



NB Housing

Homes that build community

Tenants Newsletter

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Our New Homes

Lower Clonard, Belfast

In May 2026, we allocated two highly energy efficient homes to families in need of social housing. Below are a few photographs taken following handover:



Gowland Grove, Portavogie

We handed over new family homes in April and May 2026, with the final properties set to be ready in summer 2026.



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 which includes 3 wheelchair apartments.



Moorlough Road, Lisnakea

Please see below the architectural drawings for the Competitive Land, Design and Build proposals at Moorlough Road, Lisnakea, which are planned for general needs housing.



Sean- Paul's Story

I moved into Flax Foyer almost 2 years ago due to family problems and substance abuse. These things were affecting my mental health and I didn't know where to turn.

With the help of my keyworker in the Foyer I was encouraged to engage with external services who could help me try and turn my life around. I engaged with Joanne from Daisy - she was brilliant and made me realise that I had a problem. I still to this day see Eamonn from Aspire - absolute gentleman, would recommend anyone who needs their head cleared to speak to him, definitely worth it. I also started playing football 3 nights a week, this helped me with my mental health and also kept me fit. Currently I'm taking driving lessons and hope to be on the road soon, I passed my theory test a few months ago - picture me driving lol.

In the Foyer I have taken part in loads of groupwork sessions and have completed lots of qualifications with Extern including peer mentoring, drug and substance, peer pressure & employability and so much more. But more importantly, I loved it when the fella got us our Chinese every Tuesday night.

When I arrived in the Foyer I had no idea how to get a house and how to get points. Without the Foyer team who always went out of their way for me, I would be lost. They did everything for me like ringing the Housing Executive, emailing the people who could help, and always keeping me up to date. Collette (my 1st keyworker) was so nice to me when I arrived, always checking in on me, helped me settle in and made sure I was always sorted. "I was a confused little boy, but now, I'm an independent young father, who can now start to believe he has a future"

I don't know where to begin with thanking the Foyer staff and what they have done for me, from the night staff; Martina, Bryan, Lisa, Vic, Chloe and Ronke, I want to thank each and every one of you.



No matter how many questions I asked (trust me, there was a lot) and the times I came in from a night out, you's were always on hand to help and answer and never complained. The day staff; Nuala, Holly, Heather, Poushali and Sean, the craic was always great. I would be totally lost without you and what each and every person has done for me. I think I would have ended up on the streets if I hadn't been accepted in Flax Foyer".

Now, I'm a young father to my beautiful daughter, completely clean of substances, and with the help of the Foyer team trying to get my own place for me and my daughter. I am also starting to look at jobs so I can work to provide for my family. "I'm not leaving here, I'm going to get a job in here (Flax Foyer), if I'm late, you can buzz me across the way. Really a big thanks to everyone in Flax Foyer and what they do to help young people like me.

Mental Health Week at Flax Foyer

For Mental Health Week (11th- 17th May) the Foyer arranged activities for the residents to take part in to promote positive mental wellbeing. Staff asked the residents for ideas of activities that they would enjoy doing and they came up with baking and gardening. On Monday evening staff made chocolate chip buns with the residents with green icing for mental health awareness. Residents loved doing this and have continued making them into the following weeks! On Wednesday, staff supported residents to partake in gardening where they planted different types of flowers, the residents felt that this activity was very calming and our back garden looks happier now!

Holly (Support Worker) made a positive affirmations jar for residents to take a positive affirmation from each day of the week. There was a lot of positive feedback from this and residents have asked for this to become more regular! Martina (Support Worker) also introduced a 'quote of the week' where we frame a new positive quote every week which is on display on the ground floor for residents to read.

Staff and residents enjoyed doughnuts on Friday. Overall it was a very positive week with activities and lots of smiles!



Join our Customer Experience Panel

We are always keen to get our tenants involved in what we do. Our Customer Experience Panel meets quarterly and is an excellent way of coming together with our tenants to hear views on how we work and also for us to provide information on our plans for the future.

For tenants the panel is an excellent way of meeting new people and socialising. There are also opportunities to take part in various activities including arts and crafts. If you or anyone you know in your community feels they would like to get involved please contact Shauna Toal, our Community Development Officer on 028 90592110.

Sorry we're
CLOSED

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

- Monday 13th July 2026
- Tuesday 14th July 2026
- Monday 31st August 2026

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

Anti-Social Behaviour

Commitment to a Safer Community

Anti-Social Behaviour might include amongst other things:

- Violence or the threat of violence
- Hate behaviour that targets members of identified groups because of their perceived differences (e.g. race, religion, political affiliation, disabilities or sexual orientation)
- Noise nuisance (rowdy parties, loud music/TVs, dog barking)
- Arguing and door slamming
- Environmental quality issues (e.g. litter, dog fouling, graffiti, fly tipping, nuisance vehicles)
- Offensive drunkenness
- Using Housing Association accommodation for selling drugs or drug abuse or other unlawful purposes
- Intimidation and harassment.

NB Housing may take legal action against tenants who are found to be guilty of ASB and this will be deemed to be a breach of tenancy.

What can you expect NB Housing to do when you report ASB?

NB Housing acknowledge that every individual is entitled to live in peace within their neighbourhood and that to provide a quality housing service we will effectively address the problem of anti-social behaviour.

We will:

- quickly and formally acknowledge all reports of anti-social behaviour,
- seek to investigate all reported instances of anti-social behaviour at office level in a timely manner,
- provide advice and support,
- identify and interview all interested parties,
- establish inter-agency working where appropriate,

- use legal action when all efforts at conciliation have failed. Action can include possession, injunction and applying to relevant authorities for an Anti Social Behaviour Order endeavour to take action on behalf of Association tenants who are the victims of anti-social behaviour,
- seek to respond to instances of anti-social behaviour on NB Housing land whether the complainant is a tenant, private tenant or owner occupier and in the context of re-housing, take full account of any anti-social behaviour carried out by the housing applicant or their household, to the extent that this is legally permissible.

Anti-social behaviour is something that NB Housing takes very seriously. Everyone deserves to live in their homes in peace and quiet. Sometimes unfortunately this does not happen due to actions of others.

If you are experiencing any form of anti-social behaviour it is important that you report this to the relevant authority. Whilst NB Housing will always act within it's policy, building a case is key to our success and to do that we need detailed evidence and reports. We always advise that any reports of illegal activity or nuisance is reported to the PSNI as ultimately they can enforce the law. NB Housing will then seek written reports from them about any incidents which they have been made aware of. Unfortunately it is very difficult for us to progress cases without proper evidence of what happened.

Should you wish to discuss any issues you are experiencing or need further clarification on the best way forward please contact our offices on 02890592110 and speak to your Housing Officer who will be happy to help.

Pest Control

What is NB Housing responsibility?

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 is tenant responsibility?

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.

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 NB Housing's 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.

How to manage a leak in your property

What to do if there is a leak;

If you discover a leak, you should immediately switch off your heating and shut 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 turn the taps on 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.

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