



**North & East**  
Housing Association  
Building & Supporting Communities



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## Hello and Welcome to Our Autumn Newsletter

In this edition, North and East Housing Association will share updates, tips, news from our communities, and give tenants an opportunity to enter a new competition. We are focused on hearing your voices, specifically on what you would like featured in the newsletter and we are looking for your help in developing a tenant led publication. Applications are now open for NEHA Education Bursary.

### Welcome Our New Team Members!



We have one new staff member joining us since the last newsletter, warmest of welcomes to Roisin Byrne who joined the Property Services team as Property Services Administrator (Maternity Cover).

### New Homes, New Tenants

We are delighted to welcome our new tenants to North and East Housing Association.

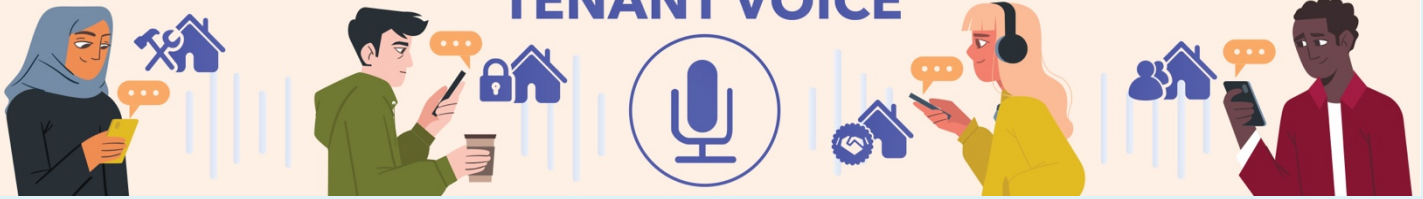
Number of Homes	Address	Local Authority
10	Main Street, Castlebellingham (Phase 1)	Louth
2	Sli Na Coille, Belturbett (Phase 2)	Cavan

**Total New Homes 12**



New Homes

## TENANT VOICE



### Tenant Engagement Activities

Our Housing Team, with support from our Tenant Service Team, has been extremely busy over the past few months with our tenant engagement work. We have completed some amazing community engagement endeavours with positive outcomes for all who attended.

In August 2025, we marked a major milestone with our very first Family Fun Day, bringing together residents from two of our County Dublin estates. Dublin Zoo provided a fantastic backdrop for this fun-filled day.

Is there something you would like to do in your community on or outside your estate? Please let us know at [voice@neha.ie](mailto:voice@neha.ie) and we will follow up with you.



Family Fun Day - Dublin Zoo



Pizza and Prizes Event - Darcystown Close



Tenant Initiative - Loreto Hall

### Darcystown - Pizza and Prizes

Thank you to everyone who joined us for our recent Pizza and Prizes event! It was fantastic to see tenants coming together to share good food, laughter, and community spirit. Congratulations to all our lucky winners who walked away with treats and surprises. Most importantly, the event gave us a chance to connect, catch up, and enjoy an evening as neighbours.

### Loreto Hall - Green Fingers

Our community is blooming thanks to the creativity and care of our **green-fingered tenants**! Well done to the tenants in Loreto Hall for beautifying their surroundings and nurturing their green space. This was a tenant led and funded project that took a unused and unsightly area in the green and transformed it into a vibrant space. It really makes a difference to the estate, let us continue to grow together!



Family Fun Day - Dublin Zoo



### Darcystown & Golden Ridge - A Zoo-per Day to Remember, NEHA Family Fun Day

What a fantastic day tenants and staff of NEHA had at the zoo. It was wonderful to see tenants connecting, families enjoying quality time together, and new friendships forming in such a fun and relaxed setting. Special thanks to everyone who attended and helped make the trip a memorable experience.

### Ardmore - Bringing Neighbours Together, One Scoop at a Time

Our recent **Ice-Cream & Chat** event was a delightful way to spend a sunny afternoon with tenants to have friendly conversations, feedback sharing, and community connection. Tenants enjoyed catching up, meeting the team, and sharing ideas about how to make their community even better. Thank you to everyone who joined us on the day.

### Blackthorn Grove - Meet and Greet

We were delighted to meet and greet the lovely tenants in Blackthorn Grove, it gave everyone a wonderful opportunity to get to know each other, meet the management team, and learn more about the services and activities available. It was an engaging and friendly experience for us and all tenants we met received a token of appreciation from us.



Tenant Event - Ardmore



Tenant Meet and Greet - Blackthorn Grove

## Martin's Story



Martin Geoghegan - Birch Court Resident

**Hi, my name is Martin Geoghegan, and I live in Birch Court, Co Monaghan, I am 57 years old and live with my partner.**

I was born in Ireland and have lived all my life in Monaghan. I have lived in Birch Court for the past six months after being on the housing waiting list for fifteen years.

**All I ever wanted was a place to call home and I was delighted when North and East Housing Association phoned me and told me I had been assigned a house.**

It took a full year to actually get the house, I did not mind the wait once I knew it was coming, I had a viewing of the property early on and then waited for the date to move in.

**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.**

The space in the property is huge and the location is fantastic and compared to where I was living before it is a palace.

**I am so grateful to NEHA for this property, my life is completely different now and I am much happier and content, everything is brilliant now - thanks a million.**

*(Phone interview May 2025)*



## Shoutout for Tenant Involvement Have Your Say Your Way!

**Would you like to be part of the Tenants' Voice at NEHA?**

We need your help, our Tenant Advisory Panels (TAPs) need more members, if you are interested in representing tenants of NEHA and working with NEHA to guide our service delivery please get in touch at [voice@neha.ie](mailto:voice@neha.ie) or phone us on 01 8200002.

You do not need any experience to join our panels; full training will be provided if required.



## Help Us to Help You - Applications Open for Our Education Bursary

### The Noel McArdle Education Bursary

In memory of Noel McArdle, a North and East Housing Association founding board members, applications for our **2025 education bursary programme** are available for all NEHA tenants participating in further education and/or training.

This bursary can help with real, everyday educational costs, i.e. registration or exam fees, books, equipment, travel, and childcare. **If you or a member of your household are starting or continuing an education/training course, please apply for the bursary.**



To apply, please complete the form <https://www.northandeast.ie/news/noel-mcardle-education-bursary-application-form>. If you prefer a physical copy, you can request an application form by emailing us at [support@neha.ie](mailto:support@neha.ie), and we will post it to you.

#### Eligibility

This is a means-tested bursary. Your circumstances will be assessed using the same information required for rent reviews. You must have a clear rent account for at least 3 months before applying. Tenants with rent arrears are not eligible.

#### Criteria

Any post-secondary education/training course facilitated by a recognised educational institution will be considered. The amount awarded is decided individually, up to a maximum of €750 per academic year, dependant on the education/training course. All awards will be made directly to the educational institution or to the tenant on receipt of payments already made.

#### Application

Apply by the 7<sup>th</sup> of October 2025. All tenants awarded the bursary will be notified by the 21<sup>st</sup> of October 2025.



## Tenant Frequently Asked Questions – Everything You Need to Know:



Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board

### RTB Series: When Adjudication is Not Enough – Moving Forward with a Tenancy Tribunal

In our ongoing RTB series, we have covered mediation and adjudication as key steps in dispute resolution. But what happens when adjudication does not resolve the issue? If either party is dissatisfied with an adjudicator's decision, they can appeal the matter to a Tenancy Tribunal.

A Tenancy Tribunal is a more formal hearing conducted by a three-member panel. It reviews the case afresh, where both parties can present new evidence and arguments. Tribunals are typically used for complex or contentious disputes, or where legal or factual errors are alleged in the adjudication outcome.

The process involves a hearing, usually in person or online, where landlords and tenants can state their case. Following this, the Tribunal issues a Determination Order, which, like mediation and adjudication, is legally binding and published on the RTB website.

This concludes our RTB series. We hope it has provided you with a clear understanding of the dispute resolution options available through the RTB and how to navigate them effectively. Being informed is the first step to protecting your rights.

### Fire Safety for All – PART 1



#### To Prevent Fire Please DO NOT:

- Smoke when you are in bed, tired or on medication.
- Leave the room when there are candles burning.
- Leave young children alone near an open fire or cooker.
- Leave matches and lighters where children can get them.
- Leave the room when a frying pan is on even for a minute.
- Overload electric sockets – one socket, one plug.
- Use electric appliances that do not work.
- Run electrical appliances from a light socket.
- Use a heater or the cooker to dry clothes.
- Use petrol or paraffin to light a solid fuel stove.



#### Please Make Sure You DO:

- Clean your chimney and service your heating system at least once a year.
- Use a spark guard with open fires.
- Keep your gas cylinder outside, on solid ground and away from anything hot.
- Use a proper holder for candles.
- Keep a suitable fire extinguisher and fire blanket in the kitchen.
- Empty ashtrays before you go to bed. Run the contents under the tap before you bin them.
- Repair or replace faulty electrical appliances immediately.
- Do a fire safety check before you go to bed.
- Close all doors at night.

## Understanding NEHA Pet Policy

### Can NEHA Tenants Keep Pets in their Homes?

While we understand you may want or already own a pet, NEHA are obliged to consider the impact this can have on the pet, the property, and your neighbours.

If you live in a house, bungalow, or ground-floor flat with access to a garden for your use only, you can keep **one** domestic pet without permission. You will still need to inform your Housing Officer that you have a pet in the home. Any more than one pet requires you to complete and send us a completed **Pet Authorisation Form**, this form can be accessed via email @ [support@neha.ie](mailto:support@neha.ie), you can also request a hard copy be posted to you.

Where you live in an apartment complex, specific house rules will apply in terms of pet ownership. In general, if your home has no direct access to a garden or open space, permission will not be granted for you to keep the pet. You must inform your Housing Officer if you have a pet in the home, and complete the **Pet Authorisation Form**, accessible from [support@neha.ie](mailto:support@neha.ie).

NEHA understands and acknowledges the significant role assistance and support animals play in the lives of many of our tenants. Current legislation ensures that tenants who rely on guide dogs, hearing dogs, or other registered support animals are legally entitled to keep them in social housing, even where pets are usually restricted. You must inform your Housing Officer if you have an assistant or support animal in the home, and complete the **Pet Authorisation Form**, accessible from [support@neha.ie](mailto:support@neha.ie).

#### Please Note:

No exotic animals or farm animals are permitted at any property owned or managed by North and East Housing Association. The following breeds (and strains/crossbreeds) of dog are **never** permitted.

- American Pit Bull Terrier
- English Bull Terrier
- Staffordshire Bull Terrier
- Bull Mastiff
- Dobermann Pinscher
- German Shepherd (Alsatian)
- Rhodesian Ridgeback
- Rottweiler
- Japanese Akita
- Japanese Tosa
- Bando



## Reminders



### Annual Rent Review 2025

NEHA will be conducting our annual rent reviews for **ALL** tenants in September 2025. Reviews are based on your actual household income, so it is important for you to have ownership of your review.

We are now providing All NEHA tenants with **formal notice** of the rent review via this newsletter. A follow-up email will be sent in the coming weeks. All tenants are required to complete a Confidential Income Statement (CIS). Most tenants will be able to do this online using our new platform, Keyholder, and will receive a secure link by email in September 2025. For some tenants, we'll continue to process the rent review using paper forms.

### Contact Details Updated

To help North and East Housing Association stay in touch with you efficiently, we need to make sure we have your current contact details. Please check if any of your information has changed, including your phone number, email address, or emergency contact. If there are any updates, let us know by emailing [support@neha.ie](mailto:support@neha.ie) or calling 01 8200002.

### Tenant Christmas Event 2025

We have just started to discuss hosting a tenant Christmas event, we need your help, ideas, and support to make this happen. If you would like to be part of our events committee, please get in touch with us by emailing [voice@neha.ie](mailto:voice@neha.ie) or phoning 01 8200002.

## Competition Corner



Tenant Summer Colouring Competition - 1st Prize Winners

**Huge congratulations to our winners of the Summer Colouring Competition.**

### 1st Prize

George, Michael, and Maddox Rathbone - Blackthorn Grove, Kells (Emerald Park Voucher)

### 2nd Prize

Robyn Flanagan - Lavin Park, Tullyallen (Smyths Voucher)

### 3rd Prize

Precious Adeniyi - Golden Ridge, Rush (Pennys Voucher)

### 3rd Prize

Denise Holmes - Blackthorn Grove, Kells (Pennys Voucher)



**Our next Competition is open to all tenants and household members of NEHA, we are hoping you will enter our **Autumn Photo Competition.****

Autumn is here, and we want to see the season through our tenants' eyes, so get snapping with your phone or camera. We want you to send us your best autumn-inspired photos.

**Submit your entry by emailing your photo to [voice@neha.ie](mailto:voice@neha.ie) by 5pm on Friday 3<sup>rd</sup> of October.** Please make sure to include your full name and address in the email.

The winning photographs will be featured in our next newsletter, and the winners will each receive a generous voucher to celebrate their achievement.

So, grab your camera or phone, step outside, and show us the beauty of autumn in your neighbourhood.



**PLEASE RECYCLE ME**