

# CONNSWATER CHRONICLE

Connswater Homes Newsletter

Summer 2011

Page 2

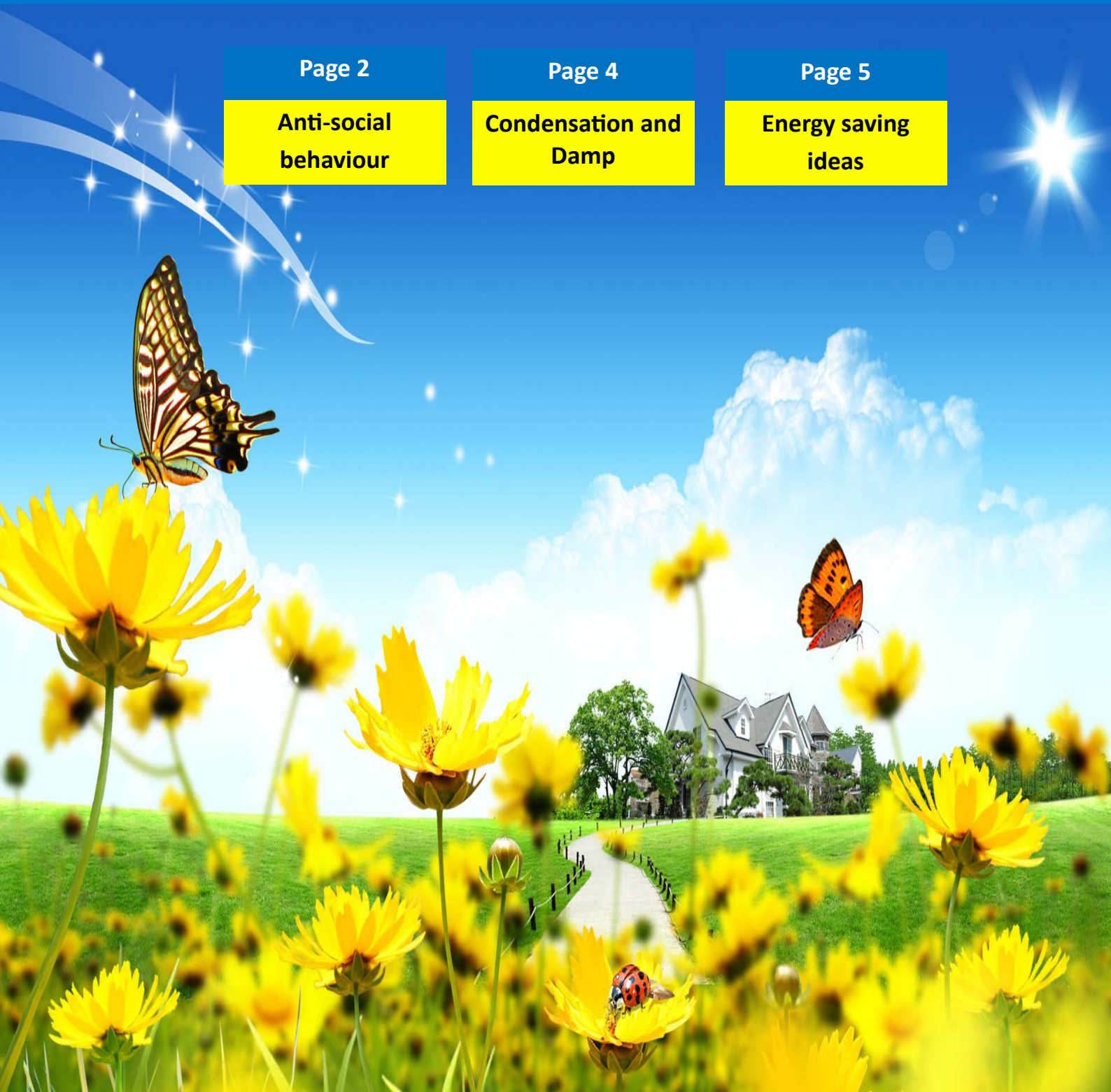
Anti-social  
behaviour

Page 4

Condensation and  
Damp

Page 5

Energy saving  
ideas



**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.**

# Welcome



To the Summer 2011 edition of **YOUR** Newsletter

It's hard to believe that the year has gone so quickly and many of us are thinking about heading off to the sun or hoping to enjoy some better weather here at home, wherever you get your sunshine this year remember to be "sun safe" and "slip, slop, slap, seek and slide" (slip on a t-shirt, slop on some sunscreen, slap on a hat, seek some shade and slide on some sunglasses!)

This time of year can lead to increased incidents of anti-social behaviour and complaints about young people creating nuisance for local residents. It is important for everyone at this time to be mindful of other people's right to peace and



enjoyment of their homes, however it is also vitally important that our young people have the chance to enjoy the holiday time without being confined to their own back gardens and bedrooms.

## Anti-Social Behaviour

**Anti-social behaviour causes fear and anxiety in the community and is an issue that Connswater Homes is fully committed to tackling at every possible level.**

Every individual is entitled to live in peace within their neighbourhood. Connswater Homes has an effective anti-social behaviour policy to help them in providing a quality housing service.

### **We will:**

Investigate all reported instances of anti-social behaviour

Provide advice and support

Identify and interview all parties concerned

Establish inter-agency working where appropriate

Use legal action when all efforts at conciliation have failed, including making applications for an Anti-Social Behaviour Order (ASBO)

Endeavour to take action on behalf of our own tenants who may be the victims of anti-social behaviour

To report any incidents of anti-social behaviour please contact **9065 6155**

# When out and about this summer.....



## Try the Comber Greenway

A 7 mile traffic free linear park which stretches from inner East Belfast to Comber and is really popular with walkers and cyclists.

The route starts at Dee St and finishes on the Belfast Road, Comber

## On wet days.....

Why not try the newly refurbished Ulster Museum? The most talked about new experience in Northern Ireland and nominated for the prestigious Art Fund Prize for its spectacular redevelopment—and it's **FREE. Well worth more than one rainy day visit!!**



Check out: [www.nmni.com](http://www.nmni.com)

## Neighbour Nuisance

**Please spare a thought for your neighbours when making noise at various times of the day or night, including loud music, closing doors, putting out bins and having BBQ's.**

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

We would ask that everyone tries hard to accommodate each other and make sure that the holidays pass by peacefully for all of us.

© Original Artist  
reproduction rights obtainable from  
[www.CartoonStock.com](http://www.CartoonStock.com)



"Is your George Henry coming out to plague the neighbours?"

search ID : tw10250



"like" us on facebook

# Condensation and Damp

## What's the difference?

### Condensation

Condensation can cause mould to form in your house, usually on decorative surfaces such as wallpaper, where it can cause permanent damage, the mould and its spores carry the musty smell that is often associated with a damp house and can sometimes cause health problems. Black mould is not a sign of rising damp as it can only grow in the pure water associated with condensation. The best way to deal with mould is to remove it from walls using a special fungicidal wash, which should be used in line with manufactures instructions. Special paints are also available that will delay the return of the mould, but unless you take steps to reduce condensation it will eventually grow back.



### Damp

Rising or penetrating damp can also cause problems in your home, although it's less common than condensation. You can usually identify damp because it is often associated with a tide mark at the edge of the area of damp. Rising damp is caused by a failed or bridged damp-proof course. This allows moisture in the ground to rise up through the ground floor walls of your home, sometimes to a height of one metre. Penetrating damp is usually caused by overflowing pipes or gutters, holes in the roof, cracks in walls, or poor brickwork.



**If you think damp is causing a problem in your home, contact Connswater Homes for advice.**



# Energy Saving Ideas

## Turn down the Heat

By heating your home more efficiently you can dramatically reduce the amount of energy you use and save on your gas and electricity bills.

Turning down your thermostat by 1% can save you up to 10% on your heating bill. If the weather is not too cold set your timer so that the heating only comes on when you are at home.

## Switch off the Lights

Old style inefficient light bulbs have now been replaced with energy saving light bulbs that are available in a range of shapes and styles, these can be purchased at any local DIY or Hardware store. Using Energy efficient light bulbs is no excuse for leaving lights switched on in rooms that you are not using, switch off as you leave an empty room and you could save up to £20 per year.



## Leaving appliances on standby

Keeping appliances on standby will only add to your annual electricity bill, if you switch off using a remote only, your appliance will remain on standby. Switch all appliances off at the plug or use the power button. Try not to leave mobile phones or laptop computers on charge for longer than is necessary, unplug them as soon as they have finished charging.



## In the Kitchen

To save electricity and washing powder, only put your washing machine on when you have a full load. Set your machine to a 30° C cycle instead of 60° C and you will use a third less electricity. If the weather is good, hang your clothes outside to dry rather than use a tumble dryer. To keep your fridge and freezer running efficiently defrost them regularly and position them away from cookers, radiators and heaters.

## Home Contents Insurance



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

**YOU** are responsible for insuring the contents 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 Homes Contents Insurance, Royal Sun Alliance have a scheme designed specifically for social housing residents across Northern Ireland, for more details contact: **08456 718 172**

(this is a Lo-call number charged at local rate) or

**[www.supportingcommunitiesni.org](http://www.supportingcommunitiesni.org)**

**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**

## Lock, Stop, Chain and Check

Older people can take simple steps to increase their protection. For example, if you get an unexpected knock at the door you should lock, stop, chain and check.

**Lock** — make sure you lock all external doors before going to the front door

**Stop** — stop to think if you are expecting anyone

**Chain** — put the door chain on and look out of the window or spy hole

**Check** — check who the caller is and check their ID. Don't be afraid to phone the company or organisation the caller says they are from to check if this is true.

**And if in doubt,  
keep them out!**

**Don't be a victim of.....**

# **The silent killer**



Every 12 months we are legally obliged to inspect all the gas pipes and boiler in your home. Failing to do the checks is a criminal offence and it is part of your tenancy agreement that you **MUST** let us in to carry out this work.

**If you refuse to let the engineers in, you may be putting your family's lives in danger**

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.

***Each year about 30 people die from carbon monoxide poisoning caused by faulty gas appliances and flues***

All our contractors are registered with Gas Safe. When they visit your home they will show you their photographic ID cards, if you have any concerns you should contact the office on 90656155.

## **HELP US.....**

**Did you attend or work in Mersey Street Primary School?**

Have you any old photos, stories or memories that you would be willing to share with us, or know anyone we can contact to get some?

We would like to put together a record of life through the years of the school to include photographs & anecdotes and would be very grateful for your help.

All photographs will be returned to their owners and stories used only when permission has been given.

If you can help in any way please contact Karen at the office on 028 90656155 or [Karen@conswater.org.uk](mailto:Karen@conswater.org.uk)

**Many thanks**



## July Holidays

The office will be closed on  
Tuesday 12 &  
Wednesday 13 July — re-opening  
on  
Thursday 14 July 2011 at 9.00am

For emergencies during this  
period please use the  
emergency number below

## Don't forget.....

The Garden Competition photos  
will be taken during July &  
August, so make sure your garden is  
tidied, watered, hanging baskets and  
tubs deadheaded and all in all  
looking blooming lovely!!



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**