



ANNUAL TENANT REPORT 2025

Welcome Message



“We will keep investing in our services and work closely with tenants to make sure we deliver what matters most to you.”

Dear Tenant

I am pleased to present our 2025 Annual Tenant Report and take time to reflect on another year of working together creating vibrant, thriving communities by providing high quality and secure housing appropriate to your needs.

Our tenants remain at the heart of everything we do, supported through our values and our professional models of working. NEHA understands having a secure and affordable home makes a real difference, and we work every day to improve the supports and services we deliver. NEHA has continued to invest in existing homes, develop new housing opportunities, and strengthen tenant engagement to ensure your voice helps shape our decisions.

We are proud of the progress made across our organisation, from the number of new homes we acquired during 2025, property maintenance and energy-efficiency improvements and community initiatives and support programmes. Working in collaboration with our tenants and listening to you underpinned our work in 2025 and will continue for many years. We appreciate your feedback as it allows us to identify what is working well and where we can improve.

As we look to the future, NEHA remain committed to our purpose of providing sustainable quality homes and supporting the development of integrated and inclusive communities by developing housing that allows individuals and families of diverse backgrounds to live and thrive together. We are dedicated to building and providing more homes to meet ongoing housing needs in collaboration with all our partners. We will keep investing in our services and work closely with tenants to make sure we deliver what matters most to you.

Thank you for your support and feedback throughout the year and for being part of our organisation. We look forward to working together in the years ahead for the benefit of all NEHA tenants and communities.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Martyn'.

John Martyn
Chief Executive Officer (Interim)
North & East Housing Association

Our Values



Respect

- Treat everyone equally with respect and dignity.
- Embrace and value different views.
- Show empathy and understanding of others.



Tenant-Centred

- Communicate clearly and respectfully, ensuring tenants' voices are heard.
- Provide maintenance and management for our tenant's homes with a focus on quality and sustainability.



Trust

- Act with integrity and honesty.
- Dependable and consistent in actions.
- Uphold high standards of governance.



Collaborative

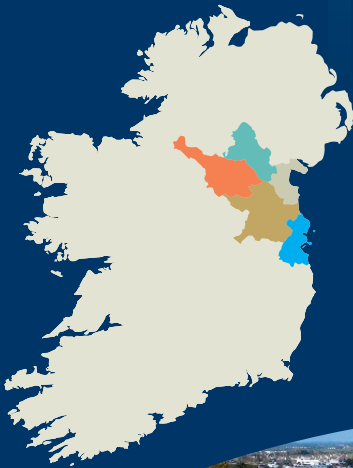
- Working collaboratively with stakeholders to deliver on the purpose of the organisation.
- Partner with local authorities, government agencies and departments, other AHBs and housing providers to achieve our growth ambition.

Housing Management

North and East Housing Association developed considerably in 2025 with a total of 143 new quality houses added to our existing homes. We also refurbished and re-let a further 23 homes resulting in a total of 166 new NEHA tenancies, which provided families and individuals an opportunity to live in their forever homes. NEHA believe when people feel proud of where they live, it supports a stronger sense of stability and community. Looking forward to 2026, we will continue to work collaboratively with all stakeholders to provide even more quality homes and work on developing both our new and existing communities.

Below is a complete list of housing across 11 locations. A video of the completed homes is available here: <https://youtu.be/zv4VKtxQW-g>.

County	No. Units Delivered	Location
Cavan	2	Sli Na Coille, Belturbet
	4	Market Square, Arva
	9	Market Street, Cootehill
	1	Loreto Wood
Monaghan	10	Coolshannagh Heights
Louth	17	Flaxmill Lane, Drogheda
	10	Main Street, Castlebellingham
	58	Bayview Gardens, Drogheda
Meath	5	Flowerhill
	12	Emmet Street, Trim
Dublin	15	Tandy's Lane, Lucan
TOTAL	143	



166
new NEHA
tenancies

11
locations



Market Street, Cootehill



Bayview Gardens, Drogheda



Market Square, Arva

Building Stronger Communities Together

Throughout 2025, we were delighted to offer more opportunities for you to get involved, meet your neighbours and strengthen your communities, and facilitated spaces for tenant feedback. Between April and December, we held a total of 21 tenant engagement events across our estates and external community venues. Activities ranged from family fun days, seasonal gatherings and educational opportunities. These events provided a chance for tenants to connect, make new friendships and enjoy a shared space.



Residents Association

As our tenant base grows so does our commitment to providing meaningful opportunities for our tenants to have a voice. During 2025, North and East partnered with Monaghan Integrated Development (MID) to assist tenants to set up their own Resident Association (RA) in Lough Na Glack, Carrickmacross, Co. Monaghan. The Resident Association continue to meet on a regular basis and is supported by NEHA and MID.



Celebrating Tenant Achievement

Tenant Engagement extends beyond events and social activities. During 2025, NEHA continued to recognise and support your talents, accomplishments and achievements through a range of activities including The Noel McArdle Education Bursary and regular Community Competitions. The Education Bursary Fund provided financial support to help tenants invest in education and development opportunities with funding available to tenants ranging from €350 - €750.

Our Newsletter competitions proved very popular encouraging creativity, participation and community spirit. From seasonal competitions to family focused activities, these initiatives provided our tenants with the opportunity to engage with each other and celebrate artistic opportunities.



"The events are a great way to meet people and feel part of the community."

"The trip to Dublin Zoo was a fantastic day out for the whole family."



Bursary Winner



Competition Winners



Tenant Engagement Strategy 2025



Our Aim

Our aim is to ensure you, our tenants, have a genuine opportunity to have your voice heard and to help shape your community and the services you receive from NEHA. We are committed to listening to you, improving how we communicate with you, making sure there are clear and accessible ways to give feedback. We also want to support you in a way that reflects your wider needs – whether that is in your community, your family life or through education and personal development.

In 2025, more tenants got involved in engagement activities, helping us build stronger connections and shape our new Tenant Engagement Strategy (2026). Based on tenant consultation and feedback, the strategy echoed our value of a tenant-centred approach allowing tenants more opportunities to influence events, activities, and services affecting you or your communities and continue to guide our approach to engagement as we prepare for our 2027–2029 strategy.

Our Commitment

We will:

- Work with you in a respectful, structured and supportive way making it easier for you to be involved in a way that suits you.
- Create a register of tenants who are interested in being involved in NEHA.
- Support tenant-led projects and community events so you can take the lead in activities in your area.
- Provide tenant publications to keep you up to date and showcase tenant engagement activities.
- Provide training to encourage participation and improve confidence to do so.
- Continue to support resident associations and advisory panels as key voices in your community.
- Regularly review our engagement work so you can track progress and how your feedback is used.
- Improve how we communicate with you, including reviewing our current communication channels.
- Train our staff to make engagement clearer and more consistent.
- Support tenant-led scrutiny projects to identify improvements and ensure services reflect tenants lived experiences.
- Work with other agencies to enhance resources to ensure tenants needs are met.
- Conduct a bi-annual tenant satisfaction survey to ensure we measure satisfaction and gather feedback.
- Develop a Tenant Engagement Strategy 2027–2029 to establish priorities and objectives for the future.



Tenant-Centred Collaboration Opportunities for 2026



Establish Tenant Advisory Panels (TAP)

Create a representative Tenant Advisory Panel to provide meaningful tenant input into service delivery, policy development, and social events on the estates. Key activities will be to recruit members, develop a term of reference where purpose, roles and responsibilities will be identified. Once recruited all member will receive training to ensure effective participation on the panel. The panel will be advertised accordingly through our social media channels.



Residents Associations / Groups

A key priority for NEHA will be to support tenant groups who wish to come together and have a stronger voice in their communities through the establishment of Residents Associations/ Groups. We will work closely with interested tenants and provide practical support such as training, hosting information sessions, recruiting members and facilitating initial meetings.



Develop Tenant Engagement Strategy 2027 – 2029

We aim to devise a Tenant Engagement Strategy developed by tenants to shape how engagement is delivered by NEHA. This document will provide a framework for meaningful tenant involvement, ensuring tenants have opportunities to influence services, decision making and community initiatives.



Continue to Support Tenant Led Events and Family Fun Days Out

We aim to continue to support our tenants to enjoy community events and welcome tenants' suggestions on venues, experiences, suitable dates and times to hold events.



Financial Assistance Funds 2026

NEHA will continue to provide tenants with opportunities to access financial assistance through our Education Bursary, Community Development Funding and Tenant Support Fund.



Tenant Satisfaction Survey 2026

NEHA values your voice and opinions on how we deliver our service. We aim to carry out a tenant wide satisfaction survey delivered in a tenant friendly way. We will provide all tenants with a detailed report on the outcomes as transparency and accountability are central to how we deliver our service.

Have Your Say – Get involved with North & East Housing Association



At North and East Housing, we want you our tenants to help shape the services, communities and homes we provide. There are lots of ways to get involved – whether you have five minutes to complete a survey or would like to play a more active role in your community by becoming a member on the tenant advisory panel. Your feedback helps us improve our services and includes you in decisions that matter to you. There are many ways you can get in contact:

Speak to Us

Talk to your Housing Officer or call the North & East Team on **01 820 0002 (9am to 5pm Monday to Friday)**. They can answer questions, discuss local issues and help you get involved. Out of Hours Emergency Line 053 937 4811.

Email Us

Send us your ideas and feedback to voice@neha.ie or if you have a more general question regarding your tenancy email supportdesk@neha.ie.

Contact the Tenant Engagement Lead

Our Tenant Engagement Lead works directly with tenants to support involvement opportunities, community projects and tenant – led initiatives. Call the helpdesk and ask for Laura or email directly voice@neha.ie.

Visit Our Website

Go to www.neha.ie to see all the latest news and our tenant engagement section which outlines many options on how to get involved. You can also access tenant publications and general forms relating to your tenancy.

Ways to Get Involved:

- **Join a Tenant Advisory Panel** – Review policies and help shape how services are delivered. Your views can directly influence decisions across the organisations.
- **Start or Join a Tenants Group or Residents Association** – Work with neighbours to discuss local issues, organise activities with support from NEHA.
- **Take Part in Estate Walkabouts** – Walk around estates with staff, suggest improvements for safer, cleaner and more sustainable neighbourhoods.
- **Organise Community Events and Activities** – Run family fun days or seasonal events in your community.
- **Become a Community Champion** – Passionate about arts, sports, climate, NEHA can support you lead positive activities in your area.
- **Complete Surveys** – have your say on services, repairs and future plans.
- **Access Training and Learning Opportunities** – Enrol in training opportunities and access financial support through The Noel McArdle Education Bursary Fund.
- **Use the Tenant Portal** – View your rent statements online, report a repair and contact NEHA.





"The services are very good, and customer service is simply PHENOMENAL! I am very happy here."

Peter (NEHA Tenant)

"Our life has improved; our children play outside more and have made new friends. We have room to have visitors over and the kids have their own private spaces."

Leah (NEHA Tenant)

"Once I got the keys, the early days in my home can only be described as brilliant, gave a huge lift to my mental health having a place of my own."

Martin (NEHA Tenant)



North & East
Housing Association

Building & Supporting Communities

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