

Community News

Edition 11 | Summer 2024

Welcome to the 11th edition of Community News.

We hope you enjoy all the latest news, activities, upcoming events and items of interest from around our Woven communities.

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Community Newsletter
picked up Best Digital
Publication Award
at the A&I Awards in Dublin -
fantastic recognition for
the Tenant Editorial Panel and
the Communities Team.

Would you like to join our Editorial Panel?

Community News is produced by tenants, for tenants; co-ordinated and compiled by the Editorial Panel and members of Woven's Homes & Communities Team.

We are on the lookout for willing tenant volunteers. Gain experience of newsletter production and share news with tenants across NI. Email: newsletter@woven.org.uk

Around the District

Woven tenant Dave Maher looks at things to do in County Fermanagh

Dave's Fave



Fermanagh Lakelands



Fermanagh is renowned for its stunning lakelands, offering a myriad of activities for water enthusiasts and nature lovers alike! With its Upper and Lower sections, Lough Erne is a playground for boating, fishing, and water sports. You can rent kayaks or canoes and paddle at your own pace, exploring the tranquil waters and hidden coves. For a more leisurely experience, take a boat tour and soak in the breath-taking scenery while learning about the area's fascinating history. One standout attraction is the enchanting Devenish Island. Hop on a boat trip to this historic monastic site, where you'll find ancient ruins, including a round tower and an intricately carved stone cross. It's a great spot for a family picnic, blending adventure with a touch of history.

Enniskillen Castle



Nestled in the heart of Enniskillen - the county town - Enniskillen Castle is a must-visit for families. This 16th-century stronghold is not just a historic landmark but also home to two museums – the Fermanagh County Museum and the Inniskillings Museum. These museums offer interactive exhibits and fascinating displays, making history come alive for children and adults alike. The castle grounds are perfect for a leisurely stroll, and the nearby Enniskillen Castle Museum Café provides a great spot for a family lunch. The museum often hosts special events and workshops tailored for children, ensuring an educational yet entertaining experience.



Marble Arch Caves

For an unforgettable family adventure, head to the Marble Arch Caves Global Geopark. This UNESCO-recognized site offers guided tours through an incredible underground network of limestone caves, complete with stunning stalactites and stalagmites. The boat trip through the subterranean river is a highlight, providing a sense of wonder and discovery. Above ground, the Geopark boasts several scenic trails, ideal for family hikes. The Cladagh Glen Walk, in particular, is a favourite, offering a relatively easy walk through lush forest and alongside babbling streams.



Fermanagh Fun Farm



Fermanagh Fun Farm in Lisnaskea is the place to be for a hands-on, animal-filled day. This family-run farm park offers a range of activities, including feeding and petting farm animals, pony rides, and tractor-trailer rides. The farm's friendly staff are always on hand to provide interesting facts about the animals and farming life. The Farm features an indoor play area and is a fantastic way for children to learn about animals and agriculture while having a blast.

Belleek Pottery



A visit to Belleek Pottery is a unique and educational experience for families. The guided tour offers a behind-the-scenes look at the intricate process of crafting fine china. Children will be fascinated by the artisans at work, and may even get a chance to try their hand in one of the interactive sessions! The visitor centre also has a charming tearoom and gift shop, perfect for picking up a memento.



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Dave says:

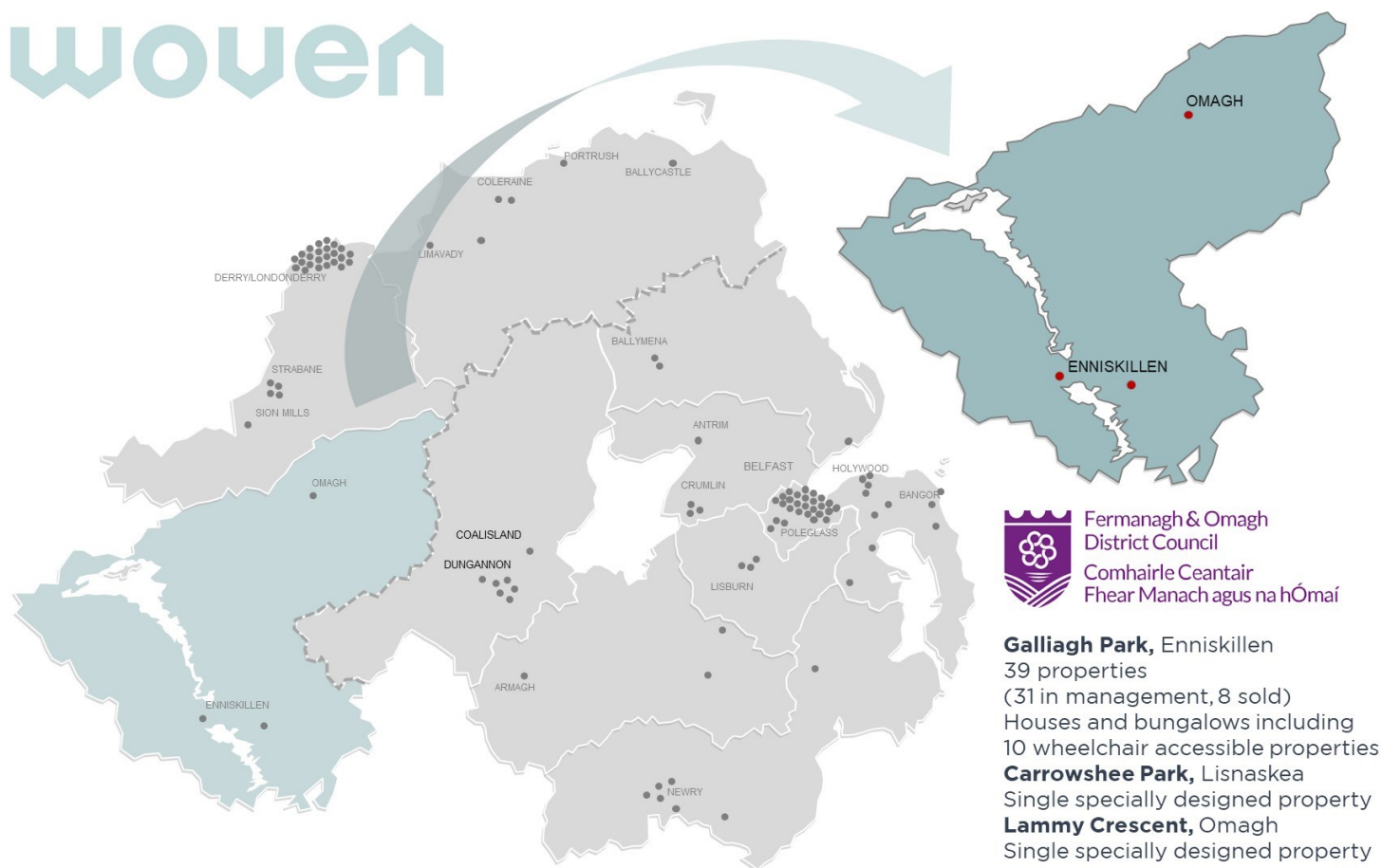
In this issue we explore County Fermanagh, a hidden gem in Northern Ireland, brimming with natural beauty, rich history, and countless family-friendly activities. Whether you're new to the area or a long-time resident, there's always something exciting to discover.



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AREA IN FOCUS: Fermanagh & Omagh

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Tenant Newsletter picks up top award in Dublin

Huge thanks and congratulations to the Tenant Editorial Panel for their work in compiling the Community Newsletter. It picked up Best Digital Publication Award at the Associations & Institutes Awards in Dublin. Editions can be accessed on the Woven website.



The Association
and Institutes
Awards 2024



Choice: We will...

- offer you choice as far as possible in relation to all service areas including allocations, maintenance and complaints;
- where possible and reasonable, offer alternative format of information, including translation and interpreting services;
- provide core services online to ensure convenience and choice and, if you have additional needs, endeavour to supply specialised services and accessibility.

Introduction and Identification: We will...

- address you by your name (when known);
- fully introduce ourselves before commencing any discussions with you;
- when meeting customers, wear name badges or carry appropriate, verifiable ID;
- give notice of alterations to office opening hours (Belfast and North West 8:45am - 4:45pm Mon to Thurs, 8:45am - 4.30pm Fri*) and change messages accordingly;
- display the opening times of residential offices;
- supply names and contact details in letters / emails;
- attend to you within two minutes of your arrival at our offices and, if you have an appointment, a member of the relevant team will see you within five minutes of your arrival (ten minutes, if you do not have an appointment);
- if unable to deal with your enquiry during your visit, respond within three working days and if we cannot directly assist, we will explain why and attempt to refer you to the appropriate body.

Confidentiality: We will...

- not ask you for personal information unless it is relevant to your enquiry;
- ensure our employees are trained and equipped regularly on up to date data protection legislation and best practice;
- where available, provide interview rooms to ensure privacy;
- handle all information you provide confidentially and in accordance with Data Protection law, as outlined in our Customer Privacy Notice.

Correspondence: We will...

- aim to respond to your letters and emails as soon as possible after receipt of your correspondence and aim in all cases to respond within 5 working days;
- in rare cases, where it is not possible to respond fully within 5 working days, send an acknowledgement, explain the reason for the delay and respond in full within 15 working days from receipt of your correspondence;
- send an automated reply to website correspondence, a personal acknowledgement on the first working day after receipt and a response from a relevant staff member within 5 working days from the acknowledgement;
- respond directly to social media comments and organise response with relevant staff.

Telephone: We will...

- endeavour to answer all calls within 3 rings;
- greet you appropriately so that you know you are through to a member of the Woven Team;
- give you the option to leave a voicemail message, where the person you wish/need to speak to is not available to take your call;
- call you back within 2 working days of receiving your message;
- offer you translation and/or interpretation services on request.

Complaints: We will...

- acknowledge complaints within 5 working days and aim to respond in full within 15 working days. (On occasion, additional time may be necessary.);
- produce, publish and make available in print and online, a clear and comprehensive Complaints Policy and Procedure.
- apologise where mistakes have been made and aim to put matters right as soon as possible.

Publishing information: We will...

- provide clear, up-to-date, relevant information in plain English and annual performance data against standards and targets;
- publish hard copy information where applicable and ensure availability of all relevant material online;
- ensure that appropriate Association publications are available in our offices and receptions;
- keep our website up to date and provide relevant online information in an easy navigable and accessible format;
- use our social media platforms to signpost tenant services and information.

Tenant Services: We will...

- provide tenants with a property suitable to their needs and with appropriate, fully functional amenities and services;
- if eligible, place you on the waiting list within four weeks of applying for a transfer of accommodation;
- let you view your home before accepting it;
- conduct a thorough sign-up process ensuring all information is supplied at the commencement of tenancy and conduct a survey four weeks from commencement of your tenancy;
- provide you with, and comply with, a Tenant Handbook and Tenancy Agreement;
- consult with you on any major changes in the way we manage your tenancy or regarding any building work planned for your home;
- promote and support a range of tenant involvement and engagement mechanisms;
- provide a Response and Planned Maintenance service for the upkeep of properties and we will complete all repairs and work within agreed timescales.

*In 2023, working hours were introduced to improve efficiencies across teams with set office days and days assigned to on-site, tenant calls etc. Offices are currently closed to unscheduled calls on Fridays.

Out and About



As ever, the Communities Team have been out and about on our schemes. Take a look at some of our recent community events!



Want an event in your area?

Contact your Community Involvement Officer - see 'Dates For Your Diary' page for contact info

Hollywood Men's Shed Summer Fair

The Annual Summer Fair at Hollywood Men's Shed in Redburn Country Park, Hollywood was held on Saturday 22nd June.

The event focussed on health and wellbeing with meditation, yoga and tai chi workshops on the day along with stallholders from various community and statutory groups providing help, advice and freebies. Music, entertainment and food was provided for all in attendance and the sun shone all day!

This year, the fair combined with a special event for the town, with the official opening of the Dunville Heritage Community Garden, officiated by Andrew Muir, MLA, Minister of Agriculture, Environment & Rural Affairs.

The event was funded by Woven through TBUC: Housing For All.



Left to Right: Bill Lockhart (Hollywood Men's Shed); Neil Mclvor (Woven - Chair); Stephen Farry (Alliance Party); Tom Cummings (Woven - Community Involvement Officer); Derek Johnston (Woven - Director of Finance)



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Meet the Staff



Philip Whyte recently joined the Woven team as a Community Involvement Officer. We caught up with him to ask him about his new role and what he is most looking forward to!

Welcome to Woven, Philip! You've joined the Communities Team, do you have a background in housing and community work?

Yes, I have worked in the voluntary sector for the past 32 years. I started off in youth work then progressed into leading good relations and conflict transformation programmes. I have worked in the Housing sector for the past 9 years on the *Housing for All* programme.

What are you most looking forward to in your new role?

I am really looking forward to bringing new ideas to the company and encouraging our tenants to get involved, be creative and have a lasting positive input into the future of Woven.

Why do you think getting out and about in the community is so important?

I think it is important that as a Housing Association, we are visible and active not only with the tenants but in the neighbourhoods where we have properties. We have created a "new neighbourhood" within a neighbourhood and it is essential that our tenants feel part of their new area. This is why its important we encourage participation from our tenants and work in partnership with other groups in the area to ensure a better neighbourhood for all.



Outside of work, what do you like to do in your spare time?

I enjoy spending time with my 2 grandchildren and getting out and about when the weather is good. I play Lawn Bowls for my local team and like to be out socialising with friends and family most weekends. I also love traveling and try to get away every year to somewhere new.

If you could offer one piece of advice to tenants, what would it be?

Get involved, get active and be part of your community!

Want to be interviewed for the newsletter. or have a story to share? Contact us on newsletter@woven.org.uk



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Cooking with Cavell



As we go into Summer and the weather improves (we hope!), Woven tenant Cavell Moore has provided some Summer recipes for you to try!

Chicken Caesar Salad

Ingredients

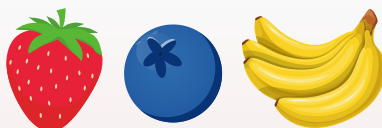
- 1 medium ciabatta
- 3 tbsp olive oil
- 2 chicken breasts
- 1 large cos or romaine lettuce
- 1 garlic clove
- 2 anchovies (from tin)
- medium block of parmesan (for grating and shaving)
- 5 tbsp mayonnaise
- 1 tbsp white wine vinegar



Method

- Heat oven to 200C/fan 180C. Tear the ciabatta into big, ragged croutons. Spread over a large baking tray and sprinkle over 2 tbsp olive oil.
- Rub the oil into the bread and season with a little salt. Bake for 8-10 mins, turning the croutons a few times during cooking so they brown evenly.
- Rub the chicken breasts with 1 tbsp olive oil, season. Place pan over a medium heat for 1 min, until hot, but not smoking. Lay the chicken on the pan and leave for 4 mins.
- Turn the chicken and cook for 4 mins more until chicken cooked through (there should be no sign of pink and juices will run clear)
- Crush garlic. Mash 2 anchovies with a fork against the side of a small bowl.
- Grate a handful of parmesan cheese and mix with the garlic, anchovies, mayonnaise and white wine vinegar. Season to taste.
- Shave the cheese with a peeler. Tear lettuce into large pieces and put in a large bowl. Pull chicken into bite-size strips and scatter half over the leaves, along with half the croutons.
- Add most of the dressing and toss with your fingers. Scatter the rest of the chicken and croutons, then drizzle with the remaining dressing. Sprinkle the parmesan on top.

SUMMER Smoothie



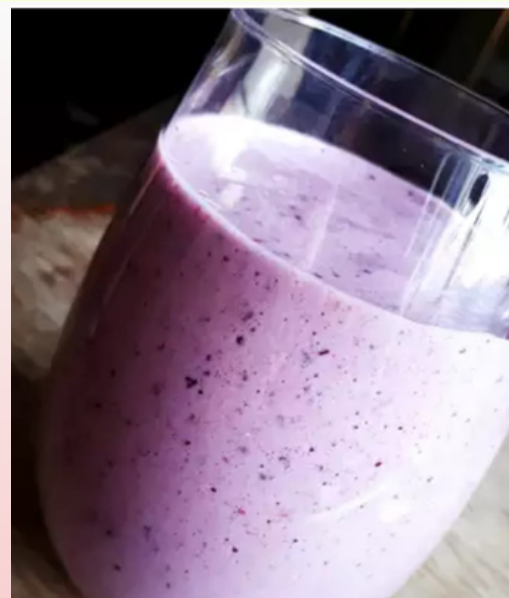
Ingredients

- 1 banana
- 1 cup strawberries (fresh or frozen)
- 1 cup blueberries (fresh or frozen)
- 1 cup cherries (fresh* or frozen)
- 4 ice cubes
- 1/2 cup orange juice
- 3/4 cup vanilla yoghurt
- 1/2 teaspoon honey (optional)

Method

- Place banana, strawberries, blueberries, cherries and ice cubes into a blender.
- Pour in orange juice, vanilla yoghurt and honey.
- Puree until smooth.

*Remove all stones from cherries if using fresh



Woven Community Hubs



What are community hubs?

Community hubs, sometimes called 'common rooms', are communal rooms/buildings on scheme. Where provided, they are for use by individual tenants or groups for appropriate meetings and events.

Where are they located?

Not all of our schemes have community hubs but we have 22 in total, so there is likely to be one near you. See the list opposite to see all the locations.

How can I find out what events are taking place?

Events are advertised in advance via flyers, text messages and social media but you can also contact your Community Involvement Officer for further information. We have recently launched a new Woven website and hope to list events on here in future too.

I have an idea for the community hub, who can I speak with about this?

You can contact either your Housing Officer, Community Involvement Officer or Community Assistant (where applicable) to discuss any ideas. Contact details for the Communities Team can be found on the 'Dates for your Diary' page.

We have a budget set aside to support Community Involvement initiatives. Our aim is to support and increase the type and number of activities based at our schemes which promote a community spirit and provide benefits to residents. Further information about this can be found on the Woven website.

Can I book the hub for a private event?

It is possible to book the hubs for your own private event/use but you will need to complete a booking form. Each request will be reviewed by the relevant Housing Officer on a case by case basis. For a booking form, please contact your Housing Officer, Community Involvement Officer or Community Assistant (where applicable).

What is a Community Assistant?

On our larger housing schemes, there is often a residential member of staff on hand to act as a liaison between you, the tenant, and our offices. The Community Assistant can assist with reporting repairs, helping with community issues, signposting to services, helping to promote a community spirit and hosting events in the hubs.

For more information visit:

woven.org.uk/community/community-involvement



Community Hubs

Ballycastle

Ramoan Gardens

Belfast

Ardnaclooney House

Brianswell Close
Conway Walk
Duke Street

Coleraine

Hendra Park

Derry

Farland Way
Gelvin Gardens
Great James St
Harkness Gardens
Hawthorn Drive
Inch View
Old City Court
Old School Lane
Riverview Apts
St Eithne's Park

Dungannon

Castle Gardens

Enniskillen

Galliagh Park

Limavady

Anderson Crescent

Lisburn

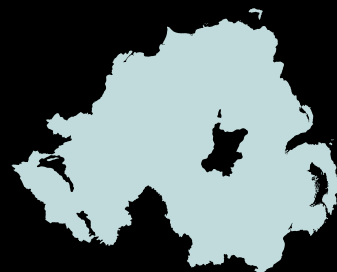
Johnston Way

Newry

Cole Court

Strabane

Galliagh Park



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Tenant Zone

Poetry Corner

Woven tenant Dave Maher has penned a poem for the inaugural 'Poetry Corner'

In the heart of the city, where dreams take flight,
stands a home that's warm, from morning to night,
walls that whisper stories, old and new,
of laughter, love, and skies so blue,
windows wide open, welcome the sun,
spaces where happy memories are spun,
rooms that echo with children's cheer,
a place of comfort, year after year,
gardens that bloom with flowers bright,
porches that glow with soft twilight,
a roof to shelter, a bed to rest,
among all places, home is best,
no matter how far the roads may wind,
a house is where we will always find,
our roots, our hearts, a sacred space,
in every brick, a warm embrace,
so to the Woven homes, both big and small,
to the happy laughter that fills each hall,
may they stand strong, with love profound,
In every corner, may joy be found.

**We'd love to hear your poems or musings,
send them to newsletter@woven.org.uk**



WE WANT YOU!

Want to join our Editorial Panel and get involved in writing articles as well as designing and editing the Woven Community Newsletter?

Or do you just have a story you want to tell? Maybe you have an article you think other tenants would love to read?

If so, get in touch at newsletter@woven.org.uk



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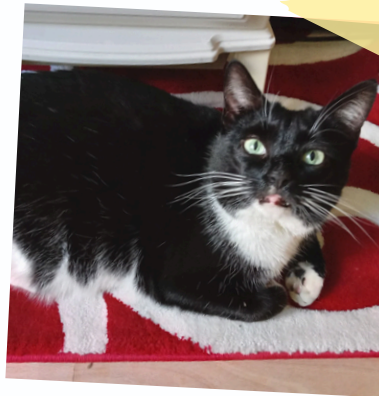
Welcome to Tenant Zone! This section is full of useful information for Woven tenants.

This is also your opportunity to get involved and have your voice heard.



Visit our new website at www.woven.org.uk, to keep up to date with all the latest news from **woven**

There is currently an online 'Tenant Zone' on the website that we hope will be a useful resource for all tenants. We'd love to hear from you about what they'd like to see on it! Get in touch if you want to share your ideas.



Moonpie

Moonpie is a (photogenic!) rescue cat that belongs to Woven tenant, Theresa Scullion of Castle Gardens in Dungannon!

Contact us if you'd like your pet featured in the next edition!

Pets Corner

Colouring Competition



Want to win some Summer goodies?

Colour in the picture above and submit your entry via email or WhatsApp to be in with a chance of winning. The winning entry will also feature in the next edition of the newsletter. Open to 12 years and under.

(Include child's name and age in submission)



newsletter@woven.org.uk



07485396526



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Dates for your Diary



Your Communities Team

Margaret McLaughlin

Senior Officer for Tenant
Engagement & Community Services
margaret.mclaughlin@woven.org.uk
07376627940

Deirdre Nash

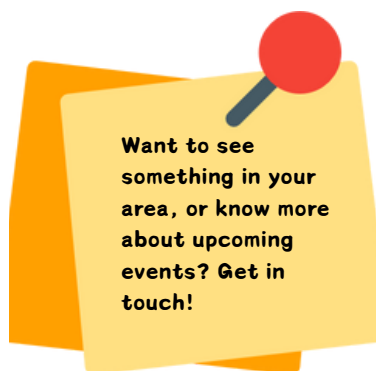
Community Involvement Officer
deirdre.nash@woven.org.uk
07485396524

Philip Whyte

Community Involvement Officer
philip.whyte@woven.org.uk
07817057846

Tom Cummings

Community Involvement Officer
tom.cummings@woven.org.uk
07485396526



Woven Events

Quiz

Ardnaclooney House
16th July @ 12pm

Policy Review Panel

Laganwood House
16th July @ 11am

Kidz Petting Farm

Girona Close
18th July @ 1pm

Residents Forum Meeting

Laganwood House
22nd July @ 12pm

Kidz Petting Farm

Old City Court
24th July @ 1:30pm

Western/Country Street Party

Upper Newtownards Road
27th July @ 2pm

Health Checks across various schemes will be taking place over the Summer - dates to be confirmed!

Farm Trip

Ardnaclooney House
30th July @ 12pm

Kidz Petting Farm

Farland Way
31st July @ 3:30pm

Seapark Beach Fun Day

Seapark Beach, Holywood
August TBC

Kidz Petting Farm

Old School Lane
7th August @ 2:30pm



Other Events

Check out these events taking place across Northern Ireland in the coming months

O'Neill's Foyle Cup 2024
County Londonderry
(and surrounding areas)
15th-20th July



Belfast Pride Festival
Belfast
19th-28th July



Armagh Summer in the City
Armagh
20th July - 7th Sept



Ulster Fleadh
Dromore
21st-28th July



Northern Ireland Open
Ballymena
22nd-28th July



Armoy Road Races
Armoy
26th-27th July



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