



NB Housing

Homes that build community
Tenants Newsletter

ISSUE 40
JULY 2025

NB Housing officially accredited as Living Wage Employer



Pictured (L to R) Kia Hellens, Business Improvement Manager, NB Housing, Ronke Fred-Olaniyi, Flax Foyer, NB Housing, Mary McManus, Living Wage NI Regional Manager, Advice NI, Ruth Baxter, Living Wage NI Program Officer, Advice NI, Caroline Keenan-Jackson, Director of Housing and Corporate Services, NB Housing

NB Housing have become the first Housing Association in Northern Ireland to be officially accredited as a real Living Wage employer. The real Living Wage is the only UK wage rate which is independently calculated based on what it costs to live.

A full-time worker earning the government's legal minimum, the National Living Wage, will still earn £760 less per year than someone earning the real Living Wage. This is equivalent to almost three months of food for a household, or almost 2 months of housing and energy costs.

Northern Ireland has one of the highest rates of employees paid below the Living Wage in the UK, with 15.6% of jobs falling below this threshold. Research by the Living Wage Foundation in 2023 revealed that 60% of low-paid workers had used a foodbank, 39% had regularly skipped meals, and 39% had fallen behind on household bills. The Living Wage Movement originated as a grassroots campaign in East London in 2001, aimed at tackling in-work poverty and ensuring that workers earn enough to participate fully in family and community life.



More than 100 employers across Northern Ireland have now committed to paying the real Living Wage and NB Housing have become the first Housing Association to be officially accredited. This means that we pay the real Living Wage to all our directly employed staff and also have a plan in place to ensure our contractors pay a Living Wage.

Donal Conway, Chief Executive Officer for NB Housing, said: "We believe that the success of NB Housing begins and ends with our people. If we make work better for everyone, we make the communities in which we work and the tenants we serve stronger, healthier and happier. Paying the real Living Wage is just one part of our overall employee benefit package and is part of a long-term strategy of investment in our people based on our core values and vision for the future. As the first Housing Association in Northern Ireland to be officially accredited, we highly recommend others to consider the accreditation and encourage our contractors to do likewise."

NB Housing becomes JAM card© friendly

NB Housing are now JAM card© friendly, joining over 2,500 organisations globally supporting people with learning difficulties, autism, or communication barriers.

JAM Card© was created in 2012 by NOW Group, a social enterprise that supports people with learning difficulties and autism into jobs with a future.


NOW group participants wanted a discreet way to ask for Just A Minute of patience when they need it. It has since grown and developed into a card and app that is used by people with any communication difficulty.

NB Housing staff have received specialised training to recognise and respond appropriately to JAM Card users, ensuring they can provide the additional time and support needed during interactions.

Caroline Keenan-Jackson, Director of Housing & Corporate Services at NB Housing, said:

“At NB Housing, we are committed to embedding responsible business practices that support our employees, residents, and communities. Becoming JAM Card© friendly demonstrates our commitment to making our services accessible for everyone. This also forms part of our commitments to the Belfast Business Promise and working in partnership with our communities.”

To get a FREE JAM Card©, users can request one directly by visiting the JAM Card website and filling out the request form - www.jamcard.org. For more information on the work and services of the NOW Group, visit www.nowgroup.org.



The image shows a woman smiling and holding a white JAM Card©. The card features a colorful jar icon with the word 'JAM' and the text 'Just A Minute' below it. To the left of the card is a QR code. In the bottom right corner of the image area, there is text that says 'JAM Card© app is available on' followed by the App Store and Google Play logos.

We're a JAM Card© Friendly Business, which means we are promoting inclusively and diversity in the workplace for both external and internal customers with invisible disabilities.

For more information
www.jamcard.org/for-business

Results of our Tenant Satisfaction Survey 2024-2025

Back in March, we sent you a Tenant Satisfaction Survey in the post along with our Spring Newsletter. We also circulated an option to complete the survey online in April & May. Our sincere thanks to the 142 tenants who responded, considerably more than in previous years – your views are important to us and will help shape our services going forward.



70% of you were satisfied overall with the services provided by NB Housing. We were disappointed to see that this had fallen from last year and will be reviewing all the results in detail to ensure we identify the areas where we can improve.

78% of you said that NB Housing staff were helpful when you contacted them. This was the highest score on our survey this year but still an area we can improve in, with frontline staff receiving training in customer service this summer.

Satisfaction with our repairs and maintenance service dropped by 15%. Delivering a good maintenance service remains a challenge for the association as contractors struggle to retain staff but we are working hard to mitigate and improve our services in partnership with our contractors and suppliers. A new Customer Repairs Manager has recently been appointed to focus on improving this area of our service.

16% of you said you used the MyTenancy portal. This option is available to all tenants who would like to access some of our key services online. Go to <https://nbhousing.mytenancy.co.uk/> and choose 'Create an account'. Alternatively you can scan the QR code below.



Please do get in touch if you would like further assistance with this.

57% of you were satisfied with the opportunities to participate in decision making with NB Housing. Our new tenant participation strategy has just been launched and is included with this newsletter. If you would be interested in joining our Customer Experience Panel – please do get in touch and see our menu of options for other ways you can get involved and have your say on our services.



Congratulations to the 5 winners in our prize draw who were contacted at the end of May.

NB Housing completes first Lisburn scheme



NB Housing has completed its first new social housing development in Lisburn, Northern Ireland. New tenants are now settling into the homes in Leamington Place, while the housing association is developing further projects in the Lisburn area.

The Leamington Place scheme provides 12 new homes, made up of 10 two-bedroom, three-person apartments, along with two one-bedroom, two-person apartments designed specifically for wheelchair users

The total investment in Leamington Place was £2.56m, with £1.87m in funding support from the devolved government's Department for Communities.

John Brooks, NB Housing's Director of Development, said: "We are incredibly proud to complete our first ever scheme in Lisburn. Leamington Place delivers safe, modern, and accessible homes for a range of needs. With vital support from the Department for Communities, we're helping to meet growing demand for social housing in the area.

This is just the beginning for NB Housing in Lisburn, and we're excited to keep building on this momentum. Access to quality social and affordable housing remains a critical issue in Northern Ireland, with demand continuing to rise. New developments like Leamington Place play a vital role in addressing this need, providing stability, dignity, and opportunity for individuals and families alike."

NB Housing are currently working on two further schemes in development in the Lisburn area. The first, located on Bridge Street, will consist of nine one-bedroom, two-person apartments, designed to offer comfortable and efficient living for single occupants and couples.

The second, at Kingsway in Dunmurry, is part of the Housing for All programme and will deliver fourteen two-bedroom, three-person apartments for general needs housing.

Our New Homes

An update from our Development Team

NB Housing is currently developing the following schemes:

Connsbrook Avenue, Belfast

Work is progressing well at our new development at Connsbrook Avenue, Belfast and when complete will provide 12 apartments for active elderly client group.



Belfast Road, Glenavy

Below is Belfast Road Glenavy. This scheme will provide 9 family homes and we hope will avail of EnergyCloud technology savings for tenants.



Bridge Street, Lisburn

We expect handover of the apartment scheme at Bridge Street, Lisburn in Summer of 2025.



Kingsway, Dunmurry

Our apartment development in Kingsway is mid construction and when complete will provide 14, 2 bedroom apartments.



Meet the Team

We have recently had some new additions to our NB Housing team. Over the next number of newsletters we will be sharing some staff profiles so you can get to know our new recruits.



My name is Laurie Reavy and I am a Housing Officer.

I'm really proud to be part of the team at NB Housing. Before this, I worked with Housing Rights, as a Helpline Support Worker, where I supported people facing housing issues and advocated for those at risk of homelessness. I'm passionate about standing up for people who often don't have a voice, and I believe that everyone deserves a safe, secure place to live. I really enjoy working alongside the Housing Team and continuing to make a positive impact wherever I can for my tenants.

My aim is to make tenants feel heard, supported and understood. I pride myself on being approachable and patient with tenants. I believe that my background and qualifications in housing help me to support tenants with the various issues that they face, such as problems with benefit applications, rent queries and even questions regarding transfer applications.

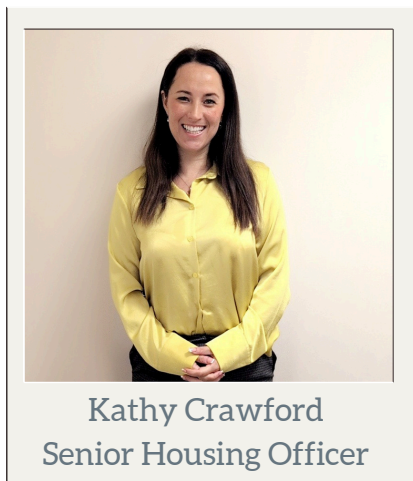
In my spare time I enjoy walking my dogs, going on weekend trips and music festivals.

Hi, my name is Kathy and I've recently joined NB Housing as a Senior Housing Officer. Prior to taking on this role, I was a Housing Officer and I have worked in other housing associations over the last ten years. I love working in housing and take a lot of pride in delivering and sustaining homes for those most in need. Social housing is a hard-working sector and every day brings its challenges but it's rewarding and I hope to bring my passion and energy for the sector to this role.

My degree is in history and politics and I've also completed certificates with CIH in level 3 and ILM in level 5 to progress my housing career. I was a member of the CIH futures group and a fun fact about me is I was nominated housing professional of the year 2019.

Outside of work, you'll find me in the gym or spending time with friends, family and my doggy Daisy and in my spare time, I like coffee, walks and rom coms.

Both Laurie and Kathy are based in the Gatelodge office and can be contacted on 02890592110



Chris joined NB Housing in March 2025 as the Customer Repairs Manager and is based out of our Crumlin Road Office. Chris works with the Maintenance Team and our Contractors to deliver the day to day repairs across all of our properties.

He has worked in both social and private housing for the last 13 years and will use this experience to help maintain and improve the repairs service for all of our tenants.

Chris is based in the Crumlin Road office and can be contacted on 02890351131



Chris McVeigh
Customer Repairs Manager



A community dog walk is set to take place in the Waterworks on 6th July at 11.00 am

The event is being organised by the NB Housing Community Development Officer and aims to offer a welcoming space for anyone looking for companionship, fresh air, and a gentle reminder that they're not alone.

Tenants, Residents and their pooches are encouraged to join in - come whether you have a furry friend or not!

Meet at Cliftonville Road Entrance
(Facing Centra)

Refreshments for 2 and 4 legged participants will be provided!



Sorry we're
CLOSED

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

Friday 11th July 2025
Monday 14th July 2025
Monday 25th August 2025

In the event of an out of hours emergency repair, please call Radius Connect24 on 03301230341

My Tenancy

Sign Up Today!

What is My Tenancy?

My Tenancy is an online portal where you can view information related to your tenancy 24/7. This includes your current rent balance, repairs on your home, important documents, contact information etc. You can also make payments to your rent account online.

How do I get it?

- Check with NB Housing that we already have your email address and correct date of birth on our system – you can ask your Housing Officer or our Reception team to check this for you by ringing: 028 9059 2110
 - You will also need your Tenant Key – this can be found on letters we have sent to you, or can be provided to you by Reception
 - Once you have confirmed these details, go to <https://nbhousing.mytenancy.co.uk> via any web browser (Google Chrome, Safari, Edge etc) Alternatively, you can scan the QR code below;
- Choose 'Create an Account'
 - Enter your email address and choose a password
 - You will receive a validation email from admin@mytenancy.co.uk – if you don't see it right away, check your junk or spam folder.
 - Follow the link in the email and enter your Tenant Key and Date of Birth when prompted
 - You will now have access to your account!
 - You can sign in any time by going to <https://nbhousing.mytenancy.co.uk> on your phone or computer and using the email address and password you created



What can I do there?

- You can check the personal information we hold on you is correct – do let us know if anything has changed
- You can view an up to date Statement of Account at any time – you don't have to wait for us to post it to you!
- You can make a payment on your rent account (you will be re-directed to AllPay, our payment provider)
- You can check the repairs which have been ordered and completed on your home

If you need any help accessing this service contact our Housing Team on 02890592110

Moving House?

What you need to do to end your tenancy

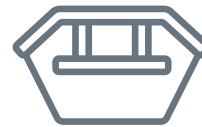
Should you be considering moving home, there are a number of actions you must take to terminate your tenancy with NB Housing;



Inform us that you wish to terminate your tenancy by providing 4 weeks notice in writing. A termination form will be forwarded to you for completion, or you can come into the office and your Housing Officer will assist you. Please bear in mind 4 weeks is the minimum notice period you must give us as per your conditions of tenancy.



Notify your utilities companies that you are moving e.g. gas, electric, phone, etc. Any gas or electric cards should be left in the property for the incoming tenant.



You are responsible for clearing the property of all of your belongings, this applies to both inside and outside the property. The property must be left in an acceptable condition, clean and well maintained. Should any items be left behind these will be disposed of and you will incur a removal charge.



Your Housing Officer will discuss any outstanding rent charges, or credit, on your rent account. Outstanding charges must be paid by the end of your 4 week notice period.



Should you be in receipt of Housing Benefit or Universal Credit, please make contact to notify them of your move and termination date.



Keys must be returned to our offices. Rent charges will be incurred until the property is cleared and keys returned so it is on your best interests to get keys back to our office by your termination date.



Permit access to our maintenance team who will inspect the property before you leave. Should you have made any alterations to the property, these and any repairs, will be discussed with your Maintenance Officer at this visit.

Please contact our offices on 028 90 592110 should you require any clarification on any of this information.

Housing Perks App

Save money when you shop with Housing Perks

Sainsbury's ASDA Iceland



**Tenants can get discounts
with over 100 brands
with a new free discount app**



Housing Perks is a free app that offers special discounts to NB Housing tenants of between 4% and 10% at ASDA, Sainsburys, Marks & Spencer, B&M, Primark and many more. Housing Perks is already used by housing association customers in England and NB Housing is now offering their tenants access to this app.

Any NB Housing customer can use the app if they have a mobile phone. Simply download the app from Google Play or the App Store and enter and validate your phone number. The organisation ID is NB Housing and you will need to enter your NB Housing Agreement Reference (tenant reference code).

You can find your Agreement Reference (tenant reference code) on any recent letters or email from us. If you don't know your Agreement Reference (tenant reference code), contact your Housing Officer or the Community Development Officer on 02890592110.

Once you have registered, you can then use your payment card or digital wallet to buy a discounted voucher from your brand of choice and start saving.

How to use the Housing Perks app

- Go to the App store or Google Play Store and download the Housing Perks mobile app.
- You will be asked to select Sign Up to continue
- Next, enter a valid phone number
- You will be sent a passcode via text message
- Enter the passcode and choose Continue
- Then select NB Housing and tap continue
- Enter your Agreement Reference (tenant reference code) & tap continue
- Browse and pay for your vouchers.
- Finally, shop and enjoy the savings!

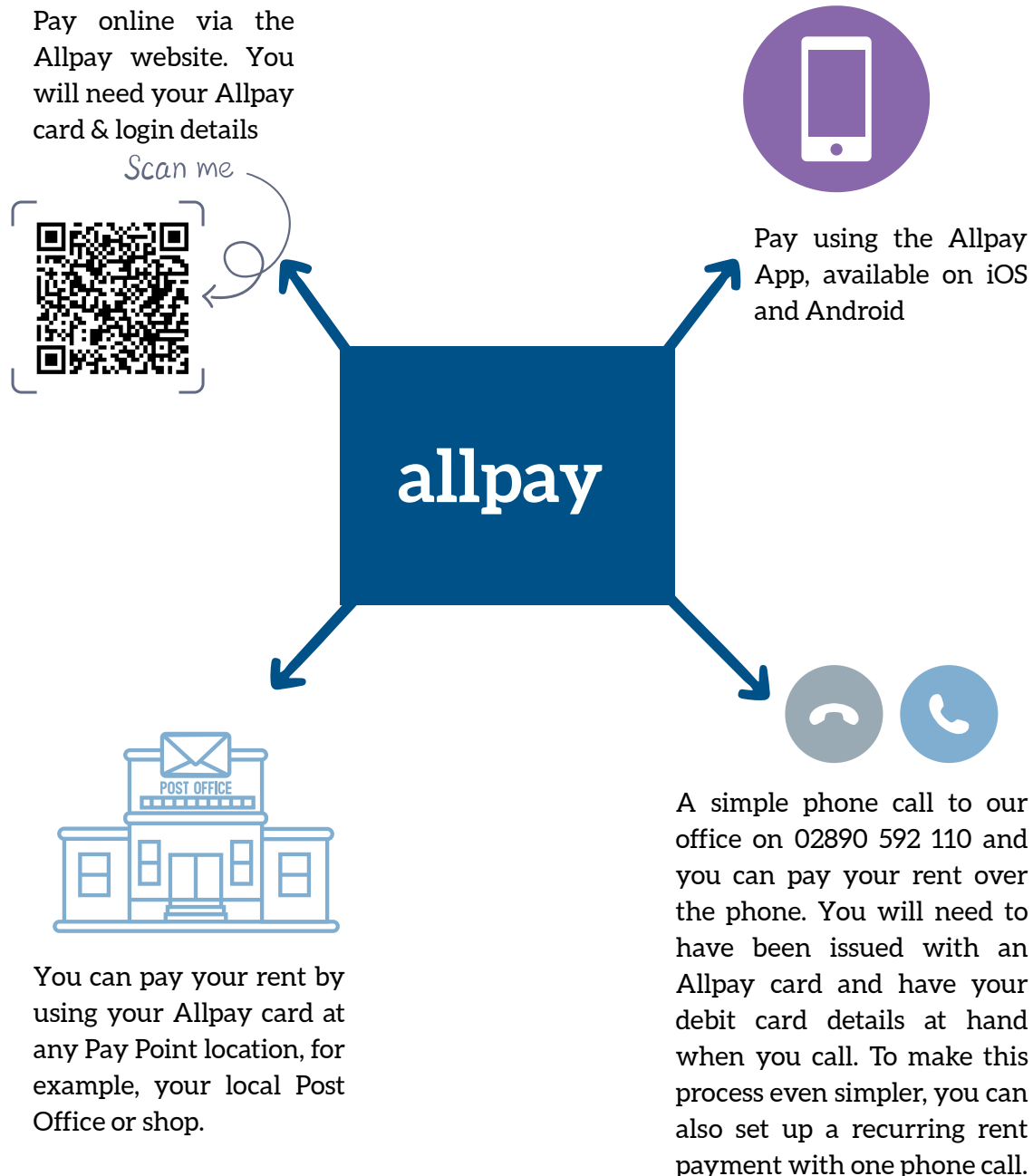
Further Information

- The vouchers are similar to a gift card and can be for any amount.
- Most vouchers are valid for one to two years and don't have to be used straight away.
- You can share the voucher with anyone you know by sending it to them via Text or WhatsApp.
- The company that owns Housing Perks is called Rainly, so you may notice this name on your bank statements.

If you need help with the app you can contact our office on 028 90 592110.

How To Pay Your Rent

Under the terms of your Tenancy Agreement you have an obligation to pay your rent, rates and, if applicable, service charges. NB Housing encourage tenants to pay their rent by setting up a standing order using the form available from our website or from either office or by calling into either office to make a payment. Alternatively, any of the other methods below can be used.



If you have not yet been issued with an Allpay card, please contact your Housing Officer to arrange the account set up and card issue.

Our Investment Programme

Over the past year the Association invested;

£282,000 in
Responsive
Repairs

£269,035 in
Cyclical Repairs

£1,419,040 in
Component
Replacements

Works continued on replacement kitchens, bathrooms and canopies to properties located throughout North Belfast.



New kitchens in Ardilea Court & Snugville Street



New canopies installed at Ardglan



Bathroom before picture



Bathrooms were installed at St Mary's Court & Flax Foyer



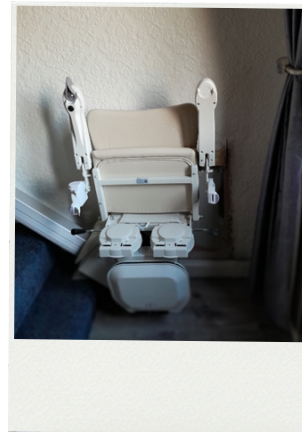
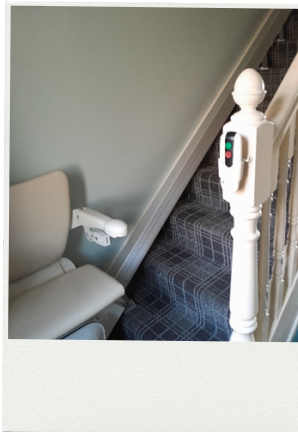
Works were completed on the render and roofing repairs at the Delaware building.

Adaptations

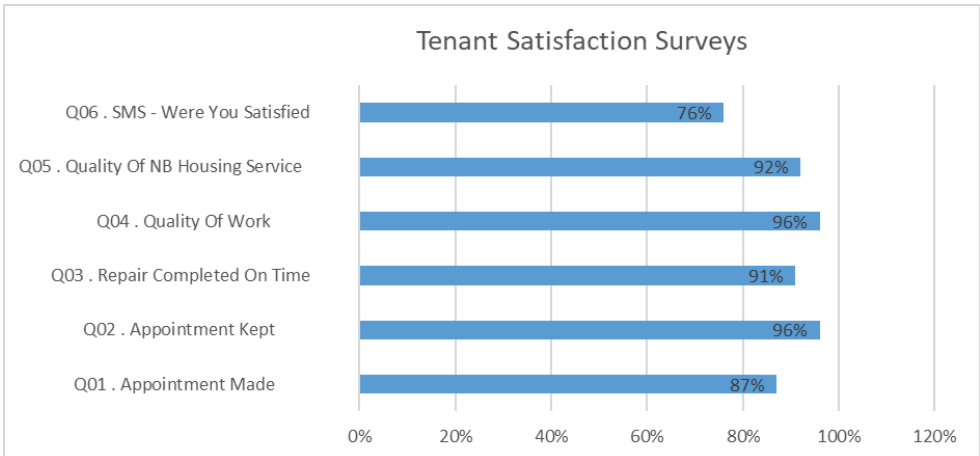
If you or another person living in your home are having difficulty with everyday activities like climbing the stairs or having a bath, then we may be able to help you live more comfortably, safely and independently by adapting your home.

An adaptation is a special fixture or fitting that is designed to help you with your day-to-day living, improve your mobility in and around your home and improve access to your home. Please contact our Maintenance Team on repairs@nb-housing.org or 028 90351131 if you would like to discuss the application process

Below are some pictures of recently completed adaptations;



Adjacent are the results of our repairs satisfaction survey for 2024-2025. Once a repair is completed tenants receive a text regarding the work. We then use these results to help shape our service.



E-Scooters or Electric Bikes

The London Fire Brigade has recently warned that they have seen a huge spike in fires as a result of electric bikes and e-scooters. In 2024 there was 211 fires related to e-scooters and bikes. In December, a coroner warned of the life-threatening dangers of charging ebikes indoors, after the death of eight-year-old child in Merseyside, during a fire started as the result of an e-bike's charging lithium battery igniting.

Although we recognise that electric bikes and e-scooters are becoming common modes of transport, please note that residents are not permitted to store or charge them in communal areas.

Many e-bikes & e-scooters use lithium-ion batteries which can catch fire quickly and with little warning.

Below are the top safety tips from the NI Fire & Rescue Service to help prevent e-bike and e-scooter battery fires:

Charging and Storage

- Follow the manufacturer's instructions when charging, always use the approved charger and unplug when it's finished charging.
- Charge batteries whilst you are awake. Don't leave batteries to charge while you are asleep or away from the home.
- Never use charging strips or extension cords.
- Do not cover chargers or battery packs when charging.
- Check your battery regularly for any signs of damage and if you suspect it is damaged it should be replaced and should not be used or charged.
- Do not overcharge your battery - check manufacturer's instructions for charge times.

- Do not store or charge e-bikes and e-scooters in escape routes.
- Avoid storing in excessively hot or cold areas.
- Make sure you have smoke alarms on every floor of your home and test them weekly.

In addition, to help us reduce the risk of fires on balconies, please do not store any combustible items on your balcony.

How to manage a leak in your property

What to do if there is a leak;

If you find a leak you should immediately turn off the water supply to your property, this can usually be done by turning the stopcock valve. This valve is usually found under the kitchen sink, under stair cupboards or near the front door.

Once the water supply is turned off, you should run the taps to help drain the remaining water out of the system. This should help reduce the water damage being caused to your property.

Then ring our Crumlin Road Office on 028 90 351 131 to report the leak to our maintenance team.

What about water damage to tenant items and decoration?

It is not the responsibility of NB Housing to replace any tenant items damaged by a leak, we strongly recommend all tenants to get their own contents insurance policy once they move in to one of our properties.

Please check your property today to locate your stopcock valve and if you cannot find it, please ring our Crumlin Road Office on 028 90 351 131, to speak with our maintenance team.



Energy Saving

With the significant increase in energy costs, it is vital to ensure we use energy efficiently. Here are some tips below to assist:

Use Low Energy Lighting

There are two main types of energy efficient light bulbs available in the UK. Light Emitting Diodes (LEDs) and Compact Fluorescent Lamps (CFLs). Both are cost-effective options for most general lighting requirements.

Replacing a traditional incandescent bulb with an LED or a CFL will save you a few pounds every year for each bulb you change. Replacing all of the bulbs in your house can provide you with some substantial savings on your electricity. LEDs are more efficient than CFLs and will save you more money in the long term. They are often used to replace halogen down lighters and other spotlights, but they are now also available as a replacement for most other bulbs as well.

Energy efficient bulbs are available in a wide range of fittings and outputs. Most households can fit energy efficient lights throughout the whole house. Modern energy efficient bulbs can look and feel exactly like old fashioned bulbs, so there is no reason not to fit them.

Reduce tumble dryer use

Tumble dryers use a fair amount of electricity to heat the air they use, as well as to run the fan and motor. If you can dry clothes outside when the weather is dry, you can use the dryer less often and cut your electricity use over the year. If your washing machine has a fast spin setting, then you can use this to get as much water out of the clothes as possible before you dry them. If you then need to use the dryer, you can run it for a shorter time and still save a bit of energy.

Other things you might want to try...

When the time comes to buy a new dryer, look at the energy label. The higher the rating, the less energy it will use to dry the same load of washing. The best rating you can now get is A+++.

You can also save energy when you wash your clothes by waiting until the machine is full before running it and by washing at a lower temperature when possible. Washing at 30°C is often enough to get things clean.

Turn down the thermostat

If you turn down your main thermostat just one degree it will cut your heating bills straight away, and you may not feel any difference. If your heating system has a main heating thermostat, or a programmer where you can set the temperature, then this is the most important part of your heating system to get to grips with. Try turning the temperature down by one degree. Wait for a day and see how it feels. If you're still feeling OK, turn it down another degree, and wait and see. And so on. As soon as you start to feel a bit too cold, turn it back up by one degree. Make a note of the setting – this is the temperature setting for you and your household.

Most families are happy with a setting somewhere between 18°C and 21°C but you may need it warmer if there are any elderly or infirm people living in the property. The temperature will also depend on the nature and layout of your house and heating system, and on where the thermostat is, as well as on personal preference. So, don't get worried if the setting you choose sounds a bit too high or low. Just find the lowest temperature that you're comfortable with. Then you can be sure you're paying no more than you need to for a comfortable home.

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. 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) : 03301230341

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), can contact us via email: info@nb-housing.org or can text us on 074 9820 2221