

Dundalk Lights
Submitted by Charlotte,
Dowdal's Crescent



North & East
Housing Association

Building & Supporting Communities

Newry Lights
Submitted by Jacqui HR

Welcome to our Summer 2024 Newsletter

Summer 2024 is here, and we're ready to dive into all the fun it brings! From the sunny weather to the vibrant blooms and maybe even some Northern Lights magic, there's plenty to look forward to. Here are some pictures sent in by Staff and Tenants of the Northern Lights which lit up our skies on 10th May 2024. Please read through this newsletter and let us know if you have any comments or feedback. **We would love to hear from you!**



Tenant Satisfaction Survey

At North and East Housing we are committed to improving our service as we value you our Tenants. This year we have sourced an independent UK based company named Acuity, who have 25 years' experience in carrying out Tenant Satisfaction Surveys in the Social Housing sector. Over the coming months you may receive an email, letter or phone call depending on your contact preferences.

We would love for you to participate in the survey and let us know how we are doing and what we can improve on. All survey participants will be entered into a draw for a prize. When the survey is complete a Report will be shared with you to show you the results and how we compare against others in the AHB sector.

If you would like to hear more about the survey feel free to call the Support Desk on 01820 0002 or email: voice@neha.ie

Would you like to join North & East's first Tenant Reading Panel?

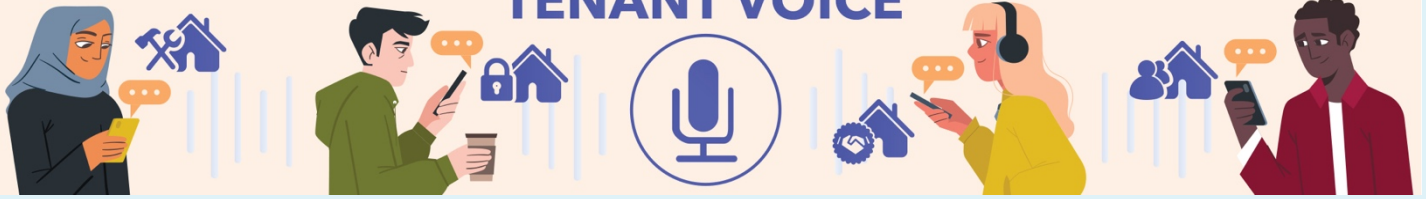


North & East Housing are happy to announce the establishment of our first Tenant Reading Panel. This panel will give you opportunity to review forms and policies to make sure they are user friendly and easy to read.

Members of the panel will be issued with the form that is for review and a short questionnaire. The members will be provided with a Freepost envelope to return the feedback to us. The first form we will be reviewing is the Pet Authorisation Form.

If you are interested in joining, send us an email voice@neha.ie or call the Support Desk on 01820 0002.

TENANT VOICE



Carrie's Kitchen - Gluten Free Scones

Ingredients:

- 2 3/4 cup of ground almonds
- 2 heaped tsp of baking powder
- 1 tsp of xanthan gum
- 1/2 cup margarine (low - low works well with this recipe)
- 1 tin of coconut milk (full fat)

Method:

1. Mix the ground almonds, baking powder, xanthan gum and margarine until you have breadcrumb consistency.
2. Stir the coconut milk well in the can before adding to the mixture.
3. Add Raisins or other dried fruit.
4. 1/2 tsp ground nutmeg (optional)
5. Using a pastry cutter on a baking tray, scoop in the thick batter keeping it rugged on top like a rock bun. Lift cake cutter off gently. It will form a scone like shape. (The mixture should be firm enough to stand once the cutter is removed.
6. Bake in a pre-heated oven at 175° for 20 - 30 minutes.

Happy Baking!



Try out these beautiful low carb, low sugar, gluten free scones that our very talented tenant Carrie from Meath has submitted - Carrie is also an avid painter and one of her paintings can be seen behind her!

If you have a recipe or indeed a hidden talent that you would like to share with the North & East community, send us an email to voice@neha.ie or call the support desk on 01 820 0002.

Tenant Engagement Activities

Over the past couple of months, we have been busy holding events throughout our estates.

Over the Easter period we held Easter events in Dublin and Meath which gave everyone the opportunity to meet one another and have fun with Easter Crafts and enjoy some Easter Eggs.

During the months of April and May we organised estate clean ups in Louth, Monaghan and Meath where we had lots of helpers who enjoyed cleaning up, planting daffodils and of course some hot chocolate and goodies for all the hard work.



Dowdals Crescent, Louth



Seaview Grove, Meath



Golden Ridge, Dublin



Lough Na Glack, Monaghan



Blackthorn Grove, Meath



Annual Rent Review

Over the past couple of months, some of you will have received a Rent Review Letter and a Statement of Income Form in the first Phase of the 2024 Annual Rent Review. Thank you to everyone who has returned their paperwork. We are now starting the Second Phase of the review and ask everyone to fill out the forms and send them back **within two weeks** of receiving them. This is part of your tenancy agreement with us.

How long does it take?

Once we get all your documents, our Finance team will take about four weeks to process everything. Then you'll get a New Rent letter giving you notice before any new rental charges (if applicable) kick in.

How do we calculate your rent?

In most instances, we will refer to the relevant Local Authority differential rent policy. These policies are publicly available from your LA.

What documents do you need?

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



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

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

The RTB is an independent expert public body that has an overall role is to regulate the residential rental section in Ireland by doing the follow:

- Maintain a register of tenancies.
- Operate a dispute resolution service for tenants and landlords.
- Conduct research on the public and private rental sectors.

As an Approved Housing Body, North & East Housing is obliged, under the Residential Tenancies (Amended) Act 2015, to register each tenancy with the RTB at the start of the tenancy and to renew it annually.

You can find out more information on the RTB website here:

<https://www.rtb.ie/about-rtb>

Our next issue will outline how we use the RTB dispute resolution services.

Cyclical Maintenance 2024

Our Property Services Team are planning the maintenance of the following services on the estates mentioned below to keep your homes safe and warm all year around. **It is particularly important that as tenants of North & East Housing you allow our contractors access to carry out these necessary services** as it will ensure that systems are running efficiently and reduce the likelihood of breakages during the winter.

Gas Boiler Service

- An Chearnog
- Bothar Chrionn
- Clos Cormac
- Stamanaran
- 8 Lismore, Blackrock

Heat Pump Service

- Lakeview Apt.

If you have not already done so, please contact the Support Desk on 01 820 0002 or email supportdesk@neha.ie to book in your service.

Ensuring Children's Safety During the Summer Months: Tips for Parents and Guardians

As the summer sun casts its warm embrace, children eagerly rush outdoors to play, explore, and soak up the season's joys. While summer is a time for fun and adventure, it's also crucial for parents and guardians to prioritise safety amidst the excitement.

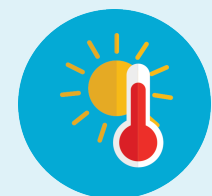


Sun Safety: Protect yourself from the sun's rays, especially between 10am and 4pm. Use high SPF sunscreen, wear hats, sunglasses, and light clothing.

Stay hydrated with plenty of water during outdoor activities.



Water Safety: Stay vigilant around water with kids around. Supervision is key, no matter how well they can swim. Enrol them in swimming lessons for safety skills. Flotation devices help, but they don't replace watching them closely.



Heat Safety: Summer heat can cause heat-related illnesses like heat exhaustion or heatstroke. Teach kids to spot signs like sweating a lot, feeling dizzy, or getting nauseous. Take breaks in shaded or cool areas during outdoor activities. Don't leave kids or pets in parked cars—temperatures can rise dangerously fast.



BBQ's: Establish a safe zone where children cannot cross and ensure the area is supervised at all times. Educate children on the dangers of BBQ's and always have a first aid box with you.



Environmental Section

Sustainability at home plays a very important role in addressing the climate crisis. By using some of the practices listed below you can significantly reduce your carbon footprint and make our planet a healthier place to live.

Waste Reduction

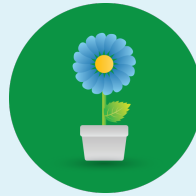


Composting: Place leftover food in the compost bin if available, to reduce landfill contributions and create nutrient-rich soil for gardening.

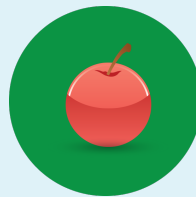


Buy in Bulk: Purchase items in bulk to reduce packaging waste. Sustainable Living Practices.

Sustainable Living Practices



Gardening: Where you can grow your own vegetables and herbs to reduce dependence on commercially produced food.



Meat Consumption: Reduce meat consumption, especially red meat, which has a high environmental impact.



Alternative Transportation: Use public transportation, carpool, bike, or walk whenever possible to reduce your carbon footprint.



PLEASE RECYCLE ME