



Celebrating 30 years of North & East Housing Association

2023 marks the 30th anniversary of North & East Housing Association. The organisation came about when a few friends recognised the need for social housing in the North-East of the country and decided that a dedicated association would help them achieve this. The new Association embarked on its journey with 12 homes in Killeghland Meath and now has some 748 homes in 12 local authority areas.

North & East has an interesting history. Given the size and scope of its current operations, it is difficult to believe that the organisation was run, for many years, on a voluntary basis. The first full-time staff were employed only in 2004. Up to then, the association's tasks of supporting tenants, collecting rent, overseeing the carrying out of repairs etc. were all carried out by volunteers. The first CEO was appointed in 2014 followed by an experienced management team and the Association now employs 23 staff with well over half directly involved in housing management.

Our journey has been slow but sure. We have concentrated on getting the basics right; making sure housing management is done properly and fairly; creating a robust governance framework; investing in staff and building strong partnerships.

While process and practice are essential, North & East strives to put our tenants at the heart of everything that we do. In 2018 we launched our Tenant Engagement Strategy which outlines our vision and plans for greater tenant participation in our organisation.

The Covid Pandemic focused our attention on our digital offering, and we launched our dedicated Tenant Zone on our website. Here tenants can use the online facility to pay their rents and access the new Tenant Portal. This web-based application offers our tenants a range of self-service opportunities to

manage their tenancies, report a repair and follow up, and engage more with us. Going forward, we will look to further develop the functionality of the portal and enable tenants to access even more information on a 24/7 basis.

In June of this year we were delighted to establish the new role of Tenant Engagement Lead, to work alongside our tenants to both encourage and assist their involvement within the organisation. We are currently putting together a Menu of Options - a range of activities in which you might like to play a part such as setting up a Residents Association and/or being a member of a Tenant Advisory Group and/or setting up community days or being involved in Estate Walkabouts with the Housing Team. We encourage all our tenants to get involved and ensure your voice is heard.

As well as looking back and celebrating our achievements over the last 30 years, our anniversary is also an opportunity for us to look forward and let you know some of our future plans. We will continue to provide the range of services we currently offer and will continue to invest in your homes to ensure they are safe and desirable to live in. We will also invest more in improving the eco-performance of these homes, helping to reduce the cost of heating your home. We will roll out more opportunities for you to have your say in North & East and help shape the development of the organisation in the years to come.

Our tenants and communities have always been at the heart of everything we do, and we're excited to see what the next 30 years will bring. So, whether you have been a tenant for 30 years or 30 days - thank you for your support and for allowing us into your lives.

Introducing tenants' voice

We're excited to announce that our newsletter will now feature a special section that's curated by our tenants - that's right, it's you!

In this segment, we want to hear stories from you. If you have a story about a neighbour who helped you out or want to share your experience living in your North & East Home this is your platform.

Let your voice be heard!

North & East Housing celebrates good neighbours

In recent months, North & East Housing has been busy getting out and celebrating good neighbours. We are committed to making our neighbourhoods not only a place to live, but a place to belong.

Community coffee mornings

We have held a series of community coffee mornings in Dundalk, Bettystown, and Kells. These events were not just a chance for our tenants to enjoy a cup of coffee together, but also an opportunity for them to connect with their neighbours and build a stronger sense of community.



Meeting the team

Our coffee mornings are not only about bringing neighbours together; they are giving our tenants the chance to meet their Housing Officer, Property Services Team, and our Tenant Engagement Lead. This has been a fantastic opportunity for our tenants to get to know the people who are there to support them and to understand more about the services we offer.



We want to hear from you!

We're always looking for ways to bring our community closer together, and we're keen to expand our initiatives to more areas.

If you're a tenant and would like to hold a coffee morning in your area, please let us know. You can contact the Support Desk on

01 820 0002 or Email supportdesk@neha.ie

Feedback matters



North & East appreciates your input and believes that it's crucial in making decisions and creating policies. Over the recent months, many of you have been contacted via phone or post for your views on recent repairs or experience as a new tenant.

We want to assure you that we take all feedback seriously. Your feedback has helped us improve our services and we are committed to continuing to work with you to improve the service we deliver at North & East Housing.

We believe that listening to our tenants is the key to creating a happy and thriving community. So, please do not hesitate to reach out to us with any concerns or feedback you may have. We look forward to hearing from you!



As a thank you for your time, all respondents of the survey were entered into a draw for a €50 All for One voucher.

Pictured above is Temitope Onafowo who was our lucky winner. A big thank you to all the tenants who took part.



Property Services announcement

Condensation and mould advice for tenants

As the weather turns colder, condensation and mould can form more easily. We receive a significant number of reports of mould from October to March. Over the warmer months, there are barely any issues!

What is condensation?

There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water, most noticeable on windows on a cold morning. This is condensation. It can also be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls. Condensation occurs in cold weather, even when the weather is dry.

First steps against condensation

Open the curtains and wipe dry your windows and windowsills every morning, as well as surfaces in the kitchen or bathroom that have become wet.

Wring out the cloth in a sink rather than drying it on a radiator, or the water vapour is going straight back into the air in the property.



If you use a tumble drier, make sure it is vented to the outside or that it is of the new condensing type.

Always cook with pan lids on and turn the heat down once the water has boiled. Only use the minimum amount of water for cooking vegetables.

First steps to get rid of mould

To kill and remove mould, wipe down or spray walls and window frames with a fungicidal wash that carries a Health and Safety Executive (HSE) 'approval number', and ensure that you follow the instructions for its safe use. These fungicidal washes are often available at local supermarkets. Dry-clean mildewed clothes, and shampoo carpets. **Do not** try to remove mould by using a brush or vacuum cleaner.

After treatment, redecorate using good-quality fungicidal paint and a fungicidal resistant wall paper paste to help prevent mould recurring. The effect of fungicidal or anti-condensation paint is destroyed if covered with ordinary paint or wallpaper.

But remember: the only lasting cure for severe mould is to get rid of the dampness within your home! Call the Support Desk for more information on 01 820 0002.

Tenant Portal

The Tenant Portal is an online web-delivered solution designed to offer you a range of self-service opportunities and is accessible from any PC or selected mobile device with an internet connection. You will have 24/7 instant access to your North & East account and be able to carry out the following actions:



- Log a repair
- Check the status of your repair
- Download rent statements
- View recent rent payments
- Check the balance on your account

For more information contact the support desk on **01 820 0002** or Email supportdesk@neha.ie

**Wishing all our tenants a Merry Christmas
and a happy and healthy 2024
from all the staff at North & East Housing**



Go green this Christmas!

This festive season, we encourage you to adopt a 'green' approach. From choosing your decorations to wrapping gifts and planning meals, every aspect of your celebration can contribute to a more sustainable environment.

Eat Try to source local produce and limit food waste by planning your meals and using leftovers for late-night sandwiches.

Drink Remember to remove lids from bottles; corks can be placed in the general waste bin. When recycling glass, keep bottles clean, dry, and loose and bring them to your local bring bank.

From February 2024 you will be able to return plastic bottles to return centre near you. For more info go to [re-turn.ie](https://www.northandeasthousing.ie/re-turn).

And be merry

- Buy a real tree locally and check with your Local Authority for drop-off points in your area. Your preloved tree will be recycled into chippings for local woodlands & parks.
- If you have an artificial tree, use it - If cared for properly, it can last anywhere from 10 to 20 years.
- Make your wreath from natural seasonal foliage and dried fruits.
- Wrap gifts with recycled paper or fabric. Avoid shiny paper that can't be recycled. Remember, not all wrap is recyclable
- Be mindful of giving short-use gifts.

Financial support at Christmas

Christmas is a time to celebrate with family and friends, however, it can be a financially stressful time with increased costs during the festive period. Here are some hints and tips to help:

Additional Needs Payment

If you are struggling financially, you can apply for the Additional Needs Payment from your Local Community Welfare Office. This is a one-off payment for increased costs of heating and electricity, furniture and bedding if you are setting up a home for the first time, funeral costs, and recurring travel costs for hospital appointments.

You can find out more here:

<https://www.gov.ie/en/service/4eb45-additionalneeds-payment/>

St. Vincent De Paul (SVP)

Your local SVP offer a range of supports from Food Hampers, preloved clothes to Education Grants. They can be contacted on **01 884 8200**.

Monetary Advice and Budgetary Advice (MABS)

MABS is a free money advice service that provides support and advice to people experiencing financial stress. They can be contacted on **0818 07 2000**.



Christmas 2023 holiday opening hours

With the Holidays fast approaching we are making plans for our phone lines. We will be closed from 5pm on Friday 22nd December 2023 and will reopen at 9am on Tuesday 2nd January 2024.

Our out of hours service will handle all emergency call outs during this period, so please call us on **053 937 4811** for emergency repairs during this time.