

TENANT SERVICES UPDATE

**** NEW FEATURES & SERVICES FOR TENANTS ****

We are delighted to update you with some new services recently introduced at North & East Housing.



Did you know, you can now have 24/7 access to your North & East Account via our **Tenant Portal**? The tenant portal is an online, mobile friendly solution that provides access for our tenants to avail of a wide range of self-service options through your preferred device (pc, laptop, or a selected mobile device). Full details of the portal and how to sign up can be found under the FAQ section of our website www.northandeast.ie. Alternatively, contact our support desk on 01 820 0002 for further information.



In addition, we have partnered with **Payzone** to provide additional, more convenient ways for you to pay your rent!

Now you can pay your rent **ONLINE** or at any participating **Payzone outlet**. Visit our website www.northandeast.ie and look for the **Pay Rent** button to get started with online payments.

Continue overleaf to find out a little more about these services.....



TENANT PORTAL

How do I sign up?

Access to the portal is available via our website or by entering the following link into your device:

<https://tenantportallive.neha.ie/>

To create your secure account, you will need to contact our support desk first on 01 820 0002 to receive your unique **activation code**. We will need to confirm we have your correct date of birth prior to you registering your account.

Registration is quick & easy & once you are setup, you will have **24/7** instant access to your North & East account in the following areas:

You will be able to:

- Log a repair
- Check the status of your repair
- Download rent statements
- View recent rent payments
- Check the balance on your account
- View your agreement details
- View relevant communications
- Pay your rent online (coming soon to the upgraded portal - later this summer)



BARCODED RENT STATEMENTS



Many of you may have already noticed the **Payzone Barcode** at the top of your Rent Statement.

This barcode allows you to pay your rent at any of the 7,500 Payzone participating retail outlets across the country.

You can find your nearest outlet by visiting:

<https://www.payzone.ie/consumers/agent-finder>

Simply bring your Rent Statement with you and have it scanned by the retail agent to make your weekly rent payment.

Using the barcode ensures your payment is allocated directly off your account as your unique Rent Account number is specific to your barcode. This reduces the likelihood of a tenant entering an incorrect account number when paying their rent.



ONLINE PAYMENTS

What is My Easy Pay?

Our partnership with Payzone includes the facility for you to pay your rent online (via PC, Laptop or Mobile). This facility is provided through Payzones secure payment platform 'My Easy Pay.'

How do I make an Online Payment?

It's simple, all you will need is your rent account number, an email address and your debit card details. Then visit our website www.northeast.ie and click the **Pay Rent** Button (visible on any page on the website).

You will then see the My Easy Pay link to begin your transaction. Follow the instructions on screen to complete your payment. A step-by-step guide can be found in the tenant zone area of our website to assist you.

How will North & East know I have made an online payment?

When you complete your transaction, you will receive an email receipt as your proof of payment. Our Finance team will also receive notification of your payment via our Payzone admin site. Your payment record will be uploaded to your rent account on Monday of each week.