



**North & East
Housing Association**

Building & Supporting Communities



Welcome to our Spring 2024 Newsletter

We hope you and your family and friends are safe and keeping well. We have emerged from winter, brushed off the cobwebs and like you, are looking forward to warmer days and grateful for the grand stretch in the evenings. In this edition you can find out about what we have been up to and the different ways you can become involved. Please read through this newsletter and let us know if you have any comments or feedback. **We would love to hear from you!**



North and East Housing will again this year be taking part in the An Taisce National Spring Clean during the month of April. If you would like the place you live in to be included, please contact your Housing Officer or the Support Desk on **01 820 0002** or email **supportdesk@neha.ie** to find out more information. We look forward to getting green fingers (tea/coffee and litter pickers provided).

North and East's First Annual Tenant Report

This year North and East Housing will be publishing our first Annual Tenant Report. This Report will offer an overview of our overall performance, summarising information on rent payments, arrears, compliments, complaints, Support desk call volume, and logged repairs. Additionally, we plan to incorporate your feedback gathered from surveys to better understand your thoughts and views as a Tenant. When the Report is published you can access the report on the North and East website under Forms & Publications, listed under Corporate Publications in 'Annual Tenant Report' or call us on **01 820 0002** to request a hard copy.



Tenant voice

In this section we like to hear stories from you, our tenants

If you have interesting story about a neighbour who helped you out or want to share your experience living in your North & East home this is your platform.

Andrew's experience of using North & East's Tenant Portal



"When the plastic covering to the gable end of my house came off in a recent storm, I decided to log the repair on to the North and East Housing Tenant Portal to get it repaired. Going online for me was quick and easy. All I had to do was enter my North and East Housing number plus my name and address and the problem I was having. I also sent pictures to help explain the problem better. After a few days I got a call from my Housing Officer to say the problem had been logged and a contractor would be in touch to carry out a repair. I found the Tenant Portal very user friendly and I could use it at any time of the day. "



"From First Jobs to Lasting Bonds: Two Colleagues' Story of Friendship and Retirement in Collier's Place"

Colliers Place in Duleek, Co. Meath is located on a site that holds a lot of memories for two of the residents of Duleek, in particular: Teddy and Eamon pictured above. Before Colliers Place was developed for housing it was a ballroom for the movers and shakers of Duleek. Prior to that it was a textile factory where Eamon started his first job and fondly remembers his first day hopping into Teddy's van and getting a packet of Tayto. The pair spent the summer working together and now enjoy living in Colliers Place - Teddy still keeps eye on Eamon making sure he keeps in line or maybe it's the other way around now!!!



Thank you to our tenants - we look forward to a new way of working!

As we start a new year, we at North and East Housing are delighted to announce that we are changing the way we work to improve our service and work more efficiently. Many of you will have received a phone call from us last year requesting your permissions to send information by email and text message. We have had a great response, and we hope to issue the first quarter rent statement by email to those who have given us permission. If you would like to receive your rent statements by email, please phone the Support Desk on **01 820 0002** or email supportdesk@neha.ie.

IMPORTANT ANNOUNCEMENT - RENT REVIEW COMING

In the coming months everyone will be receiving a Rent Review Letter and a Statement of Income Form that must be completed and returned to us within 2 weeks of receiving it.

If you fail to return the completed Statement of Income form or return one without the required proof of income when requested, it will be considered a breach of your tenancy agreement.

How long does it take?

Once all the documents are submitted the process takes four weeks to be completed by our Finance team, by which time you will receive a New Rent letter giving four weeks' notification (only applicable to tenants where there are no changes in circumstances) before a new rental charge, if due, is applied or if it will remain the same.

How do you calculate my rent?

We calculate your rent using Local Authority/ North & East differential rent policy.

What documents do I need?

These will be clearly stated on the Rent Review Letter sent to you but, for most tenancies where applicable should include:

- ✓ Recent payslips 4 x weekly or 3 x monthly (if in employment).
- ✓ Revenue Employment Detail Summary 2023 (if in employment).
- ✓ Revenue summary of pay and tax details current (if employment has ceased).
- ✓ Self-employed: Copy Form 11 & Revenue statement of net liabilities 2022.
- ✓ Recent Social Welfare payment slips if paid through the Post Office.
- ✓ Copy of Bank Statement showing transactions for the last 3 months.
- ✓ Copy of Court Order detailing maintenance payments if applicable.



North & East's property services team will update tenants on cyclical and planned repairs in the coming months.



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Who and what does the Residential Tenancies Board (RTB) do?

The RTB is an independent, public body that operates a dispute resolution service and regulates the residential rental sector in Ireland. North and East tenancies are registered annually with the RTB as required by law.

In recent times, North and East has been utilising the RTB's dispute services. In instances of rent arrears and other breaches of tenancy obligation, we seek to mediate our dispute with you in the first instance, and achieve joint agreement on how best you can become compliant with your obligations as a tenant once again. Only when this fails, do we seek a legally binding Determination Order.

It is therefore in your interest to engage with your housing officer about tenancy matters; if you do not, this could lead to your case being referred to the RTB.

For more information about the RTB and the service offered to landlords & tenants, please go to <https://www.rtb.ie>. Alternatively, you can find guidance on the citizen's information website too <https://www.citizensinformation.ie>

**Always quote your
ACCOUNT NUMBER
when making rent payments
to ensure it goes
against your account**

Spring Gardening Tips

For our tenants who have access to gardens please see some tips on how to freshen up your green spaces this spring. Tenants who live in an area that is managed by an Owners Managing Company (OMC), make sure to check with the OMC that your plans don't interfere with the responsibilities of the OMC - if in doubt check with your HO!

Timing is Key: In Ireland, spring weather can be unpredictable. Keep an eye on the forecast and start planting when the soil is workable and frost risk diminishes, usually from late March onwards.



Cool-Season Vegetables: Start sowing seeds or planting seedlings of cool-season vegetables such as potatoes, carrots, lettuce, kale, and peas. These crops thrive in Ireland's moderate climate and can withstand cooler temperatures.

Spring Flowers: Brighten up your garden or balcony with spring-flowering bulbs like daffodils, tulips, crocuses, and snowdrops. Plant bulbs in the fall for beautiful blooms in spring, or pick up potted bulbs from garden centres for instant colour.



Perennial Pruning: Prune back perennial plants and shrubs to remove dead or damaged growth and encourage new growth. Trim hedges and shape bushes for a neat and tidy appearance.

Lawn Care: Give your lawn some TLC by raking away any debris and moss that has accumulated over the winter months.



Water Wisely: While Ireland's climate is relatively moist, plants may still need supplemental watering during dry spells, particularly newly planted specimens. Water deeply and infrequently to encourage deep root growth.

Happy gardening!

Spring Cleaning Tips



Decluttering Delight: Start by removing items you no longer need or use. Donate, recycle, or sell what you can, and enjoy the newfound space.

Sparkling Surfaces: Wipe down countertops, shelves, and tabletops with a mixture of warm water and gentle cleaner. Don't forget to clean light fixtures and switch plates for a brighter space.



Floor Flourish: Give your floors some TLC by vacuuming carpets and rugs thoroughly. For hard floors, sweep away debris, then mop with a gentle cleaner for a fresh finish.

Dusting Details: Dust surfaces from top to bottom, including ceiling fans, light fixtures, and baseboards. A microfiber cloth or duster will trap dust effectively.



Closet Cleanout: Refresh your wardrobe by sorting through clothes, shoes, and accessories. Donate items you no longer wear and organize the rest for easy access.

Mattress Magic: Rotate and vacuum your mattress to remove dust mites and allergens. Sprinkle with baking soda, let sit for a few hours, then vacuum again for a fresh scent.



Bathroom Bliss: Scrub showers, tubs, sinks, and toilets with a disinfectant cleaner to banish germs and grime. Don't forget to launder shower curtains and bathmats for a complete refresh.

Happy Spring Cleaning!