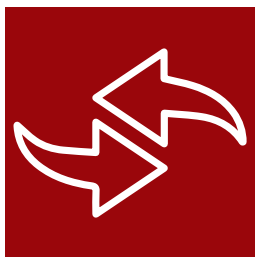
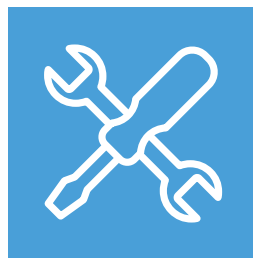


Tenant Handbook



Welcome

On behalf of Ark Housing Association, we would like to take this opportunity to welcome you to your new home. We are committed to providing you with a high-quality affordable home with excellent support services. We hope you enjoy your new home and that the information contained within this handbook will assist and guide you during your tenancy with us.

*Jim McShane, Chief Executive
Ark Housing Association*

Alternative Formats: *As with all our leaflets, publications and written communications, the Tenant Handbook is available in a range of alternative formats free of charge. These include braille, large print, audio as well as other languages. Please contact us if you require the Tenant Handbook in an alternative format and we will be happy to assist.*



Vision

Making a positive difference by empowering people and communities.



Mission

In partnership, provide quality homes and supported services to meet housing need and contribute to the wellbeing of communities.

2017 - 2022

Values

P **Progressive**
Forward thinking, supporting change and transformational

R **Respect**
Treat everyone with dignity and esteem

I **Integrity**
Maintain the highest professional and personal standards

D **Diversity & Equality**
Value diversity and equality in everything we do

E **Excellence**
Strive to deliver the highest standards of quality and customer care

Values



Your Handbook

About Ark Housing

Ark Housing Association, Northern Ireland Ltd. is a registered housing association and charity established to provide homes and support services to those in housing need. Our accommodation is situated throughout Northern Ireland and comprises of a wide range of house types and apartments, providing affordable and high-quality homes to families, couples and single persons.

In addition to general needs housing, we provide supported accommodation solutions for persons with more specialist or complex needs. Depending on the type of service, we either manage this directly or in partnership with others. Our range of specialist service provision includes residential care, supported living, sheltered housing, and homelessness.

Ark Housing Association is registered with, and regulated by, the Department for Communities (DfC 50), the Financial Conduct Authority (IP306) and the Charity Commission for Northern Ireland (NIC104547).

This handbook contains information about what it means to be our tenant and sets out our respective obligations and responsibilities. It should be read in conjunction with your Tenancy Agreement which forms the legal and contractual relationship with Ark Housing.

The content of this handbook is liable to revision due to changes in legislation and regulations or because of changes to Ark Housing policies and practises. If there are any new changes, we will advise you of these accordingly.

You should keep this handbook in a safe and accessible place for reference. An electronic version is also available to download from our website, **www.arkhousing.co.uk**.

If you have any comments or suggestions about this handbook or its contents, we would be happy to hear from you. Please contact us at Head Office or email us on housing@arkhousing.co.uk

Useful Contacts

Ark Housing Association

Head Office:

Hawthorn Office Park
Unit 1, 43 Stockmans Way, Belfast BT9 7ET



Telephone Number:

028 90 752310



Email:

housing@arkhousing.co.uk



Website:

www.arkhousing.co.uk



Follow us on Twitter:

<https://twitter.com/arkhousing>



Follow us on Facebook:

<https://www.facebook.com/arkhousing>



Report a Repair:

028 90 752310



Out of Hours Emergency Repairs:

0800 7313081

Emergency

Fire, Police, Ambulance:

999

PSNI Non-Emergency:

101

NHS:

111

Gas Emergency:

0800 002 001

Calor Gas Emergency:

0345 744 4999

Northern Ireland Electricity:

(NIE) 0345 764 3643

Northern Ireland Water Leakline:

0800 028 2011

Flooding Incident Line:

0300 2000 100

Useful Numbers

Advice NI:

0800 083 8018

Consumer Council:

0800 121 6022

Housing Rights:

028 9024 5640

Law Centre NI:

028 9024 4401

NI Housing Executive (NIHE):

0344 8920 900

Universal Credit Helpline:

0800 328 5644

Utility Regulator:

028 9031 1575

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