



Providing quality
community housing
across Northern Ireland

IN THIS ISSUE:

- >> **Business Plan**
- >> **Universal Credit**
- >> **Jam Card**
- >> **Fire Safety**
- >> **Tenant Satisfaction Survey**

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Welcome



Kieran Matthews
Chief Executive
South Ulster
Housing
Association

Welcome to the Autumn/Winter 2018 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 2018/19 QTR 1

BUSINESS PLAN TASK	MEASURE	RESULT
Maximise rent, rates and service charge receivable	Past Tenant Arrears <0.4% Non-Technical Arrears <5%	0.39% 5.18%
Rent loss from void properties to be kept to a minimum	Re-let periods 90% 10 days	97%
	100% 15 days	100%
Maintain a cost effective and highly responsive repairs service	Rent Loss from void properties <0.25% of annual income	0.25%
	Complete 85% of Emergency Repairs within set timescales	92%
	Complete 85% of Urgent Repairs within set timescales	91%
	Complete 85% of Routine Repairs within set timescales	91%

JUST A MINUTE - WE WELCOME JAM CARD HOLDERS

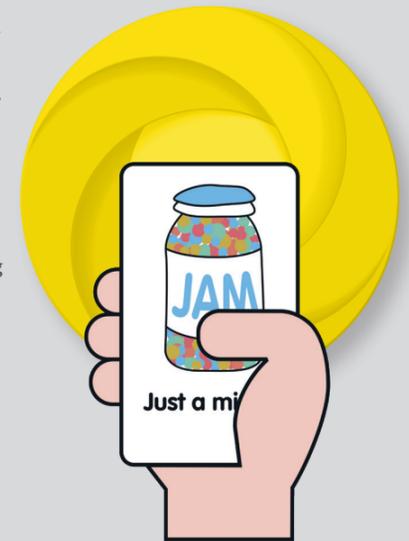
South Ulster Housing Association is giving its support to an initiative which allows people with learning difficulties and communication barriers to ask for an extra minute of patience when in customer service situations.

We have demonstrated our commitment to customers/clients by taking part in training that will ensure our staff are equipped to provide excellent customer service to people with learning difficulties and communication barriers.

Staff from South Ulster Housing Association have recently taken part

in JAM Card awareness training which provided them with the knowledge they need to ensure that users of the JAM Card feel welcome in our establishment. The JAM Card, which stands for Just A Minute, is a social innovation from NOW Group an organisation that supports people with learning difficulties and autism. The JAM card/app is a discreet way of telling people that sometimes they need a little extra time and patience. We are delighted to be part of this initiative as we are committed to designing our services around the needs of our customers.

www.nowgroup.org



THE WORLD'S BIGGEST COFFEE MORNING is Macmillan's biggest fundraising event for people facing cancer. South Ulster Housing Association are hosting a coffee mornings for our residents in Portadown, Lurgan and Craigavon on **Friday 28th September 2018 at 11.00am at Portadown Town Hall.**

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.

WORLD'S BIGGEST COFFEE MORNING **MACMILLAN CANCER SUPPORT**



There are 4 steps to applying for Universal Credit. You'll need to:

- Gather everything you need to apply:**
 - National Insurance Number
 - Details of housing circumstances
 - Income and savings
 - Childcare situation
 - Other benefits
- Set-up an on-line account**
 - You don't have to apply in one go however your claim will not start until you have finished the whole process.
- Use your account to start a claim**
 - This is separate from setting up your account. It's worth starting your claim as soon as possible as it will mean you will get your Universal Credit payment sooner.

4. Arrange an interview at the Jobcentre within **7 days** of starting your claim.

If you are making a claim for Universal Credit please speak with a member of staff in the Housing Department and make them aware.

If you have problems accessing a computer or the internet South Ulster Housing Association's Office is equipped with a Digital Zone for tenants use to apply for or to manage their claim for Universal Credit on-line. There will be staff at hand for any tenant requiring additional support or where access to the Office is an issue, Staff can attend a Tenant's home to provide assistance on request.



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FIRE SAFETY

Most fires in the home can be prevented by taking some basic and common-sense precautions. This information can help you check your home for anything that could cause a fire. You can then take the necessary actions to protect your home and the people who live in it.



SMOKE ALARMS

Your home will have one or more smoke alarms there to protect you, your family and home from fire. You should test them regularly to make sure they are working. It could save your life. Please contact a member of staff if you believe your smoke alarms are not working.

Recent research carried out by Dundee University and Derbyshire Fire and Rescue service has shown that children are particularly vulnerable during a fire as they may not wake up during the activation of smoke alarms. South Ulster Housing Association would echo the advice provided by Dave Coss, a fire investigator and watch commander at Derbyshire fire and rescue service,

"The immediate thing we are saying to people is that if your alarms do go off then obviously you need to go and fetch your children to make sure that they wake up."

PLEASE DO NOT TAMPER WITH THE SMOKE DETECTION SYSTEM IN YOUR HOME, IT IS THERE FOR YOUR PROTECTION.



KITCHEN SAFETY

Over half of home fires are caused by cooking accidents. There are a number of things you can do to help prevent a fire in your kitchen:

- Take pans off the heat or turn them down if you have to leave the kitchen whilst cooking and make sure you turn the cooker off when you have finished.
- Take care if you're wearing loose clothing as it can easily catch fire and keep tea towels and cloths away from the hob.
- Keep the oven, hob and grill clean and in good working order.
A build-up of fat and grease can ignite a fire.
- Take special care when deep fat frying. If the oil starts to smoke it means it's too hot. Turn off the heat and leave it to cool.



NAKED FLAMES

To help avoid a fire never leave burning candles unattended and never leave matches or lighters where children can find them. Make sure your ashtray or candle holder can't tip over and never smoke when you are in bed!



ELECTRICAL SAFETY

Faulty electrics (appliances, wiring and overloaded sockets) cause a high number of fires every year. Here are some things to help you avoid an electrical fire:

- Make sure an electrical appliance has a British or European safety mark when you buy it.
- Never overload adaptors with too many plugs.
- Unplug appliances that are not in use, especially heaters and irons.
- Keep a look out for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reasons, or flickering lights.
- Check and replace any old cables and leads, especially if they are hidden from view – for example, behind furniture or under carpets and mats.
- Never cover heaters with washing.
- Always check that you use the right fuse in plugs and the recommended bulb wattage in light fittings to prevent overheating.

GARDENING COMPETITION

The winners of this year's gardening completion have been announced.

Congratulations to Ms McGoldrick and to Mr Maguire – both worthy winners of for the Best Kept Garden.

We acknowledge and reward their efforts and to all those tenants who take a keen interest in keeping their gardens around their homes maintained to a high standard.



Meadowbrook was awarded Best Kept Housing Scheme – we really appreciate the interest and effort that so many of our tenants show in their gardens at our housing schemes.



TENANT SATISFACTION SURVEY



Housing Staff will be undertaking the annual Tenant Satisfaction survey in November 2018.

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 from random and will win a £50.00 shopping voucher.