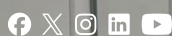


streetsahead

nihe.gov.uk



The magazine for
Housing Executive
tenants



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Welcome

Dear tenant, Welcome to this edition of Streets Ahead!

The past year has been busy and, there have been quite a few unexpected challenges!

However, working with our tenants, customers, and partners we have achieved a great deal.

In January, Storm Éowyn caused severe disruption, property damage and lengthy power cuts. Our Customer Service Units handled thousands of calls, and our maintenance teams completed over a thousand emergency repairs. I'm proud of how our teams, contractors and partners worked tirelessly to restore homes and to provide emergency accommodation.

Throughout the year we continued to offer support, advice, and a range of services that help you maintain your home. Good housing creates a secure foundation for you and your household to be happy, healthy and well. With living costs still high, remember we are here to help. Last year, our Financial Inclusion Team secured an additional £3.1 million in annual benefits for our tenants. Find out how to access this service on page 23.

During the year, we funded 131 estate-based good relations projects and 32 race relations projects. We invested £257,000 in communities through Community Grants and

awarded over £600,000 to voluntary and community groups to tackle safety issues. Initiatives included a film project in Maghera, cultural events in Downpatrick, and festivals across Northern Ireland - you can read more on pages 40-41.

And you've told us how you feel, with 91% of households satisfied with their neighbourhood as a place to live.

Looking ahead, we remain committed to preparing your homes for the future, making them more sustainable and cheaper to run. Last year, we invested over £250 million in improvements and maintenance; our highest level of investment in many years. We completed nearly 24,000 upgrades, including new windows, doors, kitchens, bathrooms, and insulation. You can find examples of this work on pages 29-30.

I'm delighted to share that we've been reaccredited with the Customer Service Excellence Standard, achieving our best-ever result in key areas tested! The assessor praised our strong community involvement, especially the skill and professionalism of our Housing Community Network.

But I also know we have more to do. We don't always get everything



right. I am determined that we keep improving, listening to you and your experience of our services, and building stronger relationships based on trust and transparency. Above all, I want to make sure we are supporting you and your families to live well in your homes and communities.

Your help and collaboration is vital to help us shape your community together. You can help us to design and develop the services and support you need by getting involved. You can read how members of the Housing Community Network work with us on page 21.

I hope you enjoy this edition of Streets Ahead and wish you a happy, peaceful festive season.

Sharon Long

How we're doing



We currently manage over

81,000*
homes

153,644

household members living in our homes; **30,658** were aged 15 years old or younger, **45,025** were aged 60 years old and over



We answered

496,995



phone calls to our offices



78%

of you said that you were **satisfied with the overall service provided by us**



Through their income maximisation work, the Financial Inclusion Team generated an additional

£3.1m

in **annual benefit entitlement** for tenants

We had

163,004

customer visits to our offices



We carried out

23,921

improvements to homes including window/door replacements, heating installations, new bathrooms, kitchens and property rewires.



79%

of you were **satisfied with your property**

We planted

4,871

native trees and whips planted



We invested just over

£250m



in the **improvement and maintenance of our properties**



We carried out

93

MAJOR ADAPTATIONS to properties **for people with disabilities**

3,746

MINOR ADAPTATIONS so people could continue to **live independently in their home**

Just over

£600k



was awarded to a range of **voluntary and community groups to partner with councils** to address **community safety issues** in our estates

We funded

131

ESTATE BASED GOOD RELATIONS PROJECTS

32

RACE RELATIONS PROJECTS



*Figures correct at March 2025



Embracing all our neighbours

If English is not your first language, we can provide free translation and interpretation services on request. Please ask for further details at your local office.

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. Deaf customers can contact us remotely at <https://www.nihe.gov.uk/SignVideo>

ARABIC

اكتغىل يه ةيزيلجنالال ةغلللا نكت مل اذا
يف ةدعاسملال ىلع لوصحلل جاتحتو مال
عيطتستف ، ةيطخلال او ةيفشلل ةمجرتلل
هذه ريفوت ةيذيفنلل نكسلال ةمدخ
لكنم ىجرى ، بلطلال دن ع ةيناجملل تاملدخ
نم ليصفتلاب رملال اذه لوح راسفتسلال
يلحملل لكبتكلم

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。

TIGRINYA

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ኣባይቲ) ብሕብ ነጻ ኣገልግሎት ክህብ ይኽእል
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ከባቢኹም ኣብ ዝርከብ ቤት ጽሕፈት ሕተቱ።

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
免费的服务，请在你当地的办公室询问
进一步的详情。

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.

ROMANIAN

Dacă nu sunteți vorbitor nativ de limba
engleză și aveți nevoie de sprijin în
interpretare sau traducere, Autoritatea
Irlandeză pentru Locuințe [Northern
Ireland Housing Executive] vă poate
oferi aceste servicii gratuite la cerere; vă
rugăm solicitați detalii suplimentare la
biroul local.

SLOVAK

Ak angličtina nie je váš materský jazyk
a vyžadujete si pomoc s prekladom a
tłmočením, 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 madda qoran Agaasinka Guraynta
(Housing Executive) ayaa adeegyo bilaash
ah bixin kara marka laga codsado, fadlan
faahfaahin dheeraad ah weydii xafiiska
xaafaddaada.



Milestones

from our year



JAM card friendly

We announced our commitment to becoming JAM Card friendly. The JAM (Just A Minute) Card enables people to discreetly indicate that they need a little extra time and patience during daily interactions. This initiative will be rolled out across all our offices and services, ensuring our housing services are more inclusive and accessible for all residents.

Inaugural Apprentice Awards

Our inaugural Artes Apprentice Awards celebrated the outstanding contributions of apprentices during Northern Ireland Apprenticeship Week. These awards honour the remarkable achievements in apprenticeship development, supported by our in-house Housing Executive Direct team and external contractors through their commitment, guidance, and mentorship (read more on page 37).



New Tenancies That Thrive Strategy

Helping our tenants to thrive and live with independence and confidence is the focus of our new Landlord Tenancy Support and Sustainment Strategy, 'Tenants That Thrive'. The strategy sets out our commitment to ensuring that every one of our tenants has access to the housing services they need, when they need them.



Our first EnergyCloud NI project

In partnership with EnergyCloud NI we launched our first project where surplus renewable energy will be used to help tackle fuel poverty. The initiative now enables up to 20 families in Omagh to receive free tanks of hot water from surplus renewable energy.



Domestic Abuse Awareness Week

Organised in collaboration with Women's Aid, Men's Advisory Project and the Police Service of Northern Ireland, we held our first ever Domestic Abuse Awareness Week. Read more on page 16.

Our new look

As we enter our sixth decade, we felt it was the perfect time to refresh our logo. After consulting with colleagues, customers, and partners, many agreed that our branding looked a little tired and needed an update. All the work was carried out in-house, and following extensive feedback, we agreed on a new design. We're delighted with the result - bright, colourful, and a true reflection of who we are and what we do. We hope you like it too.



Lisnafin upgrade

Mary O'Neill, Assistant Area Housing Manager North Region shows Board members Deirdre Varsani and Pauline Leeson CBE our Lisnafin energy-efficient upgrade project.

The redevelopment is transforming a block of flats in the heart of Strabane, into six energy and cost-efficient social housing units for people aged over 55.



Celebrating our rural champions

We celebrated our tenth annual Rural Community Awards, recognising the outstanding efforts of individuals and groups across Northern Ireland in fostering inclusive and sustainable rural communities. Currently, we manage 14,425 homes in rural locations, providing housing for approximately 35,000 people. These awards highlight the vital role rural communities play in promoting growth, resilience, and social inclusion.

£12.4m Creggan Heights upgrade

A major new maintenance programme will deliver substantial upgrades to over 100 homes in the Creggan area of Derry/Londonderry over the next three years - representing one of the largest single investments in the area in recent times.

The works will include replacing the external leaf of cavity walls and installing full-fill cavity wall insulation. Residents will also benefit from new flooring, modern bathrooms and kitchens, solar panel installation, and roofing improvements. These upgrades will bring the terraced and semi-detached two-storey homes originally built in the 1950s- up to modern standards.



Hattie the House

A healthy house is a happy house was the message for schoolchildren from Acorn Integrated Primary School in Carrickfergus, who were the first to participate in our new Hattie the House storytelling project. Set to be delivered in schools throughout Northern Ireland in partnership with Business in the Community and publishers, M3, the story teaches children and their families how to prevent their home getting sick from damp and mould.





Stock Condition Survey

As part of our commitment to keeping your home safe, comfortable and well-maintained, we have appointed Savills consultants to carry out a major condition survey of the properties we own. The Survey will begin in December 2025.

A 10% sample of properties will be selected for the survey. If your home is selected you will receive a letter from Savills to let you know and a surveyor will call with you.

The surveyor will wear a Savills-branded uniform, have identification and a 'letter of authority' from us. If they do not present these documents to you, you should ask for them.

Taking part in the survey is voluntary but your participation

means we can get accurate, current information about the condition of our homes. It will help us to identify areas that need attention and make plans for the work we need to carry out in the future.

We would be very grateful for your participation. The survey should take about 30–60 minutes.

You do not need to take time off work, miss appointments or wait in for a surveyor to call. If a surveyor calls and you are not at home or it

is not convenient, they will leave a card and you can arrange a callback.

Information from the survey is confidential and your name, or any other information, will not appear on any of the records associated with it.

If you have queries about the survey, please contact your local office or speak to your Patch Manager.

Many thanks in advance for working with us, to maintain homes for today, and for the future.

If you have any queries on the survey itself, please call Savills on 0800 116 4655



Further information

For further information regarding the stock condition survey please scan the QR code to watch a video that explains the survey. This video can also be accessed via this internet link
<https://www.savills.co.uk/vod/savills-stock-survey>

Home Safety

More accidents happen in the home than anywhere else. We have some simple tips to give you peace of mind and help keep your family safe from gas, fire and electrical hazards.

Gas Safety

We know how busy everyday life can be, this is why we will contact you to let you know when your home is due for its annual service and gas safety check.

We need you to be at home when the Gas Safe registered contractors call out. We will contact you before we call to offer a choice of appointment dates and times. This work is really important as they will run checks to ensure your heating system is running safely and efficiently. They will also check your carbon monoxide alarm.

If you don't allow access, your gas supply will be disconnected, as we can't ensure that any gas appliances that we have installed in your home are safe to use.

It is essential, therefore, that you allow us access to service your boiler!

Test it Tuesday

Smoke alarms detect smoke at the earliest stages of a fire. When they go off they give you and your family vital time to escape.

This is why it's important that you test them weekly to make sure that they are working. 'Test it Tuesday' is an easy way to remember to do it and making it a regular habit could save your life.

If you are having any issues with your smoke alarms you should contact us straight away.

Charged and Ready

Did you know most e-bikes and e-scooters are powered by lithium-ion batteries, which if not looked



after properly, can explode? To stay safe:

- Only use the manufacturer approved charger for your e-bike or e-scooter;
- Follow the manufacturer's instructions and always unplug when it's finished charging;
- Never charge or store them in communal areas or near flammable materials;
- Never charge them when you are asleep or away from your home.

Help when you need it

If you're worried about anything or would like some advice on staying safe in your home call our Repair Line on 03448 920 901

Preventing condensation, damp and mould

Condensation happens in most homes. It generally occurs when a lot of moisture and steam are produced.

When moisture in the air meets a cold surface, like a window or a wall, it condenses into lots of small water droplets to form condensation.

In addition to forming on cold outside walls and surfaces, condensation can happen in areas of poor air circulation, for example behind furniture or in the corners of rooms.

If left untreated, it can cause black mould growth on walls, ceilings, furniture, clothing and even in or behind wardrobes and cupboards.

Follow our advice for tips on how to reduce condensation.

Lots of daily activities can create moisture in the home.



Drying clothes indoors

Drying washing indoors can quickly create problems in colder months. While it's tempting to keep laundry inside, drying it indoors and on radiators can produce a lot of moisture in the air as water evaporates so:

- Don't dry washing on radiators - use a drying rack or indoor line instead.
- Use a clothes airer or drying line in the bathroom with the door closed and either open a window or keeping your extractor fan on for a while.



Cooking

- When you're cooking, keep the kitchen door closed.
- Cover pots when cooking and use an extractor fan if you have one.
- If you can, open a window to let the steam out.
- Leave cabinet doors open after cooking to let trapped air out.
- Don't leave wet cloths or sponges lying around - wring them out in the sink and hang them to dry.



Wipe up any condensation on and around your windows



In the bathroom

- When washing, having a bath or shower, keep the bathroom door closed to prevent steam leaving the room.
- Use an extractor fan if you have one or if you can, open a window to let the steam out.
- Don't leave wet towels/mats lying around. Hang them to dry or place them in a laundry basket.
- Wipe down wet surfaces after using your shower or bath.



Fresh air is important!

- Keep any window trickle vents open (located at the top of your windows)
- Open your windows throughout the day when you can, even for 10 to 15 minutes. (Fresh air is easier to heat than the air you are letting out!)
- Wipe up any condensation on and around your windows.
- Try to maintain a constant temperature in your home. (Ideally between 18-21 degrees)
- Leave a gap between your furniture and the wall to allow air flow.

Contact us

If you're worried about persistent condensation or damp in your home, contact us immediately.

The easiest way to do this is via the My Housing Executive tenant portal. (See page 54 for details)

You can also call our Repair Line on 03448 920 901 or by texting 'REPAIR' and your address to 07507 302 011.



Why we might need access to your home

It's important that we meet your needs and you know what to expect from us as your landlord. Our staff and contractors will occasionally need access to your home to ensure it meets safety regulations.

We will always contact you beforehand and show photographic ID before entering your home. We may need access to:

Service your heating appliance

It's a legal requirement for us to carry out an annual service and safety check of all oil, solid fuel, and wood pellet appliances. This ensures your heating system is operating safely and efficiently. It is also a legal requirement for us to carry out an annual service and safety check of all gas appliances we have installed in your home. It's important that you allow our Gas Safe registered contractor into your home to carry out this essential work.

Monitor the hygiene and quality of your water storage tank and pipework

Our contractor carries out Legionella surveys in domestic, commercial and community lets, to identify if any work is needed.

Replace your smoke alarm

We replace smoke alarms in our properties every ten years. Please remember to test your smoke alarm weekly.

Check carbon monoxide detectors

We check carbon monoxide detectors as part of the annual heating appliance service. You should also test your detector weekly.

If you don't allow access your gas supply may be disconnected as we can't ensure that your gas is safe to use.

Carry out an asbestos survey

We are legally required to survey your home before any work to check for asbestos. Asbestos does not pose a risk when managed properly, so we will periodically monitor its condition.

Electrical Inspections

To ensure electrical safety in your home we aim to inspect electrical wiring every five years.

Audit completed maintenance work

We aim to check the quality of any repair work which will require follow up visits by our staff. For tower block tenants, we may need to check window restrictors and give fire safety advice.

The cost of missed appointments

We understand that sometimes, missing an appointment can happen.

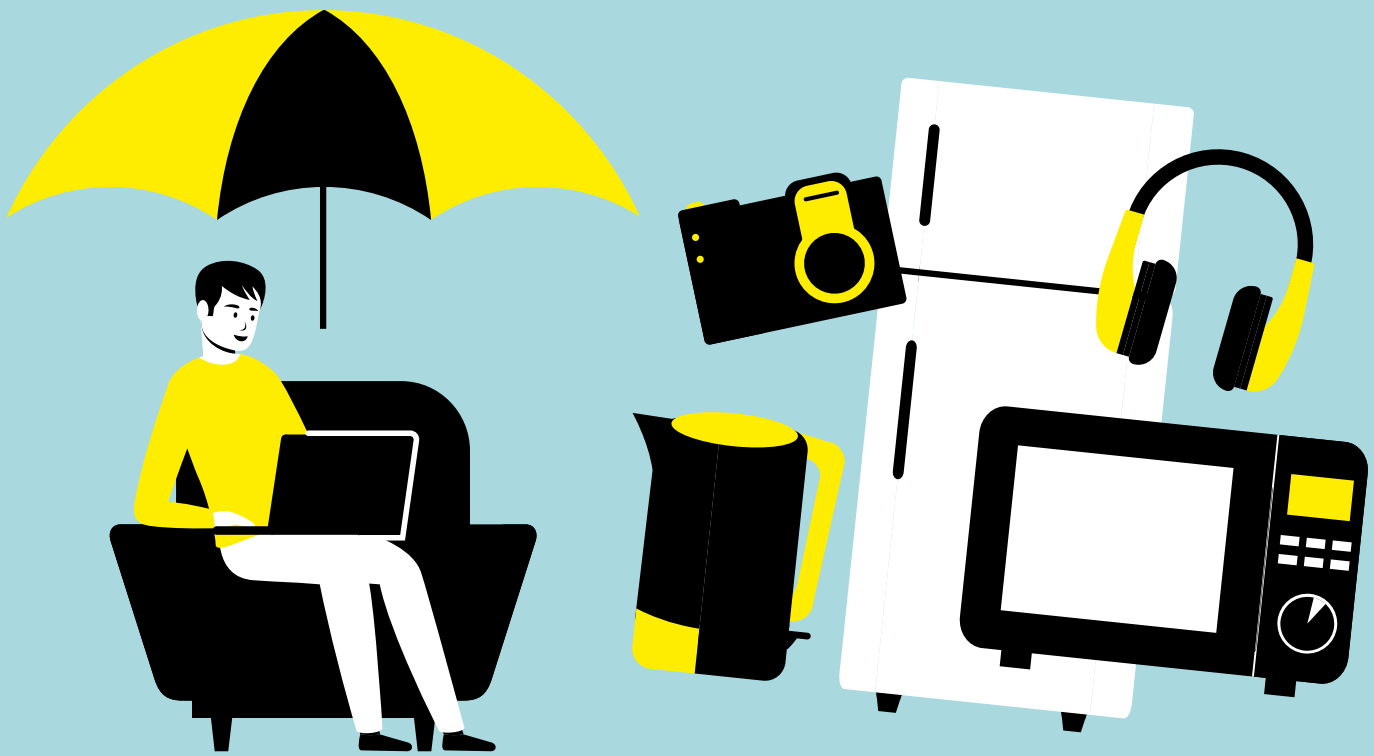
However, last year over 44,000 calls to homes resulted in 'no access'.

Missing appointments means our staff and contractors have a wasted journey, and this impacts on the service we are able to provide.

Missed appointments cause delays for other tenants and costs us around £3.3m each year. Meaning we have less money to invest in your homes.

Appointments

If we make an appointment to visit you, please ensure that someone is there to allow access. We understand that things can change, so if you are unable to be at home for the appointment, call our repair line on 03448 920 901.



Can you afford not to be insured?

Thankfully, serious incidents such as fire, burglary or water damage are rare.

However, any home can be impacted by unforeseen events.

Your personal belongings could be stolen, damaged by fire, storm, flood or burst pipes. Could you afford to replace all your possessions if the worst happens?

As your landlord, we are responsible for the building you live in, but not the contents of your home. So it is really important that you take steps to protect everything you own.

Contents insurance helps you safeguard your furniture, electronics, clothing or treasured keepsakes. For a small monthly

Many people insure their phones, laptops and game consoles, but what about your TV, fridge freezer, kitchen appliances or wardrobe?

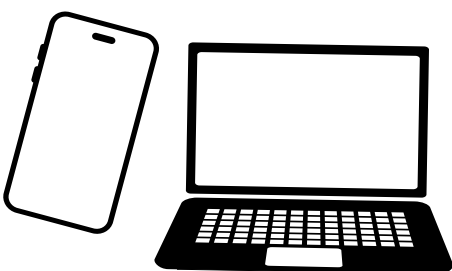
Affordable Protection - Contents insurance policies are available online, with prices starting from around £5 a month, providing cover of up to £10,000 - a small price for peace of mind.

cost, you can avoid the financial impact of replacing items lost due to fire, flood, theft or storm damage.

These valuable items can be expensive to replace if something goes wrong.

Get started

Visit our website www.nihe.go.uk and search for insurance for more advice. You can also compare prices and policies using trusted sources like Consumer Council NI, Money and Pension Service or price comparison websites.





Sustainable living and saving you money

The smallest changes can add up to significant savings and help our planet.

As the Northern Ireland Home Energy Conservation Authority, we are here to help you to reduce your energy bills, live more sustainably, and make your home more energy efficient.

For further advice

Our Energy Advisors offer free advice to help you understand your bills and find ways to save. Call 0800 111 4455 or find out more on our website www.nihe.gov.uk

Small changes - BIG savings!

Your comfort

- Hot drinks - only boil the water you need, save energy and money.
- Cold? A hot water bottle only costs up to 6p to fill.
- Electric room heaters cost nearly twice as much as running your heating for an hour.
- Close doors, pull curtains and blinds early - keep the heat in!
- You could save around £55 a year by just turning your appliances off standby mode.

Your heating costs

- Reduce your annual heating costs by 10% by setting your thermostat to 18-21°C.
- Bleed radiators if they feel cold at the top - saves 30% output loss.
- Use foil reflectors behind radiators - saving £40 a year.
- Keep radiators clear of furniture to allow heat to circulate.

Your clothes

- Wash at 30°C instead of 40°C and try full loads - save 40% in costs.
- Dry clothes on a clothes line in a well-ventilated space.



Cheaper energy?

Check to see if you are getting the best deal for your energy.

You could save hundreds of pounds a year on your bills by switching supplier or changing tariffs with your current supplier.

You can compare deals using the Consumer Council's free Electricity Price Comparison Tool at

www.consumerCouncil.org.uk

Understanding the electricity market

Do you know your electricity tariff?

- Check your tariff and contract, these generally, run 12 months before rolling onto higher 'standard' rates. Review your latest bill or contact your supplier to confirm your contract status and discount.
- If your tariff has changed recently, you can switch supplier at any time - without penalty.

Why shop around?

- In early 2025, 21,500 NI households switched supplier - it takes just five minutes and can be done over the phone.
- Prices change regularly - comparing suppliers can reveal cheaper tariffs.
- Have your bill (for MPRN or top-up card number), annual usage and a current meter reading to hand when you call.

What else helps?

- Submit meter readings regularly - accurate billing avoids estimated charges.
- Send readings through your supplier's app, website or phone line.
- If your bill looks high and says 'estimated,' provide a new reading and ask for a correction.
- Stay informed - suppliers must notify customers of any price changes - so keep a close eye on your emails and post!



The Supplier Care Register

If you or someone in your home is older, ill, disabled or rely on medical equipment, ask to join your electricity suppliers Care Register - it's free and confidential.

Registering will ensure you will have extra help during any power cuts, need help with billing or priority services.

Register directly with your supplier or via NIE Networks:
www.nienetworks.co.uk

Home Should Mean Safe

In October, we held our first Domestic Abuse Awareness Week, in collaboration with Women's Aid, Men's Advisory Project and the Police Service of Northern Ireland.

The initiative, led by our Domestic Abuse Team, aimed to raise awareness of domestic abuse, its link to homelessness, and the vital services we provide with partners to support people affected.

The week began with a candlelight vigil in Wallace Park, Lisburn to show solidarity with victims and survivors.

Other highlights included a discussion event on delivering our Domestic Abuse Action Plan and a Wellness, Safety and Support in Rural Communities event in partnership with Women's Aid. Students from St John The Baptist's College in Portadown also took part in a project, to design a new cover for the Domestic Abuse Toolkit, while learning about available support services.



(L-R) Elaine McMeekin, Assistant Principal Officer Domestic Abuse, Detective Chief Inspector Stephanie Finlay PSNI and Helen Walsh, Homeless Policy Manager and Domestic Abuse Lead.

Reflecting on the week, Helen Walsh, our Homeless Policy Manager and Domestic Abuse Lead, said:

"This has been an amazing, emotional and compelling week. Thank you to everyone who organised events, attended, donated, shared our message, and supported it. Feedback from partners and those with lived experience has been overwhelmingly positive. This was a huge team effort, and we look forward to building on this year after year."

There's a place for you in our Housing Community Network

We're always looking for ways to make our communities better, and we know the best ideas come from you. This is why we set up the Housing Community Network.

What's it all about?

The Housing Community Network is all about partnership. It's a platform where people from our communities across Northern Ireland can share ideas, experiences, and help shape the Housing Executive together.

How does it work?

The Housing Community Network is made up of over 500 community groups as well as representative tenant involvement panels.

There are five levels to the Network with information flowing up and down each level so there are always

opportunities to provide feedback.

The Central Housing Forum is at the top level of this structure. They meet with our Board annually and deal with strategic issues that impact everyone.

What's in it for you?

We value your feedback. It helps us improve and shape our services on everything from how we work with contractors to creating and implementing new strategies.

If your community group is a member of the Housing Community Network they'll be able to get support from one of our Good

Relations Officers. This means you'll be among the first to hear about exciting new initiatives, information on our funding streams, and improvements planned for your area. We'll connect you with Supporting Communities, an independent tenant engagement body, so you can access training and educational programmes for your community group.

Thinking of getting involved?

Email us at getinvolved@nihe.gov.uk and we will arrange for one of our Good Relations Officers to call out to you.

Sanctuary Scheme

If you have experience, or are at risk of domestic abuse, we can help support you to feel safe in your home. The Sanctuary Scheme is a confidential, voluntary scheme designed to improve home security for our tenants and support your right to remain safely in your own home.



What is the Sanctuary Scheme?

Our scheme aims to:

- Reduce repeat incidents of domestic abuse
- Avoid the disruption and stress of having to move home
- Help families stay close to their local support networks, schools, and communities

We understand how important it is to feel safe and secure in familiar surroundings. This scheme helps families stay where they feel most supported, without compromising on safety.

Your safety and peace of mind matter

How does it work?

If you are concerned about your safety due to domestic abuse, you can:

- Contact your local Patch Manager directly
- Or call General Enquiries on 03448 920 900 and ask for your Patch Manager.

With your consent, your Patch Manager will refer your case to Police for consideration.

What happens next?

A Police Crime Prevention Officer along with our representative will carry out a risk assessment in your home. Together, they will assess:

- The type and condition of your property
- Your specific needs and personal circumstances

Based on this assessment, Police will recommend appropriate security measures - such as reinforced doors, window locks, or personal alarms - to help you feel safer. Only the works recommended by Police will be carried out, and all works are completed by our own teams. The Sanctuary Scheme is only available to our tenants; however Police also operate the Police Community Safety Scheme, which can offer additional support for:

- Housing association tenants
- Private renters
- Homeowners

If you, or someone you know, could benefit from this scheme, please don't hesitate to reach out. Your safety and peace of mind matter.

Useful contact numbers

In an emergency, always dial 999 and ask for Police, or call the non-emergency number 101.

24 Hour Domestic and Sexual Abuse Helpline

0808 802 1414

Women's Aid NI

(028) 9024 9041

Men's Advisory Project

(028) 9024 1929

Rainbow Project

(028) 9031 9030 (Belfast)

(028) 7128 3030 (Derry/Londonderry)

Assist NI - Domestic and Sexual Abuse Advocacy Service

(028) 9072 2951

Victim Support NI

(028) 9024 3133

Hourglass - Support for Older People 24/7 Helpline

0808 808 8141

You can make a Domestic Abuse referral online

www.psnl.police.uk

Getting weather ready

Our weather is often difficult to predict. Whether it's strong winds, heavy rain or extreme cold and snow, there's something you can do to prepare for winter. Here's how to keep your home cosy and protected.



Useful emergency contact numbers

Police, fire and ambulance services
999 (or 101 for non-emergencies)

Housing Executive
03448 920 901

Northern Ireland Electricity
03457 643 643

NI Gas Emergency Service
0800 002 001

Northern Ireland Water Waterline
03457 440 088

Northern Ireland flooding incident line
0300 2000 100

Avoiding frozen pipes

In very cold weather, water pipes can sometime freeze and burst. So when it gets really cold, try to keep your heating ticking over on low. You should also open cupboard doors slightly under the kitchen sink and into your roof space too letting warm air get to your pipes.

Please make sure you know where your stopcock is! It can usually be found in the kitchen under the sink. This means if you have an issue, you can turn the water off quickly and save yourself a world of trouble.



Windy weather

Garden chairs, wheelie bins and children's outdoor toys can turn into flying objects when it's windy. Ideally remove and store garden furniture and other smaller garden items inside.

Keep an eye on your roof too - if you spot any loose or broken tiles, report it to us straight away.

Clearing drains and gutters

Keep an eye on gutters and drains and make sure you regularly clear any leaves to prevent blockages that can cause other damage.

You should also check that your doors and windows are secure. If you have trouble doing so please get in touch with us.



Home emergency kit

Should you have an emergency it is important that you and anyone living with you have made preparations to take care of yourselves. Putting together an emergency kit is a good way to be prepared.

What should be in an emergency kit?

Here are some of the items and details that you might want to include in your emergency kit – keep it somewhere in the home where everyone can get to it if needed.

- A written list of useful phone numbers - your doctor, close relatives, local council
- battery or wind-up radio
- battery or wind-up torch
- spare batteries
- candles and matches
- first aid kit
- spare keys to your home and car
- spare pair of glasses or contact lenses
- spare charger for mobile phone
- toiletries and sanitary supplies
- special equipment for children and people with special needs

Other essential items

If you are at home and an emergency happens, try to gather some essential items if you need to leave your property. This can include:

- any regularly prescribed medication
- mobile phone
- cash and credit cards
- spare clothes and blankets
- bottled water
- ready-to-eat food - for example tinned food
- bottle or tin opener
- copies of important documents - birth certificates, insurance policies
- photographic identification

Don't forget about your family pets in an emergency

Make sure to put some food in your kit for them and anything else they might need like a collar or lead, water bowl or medication.

First aid

Putting together a first aid kit is really important, not just for emergencies but for accidents that can happen around the home or at work.

You can buy a pre-made kit or you can put one together for yourself.



Tower Blocks update

putting safety first

Our tower blocks residents recently received the latest update on the Tower Blocks Action Plan, outlining the progress being made across all phases.

The update explained how we are taking proactive steps to ensure all our buildings are safe and our residents feel secure.

Building Safety Team

Our dedicated building safety team oversees all 32 tower blocks, conducting regular inspections to maintain high safety standards. These include:

- Annual fire risk assessments
- Fire door inspections every three months
- Annual internal flat inspections
- Monthly arson walkthroughs in communal areas
- Bi-monthly checks of premises information boxes in entrance lobbies

Resident Engagement: Your Voice Matters

Safety isn't just about buildings - it's about people. That's why we also have a resident engagement team to work alongside our safety experts.

Their role is to:

- Conduct door-to-door visits and friendly chats to explain building safety
- Speak with vulnerable residents to create tailored fire risk plans
- Encourage residents to share concerns and ideas

We're also installing large building safety noticeboards in each block. These will display staff contact details, safety updates, and ways to raise concerns or complaints.

These checks help us identify any potential risks and ensure our buildings remain safe and well-maintained.

Looking Ahead

A building safety newsletter will be launched early next year to keep residents informed of progress and updates.

In the meantime, you can find full details our Tower Block Action Plan on our website www.nihe.gov.uk

Want to know more?

If you live in one of our tower blocks and want to get more involved, we're forming a High-Rise Building Safety Forum in the coming months.

Speak to your Resident Engagement Officer to learn more. You can find their contact details on the safety noticeboard in your tower block.

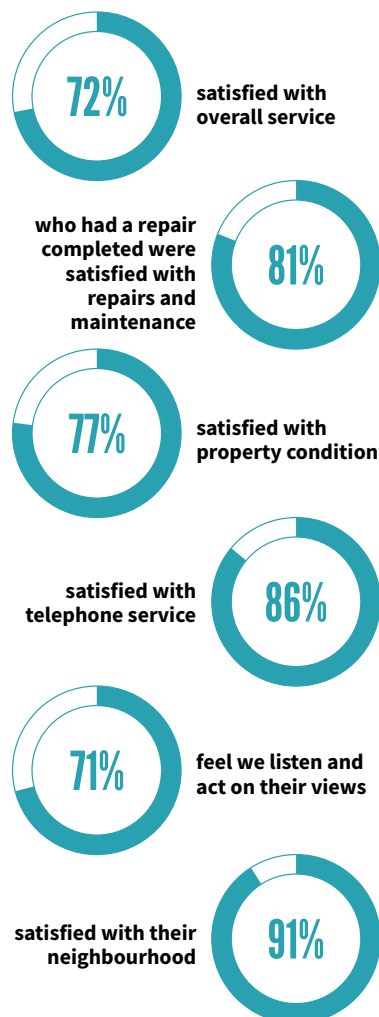
Working for you: Our best ever performance!

Absolutely
delightful lady
to chat to... highly
informative and
down-to-earth

Tenant satisfaction - what you told us

Through our Continuous Tenant Omnibus Survey, we gather independent feedback to improve our services.

Last year's results showed:



These results show we're on the right track - and we're committed to doing even better.

Delivering excellent service is at the heart of everything we do. We're proud to share that our recent Customer Service Excellence assessment has confirmed just how well we're doing - and how we're continuing to improve.

Independent assessment

An independent assessor recently reviewed our services in depth, visiting local offices, speaking with staff, community groups, and residents, and even joining estate walkabouts and meetings with contractors.

Their goal? To understand how well we serve you and where we can do even better.

They looked at key initiatives like our Domestic Abuse training, the Sustaining Tenancies project, and how we gather tenant feedback. The result? A glowing report that reflects your voices and experiences.

A remarkable achievement

We are thrilled to announce that we've been re-accredited with the prestigious Customer Service Excellence standard. Even better, we

achieved Compliance Plus in 30 out of 57 service areas, our best-ever result!

The assessor praised our strong community involvement, especially the empowered and knowledgeable members of the Housing Community Network who help shape our services.

Mystery shopping - real feedback from real people

We also use mystery shopping to understand the customer experience. Here's what some of our mystery shoppers had to say:


These comments reflect the dedication of our staff to provide not just service, but support and care.

Very
professional
but also friendly...
showed compassion
and understanding

Extremely
helpful and
very approachable...
showed a great level
of knowledge and
humanity

Want to get involved?

Your voice matters. Find out how you can help shape future services by visiting the Community Involvement and Cohesion Strategy on our website www.nihe.gov.uk

A woman with short red hair, wearing a light blue trench coat over a patterned blouse and a dark purple skirt, is sitting on a stone wall. She is smiling at the camera. In the background, there is a large, ornate stone church with many windows and a tall tower. There are green bushes in front of the church. The sky is overcast.

Donna Millar, our
Financial Inclusion Manager
for the Northwest region.

Helping with your finances

When it comes to managing your money there is one woman worth her weight in gold.

"I'm a helper, it's as simple as that," says Donna Millar, our Financial Inclusion Manager for the Northwest region.

Donna is down-to-earth, passionate and full of empathy for everyone she meets. She loves her job, loves helping people and wants more people out there to recognise that they could be missing a trick by not facing up to their finances.

Donna explains, "One lady who asked for help ended up £28,000 the richer in the month of Christmas after I identified an unclaimed premium that she had been entitled to for eight years. I was very proud of discovering this and so chuffed for her.

Part of what Donna loves most about her job, is that there is no typical day.

"I absolutely love my job. I'm very fortunate to have a job where I'm here to help people. There are seven of us in the team and we all feel the same way. We are very passionate about what we do.

"We don't have a typical day. I may be dealing with the same kind of issues most days but the environment and the people change. I could be dealing with tenants over the phone, assisting them to fill out forms, carrying out benefits checks or advocating for them.

"My favourite part is the outreach work. I love going out into the community and visiting people in their homes.

Like any job Donna's has its challenges.

She explains, "Sometimes tenants end up in financial difficulty

because they didn't report a change of circumstances to us or disclose a new capital, so their claim has automatically closed."

Donna is passionate about encouraging tenants to ask for help rather than letting their situation get overwhelming.

She stresses, "Tenants can contact us directly, through their patch managers and any staff member in the Housing Executive can make a referral to us.

"We also get referrals from outside agencies like community associations and GP referrals. We also try our best to go out into the community to let people know we are here and explain what we do.

"I feel proud every time I help someone. There was a tenant that was constantly getting into rent arrears, and they just couldn't understand it. It was just a matter of me speaking to them and explaining the Universal Credit statement. She didn't understand the statement until I explained what was paid for her and what she had to pay.

"When it comes to income generating for tenants, we have a project in our team which is called Move to Universal Credit (read more about Universal Credit on page 26) and we call out to see any tenants who are being migrated over to assist them with claims."

Donna enjoys dispelling myths about the Housing Executive, "People think we just want your rent and rates and that's it.

"Yes, you do have to pay your rent and rates, but if you are in financial difficulty, tell us. We are here to help."

One tenant told us:

"I was struggling really badly financially.

It was so bad I was wondering how I was going to feed my kids.

I reached out to my Patch Manager who then put me in touch with Donna.

From the first time I ever contacted her Donna has been absolutely amazing.

She has helped everyone in my family.

She is just so easy to talk to and really seems to understand what you're going through."

We are here to help

Contact your Patch Manager on 03448 920 900 for a referral to the Financial Inclusion Team. It's free and confidential!

We know that every penny counts. Whether you're trying to stretch your budget or just want to be a little smarter with your spending, here are some practical tips to help you save money - without sacrificing the things you love.



Create a budget

Track your income and expenses. Knowing where your money goes is the first step to taking control of it.

Check you're getting all the benefits you're entitled to – Universal Credit could help. If you have a health condition you might be able to work and still claim Personal Independence Payment (PIP)

Simple money saving tips



Get cashback

Did you know cashback apps and websites reward you for shopping?

Yes, they do! Many supermarkets also offer loyalty cards that can save you money or give points that go towards future purchases.

Switch your bank

Some banks offer up to £200 just for switching accounts!

Visit trusted comparison websites like Money Saving Expert to find the best deals



Shop around

Use tools from the Consumer Council NI to compare utility providers.

Look at your car, home and pet insurance when it renews

– you might find a better deal. Some companies offer car and home insurance together at a discount.

Check your broadband and TV providers

– use price comparison websites to see if you could pay less. You could also benefit from social tariffs that cost less if you receive certain types of benefits. Look at social tariffs on the OFCOM website.

Look at your monthly subscriptions – are you and your partner both paying for the same service e.g. Netflix or Spotify? Consider family plans too – they're cheaper than individual plans.

Facing debt? Don't panic

Overspent? You're not alone – but ignoring it won't help.

Review your debts and interest rates. Consider switching to a 0% interest rate credit card to make repayments more manageable.

Pause before you purchase

Impulse buys can add up fast!

Ask yourself: Do I really need this? Will I use it? If you use "pay in three" services, be cautious – missing payments can lead to high interest rates (up to 35% on the original cost!) and late fees.

Go public (transport!)

Public transport can be a cheaper alternative to driving.

You can save on parking, fuel and car maintenance – and help the environment too!

Feeling overwhelmed?

Our staff can help – contact your patch manager for advice and they can refer you to our financial inclusion team.



Real tenants, real results

In 2024/25, our team helped tenants access £3.1 million in additional support. Here are just two examples:

- A mixed-age couple (one above, one below state pension age) moved to UC but weren't given transitional protection. Our team identified they were missing £390 per month. After raising it with the UC team, their payments were corrected and backdated.
- A single tenant moving from Income Support to UC didn't receive a disability premium. We helped them secure a £2,400 backdated payment and a monthly uplift thanks to the transitional element.

Moving to Universal Credit?

What you need to know

If you are currently receiving help with housing costs, big changes are happening. The Department for Communities is continuing its rollout of Universal Credit (UC), and by March 2026, all tenants in Northern Ireland receiving Housing Benefit will be moved to this new system.

What is Universal Credit

Universal Credit is part of a UK-wide benefits reform.

If you currently receive Employment Support Allowance (ESA), you should have now received a UC Migration Notice - a letter telling you when your benefits will be moved.

This is your official notice to act - But don't worry - you're not alone in this!



We are here to help

Our Financial Inclusion team is ready to support you through the process. They are experts in benefits advice and can:

- Review your personal circumstances
- Check what benefits you're entitled to
- Help you avoid debt
- Make sure your tenancy remains secure

All you need to do is ask your Patch Manager for a referral. It's free, confidential, and could make a real difference.

Don't miss out

To protect your entitlement:

- **Do not ignore your migration letter**
- **Do not apply for UC before receiving your letter - this could mean losing out on transitional protection**

See page 23 for details on how to contact us



Heating your home could cost less.

**The Oil Savings
Network helps
homes to save
£10-£30**

on 200/300 litre orders.

For information on **how to join**

FREEPHONE **0800 111 4455**

EMAIL **oilsavings@nihe.gov.uk**

This service
is managed
by the



**Housing
Executive**

and
funded
by



DfC

Department
for Communities
www.communities-ni.gov.uk

Scan for more info



NI
ENERGY
ADVICE

*Exact savings depend on your postcode. These customer savings have been validated by the Oil Savings Network and reflect results achieved from Sept 2024 to Sept 2025.

Antrim thermal upgrades

David Moore, resident of Newpark estate in Antrim (left) talks about his savings on heating bills with our Patch Manager David Egner.

David said, "Getting this work done was 100% worth it. The thermal upgrade and new windows have made a real difference to the heat in the house. I put the heating on for half an hour and it's roasting!"



Investing in home improvements

Last year, we invested over £250 million in improving and maintaining your homes - our highest level of investment in many years.

This significant funding allowed us to carry out nearly 24,000 improvement works across Northern Ireland. This has included:

- Enhancing thermal performance to make homes warmer and more energy-efficient
- Installing new windows and doors
- Upgrading kitchens and bathrooms
- Carrying out fencing and redecoration
- Completing full re-roofing on many properties

A greener future for everyone

We are also proud to continue our focus on sustainable development. Last year, we invested £50.4 million in energy efficiency measures across both our homes and those in the private sector. This included:

- Installing state-of-the-art heating systems
- Adding extra insulation to reduce heat loss and lower energy bills

Our commitment to low-carbon living led to the launch of a 300-home retrofit project, designed to deliver cheaper heating costs for tenants. Thanks to the growing capacity of our contracting partners- and our own dedication- this project has now expanded to 400 homes.

£750 million future investment

If rent levels remain stable, we plan to invest approximately £750 million into your homes over the next three years. This investment will:

- Improve living conditions for thousands of tenants
- Support local businesses
- Build skills and employment opportunities in communities across Northern Ireland

Real improvements, real impact

You can read about some examples of our work above and right, showing how these investments are making a real difference in tenants' lives.



Heights, where over 100 houses will benefit from a £12.4 million refurbishment scheme are Chief Executive Grainia Long and Eddie Doherty, our West Area Manager.

Creggan Heights £12.4 million upgrade

The properties, many of which are over 70 years old, will be modernised with full-fill cavity wall insulation, replacement flooring, new bathrooms and kitchens. Solar panels will be installed and roofing improvements will also be delivered, bringing the terraced and semi-detached, two storey homes - built in the 1950's - into the modern era.

Speaking during her visit to the area, Chief Executive, Grainia Long, said: "We're excited to see work begin on the refurbishment of these homes as we strive to keep our tenants in this area safe, warm and dry for decades to come. It's a very significant investment for us, which future-proofs the properties while boosting employment and skills in the region over the next three years."



New kitchens and bathrooms for Bangor

Pauline Truesdale shows Steven McBurney our Patch Team Leader South Region around her new kitchen, fitted as part of a £630,000 investment in a bathroom, kitchen, and re-wiring scheme for 53 homes across the Bangor area.

Pauline said: "I am so happy with the work. The difference it has made is unbelievable. The contractors were so accommodating towards my needs and excellent at keeping me informed throughout the process."



£1million West Belfast window scheme

Lagmore resident Kate McCormick (Left) with Housing Executive Patch Manager Alison Devenney. Over 300 homes in West Belfast benefitted from new double-glazed windows. Kate said: "Since having the windows replaced I've noticed it feels much warmer and they help reduce noise from outside."

Golden treatment for tin houses

David and Charlotte Donnell are delighted with the thermal upgrade works completed at their Northland Road home. Extensive works were carried out to 40 semi-detached bungalows across Derry/Londonderry and Strabane. Among improvements were, new gas-fired central-heating systems, external wall insulation, new windows, bathroom and kitchen refurbishments, rewiring, insulation, and roof repairs.



Zero tolerance for attacks on our staff



We recently launched a new campaign focusing on zero tolerance of abusive behaviour towards all staff.

Posters have been displayed in all public areas within our buildings.

This is due to an increase in the number of reported incidents of people being abusive to our staff and contractors as they carry out their work activities.

We are here to help all our customers and tenants with their housing needs.

This does not include being subjected to and impacted by threatening or abusive behaviour.

Please be aware that any such incidents will be investigated and if necessary, reported to Police.



Tenancy fraud prevents people in genuine housing need from getting a home. We are committed to tackling fraud and ensuring our homes go to only to those who truly need them.

Types of tenancy fraud

There are different types of Tenancy fraud including:

- Abandonment: when a tenant abandons their property and doesn't intend to return
- Non-occupation: when a tenant is not living in their property as their only or principal home as required under their tenancy conditions
- Subletting/key selling: when a tenant rents out their Housing Executive property without permission or sells the key to another person
- Succession/Assignment fraud: when a person does not disclose, or gives false information to us in order to obtain a succession/assignment which they are not entitled to

Avian Influenza ADVICE

Avian influenza has been detected in wild birds in Northern Ireland



The public should avoid contact with wild birds including their feathers and waste.

- Do not pick up or touch sick, dying or dead wild birds.
- Avoid contact with surfaces contaminated with bird faeces.

Please keep to the footpath and keep your dogs on a lead.

If you find a dead bird, do not touch or move it.
If you find dead waterfowl (swans, geese or ducks) or gulls or birds of prey, report it to the DAERA helpline:

0300 200 7840

This advice has been provided by the Public Health Agency





Stopping tenancy fraud

- Application fraud: when a person does not disclose or gives false information to us as part of a housing/homeless application to obtain a property they are not entitled to
- Right to Buy fraud: when a person does not disclose or gives false information to us as part of an application to buy their home under the House Sales Scheme

What we are doing

Every month we receive around 60 reports of suspected tenancy fraud. Our local office staff, together with our specialist Tenancy Fraud Investigation Unit, investigate each one thoroughly.

Last year 169 properties were recovered as a result of fraud investigations - an average of 14 homes per month made available for people on the waiting list. Multiple fraudulent housing, succession, and assignment cases were also identified and prevented, ensuring that social properties go only to those people in greatest need.

Why it matters

Tenancy fraud has a real impact on our waiting list. Every fraudulent tenancy means someone in genuine need waits longer for a safe home. This can have devastating effects on them and costs us thousands of pounds.

How you can help

If you suspect tenancy fraud, report it:

**Call your local office on
03448 920 900**

**Use our confidential online portal
www.nihe.gov.uk/fraud**

Your report will be treated in the strictest confidence and fully investigated.

Together we can make a difference.

Celebrating everyday heroes

During Volunteers Week, we shone a spotlight on some of the incredible residents who dedicate their time and energy to making our estates vibrant, supportive communities.

Earlier this year, we asked our staff to nominate those who volunteer in their local community. After receiving dozens of nominations, we selected seven people from across Northern Ireland to showcase on social media and thank during Volunteers Week in June.

These phenomenal people have gone out of their way to help their neighbours and enhance where they live. The beauty of volunteering lies in its diversity. Some residents

organise weekly coffee mornings that combat loneliness and build friendships. Other volunteers lead educational programs, helping children with homework or teaching new skills to adults. Many maintain communal areas, helping us keep our estates clean, green, and welcoming spaces for all.

What makes our volunteers truly extraordinary is their deep connection to the communities they serve. Living in the same area as

those they help, they understand the unique needs and strengths of their neighbourhoods. They're not just volunteers - they're neighbours, friends, and local heroes who see potential and create a sense of community spirit.

We are delighted to have played a part in supporting them, through our various funding streams, to make where they live so special.

Inspired?

Then get in touch with your local Good Relations Officer by emailing getinvolved@nihe.gov.uk to find out how we can support your community.



Christine is one of the founders of All About Us – ASD Teens in Greystone, Antrim. Since 2018 they have provided opportunities for local young people who have been diagnosed with autism.



Maggy has been a member of Drumaness Community Association since 2010. Over the years she has created fantastic seasonal displays that everyone in the village can enjoy.



Janine lives in East Belfast and is Chairperson of Ulster Tower Street Community Development Association.



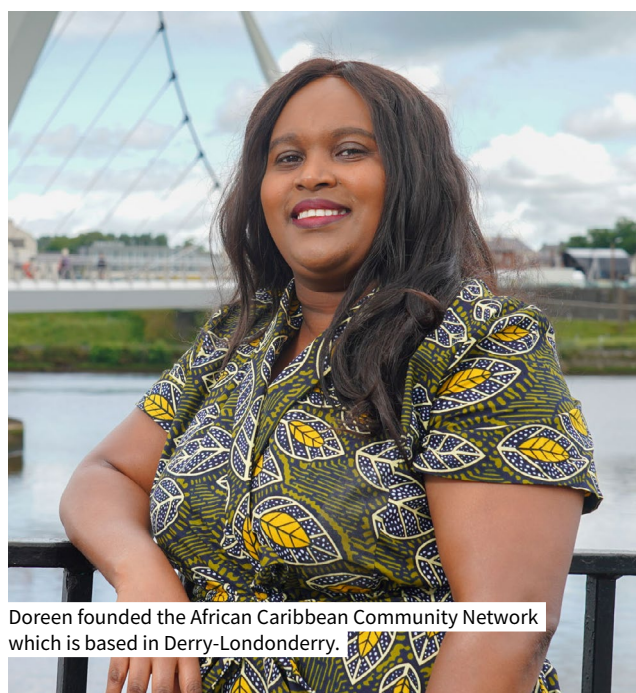
Chris has been volunteering for over 20 years and has been instrumental in creating a new community garden in the Ballykeel 1 estate.



LaToya is Secretary of Multi-Ethnic Sports and Cultures NI, a group that brings people together through sport and cultural events.



Teresa and Nancy volunteer as part of Dungannon West Recycled Teenagers, a community group dedicated to combating social isolation and loneliness among senior citizens.



Doreen founded the African Caribbean Community Network which is based in Derry-Londonderry.

Mediation: it's good to talk

We understand that disputes can happen and that it may not always be easy to agree or find resolution.

Many disagreements and incidents of anti-social behaviour can be resolved through informal discussions or negotiation, but when that's unsuccessful, mediation can be an effective alternative.

When mediation is used at an early stage, it can help prevent a dispute from escalating to the point where more action is needed.

Mediation may not work in all instances and victims' wellbeing and safety is always a top priority for us.

Mediation helps people to reach their own solutions. The professional mediator, as an independent third party, will work separately with the people involved in the dispute to try and help both sides find an acceptable resolution. The people involved in the dispute do not even need to meet face to face.

This service is confidential, and any discussions cannot be used in court or any other legal proceedings at a later date.

Keeping your communities safe

We know that anti-social behaviour can affect you, your family and your neighbourhood. If you are worried about anti-social behaviour, please report it.

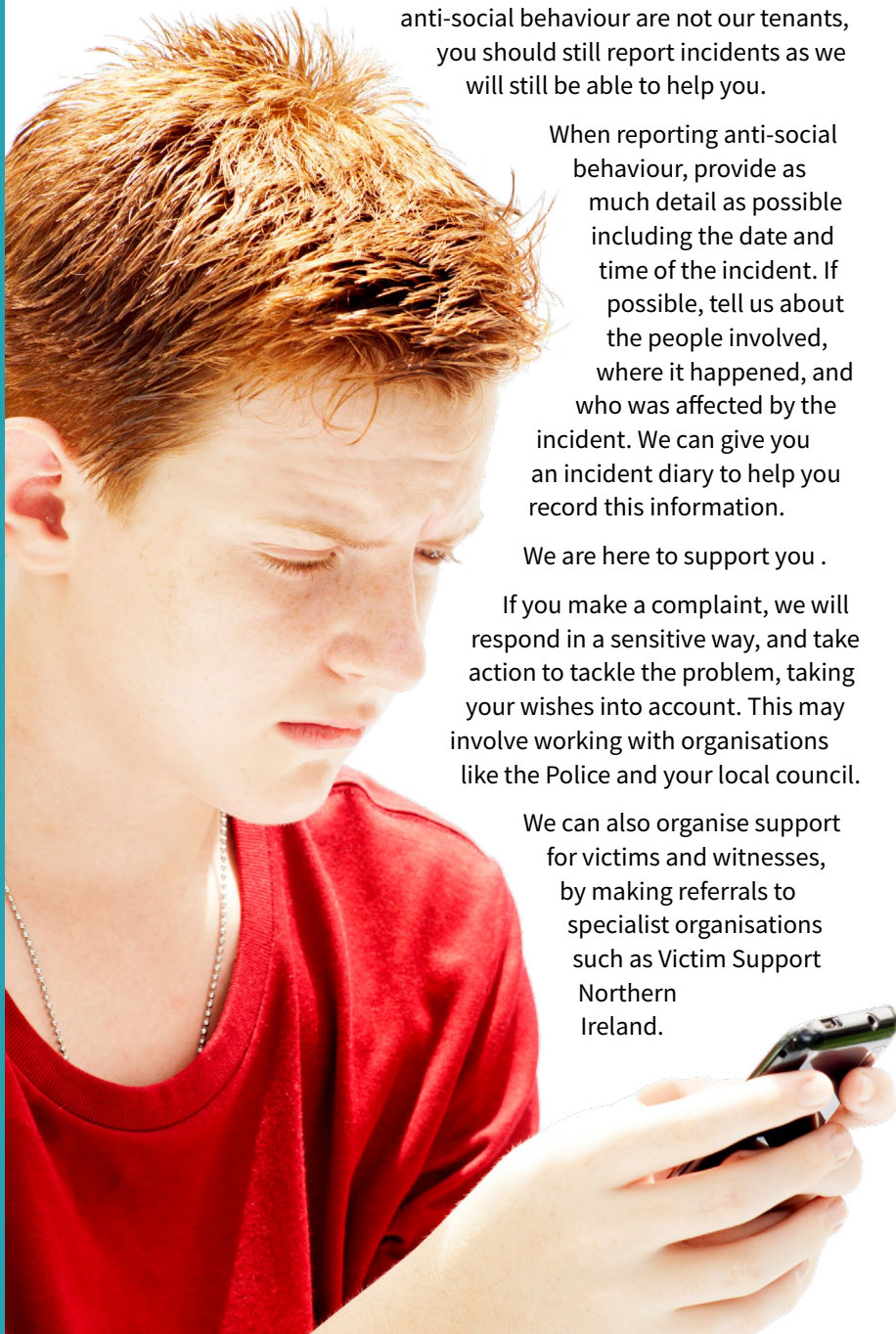
We act on all complaints, even those made anonymously. However, without direct evidence from you, it may be difficult for us to fully investigate. Even if the people causing the anti-social behaviour are not our tenants, you should still report incidents as we will still be able to help you.

When reporting anti-social behaviour, provide as much detail as possible including the date and time of the incident. If possible, tell us about the people involved, where it happened, and who was affected by the incident. We can give you an incident diary to help you record this information.

We are here to support you .

If you make a complaint, we will respond in a sensitive way, and take action to tackle the problem, taking your wishes into account. This may involve working with organisations like the Police and your local council.

We can also organise support for victims and witnesses, by making referrals to specialist organisations such as Victim Support Northern Ireland.





Director of Housing, Jennifer Hawthorne and
Community Safety Manager Laura McConville

You can report anti-social behaviour in writing/ email, in person, by phoning any local office on 03448 920 900 or on our website www.nihe.gov.uk and searching for 'report ASB'.

If you prefer, someone else, a relative or friend or representative, can make a complaint for you.

Find out more

For a referral to the meditation service or to discuss any issues around anti-social behaviour, contact your local office.

Building Safer Communities Together

We launched our new community safety strategy earlier this year. It was developed in consultation with you and our partners. The strategy sets out how we will work together to address crime and antisocial behaviour to create a safer, more inclusive living environment for all communities.

We will focus on ensuring those responsible for causing problems within the community change their behaviour.

We will work with people to resolve issues using the intervention, prevention and all other support measures we have. We will also deal with any issues in a balanced and incremental way.

In addition, we will not hesitate to use stronger action if required. This could range from taking people to court right up to repossessing a tenant's home if they, their family, or visitors harass or cause annoyance in the local area.



Could we have a career for you?

Our people are at the heart of the service we deliver. With around 3,500 colleagues, we are a diverse, inclusive and supportive team, working to transform people's lives and deliver innovative housing solutions.

A place to fulfil your potential

Each week, we release details on our social media accounts and on our website about the latest job and career opportunities we have available.

Whatever your level of experience or background, we have a role to suit you. Whether as an apprentice, graduate, experienced tradesperson or professional, we offer a fantastic array of career pathways. We offer opportunities across various skilled

trades, Finance, IT/Cyber, Housing, Asset Management, Administration, Health and Safety, Planning & Regeneration and Human Resources amongst others.

By finding your place with us, you will have the opportunity to fulfil your potential, to learn and develop and have a valued, varied and challenging career. We offer diverse and challenging job roles and the opportunity for progression.

Your career can evolve alongside your ambition.

A place for growth

We are a flexible and inclusive employer offering great career pathways; enabling you to reach your full potential.

We offer:

- The opportunity to make a real difference to people's lives
- Varied career pathways and development opportunities
- Competitive salaries and an attractive NILGOSC pension scheme (current employer contribution rate - 19%)
- Excellent conditions, generous leave provision and a flexible approach to work
- A wide range of health and well-being benefits



Winners of the inaugural Artes Apprentice Awards recognising apprentice achievements

Award winning apprentices

Earlier this year, we held our inaugural Artes Apprentice Awards during Northern Ireland Apprenticeship Week.

The awards were a fitting demonstration of how rewarding an apprenticeship career can be.

The Artes initiative is our contribution to improving the skills shortage within the wider construction industry and supporting our communities. We are a significant employer within the construction industry with a large volume of work to be delivered to our stock well into the future, for which it will require a significant number of skilled resources and contractors.

We are working in partnership with contractors, tenants, schools, colleges, and universities to develop skills, create employment and provide learning and development opportunities within Housing Executive Maintenance and Improvement Contracts.

The awards brought together our apprentices with construction partners, along with their mentors, trainers and management teams, Our Director of Asset Management, Paul Isherwood explains: “We are so pleased to be able to recognise the contribution of apprentices through these inaugural awards, particularly during Northern Ireland Apprenticeship Week.

“These awards honour the remarkable achievements in apprenticeship development that our Housing Executive Direct team and external contractors have supported through their commitment, guidance and mentorship.”

Ready to find your place in our team?

Whether you are laying the foundation of your career or building on experience and skills, we have a place for you.

Follow us on social media, or go online and search ‘careers’ at www.nihe.gov.uk

Apprentices and Graduate Trainees

We offer a range of opportunities for Apprentices and Graduate Trainees.

Our Apprentices work alongside experienced staff, developing skills and practical knowledge while earning a qualification, making it an ideal route for those beginning their careers in housing.

Our Graduate Trainees also benefit from tailored learning programs. For example, our Housing Services Graduate Trainees gain a foundation in front line services, housing policy, project management, and community engagement.

Both roles offer a unique opportunity to contribute to our mission of promoting safe, accessible, and affordable housing, making a meaningful impact on communities across Northern Ireland and play a vital role in our workforce.

Anyone who joins our programmes will have the opportunity to attain recognised qualifications whilst earning a competitive salary and can access a wide range of career development options.

Investing in our communities

We have a long history of supporting social enterprises and community investment.

Since 2015, our social enterprise programme has invested over £2 million into social enterprises in communities across Northern Ireland.

Run by and for local communities, social enterprises provide much-needed services and products, together with employment and training opportunities.

Enterprises providing childcare,

home maintenance services, cafes and community gyms are just some examples of the social enterprises we have been able to support.

We recently had an independent evaluation report carried out by Rose Regeneration on the performance of our Social Enterprise Plus Grant Programme which ran from 2020 to 2024.

It found that for every £1 we invested, it delivered a Social Return of Investment of £5.09. This means that in addition to the financial

benefits, there a range of social and environmental factors. This is an incredible achievement by the social enterprises we support.

The report also detailed how the programme demonstrated clear positive social impacts in a number of ways.

These achievements clearly reflect the significant impact made by our Social Enterprise Strategy in multiple communities and organisations across Northern Ireland.



**Would you like
get involved?**

Do you have social enterprise idea, interested in building Community Wealth, Social Value or boosting Employability or Apprenticeships then email our Social Investments Team socialinvestments@nihe.gov.uk



Happy Days

Happy Days is a new day opportunities centre for young adults of the age 19-35 who are living with a moderate learning disability and/or autism.

Based in the McSweeney Centre in the heart of North Belfast, an initial £10,000 investment from our start-up fund helped establish the service. The small team offer a nurturing environment, and work with the young adults to cultivate the skills, knowledge, and

Happy Days Manager Suzie Vint said:

“The guys come here Monday to Friday. Without this service, they might not be getting out, which really affects their mental health. We’re hoping that someday, our young adults can live on their own. The Housing Executive have supported us so much. We were able to get a start-up grant, which helped us make this place a stimulating and inviting environment for our young adults.”

confidence essential for realising their full potential and leading independent, fulfilling lives.

The facilities, featuring bright and spacious areas including a

game zone, arts and crafts room, sensory space and fully equipped kitchen, help provide abundant opportunities for personal growth and development.

Triax Coffee Cart

The Triax neighbourhood management team are an organisation that have evolved out of 24 years of community development work in the Bogside, Brandywell, Creggan, Fountain and Bishop Street areas of Derry/Londonderry. Triax provide a wide range of community services. They have recently increased their social enterprise activity by investing in two coffee vans.

Project Manager Donna McCloskey explains:

“We love the additional coffee cart that is mobile and has created a range of new employment and training opportunities for the people whom we have trained in Barista, the coffee carts are an amazing addition to our social enterprises. The help, assistance and support from the Housing Executive Social Enterprise Team has been invaluable.”

As part of the Social Enterprise Plus Programme a £10,000 grant was used to purchase a fully functioning Coffee Cart. This is an exciting new social enterprise project aimed at generating training and employment opportunities for the local community, offering on-the-job training and employment.





Building thriving communities

Our communities thrive and are strongest when they are inclusive, welcoming and built on respect for one another.

Over the last year we have supported 163 good relations and race relations events.

Do you have an idea for an initiative that could promote integration, raise awareness and increase understanding around the increasingly diverse cultures that make up our communities?

Our Good Relations Officers,

who are based across Northern Ireland, are always keen to hear from community and voluntary groups with the idea of a project. They will provide advice and guidance around grant and funding opportunities that may be available to help run these programmes.

Events can be day-long as part of a wider programme, to help individuals, families and groups to understand the services we provide with partner organisations. Or they can be longer-term projects providing opportunities for people to build good relations, while gaining qualifications, or taster

sessions that could lead to new employment opportunities.

Here are some examples of the good relations and community capacity building events and initiatives we have funded over the last year.

Contact us

If you have an idea or a project or initiative that could help build better community relations in your area, you can contact your local Good Relation Officer by calling 03448 920 900.

Markets multicultural day

Stewart Street Playground in the Market area of Belfast was a hive of activity, music and games during a vibrant Multicultural Community Day.

The fun day was an opportunity for neighbours to get to know each other, further strengthening ties across the diverse community.

Local children also had a great time with the chance to enjoy face painting, go karting and inflatables.

Downpatrick events celebrate culture, connection, and community

The Life Change Changes Lives (LCCL) brought communities together this summer through two inspiring events promoting racial harmony, inclusion, and shared learning in Downpatrick.

The programme kicked off with a day trip to Exploris Aquarium for 32 participants from a diverse range of backgrounds, offering a fun, relaxed environment to build friendships through shared experience.

The second event was a Pop-Up Art Open Day where attendees enjoyed



a vibrant display of multicultural creativity, including handmade artwork, a community-stitched quilt, traditional storytelling, and a tasting of culturally diverse Halal dishes prepared using recipes shared by participants.



Maghera in film

The Fairhill Youth Centre 'Empowering Youth for a Safer and Inclusive Maghera' programme, saw young people capturing snapshots of life in the town on film.

The finished film was then shown during a special presentation evening.

The project aimed to raise awareness of the underlying fundamental principle that all children are equally important and valued contributors to and members of the local community.

Heart of the Community Festival

During the Heart of the Community Festival, hosted by Friends of St Brigid's Association in Derry/Londonderry, and St Brigid's College, families of all ages enjoyed amusements, a kids' farm, balloon modelling, music, and a delicious BBQ within a lively atmosphere of togetherness.

Designed to improve intergenerational relations the event encouraged social engagement, to grow mutual respect and communication between young people and older residents.





Looking after our environment

Trees and woodlands are more than just beautiful features in our neighbourhoods - they're essential to life.

They give us the oxygen we breathe, provide shelter and food for wildlife, and help clean our air and water

Trees also play a vital role in fighting climate change by absorbing carbon dioxide, and they're proven to boost our physical and mental well-being.

To build a climate-resilient future, we must care for our natural environment and live within the Earth's limits. That's where biodiversity comes in.

What is Biodiversity?

Biodiversity is the variety of all living thing - plants, animals, fungi, and microorganisms. It includes the differences between species, the variety within species, and the ecosystems they form. A healthy, biodiverse environment is one where many species live and thrive together, creating balance and resilience.

Want to help or get involved?

We're always open to new ideas and community-led projects.

If you'd like to help or start a sustainability project in your area contact your local office, community group, or chat with your neighbours. Together, we can make our estates greener, healthier, and more connected.

Did you know?

Woodland covers only 8.6% of Northern Ireland's land area, compared to the UK average of 19%. That's why our Grounds Maintenance team works hard to improve biodiversity across our estates - by planting trees, creating green spaces, and supporting community projects.

Here are two great examples:





Shandon Park, Omagh

In partnership with Shandon Park Residents Committee, we developed a community allotment in Omagh that opened earlier this year.

The space offers huge benefits - from improving health and education to strengthening community bonds. Plus, they're a great way to enjoy nature and have fun!

Area Manager Helen Hicks said "Shandon Park Community Garden is a wonderful example of what can be achieved when a community works together.

"This garden will not only enhance the environment, but it will also create a space where people of all ages can come together to enjoy nature, socialise and foster a real sense of community.

The Shandon Park growing space ready for planting

Left: At the opening of Shandon Park Community Garden (L-R Martin McConomy, Patch Manager, Charlotte Booth, Team Leader, Nigel Farrell, Grounds Supervisor Fermanagh and Omagh, Christopher Spence, Good Relations Officer, Nicola Mullin and Pauline McSorley from the Shandon Park Residents Group and Patrick Hamill, Landscape Architect Id Verde.



Woodland in Lisnahull Estate, Dungannon

This long-term biodiversity project spans 4,300m² and features a mix of deciduous and evergreen trees like holly, pine, alder, birch, and thorn. It provides habitats for birds, insects, mammals, and fungi, while improving air and water quality and reducing carbon emissions.

Over time, the trees and undergrowth will create intricate soil ecosystems, support genetic diversity for increased resilience, and develop a richer variety of microhabitats.



South Antrim social clause success



Social value clauses are now included in our contracts that meet a certain value. This means many of our contractors regularly partner with voluntary, community and social groups to meet this requirement.

To date, one local building contractor, Combined Facilities Management (CFM), has already supported community projects in South Antrim to the tune of £77,000. Thanks to this funding, 23 organisations have been able to enhance the services they provide.

Briege Mullaghan, our South Antrim Area Manager explained:

“Social considerations in contracts can have a huge positive impact on communities.

“The success, diversity and impact of the projects already delivered in the South Antrim area have benefitted our local communities and we look forward to building upon and enhancing these in the future.

Deborah Farrell, CFM Business Development Manager said, “We are proud to support the enhancement of local communities. We aim to leave a lasting, positive impact on the communities we work in and it’s fantastic to see how this support has engaged isolated community

members in such a worthwhile activities.

Stephen Gamble, our South Antrim Good Relations Officer added:

“This funding stream is proving to be a fantastic support mechanism for the community groups that we work closely with on so many worthwhile projects. I have seen so many communities be able to expand upon their services thanks to this support.

“The knock-on effect is that more people in the community can avail of the projects and in some instances learn new skills while forging new friendships in their local community.”

Revamped Rathenraw

Opposite: Stephen Gamble, Good Relations Officer, South Antrim is joined by budding young artists from Rathenraw Youth Club who contributed to the artwork on the striking new entranceway to the estate.

Together with the efforts of multiple agencies, CFM, have helped to transform the Rathenraw housing estate entrance by contributing towards construction costs of new signage and tree planting.

Budding young artists from Rathenraw Youth Club also created a vibrant piece of artwork expressing their affinity

with their much-loved community onsite.

Laura Young, Austin Kelly and John Beattie from Radius, Clanmil and Triangle Housing Association, added: “We’re really pleased to have been part of the Rathenraw Entrance Piece project and to support the community with the planting and final signage.

“It’s been great to see everyone come together to create such a welcoming feature for the area. This project is a brilliant example of how local people and housing associations can work hand in hand to make a real difference in the community.”



Pictured in front of the eye-catching street art designed by young people at ASD Teens commercial premises are, left to right, back row, Emma Smith-Guy, Housing Executive Artes Manager, Poppy Buchanan, Assistant Area Manager, South Antrim, Rodney Kerr, CFM Project Manager, Karen Rankin, Housing Executive Team Leader, Antrim and Deborah Farrell, CFM Business Development Manager. Left to right, front row, Caroline Neeson, All About Us, Christina O’Neill, All About Us and Stephen Gamble, Housing Executive Good Relations Officer, South Antrim.

Antrim Artists

All About Us ASD teens, a group based in the Greystone area of Antrim who work with children, young people and the wider community received support for an environmental improvement and street art project which resulted in a striking mural located at their commercial premises by Dane Kane, Visual Waste.

Christina O’Neill, Family Support Worker and CEO, All About Us, ASD Teens said, “This much appreciated funding helped to bring our shutters to life with powerful artwork.

“The front features a lion and affirmations symbolizing the strength and courage of our young people, while the back showcases a dragon, celebrating inclusion and diversity.

“This wonderful installation and vibrant addition to our community space is generating such positive vibes in Greystone and was showcased to around 800 people during our community information and engagement day.”

Supporting lives in the heart of Lisnaskea

In the picturesque village of Lisnaskea, the Praxis Care Floating Support Team is making a big impact. We sat down with them in September to find out how they are supporting rural people to live independently and improve their wellbeing.

Nestled in County Fermanagh, Lisnaskea may be remote, but for the dedicated staff at Praxis Care, it's exactly where they want to be. The team provides tailored, person-centred support that meets people where they are - literally and emotionally.

The Praxis Lisnaskea Floating Support service offers dedicated support for people experiencing poor mental health, helping them maintain their independence and enhance their quality of life. Whether it's helping someone manage their tenancy, access benefits, or simply build confidence, the staff are passionate about making a difference.

"Floating support is where we 'float' the support out to you in your home", explains, Laura, one of their Support Workers, "It's

tailored around your needs, through a personalised support plan, and we'll work with you so you can achieve your goals."

Although Lisnaskea is a beautiful part of the world, living there comes with unique challenges. Isolation, limited transport, and fewer

our service users really well. We're not just supporting someone during our 2-year programme - we're walking alongside them as they make positive changes in their lives."

What makes the service truly special is the team's commitment. They're

Sometimes it's the little things that make a huge impact. We've helped people set up their broadband, access public transport and even attended health appointments with them. No problem is too small and we're here to help you solve them all.

services mean that people can easily fall through the cracks. That's where Praxis Care steps in.

"A lot of people really struggle with loneliness and anxiety," adds Berne, "This is why our job is so impactful, as we get the opportunity to know

not just professionals; they're neighbours, advocates, and trusted allies. Their work acts as a lifeline for many and we are delighted to provide funding to Praxis Care through our Supporting People programme.

Your home.
Your support.

If you'd like some help to continue living independently in your home contact your Patch Manager. They may be able to put you in touch with providers like Praxis Care.



Support Workers like Berne visit people in their homes and provide them with support so they can live independently.



Laura is one of the Support Workers that make up the Praxis Care Team based in Lisnaskea.



You can speak to the friendly Praxis Care Team on the phone and arrange for them to call out to your home.

Free events and activities

In your local library, you'll find Rhythm and Rhyme sessions for babies and toddlers, Lego and craft clubs for children, and welcoming groups like Tea and Newspaper mornings and Knit and Natter meetups for adults.

These friendly sessions make it easy to get involved, meet new people and feel part of your local community. Libraries also run author talks, creative workshops and information sessions, and many people who've taken part in these programmes say they have gained confidence, new skills and inspiration along the way.

Libraries play an important role in supporting children and young people. From providing space to study and access homework resources, to encouraging a love of reading from an early age through books, activities and Storytimes, libraries help children develop skills and confidence that last a lifetime.

Some libraries also have rooms available to hire at affordable rates, providing community groups, local organisations and individuals with flexible, accessible spaces for meetings, classes or events.



A FREE space for everyone, in every community

With 96 public libraries, eight of which offer Out of Hours access, and a fleet of mobile libraries across Northern Ireland, Libraries NI is one of the most far-reaching community networks in the region - and one that's open to everyone.

Many people are surprised to learn how much their local library offers. It's more than shelves of books; it's part of everyday community life. Behind those doors, you'll find a warm, inclusive space to read, learn new skills, or just enjoy a bit of peace and quiet - all completely free.



Many people are surprised to learn how much their local library offers.

It's more than shelves of books; it's part of everyday community life.

Behind those doors, you'll find a warm, inclusive space to read, learn new skills, or just enjoy a bit of peace and quiet - all completely free.

Free access to computers, Wi-Fi and digital help

So much of daily life now happens online - from paying bills to booking GP appointments or applying for jobs. Not everyone has easy access to the internet or computers at home, which is where libraries can make a real difference.

Every public library in Northern Ireland offers free use of computers and Wi-Fi, and access to printing facilities, helping people stay connected, complete training or study, or simply keep in touch with family and friends. Library staff provide friendly, practical help for anyone who needs support getting started, and many libraries run free digital skills sessions throughout the year to help people build confidence online.

Reading and wellbeing

And of course, libraries make reading easy and affordable for everyone. From the latest novels and biographies to helpful guides, local history and children's books, there is something for every reader.

Members also have access to an extensive digital library of eBooks, eAudiobooks, eNewspapers and eMagazines that can be downloaded to a phone, tablet or computer and enjoyed anywhere, anytime. And there are no charges for late returns, making it even easier to borrow and enjoy books without worry.

Alongside digital access, your local library is a calm, welcoming space to take a break, catch up on the paper, or enjoy a quiet half hour - somewhere warm and friendly where you're always welcome to stay as long as you like. You'll find books and information focused on health and wellbeing, and staff can help connect people with trusted information and local sources of support. Also, all libraries and mobile libraries provide free period products for anyone who needs, no questions asked.

One card, every library

Joining Libraries NI is completely free, and one library card gives you access to all 96 public libraries and every mobile library across Northern Ireland.

Adults aged 18+ can also register as Out of Hours members to enjoy free self-service access to Lisnaskea, Irvinestown, Dungiven, Maghera, Whitehead, Saintfield, Omagh and Banbridge libraries at a time that suits you.

Want to join?



Visit your local library or join online at librariesni.org.uk.





01

What needs repaired

Most common repairs reported to us include a leak, electrical issues or heating not working.



02

Check the repair is not your responsibility as a tenant

Consult your tenant handbook or go to our website and search for 'Tenancy conditions and advice.'

03

Ways to report it to us

Our Repairs Line (03448 9290 901) is open 24 hours a day, 365 days a year, our Customer Service staff are always available for help and advice. During adverse weather conditions, phone lines may be busy, but you can still report your repair via the Customer Portal.

See page 54 and use our Customer Portal, it's easy to sign up and can be used anytime.



If we make an appointment to visit you, please ensure that someone is there to allow access. Missed appointments impact on the service we are able to provide. We understand that things can change, so if you are unable to be at home for the appointment, call our repair line on 03448 920 901.

The road to repairs



If a repair is needed in your home, there are several ways to contact us. Here's a handy roadmap to help you get repairs resolved.

04

Once reported, your repair is grouped and passed to the contractor to assess

Your repair is grouped into emergency, urgent or routine, and passed to the contractor for action. You will be notified when someone will contact you to arrange an appointment to inspect or repair your item.



05

Progress or update on work needed

We aim to keep you informed of what is happening. Please ensure you allow access to your home once an appointment is made, so that repairs can be completed.

Repair is completed

We aim to complete your repair within the timescale set - you may be asked to participate in a customer satisfaction survey.

06



Your voice matters!

We believe everyone deserves to be treated with fairness, dignity, and respect.

We also know that sometimes things don't go as planned.

If you've experienced an issue with any of our services, we want to hear from you. Your feedback helps us improve the services we provide to you and your community.

Please try to submit your complaint within three months of the issue occurring. When you send us a complaint, include the location and a brief description of what happened to help us understand, so we can resolve it quickly.

What happens next?

We follow a clear two-stage complaints process:

Stage 1 - Local resolution

Your complaint will be managed and issued by either your Area Manager or senior staff member, depending on the nature of the issues raised.

Stage 2 - Central review

If you're not satisfied with the outcome, an independent central team will review your complaint. A Director or the Chief Executive will issue the final response.

If you've got something to say, good or bad, we are here to listen. Your voice matters and together we can make our services better for everyone.

Get in touch

Making a complaint is easy. If you've got something to say, good or bad, we are here to listen. Your voice matters and together we can make our services better for everyone.



EMAIL

information@nihe.gov.uk



PHONE

03448 920 00



RELAY UK

18001 03448 920 900 (for customers who are deaf or have hearing or speech difficulties)



POST

Central Complaints
2 Adelaide Street
Belfast BT2 8P



ONLINE

Use the form on our website at www.nihe.gov.uk



TENANT PORTAL

Log in to 'MyHousingExecutive'

How are we doing?

Here's a snapshot of our complaints performance from April to September 2025:

466
complaints received

343

Stage 1 cases



responded to within
10 working days

90

Stage 2 cases



responded to within
20 working days

33

NIPSO cases



responded to within
15 working days

Swap your home with mutual exchange



Are you interested in moving home? Mutual Exchange could be the perfect choice for you!

Mutual Exchange is the process you use to 'swap' homes with another social housing tenant. Often quicker than waiting on a transfer, a house swap provides great opportunities to move to the area you want.

You may find a mutual exchange useful if:

- you need a smaller, or larger home
- you want to move to a new area
- you want to find a more suitable home
- you don't want to wait a long time for a transfer



You must get permission from us, as your landlord, to exchange (swap) your tenancy.

Ways to find a mutual exchange
We can help identify potential matches with other tenants who you may wish to swap homes.

We will do this by using the Mutual Exchange Register.

All you have to do is contact your Patch Manager and ask them to check the register.

For your details to be included on the Register, you must provide your consent. You can do this by completing a form which is available on our website at www.nihe.gov.uk

You can also contact your Patch Manager to provide your consent over the phone.

We will rarely refuse permission for a mutual exchange if you are a secure tenant, but there are some circumstances where we may not agree to an exchange.

These include where:

- you owe rent
- your proposed new property is too small or too large for your household
- your current home has been adapted
- your current home is part of a sheltered scheme, and the new tenant has no need for this type of accommodation
- your home is subject to a court order for possession
- you have carried out improvements or alterations without our consent.

Get in touch

You can find out if you are eligible for mutual exchange and how to join the register on our website at: www.nihe.gov.uk or by using your phone to scan the QR code:



Making life easier with Housing Executive

Managing your tenancy has never been easier thanks to My Housing Executive, our secure online tenant portal. Available 24/7, over 26,000 of you have signed up putting key services easily in reach - whether you're at home, at work, or on the go.

Stay Connected with Your Patch Manager

Need to get in touch? You can send messages directly to your Patch Manager through the portal. During 2024/25, we received over 20,000 messages via the portal, with 98% responded to within one working day - a testament to our commitment to prompt communication.

Fast, Efficient Repairs

Requesting repairs is simple. Track progress, upload photos and stay informed with real-time updates. Last year, you submitted over 25,000 repair requests on the portal, and 97% were actioned within one hour - helping to keep your home safe and comfortable.

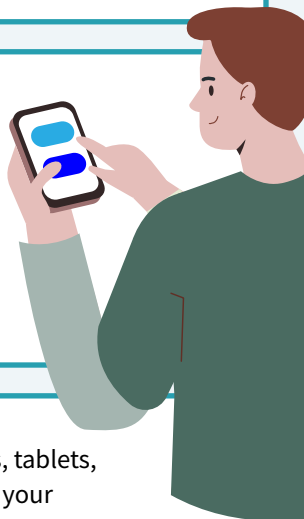
Manage Your Rent and More

Through the portal, you can:

- Check your live rent account balance
- Order a new rent payment card
- Set up a direct debit
- Update your personal and contact details
- Request additional services, including adaptations

Access Anytime, Anywhere

My Housing Executive works on smartphones, tablets, and laptops - giving you flexibility to manage your tenancy wherever you are.



Get started today

Visit our website www.nihe.gov.uk and click on the 'Sign In' icon on the top right hand corner of the homepage. You'll be guided through secure registration using your personal email address.

Need help?

Call our dedicated portal helpline on 03448 920 910

Get in touch

You can contact your patch manager and other members of our housing team in the following ways:



TENANT PORTAL

Send us a message on our tenant portal My Housing Executive at a time that suits you.

Register at www.nihe.gov.uk



PHONE

General enquiries

03448 920 900

(lines are open 8.30am to 5pm, Monday to Friday)

Report a repair

03448 920 901

(lines are open 8.30am to 5pm for normal repairs and 24 hours for emergencies).

You can also report a repair by texting **07507 301 011** (starting your message with the word 'REPAIR' and remembering to include your address).



EMAIL

For general enquiries email information@nihe.gov.uk



SOCIAL MEDIA

Social media is a great way to keep up to date with everything happening in your area and you can also report anything you need help with.

 HousingExecutive

 @nihecommunity

 nihecommunity



FACE-TO-FACE

We understand that you may prefer to speak to someone in person. You can call into any of our offices to talk to our staff or even arrange for someone to call out to your home. Visit www.nihe.gov.uk to find your nearest office and opening hours.

