



TENANTS' FORUM
CALENDAR
2021





Message from Chair, Choice Tenants' Central Forum



As Chair of the Tenants' Forum and on behalf of the Editorial Team, I would like to introduce you to our 2021 Choice calendar.

Our Editorial Team is made up of tenants and staff working together on numerous publications - most notably Choice News and this annual calendar.

We hope you find the calendar useful as it has lots of space to record those special dates and events – as well as highlighting bank holidays and other important occasions. Also included is some information on the services Choice offer, as well as opportunities the Association provides for tenants to engage.

'Together we enrich lives' is the mission statement at Choice and working together with tenants to improve services and create good homes is a cornerstone of what this Association does. Your feedback can help us shape and improve these services. We have a number of interesting ways for you to get involved. I know the Tenant Involvement Team would love to hear from you and I would encourage you to use your voice and engage with Choice.

2020 has been an unprecedented year as we all adapt to the new 'normal' because of Covid-19. As a result Choice is maintaining tenant engagement virtually which has helped us stay in contact and continue to have input on behalf of Choice tenants across a range of issues. If this is something you would like to try or sign up to just give the Tenant Involvement Team a call. Choice provides help and support to tenants where necessary and I know this will go on in the months ahead.

Finally - I know in 2021 we will continue the good work we do in the Tenants' Forum helping Choice build sustainable thriving communities.

With every good wish for the New Year,

Rita Murray

Chair, Choice Tenants'
Central Forum

Choice Tenants' Forum Editorial Team:

Julita Boyle, Bill Jeffrey, Geraldine McKee, Billy McKee, Rita Murray, Sylvia Shaw, James Watson and Siobhan Rogan.

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



Covid-19 Advice

Everyone must help stop coronavirus spreading. For up to date information visit <https://www.publichealth.hscni.net/>



GREAT SERVICES



We are here to support you, contact us if you would like confidential money advice from our expert team.

Choice Financial Inclusion Team
L-R: Tom Reilly, Aidan McCrea, Carleen Stevenson, and Heather Jackson (not pictured).

JANUARY 2021

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

Eanáir Janvier Januari Sausis Styczeń Janeiro Lanuarie Enero Janaayo



GREAT PEOPLE



**Cross
Community
Ceilidh,
February 2019**

FEBRUARY 2021

MON	TUE	WED	THURS	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12 Chinese New Year	13	14 St. Valentine's Day
15	16	17 Shrove Tuesday (Pancake Day)	18	19	20	21
22	23	24	25	26 Purim (Jewish)	27	28

Feabhra F evrier Februari Vasaris Luty Fevereiro Februarie Febrero Febraayo

GREAT PEOPLE



**Emaur Mercer,
Lillie Court,
Lisburn
Art Club**

MARCH 2021

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

Márta Mars Maart Kovas Marzec Março Martie Marzo Maarso



GREAT HOMES



**Devenish
Drive,
Monkstown**

APRIL 2021

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

Aibreán Avril Balandis Kwiecień Abril Aprilie Abril Abril



GREAT SERVICES



 @ChoiceHousing
 Choice Housing
 @choice_housing

 enquiries@choice-housing.org

MAY 2021

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

Bealtaine Mai Mei Gegužė Maj Maio Mai Mayo Maajo

choice-housing.org



GREAT HOMES



**Lawnfield
 Close,
 Newcastle**

JUNE 2021

MON	TUE	WED	THURS	FRI	SAT	SUN
	1	2	3	4	5	6
7 Bank Holiday (ROI)	8	9	10	11	12	13
14	15	16 Martyrdom of Guru Arjan Dev (Sikh)	17	18	19	20 Father's Day
21 Summer Solstice Longest Day	22	23	24	25	26	27
28	29	30				

Meitheamh Juin Juni Birželis Czerwiec Junho Iunie Junio Juun



GREAT PEOPLE



Ann Davis,
Choice Tenant



JULY 2021

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
Battle of the Boyne						Tish'a B'Av (Jewish)
19	20	21	22	23	24	25
	Eid al-Adha (Islamic)					
26	27	28	29	30	31	

Íúil Juillet Juli Liepa Lipiec Julho Iulie Julio Luuliyo



GREAT PEOPLE



Billy McKee
Tenants' Forum
Conference
2019

AUGUST 2021

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

Lúnasa Août Augustus Rugsjūtis Sierpień Agosto Agosto Agoosto



SEPTEMBER 2021

GREAT PEOPLE



**Gardening
event in
Loughbrickland**

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

Meán Fómhair Septembre Rugséisjjs Wrzesień Setembro Septembrie
Septiembre Sebteembar

GREAT PEOPLE



**T:Buc initiative
with Dunclug
Primary,
Ballymena**

OCTOBER 2021

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

Deireadh Fómhair Octobre Oktober Spalis Październik Outubro
Octombrie Octubre Oktoobar

NOVEMBER 2021

GREAT SERVICES

**POWERING
Positive
Change**



View our energy saving advice at choice-housing.org

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

Samhain Novembre Lapkritis Listopad Novembro Noiembrie Noviembr Nofeembar



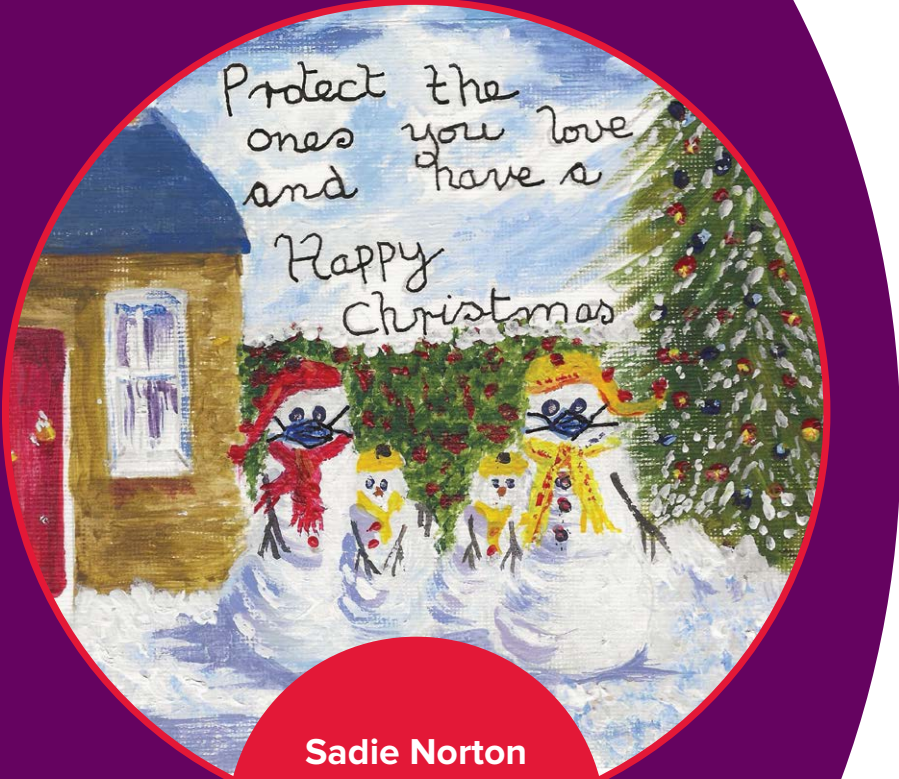
WISHING YOU A MERRY

Christmas

& A PEACEFUL

New Year

DECEMBER 2021



**Sadie Norton
Christmas
Card Winner,
Lillie Court
Lisburn**

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
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		

Nollaig D cembre Grudis Grudzie  Dezembro Decembrie
Diciembre Diseembar



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.



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.



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



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.



Help with housing – Housing Benefit/Universal Credit direct payment – If you claim housing benefit or housing costs from Universal Credit it can be paid directly to your rent account. If these payments do not cover the full amount you still need to pay us the difference.

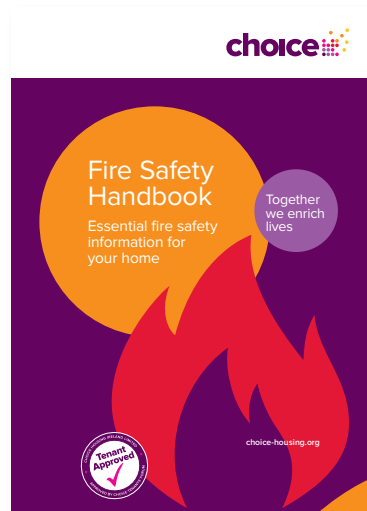


Post – Send a cheque or postal order to our head office. Never send cash. You need to allow three days for your payment to reach us on time.

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



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



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

T: 0300 111 2211



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
www.simoncommunity.org
028 9023 2882

Samaritans
5 Wellesley Avenue
Belfast BT9 6DG
0330 094 5717

De Paul
298 Antrim Road
Belfast BT15 3BJ
028 9074 3668

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
08 0000 2001

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
www.nias.hscni.net
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