

Tenants' Newsletter

Newington wins 'Working in Partnership' award at the recent Chartered Institute of Housing Awards 2021



Pictured above: Martin McNally and Margaret Duffy from NHA with the 'Working in Partnership' Award

Since 2012, Newington Housing Association (NHA) has been working in partnership with Newington Credit Union (NCU) to deliver an innovative project, an annual Student Bursary Scheme. The project awards bursaries to NHA tenants or household family members as well as NCU members.

Each year application packs are posted to all NHA households and the Scheme is then open to applicants who reside within an NHA household. Bursaries are awarded to students who have been accepted to undertake their studies either here within N Ireland, the ROI or throughout Great Britain.

The successful NHA candidates, capped at three per annum, are then awarded a grant of £400 to help support them with their course fees, travel costs, IT equipment or other essential items. NCU also supports up to a maximum of ten individuals per annum and applicants are awarded from NCU members and/or members of their household.

Once a student is awarded a bursary from NHA or NCU, it is renewed each year and financial support is provided whilst the student remains in higher or further education. This is usually for up to a maximum of three years (for degree studies) but can be extended to four years dependant on the course being undertaken. This means NHA usually supports on average up to nine students in any one academic year and up to 30 students are supported by NCU.

The successful candidates are also supported by both organisations' to open a credit union account if they currently do not have one. Many credit unions follow a member-centric model, which generally makes them more people-friendly and accessible than banks.

Access to credit union membership will ensure that the successful candidates can avail of the many benefits on offer, encourage a culture of saving and reduce the likelihood of people getting into a cycle of high interest loans from less reputable lenders.

These student bursaries help to support the successful candidates to achieve their own personal ambitions, aspirations, educational goals and future objectives.

Our partnership working with NCU is critical and emphasises how deeply committed both organisations are in supporting and strengthening the communities we serve.

This unique partnership approach supports some students who reside within areas of deprivation and low levels of educational attainment, with the financial assistance to enter and sustain their educational studies. As important, it also creates awareness of the credit union concept and the important role they can play in helping to encourage life-long saving and responsible lending for communities and individuals, especially within the current climate.

Since 2012, NHA has awarded grants to 24 different students, totalling £22,000 and NCU has awarded grants to over 100 different students, totalling in excess of £100,000. This worthwhile initiative has helped support individuals to achieve degrees in business, film production, cinematic arts, ICT, etc. It has also introduced many individuals to the benefits of life-long saving and the importance of Credit Unions.

We know from many of the successful students who have been previously awarded these bursaries they have been proud to have received them and helped to alleviate some of the financial pressures faced by students.

T' who recently received her first instalment of her student bursary from us said "The annual student bursary scheme allowed me to buy the necessary textbooks required for my course in primary teaching, which assisted me to complete assignments as well as to prepare me for my five-week school placement.

Because of the bursary, I was able to also buy other necessary equipment to complete my course, such as a headset as the outbreak of Covid-19 resulted in my teaching being moved to online learning for two of my three teaching days. It also contributed to some of my living costs, therefore it relieved a lot of anxiety that I had for the academic year and I am extremely grateful to Newington Housing Association for the financial assistance I received."

Speaking at the virtual awards, Newington's Head of Housing & Communities, **Jacqui Gilmore** said "We are delighted to have won the CIH Working in Partnership award for this unique project. There were a number of fantastic projects shortlisted for this award and we

are very pleased CIH has recognised the importance of supporting education and learning. We work in an area of high deprivation and low educational attainment and passionately believe it is important to invest in our young people.

This important project has been ongoing for a number of years working with Newington Credit Union and both organisations have seen a number of young people with the assistance of this bursary achieve their educational goals. It takes real commitment from students and their families to continue to and remain in third level education.

We recognise for many families there have been significant challenges over the past 16 months. The Covid-19 pandemic has undoubtedly impacted many within communities throughout North Belfast and further afield. Third level education and the financial burden placed on family members to support young people within a learning environment has probably never been more challenging. We believe this year more than ever our awards have significantly helped and assisted students going into or remaining in, higher education. Online learning, and lectures often delivered within the family home environment bring additional associated costs placed on students and parents. With the necessary delivery of their learning this way there has been an increase in household utilities costs plus vital access to digital devices and data to effectively participate in eLearning sessions. Ensuring they can access vital advice and support networks, our bursaries have undoubtedly reduced the pressures faced by many families and provided students with some welcome relief.

Looking ahead, it is hoped that once the successful candidates complete their studies, they will return to North Belfast to apply the skills and knowledge they have learned, through their future professions and support the community. I particularly want to express my gratitude to our partner organisation, Newington Credit Union, for their continued support and dedication in delivering such a fantastic initiative in partnership with us. I also want to wish to extend my best wishes to all the current students undertaking their studies during these unusual and extraordinary times".



'Making New Connections' Digital Inclusion Project



Within the past few weeks, ten residents from within our Camberwell Court Sheltered Scheme have commenced bespoke digital inclusion training to assist and encourage them to become digitally connected.

Prior to the outbreak of the pandemic many of our residents within Camberwell Court were extremely active and regularly engaged in a range of social activities both within Camberwell and the wider community.

We recognised that the outbreak of Covid-19 and the subsequent social restrictions, resulted in some becoming isolated and detached from civic society. We worked with them to provide different options and ways to engage with us, other organisations, family and friends, etc, and thus, identified the need to equip them with the skills to communicate, via technology, which is more prevalent and vital within the digital era we now live.

Many of our elderly residents mental health and well-being have been negatively impacted over the past 16 months and our intention is, through this project, to help stimulate residents and provide them with a platform to learn new skills.

Each participant will undertake six weeks of training and have been provided with an electronic device (tablet) and data for a period of six months, which will allow them to stay in touch with us, engage in online tutorials, participate in age friendly programmes and importantly stay in touch with family who do not live locally. It is hoped the training and provision of the

devices will help stimulate participants and encourage them to become more proactive residents.

The aim of the project is not only to upskill residents but to increase resident participation in future organised activities. This will encourage them to form new relationships and connections with others and bring some enjoyment into people's lives during these difficult and challenging times.

One participant 'Anne' said, "By taking part in the training it has equipped me with the skills to digitally engage with my family and friends. I have also learnt how to access information on websites, shop online, download social media and other apps, access Libraries NI facilities online, all about internet security and much more.

I had not previously used a digital device, so what I have learnt in such a short space of time is something I didn't think I would ever achieve. I really enjoyed taking part in the course along with other residents within Camberwell and It has undoubtedly helped to build my skills, knowledge and confidence ".

Moving forward, we hope to roll out this opportunity to a further ten sheltered and/or other elderly residents who reside within our accommodation.

If you would like to register your interest to participate in this type of project later this year, or acquire some further information and advice, please contact our **Community Engagement Officer, Martin Hamilton**, on **028 9074 4055**.

TDK Community Group 'Colour the Area' Event



On Saturday, 5th June 2021, TDK Community Group (TDK), supported by Ashton Community Trust, Belfast City Council, Groundwork NI and Newington Housing, held a day full of community initiatives within the Thorndale, Duncairn and Kinnaird area.

From early morning, residents, community volunteers and Newington staff participated in an initial clean-up of the area. Skips were delivered to various locations to allow residents to dispose of general waste and unwanted household items.

Following on from the clean-up event, gazebos were erected throughout the area to facilitate Hanging Basket & Planter/Window Box making sessions, which were delivered by staff and volunteers from Groundwork NI.

Many residents and volunteers then undertook an environment project and landscaped/re-imaged an overgrown communal space within Kinnaird Terrace.

All participants were then provided with lunch and refreshments to celebrate 'The Big Lunch' event being held throughout the province.

Speaking after the event, TDK Chair, **Rosemary McGreevy** said "On behalf of everyone involved within TDK, I wish to express our sincere gratitude to everyone who has supported and assisted us with the planning and delivery of such a fantastic day.

I also wish to extend my appreciation to the residents for coming out and getting involved. It was wonderful to see such a high turnout and to witness the levels of enthusiasm and engagement, in particular, the active participation from young children at the events.

I am delighted to report that feedback from local residents has been very encouraging, with some now expressing an interest in joining our group or offering to help with the planning, organising and delivery of future events within the area. We as a Group deliberately delivered these events to promote civic activism and encourage a sense of local ownership. Based on the numbers who participated, we without doubt achieved our aims.

These social action and civic engagement projects were completed as part of our participation in the Communities in Transition - Capacity Building Programme (North Belfast), which was led by Ashton Community Trust.

Looking ahead, we as a group intend to hold further projects and initiatives, which will further strengthen community relations, encourage and promote active citizenship and benefit the wider community, as a whole".



North Belfast Connected Homes Project (NBCHP) goes from Strength to Strength.

During late 2019, Newington Housing Association, (NHA) committed to funding a dedicated Universal Credit/Welfare Advice Officer, to provide free independent advice and support to NHA tenants and the wider community within North Belfast. NHA were able to provide funding for initially one-year. The role was to be recruited and managed by the North Belfast Advice Partnership and aimed at complimenting the existing advice services, already established within North Belfast.

For such a small geographical area, North Belfast has multiple challenges; high levels of deprivation, benefit dependency, children living in poverty, low educational attainment levels and huge demand for social housing. The area does however have a very committed voluntary and community sector working diligently to assist residents through a range of fora.

Initially, Newington's Board approved funding of £34,000, as part of NHA's continual commitment to invest in the local area, through their Community Investment Fund, to support the delivery of the project. An opportunity then arose to apply for match funding through Nationwide Building Society's Grant Fund, which is administered by the Community Foundation for NI. The subsequent acquisition of additional funding of £34,000 meant the post could be sustained and delivered for a minimum two years.

The project was designed to support residents with unrestricted access and support with their initial Universal Credit application and assistance with all aspects of their UC claim. This includes maintaining a UC claim until the claimant receives their first payment of Universal Credit, IT and digital support, housing advice, money management, appointments, etc. It also links residents with other services such as family support programmes, employability and training programmes, crisis intervention and support and independent debt advice.

The project also ensures all service users receive a full benefit entitlement check, a better off calculations and access and support with the benefit's appeals process.

Key to service delivery is its independence from NHA to ensure confidence in the service and thus the delivery of this new and innovative project (i.e., North Belfast Connected Homes Project) arose.

The new UC/Welfare Advice Officer took up employment in January 2020 and quickly began to make a positive impact with NHA tenants and staff.

Within weeks, the Coronavirus pandemic hit Northern Ireland and had an immediate impact within North Belfast. Many NHA families required immediate interventions, assistance from food banks and welfare benefit advice, as many had to apply for

welfare benefits due to changes in their personal circumstances.

For the initial crisis period, the new Universal Credit/Welfare Advice Officer role quickly adapted to respond to the pandemic.

Due to Covid-19, the service quickly changed and successfully adapted for service users to new ways of working. The new postholder, **Niamh**, could no longer provide face to face appointments for most of the service users, but the support was still there and provided by telephone or email.

Niamh not only added an additional source of advice and support locally; but played a pivotal role in supporting the community and voluntary sectors response to the Covid-19 pandemic.

With the introduction of furlough, job loss and self-employment support, more people required immediate access to advice than was originally anticipated. During the first twelve months within her role, **Niamh** has helped support over **370 local clients** and generated additional income in excess of **£1 million** for those she worked with during this period.

Going forward, NHA are aiming to secure further funding to sustain this role beyond its initial planned two years, as it is clear the impact **Niamh** has made not only in terms of the financial outcomes achieved for local people, but also in how she worked with many vulnerable people to achieve positive outcomes for them.

For further information and advice on how to acquire a referral to see **Niamh**, please contact your Housing Officer on **028 90 74 4055**.



Niamh
UC Advisor

150
NHA
tenant referrals

222
Local hostels/youth
support/other referrals

TOTAL 372

Income generated £1,061,230

Our Camberwell Grow Project provides solace during these difficult times



Newington continues to fund our partner Grow NI to ensure the successful delivery of our community gardening project at Camberwell Court Sheltered Scheme.

For many, the recent Covid-19 pandemic and subsequent social restrictions placed upon us have been extremely challenging, particularly on our older and more vulnerable residents.

Throughout recent months, our Camberwell Grow Garden has remained a haven for our residents to interact safely, stay in regular contact with each other, assisted in combating mental and physical health and well-being, reduced social isolation and provided a platform for residents to develop new skills, all through involvement in gardening,

This project highlights our commitment as an organisation to invest in the delivery of local initiatives and to the sustainment of opportunities for older residents, which promote inclusion, helps form new friendships, improve well-being and the continued enhancement of peoples' lives.



Newington successfully delivers our Planned & Cyclical Maintenance Works Programme for 2020 – 2021.

As a result of the outbreak of Covid-19, the Association was unable to complete some of our planned and cyclical works that were programmed to be completed during 2020 -2021. The works that were undertaken and completed by us ensured we continued to improve the standard of our homes. The below information outlines what works were undertaken by us during 2020 – 2021.

These works included:

- » The upgrading/replacement of existing fire alarm panels at our Camberwell Court, Lisieux House and Richmond Lodge sheltered schemes.
- » External painting of our Delaware building located on the Limestone Road.
- » External painting of **153** of our general needs properties
- » Our annual Gas Boiler Servicing programme
- » Our planned cycle of NICEIC's Electric Inspections
- » Replacement of Richmond House Door Entry System

In total, the Association spent over **£372k** on Planned, Cyclical and Change of Tenancy works during 2020/2021, as well as a further **£351k** on response maintenance (i.e., on **2,824** works orders which were raised by us for completion during 2020/2021).



Annual Gas Boiler Servicing – Notice to Tenants

Newington Housing are legally required to ensure all gas boilers installed within our homes are fully operational and safe to use. Residents will usually be contacted by either a Newington staff member or directly by our contractor ATS Gas, prior to the annual service renewal date, to arrange access.

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



Our Planned & Cyclical Works in 2021 – 2022

The Association has commenced the rollout our Planned & Cyclical Maintenance programmes for the year ahead. Some of the works that were not undertaken by us in 2020/2021 due to the outbreak of pandemic will now be completed during this financial year.

Via our Asset Management Strategy, we are committed to investing a further **£479k** on planned and cyclical maintenance works to our homes during 2021/2022 on the following projects:

- » **Carryout an upgrade of Lisieux House's flat roofs and eaves**
- » **Replace existing windows and rear doors at 6 of our general needs properties**
- » **Upgrade our existing CCTV systems at Camberwell Court, Lisieux House, Richmond Lodge and our Delaware Building**
- » **Install new CCTV systems at 232 Limestone Road, 124 and 126 Antrim Road**
- » **Carryout the replacement of 52 kitchens**
- » **Servicing of our Mechanical Ventilation Heating Retention systems fitted within some of our homes**
- » **Internal redecoration and replacement of flooring within Lisieux House and 232 Limestone Road**
- » **Install a new door entry system at Lisieux House**
- » **Upgrade existing CCTV systems at Mater Dei Hostel and complete other major planned works**
- » **Replace 5 no. existing gas boilers that are due for renewal**
- » **Complete external works to two properties at Meadow Place & Fortfield Place to compliment the recent interface re-imaging work carried out by the Department of Justice.**
- » **Carry out further planned NICEIC's Electric Inspections**
- » **Carryout our annual Gas Boiler servicing programme for existing boiler within all our homes**

We will of course keep all tenants up to date as these works progress over the coming months ahead.

Installation of Domestic CCTV systems - Guidance for residents using CCTV within their home.

There are many domestic CCTV systems on the market to help you protect your home. If you're thinking of using one, you need to make sure you do so in a way that respects other people's privacy.

If you set up your system so it captures only images within the boundary of your private domestic property (including your garden), then data protection laws will not apply to you.

However, if your system captures images of people outside the boundary of your private domestic property – for example, neighbours' homes or gardens, shared spaces, or on a public footpath or a street, then the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18) will apply to you, and you will need to ensure your use of CCTV complies with these laws.

Regardless of whether or not your use of CCTV falls within data protection laws, the Information Commissioners Office (ICO) recommends you use it responsibly to protect the privacy of others.

If you decide to use CCTV, think about what areas need to be covered and whether your cameras need to capture images beyond the boundary of your property. Remember, if your cameras don't capture images beyond your boundary, the data protection laws won't apply to you; however, if your CCTV captures images beyond your property boundary, such as your

neighbours' property or public streets and footpaths, then your use of the system is subject to the data protection laws.

This does not mean you are breaking the law. But it does mean that, as the CCTV user, you are a data controller, so you will need to comply with your legal obligations under the data protection laws.

You can still capture images, but you need to show you are doing it in ways that comply with the data protection laws and uphold the rights of the people whose images you are capturing.

You don't need to register with the ICO or pay a fee; however, you must maintain records of how and why you are capturing these images and for how long you are keeping them. You may need to make these records available to the ICO on request.

Also, please remember that if you are considering installing a CCTV system within your home, you must initially seek consent from the Association.

For further guidance on the use of domestic CCTV systems, please contact the Association on **028 9074 4055** or visit <https://ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-using-cctv/>



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**.

Why not join Newington's Match Savings Scheme



Newington Housing has been working in partnership with Newington Credit Union over the past few years to deliver a Match Savings Scheme to our tenants. When joining the scheme you must initially save a minimum of £10 per month on a regular basis for the first 6 months. At the end of the 6 months, we will check with Newington Credit Union to ensure you have adhered to the terms of the Scheme.

If you have met the terms of the Scheme, the Association will deposit the amount of £60.00 (i.e. match the minimum savings amount you will have saved over the first 6 months into your account as a reward).

You can qualify for Newington's Match Savings Scheme if you do not currently have a credit union account or if your credit union account been inactive for more than 2 years.

If any tenant is interested in joining the Match Savings Scheme, please call us on 028 9074 4005 and we will be happy to assist you through the application process.



YOUR CREDIT UNION

Planning for tomorrow



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**.

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 U/C transitioning to cover daily living expenses.
- Help with applications for discretionary support scheme payments.
- Provide support package via NBAP to cover daily essentials

What else can we 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 our dedicated benefits advisor, **Niamh**, by calling **028 9039 1225** or a referral can be made by the Association, on your behalf.

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.

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

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

Reported incidents of domestic violence appear to have increased during the Covid-19 Pandemic. If you are a victim or know someone who is a victim **DON'T** tolerate it, **DO** report it.

For immediate assistance, information, advice and support, please contact the PSNI on 999 in an emergency or 101 for non-emergency or alternatively contact Belfast and Lisburn Women's Aid, 30 Adelaide Park, Belfast, BT9 6FY by phoning **028 9066 6049** or by emailing admin@belfastwomensaid.org.uk

Help your neighbour

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: uppernorthfamilysupport@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.**