

Choice News

Issue 7
Autumn 2017

The Newsletter
for Choice Housing
Ireland Tenants



Choice make the digital connection



**Universal Credit
Changes**
Page 4



**Whitehouse Court
Refurbishment**
Page 14



**Christmas Card
Competition**
Page 30

Wish
Merry



**Gardening
Competition**
Page 41

 @Choice_Housing  /ChoiceHousing

choice 
choice-housing.org

Small Grants Scheme	18
How we're Performing	21
Delivering New Homes	22
Colouring in Competition	25

A message from our Group Chief Executive

Michael McDonnell



Welcome to the Autumn 2017 edition of Choice News.

I am going to devote my introduction to one of the most important aspects of my role as Chief Executive, namely to ensure effective tenant involvement across Choice.

Choice is absolutely committed to placing tenants at the very centre of everything that we do. We believe that by listening to your views we can ensure that our current services are more responsive to your needs. More importantly, we can also identify and prioritise areas for improvement across Choice.

Following the creation of Choice in 2015, we engaged Supporting Communities to undertake a formal tenant consultation exercise. Feedback from tenants at that time led to the creation of a Tenants' Forum with representatives drawn from our schemes and housing developments across Northern Ireland.

Earlier this year, we invited Supporting Communities back into Choice to review the effectiveness of our tenant involvement initiatives and to assist with the development of

our first Tenant Involvement Strategy. Working with and through Choice tenants, this new strategy summarises our plans for increasing tenant involvement.

You should expect each and every contact with our organisation to reflect our core values of being trustworthy, dynamic and customer-centred. We don't always meet the high standards that you expect, but we are determined to acknowledge any shortcomings and to improve. A key component in keeping Choice focused on these values is tenant involvement.

Choice offers a number of opportunities for tenants to engage with your landlord through our 'Menu of Involvement'. From estate walkabouts to tenant inspectors, from mystery shoppers to tenant champions, and from the many residents' groups to the Choice News editorial team, we are keen to match every tenant who is interested in the work of Choice with the range of involvement options.

At the very centre of our tenant engagement programme is the network of Tenant Forums. We have four Regional Forums covering Belfast, North West, South East and South

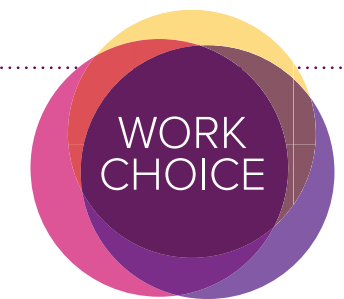
West areas respectively. In addition, the Choice Central Tenants' Forum consists of representatives from each of the regional groups and therefore provides coverage across the country.

Supported by our tenant involvement team, each Forum provides challenge and support to Choice in relation to policy development, service improvement and key change projects. A sample of ongoing initiatives involving tenants includes the redesign of key housing management and property services, the development of a new tenant incentive scheme called 'Active Choice', and guidance around our community investment programmes.

If you would like to help shape the future of Choice and our services then please get involved. You can find out more about tenant involvement through a dedicated section of our website. Alternatively, please contact the Chair or Vice Chair of our Central Tenants' Forum at bill.jeffrey@choice-housing.org or rita.murray@choice-housing.org respectively.

Ultimately, we rely on your support as a tenant to meet your needs as a tenant.

Choice Pilot Boosts Workforce Skills



Congratulations to seven participants who have successfully completed the first WorkChoice pilot employment scheme delivered in partnership with Choice and Bryson Future Skills.

The six-month scheme, aimed at boosting skills and propelling people into employment, began back in February 2017 and placed seven participants in 'hands-on' roles across teams in Choice including; Property Services, Services Centre, Finance and ICT.

A celebration of the participant's accomplishments was held with staff from both Choice and Bryson FutureSkills.

Michael McDonnell, Choice Group Chief Executive said: *"It has been our pleasure to welcome each participant into our teams in recent months and, with Bryson FutureSkills, see the opportunities of WorkChoice really being seized. I hope this is the start of a new chapter for those who took part and that they take the experiences of the programme into new roles".*

Further to the six-month work experience placement, the participants have achieved an OCR Accredited Employability Skills Qualification. Participants were given support and guidance by Bryson FutureSkills throughout the duration of the employment programme. John McMullan, CEO of Bryson FutureSkills said:

"We are delighted to propel participants towards sustainable employment through practical work based learning. It's more than just experience, important though that is. Each of the participants has undertaken training to develop new skills that are valued in the workplace".



Universal Credit



Choice tenants are probably aware by now that Universal Credit began its introduction into N. Ireland on 27th September 2017. Further details of the new benefit are highlighted below for your information:

Universal Credit is a single means-tested benefit for working-age people aged 18 to 64 years and is paid to each household. It will replace the following means-tested benefits:

- Income Support
- Income-Based Jobseeker's Allowance
- Income-Related Employment and Support Allowance
- Child Tax Credits
- Working Tax Credits and
- Housing Benefit.



Universal Credit will be paid monthly by default but claimants can choose to receive payments fortnightly. The housing element of Universal Credit will be paid by default to your landlord on a monthly basis.

At the start of a claim for Universal Credit the joint claimants must choose whether payment is made to one single account or whether to split payments across two accounts (there is no default option).

Claims for Universal Credit will be made online, and all subsequent contact regarding the claim will be conducted online at ww.nidirect.gov.uk/UniversalCredit

It is important that you have the following information at hand before you start your claim:

- Your postcode
- An email account
- Details of the bank or building society you want Universal Credit paid into
- Details of your housing costs (rent)
- Your landlord's details
- Details of your savings or other capital
- Details of any income that's not from work, for example, from an insurance plan
- Details of any other benefits you're getting



When you submit your claim you may be asked to provide more information. This information should be provided within one calendar month to ensure your claim is processed. If it is not provided within 1 calendar month your claim may be cancelled!

The introduction of Universal Credit will be carried out in two phases:

- **Transition phase** – new benefit claims commencing from September 2017
- **Managed migration** – existing benefits claims will transfer to Universal Credit between July 2019 and March 2022

The Department for Communities (DfC) has published a timetable for the transition phase of Universal Credit:

- | | |
|-----------------------|---|
| • 11 December 2017 | Magherafelt and Coleraine |
| • 15 January 2018 | Strabane and Lisnagelvin |
| • 5 February 2018 | Foyle and Armagh |
| • 19 February 2018 | Omagh and Enniskillen |
| • 5 March 2018 | Dungannon and Portadown |
| • 16 April 2018 | Banbridge and Lurgan |
| • 30 April 2018 | Kilkeel, Downpatrick and Newry |
| • 14 May 2018 | Bangor, Newtownards and Holywood Road |
| • 28 May 2018 | Knockbreda, Newtownabbey and Shankill |
| • 11 June 2018 | Corporation Street, Falls and Andersonstown |
| • 25 June 2018 | Shaftesbury Square, Lisburn and Larne |
| • 2 July 2018 | Carrickfergus, Antrim and Ballymena |
| • July-September 2018 | Cookstown, Ballynahinch and Newcastle |



Help with rates

Rates support is currently paid with Housing Benefit. When Universal Credit is introduced, a new Rate Rebate system will replace the rates payment under Housing Benefit for new tenants.

Your Universal Credit payment will not include a payment towards the rates element of your weekly charge. Rates support for working age tenants receiving Universal Credit will be moving to a new Department of Finance 'Rate Rebate' scheme administered by Land and Property Services (LPS).

Applications for a rate rebate will have to be made separately from Universal Credit. Payments of Rate Rebate will also be made separately from Universal Credit. The application for Rate Rebate will need to be made within three months of entitlement to Universal Credit being established.

When making the application, claimants will be asked six or seven questions online. If a Universal Credit claim is cancelled, suspended or resumed, the Rate Rebate payments will be affected.

If you are concerned about transferring to or making an application for Universal Credit you can find more information by:

1. Contacting the Independent Welfare Changes Helpline on 0808 802 0020
2. Visiting the Welfare Changes website: www.nidirect.gov.uk/UniversalCredit.
3. Contacting the Universal Credit telephone service: 0300 123 3017 (8am to 6pm, Monday to Friday. Call charges £0.10/minute from a landline and £0.03 to £0.55/minute from a mobile.)
4. Contacting Choice Services Centre: 0300 111 2211 or email: Choice Services Centre: enquiries@choice-housing.org
5. Visit Choice's website: www.choice-housing.org
6. If you need help getting online your Jobs and Benefits Office or local library can provide support. Find out where to get support at: www.gov.uk



UC Universal Credit Is Here
Are You Prepared?

Fire Safety at Home

In the summer edition of Choice News we included some timely advice on fire safety. Since then, Choice staff have:

- provided further information regarding evacuation procedures to tenants living in blocks of flats.
- Commenced a review of fire risk assessments for all block accommodation to ensure any risks are identified and rectified.
- Appointed a consultant to review fire safety across the entire organisation.

Furthermore, we are preparing a fire safety handbook, to be issued to all tenants, which will contain detailed advice on fire safety at home. It is important to reiterate that fire prevention and safety is a shared responsibility.

Choice will continue to provide safe homes equipped with appropriate fire detection and compartmentation such as fire doors. However these systems provide early warning and subsequent containment of fire.

It is much better to prevent fires by following good practice such as:

- Take extra care in the kitchen – accidents while cooking account for over half of fires in homes. Never leave young children alone in the kitchen.
- Take extra care if cooking with hot oil and never throw water onto or try to move very hot or burning oil. Consider buying a deep-fat fryer which is controlled by a thermostat (if you don't already have one).
- Never leave lit candles in unoccupied rooms or in rooms where children are on their own.
- Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn.
- Make sure cigarettes are stubbed out properly and are disposed of carefully, and never smoke in bed.
- Regularly clean the filters in tumble dryers

and kitchen extractor hoods.

- Keep matches and lighters where children can't see or reach them.
- Take special care when you're tired or have taken alcohol.
- Don't overload electrical sockets. Remember, one plug for one socket.
- Don't leave the TV or other electrical appliances on standby. Always switch them off and unplug them when not in use.
- Don't charge phones etc overnight or near flammable materials.

If a fire does occur, the risks of harm reduce by:

- Testing smoke alarms weekly and never disconnect, cover or remove batteries to ensure you have early warning of a fire.
- Always treat an alarm as a real fire.
- Make a fire action plan so that everyone in your home knows how to get out if there is a fire.
- Keep the exits from your home clear so that you can escape if there is a fire.
- Make sure that everyone in your home can easily find the keys for doors and windows.
- Get into the habit of closing doors at night. If you want to keep a child's bedroom door open, close the doors to the lounge and kitchen; it might help to save their life if there is a fire.
- Do not run white goods such as tumble dryers, dishwasher and washing machines during the night or when you are not at home.
- If you or a member of your household has any difficulty seeing, hearing or moving about your home, you will need to take extra care to deal with the risk of a fire. If there is a fire, close doors and windows, if possible, before you leave your home as this will help to contain the fire.

If you live in a flat, the following advice also applies:

STAY SAFE



- Flats are built to be fire-resisting and should contain fires until the NIFRS arrive provided doors are kept shut.
- Walls, ceilings and doors will hold back flames and smoke, so if there's a fire somewhere else in the building, you're usually safest staying in your flat unless you're affected by heat or smoke.
- If you live in a flat you should plan how to escape if there is a fire in your home or your block. It is likely that a flat will share common areas with other flats, such as corridors and stairways. The owner of the building will have the responsibility of making sure that the necessary fire safety measures needed in these areas are installed. For example, there may be a communal fire alarm, fire doors and other fire safety features of the common areas which will need to be regularly maintained. Never interfere with fire detection equipment or fire safety measures such as fire doors and never leave rubbish, unwanted furniture etc in the communal areas.

If you come across materials that have been left, they may present a risk to you and your family.

Please contact us immediately.

- You should not use a lift if a fire happens.
- If you cannot escape because of smoke in the corridors, you will need to stay in your flat, near a window, where you can wait for assistance. Call 999 and tell the fire service operator which flat you are in. The operator will tell the fire fighters to come and assist you or let you know that your flat is not in danger. This is particularly important if you have difficulty moving around or using the stairs. Tell your Housing Officer or let the Fire Service know that you would be unable to evacuate if there was a fire in your building.

The consequences of a fire can be devastating, even if it doesn't result in the loss of life or injury. While Choice will repair or replace damaged fixtures and fittings, we will not replace your personal items. You are therefore strongly advised to take out home contents insurance to cover your personal affects in the event of fire.

If you have any concerns you can visit Northern Ireland Fire & Rescue Service's website at www.nifrs.org or call 028 9266 4221.

Get Everyone Online

Make the Digital Connection



Choice digital inclusion



Choice is passionate about digital inclusion and we are determined to Get Everyone Online and develop the digital skills of our customers. This year we have installed high speed wifi in every common room throughout our sheltered living schemes for our tenants to get online easily and safely.

Helping tenant representatives to gain new skills and confidence with digital engagement will open new channels for improving communication with Choice.

We are working with the Department for Communities and Supporting Communities to promote digital inclusion. We recently invited members of our Tenants' Forum to take part in this training opportunity. The Tenants' Forum structure is an important means of communicating for Choice between tenants and our staff, we recognise that support is required to enable our Forums to be effective and meaningful.

As representatives of the tenants in each region, they are ideally placed to encourage and support others to engage online, particularly with Choice's new Tenant Portal, and to seek training if required.

Over the 8 week course the specialist team at Supporting Communities will deliver training across a number of key digital skills including Skype, email, and online shopping.



Learn how to use Google



Set up an email account



Visit choice-housing.org



Learn how safe and easy shopping and banking online is



Create a Skype account



Research your family history or other hobby online



126 Strand Road

£3 million redevelopment to deliver 1, 2 and 3 bedroom apartments



Tenants' Forum Seal of Approval

We are investing £3 million at 126 Strand Road as part of our ongoing comprehensive stock investment strategy. This will provide 94 social housing apartments, featuring high quality contemporary interiors and offering secure affordable homes in the heart of Derry~Londonderry.

Our Tenant Involvement Champion, Claire Darby and the Tenants' Forum visited the scheme this week. Forum members reported back that the refurbishment has progressed well and the apartments will make fantastic homes to the new tenants.

To arrange an appointment to view our show apartment Call:

0300 111 2211

enquiries@choice-housing.org
choice-housing.org

Medway Court Fun-day!

Tenants and their families experienced a great afternoon of entertainment, food and music at Medway Court's family fun day on Friday 25th August. While the event was initially organised for Medway tenants and their families, invites were extended to Hazelbank Court and Tamar Court. An invitation was also passed to Scrabo Residents friendship group, a cross community older peoples' group from Newtownards who have been on several trips with the tenants of Medway Court. All in all, we saw a fantastic turn out of at least 60 guests!

Policing and Community Safety Partnerships (PCSP) were in attendance, and involved tenants and other visitors in their survey for Belfast's 2023 bid for European Capital of Culture. We also had visits from local neighbourhood PSNI officers, and Cruse Bereavement Care provided information on the Friendship Club that is held every first Wednesday of the month at Medway. Local MP for the area, Gavin Robinson, also paid a visit. Area Housing Officer, Leeanne Magee, demonstrated the excellent rapport she has with her tenants and Lee Armour represented the Allocations team to promote Choice's sheltered schemes in east Belfast.



Entertainment included Willie Drennan, who held a captivated audience with his Ulster Scots tales, fife and fiddle skills, and his technical prowess of playing a tin whistle through each nostril!

Mandy Marshall finished the final hour with music while the tenants and visitors had a dance. Meanwhile, children (and a few adults) enjoyed having their faces painted.

Special praise and thanks are owed to Medway Court's Scheme Coordinator, Sharon Hunt, for her dedicated work in planning such a successful afternoon, as well as Davey and Emma who assisted with the barbeque and preparation.

We were delighted also to have Hazel Bell, Chairperson, come along. Hazel summed it up best by saying that *'all the hard work was rewarded by a great atmosphere, and wonderful entertainment'*.



Take control of your health and be **wellaware**

Well Aware provides free information sessions for over 60s in community settings.

These sessions can include free health checks.

To find out how you can arrange a **WellAware** session call:

Dervilia T: 07810 371 118

E: wellaware@cancerfocusni.org



Greenisland House

Accommodation for older people with support needs.

Greenisland House is a joint initiative between the Northern Trust, Choice Housing Ireland Ltd, Northern Ireland Housing Executive and Triangle HA. The accommodation will provide 32 apartments made up of a mix of 1 and 2 bedrooms.



Contractor appointed for £500,000 Newtownabbey housing refurbishment

Choice has appointed Andrew Bradley Limited to complete a half million pound renovation of an Edwardian Style scheme in Newtownabbey.

Much of the scheme was built in the early 1900s, the distinctive red brick Whitehouse Court contains three buildings that collectively provided six shared flats, one self-contained flat and a laundry facility that was built at the turn of the last century.

The 20-week series of works, which started in October, will reconfigure and improve the existing buildings to provide 12 apartments each with new self-contained kitchens and bathrooms. A range of mechanical and electrical engineering works will overhaul all electrics and plumbing within the buildings and see the fitting of new internal and external lighting, heating and fire alarm systems.



L- R Alistair Fyfe, Managing Director of Andrew Bradley Ltd, Hazel Bell Chair of Choice and Michael McDonnell Group Chief Executive of Choice.

“This is an historic scheme that has been in need of renovation and refurbishment to maximise its potential and address housing need. The reconfiguration of the scheme increases the number of homes we can provide and incorporates the very best standards and technology. This is an exciting and timely change at Whitehouse Court that will enable tenants to make the most of quality and stylish homes in a great location.”



“In Andrew Bradley Limited, we have appointed a contractor who shares our vision for this scheme as well as the belief that people deserve well-built and comfortable homes, whatever their circumstances. We engaged in a rigorous search to find the best contractors and it is pleasing to appoint an organisation that has the skills, experience and resources for a job of this size.”

Michael McDonnell,
Group Chief Executive of Choice



Resident Margaret Tate with Andrea Denkowski, Abbeyfield & Wesley's House Support Manager.

£600k refurbishment in Bangor

A new seven bed supported house for older people in Bangor was officially opened recently following an extensive £600k refurbishment programme. The property, located at 111 Hamilton Road, Bangor, is managed by Abbeyfield & Wesley Housing Association on behalf of Choice.

Geraldine Gilpin, Chief Executive of Abbeyfield & Wesley Housing Association, which provides a range of high quality accommodation and services to older people throughout Northern Ireland, commented:

“We were delighted to work in partnership with Choice, owners of the Hamilton Road property, to provide additional supported housing in the Bangor area. The property has been significantly redeveloped, both internally and externally, to provide accommodation and services for seven Abbeyfield & Wesley residents in a family setting. The house is Abbeyfield & Wesley’s fourth in the Bangor area.”

Mrs Gilpin added: “Our houses provide the privacy and security many older people seek when managing alone in their own home has become a burden. Residents have their own front door key and can come and go as they please, receive visitors and enjoy meals provided by the House staff. They are free from the worries of maintaining a house and garden, paying bills and dealing with loneliness. Abbeyfield & Wesley staff are employed to ensure that the house is comfortable and safe, and that meals are nutritious and enjoyable. Our House Support Manager is Andrea Denkowski, who has over

twenty years of experience working with Abbeyfield.

“Our role is very much to support the residents to help them to remain independent and be involved in the community. We do this in a number of ways. For example every day two meals are prepared, cooked and served and all residents have an input into determining the weekly menus. In addition if residents need us to liaise with Social Services in relation to their care needs, we fulfil this role and we can assist in making appointments and filling out forms as need be.”

Discussing the redevelopment Michael McDonnell, Group Chief Executive of Choice said: “This is an important day for us and for our new residents at Hamilton Road. We believe everyone should have a good home and that older citizens should have every opportunity to live independently in the community. This development is a fine example of what we are trying to achieve.

“We’re pleased to partner with Abbeyfield & Wesley Housing Association and value the support from the Department for Communities and the Housing Executive in transforming this site. These smart partnerships bring together a range of expertise and mean we can better meet the needs of older people. Today marks another milestone in our ambitious housing development plan.”



Pictured are (l-r) Joe McKnight, Chairman, Abbeyfield & Wesley Housing Association; Geraldine Gilpin, Chief Executive, Abbeyfield & Wesley Housing Association; Mayor of Ards & North Down, Councillor Robert Adair; Lady Hermon MP; Andrea Denkowski, Abbeyfield & Wesley's House Support Manager at 111 Hamilton Road, Bangor; and Michael McDonnell, Group Chief Executive of Choice Housing Ireland Ltd.

Speaking at the official opening, North Down MP, Lady Hermon said: “It was an absolute joy and pleasure to have been invited to undertake the official opening of this beautifully refurbished building, which has now become home for a number of older people.

“Since old age rarely comes on its own, I take great pride and comfort from knowing that additional supported accommodation of truly excellent standards has become available in Bangor. So, I wish to warmly commend all those in Abbeyfield & Wesley Housing Association and in Choice, whose efforts have contributed to making 111 Hamilton Road such a lovely, happy and safe environment in which to grow old.”



The team involved in the renovation project included JNP Architects; Andrew Bradley Ltd (Contractor); Caldwell Consulting (M&E Consultant); Naylor & Devlin (Quantity Surveyors) Albert Fry Associates (Civil & Structural Engineers) and Construction Supervisory Services (Clerk of Works).

Choice invests £15,000 in local communities

Following on from last year's success, Choice are delighted to support the Live Here Love Here campaign for the second consecutive year investing £15,000 to help communities transform their neighbourhoods. This initiative helps volunteers, groups and schools create more green space and clean up littering, dog fouling and graffiti.

The Small Grants Scheme has approved a number of grants for the next year to help groups improve the quality of their local environment and you can find out more about them below. We will continue to keep you updated on the progress and achievements of each project in Choice News.

Brownstown Community Garden

This project aims to build raised flower and vegetable beds and level a stepped area at the side of the Centre to: place garden furniture and seating; build a BBQ; develop a small children's play area and improve outdoor lighting. A secure fence and gate at the Centre will also be erected.

£2,000

Cleaning up of Drumbeg Estate

The aim of the project is to clean the footpaths and plant shrubs in the estate, to make the estate more welcoming. We will use the project to teach the children and teenagers to have more pride in where they live. It will provide an opportunity to develop interactive relations between young and older people.

£1,000

Mullacreevie Community Clean up

This project will involve a deep clean of the area, the installation of signage, and establishment of dog fouling bins and composting bins. This will build pride in the community and enhance the pleasure of residents and walkers.

£500

Greater Shankill ACT Community Garden

This project will enable the group to clear the area and then work to build, design and develop a therapy garden using horticulture equipment. This will enhance the area and lead to better psychological well-being among the developers and users.

£1,000

Go Green

This project will purchase and install a polytunnel on the grounds of Christ the Redeemer Primary School, allowing the pupils, staff and parents to be involved in outdoor classroom activities, all year round.

£1,200

Planter Alley

The aim of this project is to remove rubbish and overgrowing vegetation from the areas. It will see to the installation and maintenance, by community volunteers and local children, of small movable planters containing, herbs, flowers and berries. They will also install hanging baskets containing flowers.

£1,600



Carnegie Oldpark vertical garden project

This project focuses on the regeneration of the building surrounding through the involvement of the local community. For health and safety reasons, professionals will be appointed to clean the back yard. The group will provide the volunteers with training on gardening and encourage them to put their ideas and new skills into practice, by landscaping the backyard and planting the new vertical garden in the yard perimeter.

£1,200

Community Roots

Glenabbey Community Association is seeking financial support to help deliver a new Community Garden to the area. This will consist of a piece of land gardened and utilized by residents and volunteers in the area, bringing residents together to grow small plots of fruits, vegetables, flowers and beautification planters. Signage and buddy benches will also be erected.

£1,200

We Love the Fountain

The aim of this project is to deliver on 2 projects. One will involve 3 design workshops with young people to design banners, posters and hoodies to promote a tour about the history of The Pountain; to promote the estate in a new light and give the young pride in their area. The second will promote the importance of not littering or dog fouling in the estate. It also aims to grow vegetables within the allotment and carry out a tidy up of the area. It will also organise the growing of flowers around the estate, by building flower boxes and planting in areas of the estate. This will be done through workshops and junior wardens, with children aged between 7-13.

£1,500

Growing Together

The project will host workshops where participants will have a hands on experience from the seeding to fruition of plants. The project is a platform for wider community engagement whereby horticulture practices can be shared with everyone.

At the end of the project participants will display their produce within the Community.

£1,500

Blooming Shantallow

This project involves building, creating and fitting up to 1000 window boxes and hanging baskets throughout the Shantallow Estate and to distribute others to other groups of older, less able people throughout the Collon district.

£1,300

Men's Shed

This project aims to offer local men access to various practical activities and opportunities; to re-engage those who may have become isolated, lacking in confidence, suffering poor mental health, as well as those who have skills and knowledge to share with others and would enjoy giving something back to their community.

£1,000



**LIVE
HERE
LOVE
HERE**

The Muriel Smyth Good Neighbour Award 2017



Everyone needs good neighbours and we'd like you to tell us about yours.

- Have they helped you out at a time of crisis or are they a good neighbour all the time?
- Do they help you with your garden or do the shopping for you when you can't?
- Perhaps they have looked after your children so you can have a break or even go to work?
- Maybe they've just been there when you needed someone to talk to?

To assist you in your nominations here are a few guidelines of what the judges will be looking for:

- The person nominated and the nominator must both be customers of Choice.
- More than one person can be listed as nominator, however, anonymous nominations will not be accepted.
- Listing the special qualities that are the reasons for nomination of the person concerned will assist in the judging.

In memory of the late Muriel Smyth, former secretary of the Tenants' Forum, Choice will be awarding their Good Neighbour Award in her honour.

The Muriel Smyth Good Neighbour Award will be judged by a panel made up of Board Members, Staff and Tenants' Forum Representatives.

You can nominate your neighbour by completing and returning the attached entry form. If you are unable to complete the form or require assistance, please contact the Services Centre on 0300 111 2211, who will be pleased to help.

The Muriel Smyth Good Neighbour Award



Your details

Name:

Address:

.....

Tel:

Nominee Detail

Name:

Address:

.....

Tel:

Reasons for nomination:

All nominations should be forwarded to:
Marketing Officer,
Choice
FREEPOST BEL2371,
Belfast BT1 6BR
by 12 noon on Friday 24th
November 2017.

How we're performing

Choice are at the forefront in the provision of social housing and are committed to delivering quality housing and excellent customer services that enhance the lives of customers and communities.

It is important that your voice, in relation to our services, is heard as the feedback that we receive is vital for Choice to identify and correct any problems within our service delivery and to ensure that we meet the needs of all our customers.

Gas Safety



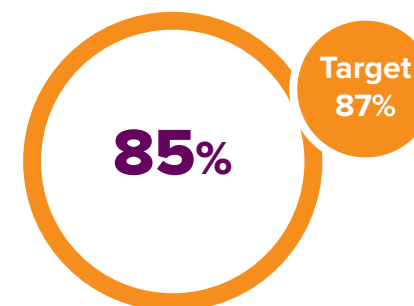
Units with valid
gas certificate

Repairs



Average repairs
completion

Customer Enquiries



CSC satisfaction
overall service

Complaints



Complaints
(days, combined stages)

Human Resources



Absenteeism

It is important
that your voice,
in relation to our
services, is heard.

The performance figures are for the period April 2017 - July 2017

Delivering New Homes

Our Development Team are working on new housing schemes to deliver much-needed homes across Northern Ireland.

New Supported Housing Scheme with Threshold NI

Choice handed over Clearwater House in Belfast in October 2017 consisting of 22 supported living units. In partnership with Threshold N.I., 3-7 Brookhill Avenue cost £1.8 million to build and was on site for 20 months with building contractors: P&K McKaigue Ltd.



22 supported living units

Final Phase of New Family Housing for Carr's Glen, Belfast

The final phase of family housing at Carr's Glen in Belfast was completed in May 2017, which included 2, three bedroom houses and 2, two bedroom wheelchair bungalows. Located in North Belfast the housing scheme is within a well-established residential area close to local amenities including shops, churches and easy access to public transport. At a cost of £1.7 million the scheme was on site for 14 Months with Contractors Brendan Loughran & Sons Ltd.



£1.7 million investment from Choice



8 new homes for families

New Housing for Kilkeel

Ben Crome Place at the former Mourne Hospital site was handed over to tenants in August 2017 consisting of 12, one and two bedroom apartments for Frail Elderly tenants in partnership with the Southern Health and Social Care Trust and Mindwise. The mixed housing

scheme also includes family housing with 8, two and three bedroom houses. At a cost of £2.2 million the scheme was in development for 17 Months with GEDA Construction Ltd.

Spring Colouring Competition Winner

Congratulations to Katie Beattie winner of the Choice News Spring colouring competition. Katie is pictured with Monica Boyd, Choice Housing Officer. Katie's fantastic prize was a family pass to Movie House Cinemas, just in time for some summer break fun! We hope you and your friends have a great day out. Look out for our colouring competition in the next edition of Choice News for your chance to win a great prize!



Summer Colouring Competition Winner

As ever Choice was inundated with entries for the Colouring Competition, a big thank you to everyone who took the time to finish their picture and send it in, they really do brighten up the office. The winner from the summer edition is six year old Lailie O'Halloran from Ramore Court in Portrush. Lailie wins a family pass to the Belfast Zoo. We were very impressed with her multi coloured octopus!



COLOURING COMPETITION



Hey kids this is your chance to show-off your colouring skills

Win a family pass to We Are Vertigo!

It's really easy to enter, just pull out this page and colour it in anyway you like! Then pop it in the post along with your name, age, address and telephone number in the reply slip below to The Editor, Choice News, FREEPOST BEL2371 Belfast BT1 6BR. One lucky winner will receive this great prize! Entries must be received by Friday 24th November. (Please note that the parent must be a tenant of Choice Housing Ireland).

POST TO:
The Editor,
Choice News,
FREEPOST BEL2371
Belfast BT1 6BR

Name	Age
Address	
Daytime Telephone	Evening Telephone



Don't tip your oil tank!

Choice are aware of increased incidences of tenants wedging or tipping oil tanks before arranging a refill.

Whilst we appreciate that many of our tenants suffer from fuel poverty, it is extremely important that you do not tip your tank to increase the oil flow as this often results in damaged oil lines, oil leaks, environmental contamination, damage to oil burners and makes the tank unstable and dangerous. Oil tanks are designed to retain a small amount of oil at the bottom of the tank. This is intended to act as a reservoir for sediment and moisture, which may damage the oil burner if used. Where damage is caused by tenant misuse, we will recharge all costs and your tenancy is at risk.

For further information on oil buying clubs please visit our website <https://www.choice-housing.org/energy/buying-your-energy>

If you require any further information and advice on refilling your oil tank please contact Choice Services Centre on 0300 111 2211

USEFUL TIPS FOR REFILLING YOUR OIL TANK...

- Never tip your tank
- Always refit and secure the lid
- Avoid running out of oil and check oil levels regularly
- Avoid refilling with small drums as these are expensive and increase the likelihood of contamination
- Consider joining an oil buying club in your area to help budgeting for oil.



External Key Safe Security

Warning from the Belfast Health Ageing Strategic Partnership who has recently issued the following information as a security precaution. Choice feels it is important to bring this to your attention: The PSNI have advised that there have been several incidents in the last year where access has been gained to dwellings with an occupant who has a care package and External Key Safe. On these occasions the intruders successfully worked out the pin code. Just as with any other security pin number, it is recommended that people do not use obvious codes identifiable with them such as year of birth and once access is gained the alignment of the pin code should be altered to ensure it is kept secret. Although there has only been a small number of incidents we would recommend that anyone who has a code like year of birth should get it changed to something different and advise carers and family members accordingly. Contractors who fit these key safes are also being advised not to use year of birth as the code at installation.



Anti-social Behaviour Support for our customers

Choice has appointed Insec Security to provide assistance to tenants whenever problems are encountered in relation to Anti-social Behaviour (ASB). This may include problems with excessive noise or threatening behaviour.

Insec Security
028 9020 0080

Please note the following:

- This service is only available to Choice tenants outside office hours.
- Tenants should continue to report all cases of ASB to the Services Centre on 0300 111 2211, during normal office hours.
- Any tenant who has concerns for their own safety, or believes that a crime has been committed, should contact the PSNI.
- Tenants living in sheltered housing schemes should continue to report all cases of ASB directly to their Scheme Co-ordinators or to the Services Centre on 0300 111 2211, during normal office hours.
- Insec Security will only visit the person who is causing the ASB. Insec will not visit the tenant making the complaint. This process is to ensure confidentiality is maintained.

Please contact the Association if you require further information regarding this service.

HOW TO GET INVOLVED

Your tenants' forum needs you

The Tenants' Forum works with staff to help improve service delivery, policies and look at ways to improve homes and communities.

Within the Choice Tenant Engagement Programme we offer a range of ways for tenants to get involved with us at a level that best suits their lifestyle.

In Choice tenants are at the heart of everything we do. It is important Choice hears the voices of tenants. The Tenants' Forum is the ideal place to have your voice heard. So if you would like to be involved in the important decisions that affect your home and neighbourhood please consider joining so your views can be heard.

Please see our Menu of Involvement on our website www.choice-housing.org which outlines the involvement and time commitment required for each activity.

If you would like to know more about the Choice Tenant Engagement Programme please contact the Tenant

Involvement team on 0300 111 2211.

WE WANT TO HEAR FROM YOU!



2018 Calendar

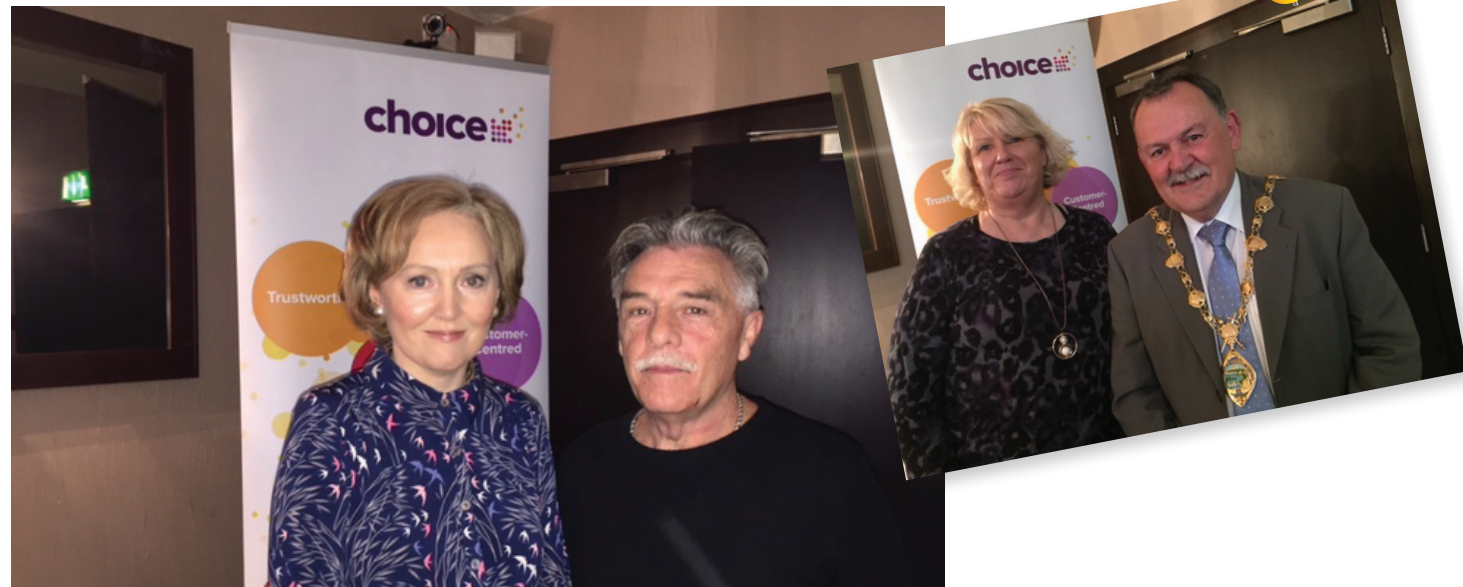
The Choice Tenants' Forum Editorial Team have started work on the 2018 calendar. It was a great meeting with lots of creative ideas shared to progress the calendar and make it more customer focused with handy hints, reminders and tasty seasonal recipes. This year the calendar will focus on what Choice is doing for its customers with information on our activities and programmes such as clean ups, estate walkabouts and welfare changes awareness sessions.



The calendar will be issued to all Choice customers at the end of the year.

If you would like further information on the Choice Tenants' Forum or if you would like to join the Tenants' Forum Editorial Team please contact the Choice Tenant Involvement team on 0300 111 2211 or email enquiries@choice-housing.org

Older Persons Day



Choice recently supported International Older Person's Day. Alongside Apex Housing Association, Choice tenants and staff took part in a Tea Dance at the Maldron Hotel in Derry/Londonderry. Eager dancers from Jack Allen Court, The Metropole and Lisnamon Court attended the Tea Dance along with scheme co-ordinators Heather Leslie and Adel Lynch. As well as providing an enjoyable opportunity to dance, Tea Dances play a valuable role in tackling the important issue of loneliness amongst the elderly. A fun filled afternoon was had by all!

Estate Walkabouts

Do you want to make your neighbourhood a better place to live?



If so, come join Choice staff on the Walkabout. Estate Walkabouts allow general needs tenants the chance to work alongside the Housing Officer and Property Services Officer to highlight issues in the local area and help improve your area.

The Walkabouts can take about an hour of your time but as they take place in the area in which you reside there is no travelling!

Tenants and staff walk the area together, look out for anything that might make the neighbourhood untidy or unsafe and make a note of it for action. An action plan is created by staff with the tenants involved in determining what actions need to be taken and a timescale for those actions agreed.

They give you, as a Choice tenant, the opportunity to make your area a better place to live.

Tenants will be notified in advance of the date of the Walkabout. Everyone from the development is welcome to join in.

Look out for your invite letter in the post and come join us!

Alternatively you can contact us to speak to your Housing Officer for more information on 0300 111 2211

Calling all artists!

This year we would like to invite any accomplished or budding artists among our customers, of all ages, to contribute a painting for this year's Choice Christmas Card Competition.

If you are interested in submitting an original painting or drawing in full colour for this year's card, please complete and return the attached slip, plus your artwork by **24th November 2017** to the address below.



The winning entry will receive a

£100 shopping voucher

plus the chance to have their artwork as the Choice Christmas Card for 2017. The closing date for entry is fast approaching - so it's time to get your paint brushes out!

POST TO:
Marketing Officer,
Choice News,
FREEPOST BEL2371
Belfast BT1 4BR

Name

Address

Daytime Telephone

Evening Telephone

Tell us about your design



HomeSwapper

The **easiest** way to swap your social home



Join over **500,000 social tenants** at
www.homeswapper.co.uk



Out & About



Community Spirit at Cedar Court



Locked up at Crumlin Road Gaol



March for Men Prostate Cancer UK in NI!



Tenant Information Prize Draw

Cedar Court is both a Choice sheltered living and supported scheme managed by our partners at the South Eastern Health and Social Care Trust in Downpatrick. Since the scheme was opened in 2010 there has always been a fantastic sense of community. Recently, tenants and staff from Cedar Court enjoyed a trip to Greyabbey. During the trip, Mr Raymond Stubbington, who has lived at the scheme since it opened, very generously paid for everyone's lunch at Harrison's restaurant, ensuring everyone really enjoyed themselves.

The tenants asked that a special thank you go to George Walker, driver of the Choice minibus who was very courteous and did all he could to make the day special.

Tenants from Stevenson Park in Lurgan enjoyed a day trip to Crumlin Road Gaol with a guided tour to experience what prison life was like and to discover the dark secrets that lie within the walls of the infamous prison! A great time was had by all, tenants topped off their fun day out with dinner and a shopping trip to Sprucefield!

The March for Men Prostate Cancer UK in NI was held at Stormont Estate on Saturday 23rd September with Prostate Cancer UK. This was the first time this event was held in Northern Ireland.

Prostate Cancer UK are getting the word out there, to help raise awareness and funding for this dreadful illness that kills 1 man in every 8 and 1 black man in every 4!! Eager volunteers including Choice staff and tenants took part in a 4k walk around the scenic grounds at Stormont estate. The march has successfully raised over £5,000 and was a very emotional day for a worthy cause.

Maria Morgan is the lucky winner of a 40"inch TV as part of our Tenant Information Update Prize Draw. We recently contacted our tenants to ensure that we have the most up to date information on who is living in our properties and the most appropriate way they can be contacted in the case of an emergency. This important information can help us to understand our tenants' needs better and assist us to tailor our services to meet those needs.

Thank you to everyone who completed and returned the tenant information update form; your views are important to us and we really appreciate you taking the time to give us your information.



Lily turns 100!

Happy birthday to Lily Mansbridge from Ellis Court in Belfast who celebrated her 100th birthday with a party at the sheltered living scheme with friends, family and Lord Mayor of Belfast; Nuala McAllister. Lily has moved to Ellis Court in 2007 and is an active tenant enjoying all types of social activities from lunch club to bingo!

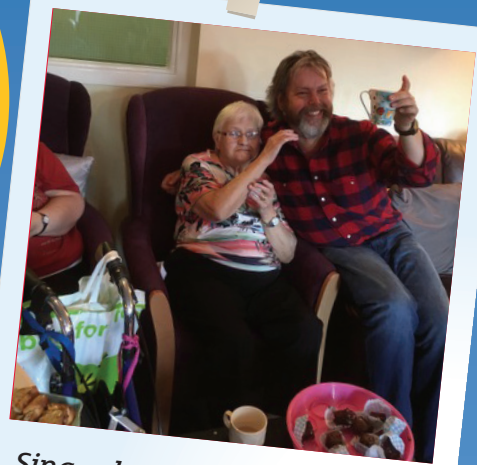
Tenants from Old Manor House, Lisburn recently enjoyed a day trip to renowned restaurant; Fitzpatrick's in Dundalk. A great time and a lovely meal were had by all!



Fitzpatrick's in Dundalk



Out & About



Sing-a-long at Elmgrove Manor!

Elmgrove Manor is a hub of social activity in east Belfast and last week the sheltered living scheme welcomed singer songwriter Anthony Toner as part of the EastSide Arts Festival.

Anthony has been described as 'John Prine meets James Taylor – in a second hand book shop'. His single 'Sailortown' grabbed the attention of radio listeners in Northern Ireland in 2010, and his music has held public attention ever since. Tenants and visitors from the wider community listened to Anthony and also enjoyed a sing along of many old favourites. This event was organised as part of the ten day EastSide Arts Festival.



Macmillan Coffee Mornings

Our sheltered living schemes served up some hot coffee, tea and lovely treats for tenants in support of the worlds biggest coffee morning for Macmillan Cancer Support. Macmillan improves the lives of people affected by cancer, providing practical, medical, emotional and financial support.

Working alongside people affected by cancer, Macmillan works to improve cancer care. Some of the sheltered living schemes who got involved for the worthy cause included; The Belgravia, Stevenson Park, Bleach Green Court and Craignagore!



65th Wedding Anniversary at Old Manor House

Many congratulations to Ronnie and Mena Brown who celebrated their 65th wedding anniversary in September. The happy couple celebrated their milestone anniversary at their home in Old Manor House in Lisburn.



Tenant Consultation at Westbridge House

Lorna Brown, Asset Project Liaison Officer held a meeting at Westbridge House in Enniskillen to consult with tenants regarding planned redecoration works for their scheme. Also attending were Sean McGoldrick, Building Surveyor; Sinead Cuddy, Housing Officer; Wendy Knox, Property Services Officer; and Claire Darby, Tenant Involvement Champion.

Interior redecoration works will be carried out at the scheme including installing some new patio doors with Juliette balconies. Tenants came along to give their input on the choice of paint colours and floor finishes used and to find more out about the project.

Work will commence soon and tenants look forward to seeing the end result.



Tenant Repair Feedback Winner

Congratulations to Doreen Brown in Downpatrick! Doreen entered our Tenant Repair Feedback survey prize draw and won £200. This short survey is designed to capture tenant's views on recent repairs that have been completed in their home. At Choice we are committed to delivering excellent customer service, and we use the information gathered from these surveys to improve our services and build on what we are doing well.

To thank our tenants for completing this short survey, tenants are entered into a prize draw for £200. Emmeline Johnston, Service Centre Team Leader was delighted to present Doreen Brown from Downpatrick with her prize.



Fundraising at Westbridge House

Well done to our tenants at Westbridge House in Enniskillen who have raised a fantastic £328.50 for Women's Aid. This money will go towards buying children's books for children living at the supported housing schemes throughout Northern Ireland.

Out & About



Summer Party at Sperrin Court

Sperrin Court in Cookstown held a summer garden party for tenants, family and friends to celebrate the new fairy house and garden project. The recent gardening project at the sheltered living scheme has brought new life to the scheme and has given some tenants a new focus and lots of enjoyment. Tenants were delighted by a special surprise organised by scheme co-ordinator; Caroline Monroe with an ice cream van for all to enjoy!



Back to the Future

Back in 1999 Maureen Nolan, the then Scheme Co-ordinator of Hill Court decided to mark the turn of the millennium with a Time Capsule. Maureen and tenants wrote letters and gathered together significant items and photos and placed them in the Time Capsule. The group decided at the time that the Time Capsule should be opened in 2050. Fast forward 17 years and this summer, the Lurgan Mail published the original images of the Time Capsule being buried which made everyone reminisce, particularly the children of some of the tenants who have since passed away. Happily many of the original group and the surviving relatives decided to open the Time Capsule early. On 6th September everyone met and unearthed the Time Capsule, recovering forgotten mementoes and reminiscing over tea.

A fantastic project and a great experience for all!



Choice Football Team

The rain didn't stop the Choice football team enjoy a great match with Homeless NI team at the Valley Leisure Centre recently with a 2-2 draw!



Let's get quizzical!

Tenants and staff at Hill Court held a Quiz Night to raise money for charity. Following a fierce competition, £100 was raised for the local Leonard Cheshire scheme. Congratulations to all involved, in particular the winning team!

Tenants from Beamagh Glen seen the summer off with a day trip to Carlingford. The group hit the shops and ate lunch together in the beautiful village. The day was topped off with celebrations for Charles Wilson's birthday.



Last of the Summer Sun



The Beeches Celebrates 30 Years

Tenants and staff at The Beeches, welcomed friends and family from the local community into the sheltered living scheme in Dromore for a party to mark its 30th anniversary.

Special recognition was given to former Scheme Co-ordinator Averil Matson, who was dedicated to her role in helping tenants for 10 years at the scheme and was presented with a bouquet of flowers by Michael McDonnell, Group Chief Executive.



Billy's Birthday

Mr Billy Neil who lives at Tughan Court recently celebrated his 92nd birthday. Billy's family kindly surprised him with some entertainment at the Scheme's coffee afternoon which all our tenants enjoyed. There were four generations of Billy's family there: Billy, his daughter, his grandson and his wife Laura and their three daughters.

Out & About



Canal Street Garden



Canal Street Garden

Canal Street in Newry, a supported living scheme in Newry, recently transformed their outdoor space into an urban oasis with seating areas for residents to relax and have fun. The supported living scheme for young people aged 16 – 21 was opened in partnership with MACs in 2014. Since it opened, the supported living scheme has provided accommodation and support services enabling the young people in the Newry area to gain life skills and progress towards more interdependent living. To celebrate the success of the scheme the revamped outdoor living space was officially opened recently. Staff, residents, partners and friends came together to mark the total transformation of a space that was previously unused into the residents favourite hangout.



Tenants and staff at Choice housing scheme, Bleach Green Court, welcomed friends and family from the local community into the scheme marking the 25th anniversary with a special celebration.

Bleach Green Court is a sheltered housing scheme situated in Whiterock Grove and provides 30 homes over 2 floors. Sheltered living enables older people to live independently and privately in their own dwelling within a safe, friendly and supportive environment. Over the years the scheme has become a central point within the community and a hub of activity, playing host to art projects, mural design and even a wedding between Frank and Nell Gardiner in 2007.

Maura Ross, Scheme Co-ordinator, said: *“We are delighted that so many people could come together and celebrate the success of Bleach Green Court, which has been at the heart of the community for 25 years! This scheme is great example of the benefits of sheltered living.”*



Bleach Green Court Celebrates 25 Years



St. Bronagh's Celebrates 30 Happy Years

Residents, staff and friends gathered together at St. Bronagh's in Rostrevor to celebrate the 30th anniversary of the scheme.

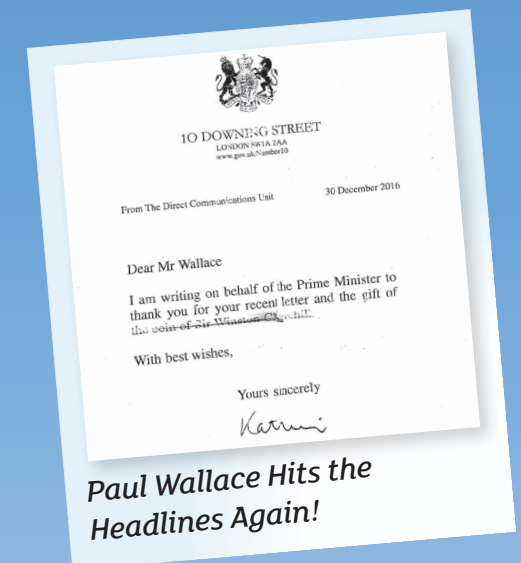
Nestled in the foothills of the Mourne Mountains, St. Bronagh's opened its doors in 1987 and is currently home to 40 residents who enjoy sheltered living, which enables older people to live independently and privately in their own dwelling within a safe, friendly, supportive environment.

Special recognition was given to Bridie Cole as the longest standing tenant and has lived at the sheltered living scheme for 21 years. Bridie was presented with a bouquet of flowers from Scheme Co-ordinator; Deirdre Ryan.



Blacks Court 20th Anniversary

Blacks Court, Belfast celebrated its 20th anniversary in June. To celebrate the milestone, the sheltered living scheme enjoyed a day of festivities ending in an evening event with hot food buffet and music! All tenants, staff, family and friends had a great time and enjoyed a wonderful day of celebrations!



Paul Wallace Hits the Headlines Again!

Paul Wallace from Belfast Road, Antrim recently received an interesting letter from 10 Downing Street, thanking him for his recent correspondence to the prime minister and a generous gift of a Sir Winston Churchill coin. Over the past few years Paul has featured a number of times in Choice News due to his regular correspondence with members of the Royal family and 10 Downing Street.

Different ways to pay your rent and other charges



In order to make paying your rent and service charges both safe and easy, we offer a wide range of options that will mean you can choose how you pay.

Ways to pay your rent



Going Online – You can now pay your rent online at www.choice-housing.org by clicking on 'Pay Rent' on the homepage.



The allpay App – You can pay your rent via the allpay App which is available to download from the Apple App or Windows Phone store and Google Play enabling you to pay your rent from your Apple, Windows or Android smartphone.



Direct Debit – You can set up a Direct Debit agreement. Please contact the Income Recovery Team on 0300 111 2211.



Phone us using your debit or credit card – You will need to give us your rent reference number (on your rent payment card), your debit or credit card details, and the amount you want to pay.



At any Post Office or shop or garage displaying the Paypoint sign – You can pay cash and show your rent payment card. Make sure you get a receipt and keep it safe.



Post – Send a cheque or postal order to our head office. Never send cash. You need to allow three days for your payment to reach us on time.



Housing Benefit direct payment – If you claim Housing Benefit, it can be paid directly into your rent account. However, if your Housing Benefit does not cover the full amount you still need to pay us the difference.



Choice Offices – You can pay with cash, cheque, or debit card. We accept MasterCard, Visa, Visa Electron, Solo and Switch.

Gardening Competition 2017

And the winner is...Patricia Mulholland from Bushmills.

The prestigious Choice Garden of the Year 2017 award went to Patricia Mulholland from Bushmills for her colourful back garden with immaculate lawns framed by gorgeous blooming flowers.

This year's entries for the annual Choice gardening competition event showcased an array of vibrant plants and lush garden havens across Northern Ireland.

Judges of the competition were impressed with the entries showing gardens overflowing with bold colour and imaginative landscapes.

The competition was judged by Bill Jeffrey and Rita Murray from the Choice Tenants' Forum. A big thank you to everyone who entered this year's competition and well done to Patricia our very deserving winner!

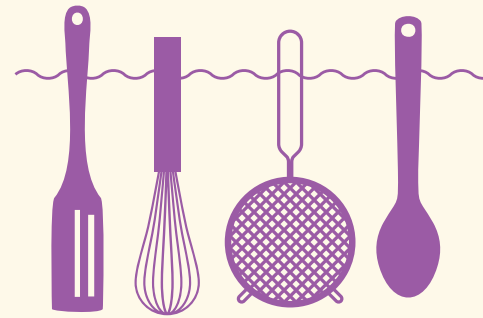


CHOICE

Look around what is there
Is this world so full of care?
Noise of traffic, roadworks
Do you notice if it hurts?
Are you rushing ever faster?
To delay the next disaster
DO you long for summer days?
Or you stuck in concrete ways
Do you see the clear blue sky?
Or are the strip lights all you have
When you at last return to home
Are you happy not to roam?
The flat I live is where I chose
Happy now I sit and doze
Content and well no worries here
Electrics, drains, leaks hold no fear
Because I have chosen CHOICE
It is the best I have done
May the tenancy run and run
CHOICE is for me so make it yours
Remember it is your Choice
What to choose when you pick
Please make CHOICE your choice

Written by Choice Tenants' Forum Representative,
Sylvia Shaw – Strand Court, Belfast

RECIPE CARD



INGREDIENTS

2lb loaf tin / 18 cm deep
square cake tin
115g butter
125g golden syrup
100g black treacle
75g dark brown sugar
50g ginger preserve
115g self-raising flour
115g plain flour
½ level tsb bicarbonate of soda
2 level tsb ground ginger
1 level tsb mixed spice
2 large eggs
100ml milk

Autumn Ginger Cake

METHOD

Pre – heat oven. Line tin with baking paper.
Gently heat the butter, golden syrup, treacle, sugar and ginger pre-
serve in a pan until the butter melts and mixture is a warm not hot.
Watch the pan all the time to make sure the mixture does not boil
Sift the flours, bicarbonate of soda, ginger and mixed spice into a
large bowl.
Lightly beat the eggs with the milk and add to the flour mix along
with the butter and syrup mixture.
Stir until just evenly mixed but do not beat the mixture.
Turn the oven to 160c/140c fan/gas 3.
Turn into the tin and bake for about an hour or until risen and a
skewer inserted in the middle comes out clean.
Cool on a wire rack.

Property Corner

Properties to Let

Our customers already enjoy the benefits of living in Choice accommodation and you may know someone, a friend or relative for example, in need of accommodation.

If so we'd be delighted to hear from them.

We currently have vacancies in sheltered schemes and general family housing in a number of locations across Northern Ireland.

Sheltered Housing

- Carn Court, Fermanagh
- The Milewater, Belfast
- Orchard Court, Newtownards
- James Court, Belfast
- Tamar Court, Belfast
- Rathkyle, Antrim

General Needs

- Corrigan Court, Armagh
- Millbrook Gardens, Castlederg



Further Information is available through the Services Centre on

0300 111 2211

Viewing the accommodation can also be arranged.

Working
together for
positive change

Choice
Leslie Morrell House
37 - 41 May Street
Belfast
BT1 4DN

T: 0300 111 2211
E: enquiries@choice-housing.org

choice-housing.org

We welcome your input

Here is your chance to become involved in future editions.

If you would like to submit a feature for consideration – such as a poem, a personal achievement, an interesting story, or indeed anything you feel would be of interest to other Choice tenants – then please send your article(s) to:

**The Editor, Choice News,
FREEPOST BEL2371, Belfast BT1 6BR**

Similarly, if you would like to join the Tenants' Forum Editorial Team to contribute and review articles for the Newsletter please complete a Menu of Involvement Form available to download on our website, choice-housing.org.

All contributions gratefully received! And of course, we always appreciate any comments or suggestions you may have for Choice News in general. After all, it is a newsletter for YOU!