



North & East
Housing Association

Building & Supporting Communities



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Hello and Welcome to Your Second Summer Newsletter 2026

In this edition, we are bringing you updates on Tenant Engagement events and activities, introducing some new members of staff, and sharing exciting programmes and initiatives taking place across North and East Housing Association.

Your views matter to us, and we are always keen to hear your feedback.

We will also be highlighting our upcoming Tenant Satisfaction Survey and explaining how to apply for our 2026 Education Bursary Programme.

We hope you enjoy this edition and find something that interests you!

A Farwell and a Welcome

Over the past couple weeks, we have said goodbye to members of the North and East

Housing team. Joanne Finnegan, who worked on the Tenant Support Desk and most recently as a Housing Officer, has moved to a new role. We also said farewell to Luke Daly from Corporate Services and Chris Curran, our Digital Services Manager.

Some changes, new arrivals and return to post have also occurred with John Martyn (CFO) undertaking the role of Interim Chief Executive Officer (CEO),

Abibat Alade has joined the team as Corporate Services Administrator and Julia Lavrinovica has returned from maternity leave to her post as Property Services Administrator.

New Homes, New Tenants



New homes, new tenants - Marketpoint

Since our last Newsletter, NEHA have allocated another 12 homes in Marketpoint, Mullingar bringing our total number of homes to 941 alongside 2 internal transfers. We would like to wish all tenants new and existing, a wonderful 2026.

TENANT CENTRED OPPORTUNITIES



Investing in Your Future: Your Education, Our Support Applications Open for Our 2026 Noel McArdle Education Bursary

In memory of Noel McArdle, a North and East Housing Association founding board member, applications for our **2026 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 is starting or continuing an education/training course, please apply for the bursary.**

To apply, please complete the form

<https://www.norhandeast.ie/news/noel-mcardle-education-bursary-application-form>.

If you prefer a physical copy, you can request an application form by emailing us at supportdesk@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 30th of September 2026. All tenants awarded the bursary will be notified by the 14th of October 2026.



Filmmaker in Residence Films to Premiere at Clones Film Festival 2026

Earlier this year, we introduced our Filmmaker in Residence programme, a partnership between NEHA, Clones Film Festival, and the Arts Offices of Cavan and Monaghan County Councils. Since then, filmmakers Jackie Jarvis and Regina de Faoite have been working with NEHA tenants and communities in Monaghan and Cavan respectively, exploring stories of home, place, belonging and community.

We are delighted that the completed short films will premiere at the 25th Clones Film Festival, which takes place over the October Bank Holiday weekend from Thursday 22nd of October 2026 for four nights.

We encourage tenants to keep an eye out for the festival programme when it is released and, if you would like to, come along to support the films and celebrate the stories and experiences that have inspired them. It promises to be a special occasion as the festival marks its 25th year of championing local voices and independent filmmaking.





An Inspirational Story about the Residents' Association in Lough na Glack



Community litter pick

What inspired you to start a Residents' Association in your community?

We decided to start a Residents' Association because we felt the estate was being neglected. After the council took over, there was little engagement with residents, and it was often unclear whether the council or NEHA was responsible for various issues.

We also felt that some residents did not know how, or did not feel comfortable, contacting North and East Housing about concerns with their homes. However, our main aim was to bring people together as a community. We wanted to organise events and activities that would encourage involvement and help children and adults from different cultures and backgrounds integrate and connect.

What are the main benefits you hope the association will bring to residents?

We hope to create a strong sense of community where everyone in the estate works together to keep it at its best. We want residents to feel comfortable approaching committee members so we can help them with any issues they may be having with the council or the housing body.

We also want to bring all the children together. Play knows no language, so even children from households where English is not their first language can feel included, make friends, and become part of the community.

How did you encourage your neighbours to get involved and support the idea?

We have been very active from the beginning by going door to door to speak with our neighbours and personally introduce the idea of the Residents' Association.

We delivered leaflets for every event we've organised, but we didn't just post them through letterboxes, we took the opportunity to engage with residents whenever we could.

We've encouraged our neighbours to see diversity as a strength. Every person who gets involved brings a different perspective and new ideas, which only makes the Residents' Association stronger.

What has been the biggest challenge so far in getting the association established?

The biggest challenge has been understanding all of the different roles and responsibilities involved, as well as working through the practical side of setting up the association, such as organising bank accounts, insurance, and other administrative tasks.

What projects, activities, or improvements would you like the association to focus on?

Our focus is on making the estate a place people are proud to live in. We want to involve children in projects that help them develop a sense of ownership and pride in their community. Next year, we hope to secure funding for flower beds throughout the estate, with children helping to plant and care for them. When they are involved in creating something, they are more likely to look after it.

We would also like to see more residents taking pride in the areas around their homes and work closely with North and East Housing to maintain the exterior of houses to a high standard.

What message would you give to other NEHA tenants who might be interested in starting a Residents' Association in their own area?

Do it! It's a lot of work, but it's absolutely worth it. Our committee is made up of working mothers, and we all struggle to find the time sometimes. However, when we come together, share ideas, and support one another, we really can achieve amazing things. It has been incredibly rewarding to see our community coming together and making a positive difference.

What activities have you run this year?

We started with a Christmas event in our local library, where a storyteller entertained the children and Santa Claus visited with selection boxes. Since April, we have organised monthly community litter picks, followed by tea, coffee, and treats, helping residents build friendships. In August, we are hosting a community litter pick and barbecue with MID, Parenting Monaghan, and SICAP. Families will enjoy traditional games that show fun doesn't have to be expensive. Children who have taken part in litter picks will receive certificates. None of this would be possible without the support, encouragement, and investment of SICAP, MID, and Future Fit. I would really love these organisations to receive a special mention because they have been absolutely fantastic to work with. Their support, encouragement, and belief in what we are trying to achieve have made such a difference, and none of what we have accomplished so far would have been possible without them.



Community Christmas event

COMMUNITY TRIBUTE

Honouring Our Lost Neighbours

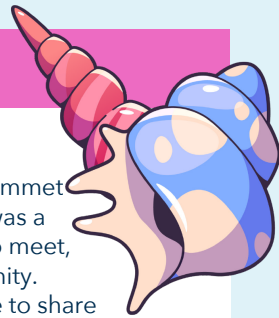
In a heartfelt initiative, the residents of Court View estate, comprising of 19 homes, have come together to commemorate those who have passed since moving in during the challenging times of the COVID-19 pandemic. This act not only serves as a tribute to their memories but also strengthens the bonds among the residents as a community.

This plaque was installed in a central location within our estate, serving as a reminder of those we have lost, ensuring that their memories live in our hearts and minds. In conjunction with the plaque installation, residents participate in a communal planting event. Over the years the residents have come together creating a serene space for reflection and remembrance. Reminding us of the beauty of life and the importance of community support.



Plaque kindly donated by
C & D Moran Monuments Stradbally

TENANT ENGAGEMENT EVENTS



Pizza in the Courtyard - Emmet Street, Trim

This month, a tenant event was held for the residents of Emmet Court in Trim, which is a relatively new estate, the event was a great opportunity for more than 20 adults and children to meet, socialise, and build new connections within their community. Over pizza and conversation, tenants also had the chance to share their thoughts and feedback with the North and East Housing team. The event was a great success, and we look forward to hosting more community gatherings in the future.



Emmet Street, Trim

Street Feast - An Chearnog, Dundalk

Street Feast is a Neighbourhood Network initiative aiming to promote social inclusion, tackle loneliness and build supportive and resilient neighbourhoods around Ireland. They believe building connections between neighbours increases the strength of the community overall and leads to more inclusive, healthier and happier communities. Learn more about Neighbourhood Network on <https://neighbourhoodnetwork.ie/>.

The tenants in An Chearnog, Toberona, Dundalk, Co. Louth facilitated North and East Housing Association first Street Feast on Saturday the 23rd of May. The sun was shining and the tenants hosted a magnificent event where they set up a central area with tables and chairs and a DJ!!!! Tenants also made food to share with their community, and the day was a huge success for all involved. Well done to you all for your commitment and contribution to this successful NEHA supported but 100% tenant led event.



An Chearnog, Dundalk

Summer Afternoon Tea Celebration - Oakvale Way

A delightful summer afternoon tea and gathering was recently held to celebrate the 19 new homes at Oakvale Way and welcome the new residents.

The land, once owned by Sylvester Phelan, transformed into a vibrant neighbourhood. Sylvester, who is also the proprietor of The Grandstand, a convenience store and newsagent on Main Street in Stradbally, generously catered for the event. The delightful atmosphere and delicious treats made the gathering truly special, showcasing the warmth and camaraderie of the community to create a memorable afternoon for everyone.

We extend our heartfelt thanks to Sylvester and staff for their kindness and to all the residents, Councillor Vivienne Phelan and everyone who attended. It meant so much and here's to new beginnings and a bright future at Oakvale Way!



Oakvale Way, Stradbally



TENANT PROJECTS AND PROGRAMMES

Fuel Your Life - Healthy Eating Programme in Rush

The summer Healthy Eating programme kicked off on 7th July in the Multipurpose Youth Centre in Rush, with some of our younger tenants from Golden Ridge were busy cooking up a storm. The participants started off by making some homemade pizzas with a difference as they used wraps rather than a traditional base, it is safe to say all plates were clean by the end of the session. For the remainder of the workshop, the participants were creating smoothies, with a healthy twist and had a wide range of fruits to choose from. Great fun was had by all and every went home with a fully belly and a smile!



Fuel Your Life Programme, Rush

Connect and Thrive Project

We are delighted to announce that funding has been approved for our new Connect and Thrive technology programme. This initiative is designed to help you our tenants build confidence with technology, access digital services, and develop new skills in a friendly and supportive environment. As we begin planning activities in your area, we would love to hear from you. Whether you would like technology training, access to devices, help with online services, or something entirely different, your ideas will help shape the programme. Tell us what you would like by emailing voice@neha.ie.



Tenant Advisory Panel (TAP) Meeting

North and East Housing Association are continuing to build and develop our Tenant Advisory Panel. We held an online meeting in July with seven tenants in attendance. We would like to sincerely thank everyone who took part and contributed their ideas and feedback. Topics discussed included the creation of a WhatsApp group to improve communication, feedback on the upcoming Tenant Satisfaction Survey, and the development of the next Tenant Engagement Strategy. Panel members have been assigned to working groups, giving them an opportunity to contribute to specific projects and initiatives. We are always looking for new members to join and help shape our services. If you would like to get involved, please contact voice@neha.ie.

TENANT NEWS AND UPDATES

NEHA Tenant Satisfaction Survey 2026

An tÚdarás Rialála Comhlachtaí
Tithíochta Ceadaithe

Approved Housing Bodies
Regulatory Authority



Under the Approved Housing Bodies Regulatory Authority (AHBRA) Tenancy Management Standard, Approved Housing Bodies (AHBs) in Ireland are required to measure tenant satisfaction. We must actively seek tenant input, operate a transparent complaints process, and communicate service delivery performance in an accessible way. Click the link for more information:

<https://www.ahbregulator.ie/for-ahbs/about-the-standards/>

AHBRA has not required Approved Housing Bodies (AHBs) to use one specific national survey or feedback mechanism, however, NEHA is expected to carry out **regular** tenant satisfaction surveys and have effective ways for tenants to provide feedback. This helps NEHA in demonstrating how we are meeting regulatory standards in key areas such as repairs and maintenance, complaint handling, communication, and tenant engagement and more importantly have a means to actively hear your voice and feedback and work together on improving our service delivery.

So, what does this mean for you?

As part of our commitment to improving our services and meeting regulatory requirements, tenants will be invited to take part in a satisfaction survey during **September 2026**. The survey will be carried out mainly by **telephone**, so it is important that we have your current contact details and your consent to participate.

If you need to update your phone number or would like to confirm your consent to take part in the survey, please contact us: via supportdesk@neha.ie or **01 8200002**.

Your feedback is important and helps us improve the services we provide to all tenants. **All tenants who complete the survey will be entered into a draw with a chance to win one of three excellent vouchers.** We look forward to hearing your feedback on our service delivery.



Philip & Wendy Egan enjoying the sun among the flowers in their garden in Cavan

TENANT NEWS AND UPDATES

Cyclical Maintenance Update

We will be carrying out cyclical maintenance works across our estates to help keep homes safe, comfortable, and running efficiently all year round. These essential checks and services help reduce the likelihood of unexpected issues, particularly during colder months. You will be notified in advance with full details of any cyclical works affecting your home.



When required, we kindly ask tenants to allow access so our contractors can complete these works safely and efficiently. To help facilitate this, please ensure that any items stored in boiler or service cupboards are removed in advance of your appointment, allowing operatives clear and safe access to carry out the necessary works.

AUTUMN HOME TIPS

With Autumn fast approaching here are a few simple steps to help keep your home warm, safe and comfortable for the colder months ahead:

- **Test your heating** before the weather gets colder to make sure everything is working properly.
- **Keep areas around radiators and heaters clear** so heat can circulate efficiently.
- **Open windows for a short time each day** to reduce condensation and improve air quality.
- **Report any repairs early**, especially if you notice issues with heating, hot water, or dampness.
- **Look out for your boiler service appointment** and ensure ease of access for our contractors.
- **Keep outdoor paths and entrances clear of fallen leaves** to help prevent slips and trips.
- **Check smoke and carbon monoxide alarms** regularly to make sure they are working correctly.
- **Enjoy the season!** Autumn is the perfect time for a walk in the fresh air before returning home to a warm and cosy house.



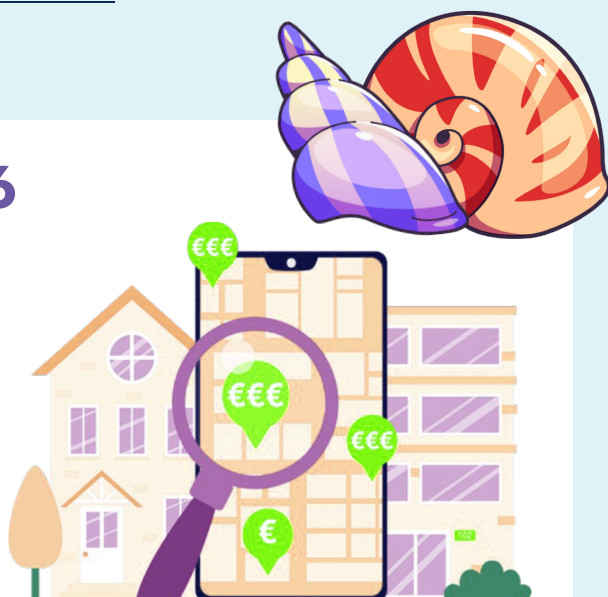
A little preparation now can help make the months ahead more comfortable and worry-free. If you wish to discuss any aspect of your property in terms of repairs and maintenance, please contact us: via supportdesk@neha.ie or **01 8200002**.

ANNUAL RENT REVIEW 2026

A huge and genuine thank you to all NEHA tenants who have completed the Annual Rent Review for 2026. Rent for AHB tenancies is set under the terms of assistance provided by the housing authority to the AHB via a Differential Rent Policy and rent can only be reviewed once every 12 months.

As you are aware and in accordance with your tenancy agreement with NEHA and the regulation of Annual Rent Reviews for Approved Housing Bodies (AHBs) overseen by the Approved Housing Bodies Regulatory Authority (AHBRA) all tenants must complete an ARR to remain tenancy agreement compliant.

For those with outstanding Annual Rent Reviews there are two ways to complete this task, electronically via Keyholder or in paper format. Any tenant requiring additional supports for the successful completion of the review should get in touch with us via supportdesk@neha.ie or **01 8200002**.





IT IS COMPETITION TIME

SUMMER WINNER OSCAR



Thank you to all our entries into our Home Sweet Home Summer Competition, we do appreciate all efforts and consider each entry as a potential prize winner.

Our latest winner is Oscar from Ardmore, pictured with his entry into the Home Sweet Home Summer Competition. When thinking about his experience of home he painted an image of him with his friends running home as the sun set along his street.

Well done to Oscar who won a €200 All4One voucher.

Competition Time Summer Part 2! Caption This Photo



Our next Competition is now live and open to all tenants and household members of NEHA. Please feel free to enter our Caption This Photo Competition, there is no limit to the number of entries for this competition. Submit your best one-liner for a chance to win a voucher of your choice. Look at the image above and comment a creative, relevant, short caption.

Top tip: The best captions are short, witty, and family-friendly!

Submit your entry by emailing your caption to voice@neha.ie by **5pm on Friday 2nd October 2026**. The winning caption will be featured in our next tenant newsletter and on our social media channels.

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 WISELY