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Welcome to our Winter 2024 Newsletter

As the holiday season approaches, we are happy to bring you this winter edition of the tenants' newsletter. This edition includes results from the Tenant Satisfaction Survey that was completed this year, highlights from our first Tenant Forum, updates from our estates and some hints for the holiday season. 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 2024

Between August and October 2024, we invited all of you to take part in an important tenant survey to share your thoughts and experiences of North & East Housing. Whether by post, phone, or online, 333 of you participated, and we really appreciate your input!

The survey was carried out by **Acuity Research and Practice**, an independent market research company, and focused on how satisfied you are with how we maintain your homes and deliver our services.

As a thank you, everyone who participated was entered into a prize draw, and three lucky winners each received a €50 shopping voucher – congratulations to the winners!

Your feedback is incredibly important to us. It helps us understand what matters most to you and what we can do better. The findings will guide our plans and priorities for the future, ensuring we meet your needs more effectively.



A summary of the findings can be seen here on the right which demonstrate the various aspects covered in the survey such as repairs, handling of enquiries, outcome of feedback and complaints handling. Everyone will be receiving a copy of this report in the coming weeks.

Satisfaction 2024

Information and advice	100.0%
Help managing finances	90.9%
Overall lettings process	89.7%
Overall support service	88.0%
Monitoring health and well-being	87.0%
Local services	86.8%
Help accessing other services	86.4%
Safe home	84.9%
Handling of enquiries or queries	83.8%
Well maintained home	82.6%
Performance of housing staff	80.8%
General communications with tenants	80.7%
Repairs service provided	78.3%
Overall satisfaction	77.8%
Customer services	77.5%
Accessibility of home	76.5%
Help establishing social activities	76.2%
Complaints handling performance	73.3%
Taking tenants views into account / listening to tenants	72.1%
Outcome of feedback/suggestion	69.5%
ASB handling performance	61.8%
Complaints handling	54.1%



Tenant Forum Success: Building Stronger Communities Together

On **12th November 2024**, North & East Housing Association hosted its first Tenant Forum at the City North Hotel, Gormanstown. Tenants from Dundalk, Drogheda, Kells, Navan, and Duleek gathered to share insights, discuss key initiatives, and strengthen community ties.

Highlights of the Day

- **CEO Welcome:** Vincent Keenan emphasised tenant engagement as vital to shaping the organisation's future.
- **Survey Results:** Adam Jewitt presented the Tenant Satisfaction Survey, sparking valuable discussions on improving services.
- **Tenant Portal Demo:** Chris Curran showcased the platform's convenience for managing service requests and communication.
- **Rent Review Insights:** Joanne Finnegan explained the fair and transparent rent review process.

Inspiring Stories & Future Planning

Laura Martin encouraged tenants to join engagement projects, while Andy McKenna shared a transformative community initiative. The day ended with tenant input on the Strategic Plan led by Campbell Tickell.



Thank You!

A big thank you to all attendees who made the event a success. This forum is the first step in strengthening our partnership and shaping a brighter future together.

Halloween on the Estates

Ramparts Green, Drogheda

Ramparts Green in Drogheda had plenty to celebrate this Halloween, thanks to a €30,000 grant from the Housing Finance Agency (HFA). The funding will be used to enhance the green space with a children's play area, goalposts, seating, and a sensory garden. Residents marked the occasion with a joint event hosted by North and East Housing and Tuath, which was enjoyed by all. Excitement is building as everyone looks forward to seeing the completed project in the New Year.

Golden Ridge, Rush

New Housing Officer Fiona hosted a festive Halloween event at Golden Ridge to celebrate the spooky season with her new tenants. The day was packed with fun games like musical chairs, bobbing for apples, and musical statues. Prizes were awarded for the scariest costumes and best pumpkin carvings, and there was no shortage of delicious treats for everyone. It was a fantastic day filled with fun and laughter, and Fiona was thrilled to meet all the spooky ghosts and ghouls of Golden Ridge.



Message in a Bottle: Lifesaving Support for Tenants

North and East Housing, in partnership with the Lions Club, offers the Message in a Bottle scheme to tenants. Contact the Support Desk at 01 820 0002 to request yours.

How it Works:

The scheme provides a plastic bottle with a personal information form and green cross stickers. In emergencies, responders use the stickers on your fridge and doors to find the bottle and access critical details quickly.

Who Benefits:

- ✓ Older adults
- ✓ Those with health issues, allergies, or disabilities
- ✓ People living alone
- ✓ Emergency responders

What to Do:

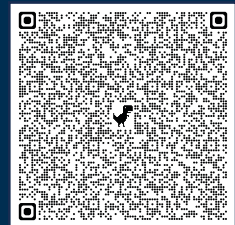
- ✓ Fill out the form and place it in the bottle.
- ✓ Attach stickers to your fridge, front door, and back door where visible.
- ✓ Ensure your house number and postal code are clear when calling for help.

Take Action Today – it could save your life!



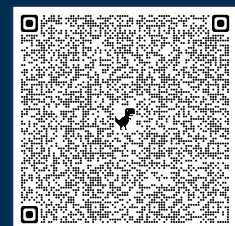
Scan the QR codes to view our new explanatory videos on the Tenant Portal:

How to Register for the Portal:



How to Use the Portal:

- ✓ Download a Rent Statement
- ✓ View your Rent Account
- ✓ Report a repair
- ✓ Pay your rent



Please contact the support desk on 01 820 0002 to get your Activation Code.

Wishing all our tenants a Merry Christmas and a happy and healthy 2025 from all the staff at North & East Housing



Translation Corner



Here at North & East Housing we are always trying to improve how we communicate with our tenants. A translated version of our Autumn Newsletter is available on our website under "Forms and Publications", "Tenant Newsletters". There you will find the Polish and Spanish version of the Newsletter.

This edition of the Newsletter will also be available on the Website in the coming weeks.

Here are 6 Quick Tips to Save Money at Christmas:



- **Set a Budget:** Plan your spending and track expenses.
- **Simplify Gifts:** Try Secret Santa, DIY presents, or gifting thoughtfully.
- **Shop Smart:** Start early, use discounts, and compare prices.
- **Reuse Decorations:** DIY or repurpose decor; switch to LED lights.
- **Save on Food:** Plan meals, buy in bulk and use leftovers.
- **Prioritise Experiences:** Focus on meaningful activities over expensive gifts.

Christmas Opening Hours

Please be advised that our offices will be closed from 5pm on Monday 23rd December 2024 until 9am on Thursday 2nd January 2025.

In case of emergency please call 053 937 4811



PLEASE RECYCLE ME



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Building on our previous RTB write-up, we are now focused on:

Mediation dispute process

The **Residential Tenancies Board (RTB) Mediation** is a process where an independent third party helps landlords and tenants resolve disputes related to their tenancy agreement. It's a voluntary process that aims to find a mutually agreeable solution without resorting to legal proceedings.

Here's how RTB Mediation works:

1. **Application:** Either the landlord or tenant can initiate the mediation process by applying to the RTB.
2. **Mediation Hearings:** The mediator will call both parties separately at a pre-arranged time, to understand their perspectives and identify areas of agreement and disagreement.
3. **Negotiation:** The mediator will facilitate the parties to help them find a mutually acceptable solution.
4. **Agreement or No Agreement:** If the parties reach an agreement, it will be documented in a written settlement agreement called a Determination Order. If no agreement is reached, the parties may choose to pursue other avenues, such as Adjudication/ Tenancy Tribunal or legal proceedings.

Benefits of RTB Mediation:

- **Faster Resolution:** Mediation can often resolve disputes more quickly than legal proceedings.
- **Preserves Relationships:** Mediation can help maintain a positive relationship between landlords and tenants.
- **Confidentiality:** The mediation process is confidential, meaning that the details of the dispute will not be publicly disclosed.

Our next newsletter will explore the RTB Adjudication process.