

ANNUAL 20 TENANT REPORT 23



A Welcome from our CEO



Vincent Keenan, CEO

Welcome to North & East's first annual report to our tenants reflecting our ongoing commitment to transparency and keeping our tenants informed of our activities and upcoming plans. The report also highlights aspects of our services that we believe are important and useful for tenants to know.

You'll find more detail in the report, but among the highlights are the appointment of our first ever Tenant Engagement Lead (Laura Martin) and the Team's work on developing a framework for greater engagement with our tenants. We want to hear from you more often and find out what you think about your home and our services so that we know what we need to focus on. We are committed to communicating with you more and in ways that enable you to have more of a say in how North & East delivers its services.

I hope that you find the report interesting and useful. I would welcome any feedback that you have on it or on any other matters that concern you. We would be especially keen to hear from you if you would like to be more involved and help us to deliver the high-quality homes and service to which we are committed to providing. Thank you for your continued support and involvement with us.

This report includes information about our performance that we give to the Approved Housing Bodies Regulatory Authority (AHBRA), an independent authority established in February 2021. AHBRA ensures that the policies and practices of Approved Housing Bodies (AHBs) such as North and East Housing Association are in line with regulations set out by the Regulator.

The Regulator is there to protect you as a Tenant, to monitor the performance of AHB's and publish the information as appropriate. You can view more information about the Regulator and its role for you as a Tenant at <https://www.ahbregulator.ie/about-us/what-we-do>.



Harbour Grove, Dundalk

Introduction

North & East Housing Association exists to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland. We support thriving communities through quality housing and continuing support for our tenants. We are a values-based organisation and a not-for-profit business with social objectives, which means that any financial surplus at year-end is reinvested in the organisation and in the provision of housing.

This report contains data garnered from different departments within North and East Housing Association such as the Finance, Tenant Services and Engagement, and Property Services teams. It offers an overview of our overall performance, summarising information on rent payments, arrears, compliments, complaints, Support Desk activities, and responsive repairs. In addition, we've incorporated your feedback - gathered from surveys - to better understand your thoughts and views as a Tenant.

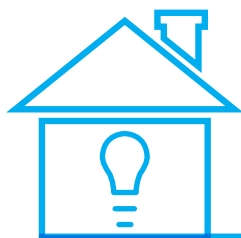
VALUES



We communicate with tenants in a clear and respectful way and ensure that their voice is heard throughout the organisation. We make our tenants aware of their rights and obligations as tenants.



We are committed to the highest standards of governance as an AHB and as a Registered Charity. We are careful stewards of our housing stock and are committed to high standards of accessibility and environmental sustainability.



We work in partnership with Local Authorities, Government agencies, other housing Associations, voluntary bodies and private developers who share our commitments and values.



2023 in Numbers

YOUR TENANT SUPPORT DESK

68	Number of out of hours calls received
4,453	Total calls received
1,067	Rent
1,685	Repairs
1,048	Tenancy matters
52	ASB
156	Allocations
445	Other

YOUR HOMES



746	Total homes
31	New homes
12	Relets

YOUR RENT



€2,715.590.00	Rent collected
€74.06	Average weekly rent
7.13%	Rent arrears
92%	Rent review complete

YOUR REPAIRS



€895,978	Spent on repairs (total)
€296,634	Spent on maintenance (planned)
€517.00	Average cost of emergency, urgent and routine repairs (unit average)



965
Total work orders logged



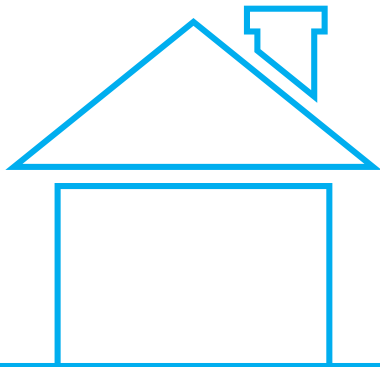
6
Total complaints logged and resolved



30
Total compliments



67
Total active portal users



Tenant Satisfaction and Repairs Survey 2023

During 2023, North and East Housing contacted a sample number of tenants to get feedback on their experiences of the allocation processes and repairs service. Feedback is important to us as we strive to continually improve all areas of our services. In 2024, we aim to roll out our second large-scale Tenant Satisfaction survey to help us identify what is important to you and provide you with the opportunity to share feedback with us. In the meantime, we are happy to share a summary of results from our pilot surveys.

REPAIRS



86%

satisfaction rate with how North & East Housing dealt with their repairst

87%

satisfied with the works completed by our contractors

ALLOCATIONS



83%

satisfaction rate with the overall assistance received during the allocations process

88%

satisfaction rate with the overall condition of their new home



REMINDER

North & East have an emergency out of hours service which can be contacted after 5pm on weekdays and 24hrs over the weekend on 053 937 4811.

Emergencies can include:

- failure of central heating
- severe leak
- failure of electrics
- major structural or other concern that poses a risk to health and safety for which North & East is responsible.

Tenant Engagement at North & East Housing



Over the past year we have been actively expanding our Tenant Engagement initiatives here at North & East Housing.

In particular, we created a range of options to encourage you to participate in services that affect you. These choices included forming a resident's association, joining housing staff in estate walkabouts, and/or becoming a part of a Tenant Review Panel. We do hope you will find an option that suits your own preferences and circumstances. You can find this menu of options on our website under 'Forms & Publications' in the 'Tenant Engagement Activities' section, or simply click on the 'Menu of Options.'

Your voice matters – Tenant Feedback

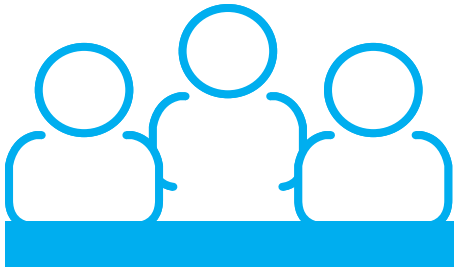
We understand the importance of having our tenants' voices at the heart of all that we do. During 2023, we organised various coffee mornings across the region, including Dundalk, Kells, and Bettystown. These events provided you with the chance to meet some of us - both Housing Team and Technical Officers – to find out more about our Tenant Engagement Activities and, of course, provide us with welcome feedback. As we move into 2024, we hope to build and grow these opportunities, with assistance from you, our tenants, as key stakeholders.

Working more efficiently

Over the past year, we have successfully obtained permission from many of you to send information via email and text, with an overwhelmingly positive response rate of 60% for emails and 78% for text communication. As a result, we plan to send our first quarterly rent statements by email to those who have granted permission. In 2022, we introduced our tenant portal, offering features such as checking rent status, logging repairs, and reviewing communications with North & East Housing. In recent months we have experienced a notable increase in users, with a current count of 67 active portal users.



Your 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.



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.



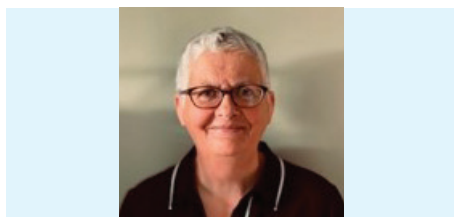
Housing Officer

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.



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.



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.



Tenant Engagement Lead

Laura works out of all North & East offices and will be engaging with tenants on matters that affect them and enabling them to have their voice heard in North & East.



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.



Tenant Services Administrator

Joanne looks forward to speaking to you as a first point of contact when you call North & East.



Tenant Services Administrator

Joyce works as part of the team providing proactive services and appropriate responses to tenants' needs.



North & East
Housing Association

Building & Supporting Communities

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