

ANNUAL TENANT REPORT 2024

Welcome

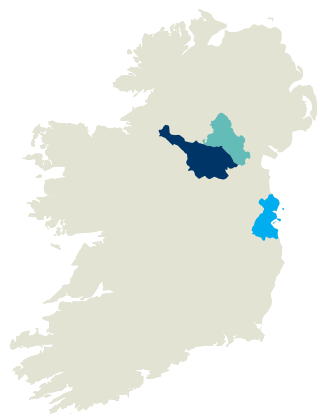
to this year's Annual Tenant Report, our way of sharing with you what has been happening across the NEHA housing community over the past year. This report includes some updates on our homes, our services, and the feedback heard from tenants.

Our goal is to keep you informed and involved, because your experiences and ideas are at the heart of everything we do. We're proud of the progress we've made together, and we're also honest about the challenges we face and how we plan to address them.

This report is more than just numbers and updates – it's about celebrating our community, recognising the contributions of tenants, and continuing to build safe, comfortable, and supportive homes for everyone.

What We Do

In 2024 NEHA provided an additional 45 homes to tenants in the North and East of Ireland:



Dublin Homes

| | |
|------------------------------------|----|
| Glenamuck Manor | 28 |
| Goatstown Road | 1 |
| Kiln View, Clay Farm, Leopardstown | 1 |

Monaghan Homes

| | |
|-------------|---|
| Hall Street | 7 |
| Birch Court | 4 |

Cavan Homes

| | |
|---------------|---|
| Sli Na Coille | 4 |
|---------------|---|

Our vision is to create vibrant, thriving communities by providing high quality and secure housing appropriate to the needs of families and individuals. We strive to provide sustainable quality homes and support the development of integrated and inclusive communities. We aim to create housing that allows individuals and families of diverse backgrounds to live and thrive together. We are committed to building and providing more homes to meet ongoing housing needs in collaboration with all our partners.

Our Values



Respect

- Treat everyone equally with respect and dignity.
- Embrace and value different views.
- Show empathy and understanding of others.



Tenant-Centred

- Communicate clearly and respectfully, ensuring tenants' voices are heard.
- Provide maintenance and management for our tenant's homes with a focus on quality and sustainability.



Trust

- Act with integrity and honesty.
- Dependable and consistent in actions.
- Uphold high standards of governance.



Collaborative

- Working collaboratively with stakeholders to deliver on the purpose of the organisation.
- Partner with local authorities, government agencies and departments, other AHBs and housing providers to achieve our growth ambition.



**North & East
Housing Association**

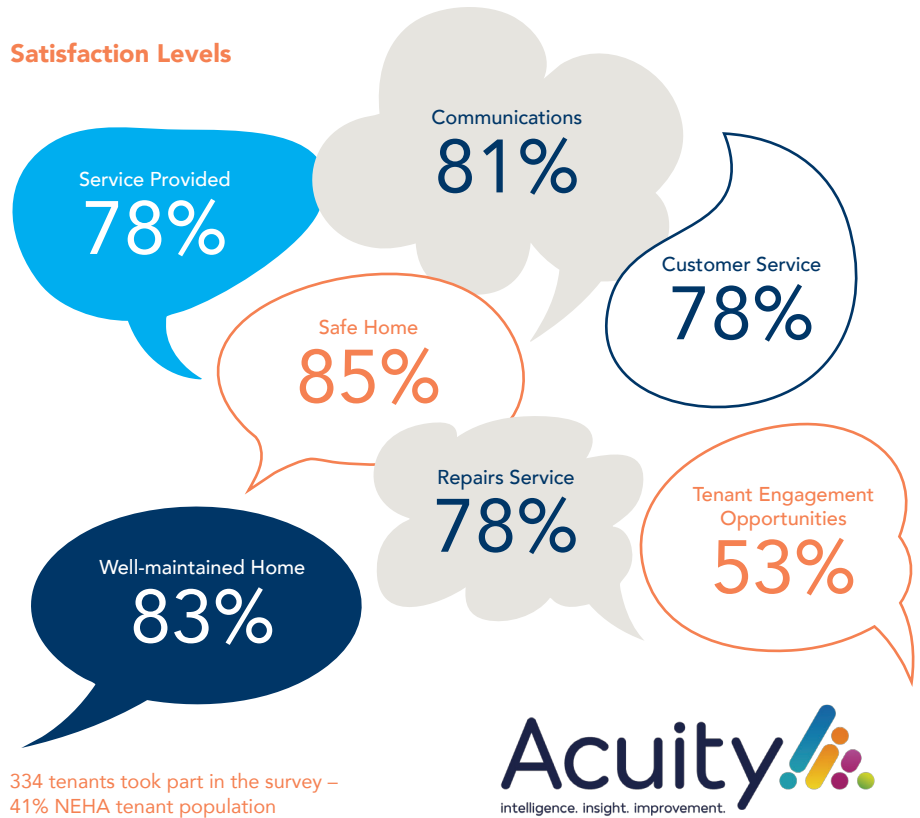
Building & Supporting Communities

Tenant Satisfaction Survey Report 2024 – Your Voice and Views

In 2024 NEHA commissioned an external market research company, Acuity Research and Practice, to undertake independent survey with our tenants, some findings are detailed below including tenant satisfaction levels.

A full report is available to tenants on request and includes key findings about your homes and the services NEHA provides; we plan to use these finding to work with tenants to further plan and improve our services. Tenant involvement is key to the success of implementing changes, thank you to all who took part, we appreciate your participation.

Satisfaction Levels



Tenant Forum 2024 – Building Stronger Communities Together



On 12th November 2024, North and East Housing Association held the first Tenant Forum at the City North Hotel, Gormanstown. Tenants from Dundalk, Drogheda, Kells, Navan, and Duleek gathered to share insights, discuss key initiatives, and strengthen community ties.

The order of business on the day included a Warm Welcome from NEHA CEO, Vincent Keenan who emphasised the importance of tenant engagement in shaping the organisation's future. Adam Jewitt presented the Tenant Satisfaction Survey results for 2024,

inspiring dialogues between staff and tenants on improving service provision. Chris Curran showcased NEHA Tenant Portal demonstrating the platform's convenience for managing tenants service requests and communication. Joanne Finnegan provided up-to-date information on how rents are assessed and the purpose of the annual rent review.

The 2024 Tenant Forum proved to be a great success, bringing tenants together to share ideas, raise important topics, and work with NEHA to influence the future of our housing

community by creating a welcoming space for open conversations, where tenants felt heard and valued. Many practical suggestions came out of the discussions, from improvements to shared spaces to new community activities, and we are committed to actioning these suggestions throughout 2025. The tenant and staff turnout and positive feedback showed just how important it is to have tenants' voices at the heart of decision-making. We look forward to building on this momentum in the year ahead.

NEHA Tenant Charter

The North and East Housing Association Tenant Charter was reviewed, redeveloped and agreed in 2024, it is based on our values and aims to be clear to our tenants about what you can expect from us as your landlord and what is expected of you as tenants of NEHA.

NEHA



NEHA Tenants

NEHA Will

- Be polite, helpful, professional, and treat all tenants with respect.
- Continue to make it easier for all our tenants to access the services they need by providing a single point of access through our Tenant Support Desk.
- Ensure our website is user friendly and provides improved self service.
- Respond to all emails, letters and voice messages promptly, and protect your personal information.
- Provide a clear complaints process in line with best practice.
- Contact you if there is a problem e.g. with your rent payments, repairs appointments or a change to what we said we would do.
- Allocate a Housing Officer who will work with you to maintain your tenancy, including an annual visit and/or wellbeing check as a minimum.
- If you are a new tenant we will provide you with a Tenant and Property Handbook and contact you within six weeks of you moving in to make sure you are settling in.
- Ensure you receive clear, accessible and prompt information on the issues that matter to you.
- Provide you with quarterly rent statements.
- Inform you clearly of changes to your rent or other charges.
- Investigate anti-social behaviour complaints in a fair and impartial way recognising that every case is different.
- Invest in our properties to provide a home you can be proud of.
- Deliver a service that presents value for money.
- Provide a 24/7 service for reporting emergency repairs.
- Listen to you to understand your needs, wants and expectations when you report a repair issue or seek an alteration request, and provide a consistent standard of customer care.
- Allocate repairs on a priority-based system considering the repair and your circumstances:
 - Emergency repairs will be completed within 24 hours.
 - Urgent repairs will be carried out within 5 working days of receipt of report.
 - Routine repairs will be completed within 20 working days.
- Always show official ID when visiting your home or on your estate.
- Follow best practice health and safety standards in behaviour and approach to work.
- Treat your homes with respect when repair works are being carried out.
- Speak to you courteously while explaining the repairs plan to you.
- Tell you of any planned/cyclical maintenance in advance, giving details of the expected date, scope of work and your expected involvement.

NEHA Tenants Will

- Treat our staff and contractors with respect at all times.
- Pay your rent in timely manner.
- Contact us if you are struggling to pay your rent so we can offer help and guidance.
- Keep to all terms of your tenancy agreement.
- Contact us if you have a change in your circumstances.
- Tell us if any of your contact details change.
- Contact us if you need help to understand any information, we send you.
- Tell us about any help you need to access our services.
- Work with us to rectify any breaches to your tenancy agreement quickly.
- Tell us as soon as possible if your property needs a repair that we are responsible for.
- Co-operate with all reasonable requests to access your home.
- Keep to your appointments and let us know as soon as possible if you need to rearrange a visit to your home.
- Tell us if you want to carry out alterations to your home (ensuring that you obtain written authorisation before you start), look after your home, and carry out repairs that are your responsibility.
- Notify us of all pets in the household (complete Pet Authorisation Form).
- Treat your neighbours and the wider community in the same way you would like to be treated.

Looking forward to 2025

150+

Projected Supply
of Homes 2025

We have a significant amount of work planned in North and East Housing in 2025; we are projecting the supply of over 150 homes to new tenants throughout the year. We are also developing the NEHA Strategic Plan 2025-2028 – Developing a Sustainable Future.

We are also working on our new Tenant Engagement Strategic Plan 2025-2028 – Investing in Involvement, we would love for tenants to be involved in this piece of work to ensure the strategy authentically reflects and represents tenants' voices. Please let us know if you have an interest in working with us on this plan by contacting us at voice@neha.ie.



Flaxmill Lane (Due 2025)



Tenant Advisory Panels

We are hoping to launch a number of Tenant Advisory Panels, to facilitate tenant active involvement in NEHA policy reviews, our service delivery, newsletter content, communications strategy, social events committee and a national advisory panel.



Residents Associations

We have plans to work with tenants in established communities and estates to establish active, formal Residents Associations. NEHA will be developing and delivering training to all tenants interested in setting up their own association.



Financial Assistance Programme

2025 will provide tenants with additional opportunities to access financial assistance from NEHA through the launch of our Education Bursary, Community Development Funding and Tenant Support Fund.



Keyholder App

NEHA will be introducing a new application process for rent assessments (initial and reviews). More information by clicking the link below, <https://support.keyholder.ie/en/articles/7996662-how-to-complete-a-confidential-income-statement>.



NEHA Family Day Out

We hope to introduce a new event for our tenants and staff to enjoy, we would welcome tenants' suggestions on venues, experiences, suitable dates and times so we can action this NEHA subsidised event.



Tenant Engagement Event, Christmas Party, Consultation, Forum

Following the success of the 2024 Tenant Engagement Forum we are hoping to host more tenant-centred events in 2025, we will be in touch with tenants to discuss what they would like to do and follow up on all ideas.



Thank You

As we close NEHA 2024 Annual Tenant Report, we want to say a heartfelt thank you to all of our tenants. Your voices, ideas, and everyday efforts make NEHA stronger and more welcoming for everyone.

We know creating vibrant, thriving communities by providing high quality and secure housing appropriate to the needs of families and individuals is more than just maintaining buildings, it is about creating a place where people feel at home. With your support and feedback, we will continue working to improve services, strengthen communication, and make sure every tenant feels valued and heard.



**North & East
Housing Association**

Building & Supporting Communities

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