

CONNSWATER CHRONICLE

Connswater Homes Newsletter

Summer 2009

Garden Competition

The Association is running a garden competition during the summer months when housing management staff will be carrying out estate inspections and looking out for the best blooms in your area.

Those that are identified shall be noted and independent judging will take place at the end of the Summer. There will be prizes for the winners of Tesco vouchers.

So come on, join in by planting up your tubs, getting the grass cut and making your area blooming lovely!!

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Access to your home

We offer Language Line services to people whose first language is not English. If you require this, or any other document in another format, please contact us.



Good weather and the school holidays are here again which means that there will be more activity out and about in the streets with children & young people spending time around home.

School's out for summer.....

As per our previous newsletter article in April we are appealing to parents and children to be mindful of other peoples right to peace and enjoyment of their homes. This time of year is always coupled with an increased number of complaints about children creating nuisance to local residents. We would ask again that people respect each other and also that children are allowed to enjoy their holidays without being confined to their own back yards for the holiday time.

We hope that everyone can get the most out of the summer holiday and of course we hope that

the good weather continues.



Tenant's Forum

We are keen to support tenant's to get together as a group and be involved in setting priorities for improvements where they live. Connswater Homes can provide administrative help if you want to set up an association.

If you are interested in getting involved please contact Michael or Catherine at the office on 028 9065 6155 or catherine@connswater.org.uk



Congratulations

To Mark Griffin, the Association's technical officer whom most of you will recognise, receiving his member certificate of the Institute of Clerk of Works and Construction Inspectorate from Mr Graham McLeod FICW the new Institute President at the Annual Conference in Crowne Plaza Hotel, Liverpool April 25th 2009

Park Avenue, Belfast

Pictured at the sod cutting for the Association's scheme in Park Avenue, Belfast are Kevin Butler, Chairman Connswater Homes and Councillor David Rodway.

This scheme will provide 20 two bedroom apartments and should be completed by June 2010



Boiler Servicing

As your landlord, we are responsible for getting the gas systems in your homes inspected every year.

It is vitally important that you let our gas contractors into your home to carry out the annual safety check.

We will write to you with an appointment date. It will only take an hour for them to service your gas boiler.

It costs you nothing and it could save your life.

If the time we give you is not convenient, just phone us to re-arrange it.

Whatever you do, don't ignore it.

Your family's lives could depend on it.



There are always a few residents who refuse to allow us access to carry out this important service. Connswater can apply for a court injunction to gain access to those properties without a valid safety certificate, but we prefer not to – it just causes delays.

If you can't be certain that your appliances have had a safety check in the last year, please get in touch with us urgently. We'll check our records for you and if necessary make an appointment for a time that's convenient to you.

Schemes Update Connswater 3



Scheme is progressing very well and the first tenants have now moved into their new homes.
The scheme will continue to complete in phases and will be totally completed by March 2010



www.connswater.org.uk



Trinity Terrace, Lisburn

The Association now has a scheme of 15 two bedroom apartments at Trinity Terrace, Lisburn.

Pictured here is the first tenant now enjoying city centre living with housing manager Michael Cooke.

Severn Court, Belfast



Work has now completed on this scheme and tenants have been in their new homes since May 2009.

Trying to manage your spending?
Finding things tough at the minute?



For lots of practical help
on how to make the
most of your money
check out:

www.bbc.co.uk/raw/money

Debtline NI
CONSUMER CREDIT *Counselling Service*
A Registered Charity

Are you worried about debt?
Concerned over credit card bills etc? Feeling
anxious about what might happen or how you are going
to cope?

There is help out there — Debtline NI
They are not a debt consolidation service, they are a
charity — so you aren't charged for their services.

Everything is free and confidential, from budgeting
advice to practical debt management plans.

No matter how serious your situation seems right now
there is a way out of it.

Free helpline from 8.00am — 8.00pm
Monday — Friday

0800 027 4990

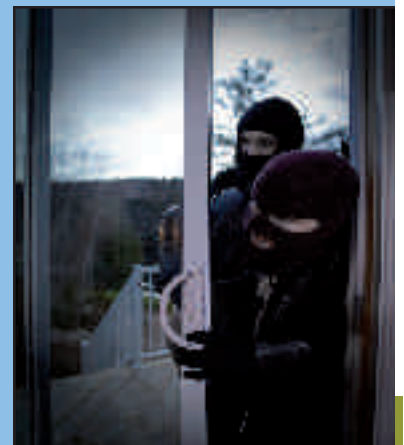
Home Contents Insurance

Connswater Homes Ltd
advises all tenants to
take out Home
Contents Insurance.

YOU are responsible
for insuring the con-
tents of your home.

NOTE: you should
check with your
insurance broker as to
the level and type of
cover provided before
taking out a policy. We advise that you cover
glazing.

If you do not have Home Contents Insurance,
Royal Sun Alliance have a scheme designed
specifically for social housing residents across
Northern Ireland, for more details contact
Lorna at reception for a leaflet, Tel: 90656155



Access to your home is essential to carry out repairs to fix any internal problem that has been reported to the Association and where they are the responsibility of the Association.

Access to Your Home

As contractors are unable to be unaccompanied in a tenant's home, it is therefore essential that the Association is given a contact number to arrange access and if you are not able to be present you arrange for a friend or family member to be there.

If a contractor calls and you are out, then they will leave a calling card for you to contact them.

If after 2 attempts by the contractor to get into your home and you have not contacted them, then YOU WILL BE CHARGED for this and the works order cancelled



**No access call Emergency
£47.20 + VAT = £55.46**

**No access call Urgent or Routine
£31.47 + VAT = £36.98**

All contractors carry official photographic Identification

Access may also be required by the Association's staff to inspect repair items in your home as highlighted in your tenancy agreement.

Have you updated your contact details?

If you have changed your mobile phone number or any other contact details recently, please contact Lorna at reception or Michael your housing manager to update these, as this makes contacting you if a contractor requires access to your home much easier. Tel: 028 90656155

Thank you ☺



Paying rent with your rent payment card

If you pay your rent with a payment card please note that in addition to the post office you can also make rent payments with your card at any shop or outlet displaying the Pay Zone logo.

July Bank Holidays

The office will be closed **Monday 13 & Tuesday 14 July**, re-opening on **Wednesday 15 July 2009 at 9.00am**

For emergencies during this period please use the emergency number below



Home Recycling Tips



1 recycled tin can would save enough energy to power a television for 3 hours

1 recycled glass bottle would save enough energy to power a computer for 25 minutes

1 recycled plastic bottle would save enough energy to power a 60watt light bulb for 3 hours

Up to 60% of the rubbish that ends up in the dustbin could be recycled

A newspaper could be recycled and back in your hands as another newspaper in just 7 days

Tenants are again reminded that the out-of-hours telephone number we have provided is to be used for **emergencies outside office hours only**

Any calls other than emergencies and/or that are not the Association's responsibility will be charged directly to the tenant. Please check your list of Repairs Rights and Responsibilities before making that call!

TELECARE— 0800 731 3081