

## COLOURING COMPETITION

Please return no later than 15/12/2014 to 93 Woodvale Road, Belfast, BT13 3BP and there will be a small prize for the most colourful!



NAME:

ADDRESS:

CONTACT NUMBER:

# Tenant Newsletter

Winter 2014

## New TEXT service!

The Association would like to introduce our new text service. No credit? No problem! Simply text for all enquiries such as rent and repairs or if you need us to call you.

We will also text you with reminders for appointments, arrears or with general information.

It is our expectation this new service will prove to be beneficial to both the Association and our tenants.

**Text 07908 522888**

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## Christmas Opening Hours

The office will be closed from Wednesday 24th December 2014 and will re-open on Monday 29th December 2014 at 9.00am.

We are also closed on 1st January 2015 and will re-open on 2nd January 2015 at 9.00am.

**If you have an emergency repair all emergency contact numbers are available on our voicemail, 02890741618.**



**We would like to wish all our tenants a MERRY CHRISTMAS AND A HAPPY NEW YEAR!**

The Association has teamed up with the PSNI to provide security packages to the Association's tenants. The package includes fitting external light sensors to the property which will improve security and more importantly, give our tenants greater confidence that they feel safer in their homes.

The photograph below shows the Association's staff with local resident, Mrs Johnston and Crime Prevention Officer, Kathy Latham.



## Survey Reminder!

**Please return the survey form!! The closing date for the prize draw is 7th December 2014.**

**There are five £100 Tesco vouchers to be won!**

## REMEMBERING YOUR NEIGHBOURS

Christmas is a happy time for most people, however, some find this particular day a sad one. Many people are alone on Christmas Day. Think of those who live around you. Are they alone? A small gesture such as a card, gift or even a visit on Christmas Day could mean so much to those who spend Christmas by themselves.



## Boiler Servicing

It is a legal requirement that, as your landlord, the Association carries out an annual heating inspection in your home. Without it, your appliances could become unsafe, putting your life and the lives of other members of your household at risk.

It is vitally important that you let our contractors into your home to carry out the annual safety check. We will write to you with a response slip to arrange a suitable date for the servicing. It should take approximately one hour for the engineer to service your boiler. If the time you have arranged with us is no longer convenient, just contact the office via telephone, email or text and a member of our staff will be happy to make every effort to re-arrange it.

It is important to note that a heating service will not cost you, as a tenant, anything, but it could save your life.

## Planned Maintenance Programme

The Association has detailed plans to upgrade its properties over the next five years and beyond. Work to be carried out includes the following:

- Replacement kitchens;
- Replacement bathrooms;
- Replacement windows and doors;
- New fencing; and
- Other sundry building works.

Properties first up for this work will be those in Disraeli Street and Cambrai Street. Work will commence in the next financial year, April 2015 to March 2016. We will be in touch with the tenants in these streets in the near future.

## BE SAFE! BE SURE! LOCK TOP CHAIN CHECK



Older and more vulnerable tenants can take simple steps to increase their safety and protection in their own home. For example, if you get an unexpected knock at the door you should follow these easy instructions, lock, stop, chain and check.

**LOCK**, all external doors before going to the front door;

**STOP**, and think if you are expecting anyone;

**CHAIN**, the door and look out the window or spy hole;

**CHECK**, who the caller is and their ID.



**Don't be afraid to phone the company or organisation the caller says they are from for verification. If they are genuine they wont mind!**

## KEEP WARM & WELL THIS WINTER

There are a number of things you can do to keep yourself and your home warmer in winter. These are just a few:

### Wrap Up Warm

**Wear layers of clothes rather than one thick layer;**

**Chose clothes made with wool, cotton or fleecy synthetic materials;**

**Invest in thermal clothing such as vests and long johns.**

### Stay Active

**Don't sit still for long periods of time;**

**Keep moving as gentle exercise helps;**

**Spread chores throughout the day and alternate between rest and activity;**

**Exercise without taking risks in wet or icy weather.**

### Eat Well

**Eat at least one hot meal a day;**

**Sip hot drinks regularly all day;**

**Keep a flask of hot drinks beside your bed incase you wake up feel cold;**

**Get flu and swine flu jabs (available at Boots or from your GP).**

### Prepare your home

**Stock up on provisions in case it is too cold to go to the shops;**

**Use a draught excluder, as heat escapes under a door and draughts get through it!;**

**For more advice contact the Winter Warmth Advice Line on FREEPHONE 0800 085 7500 from 8am-8pm Monday-Friday.**



## Home Recycling

Its hard to believe (but its true!) that up to 60% of the rubbish that ends up in the bin can be recycled. A newspaper could be recycled and back in your hands as another newspaper in just 7 days!

**Here are some interesting facts:**

- ◆ 1 recycled tin can has enough energy to power a television for 3 hours;
- ◆ 1 recycled glass bottle has enough energy to power a computer for 25 minutes;
- ◆ 1 recycled plastic bottle has enough energy to power a 60watt light bulb for 3 hours.

**Reduce, Reuse, Recycle!**



## Bright Ideas

**Woodvale & Shankill would like to welcome any ideas that you may have for the newsletter!**

**Jut get in touch via email, telephone, text or write to us with any suggestions or issues you think are relevant to the tenant newsletter**

