

# WSCHA NEWS

# The WSCHA Newsletter Summer 2023



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# TENANTS FORUM

**Would you like to be more involved in the decisions we make?**

If you would like to share your thoughts and ideas about our services, we want to hear from you. Now is a great time to get involved in our Tenants Forum, as we are making some changes to shape more of our tenants' needs and interests.

Panel members help to inform us on areas such as our repairs and general services we provide. If you would like to be involved or find out more information, contact us on 02890 741618 or email [\*\*catherine@wscha.org\*\*](mailto:catherine@wscha.org)

You can also visit our office at 91-95 Woodvale Road, Belfast.



## COMMUNITY GRANTS

**The Association has set up a Community Fund to offer financial assistance to deserving clubs, groups and individuals. Grants of up to £500 will be available. If you are involved or know deserving cases please contact Catherine at our office for an application form on 02890741618 or email [catherine@wscha.org](mailto:catherine@wscha.org).**

**We have helped several Clubs including Shankill Juniors**

**(Pictured below)**



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### Repairs

#### *What the Association is responsible for and what repairs tenants are responsible for;*

It is the Association's responsibility to deliver a reliable repairs service to ensure we meet our landlord obligations. However, it is also your responsibility to look after your home and make sure the repairs you are responsible for are completed to keep your home in a good state of repair.

Please see below the items that you, the tenant, are responsible for.

The Association may reserve the right to waive tenants' responsibilities for repairs in particular circumstances. Generally, these will relate to people with disabilities or the elderly.

#### Hardship

If you are experiencing financial hardship there may be certain repairs that can be carried out by the association and you as the tenant can pay for these. Please get in touch to find out which repairs we may be able to carry out through hardship.

**You are expected to carry out and pay for some small repairs to your home. These will include such things as:**

- care and upkeep of external areas (except sheltered schemes);
- repairs to clothes lines;
- upkeep of gulley traps and drains;
- putting handles on inside doors, including kitchen units;
- replacing toilet seats, bath, sink units and sink plugs;
- internal decoration;
- blockages in pipes;
- clearing of pest infestations;
- replacement glass;
- lost or damaged keys;
- lights and fittings, including coat hooks and door stoppers;
- fitting of TV aerials;
- replacement of damaged, lost or stolen bins (if your bin is stolen please contact the office for further advice);
- replacement fuses;
- repair costs due to empty oil/gas containers;
- any repairs due to misuse by the tenant or visitor.



**Please note this list is not exhaustive**

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### Contact Details – Please keep up to date

We often get in touch with tenants by phone, text, and email to arrange repairs or discuss housing issues. Please save these number to your phone so you know its us when we get in touch!

WSCHA main office: 02890741618 – repairs and housing

Housing Officers Mobile number: 07394831379.- Housing transfers, Anti-Social Behaviour, tenancy management or any other housing queries.

Managing on a Budget during difficult times

Everything seems to be going up in price, energy bills, groceries, petrol, and diesel, we recently distributed a guide to staying warm on a budget. We hope some of the information was useful please check and see if you are eligible for help with living on a budget.



**You can now sign up to receive your newsletter by email.**

Going paperless not only saves trees, it also helps us keep costs down.

We want to make sure that we are providing you with the best value for money. To join your neighbours in making the switch, please email **Catherine@wscha.org**

	Opening Times	Closed for Lunch	Closing time
Monday	9am		5.00pm
Tuesday	9am		5.00pm
Wednesday	9am	We close everyday for lunch from 1.00pm—2.00pm	5.00pm
Thursday	9am		5.00pm
Friday	9am		4.30pm



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### HOUSING TRANSFER APPLICANTS

The Housing Executive are making changes to the Housing Selection Scheme. These changes are being introduced on a phased basis over the next 3 years. Transfer applications are assessed by the Housing Officers in line with the Northern Ireland Housing Executive 'Housing Selection Scheme'.

Two important changes happening now.

All applications will have the ability to choose as many or as few areas of choice.

The housing executive will reduce the number of reasonable offers given, from three reasonable offers to two reasonable offers.

Please get in touch with us if you have any questions, further information can be found on the housing executive website [www.nihe.gov.uk](http://www.nihe.gov.uk). Or by using the QR code.



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#### Managing on a Budget during difficult times

Everything seems to be going up in price, energy bills, groceries, petrol, and diesel, we recently distributed a guide to staying warm on a budget. We hope some of the information was useful please check and see if you are eligible for help with living on a budget.

### HomeSwapper

The UK's biggest mutual exchange service is free to use and available for tenants who have lived at their home for over a year and have a clear rent account. This service may help you find the swap that's right for you. Please contact the main office for further information.



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### Dog fouling.... It's a problem!

#### Are you a responsible dog owner?

- ❌ Don't walk your dog in the back court
- ❌ Don't allow your dog to become a nuisance to neighbours
- ✅ Do carry a poop scoop or bag, pick up after you pet
- ✅ Do dispose of your dogs mess appropriately



#### Blue Bin

Collected every 14 days

##### Dry Mixed Recycling

Paper, Cardboard, Tins, Cans, Plastic bottles



YES	NO
<b>Paper</b> Newspapers, magazines, leaflets and envelopes Brochures, catalogues and junk mail	Food Glass Plastic carrier bags Plastic film/polythene Polystyrene packaging
<b>Tins and Cans</b> 4 Drinks cans and food tins, aluminium cans and empty aerosol cans	Food and drinks cartons Plastic pots, tubs, trays including yoghurt pots and margarine tubs
<b>Cardboard</b> 4 Cereal boxes and cardboard packaging 4 Brown corrugated cardboard, toilet and kitchen roll tubes	Books Packaging with food waste residues including takeaway pizza boxes and crisp packets
<b>Plastic Bottles</b> 4 Cleaning product bottles, toiletry bottles, drink and milk	

#### Black Bin

Collected every 14 days

##### General Waste

For waste you cannot recycle



YES	NO
For waste that you can't recycle including: <ul style="list-style-type: none"><li>Nappies and sanitary waste</li><li>Bubble wrap</li><li>Plastic cutlery</li><li>Cellophane wrapping</li><li>Takeaway drink containers</li><li>Styrofoam</li><li>Crisp bags and containers</li><li>Plastic bags</li><li>Broken glass</li><li>Blister packs for tablets</li></ul>	Leftover food Tins and cans Cardboard Grass cuttings Flowers Bottle corks Cold ashes Paper napkins