



Tenants' Forum
Calendar

2020



choice-housing.org



What is the Menu of Tenant Involvement?

Choice Housing Ireland believes that it is essential to consider the views of our tenants with regard to the services and housing schemes we provide. We are committed to putting our customers at the heart of service delivery and we believe that by listening to and taking on board your views, we can ensure that policies and services are more responsive to changing needs and rising aspirations.

We offer a range of ways for you to get involved, these methods must be fit for purpose and meet the needs of our tenants, providing opportunities on whatever level to best suit your lifestyle.

Why get involved?

- Be active in shaping your services
- Make your area a better place to live in
- Have your say on the services you receive
- Be part of a group to review and improve services
- Help us to further understand the needs of our tenants
- Gain useful skills
- Receive relevant training
- Meet new people

Menu of Tenant Involvement



**Your
choice**
**Your
Voice**

How do I get involved?

You can choose how and when to get involved by selecting the type and level of involvement that suits your lifestyle.

Choice would be delighted to hear from you. You can download a copy of the Menu of Tenant Involvement from our website

choice-housing.org or you can

contact us on **0300 111 2211**
and ask for the Tenant Involvement Team.

**TENANTS'
FORUM**



choice-housing.org

Message from our Tenant Involvement Champion

As the Tenant Involvement Champion it is my pleasure together with our great Editorial Team, to deliver the Choice 2020 annual calendar - just in time for the New Year!

The new calendar layout designed by the Editorial Team, is useful for recording those important dates and events! You will also find helpful information regarding some of our services and opportunities for tenants to participate with the Tenant Involvement Team and have your say.

Our aim is to enrich lives through great homes and services. We continue to strive to keep tenants at the heart of what we do and encourage your feedback to improve our services. I hope 2020 encourages more tenants to become involved in our working groups, forums and events. We want to continue to increase customer satisfaction and participation which will continue to build sustainable and thriving communities.

Best wishes to you all for 2020.



Claire Darby
Tenant Involvement Champion



choice-housing.org



**Tenants'
Forum
Editorial
Team**

Choice Tenants' Forum Editorial Team:

Bill Jeffrey, James Watson, Geraldine McKee, Claire Darby, Jenny Mawhinney, Sharon Leslie, Rita Murray and Sylvia Shaw.

**Get Involved
with Choice,
have your say!**

Your **choice**
Your Voice

If you're interested
in joining our
Tenant Involvement
Programme please
contact the Tenant
Involvement Team on
0300 111 2211

Eanáir Janvier Januari Sausis Styczeń Janeiro Lanuarie Enero Janaayo

JANUARY 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
		1 New Year's Day	2	3	4	5 Birthday of Guru Gobind Singh (Sikh)
6 Epiphany	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25 Yuan Tan (Chinese New Year) (Buddhist)	26
27	28	29	30	31		



choice-housing.org



**Financial
Inclusion Team**
L-R Tom Reilly
Aidan McCrea
Carleen Stevenson

We can help
you with money
advice call us on
0300 111 2211

Feabhra F vrier Februari Vasaris Luty Fevereiro Februarie Febrero Febraayo

FEBRUARY 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
				Valentine's Day		
17	18	19	20	21	22	23
				Maha Shivaratri (Hindu)		
24	25 Shrove Tuesday (Pancake Day)	26 Ash Wednesday First day of Lent	27	28	29	

To report
a repair call
0300 111 2211
or email our Services
Centre at: repairs@choice-housing.org

Michael Davidson,
Choice Services
Engineer



Márta Mars Maart Kovas Marzec Março Martie Marzo Maarso

MARCH 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
						1 St. David's Day
2	3	4	5	6	7	8
9 Holi (Hindu)	10 Purim (Jewish)	11	12	13	14	15
16	17 St. Patrick's Day	18	19	20	21	22 Mother's Day Isra and Mi'raj (Islamic)
23	24	25	26	27	28	29 British Summertime starts (clocks forward)
30	31					



Aibreán Avril Balandis Kwiecień Abril Aprilie Abril Abriil

APRIL 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
		1	2	3	4	5
			Rama Navami (Hindu)			
6	7	8	9	10	11	12
			Maundy Thursday	Good Friday		Easter Sunday
13	14	15	16	17	18	19
Easter Monday	Baisakhi (Creation of the Khalsa) (Sikh)					
20	21	22	23	24	25	26
			St George's Day Ramadam beings (Islamic)			
27	28	29	30			

Mandy McMorris,
Choice Tenant,
received help and
advice from our
Financial Inclusion
Team

Our Financial
Inclusion Team can
help you with
money advice
call us on
0300 111 2211

Bealtaine Mai Mei Gegužė Maj Maio Mai Mayo Maajo

MAY 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
				1	2	3
4	5	6	7 Veska (Buddah Day) (Buddhist)	8 May Day Bank Holiday	9	10
11	12	13	14	15	16 Martyrdom of Guru Arjan Dev (Sikh)	17
18	19	20	21 Ascension Day	22	23	24
25 Spring Bank Holiday	26	27	28	29	30	31

**Nursery Close,
Ballymena**

Meitheamh Junin Juni Birželis Czerwiec Junho lunie Junio Juun

JUNE 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
1	2	3	4	5	6	7 Trinity Sunday
8	9	10	11	12	13	14
15	16	17	18	19	20 Summer Solstice	21 Father's Day
22	23	24	25	26	27	28
29	30					

Drumalla Park,
Carnlough
Community Fun Day

Lúil Juillet Juli Liepa Lipiec Julho Iulie Julio Luuliyo

JULY 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
		1	2	3	4	5
6	7	8	9	10	11	12
						Battle of the Boyne
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
			Tish'a B'Av (Jewish)	Eid al-Adha (Islamic)		



**Estate Walkabout in
Killaire Wood, Bangor**

Lúnasa Août Augustus Rugpjūtis Sierpień Agosto Agosto Agoosto

AUGUST 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
Summer Bank Holiday						
10	11 Krishna Janmashtami (Hindu)	12	13	14	15	16
17	18	19	20 Al-Hijra/ Muharram (New Year) (Islamic)	21 Ganesh Chaturthi (Hindu)	22	23
24	25	26	27	28	29	30
31						

St Galls, Belfast
Community Fun Day



Meán Fómhair Septembre Rugséis Wrzesień Setembro Septembrie
Septiembre Sebteembar

SEPTEMBER 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19 Rosh HaShanah (New Year) (Jewish)	20
21	22	23	24	25	26	27
28 Yom Kippur (Day of Atonement) (Jewish)	29	30				

**Ballymaglave
Court,
Ballynahinch**

OCTOBER 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
			1	2	3 Sukkot begins (Tabernacles) (Jewish)	4
5	6	7	8	9	10 Shmini Atzeret (Jewish)	11 Simchat Torah (Jewish)
12	13	14	15	16	17 Navratri begins (Hindu)	18
19	20	21	22	23	24	25 British Summer Time Ends (clocks back)
26 Bank Holiday (ROI)	27	28	29 Mawlid an Nabi (Prophet's Birthday) (Islamic)	30	31 Halloween	

Connect
with Choice



 YouTube



@ChoiceHousing



@choice_housing



Choice Housing



enquiries@choice-housing.org



choice-housing.org

NOVEMBER 2020

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

**POWERING
Positive
Change**

View our energy
saving advice at
choice-housing.org

Air
Supply
in Your
Home

Managing
and Preventing
Condensation
in Your Home

Solar
Panels for
Electricity

Nollaig D  cembre Gruodis Grudzie  Dezembro Decembrie
Diciembre Diseembar

DECEMBER 2020

MON	TUE	WED	THURS	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10 Hanukkah begins (Jewish)	11	12	13
14	15	16	17	18	19	20
21 Winter Solstice – Shortest Day	22	23	24	25 Christmas Day	26 Boxing Day (St. Stephen's Day ROI)	27
28	29	30	31 New Year's Eve			

WISHING YOU A MERRY

Christmas

& A PEACEFUL

New Year



Different ways to pay your rent and other charges



Going Online – Pay your rent online at www.choice-housing.org by clicking on 'Pay Rent' on the homepage.



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



Post Office – You can pay cash and show your rent payment card at any Post Office, shop or garage displaying the Paypoint sign. Make sure you get a receipt and keep it safe.



Housing Benefit direct payment – If you claim Housing Benefit, it can be paid directly into your rent account. However, if your Housing Benefit does not cover the full amount you still need to pay us the difference.



The allpay App – Pay your rent via the allpay App which is available to download from the Apple App store, Windows Phone store or Google Play enabling you to pay your rent from your Apple, Windows or Android smartphone.



Phone us – 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.



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.



Choice Offices – You can pay with cash, cheque, or debit card. We accept MasterCard, Visa, Visa Electron, Solo and Switch.

Fire Safety

Fires happen when you least expect them, often during the night. They also spread very quickly, damaging property, injuring and killing people.

For more information or to download our Fire Safety Handbook visit choice-housing.org



**TACKLING
ANTI-SOCIAL
BEHAVIOUR
TOGETHER**

Anti-social Behaviour Support for our customers

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 note the following:

- Tenants should continue to report all cases of ASB to the Services Centre on 0300 111 2211, during normal office hours. Please note the Insec Security service is only available to Choice tenants outside 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.

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

Insec Security
028 9020 0080

***Tenant
Involvement
Annual
Conference***



Sheltered Living

Find out more about
Sheltered Living on
our website
choice-housing.org
or contact us on
0300 111 2211



Cabinhill Court
Belfast



The Rowans
Warrenpoint



Craignagore
Newcastle



Lillie Court
Lisburn



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 34 34 24

Energy Saving Trust
www.energysavingtrust.org.uk
0800 142 2865

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
028 9023 2882

Samaritans
5 Wellesley Avenue
Belfast BT9 6DG
028 9066 4422

De Paul
449 Antrim Road
Belfast BT15 3BJ
028 9064 7755

UTILITY SERVICES

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

Electric Ireland
www.electricireland.com
0345 600 5335

Click Energy
www.clickenergyni.com
0800 1 070732

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

SSE Airtricity
www.sseairtricity.com
0345 601 9093

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 455 5555

**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
028 9040 0999
In emergency 999

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 
Together we enrich lives

Choice

Leslie Morrell House
37 - 41 May Street
Belfast
BT1 4DN

T: 0300 111 2211



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Together
we enrich
lives