

Tenant participation and NIHE “Unpacking the Strategy”

Colm McQuillan
Assistant Director

Our Vision for Housing in Northern Ireland

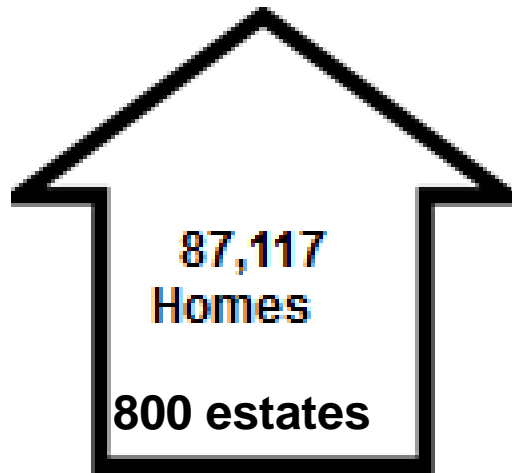
“One in which housing plays its part in creating a peaceful, inclusive, prosperous and fair society.”

Living Our Values:-

1. Passion
2. Expertise
3. Making a Difference
- 4. Fairness**



Scale of Business



324.2k rent
collection



347,584 people visited our
offices



397,118
repairs



500
Community
Groups



8,131
Allocations

300 community lets

Our Focus



customer

Customer Intelligence

**COMMUNITY
FOCUSED
EVENTS**

FUN DAYS

**EVENTS
FEEDBACK**

**FRONTLINE
FEEDBACK**

**SCRUNITY
PANELS**

**INTERAGENCY
GROUPS**

**ESTATE BASED
INSPECTIONS**

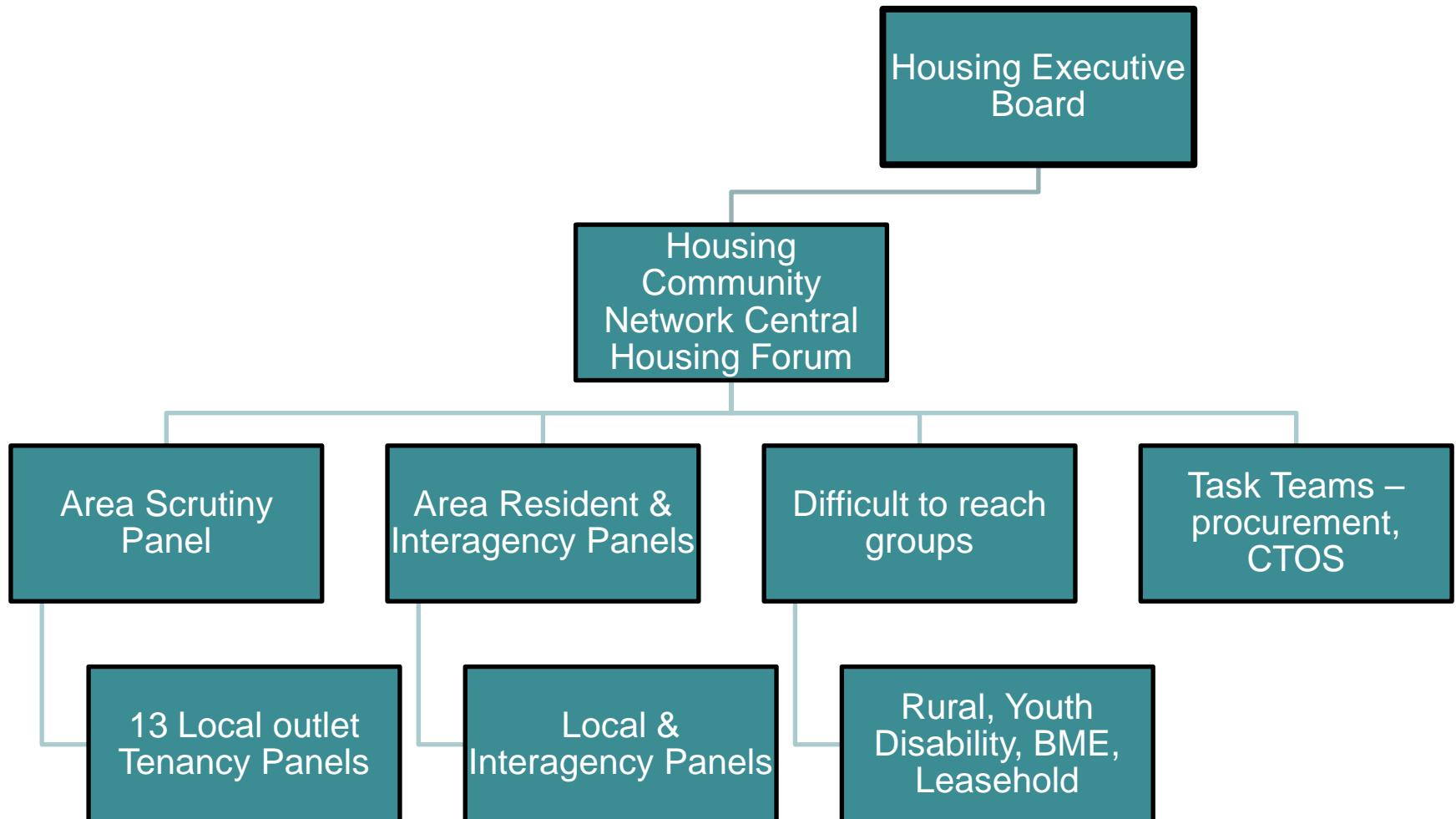
**FACEBOOK/
TWITTER**

CTOS

**COMMUNITY
CONFERENCE
TALKING
WALL**

**MYSTERY
SHOPPING**

How residents influence what we do



Our Social Investment Framework



Lets hear from the communities we serve.....



What next



Removal of Crumlin peace wall is a historic first

Bold move gets cautious welcome from community

Shankill residents have welcomed the "bold" removal of the wall. The Shankill Communities in Transition (TASCIT) group, which led the removal of the wall, said the move was a "bold step" and a "historic first".

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Our 'Berlin moment' as a first peace wall demolished



One down, 109 across province still to go

BY RICHARD KANE

The removal of one of the most controversial symbols of the Troubles...

Peace wall demolished

PULLED DOWN A yellow excavator is shown demolishing a section of the peace wall. A worker in a high-visibility vest stands nearby. The wall is topped with a chain-link fence.

A PEACE wall was flattened yesterday morning - 30 years after it went up in a move described as "bold" of the barrier was demolished at the edge of Ardoyne in North Belfast, Homes

facing on to the Crumlin Road can be seen after decades behind the wall. Its removal was organised by several groups including the **Housing Executive** and **Tweedale Ardoyne**

Shankill Communities in Transition, TASCIT's **Rabbi McCallum** said: "This is a brave and a bold step taken by residents who have seen more than their fair share of the conflict."

Demolishing of peace wall 'a brave, bold step'

AN EXCITING moment as the peace wall was demolished at the edge of Ardoyne in North Belfast, Homes

BY RICHARD KANE

The wall was removed in a move described as "bold" of the barrier was demolished at the edge of Ardoyne in North Belfast, Homes

Thirty-year-old peace wall being dismantled

INTERFACE BARRIERS BEGINS TRANSFORMATION

BY RICHARD KANE

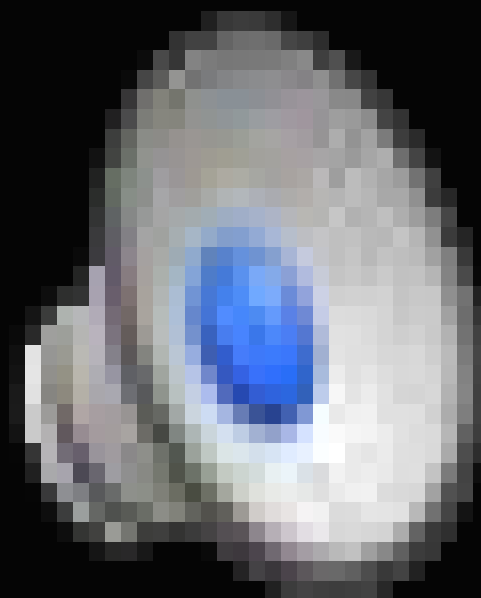
The wall was removed in a move described as "bold" of the barrier was demolished at the edge of Ardoyne in North Belfast, Homes

WALL COMES TUMBLING DOWN

BY JASON JOHNSON

A PEACE WALL in an area hit with some of the worst sectarian violence during the Troubles was torn down yesterday — after locals agreed they didn't need it anymore. The six-foot brick wall had been put up 30 years ago in order to keep apart...

being built in the area, with the slogan knowing at the time that properties would need protection. Yesterday's removal of the first section of barrier on the Crumlin Road was hailed as a "brave and bold step" by the Shankill Eco-



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