

streets AHEAD

WINTER 2018

The magazine for Housing Executive tenants



**Getting online
with the Housing Executive**

What we're doing in your local area

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for details

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Welcome



Dear Tenant,
Welcome to the 2018 edition of Streets Ahead, which illustrates our performance as your landlord over the past year.

As the strategic housing authority for Northern Ireland, we play a crucial role in transforming your homes, lives and communities and throughout 2018, we invested over £160 million into our properties across Northern Ireland.

We place your priorities and views at the heart of our services, investing £4 million each year in supporting groups across Northern Ireland to get the best outcomes for their communities.

The benefit system is changing and this year's 'Quids In!' has information on the welfare changes and how they may affect you. The biggest change is Universal Credit, which is now live across Northern Ireland and may impact you if you are of working age. Pensioners will not be affected. If you are concerned about welfare changes, please talk to our team in your local office.

In 2019, we look forward to the launch of a new Housing Executive website, an important part of our digital transformation programme. With a fresh layout and accessible content, the revamped site will provide you with a much improved user experience and its customer portal, which will launch later in the year, will allow you to take care of your tenancy matters in one place.

I hope that you enjoy the 2018 edition of Streets Ahead and encourage you to consider the advice that we have included in the magazine and to give us your feedback. Many thanks to all of you who work with us to ensure that we continue to strive to make people's lives better and build stronger communities.

Clark Bailie
CHIEF EXECUTIVE

Dealing with AN OIL SPILL



An oil spillage can occur due to accidental damage, a leak to your oil tank, oil line or boiler or due to tilting or propping up your tank. You may notice a strong smell of oil, staining on hard surfaces, discoloration of grassed or planted areas and/or visible damage to oil appliances.

To prevent this from happening, you can:

- Regularly examine your tank, oil line or boiler.
- Check for leaks if your boiler stops working and you suddenly have less oil in your tank, or if you notice that you're suddenly using more oil than you usually do.
- Check your oil deliveries to make sure that your tank is not overfilled.

- Keep your oil tank clear of creeping vegetation, overhanging bushes and branches of trees to allow easy inspection.

If an oil spill does occur you should:

- **Identify and locate the source of the leak**
- **Isolate the leak, if possible**
- **Please contact the Housing Executive's repair line on 03448 920 901.**

REDUCE RE-USE RECYCLE



Avoid contaminating your recycling bin by:

1. Checking what goes into it.
2. Using packaging labels to identify whether items are recyclable.
3. Try to recycle items that you are sure the council will collect – such as plastic bottles, papers, cardboard, plastic tubs and trays, tins and cans.
4. If in doubt, leave it out. (Dirty or wet paper or card, glass or nappies cannot be recycled and should be put in your household general bin).
5. Empty and rinse all containers before you put them into your recycle bin.

Reduce your waste by donating your unwanted good condition items to your local charity shop.

Should you want to dispose of large items such as a sofa, cooker, bed or mattress you can request a bulky waste

Did you know that councils have household recycling centres that you can bring your recyclable waste to? Simply contact your local council to find out what the centre opening times are and which items they accept or they can collect certain items by arrangement.



Top tips for winter

FIND YOUR STOPCOCK

The stopcock is used for turning the cold water off and on. When you turn the stopcock clockwise the water supply will stop. Stopcocks are usually found in your kitchen, below the sink unit. However in some houses the stopcock is found in a front or back hall. **IT IS IMPORTANT YOU KNOW WHERE THE STOPCOCK IS.**



DON'T FREEZE UP!

During spells of severe cold it is possible for water pipes in your home to freeze. This may lead to a burst pipe when the thaw sets in. This can damage your home and belongings. Here are some simple precautions you can take to reduce the risk, or deal with burst pipes.

AVOIDING FROZEN PIPES

- Keep your home as warm as possible, even when you are out, by setting the heating to come on for short periods;
- If you can, lift the trap door to the roof space slightly to allow warm air to circulate;
- Open the doors to the sink unit to allow air to circulate around the pipes;
- Allow warm air to circulate around the house by opening doors to all rooms;
- If you are away from home, ensure the heating comes on for regular intervals and ask someone to check regularly for frozen pipes.

IF A PIPE FREEZES

- Turn the water off at the stopcock;
- Protect everything around the pipe that appears to be frozen to avoid damage if it bursts;
- Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has thawed;
- Thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water), beginning from the tap end and working back towards the cold water tank;
- Never use a heat gun or blow torch;
- If you have a solid fuel room heater, or an open fire with a back boiler, you should let your fire go out;
- If you have oil, gas or wood pellet boilers you should reduce your water usage, but you can continue to run your heating at a low setting.

IF A PIPE BURSTS

- Turn off the water at the stopcock;
- Turn on all the cold taps and collect water in the bath or sink to use for flushing the toilet later;
- Block the escaping water with towels;
- If the water has come into contact with electrics the electricity should be turned off at the mains if it is safe to do so. If water has come into contact with the Mains Box, do not attempt to touch it and do not use any electrical equipment in the house;
- Turn off your gas or oil heating systems;
- If you have a solid fuel room heater or an open fire, let it go out.

WHAT SHOULD I DO IF I HAVE NO WATER?

If your water supply fails, there may be a burst pipe in your home, or a leak in the mains system outside your home. If there is water at the kitchen cold tap then the mains supply is working. If you think it is a mains problem, call NI Water on 03457 440 088 or email: waterline@niwater.com

CHECK ON NEIGHBOURS IF YOU CAN

Remember, everyone in your locality will be feeling the effects of bad weather, and some people may be anxious or feel isolated. Try to stay in contact with your neighbours and help out if you can.

**Housing
Executive**
CONTACT US



Ring our 24 hour repair line
03448 920 901
for further advice
or in an emergency



Report your repair online at
www.nihe.gov.uk



Text
66644
starting your message with
the word 'REPAIR' and
remembering to include
your address

Resolving Anti-Social Behaviour in your community

You are entitled to live in peace in your neighbourhood and in order for us to provide a quality housing service to all, anti-social behaviour will be addressed, along with its causes.

We work to resolve problems of anti-social behaviour through early intervention and mediation and our approach is often successful in preventing the need for more serious action, including repossession. We work closely with local communities to tackle anti-social behaviour and continue to fund a variety of community safety initiatives across our estates to deal with these issues at local level. We can only deal with anti-social behaviour if we know about it and we need our tenants to continue to report incidents as and when they occur.

Who to tell...

Housing Executive

- noisy and disruptive tenants
- neglected gardens
- illegal structures
- dog nuisance
- use of our premises for business or illegal purposes

PSNI

- criminal damage
- assault
- violence
- intimidation
- public drinking

Your local council

- littering
- dog attacks
- waste dumping
- vermin

 **1,853**
COMPLAINTS RECEIVED ABOUT ANTI SOCIAL BEHAVIOUR

 **84%**
SAID IT WAS EASY TO REPORT COMPLAINTS

 **89%**
CASES RESOLVED SATISFACTORILY

 **294**
COMMUNITY RESTORATIVE INTERVENTIONS

FAMILIARISE YOURSELF WITH YOUR CARBON MONOXIDE DETECTOR

Carbon Monoxide (CO) is an odourless, colourless and tasteless gas which can only be reliably detected by a Carbon Monoxide detector.

Your detector will be fixed to the wall or ceiling, close to your heating appliance and when activated will emit a beeping noise to alert you of unsafe CO levels. You should test the alarm every week.

Please ensure that you familiarise yourself with the location and the sound of your Carbon Monoxide detector.

It could save your life!



Why do we need access?

To keep your home safe and compliant our staff and contractors may occasionally need to access your home. We will always contact you in advance and show ID.



We may need access to:

✓ **CARRY OUT AN ASBESTOS SURVEY**

Before carrying out work on your home, we are legally required to survey it to determine where asbestos may be present. When managed properly, asbestos does not pose a risk to health, so we will periodically arrange visits to monitor its condition.

✓ **MONITOR THE HYGIENE AND QUALITY OF YOUR WATER STORAGE TANK AND ASSOCIATED PIPEWORK**

We have appointed a contractor to undertake Legionella surveys in domestic, commercial and community lets, to identify any works required.

✓ **SERVICE YOUR HEATING APPLIANCE**

Our contractors must service your gas, oil, solid fuel and wood pellet appliances once a year. Please note that gas boilers **MUST** be serviced annually and that failure to allow access to do this could result in your supply being cut off.

✓ **TO REPLACE YOUR SMOKE ALARM**

We replace smoke alarms in our properties every 10 years and you should test yours every week.

✓ **TO CHECK CARBON MONOXIDE DETECTORS**

We also check your Carbon Monoxide detectors as part of the annual servicing of your heating appliance. As our tenant, you should test your carbon monoxide detectors every week. The detector will be fixed to the wall or ceiling close to your heating appliance.

✓ **TO UNDERTAKE AN AUDIT OF MAINTENANCE WORK COMPLETED**

This is to ensure that it is of the required quality and standard.

✓ **TO INSPECT YOUR ELECTRICAL WIRING**

We aim to check your home's fixed electrical wiring installation every 5 years.

FOR TENANTS LIVING IN FLATS WITHIN OUR TOWER BLOCKS:

✓ **TO CHECK WINDOW RESTRICTORS**

We check window restrictors every year to ensure that adequate controls are in place to prevent accidental falls from height.

✓ **TO PROVIDE ADVICE AND GUIDANCE ON FIRE SAFETY**

For example the safe storage and charging of mobility scooters.

If you are not at home when we call, please contact the number provided on the card that we leave to arrange a suitable time. If you require any advice or guidance on any of the above compliance issues please contact our repair line on 03448 920 901.

How long can you expect to wait for repairs and maintenance?

Did you know that we receive over 400,000 repair requests from you each year for issues such as plumbing, electrical, building and heating issues?

We classify and record each of your requests and our contractors' response time varies according to this classification:

CLASSIFICATION		RESPONSE & COMPLETION TIMES
Emergency	e.g. burst pipes; no electric; no heating	24 hours on receipt of instruction
Urgent	e.g. one radiator not working; one light not working; immersion heater not working; roof tiles loose; window handles faulty	4 working days on receipt of instruction
Routine	e.g. any external work; guttering blocked; fence broken; gate broken	3 weeks on receipt of instruction

For work classified as "Emergency," our contractors will be required to call you within 15 minutes of receiving the repair request from us and will respond to you within 2 hours to contain the situation and will complete the repair within the next 22 hours.

Our contractors also provide an after-hours service and will respond in the same time to any Emergency jobs communicated to them by our After Hours Service Officers.

For Urgent and Routine jobs that do not require an immediate response, one of our contractors will contact you within 45 minutes to 2 hours, to arrange access and to agree an appointment date and time to attend the property. You will then be sent a text 24 hours beforehand to remind you of the arranged appointment.

Please note that you can also report Urgent and Routine repairs on our After Hours Service.

TOP THREE QUERIES

Heating not working

Carbon monoxide/
smoke alarms activating
at random

Toilet blocked/leaking

Ring our 24 hour repair line
03448 920 901
for further advice or in an emergency

Report your repair online at
www.nihe.gov.uk

Text **66644**
starting your message with the word 'REPAIR' and
remembering to include your address



Enabling Enterprises

Our Social Housing Enterprise Programme was launched in September 2015. Since then, we have invested almost £1.5 million directly into our communities and the scheme has gone from strength to strength. The innovative programme is aimed at developing economically vibrant and self-sustaining communities through the creation and development of social enterprises.

One of the initiatives supported by the programme is Refuge, a social enterprise established by Tara Mullan to support survivors of human trafficking. Refuge produces a thick, ethically sourced and eco-friendly liquid chocolate that can be eaten hot or cold.

Since February 2017, Refuge has used proceeds from sales of its product to raise awareness of the extent of human trafficking and to donate to anti-slavery charity, Flourish NI. Another of the enterprise's objectives is to increase employability for survivors of human trafficking, along with others seeking opportunities to increase their skills and confidence. International grocery chain Lidl have picked up on the product and as of September 2018, Refuge is being stocked in around 200 Lidl stores throughout Ireland. A real success story!

Funding from our Social Housing Enterprise Programme has also allowed Derry~Londonderry drone filmmaker, Gavin Patton, to produce stunning aerial imagery and to shine a spotlight on the city's addiction issues.

He said "This equipment has speeded up the film making process and will make a huge difference to me. As I work on a voluntary basis, I could never have afforded to buy these items myself."

The programme has been recognised and in October 2018, we were awarded the accolade of Stakeholder of the Year at the Annual Social Enterprise NI Awards!



We are currently developing a new programme that will be launched mid 2019 but in the meantime if you have any questions, please see our website www.nihe.gov.uk. Alternatively, feel free to make contact with a member of our Social Enterprise Team 03448 920 900 or email socialinvestments@nihe.gov.uk



COMMUNITY CHAMPIONS MAKE AN IMPACT

Over 200 community groups from across Northern Ireland gathered for the annual Housing Community Network Community Conference in the Tullyglass Hotel in October.

The event was held in partnership with the Housing Executive, Supporting Communities and the Central Housing Forum.

The conference was opened by Linda Watson, Chair of the Central Housing Forum, and focused on how community groups can make an impact in their local area.

Community representatives were inspired by guest speakers Eileen Mullan, from Strictly Boardroom, Tara Connolly, from the NI Youth Forum, and Professional Speaker & Image Consultant Billy Dixon.

The event also showcased how community led projects, supported by the Housing Executive and Supporting Communities, have made a difference to local people.

Clark Bailie, the Housing Executive's Chief Executive, said:

"We put the communities we serve at the heart of everything we do and this event is a great opportunity to recognise the fantastic work that community groups do across Northern Ireland.

"I hope that the community representatives here today have been inspired to continue to make an impact in their local area and know that the Housing Executive is here to support them."

Colm McDaid, Chief Executive of Supporting Communities, said:

"Community representatives from across Northern Ireland and staff from Supporting Communities and the Housing Executive alike look forward to this event each year – it's a major focus in the community calendar.

"The Community Conference serves as a platform for sharing best-practice for Housing Community Network member groups and gives the opportunity to foster vibrant communities, while also giving the opportunity to network and share learning."



Our Chief Executive, Clark Bailie, chats to Carnagat Residents' Association, about how we can support the invaluable work they do in their community.



Good Morning West Belfast were presented with a 'Certificate of Recognition' for their work for vulnerable elderly people.



Edgarstown Residents' Association, who used our Community Safety funding to help local young people play a positive role in their community, received special recognition on the day.



The three community reps involved in the conference working group; from left to right, Patricia McQuillan (Vice Chair), Valerie Rooney & Linda Watson (Chair).

Storing your scooter

in high rise accommodation

If you own, or are thinking of buying a mobility scooter, you should notify the Housing Executive to allow us to carry out a risk assessment where necessary.

Storage options for scooters are limited and the following general rules will apply:

- You should maintain the scooter and charger in line with the manufacturer’s guidance.
- Scooters must never be stored in a way that obstructs the main entrance of the block or flat entrance doors.
- Power leads must never cause a trip hazard, be trailed across floors or put through the letterbox of a property.
- Any tenants advised to move a scooter from an area that is deemed unsafe must do so and failure to do so will be considered a breach of their tenancy.

If you require any guidance on the above please contact the Housing Executive on 03448 920 90. We will liaise with the relevant Housing Executive Compliance, Health and Safety Department.



THE GREAT VICTORIA STREET OFFICE IS MOVING

This spring we will be moving all of our Belfast services from their current location in Great Victoria Street to the Housing Centre at Adelaide Street, Belfast. This will include your local Area Office and the Belfast Housing Benefit Services.

You can expect a much improved reception area where our staff can provide advice and assistance in a more comfortable and confidential setting and we will be corresponding with you closer to the time of the move to keep you informed of key developments.

MAJOR ADAPTATIONS FOR PERSONS WITH DISABILITIES

Increased timeframes and a growing demand in May 2017, has led to the need for a review of the scheme delivery process for Major Adaptations for

This review was successfully completed in October 2018 and has streamlined previous processes, allowing for projects to be finished within the Department for



YOUR PERSONAL INFORMATION

The Housing Executive protects your personal information in accordance with Data Protection law. You have a right to know how we collect and use your personal information. If you would like to know more, you can find the details in our Privacy Notice on our website at www.nihe.gov.uk/privacy_notice. We can also post or email a copy to you.

Storytelling is at the lives of



Listen Share Change is a new project, launched by the Housing Executive and Verbal, the largest literary led, creative arts organisation on the island of Ireland, which is supported through €1.3m of EU funding under the PEACE IV Programme, managed by the Special EU programmes Body (SEUPB).

Using transportive storytelling, Listen, Share, Change will inspire meaningful conversations and, in turn, address the needs of our tenants. By engaging in reading and discussion around purposefully selected literary works, you will be encouraged to explore and reflect on issues relevant to their own lives such as diversity, heritage and conflict.

The project aims to build positive relations between people from different communities and backgrounds. 52 communities will be engaged during the project with a view to developing 26 cross-community partnerships.

OCN Level 2 training in Facilitation Skills for Shared Reading will be provided to over 120 volunteers, who will then become Neighbourhood Champions. 104 Future Youth leaders will be identified to promote active citizenship and engagement.

about to transform of over 1500 people

Listen Share Change will operate until September 2021 and equip participants with skills enabling them to become active decision makers and part of the process in addressing our vision of developing a society in which housing has a role in creating a peaceful, inclusive, prosperous and fair society.

You will get the opportunity to meet new people and participate in shared reading experiences. It is hoped that long-term, through working with people from different communities, cultural, and religious backgrounds Listen, Share, Change will make a positive impact on the ways in which our different communities perceive and interact with each other.

Match funding for this project has been provided by the Executive Office in Northern Ireland and the Department of Rural and Community Development in Ireland.



52
COMMUNITIES



26
CROSS-COMMUNITY
PARTNERSHIPS



120
NEIGHBOURHOOD
CHAMPIONS



104
FUTURE YOUTH
LEADERS

CONTACTS

Want to get involved? Referrals can be made by organisations working with young people.

Contact Project co-coordinator Louise Moore at lsc@theverbal.co

If you're in:-

South Antrim, Mid & East Antrim, Causeway & West, contact gareth.doran@nihe.gov.uk

Belfast, Lisburn & Castlereagh, contact gus.moore@nihe.gov.uk

or **Mid Ulster, South, South West, South Down, Ards & North Down** contact sean.brennan@nihe.gov.uk



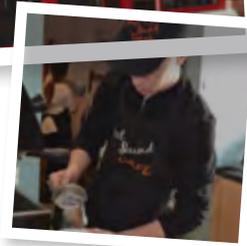
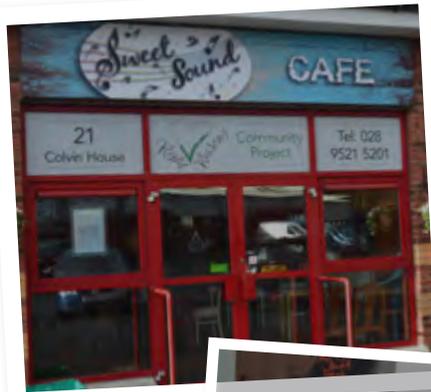
Award winning author Paul McVeigh, our Belfast Regional Manager Jennifer Hawthorne, Verbal Chief Executive James Kerr, Patricia McQuillan, Central Housing Forum and Gina McIntyre, Chief Executive of the Special European Union Programmes Body.

**EVERY
STORY
MATTERS**

Housing Executive

OUT & ABOUT

ACROSS NORTHERN IRELAND



Our funding made life a little sweeter for Dundonald's **Sweet Sound Café** in 2018. A social enterprise that trains and employs young people with learning difficulties, the café, received £1,000 from the Housing Executive's Social Housing Enterprise Programme to buy equipment and pay for training courses.



We helped put boxing on the map this year by breathing new life into **Corpus Christi Boxing Club** via a £2,000 Community Grant. Brand new equipment, purchased by the Whiterock Road club, is helping local young people to engage in structured diversionary activities.



Earlier this year, funding from our Social Housing Enterprise Programme allowed **West Armagh Consortium** to launch its Handyman Scheme, a new service to help residents sort out odd jobs around the home.



Thanks to the Ulster Folk and Transport Museum, we recreated one of our most popular **#ThrowbackThursdays** back in August. We had previously published a nostalgic image of kids enjoying Mickey Marley's roundabout at Grosvenor Road in West Belfast in 1991 & some of the group posed for a new pic more than a quarter of a century later!



During the summer, our Community Cohesion funding enabled young people and their families in **Carnagat, Newry** to go on a tasty trip to Tayto Park.



Earlier this year our funding allowed two members of the **Downpatrick Community Collective** to complete a specialist qualification and move closer to realising their dream of transforming the old PSNI station on Irish Street into a hotel and community hub.



This year, our funding allowed **Miniversity Ltd**, an innovative after-school computer club with a careers focus, to help primary school children at two schools near the West Belfast interface to learn about STEAM careers while having fun.



Earlier this year, we presented Kilcooley resident, **Pam Browne**, with a special award for Community Cohesion. Pam volunteers at Kilcooley Womens Centre, regularly taking part in courses and always encouraging others to join in.



We installed new kitchens and bathrooms in many of our homes earlier this year! Pictured is one of our **Fermanagh** tenants, posing with Housing Executive staff in her renovated abode!

We funded a new initiative that addresses the issues of crime, anti-social behaviour and community safety in **Kilkeel High School**, Co. Down. Developed by the Children's Safety Education Foundation, the Respect Programme teaches young people about the consequences anti-social behaviour and crime can have on communities and their own health, safety and well-being.



Our funding enabled the close-knit community of **Cloughmills Crochet Club**, to create their amazing knitted model village, which made headlines not just in Northern Ireland but also in America!



In March 2018, we supported the **North West Migrants Forum's Intercultural Festival**. Attendees sampled delicious foods from around the world while enjoying folk music and dancing with singers and dancers from Africa, India, Russia, local traditions, as well as arts exhibitions.



Enter our
competition
to win an
iPad



see back cover
for details



TOWER BLOCK TENANTS FIND NEW VOICE

Community engagement organisation Supporting Communities is helping tower block residents find a collective voice on major issues.

In the wake of the Grenfell Tower fire, an Independent Reference Group reported that new ways were needed to improve communications with these residents.

A twelve month pilot project is encouraging engagement on key issues to capture feedback and promote meaningful discussion.

This will assist with two-way feedback on major operational issues, or strategic policy matters.

Sarah Harkness-Robinson, from Supporting Communities, has been appointed Tower Block Project Co-ordinator.

“I want to support the development of community representation in tower blocks where no representative body currently exists or support existing community groups based in these areas.”

For more information, or to get involved, contact Sarah via sarah@supportingcommunities.org or by calling 028 2564 5676.



TIMELINE FOR OUR TOWER BLOCK REMOVAL

SHORT TERM (1-5 YEARS)

- Latharna, Larne
- Woodland, Rushpark
- Beechwood, Rushpark
- Monkscoole, Rathcoole
- Abbotscoole, Rathcoole
- Ross, Mt Vernon
- Oisin, New Lodge
- Moveen, Finaghy
- Coolmoyne, Dunmurry
- Rathmoynne, Dunmurry
- Breda, Belvoir
- Kilbroney, Cregagh
- Willowbrook, Cregagh
- Clarawood, Clarawood
- Magowan, Portadown

MEDIUM TERM (6-10 YEARS)

- Carncoole, Rathcoole
- Mount Vernon House, Mt Vernon
- Finn, New Lodge
- Fianna, New Lodge
- Moylena, Finaghy
- Ferndale, Dunmurry
- Parkdale, Dunmurry
- Riverdale, Dunmurry
- Belvoir House, Belvoir
- Woodstock, Cregagh

LONG TERM (10+ YEARS)

- Glencoole, Rathcoole
- Cuchulainn, New Lodge
- Eithne, New Lodge
- Maeve, New Lodge
- Grainne, New Lodge
- Divis, Lower Falls
- Whincroft, Braniel
- Carnet, Ardcarne

TOWER BLOCKS FUTURE UNDER SPOTLIGHT

Residents in our 33 tower blocks have been giving their views on our proposals for the blocks as part of a wide-ranging consultation process on the future of these buildings.

In May 2018, our Board proposed that, over a period of time, we will no longer use tower blocks for housing. A draft Action Plan has been prepared setting out proposals for how this could be achieved.

Since the summer, views have been sought from tenants and leaseholders, political representatives and the wider community about future plans for each of the tower blocks and their surrounding neighbourhoods.

A series of meetings has taken place and proposals have been outlined.

Our spokesperson said: “Our prime concern is that everyone has a safe and comfortable place to live and over the last three years we have

been developing a strategy for all our housing, including our tower blocks.

“Most of these blocks are now more than 50 years old and they require substantial investment – over £308m over the next 30 years.

“We believe this money would be better spent on replacing the tower blocks with new homes.

.....
“Our prime concern is that everyone has a safe and comfortable place to live”

“Once plans have been created, we will seek the necessary approvals from the relevant government departments.”

Blocks have been categorized for removal in three bands – 1-5 years, 6-10 years, and 10+ years (which may be subject to change).

There are 1,931 flats in the 33 blocks, of which 281 are privately owned, while 29 are used for hostel accommodation.

A response maintenance service will still be maintained for all of the blocks until their eventual removal. In addition, blocks with at least a 5 year lifespan but less than 10 years, may receive some improvement works to ensure the comfort of residents.

Where it is clear that a block has at least a 10 year life, a full improvement programme is proposed.

The results of the consultation exercise will be reported to our Board early in the New Year and will inform its final decision on the Action Plan.

We hope to have a final Action Plan prepared by the end of this financial year; this will then be submitted to the Department for Communities for its consideration.





Clare's a real GEM

“What I remember most about growing up in a Housing Executive property in a West Belfast interface area is the sense of community within my street. It was very close knit, with street parties every summer and I attended a local cross-community youth group which worked hard to improve local relations.

The group's efforts ranged from helping teenagers to gain alternative qualifications, to fostering integration by engaging young members of both communities in playwriting. We used drama to express and document our experiences growing up in two segregated, yet startlingly similar, communities that were separated by a wall and gate that closed nightly at 8pm.

In 2013, I went back to education and got my BSc Honours degree in Psychology from Queen's University. This sparked an interest in Adverse Childhood Experiences

(ACEs) and how they can affect all aspects of later life in the most damaging of ways. Studies have found that children growing up in interface and socially-deprived areas are much more likely to develop multiple ACEs.

When I saw that the Housing Executive had a graduate trainee job in its Community Cohesion department, I jumped at the chance to work for an organisation that makes a real difference. Since joining, I have been extremely fortunate to be able to work with extraordinary people in the community, helping to create a common vision and a sense of belonging and to broker good relations between groups and communities. I truly believe that the Housing Executive has a large part to play in developing an inclusive and welcoming Northern Ireland for all and I feel lucky to be a part of the team.”

Clare Meehan,
GEM, 2017

The Graduate Employee Mentoring (GEM) Programme offers a wide range of jobs and intensive learning experiences in the housing sector across the country and even internationally. The Housing Executive, internationally recognised for social regeneration and for the work that it does bridging the gaps in a divided society, joined the programme in 2016.

GEMs are given the opportunity to go to the GEMshack (all over the UK) where they explore how they tackle social regeneration in their areas, sharing best practice by industry leaders in this social regeneration. GEMs have the opportunity to network and meet senior people from the Housing Executive and across the Housing sector in Northern Ireland, as well as representatives from their communities.

WELCOME NEW WEB

Based on research on how best to deliver our future services to you, we are redeveloping our website, with a new version set to launch in early 2019!

The revamped site will have a fresh layout and appearance, will be easy to navigate and its content will be tailored to ensure optimal readability and accessibility. Our research tells us that over 80% of you use smartphones and the new site has been designed to display well across all digital devices.

Much more user friendly, the redesigned site will make it easy for you to report repairs, pay your rent or contact us about issues, all at a time that suits you. The number of online services will continue to expand in line with your feedback, to deliver the best possible customer experience.

The website is designed to represent 'Your Housing Executive,' with personalised services tailored to suit you. As you use the site, the screens will begin to emphasise information that is of particular interest to you and demote topics of lesser interest. You will be able to subscribe for email updates on topics of particular interest (with the option to unsubscribe at any time) or sign up for SMS alerts on matters of particular importance (e.g. severe weather warnings or factors impacting our service to you). Every page will have a feedback facility so that you can let us know if there is something that you would like us to add or improve or make a complaint if our services are not to your satisfaction.

There will be a range of useful information and advice about managing your home including "How to" videos, information on Adaptations, Housing

Applications and Transfers and Buying Your Home, with an extensive range of advice available in our 'Housing Help' section. This will include information on Repairs & Maintenance, Renting Privately, Housing Benefit, Homelessness, Grants and Affordable Warmth.

The 'Community' area will offer opportunities to get involved in your local community, to provide feedback and to take part in consultations, along with information on Community Safety, Rural Issues, Community Cohesion and details of various community initiatives that are taking place in your locality.

.....
Much more user friendly, the redesigned site will make it easy for you to report repairs, pay your rent or contact us about issues, all at a time that suits you.



ING OUR SSITE

'Working With Us' will update you on all aspects of our work with partners in delivering housing support and services, as well as career opportunities within the Housing Executive and research across a wide range of housing subject areas.

'About Us' will summarise the structure, governance and objectives of the Housing Executive, our strategies across the full spectrum of housing services and our commitment to equality.

This is simply the beginning. We very much welcome your feedback and will continue to evolve our online services going forward. We are aware of the importance of face to face interaction, particularly in more complex scenarios and our offline services will remain available to you also.

Have a look at our competition to win a brand new iPad on the back page. If you would like to take full advantage of our website and receive up to date communications via email, then don't forget to enter your email address along with your contact details and tick the box!

Enter our competition to win an iPad

see back cover for details





Help make Northern Ireland a safer place for you and your family.

Talk to us - do you
know about crime
in your area?

**Crimestoppers is an
independent charity,
100% anonymous. Always**

[crimestoppers-uk.org](https://www.crimestoppers-uk.org)



Crimestoppers Trust is a registered charity.
UK Registration Nos. 1108687/SC037960.

Northern Ireland

CrimeStoppers.

0800 555 111

100% anonymous. Always.

NORTHERN IRELAND



89%

of you said that your rent provides value for money

£162.7 MILLION

Spent on repairs and improvements in our homes across Northern Ireland



89%

Overall tenant satisfaction with our services across Northern Ireland



366,950

Repairs carried out across Northern Ireland



7,358

Homes allocated, including Housing Associations



8,182

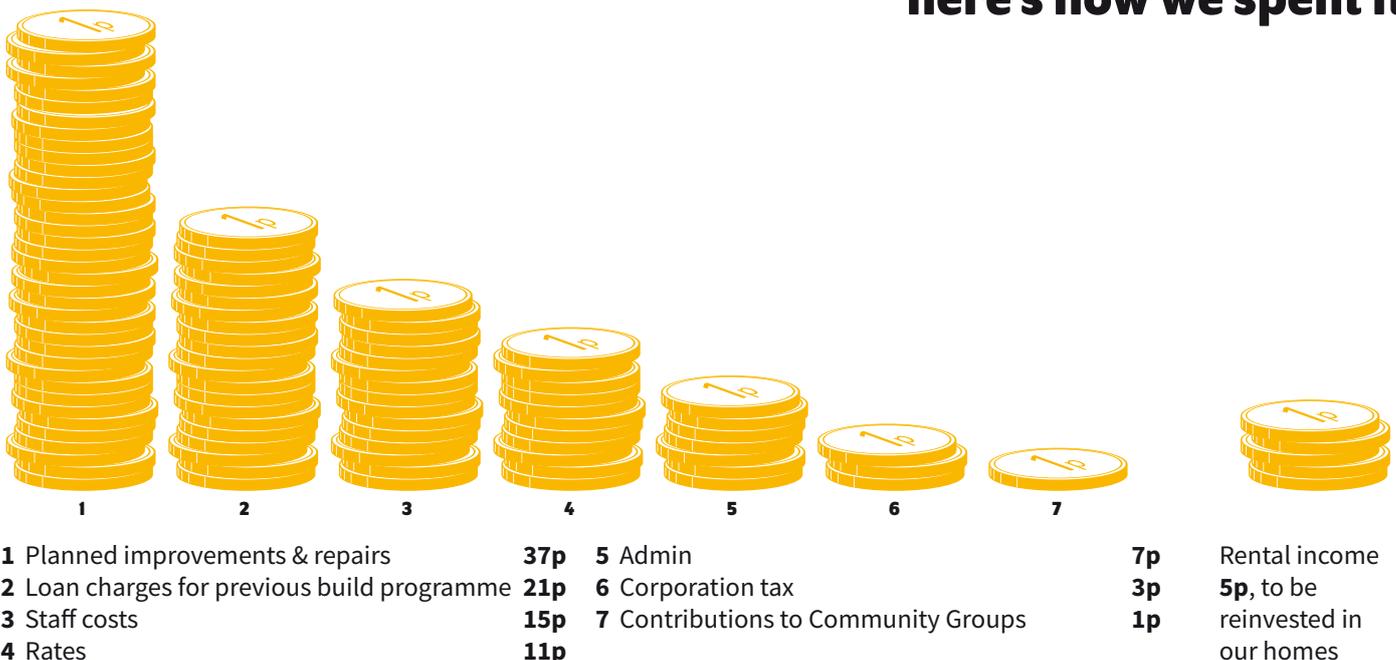
New kitchens & heating systems installed



316

Community Cohesion projects invested in

For every £1 of rent and rates collected from you during 2017/18 here's how we spent it...



Source: 2017/18 Landlord Services Final Outturn Report.

>>> Enter our competition to win an iPad see back cover for details >>>>>>>>



How we did in 2017/18

BELFAST REGION

NORTH BELFAST AREA REPORT



Ardoyne Youth Enterprises used our Community Cohesion funding to help young people to re-image a wall which had been heavily covered in graffiti.

HOUSING COMMUNITY NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£56,173
FUNDING AWARDED

SOCIAL ENTERPRISE



£71,978
FUNDING AWARDED

VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.82
%

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED

13 

NEW KITCHENS INSTALLED

225 

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



21 DAYS

RENT & RATES COLLECTED



99.4%

HOMES ALLOCATED[†]



615

NEW HEATING SYSTEMS INSTALLED



378

STOCK

TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



5,994

[†]Including Housing Associations.

BELFAST REGION

How we did in 2017/18

SOUTH & EAST BELFAST AREA REPORT

Our Community Cohesion grant allowed Belfast City of Sanctuary to provide soft drinks for those attending the Ormeau Park picnic event in June 2017, during International Refugee Week.



VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.47
%

SOCIAL
ENTERPRISE

£47,300
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT

£25,000
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK

5 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,000

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



21 DAYS

NEW KITCHENS
INSTALLED

600

COMMUNITY PROPERTIES
SUPPORTED

4

RENT & RATES COLLECTED



99.7%

STOCK

TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES MANAGED



9,707

NEW HEATING SYSTEMS
INSTALLED

218

HOMES ALLOCATED[†]

733

[†]Including Housing Associations.

How we did in 2017/18

BELFAST REGION

WEST BELFAST AREA REPORT



The Greater Shankill Partnership Property Development Company used our Community Cohesion funding to hold a Winter festival that promoted inclusion across Belfast.

HOUSING COMMUNITY NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£89,933
FUNDING AWARDED

SOCIAL ENTERPRISE



£39,585
FUNDING AWARDED

VOIDS
% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.19
%

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED



6

NEW KITCHENS INSTALLED



597

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



18 DAYS

RENT & RATES COLLECTED



99.9%

HOMES ALLOCATED[†]



683

NEW HEATING SYSTEMS INSTALLED



479

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



10,025

[†]Including Housing Associations.

BELFAST REGION

How we did in 2017/18

LISBURN & CASTLEREAGH AREA REPORT

Inspire Business Centre Garden Maintenance Project funded through the Community Grants Scheme.



VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.52
%

SOCIAL
ENTERPRISE

£39,878
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT

£5,000
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK

5 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,000

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



19 DAYS

NEW KITCHENS
INSTALLED

262

COMMUNITY PROPERTIES
SUPPORTED

15

RENT & RATES COLLECTED



99.9%

STOCK

TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES MANAGED



5,366

NEW HEATING SYSTEMS
INSTALLED

44

HOMES ALLOCATED[†]

675

How we did in 2017/18

NORTH REGION

SOUTH ANTRIM AREA REPORT



Community Cohesion funded re-imaging project lead by Bawnmore Residents' Association.

HOUSING COMMUNITY NETWORK



4 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£31,000
FUNDING AWARDED

SOCIAL ENTERPRISE



£1,000
FUNDING AWARDED

VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.45
%

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED



9

NEW KITCHENS INSTALLED



202

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



16 DAYS

RENT & RATES COLLECTED



99.6%

HOMES ALLOCATED[†]



511

NEW HEATING SYSTEMS INSTALLED



403

STOCK

TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



6,475

[†]Including Housing Associations.

NORTH REGION

How we did in 2017/18

MID & EAST ANTRIM
AREA REPORT

Our Cohesion funding allowed Dunclug Community Association to host a festive celebration in December 2017, where the community came together for a Christmas market and carol service.



VOIDS

% OF VACANT PROPERTIES AT MARCH
2018 (TARGET LESS THAN 1%)



0.71
%

SOCIAL
ENTERPRISE

£8,100
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT

£32,371
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK

4 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,000

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



15 DAYS

NEW KITCHENS
INSTALLED

60

COMMUNITY PROPERTIES
SUPPORTED

6

RENT & RATES COLLECTED



99.9%

STOCK

TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES MANAGED



5,775

NEW HEATING SYSTEMS
INSTALLED

225

HOMES ALLOCATED[†]

476

[†]Including Housing Associations.

How we did in 2017/18

NORTH REGION

CAUSEWAY AREA REPORT



Cloughmills Crochet Club used our funding to support the local community through knitting, bringing people from different cultural backgrounds together, increasing social interaction and reducing rural isolation. Their Knitted Village was unveiled just before Christmas 2017.

HOUSING COMMUNITY NETWORK



12 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£9,632
FUNDING AWARDED

SOCIAL ENTERPRISE



£5,000
FUNDING AWARDED

VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.21
%

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED



NEW KITCHENS INSTALLED



RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



15 DAYS

RENT & RATES COLLECTED



99.8%

HOMES ALLOCATED[†]



528

NEW HEATING SYSTEMS INSTALLED



348

STOCK

TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



6,605

[†]Including Housing Associations.

NORTH REGION

How we did in 2017/18

WEST
AREA REPORT

Funded through Community Cohesion, Springhill Residents' and Community Association in Strabane worked on a re-imagining project to develop a shared space for those who live there.



VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.31
%

SOCIAL
ENTERPRISE

£141,919
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT

£26,560
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK

18 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,000

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



16 DAYS

NEW KITCHENS
INSTALLED

855

COMMUNITY PROPERTIES
SUPPORTED

24

RENT & RATES COLLECTED



99.8%

STOCK

TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES MANAGED



8,849

NEW HEATING SYSTEMS
INSTALLED

283

HOMES ALLOCATED[†]

727

[†]Including Housing Associations.

How we did in 2017/18

SOUTH REGION

MID ULSTER AREA REPORT



South Tyrone Men's Shed are planting a legacy in Dungannon by creating an allotment for the local community, thanks to our funding. The Men's Shed is a project for men to share skills, support each other, socialise and connect.

HOUSING COMMUNITY NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£2,500 FUNDING AWARDED

SOCIAL ENTERPRISE



£2,000 FUNDING AWARDED

VOIDS
% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.38 %

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED



2

NEW KITCHENS INSTALLED



211

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



13 DAYS

RENT & RATES COLLECTED



99.5%

HOMES ALLOCATED[†]



320

NEW HEATING SYSTEMS INSTALLED



75

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



3,947

[†]Including Housing Associations.

SOUTH REGION

How we did in 2017/18

ARDS & NORTH DOWN AREA REPORT

The North Down YMCA held a Multicultural Festival to celebrate the diverse cultures and traditions of ethnic minorities living in the Ards & North Down area. Participants enjoyed a range of cultural experiences, from a Russian Choir to Polish and Spanish dancers, as well as sampling food from diverse ethnic communities.



VOIDS

% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.79
%

SOCIAL
ENTERPRISE

£49,500
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT

£13,983
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK

5 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,000

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



15 DAYS

NEW KITCHENS
INSTALLED

290

COMMUNITY PROPERTIES
SUPPORTED

17

RENT & RATES COLLECTED



99.9%

STOCK

TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES MANAGED



6,301

NEW HEATING SYSTEMS
INSTALLED

406

HOMES ALLOCATED[†]

830

How we did in 2017/18

SOUTH REGION

SOUTH DOWN AREA REPORT



The Housing Executive provided funding for the 40th anniversary event for the Parkhead Crescent estate in Newry (1977 – 2017).

HOUSING COMMUNITY NETWORK



6 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£25,000
FUNDING AWARDED

VOIDS
% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.21
%

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED



4

NEW KITCHENS INSTALLED



340

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



19 DAYS

RENT & RATES COLLECTED



100%

HOMES ALLOCATED[†]



429

NEW HEATING SYSTEMS INSTALLED



222

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



5,289

[†]Including Housing Associations.

SOUTH REGION

How we did in 2017/18

SOUTH
AREA REPORT

Edgarstown Residents' Association actively support activities and events that bring all ages of the community in Edgarstown together. The Edgarstown Christmas Party was funded through Community Cohesion.



VOIDS

% OF VACANT PROPERTIES AT MARCH
2018 (TARGET LESS THAN 1%)



0.53
%

SOCIAL
ENTERPRISE

£38,000
FUNDING AWARDED

COMMUNITY SAFETY
INVESTMENT

£40,557
FUNDING AWARDED

HOUSING COMMUNITY
NETWORK

20 MEETINGS FACILITATED
BY SUPPORTING
COMMUNITIES

COMMUNITY GRANTS



£20,000

RE-LET TIMES

AVERAGE TIME TO LET A PROPERTY
(TARGET LESS THAN 21 DAYS)



19 DAYS

NEW KITCHENS
INSTALLED

649 

COMMUNITY PROPERTIES
SUPPORTED

18 

RENT & RATES COLLECTED



99.6%

STOCK

TOTAL NUMBER OF HOUSING
EXECUTIVE PROPERTIES MANAGED



7,551

NEW HEATING SYSTEMS
INSTALLED

364

HOMES ALLOCATED[†]

553

[†]Including Housing Associations.

How we did in 2017/18

SOUTH REGION

SOUTH WEST AREA REPORT



Omagh Men's Shed welcomed members from 'Berries and Blooms' allotment group from Drumtara, Ballymena as part of a shared knowledge project, supported by the Housing Executive. The Men's Shed is a project for men to share skills, support each other, socialise and connect.

HOUSING COMMUNITY NETWORK



5 MEETINGS FACILITATED BY SUPPORTING COMMUNITIES

COMMUNITY SAFETY INVESTMENT



£32,000
FUNDING AWARDED

SOCIAL ENTERPRISE



£27,000
FUNDING AWARDED

VOIDS
% OF VACANT PROPERTIES AT MARCH 2018 (TARGET LESS THAN 1%)



0.22
%

COMMUNITY GRANTS



£20,000

COMMUNITY PROPERTIES SUPPORTED



5

NEW KITCHENS INSTALLED



164

RE-LET TIMES
AVERAGE TIME TO LET A PROPERTY (TARGET LESS THAN 21 DAYS)



11 DAYS

RENT & RATES COLLECTED



99.9%

HOMES ALLOCATED[†]



278

NEW HEATING SYSTEMS INSTALLED



5

STOCK
TOTAL NUMBER OF HOUSING EXECUTIVE PROPERTIES MANAGED



3,650

[†]Including Housing Associations.

Need a hand?

For 40 years, Supporting Communities has been an independent champion for community development and active citizenship in Northern Ireland.

We can help your group make positive change to address the needs of your community through training, information and hands-on support.

Get in touch to find out how we can help you empower your community!



www.supportingcommunities.org



**Supporting™
Communities**
Empowering Society

Look Who's

We've been out and about all around Northern Ireland this year, making a real difference to your lives by delivering better homes and fostering strong, vibrant communities. Here's what you've had to say about it...

Join the conversation
@nihecommunity



'The Housing Executive funding has made it possible for us to help local residents get fitter, feel better and get out and about'

Paul Millar
CHIEF EXECUTIVE, HANWOOD TRUST, BELFAST

Housing Executive

0 6 13 2,264



'I'm delighted with my new kitchen and bathroom. The Housing Executive's scheme work is very much welcomed.'

Mrs Moore
LURGAN

Housing Executive

2 3 8 2,388



'I want to be the first minister of Northern Ireland because Miniversity has helped me build my confidence to talk in front of people and big groups'

Cody
PUPIL AT HARMONY PRIMARY SCHOOL, BELFAST

Housing Executive

1 4 10 2,358



'We're delighted that funding from the Housing Executive has made it possible for us to turn an unused shipping container into a much-needed takeaway café'

Martin Connolly
POLEGLASS COMMUNITY ASSOCIATION AT SALLY GARDENS

Housing Executive

1 8 17 3,264



'We're indebted to the Housing Executive for their financial support and for their vote of confidence in our club.'

Tony Leonard
CORPUS CHRISTI BOXING CLUB

Housing Executive

1 4 13 11,407

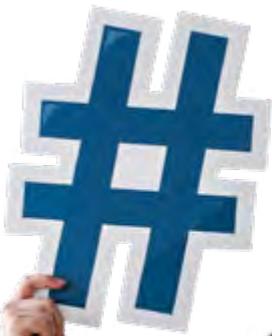


'The class had great fun creating an energy efficient home as part of the Housing Executive's Home Energy Schools Poster Competition'

Henry Walls
P7 TEACHER, ST COLMCILLE PRIMARY SCHOOL, BALLYMENA

Housing Executive

0 4 13 1,315



Tweeting!



'As a young mum, I want my daughter to take me as a role model... It helped me to find out what sort of qualifications I need. It built my confidence and self esteem.'

Housing Executive

Pierette Kofi-Mel
FUTURES PROGRAMME PARTICIPANT, BELFAST

0 2 7 1,590



'The Housing Executive's Social Enterprise Programme provided financial support to secure training for young people in the local area'

Housing Executive

Paul Moorehead
MANAGING DIRECTOR, KETTLE OF FISH

0 5 7 2,244

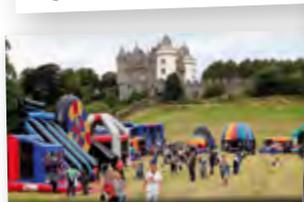


'We are pleased the Housing Executive is helping us to reach our potential. They clearly understand the role that social enterprises have within the local community'

Housing Executive

Alan McDowell
REFRESH APPLIANCES, NEWTOWNARDS

0 5 13 2,725



'Thanks to funding from the Housing Executive we were able to bring residents in the village together to celebrate why living in Killyteagh is so special'

Housing Executive

Gawn Hamilton
KILLYTEAGH COMMUNITY ASSOCIATION

0 4 10 1,237



'We're delighted this Housing Executive funded project has created so much energy in the village and surrounding area, it has really put Cloughmills on the map'

Housing Executive

May Aitchison
CLOUGHMILLS CROCHET CLUB

0 2 5 2,138



'The Housing Executive funding means our volunteers can gain valuable work experience, meet new people and grow in confidence'

Housing Executive

Julie Graham
SWEET SOUND CAFE, DUNDONALD

0 3 20 4,861



'We can now monitor our entire home and ensure the safety and well-being of my son Adam, who has autism. It's great to see the Housing Executive partnering with local businesses to offer innovative services to the community.'

Housing Executive

Melissa Keenan
TENANT ASSISTED LIVING SCHEME

0 2 8 1,169



'Thanks to the Housing Executive for funding this campaign that's helping to make local people safer on our roads'

Housing Executive

Marian Maguire
GLENTRAVEL COMMUNITY ASSOCIATION

0 4 5 1,487



'We are delighted to be able to help build the capacity of local young people, with ongoing support from the Housing Executive'

Housing Executive

Seamus Corr
MANAGER, BLACK MOUNTAIN SHARED SPACE PROJECT, BELFAST

0 4 9 2,559



'We used funding from the Housing Executive to bring people together to have some fun and create wonderful memories'

Housing Executive

Ann Marshall
OZON PARK RESERVE ASSOCIATION

0 5 11 1,898



'The funding from the Housing Executive has helped to turn our plans for a creative industry into reality, and a huge number of individuals and groups will benefit'

Housing Executive

Jonathan Hodge
MANAGER OF THE HUB CENTRE, BALLINENA

0 4 7 1,812



'Our thanks go to the Housing Executive for helping fund this mural project - the result is stunning and a great testament to our local sporting heroes'

Housing Executive

Seán Breen
YOUTH ENGAGEMENT OFFICER, ARDYOYNE YOUTH ENTERPRISE

0 0 5 1,257

Enter our competition to win an iPad see back cover for details



The cream of the crop!

We revealed the winners of our Rural Community Awards at a ceremony in Omagh earlier this year.

Our Rural Community Awards, which are now in their fifth year, are our way of celebrating and acknowledging the incredible work that goes on in villages across Northern Ireland.

As part of International Day of Rural Women we held an event in The Mellon County Inn, Omagh to recognise the invaluable contribution that rural women and community groups make to village life. It was also a great opportunity for rural people to network, learn from each other and showcase their work.

In the afternoon, with some help from Anne Marie McAleese the presenter of the BBC Radio Ulster's 'Your Place and

Mine', we crowned the winners of the 'Cleaner and Greener', 'Community Spirit' and 'Sustainable Village of the Year' Rural Community Awards.

Each winning community group received a prize of £1,000 which they can use to support any of the projects they are running in their village.

Sinead Collins, our Rural & Regeneration Manager, explains why it is so important that the work of rural people is recognised:

"Day in, day out, rural community groups are fundraising, organising events and working hard to make life better for people in their communities.

"This is usually done on a voluntary basis and so we want to celebrate this. Our Rural Community Awards are our way of showing that we appreciate the incredible work that they do."



Moneyreagh & District Community Association were delighted to pick up the Community Spirit Award in the large village category from BBC Radio Ulster's Anne Marie McAleese.



Boho Community Association's efforts to preserve their village for future generations saw them pick up the Sustainable Village of the Year award in the small village category.



Magheralin Community Association were delighted to accept the Sustainable Village of the Year award in the large village category at the ceremony in Omagh earlier this year.



Donaghmore Horticultural Community's blooming beautiful flower displays saw them pick up the Cleaner and Greener award in the large village category.



Moneydig Rural Network picked up 2 awards and now have £2,000 to spend on projects that benefit their community.



Cleaner and Greener Award Small Village

MONEYDIG



Cleaner and Greener Award Large Village

DONAGHMORE



Rural Community Spirit Award Small Village

MONEYDIG



Rural Community Spirit Award Large Village

MONEYREAGH



Sustainable Village Rural Community Award Small Village

BOHO



Sustainable Village Rural Community Award Large Village

MAGHERALIN



EMBRACING ALL OUR NEIGHBOURS

If English is not your first language and you need help with interpreting & translation the Housing Executive can provide free services on request, please ask for further details at your local office.

ARABIC

كبت غل يه ةي زي لجن الة غل ل نكت مل اذا
يف ةدع اسم الة ل ع لوص ل الة جاتحتو م الة
ع ي طتست سف ، ةي طخل او ةي ف ش ل ا م جرت ل
مده ريفوت ةي ذيفنت ل ن الكس الة م د خ
لكنم ي جري ، بل طل ا دن ع ةي ن ا جمل ا تام د خ ل
نم ل ي ص ف ت ل ا ب ر م الة اذه ل و ح ر اس ف ت س الة
ي ل ج م ل ا ك ب ت ك م

CANTONESE

如果英語不是你的母語，並且你需要幫助來進行口譯和文字翻譯，那麼 Housing Executive 可以根據請求而提供免費的服務，請在你當地的辦公室詢問進一步的詳情。

LITHUANIAN

Jei anglų kalba nėra jūsų gimtoji kalba ir jums reikia pagalbos dėl vertimo žodžių ir raštu, jums pageidaujant Housing Executive gali suteikti nemokamas vertimo paslaugas; dėl išsamesnės informacijos prašome kreiptis į vietinį skyrių.

MANDARIN

如果英语不是你的母语，并且你需要帮助来进行口译和文字翻译，那么 Housing Executive 可以根据请求而提供免费的服務，請在你当地的辦公室詢問進一步的詳情。

POLISH

Jeśli język angielski nie jest Państwa językiem ojczystym i potrzebują Państwo pomocy w zakresie tłumaczeń ustnych i pisemnych, Housing Executive oferuje bezpłatne usługi tłumaczeniowe na życzenie. O szczegóły prosimy pytać biuro lokalne.

PORTUGUESE

Se o Inglês não for a sua língua materna e precisar de ajuda com tradução e interpretação, o Executivo de Habitação pode providenciar serviços gratuitos mediante solicitação, pode obter mais informações no seu escritório local.

RUSSIAN

Если английский не является вашим родным языком и вам требуется помощь с устным и письменным переводом, Жилищное управление может предоставить по запросу бесплатные услуги переводчика. За более подробной информацией обратитесь в ваш местный офис.

SLOVAK

Ak angličtina nie je váš materský jazyk a vyžadujete si pomoc s prekladom a tlmočením, kancelária úradu pre otázky bývania (Housing Executive) vám ochotne poskytne tieto služby bezplatne. Prosím, požiadajte svoju miestnu kanceláriu o viac informácií.

SOMALI

Haddii af Ingiriisigu uusan ahayn luqaddaada hooyo oo aad u baahan tahay in lagaa caawiyo turjumaadda oraahda ah iyo midda qoran Agaasinka Guryeynta (Housing Executive) ayaa adeegyo bilaash ah bixin kara marka laga codsado, fadlan faahfaahin dheeraad ah weydii xafiiska xaafaddaada.

For customers with sensory disabilities, information can be provided in alternative formats like large print, Braille or audio. Sign language interpreters can also be provided, but please give as much notice as possible to allow us to meet your request.

FREE PRIZE DRAW

WIN!



ONE OF 13 iPads ENTER OUR FREE PRIZE DRAW TODAY!

We're launching a new website in 2019 to offer you an improved experience via our online services and to celebrate we're giving away 13 iPads. If you want to get up to date communications regarding your tenancy tick the box and enter your email, if you don't have an email address still enter, you could be the winner of a brand new iPad. **GOOD LUCK!**



Enter here or online at www.nihe.gov.uk

FILL IN YOUR DETAILS BELOW

First name..... Surname

Tenancy number Postcode.....

Email Address.....

TICK HERE TO CONSENT TO YOUR EMAIL ADDRESS BEING USED FOR HOUSING EXECUTIVE COMMUNICATIONS AND FUTURE ONLINE SERVICES REGARDING YOUR TENANCY

Entry closes on 28th February 2019

By entering, the participant agrees to be bound by these terms and conditions. Only one entry per household. Winners must be over 18 years of age and be a Housing Executive tenant. A winner will be selected at random for each Housing Executive area from all entries received. If you are a winner, the Housing Executive may request you to participate in any publicity or promotion organised including promotional photographs. The decision of the Housing Executive shall be final and no correspondence or discussion shall be entered into. Housing Executive employees and agency staff are not permitted to enter. In accordance with the General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018, by indicating your consent above, you are agreeing to the storage of your email address on the Housing Executive's internal records management system for communications and future online services regarding your tenancy.

You may withdraw your consent at any time by notifying the Housing Executive, in which case your email address will be securely removed from our records management system.

To find out how we use your personal information and your individual rights you can view the full version of our Privacy Notice at www.nihe.gov.uk/privacy_notice

**ENTER
BY 28-2-19**

Post to:- Competition Entries, Housing Executive, 2 Adelaide Street, Belfast, BT2 8PB
You can also hand in at your local office or give to your Patch Manager.

Housing Executive

nihe.gov.uk

[facebook.com/housingexecutive](https://www.facebook.com/housingexecutive)

[@nihecommunity](https://twitter.com/nihecommunity)

USEFUL NUMBERS

Repairs **03448 920 901** - OPEN 24 HOURS

Housing Benefit **03448 920 902**

General Enquiries **03448 920 900**

If you are deaf, hearing or speech impaired you can contact our services using our standard telephone numbers by using Next Generation Text (NGT). To contact us by NGT please dial **18001** in front of the telephone numbers above.

HS/48/10/18