



Tenant Engagement at North and East Housing Association

Here at North and East Housing Association we are committed to putting you the tenants and your communities at the heart of all that we do. It is our goal to actively engage with you on issues that affect you: for example, annual rent reviews, the maintenance of your homes and public areas, and other tenant policies that may affect you.

In June we were delighted to welcome Laura Martin to North & East Housing as our Tenant Engagement Lead. Laura's job is to work alongside our tenants to both encourage and assist their involvement within the organisation. She is 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. You can view this initial menu of options - which will be added to over time and with your suggestions - on our website in the Tenant Zone. If you are interested or would like to add to the list, please call the Tenant Support Desk on **01 820 0002** or Email **supportdesk@neha.ie**. We look forward to hearing from you.

Tenant voice

Tell us your good news stories...

Perhaps you've lived in the same North & East property for many years, or you may have just moved into one of our new build properties? Are there any local heroes in your neighbourhood you would like to tell us about, or would you like to share your experience of moving into your new home? We always want to hear from YOU and would encourage you to tell us your stories! Similarly, if you want to let us know about local events in your area, please do contact us and we will include it in a future newsletter.

Tell us how we are doing!

In the coming weeks, you can expect a phone call from us as we will be getting in touch to get an insight into what it's like to have a home with North & East. We would like your feedback as your thoughts and experiences are important to us. At North & East we are striving to improve our tenants' experiences and will be conducting over the phone surveys relating to repairs and tenant satisfaction.



In person
at our estate offices
Rush, Kells
and Dundalk



By phone
01 820 0002



By email
supportdesk@neha.ie



Website
www.neha.ie
[Tenant Portal](#)

6 ways to get involved:

Set up a Tenants Group / Residents Association

North & East can support you in setting up a forum that meets and discusses issues in your area and can organise events, advocate for the needs of the wider community and access funding and other resources.

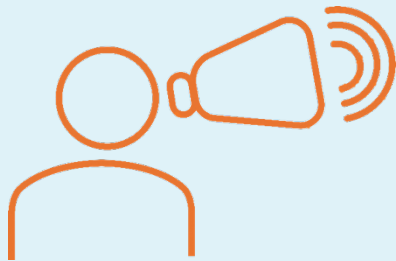


Take part in an Estate Walkabout

This is an opportunity to walk around your estate with a member of the North & East Team and highlight any issues or concerns you may have about the area, or suggestions you may want to make to make it more sustainable.

Become part of our Editorial Team

If you would like to be involved in the running and reviewing of our Quarterly newsletter, get in touch as we would love to hear from you. The newsletter is circulated to all tenants and available on our website.

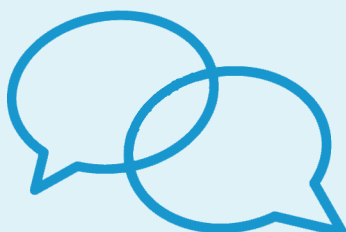


Become an Estate Champion

Are you passionate about something and would like your local community to champion it? Whether it is music, sustainability, food, or gardening please get in touch and we can support you to become a Community Champion.

Become a member of the Tenant Review Panel

We do value our tenants. If you become a member of the Tenant Review Panel, you will be asked for your opinion on our policies, and to review tenant documents.



Take part in a Tenant Survey

As your landlord, we understand the need to get feedback from you to assess how we are doing and what we can do to improve it. Occasionally, we will reach out to some of you to get feedback on areas such as repairs and satisfaction. We encourage you to engage with us around this.

Property Services announcement

As we prepare for the colder weather ahead our Property Services Team are planning the maintenance of the following services on the estates mentioned below to keep your homes safe and warm this winter. It is particularly important that as tenants of North & East Housing you allow our contractors - Bayview - 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.

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

Stove service

- An Chearnog
- Darcystown Close
- McArdle Green
- Killegland Crescent

Gas boiler service

- Lavin Park
- Golden Ridge Estate
- Ardmore Estate
- Millrace
- Darcystown Close
- McArdle Green
- South Dublin County Council

Heat pump

- Cassan Sraid
- Tooting Meadows
- Harbour Grove
- Dowdall Crescent
- Court View
- Doirin Alainn
- Clonsaugh Place



Thank you to our tenants

NEHA would like to say thank you for your involvement in the 2022 recent rent review. We understand this can be a very time consuming and sometimes difficult exercise to complete so we thank you for your time and patience. At the time of writing, we have had a 92% completion rate. If you have any outstanding issues, please contact the Tenant Support Desk for assistance.



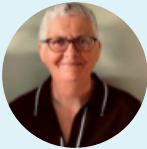
Noel Mc Ardle Education Bursary

The Noel Mc Ardle Education Bursary is available to all our tenants, and we can award up to €500 for each academic year. To be eligible for the grant, you must have a clear rent account for at least three months before your application can be accepted.

The deadline for the next round of applications is **September 30th, 2023**. Please note that to qualify for the bursary the course must be a post-secondary school course run by a recognised educational institution. You can request an Application Form from the Tenant Support Desk on **01 820 0002** or download an Application Form from the Website under the 'Forms and Publications' Tab under 'Tenancy Forms', or you can speak to your designated Housing Officer.

The Tenant Services and Engagement Team

At North & East we aim to build happier lives and resilient communities by providing a responsive, supportive, and effective housing management service. Our staff are committed to integrated working within and across the organisation to deliver on tenant priorities. It is a challenging but enjoyable environment, and we pride ourselves on our team spirit and ability to get things done.



Michele - Tenant Services and Engagement Manager

Michele is a member of the senior management team in North & East, is our safeguarding lead and is focused on how we can best serve our tenants and place their well-being at the centre of everything we deliver. Michele has extensive experience of working with people experiencing homelessness, housing need, educational disadvantage and community regeneration.



Laura - Tenant Engagement Lead

Laura works out of all NEHA offices and will be engaging with tenants on matters that affect them and enabling them to have their voice heard in North & East. Laura previously worked as a Rural Development Officer in Donegal and Monaghan where she supported individuals and businesses access to LEADER funding.



Ivan - Housing Officer

Ivan manages tenancies in Rush, Louth, Cavan, and Monaghan. He has worked in housing since 2015. Ivan works with tenants to enable them to sustain their tenancies, in addition to allocating homes to new tenants. He has always had a keen interest in social concerns and volunteers for St. Vincent De Paul.



Alan - Housing Officer

Alan manages tenancies in Meath, Louth, Laois, Dublin, and Fingal. Alan previously worked as a Housing Support Co-ordinator in ALONE, brings 10 years' experience from the non-profit sector and has a QQI level 5 in Social Care studies.



John - Tenant Support Desk Officer

John is part of our team which responds to any problem to which advice or action by North & East is sought: no problem too big or too small. John looks forward to speaking to you as a first point of contact when you call North & East.



Cheryl - Tenant Services Officer

Cheryl has worked across many areas of the Tenant Services & Engagement Team and now works closely with Housing Officers to ensure tenants understand their rights and can fulfil their responsibilities. Cheryl is Chair of her Neighbourhood Residents Association & is a local Youth Club Leader with Youth Work Ireland.



Joanne - Tenant Services Administrator

Joanne looks forward to speaking to you as a first point of contact when you call North & East. Her previous roles include working with ALONE, as a Support Coordinator, and with the Netwell Research Centre in Dundalk Institute of Technology as a researcher and administrator. She has great hands-on experience working closely with people and facilitating their needs.



Joyce - Tenant Services Administrator

Joyce works as part of the team providing proactive services and appropriate responses to tenants' needs. Joyce worked as a consultant based in Hong Kong where she gained extensive international consulting experience. Joyce is also a volunteer consultant at Impact Consulting Dublin.