



North & East Housing Association Newsletter



Welcome to this special 25th anniversary edition of our newsletter. North & East Housing Association was established in 1993 by a group of friends who recognised a need for a regional based Housing Association in the north and east of the country. North & East strives to provide well-maintained, good quality affordable housing and community supports. This is our primary purpose and everything else we do supports that aim.

North & East has now developed into a well-established housing provider and has to date provided over 500 homes. We have achieved this by working in partnership with Government, Local Authorities and most importantly our tenants. As an Approved Housing Body we have to make sure, that our homes are well looked after and to this end, we invest in upgrading and maintaining them.

However, at North & East we also recognise that a home is more than just bricks and mortar and we work hard to look after the neighbourhoods where we have homes and strive continuously with our tenants to support the development of vibrant, sustainable communities.

Few of our early Board members in 1993 could have guessed that the Association they set up would grow to be what it is today. We thank all of those voluntary members who gave up their time and energy for the benefit of the Association. We also thank our tenants past and present who have contributed. We will continue to strive to be the best we can, and are committed to working with our tenants to ensure that everyone has a safe, secure and good quality home, and access to high standard services delivered in the way that suits them best.

Reeling in the Years

In a quarter of a century our organisation has developed into communities spread across Louth, Meath, Dublin, Monaghan & Wicklow and this summer we reflected on our history with pleasure.

To mark this significant milestone, we offered residents in An Chearnog, Dundalk, the opportunity to share their stories on what it is like living and growing up in their community. We have listened to all the stories and shared some of them below for you to enjoy.

It was a very enjoyable evening despite the odd shower of rain. We organised a chip van so everyone was fed. Who doesn't enjoy burger and chips!!

The evening ended on the green with some sports events for the children..... and the odd adult! The tug of war and the water game had some hilarious moments, sending everyone off home with big smiles on their faces. What a lovely community this is.



"Bringing our daughter home after her birth was a wonderful day for our family and watching our two children grow up here. We are very happy."

"Moved in 2004, just myself and one daughter. Got the keys from no 1. Couldn't wait to move in. We got an arts and craft club going twice a week which the kids loved. We have had two Christmas trips away also. Met our new neighbours and had some laughs. It took a long time to get a house, but it was worth the wait! My daughter had her first child, my 9th grandchild here. I like everything about An Chearnog. We started collecting money every year for hanging baskets which make the street in the summer."

"I moved into An Chearnog in March 2006, with one child and pregnant with my second. I like living here as it is close to my parents, schools and there's easy access to the town. Myself and the kids have enjoyed Christmas trips and Summer trips away. I have done a computer course and gardening course. We collect money each year from residents to have flower baskets on our street."

"All the friends and neighbours I've met. Christmas and summer trips. Arts and crafts club, Halloween parties. Street clean ups and flowers."

"I have lived here since 2004, I have 3 children. There are loads of small children, majority of them very polite, mannerly and respectful. There are a lot of people who will help you out, strong sense of community for a small estate. Good neighbours make a huge difference in life."



25th Anniversary – Tenant Event



Santa Claus spends his time at the Santa Claus Village almost all year round getting ready to light up our lives at Christmas time. It's hard to get him on the phone at this time of year, it's the big guy's busy season but somehow Sorcha managed it. And because North & East Housing are celebrating their 25th Anniversary, he kindly agreed to come and pay us a visit.

With gratitude to many, many people who volunteered their time, our Santa visit to the Glenside Hotel, outside Drogheda was magical. On Sunday 25th November, his magic seeped through the room as child after child listened in awe as Santa recalled what they had put on their Santa list or listened attentively to their Christmas wishes. He even remembered the gifts he had left with Mums & Dads years ago!

We also had lots of the trimmings. Face painting, balloon modeling, Silly Sally's funny stories plus the hugely popular photo booth mirror, enjoyed by families and staff! North & East founder member Pat Lennon mingled with the crowd, while friends and neighbours enjoyed the great party atmosphere.

It's a wonderful time for families and we were happy to be part of that experience in our 25th anniversary year. We have a number of pictures of Santa, so you can see how jolly Santa was on his visit.





Tenant Engagement in North & East

North & East is committed

to listening to the views of our tenants and involving them in our activities. Some examples of how we currently do this is running community events with our tenants where they take the lead and we help them by providing resources such as equipment and refreshments. We also organise coffee mornings to hear what issues are affecting people in their homes or we facilitate residents to set up a residents' association so they can have a structure for looking after their community.

There are many ways to engage tenants. We are currently exploring this with the help of an organisation called TPAS (Tenant Participation & Advisory Services), who are supporting us and our tenants about how best to do it. Some of you will have met with our TPAS

advisor Jackie and others might be asked their views on how we should communicate and involve our tenants in a different way.

Once we have spoken to staff and tenants about their views and ideas we will develop a plan for how we conduct tenant engagement in the future and what we hope to achieve. We know that our tenants' time is precious and everyone has busy lives so when we are asking for your time and your thoughts on something you should be assured that we have listened and that as a result something has changed or we have come to a better understanding of how things affect you. This won't happen overnight but we hope to start talking and continue talking and listening for a mutually beneficial result that means we will improve our services to you and you will show us how.

Meet the Team



Name:
Hi, I'm **Caroline Norris**.

Length of time in North & East: I joined North & East Housing Association in September 2017.

Job Role: I am Tenant Services & Engagement Manager and I lead the Housing Team and the Tenant Support Desk.



Name:
Hi, I'm **Ciara Smyth**.

Length of time in North & East: I joined North & East Housing Association in April 2016.

Job Role: I am a Housing Officer for the of areas Rush, Balrothery, Balbriggan, South Dublin, Ashbourne & Trim.



Name:
Hi, I'm **Jackie Knight**.

Length of time in North & East: I joined North & East Housing Association in October 2013.

Job Role: I am a Housing Officer for the areas of Kells, Navan, Carrickmacross & Dundalk.



Name:
Hi, I'm **Sorcha Malone**.

Length of time in North & East: I joined North & East Housing Association in February 2013.

Job Role: I am a Housing Officer for the areas of Drogheda, Bettystown, Laytown, South Dublin and Donabate.

Our Tenant Support Desk

Earlier this year, the Housing Team at North & East gained the addition of a new Tenant Support Desk. You may have already spoken with, or met our support team members, but if not, let's introduce them.

Maria is our Tenant Support Services Lead and joined North & East Housing in April of this year. With vast experience in delivering proactive customer service & support, Maria's main focus is to ensure all our tenants receive reliable, honest and genuine assistance when you contact our support desk.

Maria has also been heavily involved in the implementation of our new Housing Management system, Civica Cx, which will transform the way we communicate and interact with you, our tenants. During this implementation, the support desk added a new member to its team.

In July of this year, Carol joined North & East Housing as our Tenant Support Services Advisor. With a strong background in housing & customer service, Carol is well equipped to handle and resolve any queries you might have.

Outgoing & friendly, she is always on hand to listen and help find a solution



Carol



Maria

your repair requests much more efficiently so we can monitor our services to you and improve them as we move forward.

A few words from the Support Team

Great customer service is at the heart of what we aim for at North & East, and to this effect, we feel our tenant support operations & services will be significantly enhanced & improved by our small, but dedicated, team.

Both Carol and I, are dedicated to delivering the best service possible to all our tenants. We make your satisfaction our business and will be up front and direct with you at all times, even on the rare occasion that your request falls outside of our remit.

No matter how big or small your query is, we are always here to help, so don't ever hesitate calling or emailing us, as our job revolves around you, our tenants!

**Best Wishes,
Maria & Carol**

to any difficulties or issues related to your tenancy with North & East. No matter what your query is, you can be sure Carol will do her best to get to the bottom of it!

Support Desk Function

In addition to managing tenant queries, Maria & Carol are also responsible for dealing with any repair or service issues requested by our tenants. They work closely with our Property Services team to ensure your repair issues are prioritised and resolved as quick as possible.

Our new Housing Management System enables us to log and track

Meeting the Property Services Team



Left to right: Alan, Brendan and Marvin

The Property Services team is responsible for the repair, maintenance and improvement of North & East homes. The duties of the team include developing long term improvements (boilers, kitchens, bathrooms etc.), managing responsive repairs, maintenance and servicing contracts as well as supporting our development team in ensuring any new homes meet our own high standards before we let the homes. The team works closely with colleagues across the organisation to ensure that your homes meet your needs now and into the future and that they are safe, comfortable and affordable.



Active Age Dinner



Ardmore, Easter 2017



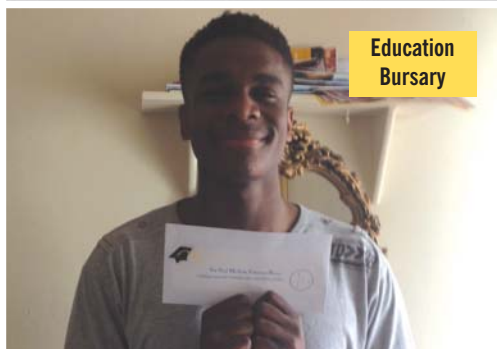
An Chearnog



Gardening Competition



Fun Bus, Seaview Grove 2014



Education Bursary

SUPPORTING COMMUNITIES OVER 25 YEARS



Easter Event 2018, Moneymore



Blackthorn Grove, Christmas 2015



Geraldine's Cake



Seaview Grove, Summer 2018



Seaview Grove, Summer 2018



Killegland Crescent – Fun Day 2015



Lavin Park



Neighbours Day 2015 – handing out medals



Seaview Grove – Clean-Up Day 2016



Ardmore Sports Day, Summer 2017



Killegland Crescent, Easter 2015



Neighbours Day 2016



Seaview Grove – Winners 2016



Seaview Grove Sports Day



North & East Housing
Associated is incorporated

1993

1995

12 homes in Killegland,
Ashbourne, Co. Meath

22 homes in Blackthorn Grove,
Kells, Co. Meath

2000

2002

22 homes in Seaview Grove,
Laytown, Co. Meath

43 homes in An Chearnog,
Dundalk, Co. Louth

2004

2007

16 homes in Saltown,
Dundalk, Co. Louth

101 homes on behalf of
South Dublin Co. Council

2010

2011

10 homes in The Gallery,
Donabate, Co. Dublin

21 homes in Goldenride,
Rush, Co. Dublin

2012

2012

17 homes in Stamanaran,
Blackrock, Co. Louth

4 homes in Carrick Street,
Kells, Co. Meath

2014

2015

22 homes in McArdle Green,
Drogheda, Co. Louth

29 homes in Ardmore,
Bettystown, Co. Meath

2016

2016

45 homes in Goldenride,
Rush, Co. Dublin

24 homes in
North County Dublin

2017

2017

38 homes in Lough na Glack,
Carrickmacross,
Co. Monaghan

25th Anniversary of North
& East Housing Association

2018