls or ceilings.

Stay warm, stay well

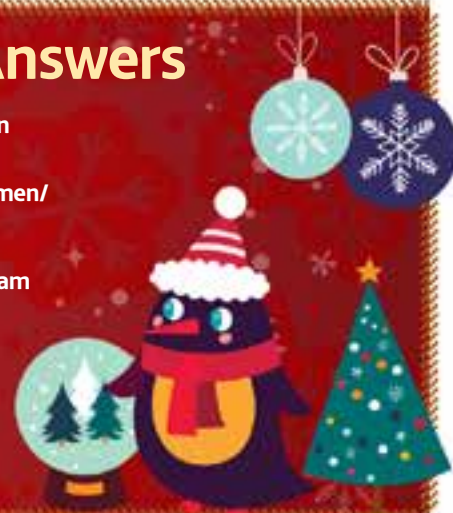


If you are concerned that someone you know is vulnerable and finding it difficult to keep their home warm, ask them if they would like to speak with NEA and if they do, contact **NEA** on **028 9023 9909** or warmandwell@nea.org.uk



25 Cracking Christmas - Quiz Answers

- | | | |
|---|------------------------------------|-------------------------------------|
| 1. Jodie Whittaker | 10. Bob Geldof and Midge Ure | 19. Sir Isaac Newton |
| 2. Blitzen (Blitzer) | 11. Indian Ocean | 20. The Snowman |
| 3. Clement C. Moore | 12. Germany | 21. The three wise men/kings |
| 4. a) 0.1% | 13. Jacob Marley | 22. Non-Expanding Recreational Foam |
| 5. Peach | 14. Middlesbrough | 23. Sweden |
| 6. But'..... 'not *necessarily* in the right order. | 15. They've been 'turned down low' | 24. Christmas Eve |
| 7. A fox | 16. Carol Kane | 25. 12 |
| 8. Cinnamon | 17. Mary's Boy Child | |
| 9. Natalie Wood | 18. Douro Valley | |



Home Adaptations

Do you have a current impairment which restricts you from easily accessing your property or which prevents you from managing sufficiently within your home?

Association staff are available to carry out a quick assessment with you to identify if minor adaptations can be incorporated into your property, to make life easier for you.

We can also assist in referring you for an Occupational Therapist assessment, if major works to your home are required.

For further advice and information, please contact a member of staff on **02890 744055**.



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 non-emergency or Women's Aid on **02890 66 60 49**

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.

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.



Belfast Family Support Hubs bring 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 **028 9074 4055**, for further information.



The easiest way to swap your social home

HAVE YOU EVER CONSIDERED A MUTUAL EXCHANGE?

A mutual exchange is a home swap between two (or even sometimes more) social housing tenants. It can happen for many reasons, such as needing more (or less) space, moving for work or to be closer to family. It's a great option for social housing tenants who can't access or don't want to wait for the normal allocation process. It gives you more control and means you're able to choose a home that suits your needs better in a place you want to live.

If you require any further information on the Home Swapper service, please visit www.homeswapper.co.uk or contact your Housing Officer directly on **028 9074 4055**.

Useful Numbers

NIHE: **03448 920 900**
Phoenix Gas: **0800 002 001**
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**





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 had their gas boiler serviced within the last 12 months or is aware that an engineer has recently called with them and failed to gain access (i.e. they have left a calling card with you), 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.**