



Spring Newsletter

Welcome to our Spring 2021 newsletter. We hope you, your family and friends are safe and keeping well. We have emerged from winter, brushed off the cobwebs and like you, are looking forward to warmer days and grateful for the grand stretch in the evenings. In this edition you can find out about what we have been up to and the different ways you can become involved. Please read through this newsletter and let us know if you have any comments or feedback. We would love to hear from you!

Tenant Voice

North & East is committed to delivering better services by talking to and listening to our tenants. We now want you to have a voice through our quarterly housing newsletter. When you share your stories about lived realities, give your considered opinion, tell us about what's happening in your community, and/or make creative contribution in any one of our Spring, Summer, Autumn and Winter editions, you will be helping to make us the best that we can be. This is an exciting opportunity for our tenants to become involved, and we are hoping for a great response! Please send your contributions by email to supportdesk@neha.ie or post to: **North & East Housing Association, 287 G, Blanchardstown Corporate Park 2, Cloghran, Dublin 15, D15 P229**. We promise to acknowledge every contribution we receive.



A Word from our CEO

It's that time of year again and we are delighted to welcome you to our Spring Newsletter. This issue, the first of 2021, gives us the opportunity to reflect on the year just gone and the difficulties we have faced together during it. Being able to provide an uninterrupted service to you, our tenants, has been a critical priority for the team here in North & East. It is so important, with all the challenges and changes the past year has brought, that we continue to give you good reason to have confidence in us. To this end, we are pleased to confirm for you that North & East received really positive feedback in the Interim (Housing) Regulator's Assessment Report 2019/20. We would like to assure you also that all the services we are carrying out presently are done so in compliance with the Public Health Guidance, updates are posted regularly on our website www.neha.ie. **Stay safe.**

Vincent Keenan (CEO)

Tenant Participation

Tenant Participation is an opportunity for you a tenant of North & East to help improve our housing services and influence decisions that affect you, your home and your community. We will strive to give you a wide range of choices so that you can get involved in a way that suits you. For a start, we are making a commitment that we will establish a Consultative Panel this year, 2021. By joining the Consultative Panel, you can have a say on how our services are shaped and delivered and help us deliver excellent landlord outcomes. It is for you to say how much you want to be involved. If you would like to register your interest, please contact your Housing Officer or Email: supportdesk@neha.ie



Housing Officers say Hello!



Hi everyone!

I hope you are all keeping well during these difficult times. Unfortunately I have not been around the estates since before Christmas so I wanted to take this opportunity to say hello. Although we have not been out on the estates, if you would like to discuss anything, feel free to contact me anytime in the office. I look forward to seeing you face to face again when the weather improves!!

Vinny



Hope you are all keeping well and getting through these strange times. With the restrictions in place, I am not getting out onto the estates and talking to residents about the area they live in. Although I am not there in person please do keep in touch and let me know of any ideas you may have that I can work on now or put a plan in place for when the restrictions are eased. All suggestions are welcomed. Some younger residents have sent me in pictures of their Easter colouring sheets. It brightens up the day to see the masterpieces they have created; well done they are brilliant.

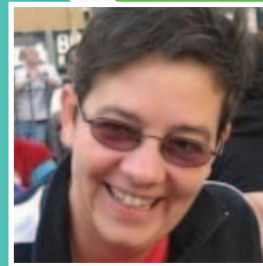
Stay safe,
Sorcha

As we are not able to visit our estates this Easter, here's some Easter Fun for you. We sent colouring pages, crayons and sweets to households with young children. Thank you to those who had returned the colouring pages and photos. It brightened up our day! If you didn't receive the pack and would like one, please let us know and we will send one out.

Hello

Everyone, I'm Sam McCarthy and one of the Housing Officers at North & East. First of all I hope you are keeping safe and in good health during these tough times. My previous work experience in housing was wide ranging, including Youth & Community Development, Housing Officer, ASB Officer and Housing & Benefit Fraud Officer all in the UK for 27 years. I moved back to Ireland in 2016 and have worked in homeless services and now Housing Officer for North & East Housing. So far, I've either met or spoken to most of you and I will eventually get around to contacting you all in the very near future. However, in the meantime, please do not hesitate to call me for any queries you may have. Stay safe.

Sam



Our Contractors

North & East employs a panel of contractors to carry out a wide range of services to help maintain your home. We have stipulated that all contractors must make an appointment with you in advance of them attending your home. We have also asked that all our contractors carry ID (Identification) which is to be presented to you when they attend your property and should be shown at any time when requested. To ensure your safety and wellbeing, we encourage you to always ensure you receive an appointment prior to a contractor attending and to always check the contractors ID before allowing them access to your home.

New Staff Member – Property Services Team



Darren joined the Property Services team in July 2020 and is based in our Dublin and Dundalk office working with Brendan and Alan. Darren is a registered Building Surveyor and Chartered Building Engineer and is involved with property inspections, maintenance and repairs.

Recent Surveys

Planned works survey 2020

As part of our tenant engagement strategy, we sought your feedback on our planned works programme completed in 2020. We would like to say a huge thank you to all the tenants who took part in the phone satisfaction surveys – it's greatly received and appreciated. A high number of tenants engaged in the phone surveys: over 70% (average) of you told us what you thought. We had an average **SATISFACTION SCORE** of **94.5 %** which was really encouraging for us to hear. We are now using your feedback to help us learn what we do well and what we can do better. In 2021 we will be continuing to engage with all of our tenants in relation to responsive repairs and asking for your feedback.



Complaints and Compliments

North & East constantly looks at ways in which we can improve our customer service levels. We are always happy to receive your feedback and look at how we can review the way we operate. If you would like to make a complaint about our services, then you are welcome to discuss it with a member of our staff. After the initial discussion, all tenants can lodge a formal complaint if the informal procedure of discussion is not satisfactory or the issue at hand is of a serious nature and further investigation is required. You can download a copy of our complaints policy from our website www.neha.ie.

Remember, though, compliments are also welcome!



Noel McArdle Education Bursary

The Noel McArdle Education Bursary is available to all our tenants and we can award up to a maximum amount of €500 for each academic year. To be eligible for the grant you must have a clear rent account for a minimum of 3 months before your application can be accepted. Applications will only be accepted in the months of January and August and the course is to be a post-secondary school course run by a recognised education institution. You can request an application from the Tenant Support Desk or download an application form on our website. We would like to congratulate our recipients of the Noel McArdle Education Bursary in 2020. We hope you are all doing well in college and the best of luck with any upcoming exams.



How to get in touch



In Person (when restrictions are lifted)

- Sensitive/Confidential Issues
- Anti Social/Nuisance Behaviour Reports



By Phone – 01 820 002 (Out of hours – Emergency line is for repairs only 053 937 4811)

- Reporting a repair request
- Rent queries
- Request for forms/statements



By Email – supportdesk@neha

- Request for information
- Request for forms/statements



Through the website – www.northandeast.ie

- Downloading Compliments, Complaints and Suggestions Forms
- Information about North and East



ALWAYS use your Account Number as a reference for all payments.

NOTIFY us if your circumstances have changed as this may affect your weekly rent charge.

INFORM us if you are planning to make any alterations to the property. We need to have these changes on record to comply with health and safety regulations.

Covid-19

North & East Housing is operating with a continuation of the Covid restriction measures we put in place in the last 12 months to ensure the health and safety of our staff and tenants. For further updates on Covid restriction measures please visit our website at <https://www.northandeast.ie/news>. As our offices are still closed to the public, we are contacting our tenants over the phone and by email. Despite the Covid restriction measures, we are also still managing to address anti-social behaviour issues and neighbour disputes. Please be mindful, though, that during the current restrictions it may not be possible for our Housing Officers to attend in person on the estates. We are therefore grateful to those who raise these issues for their continued patience as we work through them.

We would encourage you to continue to pay rent and abide by all other terms of your tenancy agreement. If you are experiencing difficulties or concerns regarding paying your rent, please contact your Housing Officer as soon as possible. Similarly, if you have any repairs issues you are concerned about please continue to contact the **Tenant Support Desk on 01-820 0002** where Barry and Cheryl will be happy to assist and advise you on what will be done and when. Emergency repair requests are being prioritised which means that other non-essential urgent and routine repairs will remain on hold and will be completed once we are able to return to full repair service safely.

The latest information and facts about Coronavirus (COVID-19), together with supports available, is available on the Government website - <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus>

We cannot thank our tenants enough for their support and patience during this unprecedented period and we hope to be back to full service as soon as it is safe to do so. If anything changes, we will let you know.