

OCTOBER 2025

TENANT NEWSLETTER



UNA DEASY - CEO

Dear Tenant,

I am delighted to welcome you to our latest newsletter. At NOVAS, we are committed to providing not just safe and affordable housing, but also supportive communities where people can thrive.

Over the past year, we have continued to invest in our homes and tenant services to ensure your comfort, wellbeing, and security. Your voice matters to us, and we are grateful for the trust you place in us.

Inside, you will find updates on services, ideas for saving money and keeping your home safe, and opportunities to get involved. Together, we can continue building strong, inclusive communities where everyone feels at home. Thank you for being an important part of our NOVAS family.

Warm regards,
Una Deasy

CLAIRE ORGAN - HEAD OF HOUSING

Hello everyone,

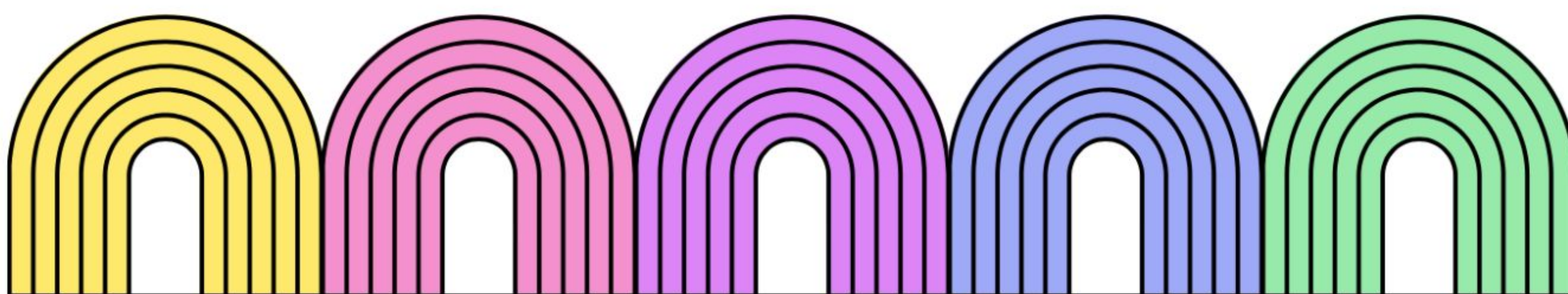
I am delighted to be part of this newsletter to you. I joined NOVAS earlier this year and it has been my pleasure learning how our communities work. I am heartened and impressed by how our dedicated teams work with tenants and residents to deliver, improve and expand our services.

It is my privilege to be part of this great work and I am committed to improving and expanding our services to meet your needs and expectations wherever we can. Your tenant voice really matters to me in my work so please take any and every opportunity to share your comments, opinions and ideas with us. Working with you we can continue to provide safe, secure and welcoming homes where people can thrive.

In this edition you will find useful information, fun activities and some ways to help you get involved. Together, we can shape and make our service better for all.

Warm regards, Claire Organ





HOUSING DEPARTMENT CONTACTS

OVERVIEW:

NOVAS Maintenance and Housing Officers are available Monday - Friday from 9am - 5pm. If you have an emergency outside these times please call the appropriate authority.

Gas Leaks: 1800 20 50 50

Fire/Medical Emergency/Criminality: 999 or 112

Housing Officers

Housing Officer for
Limerick, Clare & Tipperary

Deirdre O'Connell

086 201 0077

Housing Officer for Limerick,
Tipperary & Kerry

David O'Connor

086 036 2184

Housing Officer for
Dublin

Tracy Sibanda

086 150 4674

Housing Officer for
Dublin

Pamela Dempsey

086 603 8112

Support Staff

Senior Tenant Service
Manager

Eavan Magner

086 201 0074

Tenant Engagement
Manager

James Ledwith

083 476 3468

Estates and Facilities Officer

Jen O'Shea

086 201 0076

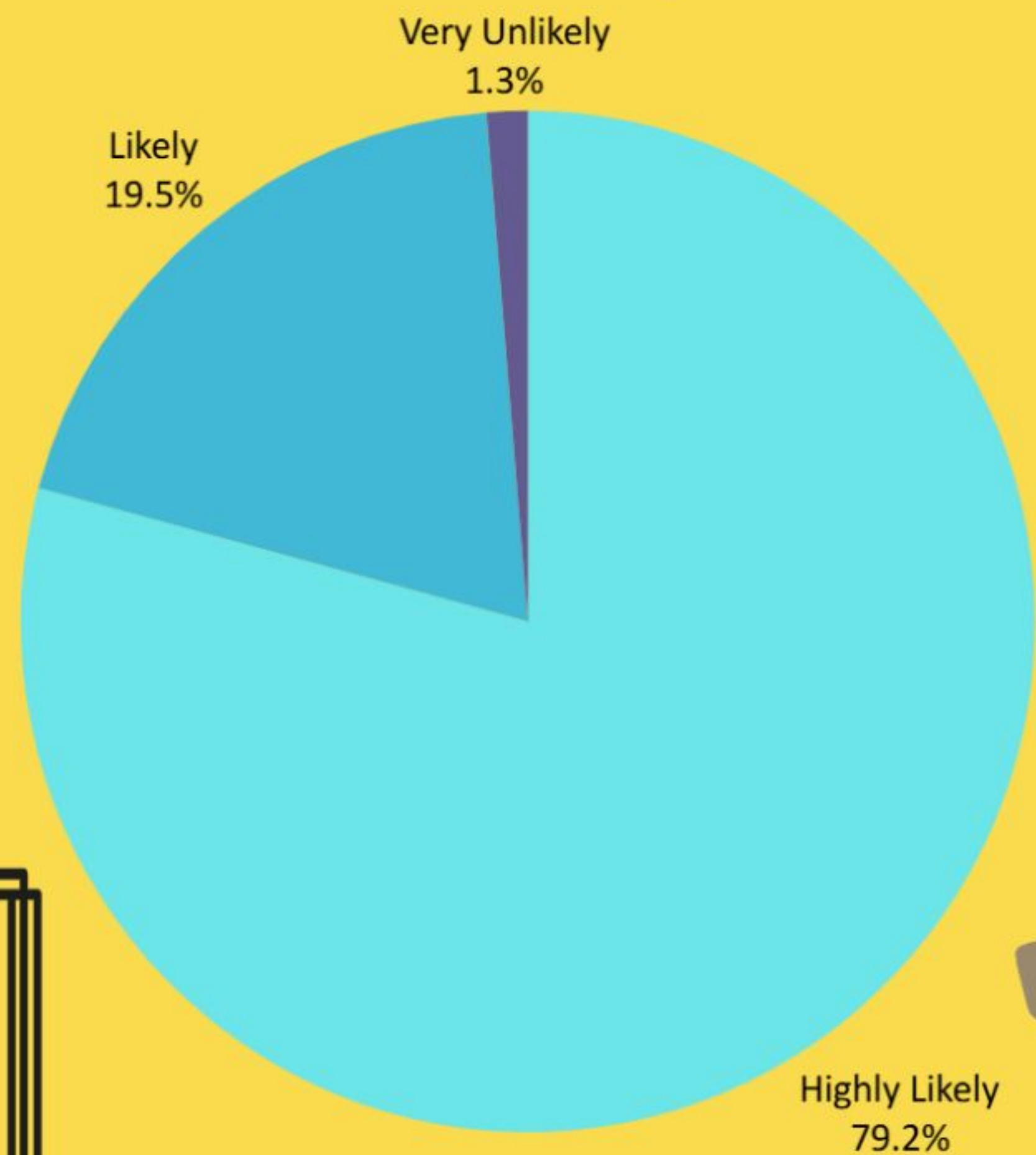
For all issues related to the maintenance of your property, breakages, leaks etc. Please contact Jen and NOT your Housing Officer.

2025 Tenant Survey

We would like to take this opportunity to thank everyone who took the time to fill in the 2025 Tenant Survey. Your response is incredibly important to us and we greatly value your input.

The 2025 Tenant Satisfaction Survey was sent to all our tenants and co-tenants and we had 79 respondents. Your responses will help shape our service and identify gaps and areas for improvement. Thank you to all who took part.

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



Survey Results:

Below is a snapshot of some of the experiences of our respondent tenants.

- 66% of respondents had **repairs** in the last 12 months and of those, 84 % were either happy or very satisfied with the work.
- 88% of respondents were either satisfied or highly satisfied that NOVAS provides a home that is well **maintained and safe** for them.
- 99% of respondents agreed with the statement: "NOVAS, as my landlord, treats me fairly and with respect."
- 11% of respondents stated that they have been impacted by **anti-social behaviour** in the last 12 months but only 22% of those have reported this to their Housing Officer with 87.5% are satisfied with our approach to handling anti-social behaviour.
- 97% of respondents feel that they are very or somewhat satisfied with their Housing Officer communications.
- 82% of respondents opted into the voluntary raffle and the winner has had a €100 one-for-all voucher as thank you for answering the survey.

Thank You

TENANT TESTIMONIAL

"I highly recommend NOVAS to everyone, they are extremely helpful. They don't judge people on their lives or their circumstances, anytime I ever needed anything from them they were on top of things straight away. They really are fantastic, myself and my kids love our home and it's all thanks to NOVAS"

Tenant Engagement:

What is it and how does it mean for my Tenancy?

What is Tenancy Engagement?

Tenant engagement is about tenants playing a role in helping us to improve our services and performance. We want to encourage all tenants to get involved in shaping our services, by sharing their experience and telling us where we can improve or make changes.

What to expect from Tenant Engagement?

- Annual Satisfaction Surveys
- Tenant Newsletters
- Community Integration
- Tenant Meetings
- Support addressing Anti-Social Behaviour
- Tenant representation at local community partners
- Developing pathways for tenant representation at all levels within NOVAS



The Benefits of Tenant Engagement?

Tenant Engagement Aims to Create empowering 2-way processes that enable tenant voice to influence decision making and service delivery leading to safe and sustainable tenancies & communities



What is the Tenant Engagement Forum

The Tenant Engagement Forum (TEF) will serve as a structured platform where tenants can voice their concerns, provide feedback on NOVAS policy development, suggest improvements to practice and strategy and collaborate with the Tenant Engagement Manager and Housing Department on key issues.

How to engage:

The TEF team will meet twice a year.
Travel expenses will be provided.

Please contact Tenant Engagement Manager:

James Ledwith

james.ledwith@novas.ie / 083 476 3468

Objectives

The Tenant Engagement Forum will:

- Strengthen communication between tenants and management.
- Provide a platform for tenant input on property-related issues.
- Encourage community involvement and shared responsibility.
- Improve tenant satisfaction and retention.
- Support continuous improvement in services and facilities.



Trauma Informed Practice

Trauma Informed Practice means understanding that many people have been through difficult and painful experiences. These experiences can affect how someone feels and how they react to situations.

At NOVAS, we want our homes and services to feel safe, supportive and respectful for everyone. We aim to give people choice, control and encouragement.

What does this mean for you as a resident?

- You will be treated with respect and understanding.
- Staff will listen to you and support you.
- We will do our best to avoid things that may upset or remind you of past trauma.
- Our goal is to give you a safe home.

NOVAS Support Services & Others



NOVAS is excited to announce the opening a new service under our Health and Recovery Pillar of service provision. The new service is called **'Annie's'** and opened at the end of last month in Limerick.

Annie's is a drop-in service for any woman with no barrier to entry. The service provides:

- Counselling
- Group workshops
- Ono-to-one support sessions
- Breakfast club and coffee mornings
- Access to shower and laundry facilities
- Guidance on housing health and life skills

Annie's is currently located in 87 O'Connell Street Limerick.

The Samaritans

The Samaritans is a charity providing 24/7 free, confidential emotional support to anyone who is struggling to cope, feeling lonely, or having suicidal thoughts. You can contact them by calling **116 123** for free or emailing jo@samaritans.ie



Threshold

Threshold helps prevent homelessness by providing free advice to people in housing difficulty and campaigning for a fairer housing system. They work closely with renters experiencing housing problems. They can be contacted on **1 800 454 454** or in-person in their local offices



Citizens Information

The Citizens Information Service provides free, confidential, and impartial information, advice, and advocacy on public and social services to the public. Services include face-to-face support through local Citizens Information Centres, telephone and online information via the Citizens Information Phone Service and the citizensinformation.ie website, and support for the Money Advice and Budgeting Service. Call **0818 07 4000** or visit their local in-person centres nationwide.



SPOT THE DIFFERENCE

CAN YOU
SPOT 10
DIFFERENCES?

LIST
THEM
BELOW!



- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10



MAINTENANCE MATTERS



Important Safety Tips for Tenants

- **Smoke Alarms:** Confirm smoke alarms are working once a month and replace batteries if necessary
- **Carbon Monoxide Detectors:** Make sure your Carbon Monoxide Detectors are installed correctly, especially where gas appliances are present.
- **Smoke Blankets:** Check the location of your smoke blanket and report to your housing officer if missing.
- **Emergency Exit:** Ensure that you have a clear, unobstructed pathway out of your property in case of an emergency.

REMINDER:

1. Tenants are responsible for managing their own **bins** and may be asked for proof of same during a house inspection
2. Use of **attics** in our apartments or houses is NOT included in your tenancy. Attics are to remain locked at all times. Tampering with this lock is considered a breach of your tenancy.
3. It is essential that you allow **access** to our contractors to conduct cyclical or emergency maintenance. Elements such as boiler, fire alarms and electrical units may need annual servicing and access must be facilitated.



Tenant Contact Details:

Please ensure you update your Housing Officer anytime you change your number.



Maintenance:
086 201 0076

Animal Corner

Dangerous Dog Breeds

The following dogs are considered restricted breeds and are NOT permitted in our properties:

- American pit bull terrier
- English bull terrier
- Staffordshire bull terrier
- Bull mastiff
- Dobermann pinscher
- German shepherd (Alsatian)
- Rhodesian ridgeback
- Rottweiler
- Japanese akita
- Japanese tosa
- Bandog



With the winter months quickly approaching, it is important to follow the following guidelines to prevent disruption:

- 1. Maintain Cleanliness and Food Hygiene-**
Keep your living and kitchen areas clean and free of clutter and easily accessed food
- 2. Manage Waste** - Store food waste and rubbish property. Do not allow them to pile up.
- 3. Prevent Entry** - be mindful of leaving doors and windows open
- 4. Report Issues Promptly**

It is important to note that managing vermin is the responsibility of the tenants unless is due to a structural issue with your property.

Prevention is Key!

Mould Maintenance

Most of us living in Ireland will have to deal with the issue of mould at some time, wheather it be in our bathrooms, kitchen or bedrooms. Below are a few easy ways to prevent mould from growing in your home.

Prevention:

- NEVER block wall events as this is a major cause for mould in properties.
- 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.

IMPORTANT REMINDER - Home Contents Insurance

- You must arrange your own insurance for the things inside your home.
- Your tenancy does not cover your furniture, clothes, or other belongings.

What is Contents Insurance?

- It is a type of insurance to protect your things.
- It covers items like furniture, clothes, and appliances.
- If your things are broken, damaged, or stolen, insurance can help you replace them.
- Having insurance gives you peace of mind.



The RTB:

Know your Rights!

WHAT IS IT?

The RTB maintains a national register of tenancies. All private residential tenancies, approved housing body tenancies and student-specific accommodation tenancies must be registered with the RTB.

Landlords must register their tenancies every year, within a month of the date of when the tenancy began.

WHAT DOES THIS MEAN FOR ME?

- NOVAS registers each of our tenancies annually and you should be notified by the RTB of your registration number.
- The RTB provides a confidential dispute resolution service and can be contacted by tenants to arbitrate over disputes between you and your landlord.
- Please speak to your housing officer if you need additional information.

Discover More

- The RTB can be contacted in a number of ways.
- Their phone lines are open between Monday and Friday from 9am to 5pm.
0818 30 30 37 or 01 702 8100
- A webchat service is available between Monday and Friday from 9am to 5pm at www.RTB.ie
- Residential Tenancies Board PO Box 13841
Freepost FKY7736 Killorglin Co Kerry
- Or email at disputes@rtb.ie

PRACTICAL TIPS TO SAVE ON DAILY EXPENSES



TRANSPORTATION

A **Leap Card** is a great way to cut transportation costs as it gives you cheaper fares on buses, trains, and trams in our cities.. Students and young adults get even discounts as much as 50% off the regular fare. Public transport is often much cheaper than driving, especially with rising fuel prices. If you do drive, **carpooling** with friends or co-workers is a simple way to split fuel and toll costs!

GROCERIES

Grocery costs add up fast, but a few small changes can help. Make a **weekly meal plan** and stick to a shopping list to avoid impulse buys. Shop **own-brand products** as they're often just as good as big brands but much cheaper. Look out for special offers, **loyalty card deals**, and shop in the evenings when some items are marked down. Buying in bulk and cooking at home more often can also make a big difference over time.



BUDGETS AND PLANNING

A basic budget can make a big difference. Start by **tracking what you spend each week**, even small costs add up. Use a notebook or spreadsheet to write down your income and expenses. Set limits for things like groceries, transport, and social outings, and try to stick to them. Planning ahead, even just a week at a time, helps you avoid overspending and stay in control of your money.

ENERGY SAVING TIPS

Saving energy at home doesn't have to be hard. **Turn off lights and appliances** when not in use, and **unplug chargers** as they still use power even when idle. Use **energy-efficient bulbs** and only boil the water you need. Run your washing machine on a cold or **30°C cycle**, and only with full loads as this uses far less electricity. Even turning the heating down by **1°C** can help lower your bills over time. Small changes really do add up!



CLOTHING

Looking good doesn't have to cost a lot. Try shopping second-hand through local **charity shops** or apps like **Vinted**, where you can find great deals on clothes, shoes, and accessories, often barely worn. You can also **sell** your own items to make extra cash. Before buying new, ask yourself if you really need it, and try to repair or repurpose old clothes when you can. Smart choices like these help your wallet and the planet!

**Quizz
Time!**

**Find the words below in the
Puzzle,
Words are hidden down and
across and sideways.
Find them all.
Best of Luck!**

NOVAS

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

1. Resilience 2. Positive 3. Thurles 4. Dublin 5. Clare 6. Tipperary 7. Housing
8. Tenant 9. Family 10. Novas 11. Community 12. Limerick 13. Nenagh
14. Kerry 15. Supporting