



NB Housing

Homes that build community

Tenants
Newsletter

ISSUE 42
DEC 2025

Annual Report

We are delighted to include your copy of NB Housing Annual Report 2024/25. You will find information about how the association performed, survey results, new developments, tenant participation and financial reporting for the year.

We would like to hear what you think of the report. Do you have any suggestions or ideas for next years issue, is there anything else you would wish to see included? You can give us your feedback by calling us on 028 90 592110 or sending us an email to info@nb-housing.org. The report can also be found on our website at www.nb-housing.org.

We look forward to hearing from you.



Merry Christmas from NB Housing!

Our offices will be closed Monday to Friday week commencing 22nd December. We will re-open at 9am on 29th December. We will also be closed on 1st and 2nd January 2026.

We will be delivering an emergency repair service throughout the Christmas period, even when our offices are closed. You can report these issues by ringing our office numbers and selecting option 1. Alternatively you can call Radius Connect24 on 03301230341.

Emergency repairs include plumbing leaks, electrical faults, no toilet facilities, securing damaged windows or external doors and heating breakdowns. Non-emergency repairs should be reported when our offices re-open.

Our New Homes

Bridge Street, Lisburn

We were delighted to take handover of our latest new build apartment complex in November 2025, providing much needed accommodation to Lisburn City Centre.



Belfast Road, Glenavy

We expect this development to complete before Christmas, providing much needed family homes in Glenavy. This development will be the first new build project on the Island of Ireland to benefit from Energy Cloud, which will provide the tenants with free hot water utilising the excess energy produced via wind farms.



Kingsway, Dunmurry

Works are continuing in Dunmurry to the Association's first 'Housing for All' development. The goal for the 'Housing for All' programme is to create safe, stable, and inclusive neighbourhoods by helping people from different backgrounds live together. This scheme is programmed to complete in early 2026 and will provide 14 apartments.



Lower Clonard Street, Belfast

This scheme is expected to complete in early 2026 and will provide 2 highly energy efficient family houses in an area of high need.



If you would like to keep up to date with our latest development sites please like us on Facebook, follow us on X/Twitter and take a look at our website!

SCAN ME!



Looking To The Future

Hopefield Avenue, Belfast

Below are the artist impressions of our proposals at Hopefield Avenue. This will be for an active elderly client group and includes 3 wheelchair apartments.



VIEW ALONG HOPEFIELD AVENUE TOWARDS ANTRIM ROAD, BELFAST.



Highcain, Belfast

Below are artist impressions of our proposed development at Highcain Drive, Belfast which is anticipated to deliver a total of 12 houses.



HIGHCAIRN DRIVE - BELFAST

D&B Social housing competition



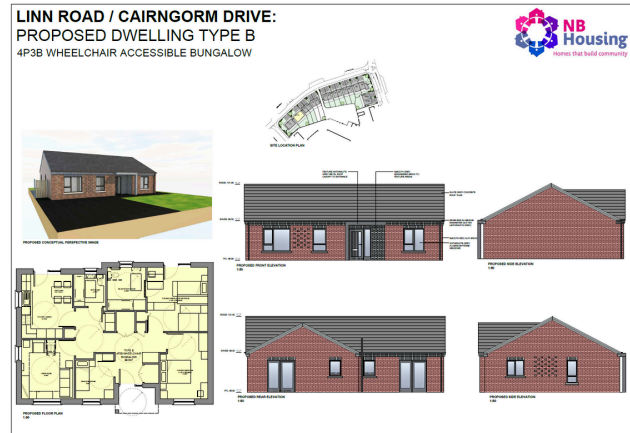
Provision of 12no. 3p/2b semi-detached dwellings (social)

DESIGN CONCEPT & VISUALS

HIGHCAIRN DRIVE (BELFAST) - FOR NB HOUSING
PROPOSED RESIDENTIAL (SOCIAL) DEVELOPMENT - D&B

Linn Road / Cairngorm Drive, Larne

Below are artist impressions of our proposed development at Linn Road / Cairngorm Drive, Larne. The scheme is anticipated to deliver a total of 15 family homes across 2 sites.



LINN ROAD / CAIRNGORM DRIVE:

PROPOSED DWELLING TYPE D
5P4B WHEELCHAIR ACCESSIBLE DWELLING



HIGHCAIRN DRIVE (BELFAST) - FOR NB HOUSING
PROPOSED RESIDENTIAL (SOCIAL) DEVELOPMENT - D&B

Universal Credit & Rate Rebate

If you have been advised to migrate from Housing Benefit to Universal Credit, you must also ensure that you apply for Rate Rebate. Universal Credit does not cover rates - this element must be applied for separately through Land and Property Services (LPS). A rates application is essential to ensure you are covering all of your rent and rates charges. The process for making your rates application is relatively straightforward and we are of course happy to assist you with this.

You can make an application online by visiting www.nidirect.gov.uk/services/create-or-log-rate-rebate-account or by scanning the QR code.

SCAN
ME



It is important to be aware that if you do not make a rates application, or make one and are not entitled to any rate rebate, then you must pay the rates element yourself otherwise your rent account will fall into arrears. If you are unsure please contact our officers who will be happy to assist you or refer you for independent advice if required.

Dates for Your Diary



**Monday 8th
December**

Customer Experience
Panel Christmas Dinner.

This event will take place
at Crumlin Road Gaol at
5.30pm.

**Saturday 20th
December**

NB Housing invites you to
their Christmas Party! Come
along to join in with some
Christmas fun and meet
Santa.

Taking place from 12pm-2pm
at Girdwood Community
Hub



To confirm attendance at either of these events please contact our Community Development Officer on 02890592110

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.



Pauline MacNamee
Assets Officer

I've recently joined NB Housing as an Assets Officer, bringing a broad mix of experience across public service, marketing, and social housing. My career began in Chain Reaction Cycles, where I gained early experience in customer service and fast-paced operations. Following a year working in the Urban Planning department of Belfast City Council I then moved into marketing-focused roles, first as PA to the Head of International Sales & Marketing at Invest NI, and then with Tourism NI where I worked on a range of digital media campaigns.

In 2015, I moved into the security and access-control sector, managing contracts within social housing. I was appointed Director of Operations in 2017, overseeing service delivery, contractor performance, and project management.

Following several years working at director level I wanted a role that would restore a healthier work life balance, allowing me to spend more time with my children and where I could focus directly on improving homes and services for tenants. I joined Clanmil Housing in 2023 as a Response Assets Officer managing maintenance in over 1000 homes in North and West Belfast.

I was delighted to take up my new role with NB Housing in September 2025. I'm looking forward to working closely with customers and contractors to make sure our homes stay safe, modern and well maintained.

Pauline is based in the Crumlin Road office and can be contacted on 028 9035 1131

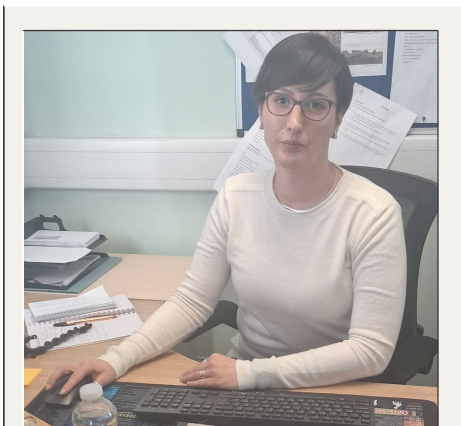
I joined NB Housing in September 2025 as Property Assets Manager. I have worked in construction since 2008 in various workstreams, but mainly Social Housing and Local Government delivering compliance, planned, and cyclical maintenance.

When I'm not working I enjoy golf, rugby and motorsports.

Chris is based in the Crumlin Road office and can be contacted on 028 9035 1131



Chris Hanna
Property Assets Manager



Danijela Mirkovic
Assistant Assets Officer

I've recently started in the Assistant Assets Officer role at NB Housing and I'm really enjoying settling into the role and learning how the work we do in Assets makes a real difference for our tenants. It's rewarding to see how even small tasks contribute to keeping homes safe, comfortable and well- maintained. Being part of the team that works so closely with the community is something I really value.

What I hope to bring to the role is consistency, attention to detail, and a genuine commitment to supporting the people who live in our homes. My focus is on helping the team stay organised, ensuring information flows smoothly, and contributing to a service that tenants can rely on.

I'm grateful for the warm welcome, and I'm looking forward to growing within the team and continuing to support NB Housing and our tenants in the best way I can.

Danijela is based in the Crumlin Road office and can be contacted on 028 9035 1131

I have worked within the housing sector for 10 years before joining NB Housing last month. I am looking forward to getting to know everyone and to help make a positive impact in our tenants lives whilst working closely with my colleagues across the different departments to help achieve this.

In my time off I enjoy travelling and socialising with friends and family.

Lianne is based in our Flax Street office and can be contacted on 028 9059 2110



Lianne Hillan
Housing Officer

Office Contact Details

If you wish to speak to our Maintenance or Development Team please contact our Crumlin Road office on 02890351131

If you have a housing or finance query please contact our Gatelodge office on 02890592110

If you wish to report an emergency repair (outside working hours) ring either of our office numbers and select option 1. Alternatively you can call Radius Connect24 on 03301230341.



Coping with grief at Christmas



Advice from Cruse Bereavement Support

Whether it's your first Christmas after a bereavement, or you lost someone long ago, Christmas can be a particularly painful time. Here are some ideas that may help.

1. Consider different ways of celebrating



Some bereaved people find that they don't wish to celebrate Christmas at all, whilst some find that simply maintaining their routine and celebrating as normal is the best tribute they can pay their loved one.

2. Try to maintain a routine

The Christmas period may mean that your normal routine is disrupted, and this can make it easier to forget to look after yourself. Trying to keep to regular patterns of sleeping and eating are small things that can make a difference.



3. Remember the happy times



As time passes, special occasions like Christmas can become a chance to focus on happier memories of good times shared in the past.

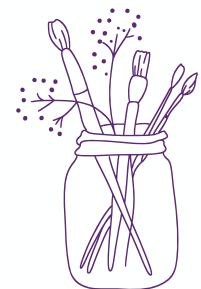
4. Skip the Christmas films



If it's all getting too much, consider taking a break from the Christmas TV and social media and take a walk or get some fresh air in any way you can.

5. Get creative

Art and craft activities can often help us to explore and express our feelings and emotions. You could try writing a journal, or creating a memory box or scrap book which you can fill with memories and thoughts about the person who died.



How Cruse can help

If you're struggling to deal with the grieving process over Christmas you can call the **Cruse National Helpline**

Cruse
Bereavement
Support

Helpline 0808 808 1677
www.cruse.org.uk
www.hopeagain.org.uk
bereaved.hscni.net

Cruse Bereavement Care is a registered charity (208078), and a company limited by guarantee (00638709)



Christmas is a special time of the year and we hope all NB Housing tenants enjoy the festivities and stay safe. However, candles, overloaded electrics and cooking all increase the risk of fire within the home at this time of year.

Below are some checks you can complete to help prevent a fire in your home;

- Keep candles away from furniture, decorations and wrapping paper.
- Make sure to blow out candles before going to bed or leaving the house.
- Keep candles out of reach of children and pets.
- Do not overload electric adapters or sockets.
- Remember to switch off your Christmas tree lights before bed or leaving the house. This will reduce fire risks and save you money.
- Check your smoke and heat detectors weekly to make sure they are working.
- Turn off cooking appliances after use.
- Set alarms on your phone to help keep track of your cooking.
- Keep room doors closed, this will help slow down the spread of a fire. Especially the kitchen door as most residential fires start in the kitchen.
- Keep hallways and external doors clear of obstructions.

Remember, if a fire starts, get everyone out of the property and close all doors behind you. Dial 999 and ask for the Fire & Rescue Service.

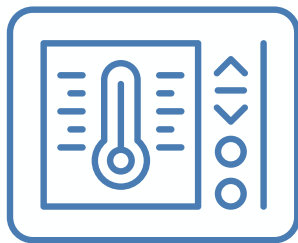
Top Energy Saving Tips

Advice from National Energy Action

National Energy Action is the national charity helping you with your energy bills.

Energy is measured in units known as kilowatt hours or kWh. If you have a smart meter, you can use your in-home display to track what you are using in pounds and pence. Reducing our usage in some areas gives us better control to use energy where it's essential, such as in keeping the home heated. Reducing our energy usage also helps us to reduce our carbon impact.

Optimise your heating



Understanding your heating controls can help you use your system more efficiently.

Research your controls online. If you have electric storage heaters, take a look at our Getting the most from Economy 7 fact sheet at <https://www.nea.org.uk/get-help>.

Don't substitute your whole-house heating for small heating items (like electric plug-in heaters) - these don't effectively heat your home and are very expensive to run.

Consider lowering your boiler flow temperature. It may help you save. Go to www.nesta.org.uk/project/optimising-boilers-reduce-household-emissions/how-tooptimise-your-boiler.

Recommended temperatures for a healthy home are between 18°C and 21°C.

Your room thermostat and thermostatic radiator valves allow you to set appropriate temperatures for every room in your home. Make sure you are warm enough but remember any room warmer than it needs to be is wasting money.

Install radiator reflector panels.

These help get warmth from radiators into your room and may make your heating more efficient.

Spend time with your timers.

Learn to set your heating timer to match your heating on and off times with your lifestyle. Turning it off when you're out helps you to economise.

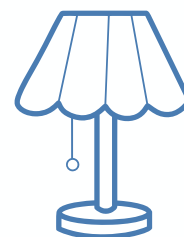
Insulation



Put draught excluders around draughty doors, windows, and any unwanted gaps. Or try making your own by putting old newspaper or old socks in a sleeve of an old jumper or worn-out trouser leg to cover any gaps at the bottom of doors.

25% of our heat is lost through the roof - insulating your loft space can save as much as £215 per year** on energy bills.

Lighting

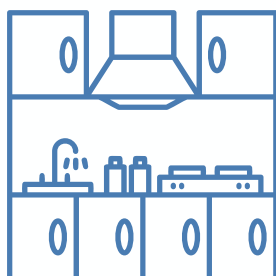


Make sure to turn lights off when you leave a room. The cheapest unit of energy is the one you don't need to use.

Switch to low energy LED bulbs. These use much less electricity and last much longer than older incandescent bulbs, while providing the same level of lighting. So update any older bulbs you may still have.

Make the most of natural sunlight! Take advantage of light and heat from the sun by opening curtains when the sun is out and closing them when it goes down. Fitting thick or thermal curtains over windows and external doors will also prevent heat loss.

Kitchen tips



Cooking in a microwave or air fryer is cheaper than an oven as it uses less power and takes less time to cook. Slow cookers are also more energy efficient than hob or oven cooking. They take several hours to cook food but uses very little electricity to do so. Boiling a full kettle uses a lot of energy, so just boil enough water for what you need.

Open your oven door as little as possible. It loses around a quarter of its heat every time it's opened. Once you've finished cooking, open the oven door and let the excess heat out to warm your kitchen.

The smaller food is cut up, the faster it will cook, which means you'll use less energy to cook the same amount of food.

If you are still struggling, call National Energy Action's Energy Advice and Support Service on 0800 304 7159 or go to www.nea.org.uk/get-help.

Electrical appliances



Unplug or switch devices off at the wall, and only charge phones for as long as is necessary. Items plugged in (even on standby) still use electricity, which could add up if you have a lot of items plugged in.

Washing your clothes at 30°C or the eco setting can lead to significant savings, with most detergents formulated to work at lower temperatures.

When replacing appliances, consider energy efficient models, which may be A-rated.

The latest heat pump tumble dryers use considerably less electricity than older vented models, or if you're able to, you can dry clothes outside or on an airer for free!

Water



Install a low-flow showerhead and try to reduce your shower time. You can save money by turning off the shower while shampooing your hair.

Be careful with your immersion heater. If you leave it on all the time, it's like leaving the kettle boiling constantly. But, if you are on Economy 7 tariff then you might need to keep it on overnight.

Insulating your hot water tank will significantly reduce heat loss, keeping your water hotter for longer and lowering energy bills.

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

NB Housing can provide an out of hours service to tenants who are not available during the day. If you require an out of hour service/visit please contact the association.

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.midandeastantrim.gov.uk/resident/waste-recycling>
0300 124 5000
- **Mid Ulster Council**
<https://www.midulstercouncil.org/resident/bins-recycling/recycling-centres>
03000 132 132
- **Lisburn & Castlereagh Council**
[Household recycling centres - lisburncastlereagh.gov.uk](http://lisburncastlereagh.gov.uk)
For further information phone 028 9244 7300 or email recycling@lisburncastlereagh.gov.uk

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