



TENANT ENGAGEMENT STRATEGY 2026



North & East
Housing Association

Building & Supporting Communities





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FOREWORD FROM THE CEO

North and East Housing Association (NEHA) is pleased to present our Tenant Engagement Strategy 2026. For more than thirty years, tenants have been central to everything we do. This commitment is embedded in our vision, purpose, and values and is reflected across all areas of service delivery.

The strategy is designed to empower tenants, enhance satisfaction, and support tenancy sustainment through proactive, inclusive, and participatory practices.

Active and authentic tenant engagement listening to tenant experiences, responding effectively, and working collaboratively to shape services is fundamental to the consistent and high-quality delivery of our housing services. This strategy provides a clear, robust, and practical framework for strengthening tenant participation throughout 2026.

The strategy is designed to empower tenants, enhance satisfaction, and support tenancy sustainment through proactive, inclusive, and participatory practices. It also reinforces NEHA's responsibility to operate in a transparent and collaborative manner, ensuring that tenants can influence decisions and the design of services that affect their homes and communities.

Tenant engagement is embedded within NEHA's governance, organisational culture, and service delivery. It is not a standalone activity but an ongoing commitment to partnership with tenants in decision-making, service improvement, and strategic planning.

NEHA extends its sincere thanks to all tenants who have shared their time, views, and lived experiences. Their contributions have been instrumental in shaping this strategy.



Vincent Keenan, Chief Executive Officer
North and East Housing Association



SCOPE OF THE STRATEGY

Our Tenant Engagement Strategy 2026 defines the scope, responsibilities, methodologies, and outcomes for tenant engagement across NEHA over a 12-month period. It applies to all housing schemes and estates managed by NEHA.

The strategy operates on an annual cycle with quarterly and annual reviews to ensure ongoing monitoring, accountability, and continuous improvement. It is aligned with NEHA's Strategic Plan, vision, purpose, and values and ensures tenant engagement is comprehensive, inclusive, and outcome focused.

NEHA VISION

To create vibrant, thriving communities by providing high-quality and secure housing appropriate to the needs of families and individuals.

NEHA PURPOSE

To provide sustainable quality homes and support the development of integrated and inclusive communities. NEHA aims to create housing where individuals and families from diverse backgrounds can live and thrive together and is committed to delivering additional homes in collaboration with partners to meet ongoing housing need.

NEHA VALUES

- | | |
|-----------------------|--|
| Respect | <ul style="list-style-type: none"> • Treat everyone with dignity and equality. • Embrace and value diverse perspectives. • Demonstrate empathy and understanding. |
| Trust | <ul style="list-style-type: none"> • Act with integrity and honesty. • Be dependable and consistent. • Uphold high standards of governance. |
| Tenant-Centred | <ul style="list-style-type: none"> • Communicate clearly and respectfully, ensuring tenant voices are heard. • Provide high-quality, sustainable housing management and maintenance. |
| Collaborative | <ul style="list-style-type: none"> • Work collaboratively with stakeholders to deliver organisational objectives. • Partner with local authorities, government bodies, other AHBs, and housing providers. • Engage with peer AHBs to support development, growth, and potential amalgamation. |

DEFINITION OF TENANT ENGAGEMENT

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Tenant engagement is the effective and collaborative involvement of tenants in influencing decision-making and service delivery within NEHA. Meaningful engagement enhances service quality and supports tenants to feel valued, heard, and empowered within their homes and communities.

PRINCIPLES OF TENANT ENGAGEMENT

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NEHA's tenant engagement activities are guided by the following principles, which apply to all interactions with tenants:

- **Inclusive** – Engagement is accessible to all tenants regardless of age, ability, background, or circumstance.
- **Transparent** – Tenants are informed about what they can influence and how their feedback is used.
- **Respectful** – Tenant experiences, views, and perspectives are valued.
- **Collaborative** – Engagement promotes partnership across tenants, staff, and stakeholders.
- **Supportive** – Appropriate guidance, resources, and assistance are provided.
- **Communicative** – Multiple communication channels are used to keep tenants informed and involved.

By embedding these principles throughout our housing services, NEHA aims to empower tenants and strengthen communities through effective collaboration.



STRATEGIC OBJECTIVES FOR TENANT ENGAGEMENT

NEHA has identified four strategic objectives to guide tenant engagement during 2026:

4.1 Promoting Meaningful Communication and Interaction

- Provide timely, clear, and accessible information on services and policies.
- Use multiple communication channels, including face-to-face, digital, and print.
- Encourage two-way communication and responsive dialogue.

4.2 Feedback-Informed Service Delivery

- Provide accessible mechanisms for tenant feedback.
- Systematically record, analyse, and apply feedback to service delivery and policy development.
- Respond promptly to issues raised, especially repairs, estate management, and wellbeing.

4.3 Purposeful and Innovative Tenant Participation

- Expand participation opportunities through diverse engagement channels.
- Support tenant-led scrutiny and service evaluation.
- Facilitate tenant participation in governance and decision-making structures.

4.4 Accountability and Transparency

- Communicate clearly how decisions are made and influenced by tenants.
- Encourage constructive challenge and scrutiny by tenants.
- Strengthen accountability through tenant access to governance processes.

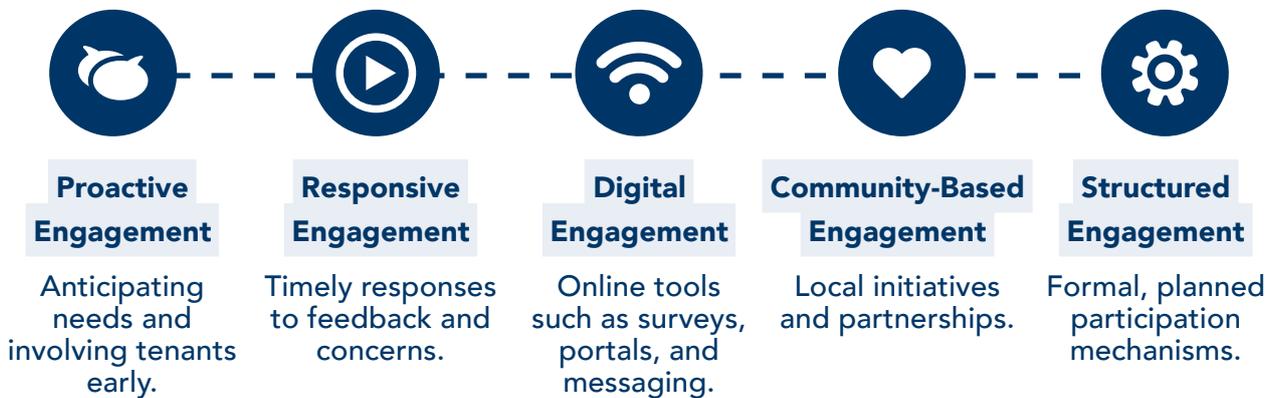
NEHA aims to create housing where individuals and families from diverse backgrounds can live and thrive together and is committed to delivering additional homes in collaboration with partners to meet ongoing housing need.



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TYPES OF TENANT ENGAGEMENT

NEHA uses a range of engagement approaches to reflect diverse tenant needs:

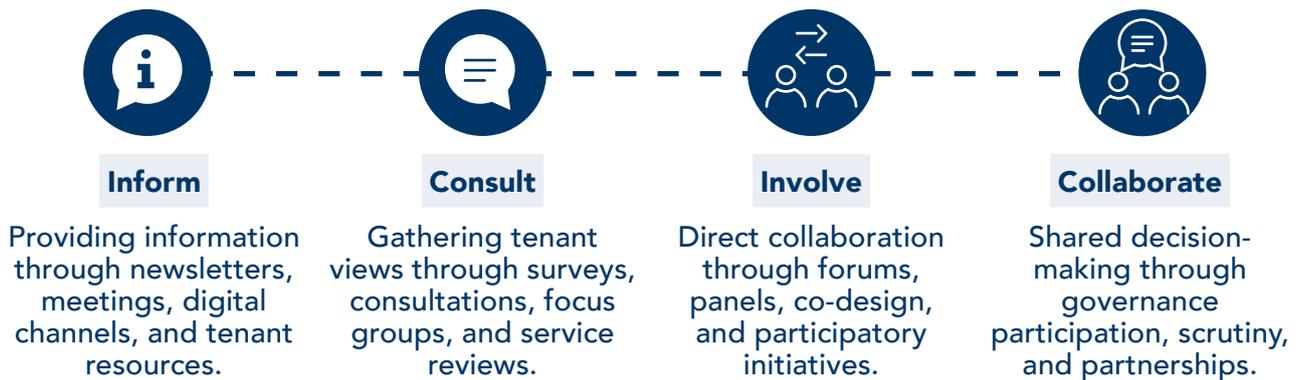


These approaches enable tenants to inform, consult, involve, and collaborate with NEHA.

METHODS OF TENANT ENGAGEMENT

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NEHA applies four core engagement methods:



6.1 Tenant Engagement in Home Improvements and Asset Management

NEHA recognises the importance of tenant involvement in decisions relating to the maintenance, upgrade, and improvement of their homes. In line with the Asset Management Strategy, tenants will be actively engaged in home improvement planning and delivery through:

- Early consultation with tenants on planned maintenance, refurbishment, and upgrade programmes, including kitchens, bathrooms, energy efficiency measures, and estate improvements.
- Clear communication on the scope, timelines, and expected impacts of works, ensuring tenants understand what improvements are planned and why.
- Opportunities for tenants to provide feedback on proposed specifications, design choices, and prioritisation of works where feasible.
- Ongoing engagement during delivery of works, including regular updates and accessible channels to raise concerns or suggestions.
- Post-completion feedback to capture tenant satisfaction, lessons learned, and inform future asset investment decisions.

This approach ensures that asset management decisions are tenant-informed, transparent, and aligned with the lived experience of tenants, supporting quality homes, sustainability, and long-term tenancy sustainment.

TENANT ENGAGEMENT CULTURE AND RESPONSIBILITIES

Tenant engagement is embedded across NEHA's organisational culture and operations:

- **Board and Executive Team** – Champion engagement and ensure resources.
- **Tenant Services and Engagement Manager/ Tenant Engagement Lead** – Coordinate activities and monitor outcomes.
- **Housing Officers** – Facilitate frontline engagement and relationship-building.
- **All Staff** – Embed engagement in day-to-day service delivery.

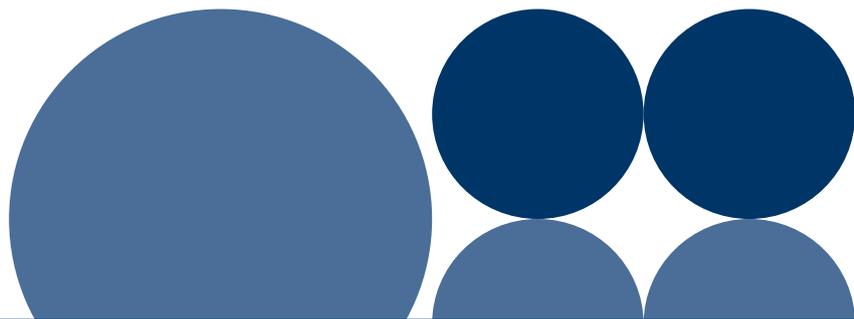
To ensure inclusivity, NEHA provides accessible formats, venues, one-to-one support, tenant training, digital assistance, and recognition of participation.

TENANT ENGAGEMENT ACTION PLAN 2026

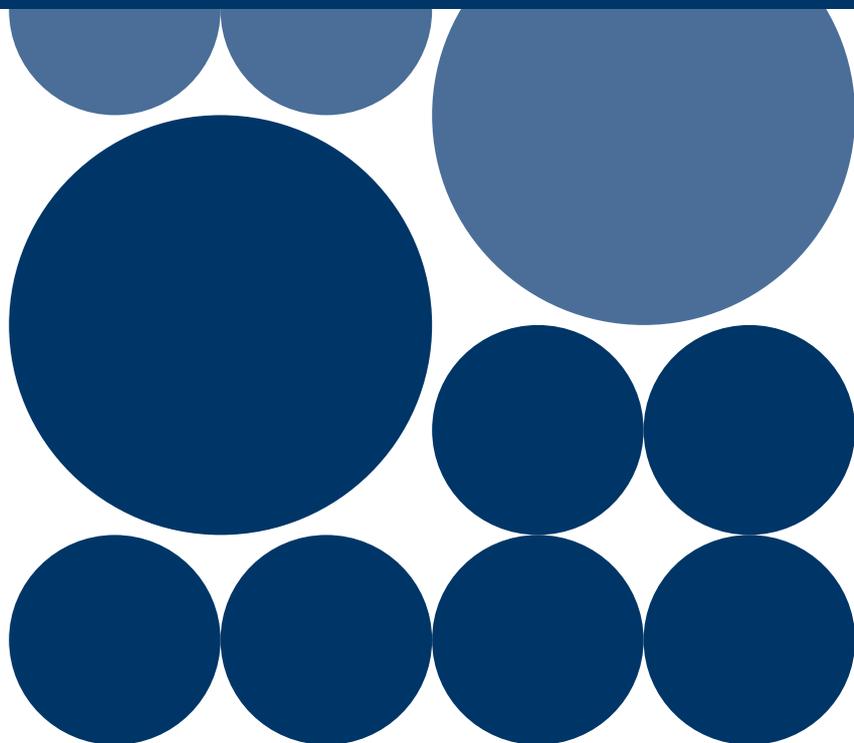
Key actions for 2026 include:

- Establishing a register of interested tenants (Q1).
- Supporting tenant-led projects and events (Q1–Q4).
- Delivering tenant publications and training resources (Q1–Q4).
- Supporting resident associations and advisory panels (Q1–Q4).
- Conducting quarterly and annual progress reviews (Q1–Q4).
- Reviewing communication channels and staff training (Q2).
- Delivering lived experience and scrutiny projects (Q2–Q4).
- Partnering with external agencies (Q2–Q4).
- Conducting an annual tenant satisfaction survey (Q3).
- Developing the Tenant Engagement Strategy 2027–2029 (Q4).





North & East Housing Association CLG
287 G, Blanchardstown Corporate Park 2
Cloghran, Dublin 15, D15 P229
T (01) 820 0002 | info@neha.ie | www.neha.ie



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