

Tenants' Forum Calendar

2019



choice

choice-housing.org

126 Strand Road
Derry~Londonderry

MESSAGE FROM OUR TENANT INVOLVEMENT CHAMPION



I am pleased to introduce the 2019 Choice calendar for our tenants. The calendar has a new look and is the work of our committed tenants and staff who sit on our dedicated Editorial Team. I would like to thank all involved for their contribution and support.

I hope you will agree the new design is modern, clear and easy to use. Every tenant will receive the calendar and I trust you will all make great use of it.

We would encourage you to join our estate walkabouts in 2019, they run from May-November and are an opportunity to meet your local housing staff, identify issues, consider environmental improvements and build stronger communities. We want you to share your views to make your neighbourhood a better place to live.

Every best wish for 2019.

Your **choice**
Your Voice



A handwritten signature in black ink that reads 'Claire Darby'.

Claire Darby
Tenant
Involvement
Champion



Together
we enrich
lives

Choice Tenants' Forum Editorial Team:

Julita Boyle, Mary Cosgrove,
Bill Jeffrey, Andrew McCarroll,
William McKee, Susan
McKeever, Rita Murray, Mark
Robinson, Moya Rooney,
Sylvia Shaw, Clare Stelfox and
James Watson.

JANUARY

Eanáir Janvier Januari Sausis Styczeń Janeiro Lanuarie
Enero Janaayo

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1

| 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 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

Notes:

Different ways to pay your rent and other charges



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



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



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



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.



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



Phone us – 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.



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.

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

FEBRUARY

Feabhra F vrier Februari Vasaris Luty Fevereiro
Februarie Febrero Febraayo

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2

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



Notes:

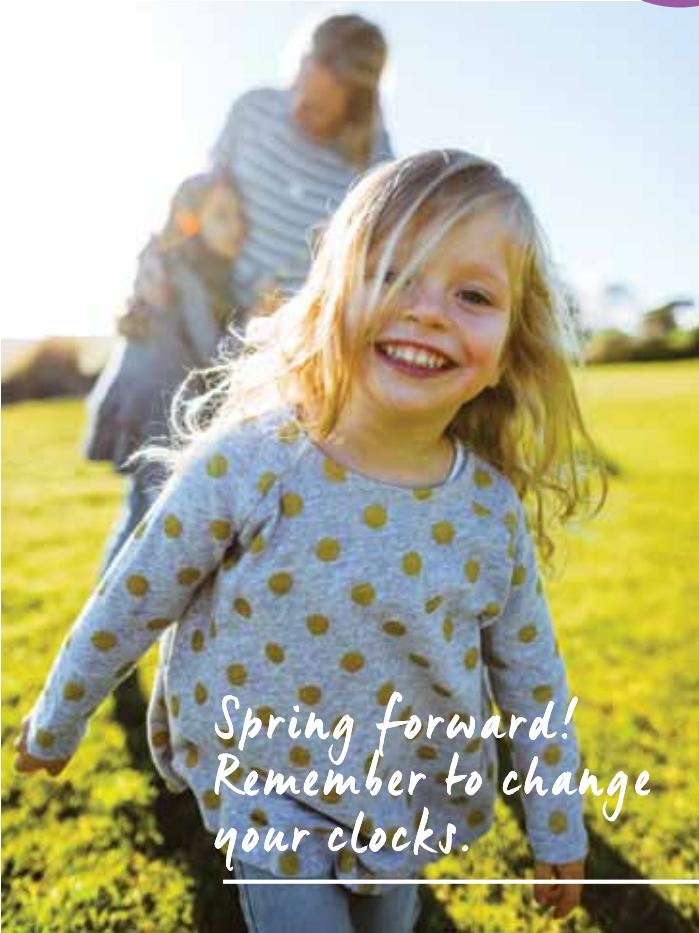
MARCH

Márta Mars Maart Kovas Marzec Março Martie Marzo Maarso

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3

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|-------------------------------------|---------------------|----------------------|----------|----------------------|----------|---|
| | | | | 1 St. David's Day | 2 | 3 |
| 4 | 5 Shrove Tuesday | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 No Smoking Day | 14 | 15 | 16 | 17 St Patrick's Day |
| 18 St Patrick's Day Bank Holiday | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 British Summer Time Starts & Mother's Day |



Spring forward!
Remember to change
your clocks.

Notes:

APRIL

Aibreán Avril Balandis Kwiecień Abril Aprilie Abril Abriil

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4

| 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 Good Friday | 20 | 21 Easter Sunday |
| 22 Easter Monday | 23 St George's Day | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |



April showers bring
forth May flowers.

Notes:

MAY

Bealtaine Mai Mei Gegužė Maj Maio Mai Mayo Maajo

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5

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

Get Involved with the Choice Tenant Engagement Programme

Our Menu of Involvement sets out the various opportunities for tenants to get involved with us on whatever level best suits their lifestyle.

If you are interested in joining the Tenants' Forum, to have your say, please contact the Tenant Involvement Team on 0300 111 2211 or email us at enquiries@choice-housing.org

Get Involved
with Choice,
have your say.

JUNE

Meitheamh Juin Juni Birželis Czerwiec Junho Junie Junio Juun

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6

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|--------|---------|-----------|----------|-----------------------|----------|--------------------|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 Father's Day |
| 17 | 18 | 19 | 20 | 21 Summer Solstice | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |



Notes:

JULY

Lúil Juillet Juli Liepa Lipiec Julho Iulie Julio Luuliyo

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7

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|--------|---------|-----------|----------|---------------------------|----------|--------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 Battle of the Boyne | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

**TACKLING
ANTI-SOCIAL
BEHAVIOUR
TOGETHER**

Tackling Anti-Social Behaviour Together

We take Anti-Social Behaviour (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 at an early stage. You can report ASB issues to Insec Security on 028 9020 0080, contact Choice on 0300 111 2211 or email enquiries@choice-housing.org

AUGUST

Lúnasa Août Augustus Rugpjūtis Sierpień Agosto
Agosto Agoosto

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8

| 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 Summer Bank Holiday | 27 | 28 | 29 | 30 | 31 | |

Notes:



Main Street,
Glenavy

SEPTEMBER

Meán Fómhair Septembre Rugséis Wrzesień
Setembro Septembrie Septiembre Sebteembar

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| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 Gas Safety Week | 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 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | <p>Why not start a new bedtime safety routine and check the following:</p> <ul style="list-style-type: none"> • Are my escape routes clear? • Are all the doors kept closed? • Is there a phone in my safe room? • Did I test my smoke alarm? <p>You can visit Northern Ireland Fire and Rescue Service's website at www.nifrs.org or call 028 9266 4221</p> | | | | | |

Fire Safety

Fires happen when you least expect them, often during the night. They also spread very quickly, damaging property, injuring and killing people.

**STAY
SAFE**

If there's a fire:

**Get out, stay out,
and call 999.**

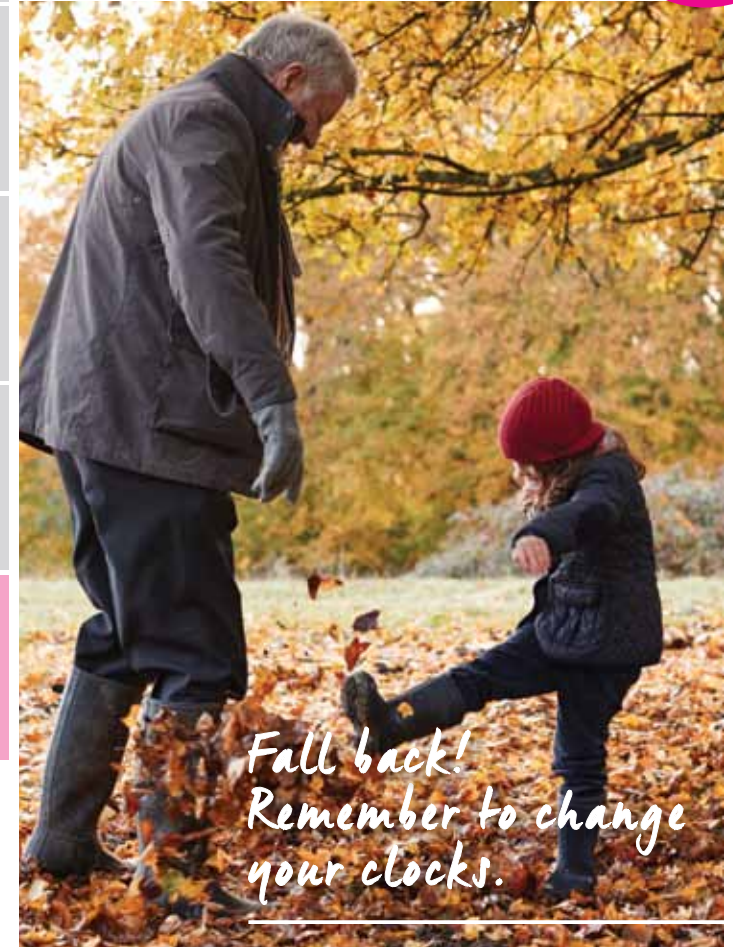
OCTOBER

Deireadh Fómhair Octobre Oktober Spalis
Październik Outubro Octombrie Octubre Oktoobar

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10

| 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 British Summer Time Ends (Clocks Go Back) |
| 28 | 29 | 30 | 31 Halloween | | | |



*Fall back!
Remember to change
your clocks.*

Notes:

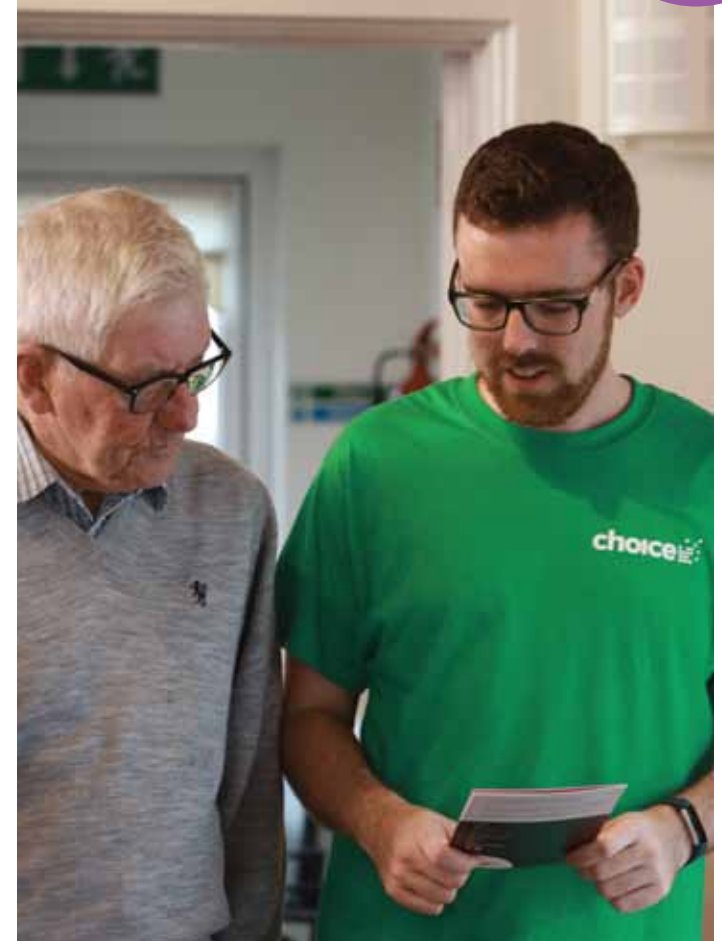
NOVEMBER

Samhain Novembre Lapkritis Listopad Novembro
Noiembrie Noviembr Nofeembar

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11

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



Save Energy, Money and the Environment

Choice has developed some of the most energy efficient homes in Northern Ireland and we are continually investing in energy efficiency within our homes through measures such as: improved insulation, new windows and doors, replacement heating systems and modern low energy communal lighting. Information and advice on how you can reduce your energy costs is available from our website www.choice-housing.org

DECEMBER

Nollaig Décembre Gruodis Grudzień Dezembro
Decembrie Diciembre Diseembar

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12

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



USEFUL NUMBERS

Belfast City Council

www.belfastcity.gov.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

Translink

028 9066 6630

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
028 9024 0664

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

Simon Community NI

25-27 Franklin Street
Belfast
County Antrim BT2 8DS
Tel: 0800 171 2222

Samaritans

5 Wellesley Avenue
Belfast BT9 6DG
Tel: 028 9066 4422

De Paul

449 Antrim Road
Belfast BT15 3BJ
Tel: 028 9064 7755

UTILITY SERVICES

Budget Energy

www.budgetenergy.co.uk
0800 012 1177

Electric Ireland

www.electricireland.com
0345 600 5335

Click Energy

www.clickenergyni.com
0800 1 070732

Power NI

www.powerni.co.uk
0345 745 5455

SSE Airtricity

www.sseairtricity.com
0345 601 9093

SSE Airtricity (Natural Gas)

www.airtricitygasni.com
0345 900 5253

Firmus Energy

www.firmusenergy.co.uk
0800 032 4567

Phoenix Natural Gas

www.phoenixnaturalgas.com
0345 455 5555

Northern Ireland Electricity Networks (NIE)

www.nienetworks.co.uk
03457 643 643

NI Water

www.niwater.com
0345 744 0088

EMERGENCY SERVICES

PSNI

www.psni.police.uk
999 or 101

Northern Ireland Fire and Rescue Service

Headquarters
1 Seymour Street, Lisburn
Co. Antrim, BT27 4SX
Tel: 028 9266 4221
In emergency 999

Northern Ireland Ambulance Service

Knockbracken Healthcare Park
Saintfield Road
Belfast BT8 8SG
Tel 028 9040 0999
In emergency 999

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

Lagan Valley Hospital, Lisburn

028 9266 5141

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

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Belfast

BT1 4DN

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Together
we enrich
lives