



# Summer Newsletter

## TENANT PORTAL

### Tenant Portal is now available!

The tenant portal is now available! Contact the support desk to receive your authorisation code for log in. Please note we may need to confirm your email address and date of birth.

#### What is the Tenant Portal?

The Tenant Portal is an online web-delivered solution designed to offer our tenants a range of self-service opportunities and is accessible from any PC or selected mobile device with an internet connection.

You will be given an authorised secure user login where you will have **24/7** instant access to your North & East account in the following areas:

#### You will be able to:

- Log a repair
- Check the status of your repair
- Download rent statements
- View recent rent payments
- Check the balance on your account

## Tenant Voice

We have been actively surveying our tenants for satisfaction ratings following recent user testing for the tenant portal roll-out, along with our allocation and responsive repairs service.

#### Survey results are in:

- Tenant portal -96.6% success rate for user testing
- Allocations-99% satisfaction rating
- Responsive repairs-97.75% satisfaction rating

We want to thank our tenants who participate in our ongoing tenant surveys; your feedback is vital to North & East. It helps us shape our service offerings and better understand how our tenants feel about the services provided.

#### What do our tenants say:

- "Very happy where I am and with all the staff, especially Barry!"
- "Compliments to the contractors they were very helpful. Compliments to NEHA customer service as she always has a positive experience."

Welcome to our Summer 2021 newsletter. The nights are drawing in and children are settled back into another school year. We look back on the summer months and prepare ourselves for the shorter days and cosy evenings.

## Blooming Lovely



A green fingered tenant's planting project in Balrothery, Co. Dublin at the start of the summer.

## Payzone rent payment facility coming soon



We have partnered with Payzone, making paying your rent easier to manage while going about your everyday life. Later in the year, you will notice a barcode at the top of your rent statement. The barcodes will enable you to pay your rent at any of the 7,500 Payzone participating outlets across Ireland.

You can find your nearest Payzone agent on their website, [www.payzone.ie](http://www.payzone.ie).

## World Clean-up Day

The month of September sees 180 countries across the globe take part in World Clean-up Day. We wanted to play our part in the big clean-up and together make the planet cleaner. We took our litter pickers to Rush to join the deserving cause. Next year, coming to an estate near you!



## OUR TENANT CHARTER

**The North & East Tenant Charter is based on our values and aims to make sure we are clear with you - our tenants - about what you can expect from us as your landlord and what we expect from you as our tenants.**

**It confirms our intention to embed high quality customer service across our enterprise and is underwritten by our staff, our contractors, and their sub-contractors.**

### **We Will:**

- Be polite, helpful, professional, and treat all tenants with respect
- Continue to make it easier for all our tenants to access the services they need by providing a single point of access through our Tenant Support Desk
- Ensure our website is user friendly and provides improved self service
- Respond to all emails, letters and voice messages promptly, and protect your personal information
- Provide a clear complaints process in line with best practice
- Contact you if there is a problem e.g. with your rent payments, repairs appointments or a change to what we said we would do

### **We expect you to:**

- Treat our staff and contractors with respect at all times
- Pay your rent in timely manner
- Contact us if you are struggling to pay your rent so we can offer help and guidance
- Keep to the other terms of your tenancy agreement
- Contact us if you have a change in your circumstances
- Tell us if any of your contact details change

## **North & East will work with you to sustain your home:**

### **We Will:**

- Allocate a Housing Officer who will work with you to maintain your tenancy, including an annual visit and/or wellbeing check as a minimum
- If you are a new tenant we will provide you with a Tenant and Property Handbook and contact you within six weeks of you moving in to make sure you are settling in
- Ensure you receive clear, accessible and prompt information on the issues that matter to you
- Provide you with quarterly rent statements
- Inform you clearly of changes to your rent or other charges
- Investigate anti-social behaviour complaints in a fair and impartial way recognising that every case is different

### **We expect you to:**

- Contact us if you need help to understand any information we send you
- Tell us about any help you need to access our services
- Work with us to rectify any breaches to your tenancy agreement quickly

## North & East will support you to a have a voice and be heard:

### We Will:

- Establish a Consultation Panel to embed customer insight into the organisation
- Offer a menu of involvement opportunities providing a range of options for you to get involved at a level that suits you
- Provide training and support to enable you to feel confident to get involved
- Encourage and promote tenant involvement to all new tenants when they move in
- Seek your views on our housing service & work with you to improve areas of concern
- Conduct customer satisfaction surveys regularly and share the results with you

### We encourage you to:

- Get involved
- Provide valuable feedback, views and suggestions to help us improve our services
- Tell us if you are not satisfied with the service you have received, and give us the opportunity to put things right when they go wrong

## North & East will support you to have the home you want and services you need:

### We Will:

- Invest in our properties to provide a home you can be proud of
- Deliver a service that presents value for money
- Provide a 24/7 service for reporting emergency repairs
- Listen to you to understand your needs, wants and expectations when you report a repair issue or seek an alteration request, and provide a consistent standard of customer care
- Allocate repairs on a priority-based system considering the repair and your circumstances:
  - Emergency repairs will be completed within **24 hours**
  - Urgent repairs will be carried out within **5 working days** of receipt of report
  - Routine repairs will be completed within **20 working days**
- Always show official ID when visiting your home or on your estate
- Follow best practice health and safety standards in behaviour and approach to work
- Treat your homes with respect when repair works are being carried out, and make good following
- Speak to you courteously while explaining the repairs plan to you
- Tell you of any planned/cyclical maintenance in advance, giving details of the expected date, scope of work and your expected involvement

### We expect you to:

- Tell us as soon as possible if your property needs a repair that we are responsible for
- Co-operate with all reasonable requests to access your home
- Keep to your appointments and let us know as soon as possible if you need to rearrange a visit to your home
- Tell us if you want to carry out alterations to your home (ensuring that you obtain written authorisation before you start), look after your home, and carry out repairs that are your responsibility
- Treat your neighbours and the wider community in the same way you would like to be treated



## New Staff Members

### TANYA HANNON

#### Housing Administrator



Tanya joined the Housing team in September 2021. Tanya previously worked as a General Management Administrator for the HSE.

Tanya will be one of the friendly voices you hear on the end of phone when you contact the Tenant Support Desk.

### TANIA PERRY

#### Housing Officer



Tania joined the Housing team in July 2021. Tania previously worked as a Tenancy Sustainment Worker for St. John of Gods for over 13 years.

Tania will be responsible for some properties in Dublin and Meath areas. You might see Tania out and about on the estates over the coming weeks. Don't forget to wave!

## Noel McArdle Education Bursary

The Noel McArdle Education Bursary is available to all our tenants, and we can award up to a maximum amount of €500 for each academic year. To be eligible for the grant, you must have a clear rent account for a minimum of 3 months before your application can be accepted. The next round of applications will be accepted in January 2022, and the course should be a post-secondary school course run by a recognised education institution. You can request an applicant from the Tenant Support Desk or download an application form on our website.

## Get Autumn Ready

### Check your gas meter (if you have one)

- ✓ If you have a pre-payment meter, check that your account is topped up with credit.
- ✓ If you run out of credit, you will need to push the reset button to restart the boiler and reset the actual gas meter, as running out of credit stops the flow of gas to your boiler.

### Check the boiler

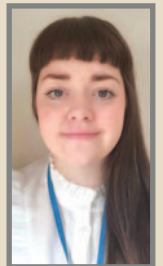
- ✓ The pressure on your boiler should be between 1 and 1.5 bar. If the pressure has dropped below 1 bar, then you should call you're the Tenant Support Desk for guidance.

### Check the thermostats on the walls

- ✓ Have the thermostats been turned down to a low setting or the off position? The thermostat is typically set between 19°C and 21°C.

## Tenant Services Officer

After her two and a half years on the Tenant Support Desk, Cheryl has moved to a new role within the Housing team.



As Tenant Services Officer, Cheryl will work closely with Housing Officers and will focus on arrears and rent control, tenancy management and support.

## How to get in touch



### In Person (when restrictions are lifted)

- Sensitive/Confidential Issues
- Anti Social/Nuisance Behaviour Reports



### By Phone – 01 820 002 (Out of hours – Emergency line is for repairs only 053 937 4811)

- Reporting a repair request
- Rent queries
- Request for forms/statements



### By Email – supportdesk@neha

- Request for information
- Request for forms/statements
- Email repairs



### Through the website – www.northandeast.ie

- Downloading Compliments, Complaints & Suggestions Forms
- Information about North and East
- Tenant Portal

We are back on the estates and making doorstep house calls.



**PLEASE** always use your Account Number as a reference for all payments.



Visada naudokite savo sąskaitos numerį kaip nuorodą visiems mokėjimams



Vienmēr izmantojiet savu konta numuru kā atsauci visiem maksājumiem



Zawsze używaj numeru konta jako numeru referencyjnego dla wszystkich płatności



Utilizați întotdeauna numărul de cont ca referință pentru toate plățile