NB Housing

Homes that build community

Tenants Newsletter

ISSUE 45
OCT 2026



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Community Highlights

A Summer of Connection and Support

During the summer months NB Housing has helped strengthen communities through events, local projects, and funding opportunities that bring residents together and supports our neighbourhoods.

Fun Day at Rockfield Meadows, Carrowdore





Our Rockfield Meadows Fun Day was a great success, bringing residents together for an afternoon of family fun and refreshments. With bouncy castles, games and relaxed conversations with neighbours, the event highlighted the strong community spirit that makes Rockfield Meadows such a great place to live.

Holyrood and Connsbrook Summer BBQs: Bringing Neighbours Together





Residents from our Holyrood and Connsbrook schemes came together for summer BBQs filled with good food, great company, and plenty of friendly conversation. The events were a wonderful opportunity for neighbours to connect and enjoy time together.

Supporting Communities Through Funding

Investing in Ideas That Make a Difference



Alongside our events programme, NB Housing has continued to support local people and organisations through our Community Fund. The fund provides financial support to eligible community groups and charities delivering projects that benefit local communities. By supporting new initiatives and strengthening existing programmes, we continue to invest in positive outcomes that help communities thrive.

Thank you to all our tenants, volunteers, partners, and community groups who have contributed to another successful quarter. We look forward to sharing more community highlights in the months ahead.

Annual Report 2025/2026

We are delighted to include your copy of NB Housing Annual Report 2025/26. 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.



Results of our Tenant Satisfaction Survey 2025/26



72% satisfied with the service provided by NB Housing



63% satisfied with maintenance and repairs service



72% satisfied with your home and area as a place to live



86% satisfied that NB Housing staff are helpful

We would like to take this opportunity to thank the 155 tenants who responded to our Tenant Satisfaction Survey this year: your views are important to us and help shape our services for all tenants.

72% of you were satisfied overall with the services provided by NB Housing which was an increase on last year. We were pleased to see that satisfaction with our repairs and maintenance service also increased this year as we know this is one of our most important services to tenants. This will continue to be a key area of focus for us and we hope you will continue to see improvements.

86% of you said that NB Housing staff were helpful when you contacted them. This was once again the highest score on our survey and we continue to prioritise training our frontline staff to ensure you get the responses you need from us.

71% of you were satisfied that NB Housing keeps you updated on the things that matter to you. We hope you will find the articles in this newsletter interesting and informative. You can also follow us on social media for regular updates and check our website for upcoming events in your area.

Some customers would still like to see improvement in the opportunities to participate in decision making with NB Housing.

If you would be interested in joining our Customer Experience Panel – please do get in touch on 02890592110.

Alternatively, all of our events our posted on our website. Scan the QR code to be taken to our events calendar...

SCAN ME!

Housing Perks App

Save money when you shop with Housing Perks





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.

UPCOMING EVENTS

12TH OCT



Bird Box Decorating

Holyrood/ McCorry House

21ST OCT



Monthly Book Club

Starbucks (Hillview) at 2pm

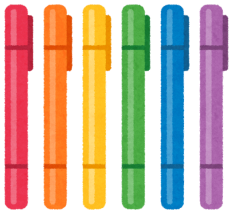
22ND OCT



Customer Experience Panel

Girdwood Community Hub at 11am

26TH -30TH OCT



Childrens Colouring Competition

Pick up an activity pack from the office and return it to receive a treat.

If you are unable to visit the office, packs can be posted on request

5TH NOV



Autumn Wreath Making

Ardoyne Community Centre, 10.00am to 12.30pm (10 places available)

Whether you're interested in social activities, creative workshops, or community engagement opportunities, we'd love to see you there.

To register your interest or learn more, please contact Shauna Toal, Community Development Officer, on 028 9059 2110. You can also scan the QR code to view our events calendar and see what's coming up. We look forward to welcoming you to our upcoming events.

SCAN HERE

Our New Homes

We were delighted to take handover of six new family homes in Portavogie, providing much-needed social housing and creating new opportunities for local families to put down roots in the community. Take a look at some of our photos from handover!









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.



John Campbell
Maintenance Officer

Hello! My name is John and I joined NB Housing on 1st September 2026 as a Maintenance Officer, having previously worked for another housing association.

I have worked in the construction industry for 50 years and have a portfolio of experience relating to all aspects of new and refurbishment works including project management. I also have considerable experience working with clients and tenants to ensure all issues are investigated and resolved to a satisfactory and compliant standard within set timeframes.

I enjoy being part of a dedicated team to provide a high level of customer focused service and satisfaction in responding to requests for assistance.

Hi, my name is Sophia Campbell! I'm 19 and from a small town outside of Belfast.

I've always been interested in property, business and the way organisations can make a positive difference within their local communities, so I have started a Housing Practice Apprenticeship with NB Housing which is an exciting next step for me.

I completed my GCSEs at school and recently finished my Level 3 Health and Social Care qualification, which helped grow my interest in working with people and supporting others. I'd describe myself as energetic, driven and always keen to get involved and learn something new.



Sophia Campbell
Property Services Apprentice

I'm really looking forward to building my experience within NB Housing, meeting new people and developing a career where I can make a positive impact along the way!

Hi, my name is Alex Rochfort and I began my role as a Maintenance Officer here at NB Housing in early August and I'm excited to be part of a hardworking and dynamic team.

Before my role here, I was part of the Customer Solutions Team in a different housing association, which equipped me with all queries regarding housing, maintenance, and development.

I was drawn to maintenance due to its busy nature, and results-based outlook. I look forward to providing good quality service to our tenants



Alex Rochfort
Maintenance Officer



Daryl McKillen
Stock Condition Surveyor

My name is Daryl McKillen and I am the Stock Condition Surveyor at NB Housing.

I started my career in housing in 2017 as an Assets officer with another association and have worked in planned, response and compliance works. The majority of my experience is in fire safety, and risk assessment for communal blocks.

I also had a year out living in Sydney where I had the chance to do survey work in national parks, schools, correctional and health care facilities in remote / interesting places around Australia.

I am happy to join a new team as the Stock Condition Surveyor and put my experience to use in a tenant facing role. I am also eager to develop my surveying skills and learn from my new colleagues.

In my spare time enjoying hiking, gym and jiu jitsu.

John, Sophia, Alex and Daryl are based in our Crumlin Road office and can be contacted on 02890 351131

Damp & Mould

If you are experiencing damp in your home, it is important that you let us know so we can fix it as soon as possible. You can report damp to our dedicated email address damp@nb-housing.org or by telephone 028 90351131.

How do I know if I have damp?

If your home has not been properly protected from the elements, due to issues like damage to the roof or windows, rising damp, or leaking pipes, this could lead to damp problems. In most cases, you will notice signs like a 'tidemark' on your walls.



How do I spot mould?

Mould will grow in places with a lot of moisture, such as a leakage in roofs, pipes, and walls. Usually, you will be able to smell it or notice its green, black, and white colours on varied surfaces. Mould will thrive with moist materials to feed on, such as wallpaper, wood, and carpet.

Unfortunately, mould will continue to develop until it is cleaned and removed. It is important to report mould to us as soon as you notice it.



What is condensation?

Even when we cannot see it, there is moisture in the air. If the air gets too cold, it cannot hold all the moisture, and tiny drops of water appear on surfaces.

Like how your mirror mists over when you have a shower or take a breath on a chilly day. Unlike damp, it does not leave a tidemark and mainly happens during cold weather.

Keep a look out in corners, near windows, or in and behind wardrobes and cupboards, especially if the walls are north facing.



Condensation in your home

Help keep your home free from moisture and damp by scanning the blue QR code for useful tips, or scan the grey QR code to watch a video about condensation.

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Reporting Repairs

How do I report a repair?

To report a repair you can contact us by phone, email or by reporting the repair on our website;

028 9035 1131

info@nb-housing.org

www.nb-housing.org

What happens after I report the repair?

The repair will be classified into one of three groups; emergency, urgent and routine. The timelines for completing repairs are listed below;

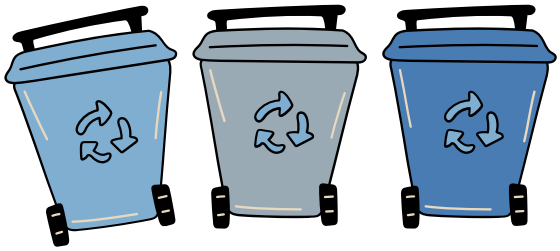
Classification	Response & Completion Times
Emergency	24 hours of receipt of instruction
Urgent	4 working days of receipt of instruction
Routine	4 calendar weeks of receipt of instruction

You will receive a text message confirming the order reference and anticipated completion date. If you do not want a text message, please ask the Maintenance Officer to send you written confirmation.

The contractor will attempt to contact you to provide notice and to arrange a suitable time for the visit however this may not be possible in the event of emergency and urgent requests. The call may come from a private withheld number, and we would ask you to ensure you take these calls. It is imperative that access is granted to allow the repairs to be completed in accordance with the general conditions of tenancy.

In certain circumstances we may need to enter the home in your absence for example in an emergency event or for health & safety reasons. We will aim to provide a minimum of 24 hours notice depending on the circumstance.

Keeping Our Communal Areas Clean and Tidy



Communal areas such as entrance halls, stairways, landings, shared gardens, bin stores, and parking areas are important shared spaces that all residents use and enjoy. Keeping these areas clean, tidy, and free from obstructions helps create a safe, pleasant environment for everyone.

As a tenant, you are responsible not only for your own behaviour but also for the behaviour of members of your household and visitors in communal areas and around your home. Leaving rubbish, bulky items, personal belongings, or allowing damage to shared spaces can inconvenience neighbours and may create health and safety risks.

We therefore encourage all residents to:

- Dispose of household waste correctly.
- Keep communal hallways, stairs, and exits clear at all times.
- Avoid storing personal items in shared areas.
- Report any damage, graffiti, or fly-tipping promptly.
- Show consideration for neighbours by helping to maintain a clean and welcoming environment.

By working together and taking pride in our communities, we can ensure our apartment buildings remain safe, attractive, and enjoyable places to live for everyone. Thank you for doing your part.

Working Together to Tackle Anti-Social Behaviour

Everyone has the right to enjoy their home and neighbourhood in peace. At NB Housing, we are committed to creating safe, welcoming communities where residents feel respected and supported. The Association takes all reports of Anti-Social Behaviour (ASB) seriously and will investigate complaints promptly and fairly.

What is anti-social behaviour?

Anti-Social Behaviour is any conduct that causes, or is likely to cause, nuisance, annoyance, alarm or distress to people living in or visiting the area. This can include excessive noise, intimidation or harassment, threatening behaviour, vandalism, drug-related activity, littering, graffiti, dog fouling, and other actions that negatively affect neighbours and the wider community.

Tenants are responsible not only for their own behaviour but also for the behaviour of their household members and visitors. Most issues can often be resolved through early intervention, discussion, support, or mediation. However, where serious or persistent ASB occurs, NB Housing may take formal action, including warning letters, Acceptable Behaviour Contracts, injunctions, possession proceedings, or requesting further legal remedies through the appropriate authorities.

If you are experiencing ASB, please report it as soon as possible. We will acknowledge your complaint, investigate the matter, and provide advice and support throughout the process. Witnesses and complainants will be treated sensitively, and confidentiality will be maintained wherever possible.

By working together and showing consideration for our neighbours, we can help make our communities safer, cleaner, and more enjoyable places to live.

Need to report ASB?

Contact NB Housing by phone, email, in writing, or in person. Early reporting helps us respond quickly and effectively.

028 9059 2110

info@nb-housing.org

Gatelodge, 8 Flax Street Belfast, BT 14 7EQ or 282-290 Crumlin Road Belfast, BT14 7ED

More information can be found on our website by scanning the QR code below;



Have Your Say
Our Complaints Process

At NB Housing, we are committed to providing a high-quality service to all tenants and residents. If you are unhappy with a service we have provided, or how a matter has been handled, we want to hear from you so that we can put things right and improve our services.

Who can make a complaint?

Anyone who feels dissatisfied with a service provided by NB Housing can make a complaint. Complaints can be made in person, by telephone, by email, or in writing. Assistance is available for anyone who needs support in making a complaint.

Our Two-Stage Complaints Process

Stage 1: Frontline Response

Complaints at Stage 1 should be easily resolved and are not of a complex nature. We will aim to resolve your complaint as quickly as possible and respond within 5 working days.

Stage 2: Investigation

If you are unhappy with the outcome of your Stage 1 complaint you can escalate the complaint to Stage 2. We will acknowledge your complaint within 3 working days, investigate and respond within 20 working days.

If you remain dissatisfied after Stage 2 of the complaints process, you can refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO), an independent body that investigates complaints about public services.

Your feedback is important to us and helps us learn, improve, and deliver better services for everyone.

NB Housing Supports Domestic Abuse Awareness Week

19th – 23rd October 2026

At NB Housing, we believe everyone deserves to feel safe, respected and supported in their own home. As part of Domestic Abuse Awareness Week 2026, we are reaffirming our commitment to raising awareness of domestic abuse, supporting those affected, and promoting the services available to help people find safety and support.

How NB Housing Can Help

As a housing provider, we understand the significant impact domestic abuse can have on individuals and families. Our staff are committed to:

- Listening with empathy and without judgement.
- Treating disclosures sensitively and confidentially.
- Signposting tenants to specialist support services.
- Working with partner organisations where appropriate to help ensure safety and wellbeing.
- Supporting individuals to access the assistance they need.

Support Is Available

If you are a tenant who is experiencing domestic abuse or are concerned about someone else we encourage you to make contact with specialist services who can provide confidential advice, support and practical assistance.

Women's Aid

Women's Aid is a leading charity working to end domestic abuse against women and children. They provide information, support and access to local services.

24-Hour Domestic & Sexual Abuse Helpline: 0808 802 1414

https://www.womensaidni.org

Refuge

Refuge supports women and children experiencing domestic abuse through a range of services, including emergency accommodation and specialist advice.

National Domestic Abuse Helpline (24 hours): 0808 2000 247

https://www.refuge.org.uk

Men's Advisory Project

The Men's Advisory Project provides support and counselling services specifically for men experiencing domestic abuse.

Helpline:
028 9024 1929

https://mapni.co.uk

NSPCC

For concerns involving children affected by domestic abuse, the NSPCC offers advice and support for children, young people and adults.

Helpline
0808 800 5000

https://www.nspcc.org.uk

Victim Support NI

Victim Support NI provides emotional and practical support to people affected by crime, including victims of domestic abuse.

Helpline:
028 9024 1929

https://mapni.co.uk

If You Are In Immediate Danger

If you or someone else is in immediate danger, call 999 and ask for the police. If speaking is unsafe, you can dial 999 and then press 55 when prompted to indicate that you need urgent assistance but cannot speak.

Standing Together

Domestic Abuse Awareness Week reminds us that domestic abuse is everyone's business. By increasing awareness, encouraging open conversations and supporting those affected, we can help create safer communities for everyone.

NB Housing stands with survivors of domestic abuse and supports the work of the many organisations that provide life-changing services every day. If you need support, please remember that help is available and you do not have to face domestic abuse alone.

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.midandeastantrim.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
Phoenix Gas: 0345 455 5555
Power NI: 0345 745 5455
INSEC Security: 028 9020 0080
Belfast City Council Pest Control: 028 9027 0431
Noise Control: 028 9037 3006
Waste Management: 028 9027 0657

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