



2023
Calendar





Anne McAllister
Tenant Engagement Officer

Message from our Tenant Engagement Officer

Your 2023 Choice calendar is here.

As ever our fantastic Editorial Team, made up of tenants and staff, have been working together to create the 2023 calendar, we hope you enjoy reading and using it. The calendar has been designed to bring you helpful information about how we can support you and as we all seek to manage our household budgets over the coming months. The Calendar also showcases the impact our work has in the wider community.

Collaboration is what we do best and I for one have been happily reminded of this over the past year as we get back to in-person meetings and bigger community events. It has been a joy to meet and work with so many tenants and partners over the past 12 months. Conversations have been brimming with enthusiasm and new ideas, so thank you for all your contributions, big or small, we really do value your insight and support.

As well as our busy schedule of events we have completed a comprehensive review of the existing tenant engagement framework, and as a result we are in the process of building a new, reinvigorated model for engagement. The Choice Community Network replaces the Tenants' Forum, the first meetings have taken place and so far we are delighted that the structure is delivering a higher more structured level of engagement. If you would like to learn more about how you can get involved, visit our website choice-housing.org to view our Menu of Involvement which outlines the different levels of involvement you can choose that suits your lifestyle.



Helping with your money

Trouble paying your rent/household bills?
Any benefit issues you are worried about?
We can help. Many of our residents have money problems at some time in their lives and in the past 3 years 2,200 households received help from us to get back on track.



WE'RE
HERE
FOR YOU

Please call
0300 111 2211 to
speak to a member
of our Financial
Inclusion Team.

JANUARY 2023

choice
Together we enrich lives

SUN 1 New Year's Day

MON 2

TUE 3

WED 4

THUR 5

FRI 6

SAT 7

SUN 8

MON 9

TUE 10

WED 11

THUR 12

FRI 13

SAT 14

SUN 15

MON 16

TUE 17

WED 18

THUR 18

FRI 20

SAT 21

SUN 22

MON 23

TUE 24

WED 25 Burns Night

THUR 26

FRI 27

SAT 28

SUN 29

MON 30

TUE 31



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Helping with food costs

Working with the Trussell Trust, we are able to provide vital food parcels to people in need, with the knowledge that this will ease at least part of the burden of the rising cost of living.



**WE'RE
HERE
FOR YOU**

Visit
www.trusselltrust.org
to find your
nearest foodbank

FEBRUARY 2023



WED 1	MON 13
THUR 2	TUE 14 Valentine's Day
FRI 3	WED 15
SAT 4	THUR 16
SUN 5	FRI 17
MON 6	SAT 18
TUE 7	SUN 19
WED 8	MON 20
THUR 9	TUE 21 Shrove Tuesday
FRI 10	WED 22
SAT 11	THUR 23
SUN 12	FRI 24
	SAT 25
	SUN 26
	MON 27
	TUE 28








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One Million Trees

We are contributing to Belfast City Council's One Million Trees project because of the benefits this initiative will deliver but also because it aligns with our Sustainability and Energy Strategy which you can download from our website www.choice-housing.org



MARCH 2023



WED 1 St David's Day

THUR 2

FRI 3

SAT 4

SUN 5

MON 6

TUE 7

WED 8

THUR 9

FRI 10

SAT 11

SUN 12

MON 13

TUE 14

WED 15

THUR 16

FRI 17 St Patrick's Day

SAT 18

SUN 19 Mother's Day

MON 20

TUE 21

WED 22

THUR 23

FRI 24

SAT 25

SUN 26 British Summer Time Begins

MON 27

TUE 28

WED 29

THUR 30

FRI 31



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Helping with skills and employment

Our partnership with Young Enterprise is an important element of our commitment to facilitating sustainable, thriving communities. This programme provides alternative pathways to skills and employment.



APRIL 2023



SAT 1 April Fool's Day	MON 17
SUN 2	TUE 18
MON 3	WED 19
TUE 4	THUR 20
WED 5	FRI 21
THUR 6	SAT 22
FRI 7 Good Friday	SUN 23 St George's Day
SAT 8	MON 24
SUN 9 Easter Sunday	TUE 25
MON 10 Easter Monday	WED 26
TUE 11	THUR 27
WED 12	FRI 28
THUR 13	SAT 29
FRI 14	SUN 30
SAT 15	
SUN 16	

Community Development

Our Community Development team provide a programme of events which are free, fun and inclusive for the wider community. It's fantastic to see our communities coming together. Follow us on social media to find out about events in your area.



**WE'RE
HERE
FOR YOU**

MAY 2023



MON 1	May Bank Holiday	MON 15
TUE 2		TUE 16
WED 3		WED 17
THUR 4		THUR 18
FRI 5		FRI 19
SAT 6		SAT 20
SUN 7		SUN 21
MON 8	Bank Holiday for King Charles III Coronation	MON 22
TUE 9		TUE 23
WED 10		WED 24
THUR 11		THUR 25
FRI 12		FRI 26
SAT 13		SAT 27
SUN 14		SUN 28
		MON 29 Spring Bank Holiday
		TUE 30
		WED 31



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Community Relations

Building strong and resilient communities is just as important to Choice as building great homes. That's why our Community Development Team work to foster good relations across our communities.



WE'RE
HERE
FOR YOU

JUNE 2023



THUR 1

FRI 2

SAT 3

SUN 4

MON 5 Bank Holiday (ROI)

TUE 6

WED 7

THUR 8

FRI 9

SAT 10

SUN 11

MON 12

TUE 13

WED 14

THUR 15

FRI 16

SAT 17

SUN 18 Father's Day

MON 19

TUE 20

WED 21

THUR 22

FRI 23

SAT 24

SUN 25

MON 26

TUE 27

WED 28

THUR 29

FRI 30



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Added Value

We continually look for ways we can create added value to our services. Our procurement plans for supplies, services and construction are developed to value the wider financial and non-financial impacts on the wellbeing of individuals, communities and the environment.



Choice Services Apprentice,
Dean McMillan



JULY 2023



SAT 1
SUN 2
MON 3
TUE 4
WED 5
THUR 6
FRI 7
SAT 8
SUN 9
MON 10
TUE 11
WED 12 Battle of the Boyne
THUR 13
FRI 14
SAT 15
SUN 16

MON 17
TUE 18
WED 19
THUR 20
FRI 21
SAT 22
SUN 23
MON 24
TUE 25
WED 26
THUR 27
FRI 28
SAT 29
SUN 30
MON 31



Community Fundraising

Each year our tenants and staff show incredible generosity supporting various charity fundraisers. Even through times are tough, the Choice community continues to support those most in need through a wide range of creative fundraisers.



AUGUST 2023



TUE 1
WED 2
THUR 3
FRI 4
SAT 5
SUN 6
MON 7 Bank Holiday (ROI)
TUE 8
WED 9
THUR 10
FRI 11
SAT 12
SUN 13
MON 14
TUE 15
WED 16

THUR 17
FRI 18
SAT 19
SUN 20
MON 21
TUE 22
WED 23
THUR 24
FRI 25
SAT 26
SUN 27
MON 28 Summer Bank Holiday
TUE 29
WED 30
THUR 31



Choice Scholarships

Through this initiative, we support students from Widening Participation backgrounds to achieve academic excellence. Through these prizes, Choice can help individual recipients to succeed in their chosen career path and contribute to creating stronger inclusive communities.



Patrick Roe, BSc Hons Computer Science, scholarship winner:

“This scholarship has allowed me to invest more into my education as I was able to purchase IT equipment to assist with my studies. Having this will benefit me massively, and the Choice Scholarship has made that possible which means the world to me.”



SEPTEMBER 2023



FRI 1

SAT 2

SUN 3

MON 4

TUE 5

WED 6

THUR 7

FRI 8

SAT 9

SUN 10

MON 11

TUE 12

WED 13

THUR 14

FRI 15

SAT 16

SUN 17

MON 18

TUE 19

WED 20

THUR 21

FRI 22

SAT 23

SUN 24

MON 25

TUE 26

WED 27

THUR 28

FRI 29

SAT 30



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Homeless Connect

We have partnered with local charity Homeless Connect. The 'Getting Started Boxes,' which includes a range of essential items will help new eligible tenants set up their new home.



**WE'RE
HERE
FOR YOU**

Please call
0300 111 2211 to
speak to a member
of our Financial
Inclusion Team.

OCTOBER 2023

choice
Together we enrich lives

SUN 1

MON 2

TUE 3

WED 4

THUR 5

FRI 6

SAT 7

SUN 8

MON 9

TUE 10

WED 11

THUR 12

FRI 13

SAT 14

SUN 15

MON 16

TUE 17

WED 18

THUR 18

FRI 20

SAT 21

SUN 22

MON 23

TUE 24

WED 25

THUR 26

FRI 27

SAT 28

SUN 29 British Summer Time Ends

MON 30 Bank Holiday (ROI)

TUE 31 Halloween

**HC Homeless
Connect**



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Helping with energy costs

For over 10 years Choice has delivered sector leading energy efficiency, sustainable housing, and cost-savings for our tenants.

-10.6%

Reduced our annual Scope 1&2 CO₂ emissions



Invested £2.49 Million in Energy Efficiency and Carbon Reduction



£13,500 savings for new Choice tenants through our preferred supplier agreement



£211,881 tenant savings from smart energy procurement

C

Average EPC rating of 76 C across our property portfolio



1,020,000 kWh of renewable electricity generated for tenants using our solar PV systems

97%

97% of all new build properties are Band B (82) or above with 12% rated as Band A (91) or above



Annual Tenant Energy Week



Installed 14 Building Management Systems with remote heat controls

You can find lots of helpful advice on reducing energy usage on our website www.choice-housing.org

NOVEMBER 2023



WED 1	WED 15
THUR 2	THUR 16
FRI 3	FRI 17
SAT 4	SAT 18
SUN 5 Bonfire Night / Guy Fawkes	SUN 19
MON 6	MON 20
TUE 7	TUE 21
WED 8	WED 22
THUR 9	THUR 23
FRI 10	FRI 24
SAT 11	SAT 25
SUN 12 Remembrance Sunday	SUN 26
MON 13	MON 27
TUE 14	TUE 28
	WED 29
	THUR 30 St Andrew's Day



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Helping with all your needs

We can ensure that those with complex needs can get the most from their home. "Moving into our new home hasn't just ensured that John Luke can live a normal life like any other six-year-old, but it secures our long-term future as a family."

Lisa Faulkner, tenant



DECEMBER 2023



FRI 1

SAT 2

SUN 3

MON 4

TUE 5

WED 6

THUR 7

FRI 8

SAT 9

SUN 10

MON 11

TUE 12

WED 13

THUR 14

FRI 15

SAT 16

SUN 17

MON 18

TUE 19

WED 20

THUR 21

FRI 22

SAT 23

SUN 24 Christmas Eve

MON 25 Christmas Day

TUE 26 Boxing Day

WED 27

THUR 28

FRI 29

SAT 30

SUN 31 New Year's Eve



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Menu of Tenant Involvement

The Choice Community Network is a representative group of our tenants, who work closely with our staff.

The Choice Community Network is the **voice of our tenants**, it is strong, it has impact, and it is valued.



Community Network



Community Champion



Service Improvement Team



Editorial Team



Financial Stakeholders Group

Choice Community Network

The Network provides more opportunities to impact services in your area and have a stronger voice.

Community Champion

Become a Community Champion to represent tenants in your local community, working alongside staff to improve your neighbourhood.

Service Improvement Team

Working alongside Choice to help improve service delivery in your area.

Editorial Team

The Team review articles to showcase the activities for Choice News.

Financial Stakeholders Group

Receive information on annual rent increases and service charges as well as an explanation on how these have been calculated.

We'd love to hear from you...

Please tick the box for any activity you are interested in.



Community Network



Community Champion



Service Improvement Team



Editorial Team



Financial Stakeholder Group

Name

Address:

Email:

Mobile Tel:

Home Tel:

RETURN TO: CHOICE HOUSING IRELAND, FREEPOST BEL2371
or email: enquiries@choice-housing.org

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
www.translink.co.uk
028 9066 6630

ADVICE AGENCIES

Housing Rights
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 233 821

Energy Saving Trust
www.energysavingtrust.org.uk
0800 111 4455

Age NI
www.ageuk.org.uk/northern-ireland
028 9024 5729

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
www.simoncommunity.org
028 9023 2882

Samaritans
5 Wellesley Avenue
Belfast BT9 6DG
0330 094 5717

De Paul
298 Antrim Road
Belfast BT15 5AA
028 9074 3668

UTILITY SERVICES

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

Electric Ireland
www.electricireland.com
0800 056 9914

Click Energy
www.clickenergyni.com
0800 1 070732

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

SSE Airtricity
www.sseairtricity.com
0345 900 5253

SSE Airtricity (Natural Gas)
www.airtricitygasni.com
0345 900 5253

Firmus Energy
www.firmusenergy.co.uk
0330 0249 000

Phoenix Natural Gas
www.phoenixnaturalgas.com
0345 4 55 55 55

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
www.nifrs.org
028 9266 4221
In emergency 999

Northern Ireland Ambulance Service
Knockbracken Healthcare Park
Saintfield Road
Belfast BT8 8SG
www.nias.hscni.net
028 9040 0999
In emergency 999

NI Water flood line
0300 2000 100

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

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T: 0300 111 2211

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