



Tenants Handbook





Welcome to your new home

Dear Tenant,

We at Novas Homes are delighted to welcome you to your new home.

We understand that moving into a new home can be an exciting but stressful time and we hope that this handbook will answer any questions you have about your tenancy and the services provided by Novas Homes. Please keep this handbook in a safe place so you can refer to it when needed.

This handbook is divided into 8 sections and is for information purposes only. It is not intended as a legal interpretation of the rights, responsibilities and conditions of a Novas tenancy agreement. For a full understanding of the conditions of your tenancy agreement, you should consult your own tenancy agreement and/or contact our Housing Department.

We hope that you will be happy in your new home and we in the housing team look forward to working with you.

Novas Housing Team

Contents

▶	Chapter 1	About Novas	1
▶	Chapter 2	Moving into your new home	5
▶	Chapter 3	Tenancy Agreement	9
▶	Chapter 4	Rent & other charges	19
▶	Chapter 5	Being a good neighbour	25
▶	Chapter 6	Apartment living	31
▶	Chapter 7	Your Home: Maintenance & Repairs	35
▶	Chapter 8	Tenant Engagement\Participation	41
▶	Chapter 9	Useful contacts and phone numbers	45

Chapter 1

About Novas

Novas is a voluntary organisation and Approved Housing Body working with families and single adults who are disadvantaged and socially excluded; primarily those who are homeless or at risk of being homeless. We provide a range of services and accommodation for marginalised households throughout Ireland.

Vision Statement:

To provide lasting solutions to homelessness

Mission Statement:

Novas promotes social inclusion through Housing, Health & Recovery

Our Core Objectives Are:

- ▶ To provide homes to people who are homeless.
- ▶ To support homeless people to have better health outcomes through interventions in drug use, mental health and disabilities.
- ▶ To provide recovery pathways for homeless people with enduring mental health issues.
- ▶ To empower and promote the independence of those who use our services.
- ▶ To treat all our clients with dignity and respect.
- ▶ To provide client-centred services, rooted in evidence, quality and good practice.
- ▶ To advocate on behalf of people who are homeless, at risk of being homeless, entrenched in addiction or those experiencing social marginalisation through a strengths-based approach.

“

We provide a range
of services and
accommodation
for marginalised
households
throughout Ireland

Chapter 2

Moving Into Your New Home

- ▶ Before moving in, you will have the opportunity to meet your Housing Officer, who will carry out pre tenancy training with you and explain your tenancy agreement and discuss any issues you may have about your new home. At this stage you will need to complete a Confidential Income Statement and provide us with proof of your household income so that the housing team can assess your rent. Your Housing Officer will go through this with you in detail.
- ▶ Remember you must inform various agencies about your move and new address, such as Gas, Electricity, Water, Telephone, TV, Banks, State Agencies, Department of Social Protection etc...



Confidentiality and Data Protection

We adhere to all conditions set down in the Data Protection Act 2018 and GDPR. Novas will treat all your personal information as private and confidential, except where disclosure is made at your request or with your consent or where we are required by law to disclose. In order to deliver an effective service to you it is necessary for us to store personal data about you. The security of your personal data is extremely important to us and we have safeguards and measures in place to ensure that it is protected.

Your tenancy will be registered as a new tenancy on our client management system, Salesforce. Our Housing Officer will explain this to you at pre-tenancy training.

Important Statutory obligations

Complaints Procedure

If you are dissatisfied with any aspect of our service or are unhappy with our policies and procedures, we want to hear from you. A complaint can be made by any tenant or prospective tenant who is dissatisfied with the service provided to them.

Complaints should be reported to your Housing Officer or the National Housing Manager immediately or shortly after the matter arises. A complaint can be made; verbally in person or by telephone or by letter or by email. No one will be treated less favourably or penalised in any way for making a complaint.

Once a complaint is received Novas will follow the procedures from our Complaints Policy. This can be found on our website www.novas.ie.

Chapter 3

Tenancy Agreement & Your Home

Novas provide two types of tenancy agreement, A Transitional Tenancy and a Part Four Long Term Tenancy.

Your tenancy agreement is a legal document which means that either you as the tenant or Novas as the landlord may have their rights enforced by the Residential Tenancies Board, the Circuit Court or the High Court. The rights and duties of both Novas and you, as our tenant, are set out in your tenancy agreement.

If you are joint tenants, then the term 'tenant' refers to both or all of you. This handbook will refer to your tenancy agreement and will provide details on how rent is assessed, payment of service charges, tenant and landlord obligations and guidance on your tenancy agreement. However, your actual tenancy agreement overrides anything contained in this handbook. If you moved into your home before April 2016 the terms and conditions contained in the tenancy agreement issued to you when you moved in are now amended to comply with the Residential Tenancies (Amendment) Act 2015.

Long Term Tenancies

The majority of the tenancies that Novas Homes offer to our tenants are long term Part Four tenancies. Our hope is that you will remain in your tenancy for as long as you need. Here we will explain what a Part Four tenancy means.

The "probationary period" means the period of six months from the date of commencement of your tenancy. You do not have security of tenure which means that the tenancy can be terminated within that time. At the end of the six months you will acquire statutory protection which continues for 5½ years providing that no notice of termination has been served on you. Thereafter, Novas may only terminate the tenancy pursuant to

Section 34 of the Residential Tenancies Act. The continuation of your tenancy agreement and your right to continue to live in your home depends on you complying with all terms and conditions set out in the tenancy agreement. Full information on the Residential Tenancies Act can be found on the Residential Tenancies Board's website www.rtb.ie. Your Housing Officer will answer any questions you may have in relation to your tenancy agreement, however it is important that you read it carefully and take advice if necessary before you sign it.

Transitional Tenancies

Transitional accommodation refers to a dwelling let by a Housing Association for periods not longer than 18 months (Residential Tenancies (Amendment) Act 2015, Section 9(6).

Transitional accommodation usually serves a specific purpose and can include such services as homeless services, domestic violence services, and specific services for people with disabilities, amongst others. Transitional accommodation projects provide medium-term accommodation along with support programmes for tenants to build their skills and capacity to establish themselves in a home and address any issues for which they require support.



Support Plans

Some Novas tenants are offered a Novas Home on the condition they engage with a support plan provided by either Novas Support Staff or external third parties.

If your tenancy is accompanied by a tenancy support programme, you must participate in the tenancy support programme and link in with your support worker as agreed. Not participating in such a tenancy support programme when requested by the landlord is a breach of your tenancy agreement and may lead to the termination of your tenancy.

Novas Responsibilities as your landlord

- ▶ Register all tenancies with the Residential Tenancies Board.
- ▶ Keep to the terms of the tenancy agreement.
- ▶ Provide adequate notice of rent increases.
- ▶ Provide adequate notice to end your tenancy.
- ▶ Carry out cyclical maintenance.
- ▶ Complete repairs which are Novas responsibility.
- ▶ Obtain and maintain a policy of insurance in respect of the structure of the dwelling.
- ▶ Allow you to enjoy the peaceful and exclusive occupation of the dwelling.
- ▶ Terminate the tenancy in accordance with the Residential Tenancies Act and the terms of the tenancy agreement.
- ▶ Carry out housing inspections at least once per year.

Tenants Responsibilities

- ▶ Keep to the terms of your tenancy agreement.
- ▶ Pay weekly rent on time and in full.
- ▶ Provide details of your household income every year for rent assessment by the date requested.
- ▶ Maintain the property and complete any repairs which are your responsibility.
- ▶ Allow reasonable access to Novas for repairs and maintenance.
- ▶ Complete repairs which are your responsibility.
- ▶ Seek approval before making any alterations to the property.
- ▶ Use the dwelling as your only home, you must not sign (give up) or transfer, sublet or part with possession of the dwelling or any part of it.
- ▶ Use the dwelling only as a private dwelling for you and those authorised by Novas to reside there.
- ▶ You must give four weeks written notice should you wish to surrender your tenancy.
- ▶ To participate in tenancy support programme where appropriate.
- ▶ Not engage in anti-social behaviour.
- ▶ To maintain and keep all garden areas and common areas clean and tidy.
- ▶ To sign up to household refuse and disposal of same.
- ▶ Not engage in hoarding.

What is expected as part of the tenancy agreement?

As a tenant you can expect us :

- ▶ To listen to you and take your views seriously.
- ▶ To treat you with courtesy and respect.
- ▶ To treat you fairly and equally irrespective of your age, gender, religion, ethnic background, disability, marital status or sexual orientation.
- ▶ To be upfront and honest in our dealings with you.
- ▶ To give you helpful and informative responses to any issues you may have in any of our houses.
- ▶ To see you at agreed times and keep you informed of any delays.
- ▶ To respond to your phone calls or letters as quickly as possible.
- ▶ To assist with documentation if needed.
- ▶ To explain documents and procedures to you in a straightforward manner.
- ▶ To respect your privacy and confidentiality where possible.

What do we expect from you?

We rely on your cooperation to help us provide a good service.

We expect you:

- ▶ To treat our staff and contractors with courtesy and respect.
- ▶ To be honest and give us any information we legitimately require.
- ▶ To keep appointments or give us advance notice if you cannot make an appointment.

Transfers

Novas may be able to arrange a transfer for you if you have been our tenant for at least two years. While transfers are not a right, we will consider requests within the framework of available accommodation, the changing accommodation needs of a tenant and the following criteria;

- ▶ Increase in family size.
- ▶ Decrease in family size.
- ▶ Medical needs.
- ▶ Social difficulties.

All transfer requests have to be approved by Novas. Thereafter, we advise the Local Authority that we are in favour of such a transfer and the local authority have to approve it also.

Please note that you may be on the transfer list for some time.

Mutual transfer of a tenancy with a local authority tenant

This is possible if both the Novas tenant and the local authority tenant propose a mutual transfer. The overleaf criteria applies. Both the local authority and Novas have to agree to the transfer and approve each applicant. A Garda clearance check with also be required.

“How do I apply for a transfer?”

You should put your request in writing to Novas. Your Housing Officer will visit you to assess your circumstances and inspect your present accommodation. You must also register with the local authority’s housing department as all transfers must be approved by the local authority. You will not be considered for a transfer if:

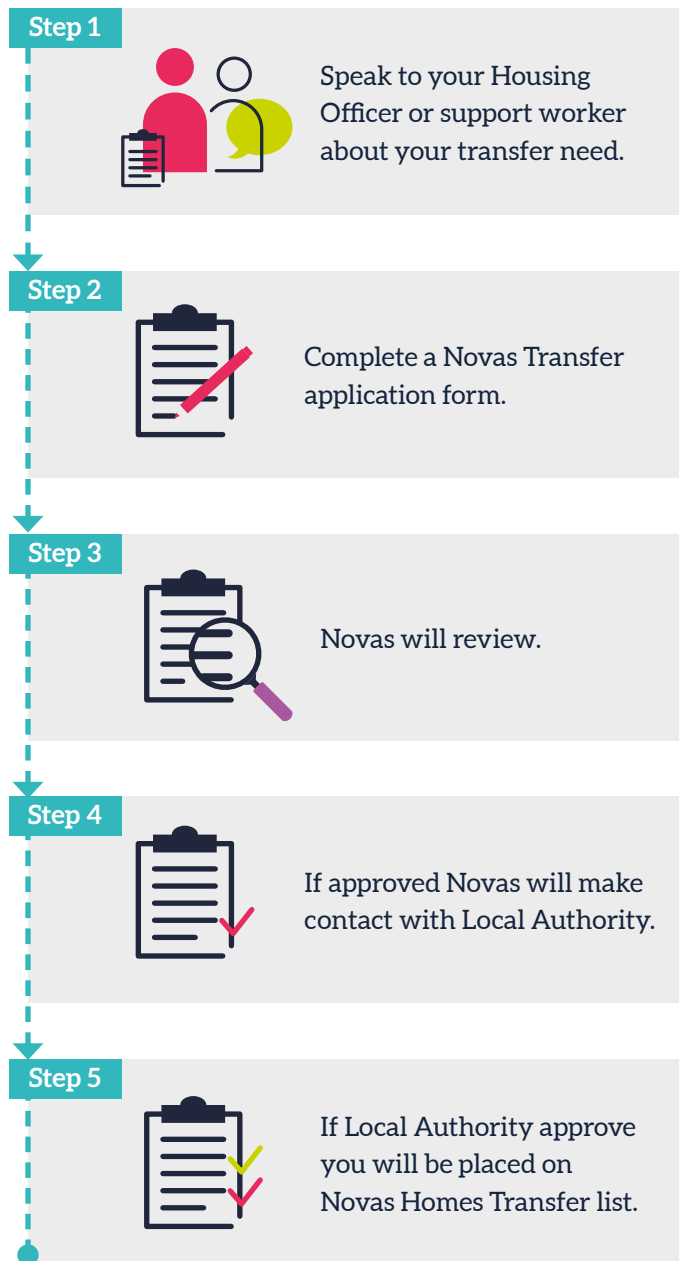
- a. You have rent arrears or owe recoverable repair charges to Novas.
- b. Your home is not in a satisfactory condition due to misuse, damage or neglect.
- c. You are under investigation for anti-social behaviour or we are taking action to end your tenancy for causing anti-social behaviour.
- d. We are taking action against you for a breach of your tenants obligations.

This list is not exhaustive and other reasons may prevent you from being considered for a transfer.

Sole/Joint Tenancy

For a sole tenancy to be transferred to a joint tenancy, the following will be taken into account:

- ▶ The sole tenant and proposed applicant will need to apply in writing.
- ▶ The rent account must not be in arrears.
- ▶ The property must be the main place of residence.
- ▶ There has been no breaches of the tenancy agreement in the past.
- ▶ The new tenant must have a Garda clearance check undertaken before they can become a joint tenant.
- ▶ The local authority must be in agreement of the transfer.



Chapter 4

Your Rent & Other Charges

Under the tenancy agreement you have a legal responsibility to pay rent. Our rents are determined currently by the capital funding grant that we received for the purchase or build of the property.

There is a fixed rent under the CAS (Capital Assistance Scheme) and a differential rent under CALF Funding.

How your rent is assessed?

The rent on your property is calculated on a yearly basis, from May to April.

Each tenant is required to complete a Confidential Income Statement Form and provide proof of income annually.

If the tenants circumstances change at any stage during the year they must advise the housing department of same and rent will be reassessed.

In some dwellings service charges will be required to cover additional services provided by Novas Homes such as refuse collection.

Method of Payment

The method of payment will be agreed on during your pre-tenancy training. You can chose to pay your rent through the following options;

1. Standing Order

Bank Address - AIB 106/108 O Connell Street Limerick

Address - Arlington Novas Ireland Ltd Rent Account

Account Number - 09612047

Sort Code - 935476

IBAN - IE29 AIBK 935476 09612047

BIC - AIBKIE2D



2. Household Budget Scheme



3. An Post Billpay Rent Card



Rent Statements

All your rent payments are recorded on our client management database Salesforce.

Each year in January you will receive a rent statement for the previous year.

Should you require a rent statement at any time during the year please contact your Housing Officer who will organise this for you.

If you have any difficulties paying your rent it is really important that you make contact with your Housing Officer. Staff will do all they can to assist you and prevent you getting into further debt. Please do not ignore any calls or letters that we send in relation to your rent.

Failure to keep up with your rent payments or engage in a payment plan may lead to you being evicted from your home.

If I get into arrears what will happen?

-
- Step 1** After one missed rent payment, early contact will be made with you to remind you of the amount outstanding. The missed rent payment must be made by the following week.
-
- Step 2** If you fail to bring the rent account up to date or fail to make contact, Novas will make personal contact with you within two weeks of the account going into arrears. At this point, the cause(s) of arrears should be identified and methods discussed to repay the debt. Novas will refer you to any relevant agencies such as the Money Advice and Budgeting Service (MABS) and the Citizens Information Service. We will give you 14 days to clear the debt.
-
- Step 3** If it is clear that the debt is not going to be repaid immediately, a letter will be sent to you inviting you to open discussions around the arrears and to look at the possibility of entering into a payment plan.
-
- Step 4** If you don't adhere to the payment plan agreed you will receive a warning letter stating that you are putting your tenancy at risk. Novas will apply to the Residential Tenancies Board for mediation with regards to the tenants rent arrears.
-
- Step 5** If you have accrued six to twelve weeks of rent arrears and it is clear that the level of rent arrears will continue to accrue with no likelihood of debt reduction, a final warning letter is issued and you will be given 30 days to clear off the whole debt.
- If the account is not brought up to date within the period of 30 days, a Notice to Quit will be issued and Novas will take steps to repossess the property.
-



If you have any difficulties paying your rent it is really important that you make contact with your Housing Officer. Staff will do all they can to assist you and prevent you getting into further debt.

Chapter 5

Being a Good Neighbour

Your home and your neighbourhood

Novas believes that everyone has the right to live in their own home without undue disruption or disturbance from others.

As a tenant you are expected to keep to the terms of your Tenancy Agreement. You have a responsibility to ensure that you are not acting in a way that is likely to annoy or disturb your neighbours. In terms of your tenancy agreement you are responsible for the behaviour of your children, your pets and all visitors to your home.

To assist with the prevention of Anti-Social Behaviour, promote good relations and assist with the development of stable, sustainable communities, Novas expects you to sign a "Good Neighbour Agreement". This is an informal contract that will be signed by you at the pre tenancy training.

How to be a Good Neighbour!

- ▶ Be aware that sound travels – do not make loud, persistent noise, particularly in the evening or early morning (examples of this would be playing loud music or using power tools).
- ▶ Be responsible for the behaviour of your children and ensure that they are not causing undue noise or nuisance to neighbours.
- ▶ Keep all pets under control at all times – dogs should be kept on a leash and not allowed to foul in common areas or on other peoples property.
- ▶ Be responsible for the behaviour of visitors to your homes (this includes your children's visitors).
- ▶ Do not allow anyone visiting your home to cause vandalism in your home or surrounding areas.

- ▶ Report any acts of vandalism to Novas at your earliest convenience.
- ▶ Support initiatives within your neighbourhood.
- ▶ Treat all neighbours in a respectful manner.
- ▶ If you have a garden ensure it is maintained on a regular basis. Keep it clean and tidy.
- ▶ If you live in an apartment or housing with shared spaces, play your part to keep common areas clean.
- ▶ If you have a balcony ensure it is kept clean and tidy. Do not store refuse or other items on it that may cause nuisance to your neighbours below.
- ▶ Ensure that you and your visitors park considerably and do not block driveways or take up neighbours parking spots.
- ▶ During times of crisis such as adverse weather conditions or pandemics such as Covid-19, check in on your neighbour, see if you can be of assistance to them. Adhere to visitor restrictions should they be in place.
- ▶ If your children wish to play outside on the street or common areas, please be mindful of the time, other peoples belongings and property. Remember roads are for cars and are a dangerous playground.

Anti-Social Behaviour

Novas will not tolerate Anti-Social Behaviour or nuisance behaviour in any of our properties and will use all remedies available to us as an Approved Housing Body to ensure that our tenants and their neighbours feel safe and secure in their homes.

Novas in line with the Housing Act 1997 and Residential Tenancies Act 2004 - 2020, defines anti-social behaviour as involvement in activities such as the following;

- ▶ Sale or supply of drugs or activity related to drugs.
- ▶ Criminal activity.
- ▶ Violence toward neighbours or others.
- ▶ Threats or intimidation of neighbours.
- ▶ Threats or intimidation of Novas staff or contractors.
- ▶ Verbal or physical abuse.
- ▶ Noise pollution – day or night.
- ▶ Nuisance of any sort.
- ▶ Graffiti and vandalism on properties and public areas.
- ▶ Racial harassment or other hate behaviour.
- ▶ Drinking or drug use that leads to disorderly behaviour.
- ▶ Littering or dumping of rubbish.
- ▶ Hoarding that is impacting on others peaceful occupation of their property.
- ▶ Any other persistent or ongoing behaviour that interferes with the peaceful occupation of others.

Low level disagreements between neighbours where there is no breach of tenancy obligation will generally not be considered to be Anti-Social Behaviour.

We investigate all reports of anti-social behaviour and follow our policy and procedure in dealing with same.

Engagement in ASB can result in the loss of your home.

Your home and safety

We at Novas want you to feel safe and secure in your home.

If you are experiencing any form of anti-social behaviour, you should contact your Housing Officer. He/she will offer advice and support regarding what to do in the circumstances. You should also contact the relevant Statutory Agency such as An Garda Síochanna or Tusla.

We will work with you and other relevant parties to try and address the issue.

We will respect your right to remain anonymous and will ensure that the complaint is treated in strictest confidence.

“

We at Novas
want you to feel
safe and secure
in your home.

Chapter 6

Apartment Living

If the dwelling is one of a number of dwellings in a multi-unit development, Novas Homes shall incorporate any house rules agreed by the multi-unit development into the tenancy agreement.

House Rules

In addition to your tenancy agreement if you live in one of these units you must abide to the house rules that are governed by either Novas or a Third Party Management Company.

If you breach these rules you will be in breach of your tenancy obligations.

A copy of the house rules will be an appendix of your tenancy agreement.



Communal Areas

The following are your responsibilities in relation to communal areas;

- ▶ You must ensure that all internal and external communal areas are kept clean and tidy and free from obstruction. This includes bicycles, children's toys, rubbish, household goods or personal items.
- ▶ You are responsible for any damage to communal areas caused by you or a member of your household. This includes graffiti, damage to light fittings both internal and external, damage to or setting off fire alarms. You are responsible for the behaviour of your children at all times in communal areas and their behaviour towards others.
- ▶ Please consider your neighbours regarding noise. This includes noise on the stairways, in hallways, visitors late at night, loud music, late night parties etc.
- ▶ If each household has been designated a car parking space. Visitors to your home must respect the parking rights of other residents who live there.
- ▶ The security of all tenants is important to us. If you share a common entrance, please ensure that it is secure when you enter and leave the building. Never let a caller you do not know into the building. If the caller is looking for another person, inform them they must return when the person is home. Do not share any keys or codes with others.

“

The security of
all tenants is
important to us.

Chapter 7

Your Home:
Maintenance & Repairs

Your Home: Maintenance & Repairs

Novas aims to provide all our tenants with an efficient repairs and maintenance service and to perform planned and cyclical maintenance to our properties in order to keep the dwelling in good condition.

This property has been inspected for defects prior to your moving in. However it is normal for small repairs to emerge as the house is occupied.

Our maintenance team will carry out a full induction with you regarding the internal and external functions of your property. Please refer to this induction and our separate maintenance handbook for all related matters.

In the meantime we would like to highlight the important topics below that are relevant to your tenancy agreement.

Reporting a repair

Contact maintenance number on 086 6060000.

Novas Responsibilities

Some of our responsibilities as a landlord are to:

- ▶ Repair the structure and the outside of the property. This includes drains, gutters and external pipes.
- ▶ Repair and maintain the main services such as water, gas, electricity, sanitation, heating and heating of water.
- ▶ Repair any steps and paths that are an essential means of access to the building.

- ▶ Repair any boundary walls or fences provided by Novas.
- ▶ Repair and maintain all communal lighting.
- ▶ Repair and maintain all common areas around the apartments ie any area not part of your premises which are shared with other tenants including halls, stairways, lighting, fire alarms and lifts.

Your Responsibilities as a tenant

You must repair or replace any parts of the building that are damaged by you or your visitors. This includes damage to the structure of the dwelling as well as installations, fixtures and fittings. It also includes damage to the outside of the property. If we have to carry out any of these repairs you will be recharged for same. Our maintenance team and your Housing Officer will notify you in this instance.

You are also responsible for the following:

Outdoors

- ▶ Replacing broken glass and window panes.
- ▶ Replacing lost keys to door and window locks.
- ▶ Replacing lost or stolen fobs and post box keys.
- ▶ Replacing letter box covers.

Indoors

- ▶ Replacing plugs and chains to sinks, wash hand basins and baths.
- ▶ Replacing damage to internal plasterwork.
- ▶ Re-tightening loose fixtures and fittings.

- ▶ Replacing shower heads.
- ▶ Replacing internal light bulbs.
- ▶ Resetting trip switches.
- ▶ Replacing broken toilet handles and toilet seats.
- ▶ Re-fixing loose handles to doors and windows.
- ▶ Replacing damaged cupboard doors.
- ▶ Removing scale from taps, sinks, baths and toilet pans.
- ▶ Replacing batteries to fire alarm.
- ▶ Replacing batteries to heating system control panel.
- ▶ Carrying out internal decorations.

This list is not exhaustive, please refer to your maintenance handbook for further details.

What is a rechargeable repair?

You must pay any costs in repairing damage caused by you as a result of you failing to carry out repairs you are responsible for. These are known as rechargeable repairs. You will also be charged if call out costs are incurred, eg. if access could not be gained to the property at the time agreed. You as our tenant are responsible for any damage caused even if that damage was caused by a third party. If you feel the re-charge is unfair, you can appeal it. Please speak to your Housing Officer with regards to same.

Any non-payment of a rechargeable repair is a breach of your tenants obligations and may result in you being sanctioned under your tenancy agreement.

Making Changes and Alterations

As you settle in to your new home, we understand that you may want to make small changes and alterations to suit your own taste.

You may paint and decorate your home, hang pictures, curtain poles etc. You must receive permission from Novas for any other changes. You cannot make structural changes of any sorts without receiving permission.

Your request must be made in writing. Novas will review each request individually.

Please refer to your maintenance handbook for further information.

Your garden and open spaces

It is your responsibility to keep your garden area and balcony area or any open spaces clean, tidy and free from rubbish, waste and litter.

You the tenant are responsible for cutting the grass regularly.

If your property has a balcony, it is your responsibility to keep the balcony tidy. You are welcome to have flower boxes and pots on the balcony but it is not acceptable to hang washing out or store bicycles or other bulky items there.

For safety reasons you are also not allowed use any barbeques, patio heaters or gas cylinders on a balcony.

Disposal of waste

It is your responsibility to ensure that you pay and have all of your waste collected either weekly or bi weekly.

You must sign up to have your bins collected and continue to have your bins collected throughout the term of your tenancy.

You shall not permit the accumulation of waste in or about the dwelling. All household rubbish shall be disposed of correctly, ie recyclables only in your recycling bin. Speak to your Housing Officer if you need assistance with this.

Not paying to have your waste removed is a breach of your tenants obligations and will be treated as such.

Hoarding

The tenant shall not keep possessions or waste in the home that may be considered hoarding.

If items such as personal belongings or furniture impede circulation throughout the house, in particular blocking access to the exits and windows of the house or in a way that poses a risk in the event of fire, or in a way that is a threat to human health.

Water Charges

It is your responsibility to register and pay your water charges.

Property Inspections

We aim to carry out at least one house inspection every year. We are required to do this under housing regulation to ensure that our properties are kept up to standard. Your Housing Officer will give you adequate notice advising you of date and time of inspection. This will be a full inspection but should take no longer than one hour. Your Housing Officer will need access to all rooms and outside areas.

Chapter 8

Tenant Engagement and Participation

Novas seeks to ensure that our tenants are at the heart of our organisation. We recognise that tenant involvement and participation can be beneficial not only to our tenants but also to our organisation by ensuring that we develop policies and procedures that meet the needs and aspirations of our tenants.

Our aim is to improve housing services by fully involving our tenants in developing and influencing how these services are provided. In order to achieve this we have determined the following objectives:

- ▶ Improve the culture and practice of tenant engagement across our housing services.
- ▶ Promote and provide a range of options for involvement and ensure our tenants are aware of how they can become involved.
- ▶ Communicate and consult with our tenants in a way that suits them on issues they care about.
- ▶ Establish mechanisms to inform tenants on how they have influenced and shaped our service.
- ▶ Measure the effectiveness of our approach with a view to continual improvement through annual reviews of our consultation methods and outcomes achieved.
- ▶ We will work with and encourage independent tenants groups who wish to shape our housing services.
- ▶ In addition to tenant groups we will also build good working relationships with individual tenants who wish to participate. We will endeavour to meet local needs and services using a flexible approach.

- ▶ We will respect all of our tenants and give them the opportunity to feedback on our tenants services through our Tenant's Survey.
- ▶ We will continue to work closely with relevant support services within Novas to identify changes in tenant needs and how we can work together to address those needs.

Tenant's Satisfaction Survey

- ▶ We will carry out a Tenant's Satisfaction Survey and produce an action plan based on the results. We will also report on the outcome of the survey and annual review to our tenants.
- ▶ We will participate in third party tenant's surveys such as the one undertaken by the Irish Council for Social Housing.
- ▶ We will develop an annual or bi annual newsletter to inform staff and tenants of engagement opportunities and what has been achieved.
- ▶ We will support the development of Tenant's Associations and promotion of these within local communities.
- ▶ We will hold regular resident's meetings locally, giving all tenants the opportunity to engage and feedback.
- ▶ We will develop a feedback form which is easily accessible to all tenants.

We have many methods of communication that our tenants can use in contacting us, such as: telephone text and call, free apps such as WhatsApp or a Tenant Portal on our website.

“

Novas seeks to ensure that our tenants are at the heart of our organisation.

Chapter 9

Useful Numbers

Useful Contacts and Directory of 3rd Party Contacts

Company Name	Website Address	Contact No
Utilities Companies		
Bord Gais Energy	www.bordgaisenergy.ie	1850 632 632
ESB Networks	www.esbnetworks.ie	1850 372 999
Electric Ireland	www.electricireland.ie	1850 372 372
Energia	www.energia.ie	1850 300 700
SSE Airtricity	www.sseairtricity.com	1850 81 81 10
Panda Power	www.pandapower.ie	1890 68 68 68
Prepay Power	www.prepaypower.ie	1800 911 889
Waste Disposal Company		
City Bin	www.citybin.com	1800 24 89 24
Greenstar	www.greenstar.ie	01 829 8992
Key Waste	www.keywaste.ie	01 429 9846
Barna Recycling	www.barnarecycling.com	091 771 619
Wers Waste	www.werswaste.ie	1890 229 377
Ryans Waste Tipperary	www.ryanbros.ie	0504 216 58
KWD	www.kwd.ie	1850 373 737
Home Contents Insurance		
Compare Insurance	www.compareinsuranceireland.ie	042 935 9090
Quote Devil Insurance	www.quotedevil.ie	01 254 1300
Axa home insurance	www.axa.ie	1890 24 7 365
Allianz home insurance	www.allianz.ie	01 448 48 48
FBD home insurance	www.fbd.ie	01 761 7617
123.ie home insurance	www.123.ie	01 518 1434
General Contact Numbers		
MABS	www.mabs.ie	076 1072 000
Citizens Information	www.citizensinformation.ie	076 1074 000
RTB	www.rtb.ie	0818 303 037
Threshold	www.threshold.ie	1800 454 454

Your allocated Housing Officer is

You can also contact the housing team on

Your support worker is

Maintenance number is

“A new home is a place for
memories to be made and
dreams to come true”

Wishing you all the very best
in your new home. We hope
that you have many happy and
healthy years living here.

From all the staff at Novas





Novas Homes

Regional Office,
Abigail Women's Centre,
Kildonan Road,
Finglas,
Dublin 11,
D11 EHK2

01 8081953

Novas Head Office

87 O Connell Street,
Limerick

061370325