



Providing quality  
community housing  
across Northern Ireland

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# Welcome



Kieran Matthews  
*Chief Executive*  
 South Ulster  
 Housing  
 Association

Welcome to the Autumn/Winter 2017 edition of the SUHA Advisor, which is produced with you, the tenant in mind. We hope you find it enjoyable and informative. If you have any comments regarding content or suggestions for future editions, please contact us. We welcome and value your feedback.



## BUSINESS PLAN 2017/2018

BUSINESS PLAN TASK	MEASURE	RESULT
 Maximise rent, rates and service charge receivable	Past Tenant Arrears <0.4% Non-Technical Arrears <4%	<b>0.38%</b> <b>3.89%</b>
 Rent loss from void properties to be kept to a minimum	<b>Re-let periods</b> 90% 10 days	<b>98%</b>
	100% 15 days	<b>100%</b>
	Rent Loss from void properties <0.25% of annual income	<b>0.22%</b>
 Maintain a cost effective and highly responsive repairs service	Complete 85% of Emergency Repairs within set timescales	<b>94.64%</b>
	Complete 85% of Urgent Repairs within set timescales	<b>91.29%</b>
	Complete 85% of Routine Repairs within set timescales	<b>96.44%</b>
 Enhance Tenant Satisfaction during Tenancy	Achieve 90% satisfaction levels at start of Tenancy	<b>99.5%</b>
	Achieve 85% satisfaction levels at end of Tenancy	<b>94%</b>



## THE WORLD'S BIGGEST COFFEE MORNING

is Macmillan's biggest fundraising event for people facing cancer. South Ulster Housing Association are hosting coffee mornings for our residents in Carleton House, Portadown and Woodhouse, Bessbrook on 29th September 2017 at 11.00am.

One in three of us will face cancer, and the money raised at your Coffee Mornings will help Macmillan make sure no one has to face it alone. So save the date to catch up over a cuppa and a slice of something delicious for a great cause.

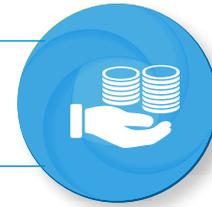


## HULLS AVENUE / COURT FUN DAY

In April 2017, the Association acquired 18 new build properties at Hulls Avenue and Hulls Court, Lisburn.

To help build a community within the new development, the Association held a family fun day for all the residents. This was a great opportunity for tenants to get to know each other and to facilitate community sustainment within the area. The event was a complete success and was enjoyed by all!

# UC Universal Credit



**Universal Credit is a single means-tested benefit for working-age people aged 18 to 64 years and is paid to each household. It will replace the following means-tested benefits:**

- Income Support
- Income-Based Jobseeker's Allowance
- Income-Related Employment and Support Allowance
- Child Tax Credits
- Working Tax Credits
- Housing Benefit.

Universal Credit will be paid monthly by default but claimants can choose to receive payments fortnightly. The housing element of Universal Credit will be paid by default to the landlord on a monthly basis.

At the start of a claim for Universal Credit, the joint claimants must choose whether payment is made to one single account or whether to split payments across two accounts (there is no default option).

**Claims for Universal Credit and subsequent contact regarding your claim will be done on-line. Included below are tips to help protect yourself and avoid on-line scams.**

- Only allow someone to remotely access your computer if they are from a trusted source.
- Create passwords that are long, unique, use a mix of random numbers, and lower and upper case letters. Make sure you change passwords regularly and don't share them
- Use **antivirus software** and keep it up to date. This will check for malicious computer programmes and monitor files before they are opened.
- Understand what software you are installing and make sure you are using a secure site.
- Make sure you leave your **firewall** switched on. A firewall is a security shield that stops scammers getting into your computer.
- Make sure you regularly install **updates** to your operating system.
- Install the latest version of your web browser, for example Internet Explorer.
- Do not open suspicious or unknown emails, email attachments, texts or pop up messages.
- No genuine online company will contact you to ask for your login details, such as your password or user id.

**Making sure you have a secure link:**

- Check there is a padlock symbol in the browser window frame, which appears when you attempt to log in or register. Be sure the padlock is not on the page itself - if it is this will probably indicate a fraudulent site
- Check the web address begins with 'https://'. The 's' stands for 'secure'
- If you are using the latest version of your browser, the address bar or the name of the site owner will turn green.

**If you receive a possible scam email:**

- Delete before opening but if you have opened:
- Don't reply to the email
- Don't click on any links in the email or open any attachments
- If you have already clicked on a link and opened a website, do not give any personal information out.

## FIRE SAFETY

South Ulster Housing Association treats Fire Safety in its Buildings with the utmost importance. Should you have any queries on fire safety in your home please contact us using any of the means below.



028 3833 9795

info@southulsterhousing.org

07375 341414

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## HOW TO REDUCE FIRE IN THE HOME



- Avoid leaving children in the kitchen alone when cooking on the hob. Keep matches and sauce pans out of their reach
- Keep tea towels and clothes away from the cooker
- Spark devices to light gas are safer than matches or lighters because they don't have a naked flame
- Double check the cooker is off when you have finished cooking



- Keep electrical leads away from water
- Keep the cooker, hob and grill clean and in good working order
- Don't put anything metal in the microwave
- If a pan catches fire never throw water on it. Turn off the heat, call 999, get out and stay out. Never tackle a fire yourself.
- An extension lead or adapter will have a limit to how many amps it can take, so be careful not to overload them to reduce the risk of a fire.



- Keep electrical appliances clean and in good working order. Keep your eyes open for visual signs of damage such as loose wiring or exposed cables, scorch marks, hot plugs or sockets
- Unplugging appliances reduces the risk of fire, unplug them when not in use or when you go to bed.
- Put cigarettes out properly and dispose of them carefully – use an ashtray



- Never smoke in bed or leave a cigarette lying around lit
- Take extra care if you smoke when you're tired, taking prescription drugs or if you've been drinking. You might fall asleep and set your bed or sofa on fire
- Make sure candles are secured in a proper holder and away from materials that may catch fire



- Put candles out when you leave the room, and make sure they're put out completely at night
- Test your smoke alarms weekly – Ensure to report any faults to the Association

## TENANT SATISFACTION SURVEY

Housing Staff will be undertaking the annual Tenant Satisfaction survey in November 2017. These surveys are carried out with a proportion of randomly selected tenants to find out if the services that the Association provides are to a standard that you find acceptable. As an incentive to complete and return (if applicable) your satisfaction survey, **you will be entered into a free draw in which the winner will be drawn at random and will win a £50.00 shopping voucher.**

Thank you in anticipation for taking the time to complete the survey.



## BLOOMING MARVELLOUS!

Castlecaulfield Horticultural Society are delighted to be associated with South Ulster Housing Association.

During our Bloom campaigns of 2016/2017, we contacted the Association who arranged for their gardeners to come and meet us. We now have two sustainable plant beds in our village, which are quite a feature and got a special mention from our Britain in Bloom judges. We also have, with the help of the Association, a new summer seat, which the villagers really appreciate. Many thanks to all concerned.

Kind regards,

Bernie McKenna (Chairperson)



## ENVIRONMENTAL FACELIFT FOR CORCRAIN

South Ulster Housing Association residents welcome the works undertaken by the Northern Ireland Housing Executive to enhance appearance of Corcrain. Residents value the provision of additional car parking and appreciate the landscaping to the area, which together has greatly improved the general look of the estate.

by G Lawther (Tenant)