



Providing quality homes and
supporting communities

North & East Housing Association CLG

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IMPORTANT CHANGES

Dear Tenant,

North & East are launching a new customer based Housing Management System to help us deliver a more efficient service to our tenants. The new system will be implemented from Monday 24th September and there may be some disruption to services, therefore we ask for your patience while we make these changes. Some of the changes that need your attention are highlighted below. Please keep this information to hand for reference.

Tenant Support Team

We have a new Tenant Support Team who will handle your incoming call, answer your query or direct you to the relevant staff member.

Data Verification

In order to protect your information and privacy, you will be asked a security question i.e. your date of birth or how you pay your rent, to ensure we are speaking to the correct person.

Rent

The terms of your tenancy agreement states that rent must be paid weekly in advance. When the rent is applied each Monday, your balance should read zero if you are compliant. On our new system, any level of arrears will prompt an automated communication from us.

Your rent statement will look similar, however, there are changes to be aware of. Any rent amount outstanding will now appear at the end of your statement and you must pay the amount due.

If there is a **credit** on your account, the balance will have a **minus** symbol in front of it, i.e. -€100.

Repairs

All Repairs will now be logged through the Tenant Support Team. You will be asked a number of questions to help diagnose the issue. The repair request will then be escalated to your Housing Officer and/or the Property Services Team to investigate further or authorise the repair. The contractor will then receive the details of the issue reported and will contact you to make an appointment.

If you have any queries or concerns upon receipt of this letter, please do not hesitate to contact us. Further information can be found in the 'Tenant Zone' section of our website under 'Latest News' - <https://www.northandeast.ie/news>

Kind regards,
The Housing Team