



Summer Newsletter

Welcome to our Summer 2020 Newsletter, where you will find the latest news on what we have been up to and our plans for the coming year.

Tenant Survey

Firstly, thank you to everyone who completed the Tenant Survey last December. The results were overall very positive overall. We will be issuing our very first tenant report in the coming months and will be featuring all the findings from the survey, but headline items are as follows:

RESEARCH FINDINGS

Overall there are high levels of satisfaction with NEHA



85% satisfaction with the service provided

The two most important services for tenants are:



96% good quality housing



93% being responsive to day-to-day repairs

While satisfaction is high the research outlined 2 key areas for improvement:



33% see room for improvement in dealing with repairs

72% of the contact between tenants and NEHA is related to repairs



phone is the preferred type of communication

across all types of communication a quick response and a personalised approach is appreciated

Tenants - having your say



35% would like to be more involved



60% | 40% tenants | residents association meeting ratio



75% option of being involved in changes to procedures



We are back up and running from most of our offices and we are looking forward to the months ahead and getting used to our new normal. We would like to thank all of our tenants for understanding and working with us, while we navigated through Covid-19. Here's to the next few months of 2020.

North & East's Office

North & East's office in Blanchardstown is open 5 days a week and our Dundalk office is open 3 days a week. However, in line with the most recent advice from Government, all visits are by appointment only. Please ring our tenant support desk on (01) 820 0002 if you wish to arrange to meet with your Housing Officer.



44 New Homes across 5 Developments



This year, North and East are delighted to have allocated a further 44 homes across 5 schemes. Homes are delivered in partnership with Laois, Louth and Meath County Councils. We would also like to express our appreciation for our not-so new tenants. Without you we wouldn't have been able to operate for the past 27 years!



From 1st August 2020 North and East will be issuing all responsive repairs to Bayview Contracts. Over the past 12 years Bayview have gained a wealth of experience in both the private and public sectors. We welcome your feedback.



From traditional Irish recipes, international dishes, vegetarian and vegan meals too. These recipes can be for any meal time, anything you can chew. Soups, snacks, smoothies, or even how you make the perfect brew. It can be something you rustle up solo, with family or even cook with your crew.

For our Senior Tenants

We would encourage all tenants to adhere to Government guidelines during the phased re-opening of the country and if you become unwell, please follow the advice of the HSE.

If you are one of our senior tenants and experiencing day-to-day difficulties or indeed if you are the neighbour of any such tenants, please contact us and we will endeavour to help in any way we can.

Helpline for older people and people supporting them are:

HSE Helpline	Monday to Friday 8am-8pm Saturday & Sunday 10am-5pm	1850 24 1850
Age Action Call Safe	Monday to Friday 9am-5pm	0818 91109
Information Service Alone	Monday to Friday 9.30am-5pm Monday to Sunday 8am-8pm	(01) 475 6989 0818 222 024
Seniorline	Monday to Sunday 10am to 10pm	1800 80 45 91

Say HELLO to our new Team Member!



Barry Raleigh

Tenant Support Desk Lead

Barry is based in the head office and works alongside Cheryl on the tenant support desk. Barry will be your first point of contact when calling in repairs and taking general queries. You might see Barry out and about on the estates over the coming weeks. Don't forget to wave!

Community Cookbook

We are creating a Community Cookbook* and would like YOUR recipes. Pick your favourite recipe, it can be something new that you tried during lockdown or a go to dish, that has been in your family for generations. Whatever the case we want them!

Our aim is to get this cookbook published and passed on to all NEHA tenants during this year. Following government advice surrounding Covid-19, it means that we are putting any major tenant events on hold. So as we can't see you right now, we want to see what you've been cooking! Don't be shy and send recipes, along with any photos to info@neha.ie by **August 31st 2020**.

* depending on the level of interest.



What can I expect when a repair is being carried out in my home following Covid 19

- 01** ▶ All repairs appointments will be prearranged by phone. If you feel unwell leading up to the appointment please notify North and East to re arrange the appointment.
- 02** ▶ Before the contractor is due to arrive please ensure windows are opened and the space is well ventilated.
- 03** ▶ The Contractor will only knock on the door to your property if access is required to the inside of your home.
- 04** ▶ The Contractor will step back from the door and present their ID.
- 05** ▶ The Contractor will explain what they need to do and you are requested to go to a separate room for the duration of the Visit. You may also be asked to stand outside of the house when the contractor completes the job.
- 06** ▶ The Contractor will alert you that they have finished and will leave; allowing you to secure the front door.

Everyone is going to be experiencing difficulties and stresses because of the current restrictions. A considerable number of people will need to work from home and children will be staying at home rather than going to school/summer camps. The pandemic situation will also be resulting in increased anxiety for many people.

These restrictions are clearly essential to reduce the spread of Coronavirus (COVID-19) and protect everyone's health and save lives. However, that means we will probably be seeing and hearing more of our neighbours than we are used to. In some situations, this may lead to frustrations or annoyance with noise we do not want to hear.

With this in mind, we would urge everyone to be considerate of their neighbours by thinking about how noise from your home could be causing problems and upset to others. For the same reason, we would urge everyone to be more tolerant and patient with noise and activity that they won't be used to hearing.



RIAI
RIAI Architecture Awards 2020
Public Choice Award



North & East is delighted to announce that Tooting Meadow, Scarlet Street, Drogheda has won the overall Royal Institute of Architects Ireland (RIAI) Public Choice award. This development was designed by McKeivitt King Architects.

This project undertaken by North & East has revitalised this site while incorporating the character of the existing historic neighbourhood and has provided 15 homes catering for the needs of families and the elderly.

Noel McArdle Education Bursary

The Noel McArdle Education Bursary is a resource that the Board of North & East started in memory of one of the founding Board members, Noel McArdle. It is open to all tenants with a clear account for three months.

The Bursary can be used to cover any associated costs involved in attending a Third Level Course, such as registration, books, exam fees, transport and childcare. The deadline for the next round of bursaries will be **30th September 2020**.

For further information on the bursary please contact your Housing Officer.





ALWAYS use your Account Number as a reference on all payments to North and East Housing Association.

Want to see your picture here?



We are always looking for content for our newsletters and if you want to be featured in the next issue, please send us an email to info@neha.ie. Good news stories, silly photos, thoughtful poetry, green fingered gardening tips and details of recent projects all welcome!

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.

COVID-19

HAND HYGIENE BEFORE AND AFTER USING A MASK



Safe use of Masks

THE MASK YOU NEED

DO: REMEMBER TO WEAR THE CORRECT MASK FOR THE TASK:

Wear Surgical mask: for droplet precautions, or when providing care within 2 meters of any patient, or when working within 2 meters of another healthcare worker for more than 15 minutes.

Only wear FFP2 (Fit Checked) or FFP3 mask (Fit Tested) for aerosol generating procedures.




WEARING THE MASK

DO: Wear your mask so it comes all the way up, close to the bridge of your nose, and all the way down under your chin.

DO: Press the metal band so that it conforms to the bridge of your nose.

DO: Tighten the loops or ties so it's snug around your face, without gaps. If there are strings, tie them high on top of the head to get a good fit.





DO NOT: Wear the mask below your nose.



DO NOT: Leave your chin exposed.



DO NOT: Wear your mask loosely with gaps on the sides.



DO NOT: Wear your mask so it covers just the tip of your nose.



DO NOT: Push your mask under your chin to rest on your neck.



ONCE YOU HAVE ADJUSTED YOUR MASK TO THE CORRECT POSITION, FOLLOW THESE TIPS TO STAY SAFE:

- ALWAYS change your mask when you answer the telephone or you take a drink/break.
- ALWAYS change mask when leaving a cohort area or exiting a single patient isolation room.
- NEVER fidget with your mask when it's on.
- ALWAYS change mask if it is dirty, wet or damaged.
- ALWAYS wash your hands before and after handling a mask.
- NEVER store your mask in your pocket.

REMOVING THE MASK



Use the ties or ear loops to take the mask off.

Do not touch the front of the mask when you take it off.

DISPOSING OF THE MASK



Dispose of mask in a healthcare risk waste bin.

IF HEALTHCARE RISK WASTE SERVICE IS NOT AVAILABLE:

The mask, along with any other PPE used, needs to be double-bagged and stored for 72hrs in a secure location, then put in the domestic waste.







How to get in touch



In Person

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



By Phone – 01 820 002 (out of hours 053 937 4811)

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



By Email – supportdesk@neha.ie

- Request for information
- Request for forms/statements



Through the website – www.northandeast.ie

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

