

Choice News

choice 
Together we enrich lives

Issue 19, Summer 2024

UC Universal
Credit
MANAGED MIGRATION

***The Choice team can help you
with Universal Credit migration***



p.8 Tamar Court's
40th Anniversary



p.14 Good Relations
event at Montalto



p.26 Hillsborough Old
Road Development

A message from Michael, our Group Chief Executive



Welcome to the Summer 2024 edition of Choice News.

I'm going to start with another 'plug' to use our recently upgraded tenant portal. This online resource provides an opportunity for you to check your contact and account details, as well as raise any issues with the Choice team, including repairs, anti-social behaviour, etc. Despite careful resource planning, our Customer Services Centre can get very busy with calls, so the option of using the portal provides another means of connecting with Choice on matters of concern to you. Please check our website or social media for more details or reach out to your housing officer for help in getting your online account up and running.

We launched our 'Every Visit Matters' initiative towards the end of 2023. Choice staff and our contractors are privileged in getting access to tenants' homes on a regular basis for a variety of purposes. However, we don't take this for granted and indeed our staff and service partners have been encouraged to use these interactions to maintain an awareness of property conditions beyond the issue raised by the tenant. In this way, we will hopefully identify potential problems emerging before you have to report these to us. That's another good reason to enable our staff and contractors to fulfil previously agreed appointments to visit your home.

And on the latter point, I'm delighted that Choice Services can now offer appointment slots to relevant tenants when you call the contact centre with a repairs request. In the past, a works order would be raised by our Customer Services Centre and you would then have been contacted by Choice Services to arrange an appropriate time to visit your home. However, we

can now provide clarity on this repairs appointment at your first point of contact with Choice. Hopefully, the next phase of service improvement will extend this facility to all tenants and enable you to directly review and confirm a suitable repairs appointment online if you choose to use the tenant portal.

I'm delighted that the breadth and depth of our community development work continues to grow. As you will know, Choice is an advocate for shared housing and a number of community events are profiled in this newsletter. Increasingly our tenant engagement work is transitioning into community participation. Both underpin our new Strategy to 2027 which retains a mission to 'enrich lives through great homes and services'. It was also very clear from our strategic planning deliberations that investment in new build to meet housing need remains core to the Choice 'DNA'. We retain a healthy development pipeline and have recently secured additional project funding.

Please take the time to read about the great work going on across the Choice Group and consider a number of articles providing advice and guidance. In particular, don't miss the information around the migration to Universal Credit, something of interest to lots of our tenants.

Thanks for being a tenant of Choice and I hope you have a really great summer.

Michael McDonnell

Connect with Choice



@ChoiceHousing



@choice_housing



enquiries@choice-housing.org



Choice Housing Ireland Limited



Choice Housing

Follow us on social media - from Facebook, X to YouTube and LinkedIn - we've got something new for you every day! It's a great way to stay connected, engaged, informed and entertained! Feel free to like, follow, share, and ask questions on any of our social media platforms.

We're looking forward to connecting with you!

Join us on Social Media!

ZERO TOLERANCE POLICY

**Our team
is here to
help you.
So please
treat them
with respect.**

Choice operates a zero tolerance policy in respect of abusive/threatening behaviour towards our staff and contractors.



ZERO TOLERANCE POLICY

**Our team
will not
stand for
any form
of abuse.**

Choice operates a zero tolerance policy in respect of abusive/threatening behaviour towards our staff and contractors.

We are here to keep our customers safe and to provide the best service we can, but we're also responsible for protecting our staff from abuse, hostility and violence.

These are the kind of behaviours we consider to be unacceptable:

- Verbal abuse, aggression, violence including derogatory remarks, rudeness, inflammatory allegations, and threats of violence
- Unreasonable demands
- Unreasonable persistence
- Excessive letters, calls, emails or contact via social media.

What action can Choice take?
We can:

- End a call, visit or appointment
- Provide a single point of contact
- Limit contact to a single form, letter, or email
- In certain cases we may involve the police or other legal action
- Unacceptable behaviour towards our staff can put your tenancy at risk.

Choice Scholarships



L-R: Nathan Cole, student Ted Jen, Queen's University Pathway Opportunity Programme, Michael McDonnell, Choice Group Chief Executive, Aimee Martin, student and Emma Murphy, student.

Three students from Queen's University Belfast have been named recipients of the Choice Scholarship, aimed at supporting students from Widening Participation (WP) backgrounds to achieve academic excellence and to complete their studies.

The scholarship, now in its fifth year was launched in 2019 and provides financial support to students in order to facilitate the completion of their studies. In that time, Choice has supported 15 students from across Northern Ireland during their studies.

The three Queen's students, who will each receive £1,000 in recognition of their academic attainments are Nathan Cole (Engineering and Physical Sciences),

who is studying Computer Science, Aimee Martin (Medicine, Health, and Life Sciences) studying Zoology and Emma Murphy (Arts, Humanities and Social Sciences) currently studying Criminology and Sociology.

The financial support is provided to students who have participated in either the Pathway Opportunity Programme or Senior Academy Programme, both key Queen's initiatives delivered by the University's Widening Participation Unit.

Choice Group Chief Executive, Michael McDonnell said,

"I congratulate the three recipients and again thank Choice for their generous support."

Ted Jen from Queen's University Pathway Opportunity Programme

"Choice has a long-standing partnership with Queen's University Belfast and alongside similar collaborations with education providers is committed to providing much needed support to those who face barriers to achieving their goals in education."

"As part of our corporate social responsibility we go beyond our initial remit of building quality affordable homes and are committed to supporting local communities and our young people through a range of initiatives. The Choice Scholarship is incentive based, giving students the chance to gain much needed support through their education journey."

"Queen's University Belfast facilitates access to higher education for those facing barriers and we are proud to support them in achieving this through this scholarship."

Established in 2013, the Widening Participation Unit comprises the Junior Academy, the Senior Academy and more recently the Pathway Opportunity Programme. Widening Participation students may include young people who are eligible for free school meals or Education Maintenance Allowance, those who are care leavers, or adult learners.

The Senior Academy and Pathway Opportunity Programme target young people who have the ability to attend university, but who are least likely to progress to higher education and provides support to enable them to fulfil their potential. The scholarships are awarded to the Pathway Opportunity Programme or Senior Academy students, who achieve the highest overall mark in Level 1, and who will be continuing to Level 2.

Ted Jen from Queen's University Pathway Opportunity Programme *"We are very thankful for the partnership we've had with Choice over the past five years. These prestigious prizes not only recognise the students' academic achievements but provide extra support throughout their studies. Often without family financial support these Widening Participation students, from the Pathway Opportunity Programme or Senior Academy Programme, can find that an award like this may make the difference between being able to stay at Queen's on their course or not, so this support from Choice is very much appreciated."*

I congratulate the three recipients and again thank Choice for their generous support."

The Pathway Opportunity Programme aims to increase the number of students from under-represented groups who will go on to study at Queen's. The Senior Academy Programme raises awareness of higher education in post-primary pupils by developing their academic skills and supporting attainment. Working specifically with pupils from disadvantaged backgrounds, these programmes are open to all and provide insights into university life.

Aimee Martin, Queen's Student added: *"Winning this award was an unexpected surprise, for which I'm immensely grateful to Choice. It's supporting to know that Choice is acknowledging the hard work of Queen's students and providing us with an opportunity such as this. Considering the cost of living at the moment, this prize will help give me a boost so that I can focus more on my studies and future opportunities."*

Choice celebrates Tamar Court's 40th anniversary



Residents of Tamar Court in East Belfast were joined by their families and representatives from Choice as they celebrated the fortieth anniversary of the sheltered living scheme.

First opened in 1983, Tamar Court is home to 24 one-bedroom apartments, designed to provide independent living for those aged 60 and over with support available when needed.

The celebration was put on hold as the finishing touches were applied by contractors as part of a refurbishment project. Work was comprehensive and included fitting a new kitchen for the communal area and upgraded communal doors throughout the scheme. Full interior redecoration was also completed to include painting, carpets and blinds.

Catriona McCann, Area Manager at Choice said,

"We wanted to hold off on the celebration until the refurbishment project was complete. Staff and tenants are delighted with the final result and tell me it was well worth the wait."

"Reaching the 40th anniversary is a milestone to be proud of and at Choice, we are committed to developing not only quality and affordable housing, but sustainable and cohesive communities. Tamar Court is very important to the community it serves, and the tenants it is home to. I am sure I speak for everyone when I say it is wonderful to bring those associated with Tamar Court together, to mark such a very important milestone."

Ken McCallum first moved to Tamar Court in June 2006 and as the scheme's longest standing tenant he was invited to cut the celebratory cake to mark the occasion.

Like his Tamar Court peers, Ken keeps a busy social calendar due to the wide range of events that are organised with help from staff, with coffee and games mornings complemented by various in-the-community initiatives. These include around a dozen-or-so attending the Monday Lunch Club at Connswater Community Centre where they enjoy a two-course meal followed by bingo games.

Tenants also take advantage of cookery classes at the nearby Dee Street Community Centre and the weekly discounted food parcels that are sold by East Belfast Network's 'Social Supermarket'.



L-R: Sharon Malone Scheme Coordinator
Ken McCallum, tenant and Catriona McCann
Choice Area Manager

"Tamar Court is more than just a housing scheme, it is a thriving community, and that sense of togetherness is at the heart of everything staff and tenants do."

Every Visit Matters

Through our 'Every Visit Matters' campaign we are focused on building the capacity, confidence and awareness of all staff and contractors to deliver a holistic service to tenants.

We believe that having a great home makes a positive difference to the health and wellbeing of everyone in society and this shared belief is at the forefront of our work.

All staff are aware that 'Every Visit Matters'.

Our staff and contractors know that if they become aware of an issue whilst on a visit to a tenant's home, they have a responsibility to report it so that action can be taken to address it. Although this will be normal practice for the majority of staff, our 'Every Visit Matters' campaign sets out the 'Big 5' areas to look out for and the training gives staff a toolkit to work from.

If you are experiencing any issues or have concerns please contact us on 0300 111 2211.

Look out for the Big 5!

The 'Big 5' areas staff look out for whilst on a visit to a tenant's home are:

1. Damp and Mould
2. Issues in relation to Property Condition
3. Domestic Distress
4. Financial Distress
5. Ensuring tenants homes are safe



choice
Together we enrich lives

At Choice we share a passion for enriching lives through great homes, services and communities.

Get to know the Community Development Team



Choice Tenant Engagement Officers:

- promote opportunities for tenants to engage through our Tenant Engagement structures;
- build the capacity of individual tenants and communities; and
- provide opportunities and support tenants to access relevant capacity building training.

Choice Community Development Officers:

- link tenants with existing community services and strengthen community bonds;
- deliver educational, diversionary, and stakeholder events with tenant and community groups; and
- establish and support tenant groups to develop plans centred on community engagement, education, and diversionary activities.

Choice Good Relations Officers:

- map out community need and identify, interpret, and deliver community effort, reflective of the identified need;
- codesign agreed interventions underpinned by a good relations outcome; and
- encourage and promote partnership working by making the connections that make a difference.

My Journey



My tenant engagement journey- Deirdre Robinson, The Square, Ballyclare

As well as having the privilege of being the Community Champion for Choice in The Square, I also represent the residents on other committees and panels.

I'd like to explain how I became involved in the Community Network in the hope that more tenants will join us!

I was a guest of Gloria and Isabel at the Celebration of Achievement event last year, at the Clayton Hotel when Anne and Sharon encouraged me to join the Editorial Team.

I signed up and really enjoyed my first meeting. After 22 years in people focused roles I took Adjusted Early Retirement from HMRC due to family commitments. When Mum needed nursing care I worked in my local Tesco, another job which was people focused.

Choice provided me with the opportunity to contribute to my community, so with Anne and Sharon's encouragement I have a purpose again. Volunteering as part of a team and using my grey matter again, it's as if I am back working, helping the public once more.

Choice has enabled me to meet new people who I now consider friends. The training and guidance given at each course I have attended has been exceptional.

To represent the residents living in The Square at these different meetings is so rewarding. Being able to bring forth ideas and to have a say or challenge decisions is very rewarding.

The Square's Inter-Generational Art Work was a wonderful example of bridging the age difference and helping with anti social behaviour in the immediate area of our homes. It was great to engage with the young boys, who had previously engaged in anti social behaviour which was upsetting.

Together we worked on the design and spray painting, bringing our collective ideas to life was great fun, they say there is a first time for everything well spray painting was mine.

These kids realised we weren't grumpy people who stole their fun. For the most time now we understand each other hence the anti social behaviour has reduced to the minimal.

To finish I sincerely want to say a big thank you to Anne and Sharon. I look forward to working with the team in the year ahead. I hope I can be a worthy ambassador for Choice within The Square.

A big fat thank you.

Thank you.

COMMUNITY NETWORK

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.

Do you want to help shape our services?

Do you have, or would you like, to gain experience in community work?

Do you want to make a difference in your community?

We offer training and support to all our Community Network members to help build your skills, knowledge and confidence.

You are the expert in your community and we would like you to join us to strengthen our network.

Connect
with us!

Contact our team and let us know how you would like to get involved ...



Email us:
get.involved@choice-housing.org



Call us:
0300 111 2211



Visit us:
choice-housing.org



Connect with us:
Facebook | Twitter | LinkedIn

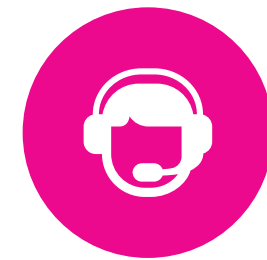
Menu of Tenant Involvement



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.

[ChoiceCommunityNetwork](https://www.choicehousing.org/choicecommunitynetwork)

Housing for All

Choice is committed to promoting inclusive and diverse communities.

Housing For All is the Department for Communities and Northern Ireland Housing Executive's Shared Housing Programme. The Programme has its origins in the NI Executive Together: Building a United Community Strategy which reflects the Executive's commitment to improving community relations and continuing the journey towards a more united and shared society. £13M has been invested in the Choice shared housing developments and associated five-year Good Relations Plans. Advisory Groups have been established to support delivery of the plans.

Choice currently manages 7 shared housing schemes across Northern Ireland in:

- Antrim, Fountain Hill, Stiles Way
- Ballymena, Nursery Close
- Dungannon, Fortview
- Lisburn, Hulls Hill
- Derry~Londonderry, Rosses Gate/Ballyoan phase 1

The partnership approach used by Choice of working with local authorities, statutory, community and voluntary sectors in the delivery of the T:BUC/*Housing For All* programme is a key factor in helping to meet the outcomes of improving good relations, promoting community integration and successfully delivering the shared housing programme.

Tenants in participating communities benefit from:

- A community where residents feel welcome and where everyone has opportunities to make positive contributions to their community; developing a sense of belonging, community ownership and shared identity;
- Enhanced neighbourliness through building community spirit and encouraging involvement; and
- Opportunities to live in a shared housing environment thus increasing access to housing opportunities.

Montalto Event

We marked the conclusion of a 5-year Good Relations-based initiative that has supported tenants living in our shared housing schemes in Ballymaglave Court, Ballynahinch and Manse Court, Saintfield. The event was held within the grounds of the Montalto Estate and its award-winning Carriage Rooms.

Choice's Good Relations Officer Mark Kent:

"I have no doubt the communities in both these towns have benefited from our partnerships over the last five years.

We would encourage tenants to continue to engage with Choice through our Community Network, Community Champions, Service Improvement Team, and similar initiatives to ensure the progress made through this initiative continues to develop."



Listen up

A video developed by young people and aimed at informing and educating parents and carers on suicide prevention was celebrated recently as part of an initiative to mark Children's Mental Health Week.

The event, hosted by St Patrick's Academy in Lisburn in partnership with the Education Authority heard from the young people involved in the video, discussing the importance of understanding the challenges young people face and in particular the real threat of suicide. The event welcomed guest speaker Carl Frampton who commended the young people involved and encouraged open dialogue with parents, carers and peers alike.

Housing for All



Stone Soup Event



Stone Soup Event



Stone Soup

We were delighted to be able to welcome over 350 Choice tenants, their family and friends to Cultra just outside Belfast. For many of them it was their first visit to the Ulster Folk Museum.

It was an opportunity for men and women, boys and girls, to explore the history of the 'Stone Soup' concept that was provident in years gone by, rediscover our heritage and leave knowing that when we all work together, we can achieve outcomes that can benefit everyone.

It was a thoroughly enjoyable experience for those people who came along during the course of the two-day event.



Culture Unveiled

World renowned professional artist and amateur musician Alina Gawhary was the special guest at a good relations event organised by Choice and First Steps Women's Centre, Dungannon to mark International Women's Day.

At 'Culture Unveiled – inspiring inclusion', Alina shared her experience of securing safe passage from Afghanistan to Bangladesh where, in 2023, she was awarded an art scholarship at a university.



Culture Unveiled Event



Our online tenant portal, 'My Choice' is available now to all Choice tenants

We have carried out some recent improvements to allow you to raise non-emergency, basic repairs at any time, as well as view the repair history for your home and the status of your repairs.

What Services can I access through 'My Choice'?

You can quickly and securely:

- Access your rent account online to view your account
- Report a non-emergency repair and view current/past repairs
- View your contact information and update your contact details
- Report an issue or concern

How do I register for 'My Choice'?

You can register with 'My Choice' on your smartphone, tablet, laptop or computer. To register you will need the following information:

- Account Reference number (this can be found on your rent account statement)
- First Name
- Surname
- Date of birth

- National Insurance Number – format is AB123456C – no spaces and capital letters

You will also need an email address. If you do not provide an email address, you will not receive the activation token to allow you to complete the registration process.

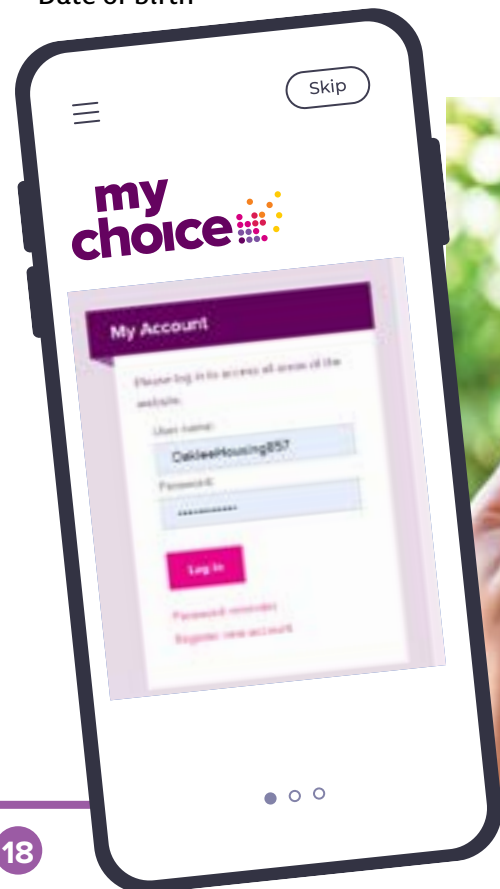
To register now, simply scan the QR code or use the link below:



<https://my.choice-housing.org/>

This will take you to the 'My Choice' Homepage. Click on 'Register New Account' and follow the instructions. If you already have an account just log in using your username and password.

If you experience any issues with login or registration you can contact tenantportal@choice-housing.org for assistance.



Home Contents Insurance – are you covered?

It is difficult to expect the unexpected, however over the past number of years there have been many examples of extensive damage to tenant's properties being caused by flooding, fire and severe cold spells. Unfortunately, many of the tenants affected had no home contents insurance. Choice strongly recommends all tenants insure their home contents.

Choice are responsible for, and will carry out repairs to the structure of the properties. **It is however, the tenant's responsibility to have insurance cover for personal property, furnishings and the decoration of their home (including floor coverings).**

We realise that home contents insurance may be the last thing on many tenants' minds, especially when there are so many other outgoings. However, if you do not have insurance for your personal property, you run the risk of having to find all the money necessary to

repair or replace items that have been damaged. There are a number of contents insurance policies available which you can pay monthly or annually.

Details of insurance companies are easily available on the internet or you can contact your local insurance broker for further details. Home contents insurance may cost less than you think and could save you a significant amount of money if something did go wrong.

The cost of your home contents insurance will depend on how much the contents of your home are worth and where you live.

Having home contents insurance will give you the peace of mind that should something unexpected happen, any potential damage to your home contents are covered, leaving you to concentrate on the things that really matter in life.

It is the tenant's responsibility to have insurance cover for personal property, furnishings and the decoration of their home.

Home contents insurance may cost less than you think and could save you a fortune if something did go wrong.

£

Fire Safety

Who is responsible for fire safety in your block of flats?

In a block of flats, fire safety is **EVERYONE'S** responsibility including Choice and tenants. Choice is typically responsible for ensuring that fire safety measures are in place, such as fire alarms, fire doors, fire extinguishers where applicable, and evacuation plans. We are also tasked with regular maintenance and inspections to ensure everything is operational, where applicable.

However, tenants also have a personal responsibility to follow best practices when cooking, using candles, housekeeping, and controlling storage levels. You must familiarize yourself with evacuation procedures and the Choice Fire Safety handbook, report any fire hazards or concerns to Choice and not engage in behaviours that could increase the risk of fire, such as careless smoking or overloading electrical outlets.

Collaboration between Choice and our tenants is essential to maintain a safe living environment.

Safe evacuation and fire alarms in sheltered schemes

Sheltered Housing is designed for Independent living with a Scheme Co-ordinator available for limited times to aid with Housing Support only. Independent living includes ensuring that where a buildings fire alarm is activating you self-evacuate without further

instruction. As the scheme staff are on site for a limited time, there can be no reliance on the Scheme Co-ordinator to facilitate an evacuation or verify a fire. The only persons responsible for **YOUR EVACUATION** is **YOU**.

A Fire alarm is designed to provide early warning of a fire, this will allow you the time to safely evacuate your flat or common area and get to a place of safety. You must wait there until instructed otherwise by the Fire & Rescue service.

DO NOT IGNORE A FIRE ALARM! Ignoring a Fire alarm and passing it off as a false alarm will remove the vital time you will need to escape putting yourself and others at unnecessary risks.

If a tenant feels that they would not be able to self-evacuate, they must inform the Scheme Co-ordinator to allow the Fire Safety Team to complete an assessment and provide best practice advice. If you have been assessed and instructed to “stay put” by the Fire Safety Team. You must follow the instructions supplied.

If you have a fire in your flat, or come across a fire, you must raise the alarm, evacuate from the area closing the door behind you and contact 999.

Under no circumstances is the fire alarm to be silenced or tampered unless authorised by Choice to do so.

Why communal corridors must remain clear of personal belongings

Communal corridors serve as vital escape routes during emergencies, such as fires, in multi-storey buildings like blocks of flats. These corridors must remain clear of obstructions to ensure unimpeded movement for residents evacuating the building and for firefighters responding to the emergency. Any blockage, whether it's furniture, clutter, or other objects, can hinder evacuation efforts and slow down emergency services access to the building. Maintaining clear communal corridors is essential for safeguarding the lives of residents and aiding the efforts of firefighters during emergencies.

Safe use of EV scooters, EV bikes and mobility scooters

Safe storage and charging of mobility scooters, electric bikes (EV bikes), and scooters is crucial to prevent fire hazards, especially in blocks of flats. Residents **MUST** not store or charge these vehicles in communal escape routes, such as corridors or stairwells, as they can obstruct evacuation routes and hinder emergency response efforts.

Permission must be sought from Choice to bring these EV vehicles onto the premises.

Additionally, it's essential not to install do-it-yourself (DIY) charging kits, as they may not meet safety standards or regulations, posing a risk of electrical fires or other hazards.

Residents should adhere to manufacturer guidelines for charging and storage, ensuring vehicles are placed on stable surfaces away from combustible materials and using approved charging equipment. They should

not be charged when you are sleeping. Close all fire doors when charging the vehicle. By following these practices, residents can help maintain fire safety in shared living environments.

Why your fire doors need to be closed and not wedged open

Fire doors play a crucial role in fire safety within your scheme, they act as a barrier to prevent the spread of fire and smoke between individual flats and within communal areas. It's essential for residents to keep these doors closed and not wedge open. Open doors can allow fire, smoke and toxic gases to rapidly spread throughout the building, endangering your friends and neighbours who live in the scheme.

Closed entrance doors help contain fire within individual units, giving residents more time to escape and allowing firefighters to effectively tackle the blaze. Additionally, closed doors can prevent the circulation of smoke and toxic gases, reducing the risk of smoke inhalation and improving conditions for evacuation and firefighting. Therefore, maintaining closed flat entrance doors is a critical aspect of fire safety in blocks of flats, helping to protect lives and property in the event of a fire.



Choice Biodiversity Photography Competition

Your details

Name:

Address:

.....

Email:



How to enter

1. Capture a digital photograph of flowers, trees, insects, birds, and wildlife in our neighbourhoods. Your entries do not need to be of rare species, we simply want to encourage everyone to engage with the wildlife all around us!
2. Submit via email to energy@choice-housing.org along with your name and address by the closing date - Friday 30th August 2024.
3. Our panel will judge the entries and winners will be announced on Facebook and featured in the next Choice News!



Please be advised that this competition is open to Choice tenants only. Ts & Cs apply.

Our Sustainability & Energy strategy sets out how we will build upon our past successes and address challenges such as the climate crisis and biodiversity loss.

We are committed to a sustainable future for all.

In order to promote positive biodiversity behaviours in our communities we are delighted to launch our first annual biodiversity photography competition.

Simply snap a photograph and send it to energy@choice-housing.org to be in with a chance of winning a £100 B&Q shopping voucher!

WIN
£100
B&Q
shopping
voucher



Choice sign up to become a Safe Place organisation

Choice have signed up our offices, Maple House and Leslie Morrell House to the Safe Place initiative run by Onus. Safe Place is a simple but effective way for anyone affected by domestic abuse to receive information on the support available to them. The support is available both for Choice staff members and the general public who visit Choice offices.

Our Safe Place sites displays the Safe Place logo and posters on the premises and have Safe Place cards with details of helpline numbers in an accessible location.



Further information on Safe Place can be viewed on the Onus website <https://www.onustraining.co.uk/play-your-part>



Universal Credit

IMPORTANT INFORMATION ABOUT WORKING AGE BENEFIT CLAIMANTS.

Read on to inform yourself about changes coming this year.

Universal Credit was introduced to Northern Ireland in 2017, and is now replacing some of the benefits you may be claiming. The majority of remaining legacy benefit claims will be closed by the end of 2024.

Those affected will be invited to claim Universal Credit. You should only make a claim for Universal Credit once you receive a migration letter from Department for Communities.

Once you receive your Universal Credit Migration letter you will need the following to help your claim run smoothly.

The following information tells you everything you need to know:



Personal information:

- A valid email address
- Telephone and /or mobile number
- National insurance number
- Photographic ID



Housing information:

- Postal address (including postcode).
- Landlords details.
- Tenancy or Rent Agreement.
- How much rent is paid. If you have a service charge you will need this amount separately as it will ask for this during your application.



Financial information:

- Details of the bank, building society, Credit Union, or Post Office card account you want your Universal Credit to be paid into. Payment into a bank is the preferred method.
- Details of any savings or other capital (if you have any).
- Details of any earnings or income that's not from work, for example from an insurance plan or occupational pension.
- Details of any other benefits you are receiving (if receiving any).
- Child Benefit reference numbers where relevant.



CHOICE TENANT

I had a visit from Tom in the Financial Inclusion Team, who put my mind at rest whilst migrating over from tax credits to universal credits after worrying for months and having sleepless nights. Tom came to my home and explained the process in full.

I would highly recommend the Financial Inclusion Team and won't think twice of asking for their help again.



Getting online

If you do not have internet access in your home, there are various ways to get online locally.

Your nearest Jobs and Benefits Office will have digital zones with computers and free WiFi. Another option is your nearest library where there are computers, free WiFi and sometimes basic IT classes on offer.

The local Further Education College may offer IT classes as well as a local community group or advice centre.

Don't worry if you have any difficulties getting online - please ask your Housing Officer for help.



Email Addresses

A valid email address is needed to claim Universal Credit. The most well known webmail providers include Gmail, Outlook, and Yahoo! All of these services are free to use and can be accessed just about anywhere.



Rates

A payment for rates is **not** included in the housing element of Universal Credit.

When completing the online application you should:

Tick the box to confirm you are liable to pay rates: and

Tick the box to say you require support with rates.

You should make your claim for Rates straight after making your claim for Universal Credit at www.nidirect.gov.uk/articles/how-claim-rate-rebate.



Budgeting support / Money Advice

As there is a 5 week wait for your first Universal Credit payment, for those that may struggle there may be support available. Contact our specialist Benefit Advisers who are ready and waiting to help you. Contact our **Financial Inclusion Team on 0300 111 2211** today.

Information correct at time of print.

Choice launch £16.2m Lisburn Development

The development of a £16m mixed use housing development in Lisburn, which will provide 90 new quality social homes in the area was officially launched recently by Choice in partnership with the Northern Ireland Housing Executive.

The project team from Choice were joined at the site on Hillsborough Old Road by officials from Windsor Developments Limited who will manage the construction project alongside their contractor, Leo Matheson Ltd, and their design team Doherty Architectural Services and Quantity Surveyors Hamil Gallagher.

Initial site work commenced in summer 2023, with the first phase of the development which will include 17 properties. These new homes are expected to be handed over in May of this year.

Once fully completed, the Hillsborough Old Road Scheme will consist of 30 three-bedroom, 46 two-bedroom, and 3 four-bedroom general needs houses. A further three houses, two bungalows, and six apartments (of which eight homes will offer easy access for wheelchair users) some have also been incorporated into the final design.

Choice Group Chief Executive, Michael McDonnell said, *“Hillsborough Old Road is another hugely exciting development and follows a number of key schemes launched by Choice over the last year, most recently the start of construction on the St Claire’s Development – an £18m scheme in Newry. It has been a busy period for our Development Team, and it is encouraging to see this and other developments progressing, particularly at a time when housing need is so high across Northern Ireland.*

“Our ambitious new build programme is another clear indication of Choice’s desire to help deliver more great homes and enhanced services for local communities across the region. This significant investment will further contribute to the growing demand for homes in Lisburn.”

Leo Matheson, Director from Leo Matheson Ltd said:

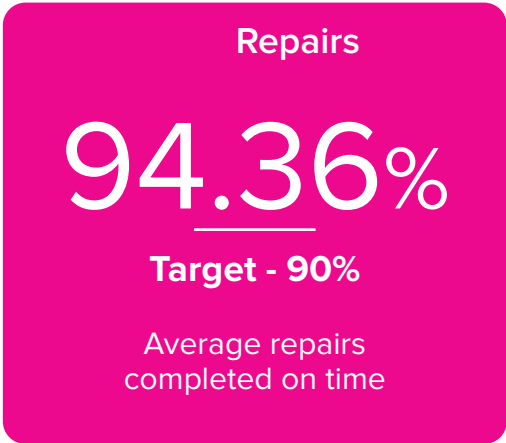
“It is fantastic to have the opportunity to work with Choice again, on what is one of their most ambitious and exciting projects in recent times.”



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.



We want to hear from you!
It is important that your voice, in relation to our services, is heard.

Performance figures are from April 2023 to March 2024

Protecting your home from condensation & mould

Where does the moisture come from?

All air contains some moisture. Modern appliances such as dishwashers, washing machines and tumble dryers all produce large amounts of moisture. As many as 20 pints of moisture is added to the air in the home by an average family per day.

How do the problems start?

Generally, the problems start in winter when there is too much moisture in the air which condenses on cold surfaces. In older properties which were poorly insulated and drafty, any excess moisture could easily escape.

Today our homes are much better sealed and insulated. Unfortunately excess moisture, once sealed into our homes now makes them prone to problems such as windows streaming with condensation. Excess moisture, if left unchecked, will lead to damp in the building fabric. Double glazing, insulation and draught proofing all help to retain heat, but can make condensation problems much worse by reducing natural ventilation. Since it is neither practical nor desirable to make our homes less-well sealed, the answer is to reduce the amount of moisture we produce and physically remove the excess moisture.

If excess moisture is allowed to build-up in the home, moist air will inevitably come into contact with a cold surface such as a window or external wall when the outside temperature falls. At these low temperatures beads of condensation form, initially on windows and then spread elsewhere. Soon the condensation turns into damp and may result in mould spots growing.

How does the moisture spread?

Moist air is never concentrated in one place for long, it will drift around the home. Moisture produced in one room, for example a kitchen or bathroom will circulate around the house, until it finds a cold place where it will condense and create areas of mould. This may be a cool bedroom or inside a wardrobe for example. Condensation and mould can, therefore occur in any room of the home. Usually these are the rooms that are least well heated, not necessarily the ones where the moisture was produced.

How do you reduce condensation?

Condensation can be effectively managed by controlling moisture generation, adequate heating and ventilating your home.

In cold weather, opening windows for 5-10 minutes several times a day will remove moist air without allowing the fabric of the building to cool significantly. This method will conserve heat and reduce energy loss as most heat in a property is held within the building fabric (walls, floors etc.) and not the air itself.

If you suspect rising damp, penetrating damp such as defective render or leaking pipework please contact us to arrange an inspection.

CALL US ON:
0300 111 2211




It is important that tenants are aware of the need to control and manage indoor air quality which contributes to condensation and mould growth that may damage your health, home and belongings.

All homes produce some amounts of excess moisture and we are all familiar with condensation on windows and pools of water on window sills. In severe cases, if not managed, this can lead to damp patches on walls and mould growth. In homes, unsightly mould can form around window panes, corners of rooms and behind furniture.

Condensation is the first sign that your home is producing excessive moisture or that moisture cannot escape through ventilation. Moisture and mould build up is not only unsightly but can cause damage to clothing, furnishings, decorations and can aggravate certain health conditions.

TOP TIPS!

Do not dry your clothes indoors - each load of washing will contain 5-10 pints of water	Wipe condensation from windows in the morning and wring the cloth or sponge into the sink	Treat mould with a mild acid, such as undiluted white vinegar
Keep lids on pots when cooking, open a window and use the extractor fan if provided	Keep bathroom doors closed during and after bathing or showering. Open the window or use the fan if provided	Let fans run or leave windows open for at least 15 mins after showering, bathing or cooking
When filling a bath or sink run the cold water first before adding hot - this reduces steam and will prevent scalding	 Ensure all rooms are adequately heated even if rarely used	Don't use stand-alone gas heaters as these appliances produce water
Consider using mould resistant paints in rooms exposed to high humidity such as bathrooms and kitchens	Keep a space behind furniture to allow air movement and avoid placing furniture against external walls	Ventilate properly to remove stale, moist air. The most effective way is to open several windows to allow a through draft
 Don't block or close wall, ceiling or window vents	Don't isolate fans or ventilation systems if fitted - they are efficient and cost very little to run	 Don't cover radiators with curtains or furniture

The Muriel Smyth Good Neighbour Award 2024

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

The Muriel Smyth Good Neighbour Award will be judged by a panel made up of Board Members, Staff and the Community Network. 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.

- 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?
- The person nominated and the nominator must both be tenants 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.

Ts & Cs apply.

Closing Date:
Friday 30th August 2024.

WIN
£100
Shopping
Voucher



Best Kept Garden Competition 2024

Green-fingered tenants are being urged to 'grow for it' as part of the annual Choice gardening competition.

Calling all keen gardeners! To the green fingered among you or your friends and neighbours, it's time to remind you of the annual Choice Best Kept Garden Award. You can nominate your own or another tenant's garden, or a scheme garden providing it is tended by the tenant and not Choice contractors.

If you wish to submit an entry please complete and return the information slip plus photo(s) of the nominated garden by **Friday 30th August 2024** to the Editor, **Choice News** FREEPOST BEL2371, Belfast BT1 6BR.



WIN
£100
Shopping
Voucher

Please be advised that this competition is open to Choice tenants only.

Ts & Cs apply.

The Muriel Smyth Good Neighbour Award 2024

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 30th August 2024.



Best Kept Garden Competition 2024

Your details

Name:

Address:

.....

.....

Telephone No:

Email:

Nominee Detail (if different)

Name:

Address:

.....

.....

Telephone No:

Email:



Ulster Bank backs new affordable homes with £70m Choice loan deal



Choice has agreed a new £70m loan with Ulster Bank that supports the landlord’s plans to invest in more than 875 affordable homes in Northern Ireland.

Savills Financial Consultants helped Choice agree the new 15-year arrangement.

Choice recently developed 90 new homes on the former Park Avenue Hotel site in East Belfast, and plans to develop hundreds of new homes for social and private tenure with the bank’s support by 2025.

At present, the association is developing 947 new homes across 16 projects across Northern Ireland, including flagship housing schemes in schemes in Rosses Gate, Derry~Londonderry, the King’s Hall, Belfast and and St. Clare’s Convent, High Street, Newry.

Michael McDonnell, Chief Executive of Choice Group, said: “We are pleased to announce this new loan facility from Ulster Bank. As a result of this arrangement, we are able to access funds quickly and effectively and have fixed our cost of long-term finance.

“The cost-of-living crisis, high inflation and geo-politics have impacted every sector across society and social housing is no exception. Whilst our performance in terms of meeting our social homes targets has been good, this facility will support us greatly as we take forward our development plans.

“We engaged with Savills Financial Consultants to find a tailored, competitive financing solution that aligned with our wider business objectives to invest more in our social housing pipeline. We are very pleased with the engagement with Richard and Claire at Ulster Bank and the resulting financial package.”

Richard Lusty, Relationship Director at Ulster Bank, said: “Ulster Bank is proud to be the preferred Banking partner to support this transaction. Supporting the social housing sector in Northern Ireland is aligned with our purpose of helping people, families and businesses to thrive.”

Claire McKeown, Associate Director at Ulster Bank added: “The structure of the facility demonstrates the strength of the relationship that Ulster Bank has with Choice and Savills, alongside the wider benefits of being part of NatWest Group. Working in partnership with our NatWest Markets colleagues, we were able to provide Choice with a tailored and flexible solution that helps to achieve their goals and ambitions, alongside managing interest rate risk in more challenging economic times.”

Alex Morgan, Director at Savills Financial Consultants, said: “We have worked closely with Choice from the outset of this transaction to achieve a flexible solution that provides our client with the certainty they require, without over-committing in a high interest rate environment. The teams across all parties to the transaction have worked hard to deliver a tailored solution for Choice which meets all of the objectives set at the start of the process.”

The transaction was also supported by Trowers & Hamlins, Shoosmiths and Pinsent Masons.

Planned Maintenance



If planned maintenance has been completed in your home we want to hear from you!

Help us to improve our service to you by providing feedback on Planned Maintenance.

If works have recently been completed in your home, such as kitchen installation, bathroom installation, painting, replacement windows or bathroom, please complete our satisfaction survey.

Scan the QR code to complete the survey.



Your feedback is important to us.



Trussell Trust

Choice has renewed its partnership with the Trussell Trust to support families dealing with financial hardship. The £20,000 investment aims to distribute much-needed food parcels to over 1,100 low-income households across the province.

A report published by the Trussell Trust outlined that between 2021 and mid-2022, one in fourteen (7%) people in Northern Ireland received charitable food support. The report also outlined that an estimated 354,000 people (16%) in Northern Ireland faced hunger. Between April 2022 and March 2023, the charity provided 81,084 emergency food parcels – a 29% increase on the previous year which included 35,334 parcels for children.

Over the last five years, the rise in the need for food banks has been steeper in Northern Ireland than in any of the other part of the UK. Over the five years between 2017/18 and 2022/23, the number of parcels distributed by food banks in the Trussell Trust network increased by 141% in Northern Ireland, compared to a rise of 120% in the UK as a whole.

Carol Ervine – Choice Group Director of Tenant and Client Services – said: *“The Choice partnership with Trussell Trust has provided much-needed support for families across Northern Ireland who are struggling to afford the essentials of food, heat, and clothing. The cost of living is still very much a real issue for tenants and as a housing association we are providing a range of initiatives aimed at supporting those in need. “This collaboration aims to provide food parcels to more than 1,100 households across the region and further complements existing Choice support such as our financial inclusion team who offer tenants expert guidance on available benefits, managing debt, and budgeting advice.”*

According to figures released by the Department for Communities (DfC), in 2022/23, 18% of individuals – approximately 349,000 people – were estimated to be living in relative poverty compared to 16% in 2021/22. The percentage of individuals in absolute poverty in 2022/23 was 14% – approximately 271,000 people – compared to 13% in 2021/22.

There are currently 23 food banks in the Trussell Trust’s network in Northern Ireland, distributing parcels across 50 locations.

Carol added: *“The increase in the cost of essentials, including fuel and gas, has contributed to the increased need for food banks across Northern Ireland and whilst this uncertainty continues, the need for this support will remain. There is a need for a long-term solution to tackling poverty in Northern Ireland and Choice is committed to engaging with all relevant stakeholders to make this a reality.”*

Jonny Currie – Northern Ireland Network Lead from the Trussell Trust – said: *“Alongside the growth in need for food banks in Northern Ireland, we have seen the emergence of other forms of charitable food aid, often in the form of low-cost community food support such as social supermarkets which provide support for local families and individuals experiencing food poverty. “Whilst our long-term ambition is to end the need for food banks across Northern Ireland and the UK as a whole, collaboration with organisations like Choice is vital in ensuring that the current demand is met.”*

The partnership between Choice and Trussell Trust, is now in its third year, with an investment of £57,500 during this time.



There are 23 Trussell Trust food banks across Northern Ireland.

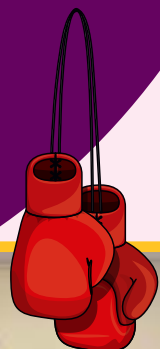
Out & About

Choice has more than 11,000 tenants, over 400 staff and works with numerous partners and stakeholders; so it's no surprise that there is always plenty of activity going on in all the communities we support.

Read our Out & About section to find out more and don't forget to let us know about your events!

Contact us at:

editor@choice-housing.org



BOXING LEDGEND VISITS MEDWAY COURT

Local boxing legend Wayne McCullough dropped in to see his uncle and the other residents of Medway Court, Belfast, during the week!



TENANTS AT MCNEILL COURT RAISE FUNDS FOR NI HOSPICE.

We are very proud of our community at McNeill Court, Larne.

Over Christmas, tenants at the sheltered living scheme sold ballots for a huge hamper as well as some smaller prizes.

Happily their efforts, matched by the generosity of their friends and family raised £100 for NI Hospice.

Well done everyone!



GALENTINE'S DAY AT DONAL CASEY

Our lovely Scheme Co-ordinator, Nicole McElhinney threw a Valentines/Galentine's party for everyone at Donal Casey Court, Derry~Londonderry to celebrate this special day.



EVERYONE AT CHOICE WAS INSPIRED BY A YOUNG GIRL FROM ENNISKILLEN

Taylor Jepson-Reilly recently ran a stall at a local craft fair in December and put the money she raised to good use. Taylor set about creating beautiful Christmas hampers for all the tenants at Clachan Court, a Sheltered Living scheme in Enniskillen. Taylor met with our Scheme Co-ordinator Catherine McManus to deliver the 12 Christmas hampers.



DAVID KERNOHAN 95TH BIRTHDAY

Tughan Court, Bangor, held a very special birthday party for Mr David Kernohan.

At 95 years young, and living at the sheltered living scheme since 1992, Mr Kernohan holds the longest tenancy at the scheme.

Mr Kernohan's neighbour and friend Lilly Fleming, 97, was also at the party sharing many memories as she has lived there since 1993.

Happy 95th year to David from everyone at Choice.



FOYLE FOOD BANK

Philip Watson and Rita McKeegan came to live at Lisnavar Court in early spring and have joined the community spirit by contributing to the sheltered living scheme's collection for the local food bank.

Tenants at Lisnavar Court support with the Foyle Food Bank with their regular generous donations.



LUNCH TOGETHER AT LISNAVAR COURT

Stew day at our Sheltered Living scheme Lisnavar Court, Derry~Londonderry was a huge hit.

Our Scheme Co-ordinator, Shauna Cusack took care of everyone with a big smile on her face as usual!



CELEBRATING CHINESE NEW YEAR AT ELM COURT

A recent stand out event at Elm Court were the Chinese New Year celebrations. Choice tenants from nearby as well as representatives from our Community Networks joined Elm Court to celebrate Chinese New Year.

Everyone had a ball, the tenants particularly appreciated the Chinese writing presented to them.



ST PATRICK'S DAY AT CRAIGNAGORE



Tenants at Craignagore, Newcastle, enjoyed St. Patrick's day, sharing lunch and spending time together.



AN INSPIRATIONAL VISIT AT ROTHESAY COURT

Ukrainian refugee, Alyona Tytarenko, visited Rothesay Court, a sheltered living scheme in Derry~Londonderry. Alyona gave a talk to the tenants about her escape from the war, what brought them to Northern Ireland and how she with her young son, mother in law and friend have managed since.

Alyona taught some words in Ukraine, performed songs in both Ukrainian and English, gave everyone an inspirational quote and painted heart as well as lovely Ukrainian sweets.

Lynda Henning, Scheme Co-ordinator
'Hearing from someone who has first hand experienced the onset of the war and how they had to leave everything including loved ones behind I believe was humbling for everyone here.'



PHOTOGRAPHY GROUP AT CHURCHLANE MEWS, MAGHERAFELT.

Tenants attended a photography group with Belfast Exposed and then visited and photographed various landmarks around Northern Ireland. The group collaborated with Belfast Exposed to produce a calendar.

The photography group proved popular and everyone is delighted with the calendars.



EASTER EGGSTRAVAGANZA

A big thank you to Lynsey Graham, Tesco Community Champion in Banbridge who kindly donated items towards the Millmount House Easter Eggstravaganza.



HOPPY EASTER!

Everyone at The Beeches, Belfast came together to celebrate Easter in style.



Victoria Court, Whitehead County Antrim

VICTORIA COURT CONTAINS 14 SELF-CONTAINED APARTMENTS AND IT IS IDEALLY SITUATED AT THE HEART OF WHITEHEAD, ADJACENT TO THE TRAIN STATION, MEANING TENANTS CAN EASILY REMAIN INDEPENDENT. SHELTERED LIVING SCHEMES BRING MANY BENEFITS TO TENANTS INCLUDING:

- having neighbours close by reduces isolation,
- individual homes within a community offer privacy and independence,
- on site staff offer support, and
- the communal facilities provide opportunities to socialise.



SPOTLIGHT ON SHELTERED LIVING

The key benefit of sheltered living is the provision of our scheme co-ordinators and 24 hour emergency assistance. This helps our tenants feel safe and secure – knowing that assistance is on-hand in an emergency.

Social activities and contact with other residents enables sheltered living tenants to maintain an active social life even as life circumstances change. Our tenants in sheltered living have overcome issues such as social inclusion, loneliness, isolation, anxiety and depression.

OUR SCHEME CO-ORDINATORS ARE ON HAND TO ORGANISE SUPPORT SERVICES AND ALL OUR SHELTERED SCHEMES ARE LINKED INTO SOCIAL HELP AND CARE SERVICES.



GORDON ROBINSON

Gordon Robinson is our Scheme Co-ordinator at Victoria Court, a sheltered living scheme in Whitehead, County Antrim. A resident of Whitehead himself, Gordon walks to work each morning through the community in which he plays such a vital role.

While Gordon is of a similar age to the tenants at Victoria Court, he is much younger than his years, he is active, engaging and embodies the values that underpin sheltered living.

Gordon creates a varied events calendar at Victoria Court, everything from day trips to arranging local storytellers to visit the scheme to tell amusing anecdotes. Throughout his years of dedicated service Gordon has built and nurtured strong relationships with the tenants, local community and partner organisations.

Gordon successfully delivered cross community sessions with a group from Ahoghill in partnership with Mid and East Antrim Age Well Partnership, funded by Peace IV, as well as developing a working relationship with the local primary school to develop intergenerational workshops.

A SPECIAL CELEBRATION

2023 saw the 25th anniversary of Victoria Court where friends, family, staff and community gathered together to celebrate.

“This is a very proud moment for the residents at Victoria Court and everyone at Choice. 30-year anniversaries do not come around all that often which is exactly why it is important to set the time aside to mark and celebrate this occasion.

The scheme has been a tremendous success for Choice and that is largely down to the people who call it home and our dedicated Scheme Co-ordinator.”

Carol Ervine
Choice Group Director of
Tenant and Client Services



We have sheltered accommodation to let NOW, search our available housing at: choice-housing.org



As part of the celebrations, tenants and staff came together to mark the important milestones for Victoria Court.





Children's Colouring Competition

Open to children 16 years and under

Win
a family
pass to
Belfast Zoo!

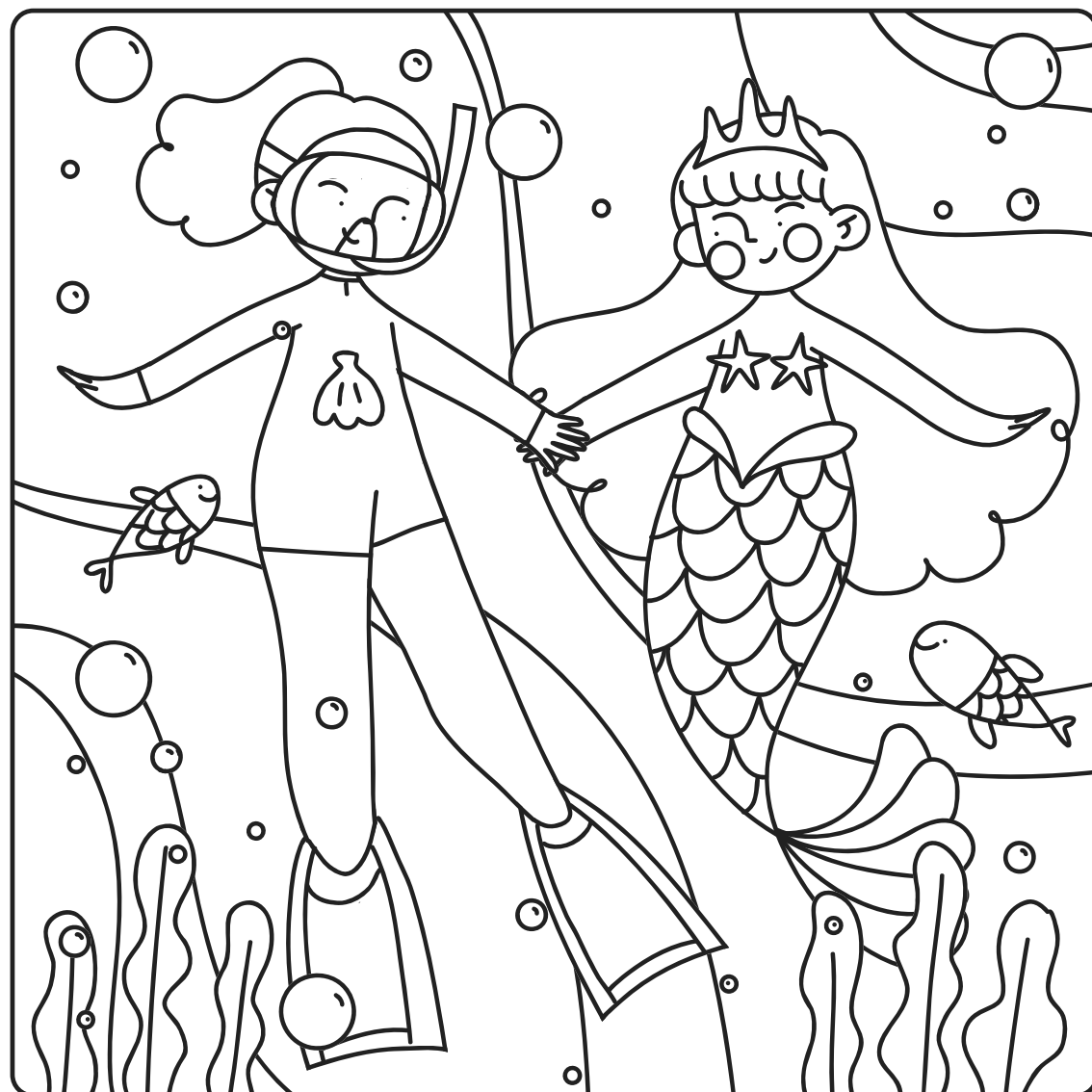


It's really easy to enter, just pull out this page and colour it in anyway you like! Then pop it in the post along with your name, age, address and telephone number in the reply slip below.

One lucky winner will receive this great prize! Entries must be received by

**Friday 30th
August 2024.**

*(Please note that the parent or guardian must be a tenant of Choice Housing Ireland).
Ts & Cs apply.*



POST TO: Choice Housing Ireland LTD
Freepost BEL 2371 Belfast BT1 6BR

Name Age

Address

Daytime Tel. Evening Tel.

Different ways to pay your rent and other charges

In order to make paying your rent, rates 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:



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



Going Online – You can 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 Store, Windows Phone Store or Google Play.



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, shop, 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.



Universal Credit direct payment – if you claim Universal Credit, the housing cost element is automatically paid directly to your rent account. However, if this does not cover the full amount of your rent you need to pay the difference.

Support for our customers - Anti-social Behaviour

Choice 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.

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

Please note the following:

- This additional 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-ordinator 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.

SUPPORTED HOUSING

St Paul's Court
Ballinderry Road
Lisburn
BT28 1TX



St Paul's Court provides care, support and accommodation for elderly or people normally over the age of 65 years with a diagnosis of dementia or cognitive impairment consistent with symptoms of dementia. This service is aimed at ensuring tenants are provided with 24-hour support which enables them to live as independently as possible.

St Paul's Court promotes tenants' choice, rights and equality in all aspects of our work. Staff will always ensure the tenant's best interests are core to the service being provided.

St Paul's Court consists of 15 x 2 bedroom bungalows and 7 x 1 bedroom apartments and 1 x 2 bedroom apartment.

Note that a diagnosis of dementia is no longer required for referrals.

Referrals must come through the South Eastern Health and Social Care Trust. However, enquiries to the service are welcome so we can assist you and schedule a visit!

Karen Ford – Manager



St Paul's Court,
Ballinderry Road,
Lisburn, BT28 1TX
Tel: 02892 641819



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**

choice 
Together we enrich lives

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choice-housing.org

