



Summer Newsletter

Welcome to our Summer 2019 Newsletter where you will find the latest news on what we are up to in North & East Housing and some of the Summer activities we have been enjoying with you.

Tenant Engagement Strategy

As an organisation we are committed to listening to you and gathering your views on what it is like to be a tenant of North & East Housing. With this in mind we have been doing some planning on how we can improve on this in the coming years. Some of you will have been involved in this process by coming along to focus groups and discussions which have all informed our new Tenant Engagement Strategy. The strategy details why engaging with you is important to us and some of the activities we will do to ensure this happens.



Housing Team at Tenant Engagement Launch



Tenant Survey

The first big activity we will be doing is seeking your views on what it is like to be a tenant right now as well as what improvements we can make to enhance your experience with us. In the coming months you will be contacted to take part in this tenant survey which will be completely confidential and carried out by a third party, we hope you can find the time to help us find out what is important to you as a tenant.



Current Projects

Coming soon....

Tenant Portal

Following on from the implementation of our new Housing Management System in September 2018 & as part of our ongoing aim to deliver a better, more efficient customer service experience to our tenants; we are delighted to now be in the process of integrating the second phase of our software upgrade – **'The Tenant Portal'**.

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.

How will the Tenant Portal benefit me, the tenant?

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

When will the Tenant Portal be available?

We will keep you updated on our progress but we expect to have the Portal available to all our tenants in early 2020. Further information on the Portal will be made available prior to launching.



Commons Road, Navan, Co. Meath

Work is drawing to and end on the construction of 12 homes at Commons Road Navan Co. Meath. This development will comprise of 7 bungalows & 5 apartments. Completion date is set for August 2019.



Scarlet Street, Drogheda, Co. Louth

Work is expected to be completed by late 2019 on the site in Scarlet Street. What once was a disused fire station, will soon be a development of modern apartments and houses.



Stradbally, Co. Laois

The development in Stradbally is located on Main Street and will comprise 16 homes for the elderly and tenants with disabilities. Expected completion early 2020.

Good Bye and Farewell to Jackie Knight



Jackie will be leaving us in August after 6 years with North and East. We will be updating our website with the details of the new Housing office for Dundalk, Kells and Monaghan area in the coming weeks.

Best of luck in the new role!

Did you notice our new Logo?



Say HELLO to our new Team Members!



Vincent Walsh

**Housing Officer
in Meath, Wicklow and Dublin.**

Vincent is the newest Housing Officer to join the Housing team. Vincent is based between the head office and the site office in Rush. Vincent is in Rush most Thursdays, so feel free to pop in and say Hi!

Fun Fact: Only for a late intervention by his mother, he would now be called Napoleon Walsh.

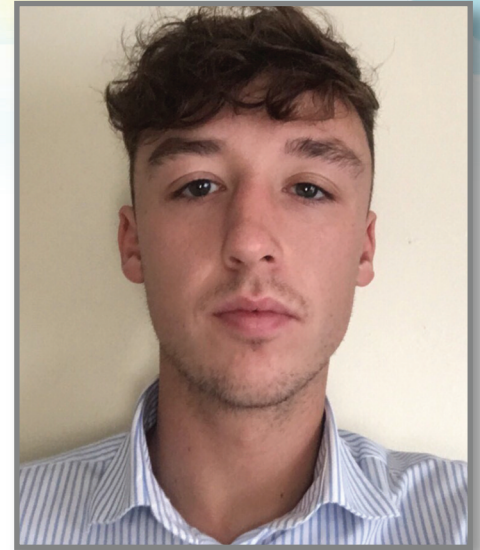


Cheryl Cullen

Tenant Support Administrator

Cheryl is based in the head office and works alongside Maria on the tenant support desk. Cheryl will be your first point of contact when calling in repairs and taking general queries. You might see Cheryl out and about on the estate or at our events!

Fun Fact: Volunteers with Youth Work Ireland.



Conrad Farrell

**Technical
Assistant**

Conrad joined the Property service team this year and will be working with Alan and Brendan. Conrad is based in our Dundalk office and he is also involved in property inspections/ repairs so you might see him out and about

Fun Fact: Played GAA for Chicago Patriots for 3 months last Summer.



Painting with Phil

Weekly beginners art classes with our resident Philomena. Each week you will finish a canvas painting to take home.

Free of charge – all material, tea, coffee & cakes provided!
Limited places, first come first served.

Email: info@neha.ie or **Tel:** (01) 820 0002 to confirm your place.

Venue: Connect Family Resource Centre,
171 Moneymore,
Drogheda, Co. Louth

When: Six week course starting **Tuesday 10th September 2019**
(every Tuesday)

Time: 10am to 12 noon

Noel McArdle Education Bursary

North and East offer an education bursary to residents and their children participating in 3rd level education. This scheme has provided support to many of our tenants in recent years and it can be used to cover any associated costs involved in attending a 3rd level course, such as registration, books, exam fees, transport and childcare.

Apply within 3 months of the start of your course, applications will be assessed in September and January and applicants will be notified of our decision accordingly.

Please contact the tenant support desk or housing officer for more info on how to apply.

Out-of-hours Telephone Number 053 937 4811

Our out-of-hours phone is switched on Monday to Friday from 5.00pm to 9.00am and 24 hours a day during weekends and public holidays. This number is for emergency repair calls only; including but not limited to fire, flood, or emergency repairs to heating and hot water systems. In the case of a gas leak, a break in, or fire, you should contact the relevant emergency services numbers first.

Summer Sports Day 2019



Remember Remember Remember

- Always include your North and East account number as reference when making any rent payment.
- To notify us if your circumstances have changed as this may effect your weekly rent charge.
- To inform us if you are planning to make any alterations to the property. We need to have these changes on record to comply with Health and Safety Regulations.
- To manually reset your meter and boiler if you have recently run out of credit on your Pay as you Go meter or if you have had your boiler turned off during the summer months.



How to get in touch



In Person

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



By Phone - 01 820 0002 (out of hours 053 937 4811)

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



By Email - info@neha.ie

- Request for information
- Request for forms/statements



Through the website - www.northandeast.ie

- Downloading Compliments, Complaints and Suggestions form
- Information about North and East