



NB Housing

Homes that build community
Tenants Newsletter

ISSUE 41
OCT 2025

NB Housing achieves Belfast Business Promise Ambassador Accreditation



NB Housing has become the first Housing Association in Northern Ireland to be awarded Ambassador status of the Belfast Business Promise, an initiative developed by Belfast City Council to promote fair pay, good jobs, and secure contracts. The Housing Association joins over 50 other organisations committed to making Belfast a more inclusive and sustainable city through responsible business practices.

NB Housing was presented with the accreditation at a celebration event in Belfast Customs House, where organisations were recognised for their efforts in delivering positive social impact. The Belfast Business Promise aims to create a community of businesses that go beyond standard business practices to benefit society through employment, procurement, and community partnerships.

To achieve Ambassador status, NB Housing has successfully met all of the eight pledges required for accreditation. The pledges are;

- **Providing fair wages and contracts:** Ensuring our employees are paid the Real Living Wage (RLW) and have security around their working hours.
- **Working in partnership with our communities:** Engaging meaningfully with local communities to create positive change.

- **Protecting our environment:** Committing to tackling climate change and safeguarding the environment for future generations.
- **Offering opportunities into work:** Creating pathways to employment through job opportunities and development programs.
- **Improving training, engagement, and well-being:** Fostering a workplace where employees feel valued and supported.
- **Pay Promptly:** Paying supplier invoices on time to support the sustainability of small businesses and the local economy
- **Support the local and social economy:** Using our purchasing power to support the local economy, increase competitiveness and add social value
- **Recruit Inclusively:** Ensuring job access is accessible for all citizens and hiring across diverse communities

Welcoming the achievement, Donal Conway, Chief Executive of NB Housing, said:

“We are delighted to be the first Housing Association in Northern Ireland to receive Ambassador status of the Belfast Business Promise. At NB Housing, we are committed to embedding responsible business practices that support our employees, residents, and communities. This accreditation reinforces our dedication to fair work, sustainability, and social impact. We look forward to continuing our journey with the Belfast Business Promise team at Belfast City Council, and working alongside other organisations to make Belfast a better place for all.”



We're a **JAM Card**
Friendly Business



Dates for Your Diary

Between now and December we have lots of events planned for you, our tenants!

Customer Experience Panel: 27th October at 11am

We would like to welcome you to our Customer Experience Panel and hear your views, opinions and how we could improve our service to you as tenants. The purpose of this meeting will allow you to come together, share your views on how we are doing and what we may change to ensure an excellent service delivery. We would also like to hear from you with further ideas on tenant engagement. An agenda will be sent to those interested. The Customer Experience Panel is taking place on 27th October from 11am-1pm in the Crumlin Road office (282-290 Crumlin Road, Belfast)



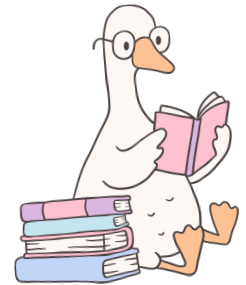
Kids Halloween Activity: 27th - 31st October

Pick up a colouring-in page from either of our offices and drop it back for a treat bag. (Gatelodge, 8 Flax Street or 282-290 Crumlin Road.)



Shared Chapters Book Club: 5th November at 11am

The first meeting will take place at Starbucks Hillview at 11am on 5th November. Books will be provided.



Christmas Wreath Making: 26th November

Christmas Wreath making will take place on 26th November from 4.30pm-6.30pm. This will be taking place in Belfast City Centre with venue to be confirmed.



Christmas Party : 16th December

The NB Housing Christmas Party will be taking place at Girdwood Community Hub from 4pm-6pm on 16th December.



If you would like to sign up to any of these activities contact Shauna Toal, our Community Development Officer on 02890592110.

Alternatively, you can scan the QR code which will take you to the events calendar on our website. From there, you can register your interest.



SCAN HERE

MacMillan Coffee Morning



Residents in Holyrood House hosted a Macmillan Coffee Morning on 26th September. There was coffee, cake and a raffle which raised £367, with more donations still to come in. What a fantastic achievement for a worthwhile cause.

Donate To Our Community Christmas Wishing Tree



Pop a present under the tree, and bring a smile to a child in need.

All donations will be going to families struggling this Christmas.

Location: NB Housing Offices
8 Flax Street
282-290 Crumlin Road

Any questions contact Shauna Toal (Community Development Officer) on 02890592110

Final Collection Wednesday 17th December

My Housing Journey

By Brodie Reilly

My career in housing started in February 2023, as an apprentice in NB Housing. I was successful at interviews for the apprenticeship role working 4 days at NB Housing offices and a day release to college to study for a level three qualification in Housing Practice. During my time as an apprentice, I got to see firsthand how the association works to help tenants in several ways. I worked in both the housing and maintenance teams, helping to ensure that tenants' queries, whether they be housing applications or repairs, were responded to adequately and efficiently.

I joined a voluntary group called the Chartered Institute of Housing (CIH) Futures NI, which is a group that works with young people in the housing sector, and promotes housing as a career choice for school leavers.



In my second year with the group, I was elected vice-chairman, helping to set up events that assisted young people working in housing, as well as influencing the next generation to see housing as a great career.

In June 2025, I completed my study course at Northwest Regional College and was awarded Level three qualifications from both the OCN and CIH in Housing Practice. Having completed my apprenticeship, I was successful in gaining permanent employment as an Assistant Housing Officer. During this time, I assisted the team of Housing Officers in managing their patches, whilst also having my own smaller patch, helping to ensure that tenants voices were heard and queries managed effectively.

Recently I applied for a Housing Officer role in the association and have been successful in my application. My favourite part about working in housing is helping to make a positive impact in people's lives.

I am looking forward to beginning my new role and am motivated to assist tenants by ensuring they are given helpful advice so they can enjoy their home with NB Housing.

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.

Our New Homes

An update from our Development Team

72 Connsbrook Avenue, Belfast

We are delighted to announce the handover of 12 apartments at Connsbrook Ave Belfast.



Below is a brief update on schemes that are currently onsite and are due for handover later this year.

Bridge Street, Lisburn

We expect to take handover of 9 new apartments close to Lisburn City Centre before Christmas



Belfast Road, Glenavy

Our new build scheme in Glenavy will provide 9 excellent family homes. This scheme will benefit from the Energy Cloud system, where tenants will get free hot water when there is additional capacity within the electricity network.



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.



Benjamin Olumide
Maintenance Officer

I bring a strong background in property management and housing services, with experience across tenant support and property maintenance. My work has included managing tenant repairs, overseeing change-of-tenancy works, carrying out mould and damp surveys, coordinating contractors, property inspections, and reviewing contractor's invoicing and claims.

In this role, I aim to ensure our homes are safe, well-maintained, and comfortable for tenants. I believe good housing maintenance is about making a real difference to tenants' daily lives, by creating safe and welcoming homes where people feel comfortable.

When I'm not at work, I enjoy working out at the gym, watching football matches and cycling. These hobbies keep me active, refreshed, and balanced.

I'm delighted to be part of the NB Housing team and am looking forward to providing a quality of service to our tenants. If you see me around, please feel free to say hello!

I worked for a construction company for 2.5 years before joining NB Housing. I started NB Housing as a Maintenance Officer in January 2025 and enjoy the customer facing role. I aim to be a friendly and professional point of contact for our tenants and I am committed to ensuring a good standard of work is carried out in our properties within a timely manner. I enjoy working alongside my colleagues to ensure that we provide a high level of customer service for our tenants, across all departments.

In my spare time I enjoy travelling, reading and meeting up with friends and family.



Lucy McKenna
Maintenance Officer

Both Benjamin and Lucy are based in the Crumlin Road office and can be contacted on 028 9035 1131



Maria Burke
Housing Officer

I'm really excited to be part of the team at NB Housing as a Housing Officer. I've spent the last few years building up a wide range of experience, having previously worked in income recovery within another housing association as well as the banking and healthcare sector. Across all of these roles, the common thread has been working closely with people, finding solutions and supporting individuals through challenging situations.

I love working in housing and what I plan on bringing to NB Housing is an approachable and proactive attitude ensuring tenants are valued and heard.

I want tenants to feel comfortable reaching out, knowing I'll do my best to support them. Building strong, positive relationships is really important to me and I look forward to helping tenants feel secure and confident in their homes.

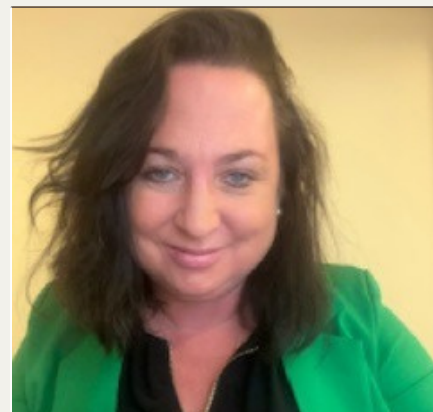
Outside of work I'm kept extremely busy spending time with my family. I enjoy reading, being creative and I also love a Sunday spent exploring somewhere new.

I'm looking forward to getting to know everyone here at NB Housing and working together to make a real difference for our tenants.

I joined NB Housing in July 2025 as a Community Engagement Officer to deliver our new Housing for All programme and tenant engagement.

I have a background working in the community and local government sectors for over 20 years in good relations, arts, restorative practice, community planning/development, Policing and Community Safety Partnerships and heritage.

My interests include coastal rowing, kayaking, swimming and singing.



Jude McNeill
Community Engagement Officer

Both Maria and Jude are based in the Gatelodge office and can be contacted on
028 9059 2110

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.

Common Areas

The safety of our tenants and families is of great importance and for this reason we ask you to keep all common areas tidy and free from obstruction. Don't obstruct the communal areas, stairs, corridors and landings, these often form the fire escape routes for the building. Please do not leave items such as prams or bicycles in the corridors. NB Housing maintains these areas and any items found will be removed and disposed of.

Rechargeable Repairs

If you leave your property in a poor condition or cause damage not considered as normal wear and tear you will be recharged for the resulting repairs.

The following list is not exhaustive and provides an indication of damage that will be recharged, if caused by neglect, carelessness or abuse:

- Property left in an unlettable condition
- Call outs because tenant have run out of oil or gas and allowed boilers to lock out
- Damage to internal doors, including kitchen cabinet doors
- Scorched or damaged kitchen work tops
- Blockage of sinks and toilets caused by tenant negligence
- Callouts for electrical failure due to faulty tenant appliances
- Damage to wash hand basins, WC bowls baths, bath panels and showers

Pest Control

What is NB Housing responsibility?

NB Housing as your landlord has repairs and maintenance responsibilities for the dwelling you live in. This responsibility does not extend to dealing with a pest issue. We will inspect your home to identify possible access points for pests and we will arrange for these points to be filled in or covered. NB Housing is not responsible for arranging pest control inspections in general needs homes. We will arrange these inspections in Sheltered Accommodation and communal areas in apartment buildings.

What to do if there is a pest infestation?

You will need to arrange for the necessary pest control treatments, this can be arranged through a private company of your choice or by contacting your local council to make use of their pest control services. Belfast City Council provides this service as part of your rates, other councils will provide general advice.



Condensation in your Home

What is condensation?

Condensation occurs when moist air comes into contact with a cold surface, such as when windows steam up. This is a very common issue as we all generate moisture as we breathe and carry out normal daily tasks such as cooking and washing. In some severe cases condensation can lead to mould on walls and ceilings and can also lead to damp patches.

As your landlord we are committed to working with our tenants to address any cases of condensation. We are particularly mindful that the high cost of heating your home may add to the issue as temperature reduces allowing more cold spots to develop. We ask any tenant who is experiencing condensation to please contact our Maintenance Team and an inspection will be carried out.

Some useful tips to reduce moisture from your home

These simple steps will help you produce less moisture in your home:


- If you can, dry washing outdoors.
- If drying wet washing indoors, put it in the bathroom with the door closed and windows left open.
- If you can, try to keep your house warm for as long as possible. It is advised that a reduced thermostat setting at your boiler or radiators and run for longer is best rather than high heat for a short period.
- If you can, please do not dry wet clothes on radiators.
- Vent tumble driers outside.
- Keep trickle ventilators open when someone is in the room. Good ventilation helps protect your health and home from damage by working to eliminate excess moisture from the air. It is recommended to open windows and air your home for at least 20 minutes daily.

- Ventilate your kitchen and bathroom when in use by opening the windows and using extractor fans. When cooking place lids on pans as this will reduce the amount of moisture escaping into the room.
- Close kitchen and bathroom doors when in use. This will help prevent moisture reaching other rooms, especially bedrooms which are often colder and more likely to get condensation.
- We recommend extractors are used to remove moisture to outside the property. If you feel your extractor is not effective then please report this to our maintenance team.
- The bathroom is one of the rooms in your home that condensation will occur. Bathing creates a lot of moisture and steam and if it does not go outside then it will form water droplets on cold surfaces such as windows and walls. We recommend the extractor fan is on and left on until moisture is removed, open windows and air the bathroom after use.
- Where excess condensation is on windows and surfaces we recommend that this is wiped with a towel.

How to remove mould

- Wipe mould off immediately with water using a sponge or cloth.
- We recommend you do not use washing up liquid or bleach!
- Apply anti mould removal liquid to remove mould; available from most high street stores (Read all instructions carefully before use).
- Dry clean clothes and shampoo carpets affected by mould.

If you have any damp or condensation issues please report these to our Maintenance Team on 02890351131. Alternatively, you can email us at info@nb-housing.org. Our staff will visit the property and complete an assessment.



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