



NB Housing

Homes that build community
Tenants Newsletter

ISSUE 43
MARCH 2026



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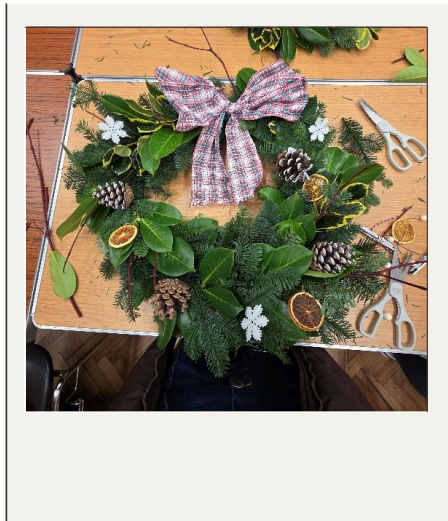


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Community Engagement

Book Club

Our Community Development Officer (CDO) held the first book club on 5th November 2025. Tenants came together and shared a coffee while reading. The book club brings tenants from different communities together and creates a safe space to read and develop relationships with one another. The next book club will take place on the 26th February 2026 in Starbucks, Hillview Retail Park.

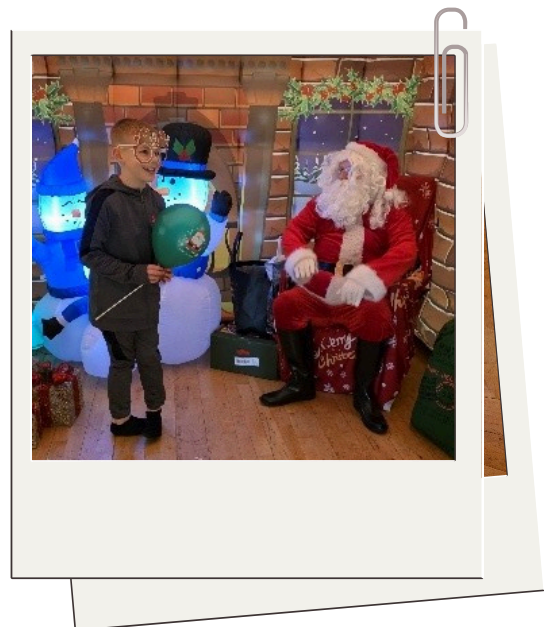


Christmas Wreath Making

Tenants took part in a Christmas Wreath making event in December. This event has always been popular with tenants so our Community Development Officer plans on running several Spring/Easter Wreath making events in the coming months. Keep your eyes peeled on our social media for updates!

Santa Meet & Greet

We hosted our first Santa Meet and Greet at Girdwood Community Hub on the 20th December 2025 and it was a huge success. Many families came along and joined in on the fun, children met Santa and enjoyed some Christmas fun on bouncy castles and disco music. Look out for details for our upcoming Easter fun day!



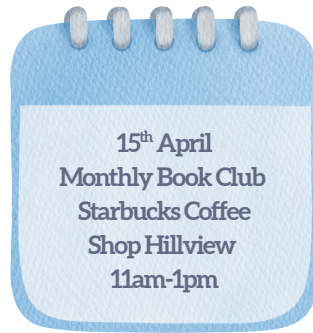
Brookfield Mill Christmas Tree

This year our Community Development Officer put a Christmas Tree at our Brookfield Scheme and tenants got involved to help decorate. It was lovely to see some Christmas spirit in the area and it allowed families to feel festive and to bring positive atmosphere to the area.

Dates for your Diary...

If you would like to attend any of these events contact Shauna on 028 9059 2110 or register your interest via our website by scanning the QR code

SCAN
ME! >>



Have Your Say!

We want to hear from you, our tenants!

You can do this by completing a [Tenant Satisfaction Survey enclosed](#). You can complete the survey by filling in the paper copy or by scanning the below QR code. This is your opportunity to voice your opinion and views on the services NB Housing offers.

The lucky winners will receive:



SCAN
HERE!



It will assist us to make improvement where necessary and therefore it is important we get your feedback. Should you require any assistance in completing the form please let us know and we will try our best to facilitate this. As a thank you for returning the survey with your comments by 22nd April you will be entered into a free prize draw!

Spring Office Closures

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

Monday 6th April 2026
Tuesday 7th April 2026
Monday 4th May 2026
Monday 25th May 2026

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

Tenants Take the Keys for Energy Efficient Homes

NB Housing completes first new build homes to include Energy Cloud technology

Nine families celebrated Christmas in their new homes in Glenavy with an extra gift - the chance of free hot water. The new homes have been fitted with innovative EnergyCloud technology, which allows surplus renewable electricity to heat the hot water tank at night. This is the first time in Northern Ireland that this system has been installed during construction, providing savings for tenants on their energy bills.



The nine new homes, a mix of three- and four-bedroom properties, are the latest development to be completed by NB Housing and represent an investment of £2,220,400, with £1,371,360 provided by the Department for Communities. The homes have been constructed to achieve an EPC A rating, placing them at the very top of energy performance standards and ensuring that tenant bills are kept as low as possible.



EnergyCloud technology allows surplus renewable electricity - which would otherwise go to waste - to be redirected to participating homes to power devices such as hot water systems during off-peak periods, particularly at night. This means tenants can enjoy free energy overnight, reducing household bills and supporting the wider energy system by putting unused renewable energy to work. By combining EPC, A-rated energy efficiency with cutting-edge EnergyCloud integration, NB Housing aims to deliver warm, comfortable and affordable homes for tenants while contributing to Northern Ireland's transition to a low-carbon future.



Speaking as tenants began to move in, Donal Conway, Chief Executive of NB Housing, said: “At NB Housing, we’re committed to pushing the boundaries of what social housing can deliver - not just in terms of quality and comfort, but sustainability and innovation. Installing EnergyCloud technology from the build stage is a first for us and for social housing in Northern Ireland. We’re excited to see the benefits it brings to our tenants in the coming months - particularly the potential savings on energy costs and the improved warmth and comfort these homes will provide.”

Jamie Delargy, Chair of EnergyCloud Northern Ireland, added: “It’s fantastic to see NB Housing embracing this technology so early in the build process. The EnergyCloud system allows us to

take advantage of surplus renewable energy, typically produced at night. Instead of wasting that energy, we can now redirect it to homes where it can be used productively - providing free hot water and reducing bills for tenants. It’s a win-win for both households and the environment.”



Housing for All

Kingsway, Dunmurry

NB Housing continues to work with local community groups in the Dunmurry area in promotion of our upcoming Housing for All Scheme. We have 14 new units due to be handed over after Easter.

On Sunday 7th December, Derriaghy CC FC Academy hosted its 1st Christmas Party. The event was a great success with over 40 members and families taking part in the celebrations.



Craig McVeigh, Head of Academy said “Days like these don’t happen without the support and commitment of the parents and the support from NB Housing. Our club actively welcomes all the community, and we now have over 100 members at the club, that come from all different backgrounds. Based in a working-class estate we know first hand the pressures on families now and this joyous day for the kids with food and treats has helped so many.

As a new kid’s academy this is the first time we have invited all the kids and their families together under the one roof. This was a great chance to get the different families to mix and you could feel the community spirit in the room.”

Prior to that, on Thursday 4 December 2025, members of the Dunmurry Community Association came together to take part in a festive Arts & Crafts workshop in preparation for their annual Seniors Christmas Dinner, which was held on Wednesday 10 December 2025.

The workshop was delivered by the Cross Community Knitting and Crocheting group, a welcoming initiative made up of residents from the greater Dunmurry area. Participants come from a range of backgrounds and meet regularly in a shared space to build relationships, develop skills, and foster community connection.

The Christmas themed activities aimed to encourage greater participation across local communities and to celebrate the festive season together. The workshop formed part of a wider programme of cultural activities delivered throughout the year which were to designed to promote good relations within the community, and reflect the ongoing work of the Dunmurry Community Association in engaging with event organisers to develop inclusive projects for local residents.



Initiatives such as this play an important role in tackling loneliness and social isolation, while providing opportunities for people to meet new friends, learn from one another, develop new skills, and demonstrate leadership within their community

Both projects were supported by NB Housing as part of the 'Housing for All' programme as part of the development of good relations initiatives detailed in the NB Housing Good Relations Plan.

The new Kingsway Shared Housing Development is currently under development by NB Housing and has 14 two bed roomed units at Kingsway in Dunmurry. The scheme is due to be launched in Spring 2026.

The development is supported by the Department for Communities and the Northern Ireland Housing Executive's 'Housing for All', Shared Housing Programme. The programme has its origins in the NI Executive's Together: Building a United Community Strategy, which reflects a commitment to improving community relations and continuing the journey towards a more united and shared society. A potential £2m will be invested in the Kingsway, Dunmurry shared housing development and associated five-year Good Relations Plan.

NB Housing currently has 1 shared housing development in Northern Ireland.

The Kingsway, Dunmurry shared housing development's Good Relations Plan includes Promotion and Engagement events which are delivered to the wider community to encourage a range of good relations outcomes. NB Housing works in partnership with the Dunmurry Advisory Group to develop this Good Relations Plan.

For further information, please contact info@nb-housing.org



Flax Foyer secured £2400 from CentrePoint, to help young people moving on from the Foyer, purchase essential items that they would otherwise not have been able to get. As a result, the young people felt more secure, comfortable, supported and respected. Here's what our young people said about the grant:

"It makes me feel more secure knowing that I will have the essentials to start me off when I move out."

"With all the support from the staff and the grant, I now have the items that I need to start my new home and feel safe and comfortable."

"The items have made my home more comfortable. Thank you to all the staff for the support"

"The grant helped me financially for moving out and I was able to get all the essentials I needed for my daughter."

"Thank you so much. It was a wonderful feeling to be able to get a foundation for my new home."

"The Foyer Staff and Manager at the Foyer helped me chose the items I needed. Their support made the process easy. It made me feel supported, respected and cared for."

Advice from our Maintenance Team

Contents insurance

NB Housing recommends that all tenants take out their own contents insurance, this will cover for damage or loss of items in the event of a leak or fire. NB Housing does not replace items or make good tenant decoration in these circumstances.

Drainage Issues

Reports of blocked drains have increased in recent years and NI Water are reporting that 93% of cases are due to wet wipes being flushed in to the sewage system.

Do NOT flush;

- Wet wipes
- Sanitary products
- Nappies
- Cotton wool
- Cotton buds

NB Housing will impose a re-charge to tenants in situations where there is evidence to show these items have caused a blockage.

Alterations

You should not make any alteration without requesting the Associations written permission.

An alteration may involve such works as:

- Electric vehicle charging points
- Removing internal walls
- Erection of railings
- Conversions to attics
- External decoration
- Changes to electrical fittings
- Hard landscaping
- Permission will not be given if the alterations:
 - Make the dwelling unsafe
 - Increase costs of maintenance
 - Reduce the value of the dwelling

Tenants will be responsible for making good any work completed that has not received the permission of the Association.

Illegal Money Lending

What is Illegal Money Lending /Predatory Lending?

Across Northern Ireland, illegal lenders target vulnerable people in desperate circumstances – that's why we call them predatory lenders. They charge very high interest rates and keep people in a cycle of debt.

It is not unusual for borrowers to pay back their loan many times over, often for years. Those who can't make payments are often forced into committing crimes, or can even be sexually exploited.

Illegal Money Lending Team

The Police Service of Northern Ireland (PSNI) has a dedicated team of detectives who specialise in illegal money lending. Our job is to support victims and keep them safe, and to take action against illegal lenders.

What if you owe money to a loan shark?

If you are a victim of an illegal lender, please contact us.

You are under no pressure to make an official statement

We will support you in whatever way is best for your personal circumstances. Lenders rely on the shame and stigma of debt to continue exploiting people.

You are not alone - there are countless people in a similar situation to you. You have not done anything wrong.

You are not under a legal obligation to pay any money back, and there are many ways in which we and other organisations can support you to take control of your situation in the way that's best for you.

Remember - you have not committed a crime – you are the victim of a crime and we are here to help.

Victims of illegal lenders are often afraid and ashamed. It is very difficult for them to come forward. If you have information which could help our investigations, please speak up on their behalf.

Contact us, or if you prefer, report anonymously to Crimestoppers on 0800 555 111 or online at www.crimestoppers.uk.org

Contact Us

Email:

[predatorylending@psni.
police.uk](mailto:predatorylending@psni.police.uk)

Telephone:

[028 9070 0563](tel:02890700563)

Report online:

[https://www.psni.police.uk/
report](https://www.psni.police.uk/report)

Predatory money lenders prey on the vulnerable

They'll squeeze until there's nothing left.

Tell our charity what you know.
crimestoppers-uk.org

Northern Ireland

CrimeStoppers.

0800 555 111

100% anonymous. Always.

Advice from the Housing Team

Benefit claimants continue to move to Universal Credit

The Department for Communities (DfC) continues to issue migration notices to those in receipt of legacy benefits, including Housing Benefit, requiring them to make an application for Universal Credit. When you receive a migration notice letter, you must apply for Universal Credit within 3 months or you are at risk of losing your benefits completely. When you apply for Universal Credit you must also make a separate application for rate rebate. More detail is included on the next page.

You do not need to take action until you receive a notice from DfC.

Have you missed rent payments ?

Do you need advice on rent arrears?

Take two minutes to find the right support for your situation.

We can help.

Talk it out

- Don't keep it to yourself
- Tell your housing officer what is going on
- Seek independent advice from a local advice centre. Your Housing Officer can help you contact them.

Make a repayment plan as soon as possible

- Look at your budget
- Create an affordable payment plan

Let's tackle this together

- Get in touch on 02890592110 if you need advice



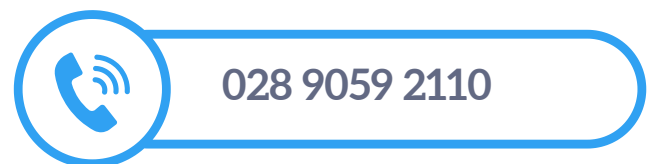
Rent arrears are 'priority debts'.

- "Priorities" are your most important payments
- They can impact your home and health

You can be evicted for not paying your rent. During that process you could incur significant legal fees. No one wants to get to that stage.

Take 2 minutes to contact us. We are here to help!

To contact your Housing Officer you can call or email us on:



Apply for Rate Rebate if you are getting Universal Credit

Most people must pay rates on their homes, either directly or through rent payments.

If you are in receipt of Universal Credit (UC) you can apply for help to pay your rates through the Rate Rebate Scheme.

Rate Rebate is a 'stand-alone' benefit it is **NOT** part of your UC claim and help with rates is **NOT** included in the payment UC makes towards your rent charge.

You need to make a separate application to www.nidirect.gov.uk/rate-rebate-scheme

You can only do this online. If you need help with this contact your Housing Officer at NB Housing on 02890592110 or email info@nb-housing.org. We are here to help!

Completing the online application

1. You will first need to use your email address to register for a Rate Rebate account online at: www.nidirect.gov.uk/rate-rebate-scheme



Alternatively, you can scan the above QR code on your mobile phone or tablet and it will take you directly to the site.

2. You will be prompted to create a password.

3. Make a note of this password as you will need it each time you want to access your online account to view your claim.

4. A verification email will be sent to you and once registered, you will then be invited to complete the online application.

5. During the application process, you will be prompted to select NB Housing Association from a drop-down menu.

You should claim Rate Rebate as soon as possible after you are awarded Universal Credit.

If you do not apply you will be liable to pay the rates yourself!

If you have not applied for Rate Rebate and your rent account shows an arrear please contact us immediately, don't ignore the situation. The sooner you speak to us the sooner we can agree a solution. If you ignore your arrear you could be putting your home at risk. Speak to your Housing Officer today, we want to help.

Note:- If you are not in receipt of any benefits you are responsible for paying your full rent and rates charges.

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