



# NB Housing

Homes that build community

## Tenants Newsletter

ISSUE 32

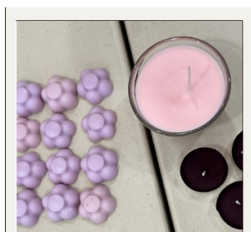
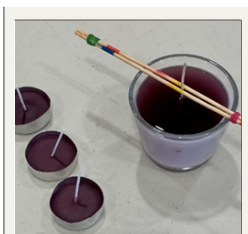
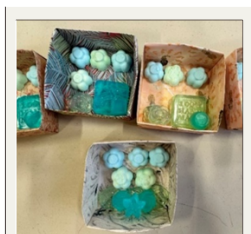
JUNE 2023

### Community Development & Tenant Participation

During February and March, our Community Development Officer, Rebecca Wilson held a range of craft classes for our tenants including soap & bath bomb making, wax melt & candle making and Easter wreath making. Our tenants were taught how to create these lovely crafts and take them home in origami paper boxes which they also made.

Participants were also able to learn how simple it was to make these crafts at home using everyday items! A good time was had by all who attended and tenants felt the classes gave them an opportunity to engage in relaxing and enjoyable activities.

For our Easter wreath classes artificial flowers were provided and tenants chose their own design, some choosing to add ribbons, eggs and bunnies to their wreaths. Again everyone who attended were able to bring their masterpieces home!



## Future Programmes

If you would like to take part in any tenant participation programmes or have any ideas for future programmes, please get in touch as we are currently recruiting for new members.

We hope to deliver;



Craft Classes



Cooking Programmes



Gardening Projects



Money Management  
Classes

## My Tenancy

My Tenancy is an online portal where you can view information related to your tenancy at NB Housing 24/7. This information will include your current rent balance, repairs on your home, important documents, contact information etc. You will also be able to pay your rent and request any repair work for your home.

The portal can be accessed through our website [www.nb-housing.org](http://www.nb-housing.org). Once there, you can select 'My Tenancy' from the drop down menu. If you are accessing the website from a desktop you can click on the 'My Tenancy' tab in the top right hand corner.

Before creating an account, you'll need to ensure that you have:

- Access to a valid email account
  - Provided NB-Housing with your date of birth and your valid email address
  - Your tenant reference key/account code.
- If you do not know your account code, just give us a call on 02890592110 and we can let you know what this is.

Why not set up your account now and enjoy access to your account whenever you need it.

## Do you want to join our Tenant Forum?

We would love to hear from those who are keen to promote and improve their areas. We have various Tenant Participation options and would love to see you getting involved!

If you are interested please contact Rebecca Wilson, email: [Rebecca.wilson@nb-housing.org](mailto:Rebecca.wilson@nb-housing.org) or via telephone: 02890592110. Rebecca can also offer tenants help and support referrals with housing issues and benefits.

## Summer Office Closures

Our offices will be closed on the following dates for the bank holidays closures;

- Wednesday 12th July 2023
- Thursday 13th July 2023
- Monday 28th August 2023

In the event of an out of hours emergency repair, please call Radius Connect24 on 02890423811





# Our New Homes

NB Housing continues to play an important role in providing high quality family homes for people in need of housing. Here are some examples of recent handovers, schemes in construction and planned developments.

## Rockfield Meadows, Carrowdore

We recently handed over 8, 3 bed houses in Rockfield Meadows, Carrowdore. Our tenants were very happy to get their keys, especially Padme the Pug!



## Future Development: 22-30 Hopefield Avenue

NB Housing are hoping to start on site in 2024 and the scheme at Hopefield Avenue will provide;

- 15 x 2 bed apartments for active elderly
- 3 x 2 bed wheelchair apartments

Adjacent is a computer generated image of the scheme.



Below are some photos of our ongoing developments on the Crumlin Road, Langley Street and Gobraña Road.

197-203 Crumlin Road

Progress at 197-203 Crumlin Road has been good and is expected to be completed by October 2023. This scheme will consist of 9 x 2 bed houses, 3 x 3 bed houses and 2 x 1 bed apartments.



Langley Street, Belfast

Progress at Langley Street is ongoing and we are expecting completion during the summer of 2023. This scheme will consist of 3 x 2 bed houses, 2 x 2 bed apartments and 1 x 1 bed apartment.



Gobraña Road, Glenavy

We are acquiring 20, 3 bed houses and the first handover is expected during the summer of 2023. The full scheme is expected to be completed by January 2024.







# An Update from our Maintenance Team

## Repair Reporting

You can report a repair either in person, by telephone, by fax, email, by using My Tenancy or in writing. When contacting NB Housing, please ask to be put through to the Maintenance Department. Our Maintenance team will ask for information on the repair request, make a decision if it is the landlords responsibility and if so we will require a contact telephone number for contractor access arrangements.

Due to the high number of repairs we must prioritise the repairs into one of three categories. Completion dates are detailed in the text issued to each tenant. We will prioritise the repair into the following categories:

**Emergency:** Repairs which could risk health and safety or if not attended to, lead to further repairs being required. These repairs will be carried out within 24-hours.

**Urgent:** Less serious repairs that do not present a health and safety risk but could cause major inconvenience. These repairs will be attended to within 4-working days.

**Routine:** The majority of repairs will be classed as routine. These repairs will be completed within 20-working days.

NB Housing employs Radius Connect 24 to deal with out of hours emergency repairs. You can contact them on 028 90423811 to report your repair at any time when the office is not open including weekends and Bank Holidays.

Below are some typical repairs that are tenants' responsibility:

- Replacement of lost/broken door keys
- Care and upkeep of gardens and hedges
- Replacement of bins and rotary dryers
- Clearing airlocks in pipes and radiators
- Replacement of broken glass
- Replacement of toilet seats and lids
- Repairs to electrical appliances, fires and heaters not installed by NB Housing
- Replacement of defective/blown light bulbs

Further information on who is responsible can be found in your tenants handbook or on the association's website.

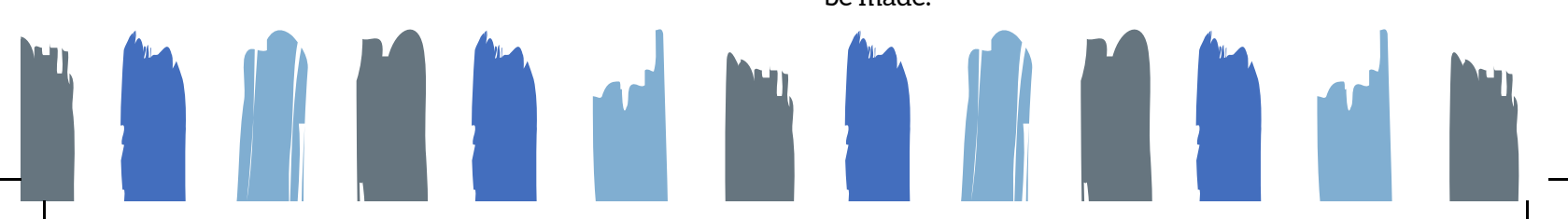
## Boiler Services & Access for Contractors

It is vital that all tenants provide access to NB Housing contractors to enable works to be completed. It is particularly important that you grant access for your annual Gas Boiler Service. This is a health and safety requirement and is essential to ensure the safe operation of your boiler. It also ensures that your boiler is working efficiently and given the high cost of fuel, it is in your interest to have this completed on time.

Failure to provide access will result in abortive call outs. If access continues to be an issue, the Association may instruct the capping of the gas supply at your home until the boiler service is complete.

Please note all additional costs associated with these actions will be deemed recoverable from tenants.

If you are unable to facilitate a contractor attending, please contact NB Housing on 02890351131, so alternative arrangements can be made.



The Association is currently finalising our Planned/Cyclical Maintenance for the forthcoming year and tenants will be formally consulted by the association should your home be included in one of these schemes. We hope that the full list of planned maintenance will be finalised for the Autumn Newsletter.

We are very excited to have commenced a kitchen replacement scheme to over 50 properties. The cost of this scheme is well in excess of £450,000. All tenants who are due to have their kitchen included have been informed. Tenants are delighted with the quality of work and high design standards of their new kitchen.



As part of our thermal efficiency measures we recently completed a window replacement scheme to the Flax Foyer which has been greatly received by the residents and staff. Residents are delighted that the new windows retain the heat in the apartment reducing the cost of heating.



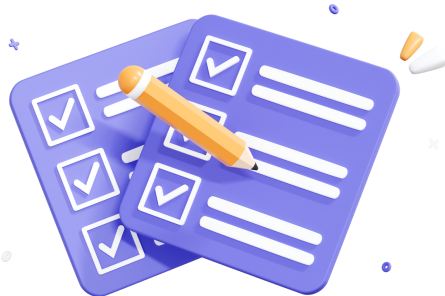


## New Contractors

The Association is pleased to announce that we have entered new contracts for Responsive and Compliance Maintenance. PK Murphy Construction Ltd, Bayview Contracts Ltd & ATS Gas Services Ltd have undertaken these roles since April/May 2023. We hope these new contracts will deliver a much improved repair service, meeting the expectations of our residents.

## Tenant Satisfaction Surveys

We welcome and appreciate the feedback that tenants provide after a repair or planned works scheme is completed. The information is used to measure the performance of both NB Housing staff and the contractors performance. We thank you all for your time and effort returning these surveys. Our Maintenance Team carry out regular inspections of completed works and may carry out additional surveys during this visit.



## Contents Insurance

NB Housing shall maintain the structural Insurance on your home. We strongly recommend that all tenants insure their contents against loss, theft and damage. NB Housing is not responsible for any personal belongings that may be damaged or destroyed as a result of unforeseen circumstances.

## Gardens

Gardens are tenant's responsibility and during the good summer weather this gives an opportunity for these areas to be maintained in preparation for the change in seasons. Gardens should be cut regularly during growing months and cleared from all weeds. Tenants should ensure gullies and drainage outlets are clean and not obstructed to ensure rain water can escape effectively. It is vital that all food debris or waste is removed from gardens as this can attract pests to the area. Gardens are an extension of your property so they should be kept in good condition and when in use please be respectful of neighbours and ensure any activities are in line with your general conditions of tenancy.



## Replacement Glass



NB Housing is not responsible for replacement of glass to windows or doors. This is tenant's responsibility. Please refer to your Tenants Handbook: Section 4, Point 22, Pages 12.

### Contents Insurance

NB Housing would advise all tenants that it is their responsibility to take out contents insurance. NB Housing is not liable for any loss or damage caused to tenants belongings. Contents insurance can be obtained from most Insurance Brokers .

### Out of Office Visit Service

Should you require an out of hours visit, please make a request directly by calling our office.

### Debt Advice

NB Housing wishes to highlight the availability of an independent debt advice charity that offers guidance for people in debt. The charity Debt Support Trust is open from 8.00am-7.00pm Monday to Friday and can be contacted on 0800 085 0226 or online at [www.debtsupporttrust.org.uk](http://www.debtsupporttrust.org.uk). You will not be charged for their advice and any information that you give or receive is treated in the strictest confidence.

### Recycling Centres

- **Antrim & Newtownabbey Borough Council:**  
<https://antrimandnewtownabbey.gov.uk/recyclingcentres/>  
T: 028 9446 3113 & T: 028 9034 0000
- **Ards and North Down Borough Council:**  
<https://www.ardsandnorthdown.gov.uk/resident/bins-and-recycling/recycling-centres>  
0300 013 3333
- **Belfast City Council**  
<https://www.belfastcity.gov.uk/recycling/centres>  
0800 032 8100
- **Mid and East Antrim Council**  
<https://www.midandeantrim.gov.uk/resident/waste-recycling>  
0300 124 5000
- **Mid Ulster Council**  
<https://www.midulstercouncil.org/resident/bins-recycling/recycling-centres>  
03000 132 132

### Useful Numbers

**Radius CONNECT24** (for out of hours emergency repairs) : 02890423811

**NIHE:** 03448 920 900

**Belfast City Council Pest Control:** 028 9027 0431

**Phoenix Gas:** 0345 455 5555

**Noise Control:** 028 9037 3006

**Power NI:** 0345 745 5455

**Waste Management:** 028 9027 0657

**INSEC Security:** 028 9020 0080

### NB Housing Contact Details

#### Gatelodge Office

8 Flax Street, Belfast, BT14 7EQ  
Tel: 028 9059 2110

#### Crumlin Road Office

282-290 Crumlin Road, Belfast, BT14 7ED  
Tel: 028 9035 1131

Did you know you can contact us through the 'Getting in Touch' tab on our website ([www.nb-housing.org](http://www.nb-housing.org)), can contact us via email: [info@nb-housing.org](mailto:info@nb-housing.org) or can text us on 074 9820 2221