



choice



TENANTS' FORUM CALENDAR

2018

choice-housing.org



Cairnmartin, Belfast



Tafelta Rise, Moneymore

MESSAGE FROM OUR TENANT INVOLVEMENT CHAMPION

In Choice we welcome the opportunity to work in partnership with our tenants and recognise the importance of good tenant engagement. By working together we can be successful in developing meaningful engagement with our tenants, put tenants at the heart of service delivery and ultimately improve the service to you, our tenants.

This calendar is a joint approach by both staff and tenants. If you want to get involved with our Editorial Team, who assist to produce the calendar and our quarterly tenant newsletters, please contact us on **0300 111 2211** or **email: enquiries@choice-housing.org**

Finally, I want to thank our Editorial Team and staff who all contributed to the production of this colourful 2018 calendar.

Happy New Year.



Claire Darby
Tenant Involvement Champion



Tenants' Forum
Editorial Team



Credit Union Savings Scheme

A Credit Union is a local financial co-operative, owned by its members, which offers easy and affordable financial services.

Everyone benefits from regular saving. We want to make the process simple for you to join so that regular savings, of small amounts, will help with those emergency situations, a holiday or Christmas.

The Choice Savings Scheme is a project which has been developed in partnership with local Credit Unions in Northern Ireland. It encourages and rewards tenants to save regularly, by providing an opportunity to receive an incentive from Choice of £26 by opening a Credit Union account and having a minimum of £20.00 in the account after 13 weeks. The project is to be rolled out with Credit Unions across Northern Ireland. If you are interested in being part of this project with Choice and the Credit Union please contact the Tenant Involvement Team on **0300 111 2211** or email: enquiries@choice-housing.org



Credit Union

JANUARY 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 New Year's Day	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 Burns Night (Scotland)	26	27	28
29	30	31				

**YOU CAN
PAY YOUR
RENT
ONLINE**

choice-housing.org

**GET IN
TOUCH**

Choice

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

T: 0300 111 2211
choice-housing.org





Get Everyone Online

Choice is passionate about digital inclusion. We are determined to Get Everyone Online and develop the digital skills of our customers. Our Tenants' Forum members are undertaking an 8 week course with Supporting Communities to learn a number of key digital skills including social media, email and online shopping.

If you are interested in making the digital connection you can contact our Tenant Involvement Team on **0300 111 2211** or email: enquiries@choicehousing.org

TENANTS'
FORUM

FEBRUARY 2018

MAKE THE DIGITAL CONNECTION

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13 Shrove Tuesday	14 Valentine's Day /Ash Wednesday	15	16 Chinese New Year	17	18
19	20	21	22	23	24	25
26	27	28				

GET IN TOUCH

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

T: 0300 111 2211
choice-housing.org





choice

choice-housing.org

Spring Clean Ups!

Keep Northern Ireland Beautiful, together with Choice, are calling for tenants to show that they “Live Here and they Love Here” by joining our staff and taking part in our clean ups across our housing developments. Clean ups are a great way to meet neighbours and build a sense of community spirit. Together staff and volunteers can tackle litter and make a positive difference to our local areas! Find out more or sign up by contacting Choice Services Centre on **0300 111 2211** or email: enquiries@choice-housing.org



**LIVE
HERE
LOVE
HERE**

MARCH 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1 St. David's Day	2	3	4
5	6	7	8 No Smoking Day	9	10	11 Mother's Day
12	13	14	15	16	17 St. Patrick's Day	18
19	20	21	22	23	24	25 Clocks go forward
26	27	28	29	30 Good Friday	31	

**KEEP YOUR
AREA TIDY!**

GET IN TOUCH

Choice

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

T: 0300 111 2211
choice-housing.org





Old Belfast Road, Bangor

Delivering New Homes

Building new homes remains at the forefront of our work. Our focus is on delivering high quality homes, better services and stronger inclusive communities.

You can keep up to date with our latest housing developments in Choice News our quarterly tenant newsletter.

APRIL 2018

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1 Easter Sunday/ April Fools' Day
2 Easter Monday	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 St. George's Day (England)	24	25	26	27	28	29
30						

**KEEP YOUR
AREA TIDY!**

GET IN
TOUCH

Choice

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

T: 0300 111 2211
choice-housing.org





Estate Walkabouts

Estate Walkabouts are an excellent way for tenants to participate in improving the areas where they live. During an Estate Walkabout tenants can join staff to review and record the conditions of their neighbourhood and suggest improvements. If you would like to participate in an Estate Walkabout in your area please contact the Tenant Involvement Team on **0300 111 2211** or email: **enquiries@choice-housing.org**



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1 May Day Bank Holiday	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28 Spring Bank Holiday (NI)	29	30	31			



GET IN TOUCH

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

T: 0300 111 2211
 choice-housing.org



Insec Security
028 9020 0080

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.



**TACKLING
ANTI-SOCIAL
BEHAVIOUR
TOGETHER**

Tackling Anti-Social Behaviour Together

We take ASB seriously; it can have a negative effect on the quality of life of individuals and communities. ASB can include issues such as excessive noise or threatening behaviour. It is therefore important to report your concerns about ASB you are experiencing at an early stage, before a problem appears to get out of control. You can report ASB issues to the Services Centre on **0300 111 2211** or email: enquiries@choice-housing.org

JUNE 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1	2	3
4 June Bank Holiday (ROI)	5	6	7	8	9	10
11	12	13	14	15	16	17 Father's Day
18	19	20	21 Longest Day	22	23	24
25	26	27	28	29	30	



GET IN TOUCH

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

T: 0300 111 2211
choice-housing.org





Ingredients

- 2 limes plus wedge to serve
- 1 tsp dried oregano
- 1 tsp ground cumin
- 1 tsp smoked paprika
- 1 tsp olive oil
- 2 garlic cloves (crushed or finely grated)
- 4 chicken breasts
- 3 mixed coloured peppers
- 1 red onion
- 2 ripe avocados
- 6 cherry tomatoes (halved)
- Tortillas
- Sour cream or yoghurt
- Chopped coriander

Barbecued Chicken Fajita Skewers (Makes 6 – 8 skewers)

- 1.** To make the marinade: juice both limes in a large bowl. Add the oregano, spices, olive oil, garlic and mix together. Dice the chicken, then stir it through the marinade and set aside.
- 2.** Prepare the vegetables. Deseed the peppers, halve the onion and cut them into chunks.
- 3.** To make your skewers: carefully thread alternate pieces of chicken, peppers and onion onto your skewers. When you've used up all the ingredients, set aside. The skewers can be made several hours ahead and chilled until ready to cook.
- 4.** Prepare the guacamole. Stone and peel the avocados, then tip into a bowl with the other ingredients. Mash everything together and tip into a serving dish.
- 5.** To cook the skewers: heat a barbecue or griddle pan. Cook the skewers for 10-12 mins, turning, until they are cooked all the way through. Serve the skewers on heated tortillas with the guacamole, soured cream, chopped coriander, lime wedges on the side and chilli sauce for those who like a touch of spice.
- 6.** Enjoy your healthy meal!

**JULY
2018**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1
2	3	4	5	6	7	8
9	10	11	12 Bank Holiday (NI)	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**MAKE THE
HEALTHY
CHOICE**

**GET IN
TOUCH**

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

T: 0300 111 2211
choice-housing.org





choice 

choice-housing.org

WELFARE
CHANGES

Will Welfare Changes Affect You?

The UK Government has introduced the biggest changes to the welfare and benefits system in over 60 years. All benefit claimants, including those claiming Housing Benefit, are affected by these changes. Many of these changes have already been introduced and more will follow soon. A summary of the changes and key dates are listed on our website at www.choice-housing.org. Alternatively if you would like to speak to your Housing Officer about the changes you can contact our Services Centre on **0300 111 2211** or email: enquiries@choice-housing.org




**welfare
changes**

AUGUST 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5
6 August Bank Holiday (ROI)	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27 Summer Bank Holiday (NI)	28	29	30	31		

**STAY
UP TO
DATE**



choice-housing.org

**GET IN
TOUCH**

Choice

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

T: 0300 111 2211
choice-housing.org





**POWERING
Positive
Change**

choice-housing.org

Make small changes!

We understand that energy costs may be a concern for some of our tenants and we have taken various measures to ensure our homes are among the most energy efficient in the country. We can all make small changes to how we live to reduce energy costs and our impact on the environment. Visit our website:- www.choice-housing.org/energy to learn tips and advise on how you can save energy and money.

SEPTEMBER 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17 Gas Safety Week	18 Gas Safety Week	19 Gas Safety Week	20 Gas Safety Week	21 Gas Safety Week	22 Gas Safety Week	23 Gas Safety Week
24	25	26	27	28	29	30



GET IN TOUCH

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

T: 0300 111 2211
choice-housing.org





Fire Safety

Your safety and the safety of your home is our main priority. Whilst we are committed to ensuring our homes are managed to the highest standards, fire safety is a shared responsibility.

- Test smoke alarms weekly
- Never remove your batteries, disconnect or cover your smoke alarm
- In communal buildings smoke alarms are connected to a fire alarm system which will be tested by Choice and contractors

If you would like further information on fire safety in your home, please contact Choice Services Centre on **0300 111 2211** or email: **enquiries@choice-housing.org**

OCTOBER 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28 Clocks go back
29 October Bank Holiday (ROI)	30	31 Halloween				

**STAY
FIRE
SAFE**

GET IN TOUCH

Choice

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

T: 0300 111 2211
choice-housing.org





**TENANTS'
FORUM**



Your choice 
Your Voice

Tenant Involvement - Get Involved

We are committed to putting our customers at the heart of service delivery and we believe that by listening to and taking the views of our tenants on board, we can ensure that policies and services are more responsive to changing needs and aspirations.

We recognise that it is important to offer a range of involvement methods which are fit for purpose and appropriate to the needs of our tenants, providing the opportunity for you to get involved with us on whatever level best suits your lifestyle. You can download our Menu of Involvement to find out the different ways you can get involved at www.choice-housing.org

NOVEMBER 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4
5	6	7	8	9	10	11 Remembrance Sunday
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30 St. Andrew's Day (Scotland)		

**PLAY
YOUR
PART!**

GET IN TOUCH

Choice

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

T: 0300 111 2211
choice-housing.org





choice 

choice-housing.org



CHOICE
CUSTOMER
PROMISE

Customer Promise

Providing excellent services that are fair, transparent and accessible to all is vital to achieving our mission. Our Customer Promise sets out our commitments to you. We have designed the standards to give you the highest quality of customer service that we can. We also expect you to play your part in helping us to achieve these standards. You can find full details of the Customer Promise on our website www.choice-housing.org

choice-housing.org

DECEMBER 2018

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21 Shortest Day	22	23
24 Christmas Eve	25 Christmas Day	26 Boxing Day/St. Stephen's Day	27	28	29	30
31 New Year's Eve						

**HELP
US TO
HELP
YOU!**

GET IN TOUCH

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

T: 0300 111 2211
choice-housing.org



USEFUL NORTHERN IRELAND NUMBERS

Belfast City Council
www.belfastcity.go.uk
028 9032 0202

Department for Communities
www.communities-ni.gov.uk
028 9082 9000

Northern Ireland Federation of Housing Associations
www.nifha.org
028 9023 0446

Chartered Institute of Housing
www.cih.org
028 9077 8222

Department for Infrastructure
www.infrastructure-ni.gov.uk
028 9054 0540

Department for Agriculture, Environment and Rural Affairs
www.daera-ni.gov.uk
0300 200 7852

ADVICE AGENCIES

Housing Rights Service
www.housingrights.org.uk
028 9024 5640

Citizen Advice Bureau
www.citizenadvice.org.uk
0300 123 3233
028 9023 1120

Equality Commission
www.equalityni.org
028 9050 0600

Ombudsman
www.nipso.org.uk
0800 34 34 24

Energy Saving Trust
www.energysavingtrust.org.uk
0300 123 1234

Age NI
www.ageuk.org.uk/northern-ireland
0808 808 7575

Law Society of Northern Ireland
www.lawsoc-ni.org
028 9023 1614

Housing Executive
www.nihe.gov.uk
0344 892 0900

UTILITY SERVICES

Budget Energy
www.budgetenergy.co.uk
0800 012 1177

Electricity Ireland
www.electricireland.com
0345 600 5335

Power NI
www.powerni.co.uk
0345 745 5455

Phoenix Gas
www.phoenixnaturalgas.com
0345 455 5555

NI Water
www.niwater.com
0345 744 0088

Police
www.psnipolice.uk
999 or 101

SSE Airtricity
www.sseairtricity.com
0345 601 9093

HOSPITALS

Belfast City Hospital, Belfast
028 9032 9241

Royal Victoria Hospital, Belfast
028 9024 0503

Ulster Hospital, Belfast
028 9048 4511

Mater Hospital, Belfast
028 9074 1211

Musgrave Park Hospital, Belfast
028 9090 2000

Altnagelvin Area Hospital, Co. Londonderry
028 7134 5171

Omagh Hospital and Primary Care Complex
028 8283 3100

Craigavon Area Hospital, Co. Armagh
028 3833 4444

Daisyhill Hospital, Co. Armagh
028 3083 5000

South West Acute Hospital, Co. Fermanagh
028 6638 2000

Causeway Hospital, Co. Londonderry
028 7032 7032



choice-housing.org

GET IN TOUCH

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

T: 0300 111 2211
choice-housing.org

