

## Coming to a screen near you in 2020...

# 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.

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.

# Thank You

We want to thank those of you who took the time to complete our recent telephone survey, your feedback is important to us and it helps us to determine what we are doing well and what we need to get better at!

North & East Housing Association CLG,  
287 Block G, Blanchardstown Corporate Park 2, Dublin 15, P229.

Tel: (01) 820 0002  
Email: [info@neha.ie](mailto:info@neha.ie)  
Web: [www.northandeast.ie](http://www.northandeast.ie)



## North & East Housing Association



Christmas time can be a tough time of year for many people, and there is support out there if you need it.

### SAMARITANS

Whatever you are going through, Samaritans can help.  
Freephone: 116123

### ALONE

If you or an older person you know needs support.  
Helpline: 0818 222 024  
[www.alone.ie](http://www.alone.ie)

### CHILDLINE

Need someone to talk to?  
Helpline: 1800 666 666  
Text TALK to 50101  
(10am to 4am)

*Dear Tenants,*

*We hope you had a fantastic year and we would like to take this opportunity to wish you all a happy and safe festive season.*

2019 has been a busy year, see what we have been up to...



*Happy Holidays,  
from all at North & East.*

### Christmas 2019 - Holiday Arrangements:

Monday 23rd December - Normal operating office hours

Tuesday 24th December - Closed

Christmas Day - Closed

Stephen's Day - Closed

27th December to 1st January - Closed

Office re-opens Thursday 2nd January at 9am.

In case of emergencies only, please call (053) 937 4811.

