



Housing | Health | Recovery

TENANT NEWSLETTER 2024

Dear Tenant

I am delighted to contribute to this edition of our Tenant Newsletter.

There have been so many changes to the Novas Housing Team since the last letter was distributed, all of which will have a positive impact on our housing services.

The first change is myself: I am Eavan Magner, and I am the new Senior Tenant Services Manager. My main role is to manage and support the housing team, including the Housing Officers and Tenant Engagement Manager.

Many of you will already know our Tenant Engagement Manager, James Ledwith. With the expansion of the housing team, James will focus more heavily on tenant engagement..

With James stepping back from his one-to-one duties, we see Housing Officers Deirdre O'Connell and David O'Connor taking over these roles in Limerick, Clare, Kerry and Tipperary. Between them, David and Deirdre have a vast wealth of experience, including homeless outreach, community development and approved housing bodies.

With all of these changes, Pamela Dempsey and Tracy Sibanda continue to provide housing services in the Dublin Region. Pamela and Tracy have both worked with Novas for a number of years. They have experience across many services, including homeless services and tenancy sustainment.

With such broad experience across the team, it is easy to see why I am so excited to see what lies ahead for our housing services. Going forward, there will be so many opportunities to have an input into your tenancy and your community. Having your say can only be positive, so I would again encourage you to be as engaged as possible, for yourself, your family and your community.

I look forward to working with you all!

Eavan Magner

Senior Tenant Services Manager





Your Housing Team



Senior Tenant Service
Manager

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Tenant Engagement
Manager

James Ledwith
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Housing Officer for Dublin

Pamela Dempsey
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Housing Officer for Limerick,
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Deirdre O'Connell
086 201 0077

Housing Officer for
Limerick, Tipperary & Kerry

David O'Connor
086 036 2184

Apprentice Housing
Officer

Tracy Sibanda
086 150 4674



Tenant Introduction

Let me introduce you to Ann* a new tenant, based in Dublin.

*not her real name

Ann spent over a year living with her 2 sons, one of which has significant disabilities, in emergency accommodation in Dublin. She was made homeless when her rental property became uninhabitable and her landlord wouldn't do any repairs.

"It was really tough, I had one son in 6th year and the other needed a great amount of support. I was given a HAP payment but there was nothing available that we could afford".

The cost of inflation has affected so many of our tenants. Fuel, groceries and services have all gone up in the last number of years.

"I had a good job but after paying for rent, food and medication, i have very little left at the end of each month."

Ann is a new convert to the comfort of gardening and has turned her patch of grass into a vibrant and beautiful space, producing peppers, tomatoes and beautiful flowers.

When being shown her new home, Ann had a huge reaction:

"Once I saw my new home, it was like a weight had been lifted off my shoulders. I actually cried."



After being in her new home for a little over a year, I asked Ann how she now felt about it, she said, **"I want to open my front door and know its my home" and now, "it feels like home. I've made it my home."**

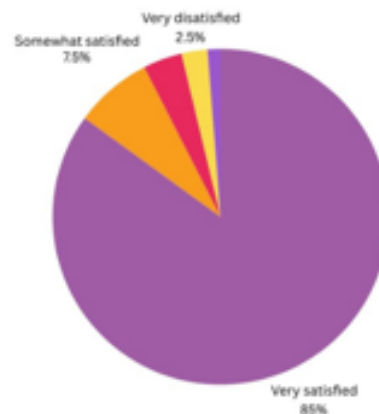
And what was her experience of working with NOVAS, **"I always feel heard when talking to my Housing Officers, I just always feel heard".**

2024 Tenant Survey

We would like to take this opportunity to thank everyone who took the time to fill in the 2024 Tenant Survey. Your response is incredibly important to us and we greatly value your input.

The Tenant Satisfaction survey was sent to all our tenants and co-tenants and we had over 80 respondents. Your responses help us address gaps in our service and identify where we could do better.

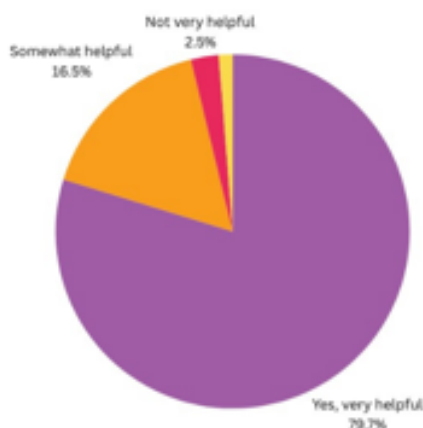
When you speak to your NOVAS Housing Officer, how satisfied are you with the communication?



How Likely are you to recommend NOVAS as a landlord to a friend or family member?

- The majority (77.6%) of respondents are highly satisfied with their landlord, reflected in the "5" rating.
- A smaller portion of the tenants (13.2%) are either neutral (3) or slightly satisfied (4).
- A small minority (6.6%) of respondents would not recommend NOVAS as a landlord.
- A strong majority (77.8%) of respondents feel that the Tenants Handbook is very helpful.

Is the information in your Tenants Handbook helpful (81)?



Tenant Testimonial

"I just want to take this opportunity to say Novas provided me and my daughters with our dream home in a dream location nearly 2 years ago it's the best thing that ever happened to us I cannot thank Novas enough."

&

"The work that was carried out in my home was a dream come true ..I am, each and every day, so grateful to Novas."

MAINTENANCE NOTES



Refuse & Rubbish

Tenants are responsible for ensuring the proper storage and disposal of their refuse. Tenants may be asked to provide proof of payment during house inspections.

Cyclical Maintenance

NOVAS conduct ongoing maintenance in your home on elements like your boiler, fire alarms and electric units. It is essential you allow access to our contractors. Failure to do so may result in tenants being charge for the call out fee.



Tenant Contact Details

Please ensure you update your Housing Officer anytime you change your contact details.

Attics

The use of the dwelling's attic is NOT included in your lease. Attic hatches are to remain locked at all times and to be kept obstruction free to allow inspection.

Tampering with the lock is considered a breach of your tenancy.



MOULD MAINTENANCE



Most of us living in Ireland will have to deal with the issue of mould at some time, whether it be in our bathrooms, kitchen or bedrooms.

Below are a few easy ways to prevent mould from growing in your home.



Open your windows: Ventilation in your homes is essential for allowing moisture flow out of your home, preventing the build up of humid air.



Use the mechanical extractor ventilation in the bathrooms and kitchens and give them a clean on a regular basis.



Don't dry clothes indoors: I know it might be tempting but if you dry your clothes on a clothes horse or radiator, the moisture will evaporate from the clothes and settle on the ceiling and walls, creating a perfect environment for mould to grow.



If mould does appear, what should you do?

If you do have an issue of mould growing in your house, it is vital that you treat it immediately. There are plenty of products on the market for spraying on mould but if you are concerned about the chemicals, you can use a **white wine vinegar** in a spray bottle, which has great antibacterial properties.

NOVAS PUZZLE

QUIZ!
time!

F Z W O E P X K A L Q F R P H
M J F A C N B G K B C A E K U
A T I J P O G Y Q V A M N H E
I C A Q I J M A B E P I T C N
N H D A Z N B M G T E L R U T
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INFORMATION
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