

# North and East Housing Association Summer Newsletter 2015



## New Out of Hours - Emergency Repair Number

We have changed the number you need to ring if you require an out-of-hours emergency repair. The number you should now dial is:

**053 937 4811**

Our out-of-hours phone is switched on Monday to Friday from 5.00pm to 9.00am and all day over weekends and public holidays. **This number is for emergency repair calls only**; including but not limited to fire, flood, or emergency repairs to heating and hot water systems. In the case of a gas leak, break in or fire you should contact the relevant emergency services numbers first. Utilities firms should be contacted when mains supplies of electricity, gas or water are affected. If you wish to call out of hours and leave a message regarding any other matter please call the main line number 01 820 0002 and your message will be passed on to your Housing Officer the next working day.

Please also note that from the 1st of July the main line (01 820 0002) will not be answered between 1pm and 2pm, Monday to Friday. If you call during this time, please leave a message and your call will be returned by the appropriate person. **Do not use the out of hours number during this time.**



## McArdle Green, Moneymore

North and East is delighted to announce the recent opening of our latest housing scheme at McArdle Green, Moneymore, Drogheda.

McArdle Green, named after Noel McArdle a native of Drogheda and

active member on the Board of North & East until his passing in 2012, boosts our number of homes to 374.

The scheme comprises of 25 new 2, 3 & 4 bedroom homes for local families to enjoy for years to come.

See page two for pictures from Neighbours Day, which was held in McArdle Green this year.



All the Staff of North and East wish to express their deepest sympathies for the families and friends of those affected by the Berkeley tragedy.



## North & East Gardening Competition

We announced our gardening competition in the Spring Newsletter, should you have an entry please register your interest by submitting a photo by the end of July, through email, post or by contacting your Housing Officer. Our categories in the Gardening Competition are:

- Beautiful Blooming Garden Competition
- Beautiful Blooming Balcony Competition
- Biggest Blooming Hanging Basket Competition

We have great prizes up for grabs for the winner of each category.



## Water Charges

We are legally required to list all properties and name the current occupiers if requested by Irish Water. For more information go to [www.water.ie](http://www.water.ie)

## Resident Reading Panel

### We want to hear from you!

We produce a number of different communications to you each year. We do this as it is important to us that we keep you informed about current and relevant community issues and also information on your tenancy with North and East.

We want to make sure that the information we provide is actually useful and interesting so we would love to hear your feedback. We are looking for volunteers to be part of our new Resident Reading Panel where you will be able to tell us what is important to you.

This panel would involve reviewing our communications before we send them out so that we can capture your opinions. This is done in the comfort of your own home and would mean taking an hour out of your day approximately four times a year. We would send you the documents by email or post and provide convenient ways to get the information back. By volunteering to be part of the panel it allows you the opportunity to influence what information we sent out and even how we send it out. If you would like to get involved or would like more information, please call Clarissa on 01 820 0002 by 17th July.

## Eircode is launching in 2015

Over the next few months you should receive a letter notifying you of your Eircode for your home. An Eircode is unique to your house, so if you move home, you don't have to take Eircode with you.

Eircodes will be similar to the postcodes currently used in the UK. The implementation of Eircode will be very simple, and it will not affect your current postal service.

You do not need to change your address, an Eircode is simply added to the end of your address. For the moment, you don't need to do anything. You will be sent a letter in summer 2015 informing you of the Eircode for your address and how to use it.

If you would like to read more about Eircodes [www.eircode.ie](http://www.eircode.ie) provides all you need to know.

## Neighbour's Day

North and East celebrated European Neighbours Day with a group of families from McArdle Green on Friday 29th May. The day began with a coffee morning for the residents

held at the Connect Family Resource Centre. Everyone brought along something sweet to share and traded moving-in stories with their new neighbours. Clodhna and Mairead from the Resource Centre joined us for a brew along with one of their Board Members, Margaret Farrelly.

In the afternoon, despite the occasional rain showers, Moneymore Green became a hive of fun and activity with enthusiastic participation by both young and not so young in games such as



Tug-O- War, Penalty Shoot

Out and the very competitive Egg and Spoon race! The whole day was a great success in

bringing residents, staff and Board together in

what we hope will be the first of many such events which help

celebrate goodwill and community among our residents.



# Important Dates, Upcoming Events and Great Days



## Great Days!

Our most recent home is this beautiful 2 bedroom bungalow in Carrickmacross, Co Monaghan where the keys were handed over to our very happy new resident in early June. This is the first time we have worked with Monaghan County Council and we very much hope that this is only the start of things to come.

## Upcoming Events

Over the past few years North and East have held many estate events in your area. We are happy to continue to be a part of these events but we would like you to take the lead. If you have an idea for an event on your estate - please contact your Housing Officer and they will let you know what they can do to support you.

We would like to take this opportunity to thank those who have helped us over the past few years by volunteering their time and ideas, you know who you are so a big thank you from Jackie, Eimear and Sorcha!

## Previous Events

Over the Easter break, we held Easter events and Clean Ups across our estates here is a small snapshot of the events:



Easter Arts and Crafts and Estate Clean up in Seaview Grove



Fun in Dundalk with Easter Egg painting, Egg & Spoon Races and Easter Egg hunts



Easter Disco in Blackthorn Grove and the Easter Bunny braves the rain in killegland!



## Resident Services

### **Back to Work Assistance**

Seeking new employment can be a daunting experience and a little bit of help at this time can go a long way. If you need assistance we can provide free and confidential help with the following:

- Proof reading & formatting CVs
- Printing documents
- Creating CV cover letters
- Mock interviews
- Interview techniques



### **Noel McArdle Education Bursary**

North and East offer an education bursary to residents and their children participating in 3<sup>rd</sup> level education.

### **What a bursary is for**

A bursary is money that you can use to pay for things like:

- clothing, books and other equipment for your course
- transport and lunch on days you study or train

### **When to apply**

Apply within 3 months of the start of your course, applications will be assessed in September and January and applicants will be notified of our decision accordingly.

## How do I contact North and East?



We provide many easy ways for you to contact North and East. If you have any doubt on what way to contact us - please refer to the chart to the right.

Your Housing Officer is also available to meet you at your own home if you request an appointment or at their Clinic days (please see below for Clinic days in your area)



**In Person**

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



**By Phone - 01 820 0002 (out of hours 053 937 4811)**

- Reporting a repair request(see chart below)
- Rent queries
- Request for forms/statements



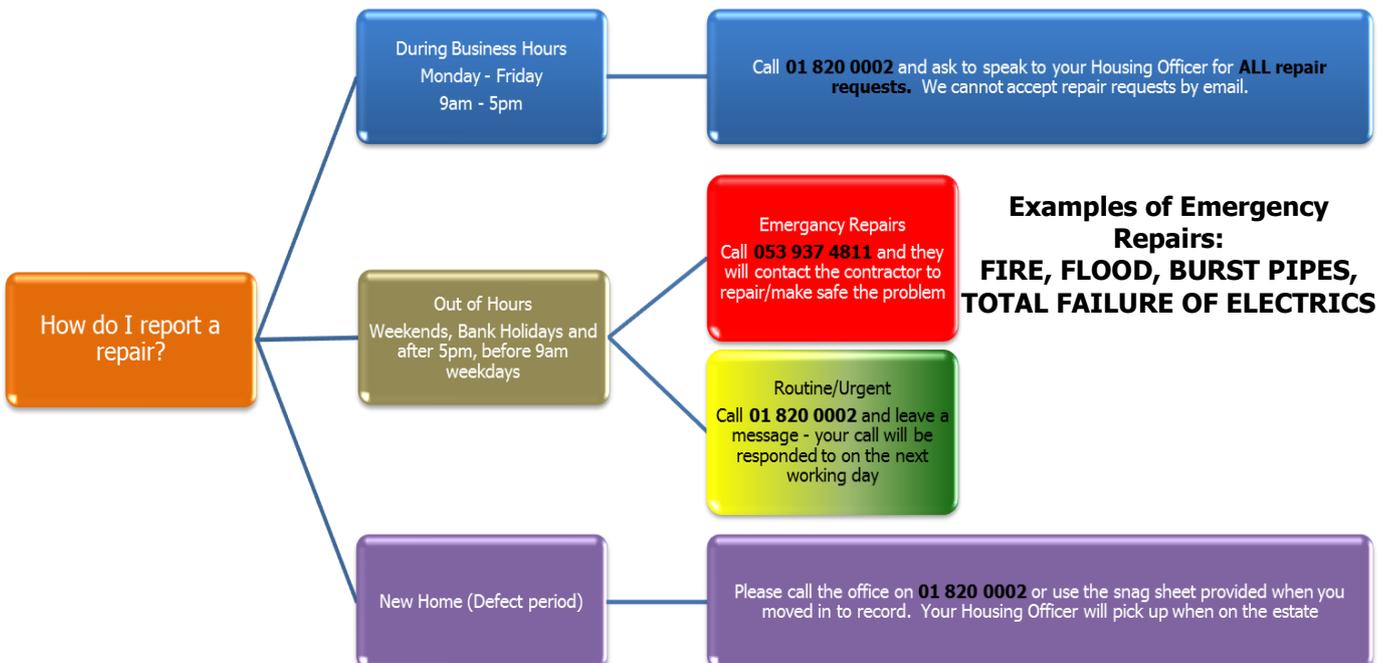
**By Email - info@neha.ie**

- Request for information
- Request for forms/statements



**Through the website - www.northandeast.ie**

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



## Clinic Days in your area:

We have a new clinic available in **Drogheda every Wednesday** mornings from 10am to 12 noon with **Sorcha**. The clinic is held in the Connect Resource Centre, 171 Moneymore, Drogheda. This clinic is open to residents from Wheaton Hall, McArdle Green, Seaview Grove, Ardmore, Golden Ridge Mews and The Gallery.

**Jackie**      Every Tuesday      Estate Office, Blackthorn Grove, Kells  
                   Every Wednesday afternoon      Ashbourne

**Eimear**      Every Thursday      Estate Office, An Chearnog, Dundalk

While every effort is made to keep to the above times there may be instances where clinic days have to be rescheduled. Your Housing Officer will keep you informed of any changes.

