



**North & East**  
Housing Association

Building & Supporting Communities



## Welcome to our Autumn 2024 Newsletter

As the vibrant colours of Autumn begin to transform our surroundings, we are excited to bring you the latest news and updates from our community. Throughout this edition are some pictures from around our estates from the summertime. Please read through this newsletter and let us know if you have any comments or feedback. **We would love to hear from you!**

### North & East's Annual Report for 2023 is now available to download from our website

[www.northandeast.ie](http://www.northandeast.ie)

2023 marked a milestone in North & East Housing Association's history as we celebrated our 30th anniversary and the Report provides a clear insight into our achievements in 2023. These include a strong financial performance, the

provision of thirty-one new homes and the Chartered Institute of Housing award for Social Housing Development of the Year for our development in Collier's Place, Abbey Road, Duleek, Co. Meath.

The Report also highlights the appointment of our first Tenant Engagement Lead, to collaborate with our tenants to both encourage and aid your involvement within the organisation.

Our plans for the future are also noted in the Report including a New Strategic Plan and a Digital Transformation Strategy and a commitment to increase collaboration opportunities.

**If you would like to have a copy of the Annual Report emailed to you or have any queries in relation to it, please email [info@neha.ie](mailto:info@neha.ie)**



### Would you like to design the front cover of the next Edition of the Tenant Newsletter?



**Well now is your chance!**

We would love to see how creative the younger members in our tenancies are at North & East Housing. We would like you to design an A4 page showing us what the festive session means to you whether your celebrating Christmas, عيد الميلاد, Boże Narodzenie, Kūčios, Sviata Večeria or simply spending time with your family. Please submit all entries with the Name, Age and Address either my email to [voice@neha.ie](mailto:voice@neha.ie) or send to:

Laura Martin, Tenant Engagement Lead 286, Block G, Blanchardstown Corporate Park 2, Dublin 15, D15 P229.

The winner will be selected based on creativity and will have their picture on the front page of the Newsletter along with a €50 Smyths Toy Voucher!

Entries must be received on or before 21<sup>st</sup> November 2024 at 5pm. We look forward to seeing your masterpieces!!



## A Community in Action - Dowdall's Crescent, Dundalk

Earlier this year, residents of Dowdall's Crescent reached out to North & East for help in addressing some community concerns within their estate. In response, we provided them with a space to meet and discuss these issues. The meeting had a great turnout, with residents discussing community events, estate signage, and ways to enhance the attractiveness of their surroundings.

A community cleanup was organised, and Housing Officer Ivan supported the installation of a sign at the estate's entrance and purchased planters for spring and summer flowers. The cleanup was a great success, with many residents coming together to plant spring bulbs and improve their community.

**If you are inspired by this and would like some assistance, within your own scheme please contact the Support Desk on 01 820 0002 and ask for your Housing Officer or alternatively email [supportdesk@neha.ie](mailto:supportdesk@neha.ie).**



Hard at work planting bulbs



New sign at estate entrance



Resident's Meeting



Clean up day



Summer flowers in the planters

## Mc Ardle Green - A Community Working Together to Save Lives

The residents of Mc Ardle Green donated monies that had been collected over the years to contribute to the purchase of a Defibrillator to make their community safer. €845.94 went towards the purchase of the machine along with contributions from neighbouring estate Moneymore. The Defibrillator was recently installed outside the Connect Family Resource Centre in Moneymore, Drogheda. Pictured below Phil Carton, Mc Ardle Green presenting the cheque to Connect Family Resource Centre, Moneymore.





## Website Update

Check out our website for updates and upcoming events. We recently added a Tenant Engagement Section to the Tenant Zone. In this section you can view various ways to get involved and submit an expression of interest.



If reading online click on the following link to view the new Tenant Engagement Section: **Tenant Engagement Section**. Simply select what you would like to be involved in and a member of staff will be in contact with you.

We have also updated our Pay Rent section, if reading online, click the following link to view all four options **Pay Rent Options**.

If you have a query that you would like to submit to us you can do that now through the Tenant Queries section located at the top of the Home page, Click to view online **Tenant Queries**.

## New Housing Officer - Fiona

With over 10 years of experience in the housing sector, Fiona is deeply committed to ensuring that every tenant enjoys a safe, secure, and comfortable home. Before joining North and East, Fiona spent 7 years at Threshold, where she developed strong skills in conflict resolution and tenant support. Fiona has an approachable nature, that helps assist tenants with their needs – whether it's resolving maintenance issues, managing rent payments, or offering advice and support on tenancy agreements.



Outside of work, Fiona is an active member of her local community and enjoys participating in outdoor activities. She believes in the importance of building strong, supportive communities and is dedicated to making a positive impact.

**Fiona looks forward to meeting everyone and is here to support you, so please don't hesitate to reach out to her with any housing-related concerns or questions!**

Fiona will be covering properties in South Dublin.

## Tenant Newsletter is going Digital

To do our part for the environment, our Tenant Newsletter has gone digital! Tenants who have opted to receive updates by email will now get the newsletter directly in their inbox. For those who haven't, a printed copy will be delivered as usual.

If you've received a hard copy, simply open your phone's camera and scan the QR code to access the digital version.

As always, our website will have a copy of the digital version uploaded to it under **Forms and Publications**.

**If you would prefer to switch to a digital copy please contact our support desk at 01 820 0002.**





## Annual Rent Review

Over the past couple of months, some of you will have received a Rent Review Letter and a Statement of Income Form in the first Phase of the 2024 Annual Rent Review. Thank you to everyone who has returned their paperwork. We are now starting the Second Phase of the review and ask everyone to fill out the forms and send them back **within two weeks** of receiving them. This is part of your tenancy agreement with us.

### How long does it take?

Once we get all your documents, our Finance team will take about four weeks to process everything. Then you'll get a New Rent letter giving you notice before any new rental charges (if applicable) kick in.

### How do we calculate your rent?

In most instances, we will refer to the relevant Local Authority differential rent policy. These policies are publicly available from your LA.

### What documents do you need?

- Recent payslips (4 weekly or 3 monthly if employed)
- Revenue Employment Detail Summary 2023 (if employed)
- Revenue summary of pay and tax details (if employment has ended)
- For self-employed: Copy of Form 11 & Revenue statement of net liabilities 2022
- Recent Social Welfare payment slips (if paid through the Post Office)
- Bank statements showing transactions for the last 3 months
- Court Order detailing maintenance payments (if applicable).



Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board

Building on our previous RTB write-up, we are now focused on:

### How and why, NEHA use the RTB (Residential Tenancies Board) dispute resolution services:

As an Approved Housing Body, we strive to resolve issues with tenants directly, but if that fails, and where appropriate, we may seek the RTB's intervention. We might lodge a dispute due to resolve issues such as:

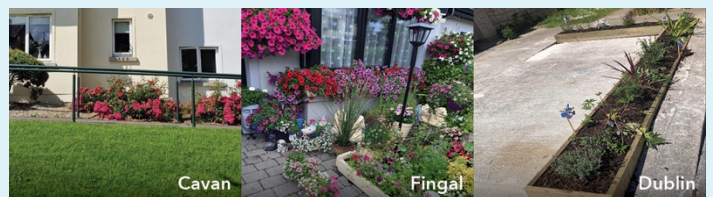
- **Rent arrears:** If a tenant consistently fails to pay their rent on time.
- **Property damage:** If a tenant causes considerable damage to the property.
- **Anti-social behaviour:** If a tenant's behaviour is disruptive or harmful to other tenants or the community.
- **Overholding:** If a tenant refuses to vacate the property after the tenancy has ended.
- **Breach of tenancy agreement:** If a tenant is violating the terms of the tenancy agreement such as rent arrears or proven anti-social behaviour.

If you receive a notification from your Housing Officer informing you that your case has been referred to the RTB, please re-engage with us. We must continue working together to ensure we all create thriving tenancies.

**Our next issue will outline the RTB Mediation dispute process.**

## Remember

Always quote your **ACCOUNT NUMBER** when making rent payments to ensure it goes against your account and avoid your account going into **ARREARS!**



**PLEASE RECYCLE ME**