



**North & East
Housing Association**

Building & Supporting Communities



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Welcome to your Summer 2025 Tenant Newsletter

We hope you're enjoying the sunny days of summer! We aim to keep our newsletters concise and helpful - so tenants are informed without feeling overloaded. Your feedback matters! If you would like us to cover something special, spotlight a neighbour, or share ideas, just reply - this newsletter is for you. Enjoy the rest of your summer.

Meet the New Members of the NEHA Team:



The NEHA team continues to grow, we have employed new staff in the following roles since the beginning of the year:

Thomas King

Senior Development Officer

Aoife O'Hogartaigh

Allocations Housing Officer

Eleanor King

Tenant Support Desk Administrator

Elaine Bruton

Tenant Services & Engagement Manager

Dominik Bartell

Chief Operating Officer

Ana Paula Borges Gongalves

Trainee Accountant

Padraig Burke

Communications Officer

New Homes 2025 Update:

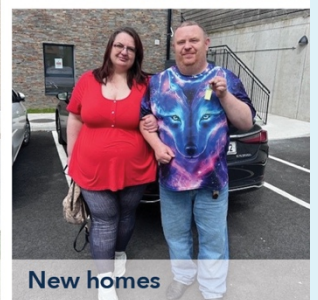
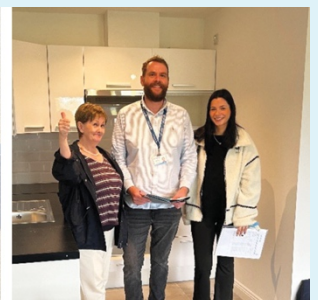
We are delighted to welcome our new tenants to North and East Housing; we successfully completed handovers of the following estates in 2025:

Address	Local Authority	Number of Homes
Coolshannagh Heights	Monaghan	10
Flowerhill	Meath	5
Flaxmill Lane	Louth	17
Emmet Court	Meath	12
Total New Homes		44

We are hoping to deliver a further 100+ homes in the second half of 2025.

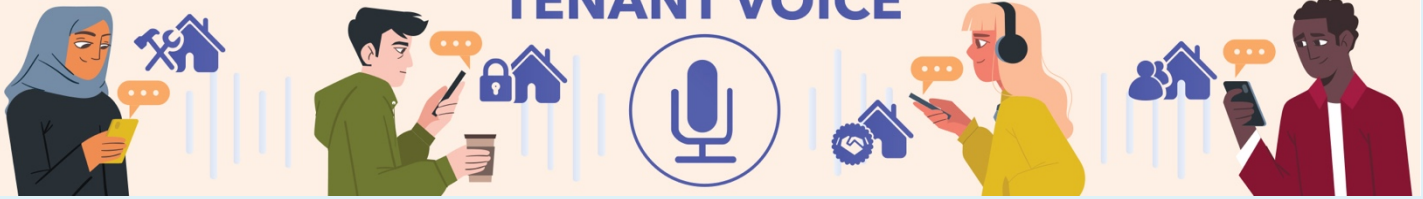


Pat Costello - Development Manager



New homes

TENANT VOICE



Tenant Engagement Opportunities:

We would love to partner with you to bring vibrant events to your communities – but we need *your* help to make them happen!

Some ideas for you to consider:

- **Skills Workshops** – gardening, pottery, digital skills, cooking classes
- **Health & Wellness Activities** – yoga, meditation, healthy habit workshops
- **Seasonal & National Day Celebrations** – Summer BBQs, Halloween, Street Feast, Neighbours Day
- **Family-Friendly Events** – movie nights, get-togethers, family days out, sports days
- **Social Mixers** – coffee mornings, meet-and-greets, community places
- **Cultural & Community-Building** – language exchanges, community gardens, volunteer days
- **Setting up a Residents Association** – access funding for community development, be active in decisions about your community



It is time for you to share your ideas! What would you like to do? We want this to be a collaboration with you, for you. Let's bring people together – get in touch today! **Email us at voice@neha.ie**, we would love to hear your thoughts or suggestions.



Tenant Consultation – Flower Hill, June 2025

Flowerhill – Tenant engagement was at its best when NEHA visited Flower Hill for a consultation event on June 20th.

Residents came together to share their ideas and aspirations for the shared garden space within the development. The discussion was lively and constructive, with all tenants contributing valuable insights. A special thank-you to the tenant who volunteered to work alongside us to move the project forward. Well done to everyone involved!



Tenant Event – Hall Street, Meet, Greet and Eat, June 2025

Hall Street – The tenants of Hall Street joined NEHA staff on June 23rd for a fantastic "Meet, Greet, and Eat" event!

A huge shout-out to the children who helped set up beforehand and tidy up afterwards – your support was invaluable. Thank you to everyone who attended, participated, and shared your feedback and ideas for the future. We truly appreciate your enthusiasm and community spirit.

Leah's Story



The Cosgroves - Hall Street

We are the Cosgrove family; we have four children and have lived in Ballybay since the birth of our first child Danny in 2015.

My husband is originally from Ballybay town, and I am from Cavan. We first lived in private rentals and had been on the council house wait list for 7 years. In 2021 we were lucky enough to be offered a council house in Ballybay. It was a three-bedroom property. We were very happy there for four years but as our family grew it was becoming too small, as well as other issues like mould in the house.

Because of this we were trying to put money aside each week to save for a mortgage deposit. However more important expenses always came along, car breaking down, washing machine breaking, school trips etc. Our dream of owning a house seemed to be getting further away each day. Private rental was not an option as the rents had risen so astronomically in recent years. Even with my husband working full time private rental was no longer an option. So, we put our name on the housing transfer list. We did not expect to get a bigger house as we had heard of people being on the list for over ten years. However, we were surprised when only nine months later we were offered a four-bedroom house with an approved housing body, North and East.

I was cautious at first as I didn't know the rules of AHB houses. My housing officer was very helpful and answered all my questions.

Once I learned that rent works the same way as council properties and is means tested it reassured me that this house would provide us with a sense of security and more space. I know four bed houses are rare, so we got incredibly lucky.

Our housing officer kept in contact with us while the houses were completed and was very helpful advising us on available grants for furniture.

When the day came to view the property, we were very excited. The house was big, light and airy and all our neighbours would be other families with young children, with a big safe communal green for the kids to play on. About a month later we got the keys. As all moves are, it was a bit stressful but mainly exciting.

My children were very excited to have their own bedrooms and not share one bathroom anymore.

We have been having fun decorating the kids' bedrooms and making the house feel like home. It is so lovely watching all the neighbourhood children play outside together and so far, it has been very harmonious. 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. We are still close to the kids' schools, and they are looking forward to having their first birthday parties here and showing off their bedrooms.

Overall, we are super happy with the move, our quality of life has improved, my husband's asthma has got better as the mould in the old house aggravated it. I would recommend an AHB property to a friend if they were offered one.

Susan's Story

There are many ways to tell a story, Susan, who lives in Glenamuck Manor in Dublin participated in the making of a video for an international social housing festival. It was fantastic to record such a compelling tenant experience via video, her story can be watched by clicking the link below and also features NEHA housing officer, Fiona McGrattan.

https://drive.google.com/file/d/1j5C2Ji2hxEj20d_d7ZYdn2F-LvPMqOSc/view?usp=sharing



Peter's Story



Peter Kuku – Drybridge Resident

My name is Peter Kuku, I live in The Meadows, Drybridge, I am 66 years. I have been renting since my first job in 2002.

Though I earned a reasonably decent salary being a member of management, I struggled to pay my rent as I was also paying maintenance on three children. I could not get a mortgage because of my age.

I first applied for social housing in 2013, but it was cancelled because my address changed in 2015, and I was late in informing the council. I re-applied in 2019 and was allocated this accommodation in 2023.

I was highly delighted and relieved when I received a call informing me of the allocation as I was approaching my

retirement which was compulsory in my company. I was highly impressed because the call came in after office hours, close to 6pm.

I liked the fact that it was a new apartment, painted white, my preferred colour for a home's interior. I was particularly happy that the heating was electric. However, I had to face the challenge of doing the floor myself and other things that made the apartment more like home. Thankfully, I was still about a year to retirement, so I was able to secure a loan.

The allocation of my home gives me the peace of mind of home security and stability.

Twice I have had to vacate my accommodation because the landlady wanted to move in and in the second instance the landlord wanted to sell the apartment. This is not to mention the rent amount that kept increasing, and the fact that I almost became homeless and had to stay in a shared accommodation for about four months.

My rent is now just slightly more than a quarter of what I was paying before, and it is currently in the process of review as I have just retired. The water flows much better, same with the location and the view.

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

Have Your Say - Be part of the Tenants Voice at NEHA!



Do you want to connect with other NEHA tenants and build thriving communities while helping us to improve services, make life better for all tenants while gaining new skills, support, and pathways to having real influence.

Join our Tenant Advisory Panels (TAPs), you will represent tenants of NEHA, guide our services, influence decisions, policy development, help shape decisions, collaborate on workplans, and identify resource solutions. No experience needed - training and full support provided. Get in touch, email us at voice@neha.ie for more details.

Do you have a flair for or interest in contributing to this newsletter, perhaps you would like to contribute an article or be part of our Tenants Newsletter Committee?

NEHA wants to ensure the Tenants Newsletter is, relevant, reader-friendly, inspired, guided and shaped by the tenants. If you have any stories, photos, suggestions that matter to you please get in touch, or if you would like to join our newsletter committee, please email voice@neha.ie for more information.

We want this to be **your platform** - for your voice, your ideas, your community. Let's shape the future of NEHA together!

Tenant Frequently Asked Questions - Everything You Need to Know:



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

RTB Series: When Mediation Doesn't Work - Next Steps with Adjudication

Following on from our last RTB series on mediation, it is important to note that mediation is not always possible, particularly if one or both parties are unwilling to engage. In such cases, adjudication may be the next practical step.

The RTB's adjudication process offers landlords and tenants a fair, efficient way to resolve disputes such as rent arrears, property damage, or breach of tenancy agreement within a three-stage model:

1. submitting an application with evidence
2. attending a hearing to present both sides
3. receiving a legally binding Determination Order.

Adjudication is usually quicker and more straightforward than a Tenancy Tribunal. It is conducted by a single independent decision-maker, often remotely, and avoids the formality of a full tribunal. Transcripts are not available, and only the Determination Order is published online by the RTB, where it can be viewed by the public.

Savvy Savers - Save Energy, Save Money

There are lots of ways to make your home more energy efficient and comfortable. Try some tips to save energy and you could reduce your energy consumption and bills.



Temperature - when using your thermostat, reduce the temperature by 1°C and you could save 10%



Switch off - Switch stuff off - pull the plug!



Lights - Do not turn on lights until necessary and do not forget to turn off when leaving a room



Appliances - The biggest energy users are the shower, cooker, tumble dryer, washing machine and kettle - use them sensibly



Draughts - Tackle the cold draughts around your home to keep heat where you need it



Hot water - Use a timer and only use immersion when you need it



Timers & controls - Heat it when you need it - use timers or smart heating controls to fit your routine

Energy monitors - Find out how much energy you are using in real time



EASY MOULD PREVENTION TIPS FOR YOUR HOME



What is Mould and how can you Prevent it?

Mould, you find in your home is an airborne spore that thrives in warm, damp conditions. It can form on virtually any surface, from textiles, to wooden furniture, tiles, painted concrete walls and plastics. Mould thrives in warm, damp, and poorly ventilated environments, making winter an especially vulnerable time for homes in Ireland. To prevent mould growth, it's crucial to manage indoor humidity, enhance ventilation, and maintain consistent temperatures.

1. **Open windows** - ventilate your house as much as possible, when cooking or having a shower, open a window or two for a short time to help the moisture flow out of the house instead of building up.
2. **Keep your doors shut** - kitchens and bathrooms are the most common sites for mould, try to confine excess moisture to those rooms when in use.
3. **Clean your carpets** - if you notice a musty, unpleasant odour in carpeted rooms, it's important to act.
4. **Check for any leaks in your house** - it is worth checking your house thoroughly for any leaks or cracks that could be bringing excess moisture into the home.
5. **Clear any clutter in your house** - the more belongings we have, particularly stuffed in cupboards and wardrobes, the less space air has to circulate - and air circulation is vital for controlling mould growth.
6. **Do not dry your clothes indoors** - without ventilation, the moisture evaporates from the clothes and settle on the ceiling and walls, contributing to mould problems.
7. **Clean extractor fans in your house** - keep these running smoothly by having them serviced and cleaned regularly.
8. **Use a dehumidifier** - if used regularly, moisture levels in the air will drop.



Let's Talk About Rent...

Most of NEHA tenants' rent is based on a **differential rent** system - rent is based on household income: the more you earn, the more you pay; if income drops, so does your rent. Let us know of any changes in income or household members immediately.

How to pay your rent?

NEHA preferred methods for rent payments are by **Standing order / Direct Debit** through your bank or through the **Household Budget Scheme**, a direct weekly deduction from social welfare payments via An Post. Please contact support@neha.ie for more details.

Rent arrears

NEHA have recently introduced a new rent arrears system over four stages to prevent the accumulation of rent arrears for tenants. If you do have difficulty in paying your rent, please let us know immediately by contacting us on 01 8200002 or support@neha.ie. We have also initiated support systems for tenants, these can be accessed at any time and included budgeting advice and help, internal and external resources etc.

Annual rent review

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.

An overview of the process and what to expect is detailed below:

All NEHA tenants will be given notice of 2 weeks before the rent review is live.

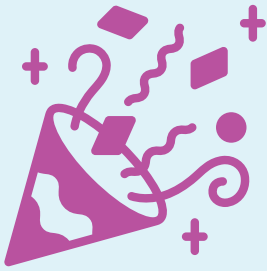
All tenants must complete a Confidential Income Statement (CIS), we are using a new platform called Keyholder for this process so you will receive a link by **email** in September 2025.



As a tenant you are required to **complete and submit** your annual income review, including all supporting documentation.

Your rent will be recalculated, and you will receive communications outlining your new weekly rent charge.

If you do not have an email address or require support on how to use the new system, please contact us on 01 8200002 or support@neha.ie to speak to your Housing Officer.



What is Coming Up?

International Day of Friendship

30th of July 2025 – celebrated around the globe to recognise the importance of friendship between individuals, communities, and nations to remind us of our roles creating a more peaceful and connected world.

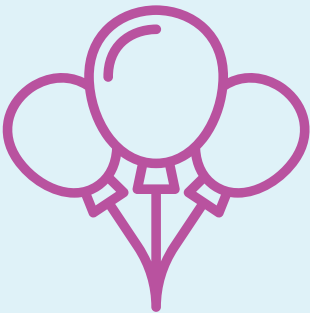
<https://www.awarenessdays.com/awareness-days-calendar/world-friendship-day-international-day-of-friendship-2025/>



International Youth Day

12th of August 2025 – Youth have the creativity, the potential and the capacity to make change happen – for themselves, for their communities, and for the rest of the world.

<https://www.unesco.org/en/days/youth>



All-Ireland Tenant Engagement Awards 2025

The first year of these awards providing opportunities to highlight outstanding work in tenant engagement.

Applications are now open with the deadline of Friday, 29th of August 2025, **let us know if you would like to be considered for nomination.**

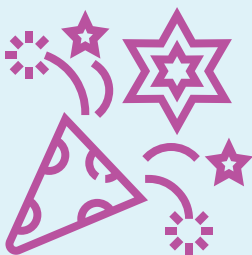
https://supportingcommunities.org/awards?ss_source=sscampaigns&ss_campaign_id=685e8304daacfb767a96b55e&ss_email_id=68629e25b7c2067262509b60&ss_campaign_name=Tenant+Engagement+Awards+Announced%21&ss_campaign_sent_date=2025-06-30T14%3A24%3A51Z



World Cleanup Day

20th of September 2025 – World Cleanup Day has brought together over 114 million people in 211 countries to tackle the waste crisis by organising cleanup actions, spreading awareness, and inspiring millions.

<https://www.worldcleanupday.org/>



ICSH Allianz Community Housing Awards 2025

15th of October 2025 – NEHA have two active housing estate entries for these awards.

<https://icsh.ie/awards/icsh-allianz-community-housing-awards-2025/>

Competition Time - Prizes to be Won

Show off your colouring skills in our exciting **Summer Colouring Competition**. Open to all ages - children, teens, and adults - everyone is welcome to participate! Let your imagination run wild and colour your way to victory - Exciting prizes will be awarded to the top entries! Bring your colouring masterpiece to life using crayons, markers, pencils, or paint.



How to enter:

Take a photo of your finished work with your contact details and upload it to voice@neha.ie by the 8th of August 2025. Winners announced on 15th of August 2025.

Name:

Address:

Age:

Contact information: Housing Officer:

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