



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



Hello and Welcome to North and East Housing Association Spring Newsletter 2026

In our first Newsletter of 2026, we are excited to share updates, tips, tenant news, competition winners and more. As always, we hope you enjoy this edition, but please remember this is your newsletter and we continue to encourage you to contribute. If you have anything you would like to see included in future editions, or would like to participate directly, please email voice@neha.ie

Team News



NEHA has two new staff members, Nick Markey, has joined as our Senior Systems Officer and Shona Boyne is our new Corporate Services Manager. Please join us in wishing both Nick and Shona a very warm NEHA welcome.



New Homes, New Tenants

Since our last Newsletter, NEHA have closed agreements on 28 new houses, we are delighted to welcome our new tenants to North and East Housing; and would like to wish all tenants new and existing, a wonderful 2026.

Number of Homes	Address	Local Authority	
9	Market Street, Cootehill	Cavan	
4	Sli Na Coille, Belturbett, Phase 3.	Cavan	
15	Tandy's Lane, Lucan	South Dublin Council	
Total New Homes 28			

Some of the new NEHA tenants allocated homes, in 2026.



New Tenants - Market Street



New Tenants - Market Street



New Tenants - Tandy's Lane



New Tenants - Sli Na Coille



TENANT ENGAGEMENT 2025



Between June and December 2025, NEHA hosted, sponsored and facilitated over twenty different tenant events, including away days, fun estate days, evening meals, pizza nights and tenant meet and greets. A key success of these events was the collaboration between staff and tenants to ensure the right event was planned with the tenants' voice being heard at all stages. All staff and tenants who attended these events provided positive feedback and expressed a clear desire for more events to be held in 2026. NEHA not only actively encourage all tenants to join us at tenant engagement events, but to share their ideas also, as your voice helps shape our work. It is your home and your community, so we need you to voice your ideas, all engagement ideas no matter how big or small, can be submitted to voice@neha.ie. for more information please click <https://www.northandeast.ie/tenant-engagement>

TENANT ENGAGEMENT STRATEGY 2026

With a marked increase in North and East tenant engagement events, we were aware of the need to work with the tenants to complete a robust and authentic Tenant Engagement Strategy that holds the tenant as an active participant in the service we provide and central to decision making and influence. Tenants can look forward to receiving the strategy alongside this newsletter, we would be happy to receive your feedback on this and would encourage tenants to be more involved in how this strategy will be implemented via the clear work plan.



NEHA Tenant Review Panel

As part of North and East Housing Associations Tenant Engagement Strategy 2026 and reinforcing our values of collaboration and tenant-centred work practices and innovation, the NEHA tenant review panel has been established. The work undertaken by this panel was significant as the tenants provided constructive feedback and invaluable advice, as to how the new Tenant Engagement Strategy should, could or would meet their needs as service users. We wish to offer our infinite thanks to all tenants who helped us in the development of this strategy. If you would like to be included in further review panels, email voice@neha.ie





YOUR PROPERTY PAGE



Condensation Prevention

As the cold weather continues into spring, condensation and damp can be a cause for concern for all.

What is condensation? Condensation is water that collects on cold hard surfaces when warm air touches them. It most commonly occurs in winter and spring, on surfaces such as windows, doors and walls and unventilated spaces, such as built-in wardrobes and cupboards. Condensation can also form in rooms with high humidity, such as the kitchens, bedrooms and bathroom.

Below are some prevention tips and tricks to help you combat condensation:

- Keep bathroom and kitchen doors closed when cooking or using the shower.
- Use lids on pots and pans whilst cooking.
- When provided, always use your extractor fan in the kitchen and bathroom or open the kitchen window until you have finished cooking.
- Where possible, always dry your clothing outdoors.
- Keep furniture away from external walls or allow space between them.
- Ventilate rooms daily, 20 minutes is the recommended amount of time.
- If your windows have inbuilt vents, leave these open, as much is possible.
- To prevent mould building up, wipe away any condensation from windows and sills.
- Should you find light areas of mould, a quick way to remove it is by using warm water and washing up liquid and by gently rubbing the area in question. **Remember to wear protective clothing such as suitable gloves and a mask.**

Should you have more serious concerns about condensation, mould, or suspected damp patches in your home, please contact us on **018200002** or email supportdesk@neha.ie to arrange a repair or inspection.

Communal Repairs

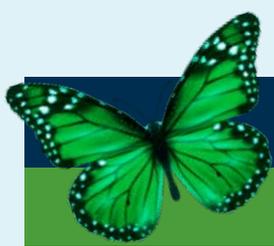
If you live in a NEHA managed multi-home development or a mixed development and spot something which looks as it may require a repair, such as a footpath, streetlight or roadway, please email supportdesk@neha.ie. Don't assume a neighbour has done it already, it is much better to be safe than sorry.



Correct Bin Usage



A polite reminder from Property Services, to request that all tenants, with communal refuse facilities, ensure that you are using your bins correctly. We all have a part to play, to make sure that bin areas remain clear of rubbish.



TENANT NEWS - ALL ABOUT YOU

Noel McArdle Education and Training Bursary Funding 2025

Let's hear from two North and East Housing Association tenants who were awarded a grant in 2025 and how the grant helped them with their studies.



Kim, a NEHA tenant since 2021, living in Meath is studying Counselling and Psychotherapy.

Tell us a little about yourself: I'm a single parent, I have two boys, I'm also my eldest son's carer. Prior to that I was a professional carer for 13 years, I've basically done it for years; everybody comes to me with their problems and issues. When I stopped working as a professional carer, I just figured out that's what I wanted to be, a Counsellor and it's what I wanted to do'.

How do you balance being a full-time single parent and study? I'm currently in first year and it's tough at times, I hadn't done an assignment in 18 years, so the first assignment was tough, but by the second one, it flowed. It's a four-year degree course and once qualified, I intend to work with teenage girls. I'd like to help guide them'.

How did you hear about the Noel McCardle Bursary and what difference has it made to your studies? It was my Housing Officer, who made me aware of the bursary. I was on the phone to him and I told him about my desire to return to college, but that I couldn't go because it was €5000.00. He told me about the bursary and he sent me all the information. I'd saved up for the whole year to be able to afford the course, so it was great to get additional support via the Bursary. I have to get loads of books which will cost me about €700.00 so the bursary has been very important in letting me continue my studies'.



Aldas, a NEHA tenant since 2021, living in Meath is studying Business with Sport Science.

Tell us a little about yourself: I will have been living here 11 years, this April. With regards to my studies, I am in the final year of my degree. When I was doing my Leaving Certificate back in Saint Oliver's, there was P.E on the curriculum, so it was basically like Sports Science, on a broad level. I've been doing sports, basically all my life. I've been playing sports since I was young. I just took an interest in sport from a very young age, so I decided to pursue it.

How did you hear about the Noel McCardle Bursary and what difference has it made to your studies? I first read about the Bursary in the Tenant Newsletter and applied as my weekly travel is €50.00 per week. I must travel a significant distance to get to college 4 days a week and the bursary has helped so much with my travel expenses. It has also given me greater independence, when getting to and from college and gets rid of the hassle, of relying on your parents, or family for lifts. The bursary has helped me a lot.

Christmas 2025

While Christmas 2025 may be a distant memory for us all, we could not ignore the amazing festive home decorations of NEHA tenant, Matthew Murphy in Fingal. Mathew and his son Darren pulled out all the stops, both inside and outside their home. If you, or any of your NEHA neighbours, wish to be included in 2026 Winter Newsletter, please contact voice@neha.ie or your Housing Officer.





OUR TALENTED TENANT

North and East Housing Association tenant and country musician Patrick, will be releasing two self-financed charity singles in 2026.

What did you do for your last birthday, take things easy, go on holiday or maybe you had a party?



Well, if you are Patrick Hughes, who just turned 80 you spent the evening singing at your own birthday bash, but that is not all. Patrick, a NEHA tenant for 20 years living in Clos Cormac, in Louth, has just recorded two self-funded singles, for charity. Our Tenant Engagement lead sat down with Patrick who is a seasoned musician with the harmonica, keyboard, accordion and banjo all at his disposal to find out more about his musical adventures and what inspired his generous act.

Patrick, tell me about yourself? Music is in my DNA, as my mother was a lead singer in the Kelly Band'. I began singing a long time ago, in my youth, then gave it up due to Covid, but I am back at it for the last few years. I also sing for local charities in Dundalk. I'm a self-trained musician, I began singing, as a hobby, when I lived in Scotland.

Tell me about the recording process and what it entailed? Well, I recorded the singles in Ballynahinch in Co. Down and the remixes should be completed soon. The cost of each single with studio time, works out at about €1,000.00 in total. The producer is currently abroad so this has caused a minor delay to the release date.

Is this your first time to make a recording? No, I previously recorded a charity single, with my late cousin, Big Tom. We raised over €25,000 for cancer charities with that recording.

What was the reason for recording these new singles? I regrettably lost my long-term partner to cancer a few years ago, so I wanted to do something, to raise much needed funds for cancer charities and research

Do you have plans to promote the singles when they are released? I've no touring plans, but I am hoping to promote them on LMFM.

Thank you, Patrick, for meeting with me today, is there anything else you would like to tell me about? Yes, in addition to being proud of my new singles and the money I have helped to raise in the past, I am also proud to note that this banjo is only one of three, six string banjos in Ireland and it has served me well over the years.

Patrick's singles will be released in Spring 2026, details of these will be available in our next Tenant Newsletter.

WORLD CHAMPION Racing to the top



Meet Andrew JR 17, Tommy 16 and Patrick 14, who all share a passion for high intensity motor sports. Like their father Andrew, these brothers started out in motor sports at young age. We spoke to Andrew Sr and his son Tommy, who are North and East tenants in Rush Co. Dublin, about becoming a World Champion driver and Tommys hopes for future success.

What age did you start racing at, Andrew Sr? I was 16 when I began and still race today.

Was it inevitable that your sons would follow suit? Yes, when they started out in hot rods, junior hot-rods, Patrick was eleven and Andrew JR and Tommy were twelve.

And what is hot-rods? It is a non-contact version of the sport which gives them the opportunity to gain driving experience.

It must be an expensive passion for you as a family? Yes, it is mainly self-financed, though there are limited funds available to the team.

Tommy, on behalf of all the staff in NEHA, I must offer you congratulations on becoming a world champion. Thank you very much. In addition to being a World Champion, I also hold the dual honour of being the first ever Irish driver, to place in the Junior Banger World Championship.

Tell us about the event itself? The races are held on points and the event was held in December 2025 and there were fifty cars in total in the event. I will hopefully, get the chance to defend my title again this year.

Is the driving something, you would like to do as profession? It's more of a hobby kind of like just school sport, though I have learned mechanical skills from working on the cars with my dad.

Your Mum, Ellenor must also be very proud of you all? She is, but given how dangerous the sport can be, she prefers not to come and watch us racing in events.

What is next for you and your brothers? All three of us are racing in March 2026.

SOME IMPORTANT TENANT INFORMATION

RENT REVIEW 2026

Regular rent reviews help maintain a fair and transparent rental structure, ensuring all North and East properties continue to be well maintained and allows us to support a positive experience for tenants.

Our Annual Rent Review commenced on 30th of January 2026. As part of your tenancy agreement all tenants who meet the conditions for rent review are required to complete this as soon as possible. If you have not yet completed your rent review or require any assistance, our team is happy to help you in any way we can. Please contact the Tenant Support Desk on **018200002** or supportdesk@neha.ie

We have included this link as it is extremely useful when using the keyholder application:

<https://support.keyholder.ie/en/articles/7996662-how-to-complete-a-confidential-income-statement>

Finally, we will be holding several free information clinics (via Zoom) over the coming weeks, which will outline the rent review process and answer any questions you may have. If you would like to register for a clinic, please email us at voice@neha.ie or call us on **018200002**.



Supporting Tenants Through Cost-of-Living Challenge



With the cost of living still on the increase, one fun way to combat this and possibly learn new skills, is to grow your own produce. Want to grow your own food? Feel the joy of harvesting something fresh for dinner, even though you may not have any outdoor space?

Why not start an indoor herb garden. Why a herb garden you may ask?

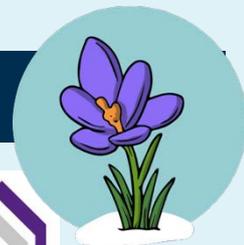
1. Herbs are ideal to grow inside because you don't need a ton of space, sunlight, or gardening experience to keep them happy.
2. Growing your favourite herbs for cooking means they are always at your fingertips for easy harvests.
3. No weeding is required.
4. Herbs provide natural fresh scents in your home.

These handy tips should help you on your indoor herb garden journey:

- Some of the main supermarkets already sell fresh herbs in pots, so just transfer these to larger pots so you can minimise the space and time required to begin your journey.
- Herbs do not like too much water, so make sure your pots have good drainage holes.
- Line your pot or place a drip tray beneath.
- Watering the herbs from the bottom of the container, should yield a bumper crop.
- Give your plants plenty of space to spread out and grow to their full potential.
- Herbs need and like light, so place the containers or pots in windowsill to maximise growth.
- Rotate the container every few days to ensure the leaves all get equal access to the light.

Need Support?

If you would like to start an herb garden and need support please get in touch with us, we can provide some practical support or funding if required. Please contact the Tenant Support Desk on **018200002 or supportdesk@neha.ie or voice@neha.ie**



Approved Housing Bodies Regulatory Authority All you need to know?

An tÚdarás Rialála Comhlachtaí
Tithíochta Ceadaithe

Approved Housing Bodies
Regulatory Authority



Tenant Engagement, Regulatory Requirements and Tenant Involvement.

Overview - The Housing (Regulation of Approved Housing Bodies) Act 2019 provides for the regulation of AHBs. Whilst it is the responsibility of each individual AHB to determine how they can demonstrate compliance with the Standards, in a manner that is appropriate for their size, the Act requires all AHBs to comply with the Standards.

Requirements - Regular communication with tenants on all aspects of their tenancy is a key objective for the Tenancy Management Standard. There is a need for clear and accessible information which covers tenant responsibilities, service provision by the AHB, rent collection, reporting of landlord performance including making complaints and tenant engagement opportunities.

There is no 'one size fits all' approach to tenant engagement so it is important that AHBs establish what works well for their tenant group or whether different approaches are required within the organisation as tenants may not always seek the same level of engagement with the AHB. There are a wide range of methods that AHBs can adopt when encouraging and facilitating tenant engagement.

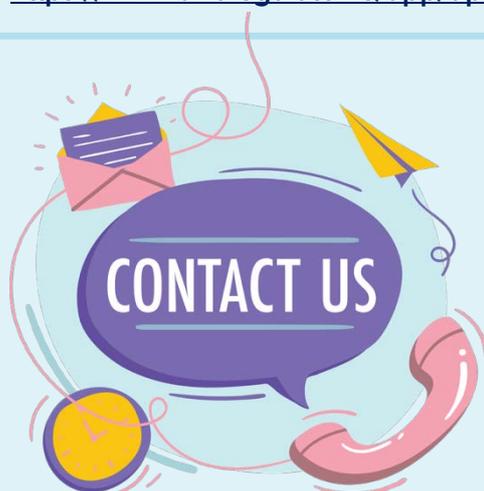
Depending on the size and structure of the AHB, examples could include:

- Structured and regular meetings with tenants or tenant representatives,
- establishing working groups or tenant committees,
- including tenant representatives on the Board,
- seeking input from tenants through surveys or questionnaires,
- face to face discussions, and/or
- holding formal or informal events.

Where an AHB is proposing changes to the services provided to tenants or a significant change in policy, AHBs **should consult** on those changes with affected tenants and tenants' groups, where appropriate. By consult we mean seek the opinion, comments or advice of tenants who are best placed to provide feedback to the AHB on the changes being considered.

For more information, please see:

<https://www.ahbregulator.ie/app/uploads/2022/08/Tenancy-Management-Standard-Guidance-FINAL.pdf>



North and East Housing Association has changed "How to Contact Us" process to streamline accurate communication and access for our tenants. Since January 2026, we have a new phone system, with an options choice, now included in our welcome message.

For **all house repairs and maintenance** tenants should select the **Option 1**, this will expediate your repairs and maintenance by directing your call to those best placed to help you. For all **other tenant-based queries or to talk directly to your housing officer** please select **Option 2**. We will be seeking feedback from tenants on this new system over the next few weeks and would welcome your opinions on this.

COMPETITION CORNER - WINNERS

It is with great pleasure; we announce the winners of our Winter Newsletter Competition and our fabulous Christmas Draw. Many thanks to all tenants who entered, we appreciate you.



SPRINKLES COMPETITION

First Prize (Left) Kaylee Wilson, Louth - €200.00 Emerald Park Voucher.
Second Prize (Right) Patrick Boruslawski, Meath - €100.00 Smyth Toys Voucher.
Third Prize - Mark Warde, Cavan - €40.00 Aldi Vouchers.



Christmas Draw Winners

Mary and Mr James Peppard, Trim
€70.00 Headfort Arms Afternoon Tea Voucher.
Zohra Begum, Drogheda
€20.00 Smyths Toys Vouchers.
Tracy Collins, Dublin - €20.00 Aldi Voucher.
Ioan and Ioana Gherasin, Dublin
€20.00 Ikea Voucher.
Dayne and Evan Bolger (pictured), Dublin
Christmas Hamper.

Spring has sprung and it is time for more competition fun.

Let's see what our tenants can do with words, please enter our Poetry in Motion competition, whether you would like to write lilting limericks, fun poems, sonnets, haiku or free verse, this is your time to put pen to paper or mash those keyboards.

We are inviting all tenants to submit a spring themed poem, long or short, we want to hear from you all. Maybe it can be a fun family project, or you may already have a budding poet in your home. Be as creative and adventurous as you want. The competition is open to all tenants and all ages, with junior and adult prizes, for the taking.

Closing date is March 20th, 2026 and you can submit your entry to voice@neha.ie

Please remember to include your name and address in the submission.



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