



Community Welcome Pack



East Belfast Ethnic Support Network

East Belfast Housing Executive District Office

October 2011

Local services directory



Welcome from our Community Group

Welcome to our community. This Welcome Pack has been produced by the East Belfast Ethnic Support Network in partnership with the Housing Executive. This is a guide to the services that people new to the area may find useful.

East Belfast Community Development Agency

East Belfast Community Development Agency exists to provide resources, support and capacity building programmes for community groups that are based on partnerships, equal opportunities and sustainable outcomes.

EBCDA is the 'umbrella organisation' supporting community development in East Belfast. Our membership is made up of community groups drawn from an area that contains almost 109,000 people. It is representative of a broad range of interests and needs within communities and encompasses a variety of groups, including local residents' associations, faith based organisations, sports clubs, older people's projects and women's groups.

For further information on EBCDA and other community organisations in East Belfast please contact -

East Belfast Community Development
Agency
269 Albertbridge Road
Belfast
BT5 4PY
Tel: 028 90451512
Email: info@ebcda.org
www.ebcda.org

East Belfast Community Development Agency



The Bridge Community Association

The Bridge Community Association exist to improve the quality of life of people primarily in The Lagan Village/Woodstock areas by identifying and meeting needs in partnership with the local community and other relevant agencies.

135 Ravenhill Road
Belfast
BT6 8DR

Tel: 028 9022 1221
Tel: 028 9073 2840
Fax: 028 9022 1220

info@bridgeassociation.co.uk



Community Welcome Pack



Contact Details for your local Housing Executive District Office:

East Belfast or South Belfast

The Belfast Area Office
32-36 Great Victoria Street
Belfast BT2 7BA

Northern Ireland
HousingExecutive

Telephone: 03448 920 900
Fax: 028 9047 0068 (East)
Fax: 028 9031 7711 (South)

Email: belfasteast@nihe.gov.uk or belfastsouth@nihe.gov.uk

We deal with housing, homelessness, response maintenance, estate management and local community development. We also provide advice on housing benefit and rent account management. Responsibility for processing housing benefit and rent accounting is carried out at our Area Office in Great Victoria Street.

We are open Monday to Friday 9.00am - 5.00pm (Opening 11.00am - 5.00pm on Wednesdays)

East Belfast District Office looks after the following areas;

Albertbridge Road, Ardcarne, Ashfield, Bloomfield, Bridge End, Castlereagh Road, Cherryvalley, Clarawood, Dundela, Edenvale, Garnerville, Inverary, Knocknagoney, Lisavon, Newtownards Rd, Sandbrook, Short Strand, Summerhill, Sydenham, Wandsworth.

South Belfast District Office looks after the following areas;

Annadale, Cromac, Donegall Pass, Donegall Road, Finaghy, Flush Park, Mount Street, Ormeau, Ravenhill, Rosebery, Sandy Row, Stranmillis, Taughmonagh, Ulsterville, Woodstock Road

Contact details for local council:

Belfast City Council
Belfast City Hall
BELFAST
BT1 5GS
Email: generalenquiries@belfastcity.gov.uk
Telephone: 028 9032 0202
Textphone: 028 9027 0405

Castlereagh Borough Council
1 Bradford Court
Upper Galwally
CASTLEREAGH
BT8 6RB
County Antrim
Telephone: 028 9049 4500
Fax: 028 9049 4515
Website: www.castlereagh.gov.uk
Email: council@castlereagh.gov.uk



Introduction

Arriving in a different community or country can be an exciting but also a challenging experience. Many aspects of daily life and services may be different here compared to the place you previously lived. To help you in settling into the local community this Welcome Pack will try to give you basic information about local services and how to access them.

This community is very much committed to promoting equality of opportunity and good relations between the citizens in the local area. There is a vast amount of information already available and translated so this Welcome Pack aims to “signpost” the reader to where further information is available.

This Welcome Pack can be:

- Given to new tenants as part of their sign up by the Housing Executive
- Given to new residents by the local community association
- Given to local Libraries, drop-in centres, doctor’s surgeries, advice and support providers, dentists, post offices, religious centres and any other community gathering place.

Disclaimer

Whilst the Housing Executive has made every attempt to ensure the accuracy and reliability of the information contained in this document this information should not be relied upon as a substitute for formal advice from the original organisations.

The Housing Executive will not be responsible for any loss, however arising, from the use of, or reliance on this information.

You should not assume that this publication is error-free or that it will be suitable for the particular purpose which you have in mind when using it. The Housing Executive assumes no responsibility for errors or omissions in this publication or other documents which are referenced by or linked to this publication.

If you note an error in this publication or have updated or relevant information please contact linda.hutchinson@nihe.gov.uk



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