

Tuath Housing Residents' Magazine




Tuath
Housing

Kindness

The theme of this edition of our Autumn/Winter newsletter is "Kindness". With the ongoing global pandemic, showing kindness to ourselves and each other has become even more important. In this issue we have stories from projects providing support to Tuath Housing tenants who were awarded funding from the Tuath Community Covid-19 Fund. We are also celebrating just a few of the many community champions who carried out a range of acts of kindness that have made a difference to the lives of people since the pandemic began.

Our guest author for this edition is gardening expert Peter Dowdall from theirishgardener.com. We are also introducing our new online repair reporting service for tenants, we have some great Winter wellness tips, our Christmas children's art competition, some lovely Christmas recipes to try out and much more.

We would like to thank you for giving us feedback through the tenant engagement survey about what you would like to see in the residents' magazine. We hope that you like our new changes. We welcome your feedback and would love to hear from you - send us your news, stories and comments to getinvolved@tuathhousing.ie. You can also like our Tuath Housing Facebook page to see updates on tenancy information, competitions, tenant stories and all our tenant events that you can get involved in.



Autumn/Winter planting with garden expert Peter Dowdall



Winter Wellness – Staying Healthy and Fit during the Winter Season



Tuath Housing Community Champions

A Message from Sean O' Connor

CEO, Tuath Housing

Welcome to the Autumn/Winter edition of Tuath's residents' magazine

To begin, I hope that you and your family are safe and well. Over the last few months, we have had to adapt to different ways of working, living, learning and connecting with each other. Coronavirus has shown us the true importance of home and community and has shown that when the going gets tough, the tough get going and that is exactly what is needed now by everyone for everyone.

Whilst this crisis has brought unprecedented challenges for people and society, we have been humbled by the wave of kindness shown by you. The community spirit shown reminds me of an old Irish word, *Meitheal*, where people in communities gathered on a neighbour's farm to help save the crop. Each person would help their neighbour who would in turn reciprocate. **We want to thank every resident who has helped and supported their neighbours and communities, from delivering groceries, picking up prescriptions, running socially-distanced exercise classes, planting flowers, playing outdoor bingo or just simply calling a neighbour on the phone for a chat.**

The last few months has shone a light on the power of human kindness and the positive approach shown has alleviated loneliness and social isolation, especially for those who may be more vulnerable.



At Tuath, the health and safety of our residents, their families and our staff is our number one priority. We will continue to adapt and change how we provide services to you during the ongoing pandemic and we urge all of you to follow all government and HSE guidelines. Our staff will continue to be here for you providing the tenancy services you need!

Fan slán agus folláin
Sean

Front cover photo

Residents from La Touche, Co. Wicklow celebrating Tuath Housing's Positive Ageing Week (PAW) 2020 in association with Age Action Ireland.

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2020 Housing Management Performance (to 31st September 2020)



Results from our Tenant Satisfaction Survey



- 88%** of tenants would recommend Tuath Housing to a friend
- 90%** overall tenant satisfaction
- 91%** were satisfied when they contacted Tuath Housing and our approach to customer care and dealing with issues
- 87%** are happy with the overall quality of their home
- 90%** of tenants feel we keep them informed of issues that affect them



Focus for 2021

76% are very satisfied with our repairs service. A dedicated responsive repairs team will be established by March 2021 and we would like to see our rating improve as a result.

80% find their home affordable to heat. Tuath will be investing up to eight million Euro in energy improvements over the next five years.

Protect yourself and others from COVID-19

It's understandable that residents and communities everywhere continue to be worried about how their lives will be affected by Covid-19. The Government has provided guidance on Covid-19 for everyone in Ireland on how we can all work together to protect each other and our communities.

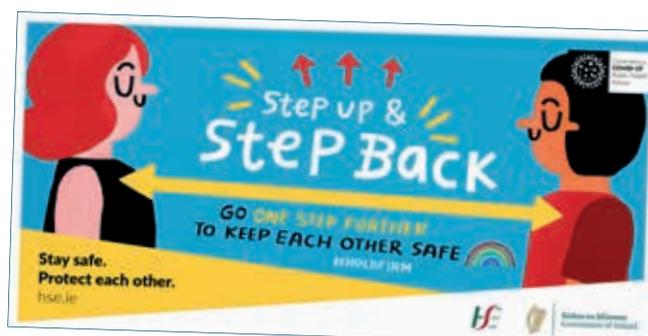
Be responsible, be safe:

Proper hand washing, respiratory hygiene and social distancing are important. Everyone should follow the advice to help slow the spread of coronavirus.

You should:

- ▶ wash your hands frequently with soap and water or use an alcohol-based hand rub if your hands are not visibly dirty
- ▶ practise good respiratory hygiene, that is, when coughing and sneezing, cover your mouth and nose with flexed elbow or tissue – discard tissue immediately into a closed bin and clean your hands with alcohol-based hand rub or soap and water

- ▶ maintain physical distancing, that is, leave at least 2 metres (6 feet) distance between yourself and other people, particularly those who are coughing, sneezing and have a fever
- ▶ avoid touching your eyes, nose and mouth – if you touch your eyes, nose or mouth with your contaminated hands, you can transfer the virus from the surface to yourself
- ▶ wear a face covering on public transport, in shops and other indoor settings - this is the law, you may be fined or refused entry if you do not wear one



For full information and most up to date Covid-19 HSE guidance please visit www.hse.ie

Community Covid-19 Emergency Fund

In response to the Covid-19 crisis, in May Tuath Housing set up the Community Covid-19 Emergency Fund to assist both residents' groups involved in the Tuath Housing tenant engagement initiative and local not-for-profit community groups and voluntary organisations who are providing support to Tuath Housing tenants during the Covid-19 pandemic. In total 16 groups were awarded funding. Some of the projects funded included:

Cultúr

Cultúr, which works with asylum seekers, refugees and migrants in Co. Meath, were able to use their funding to purchase Android tablets and a wifi extender. This equipment enabled participants to take part in online classes and to engage in Cultúr's online group activities such as the women's group, community leader catch-up and migrant forum and to support participants with home-schooling their children.



Cultúr's new tablets helped them deliver their services online

Thornwood Residents Group

Thornwood Residents Association in Beaumont were able to use funding received from the Community Covid-19 Emergency Fund towards a Summer Project for the 100+ young people in Thornwood to help them to deal with the negative impact of the lockdown. Working with Crosscare and Dublin City Council, residents organised a 10-day programme of activities catering for all ages.

Young residents take part in the Thornwood Summer Project circus skills training



Seniorline

Funding from the Community Covid-19 Emergency Fund enabled Seniorline to provide increased support and information to their volunteers who provide help and advice to elderly and vulnerable people by phone. As well as having to adapt to providing phone support from home, volunteers had to deal with a huge increase in the number of calls, while making sure they were giving callers the most up to date and correct advice about Covid-19.

Big Blue Cube

The Big Blue Cube Community centre in Mallow used their funding to run activities with young people to help them to recover from the stress and anxiety caused by Covid-19. This included socially distanced art workshops in the Community Centre, outdoor activities and a kayaking trip.

Young people take part in a kayaking trip organised by the Big Blue Cube

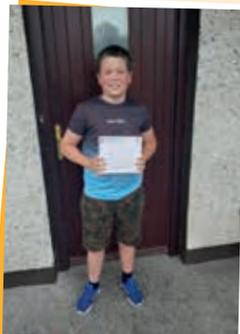


An Garraun Residents' Group

An Garraun Residents' Group helped families of school going children. The residents' group purchased vouchers from a local shop called School Necessities for each child under the age of 16 to help towards the costs of going back to school. School Necessities also gave a contribution as part of the project. Families were appreciative of the vouchers they received.

Involve Youth Project

Funding from the Community Covid-19 Emergency Fund allowed Involve Youth Project in Meath to provide internet access to 16 young people, enabling them to stay up to date with their schooling via remote teaching and to take part in activities run by Involve through online groups and chat rooms.



Involve's new IT equipment helped young people to stay up to date with their education

Liberty Soup Run

The Liberty Soup Run in Dublin 8 provides much needed assistance to a large number of homeless, elderly people and families. On a daily basis they cater to approximately 150 to 200 people and to approximately 30 homeless people on Thursday and Friday evenings. As well as providing food parcels to families and small goody bags to children, the Liberty Soup Run also delivers food parcels to elderly people in the community who are extremely nervous of going out during the pandemic.



Liberty Soup Run volunteers ready to help

Our Community

Community Champions

Since March residents and residents' groups have rallied around in their communities to ensure that everyone especially the most vulnerable residents were supported. We are celebrating just a few of the many community champions who carried out a range of acts of kindness that have made a difference to the lives of people since the outbreak began.



Kevin, Passage West, Co. Cork

Kevin became a real-life hero during the summer when he used a kayak to save a young boy from drowning in Passage West. Kevin and his partner were out for a walk to the pier at Passage West. As they approached the pier, Kevin saw a crowd of young people and a boy on his own on a wooden pontoon drifting rapidly downriver. Kevin ran home for his kayak, brought it out into the water along with a lifebuoy given to him by a local guard. Kevin was able to pull the pontoon safely into the dockyard and the Gardai brought the young boy home. Kevin received a call from the boy's mother thanking him for everything he had done. Kevin said he was just glad that the boy was home and safe with her. Well done Kevin for your bravery!

(published extra.ie 25/05/2020)



Cillian, Claregalway, Co. Galway

During the summer we ran our annual home and garden competition and received an entry from Cillian, aged 9 from Co. Galway. His entry was so good that our judging panel awarded him with a special commendation prize. Cillian is a passionate little gardener. His mother told us that "he wakes up every day and the first thing he does is go check on all of his flowers and plants". Cillian also loves to upcycle. He made a little piggy from a 5 Litre bottle of water, painted it pink and cut a hole in the back so he could plant his nasturtiums seeds. We look forward to seeing many more lovely photos from the garden!

Evelina, Donaghmede, Co. Dublin

In October, one of our young tenants Evelina from Donaghmede, made her first TV appearance on the RTE Today Show with Maura and Dathai. As well as showcasing her musical abilities, Evelina spoke about the importance of being able to achieve your full potential and highlighting the work of Fighting Blindness, a patient-led charity with a vision to cure blindness and prevent sight-loss. There are many big things to come for this inspiring little girl!



Hannah, Drumalree Co. Cavan

Hannah has been a volunteer in Cavan Civil Defence for the past four years. Since the pandemic started Hannah and her team-members have been playing a vital role supporting elderly and vulnerable people who are cocooning. Their work has included packing and delivering 900 food packages, picking up prescriptions and getting shopping. Hannah and her team-members have also been helping vulnerable people who can't use public transport and have no other transport options to get to hospital and medical appointments, by transporting them in ambulances. Hannah attends training with the Civil Defence for 2 hours every week. She finds volunteering hugely rewarding and enjoyable and encourages anyone looking to make a change in their life to get involved. For further information on recruitment see civildefence.ie.

If you or someone you know are having a problem getting to medical appointments, they can call the HSE Helpline on 1850 24 1850 to get help.



Dan, Weir View, Co. Kilkenny

We visited Dan and his neighbours Ameen, Jenny and Marika in September to see the fantastic work that residents got involved in during lock down. Dan and his neighbours created a beautiful area of summer flowers, they painted and turned their outdoor space into a lovely space to sit in and have a chat with each other while staying safe. The planting was supported through our tenant engagement strategy and the Weir View residents' association.



Winter Wellness

Staying Healthy and Fit during the Winter Season



Elizabeth, Tuath Housing Dublin

Winter can be a difficult time for people due to the lack of daylight and poor weather, so it's more important than ever to stay well, stay fit and stay connected with your loved ones. It can also be a time to slow down, for inward reflection and to watch nature sleeping. Here are a few tips from Tuath Housing's Wellness Champion Elizabeth O'Connor to help you make the most of the season.

- 1 WINTERISE YOUR EXERCISE.** When the weather permits, walking, jogging and cycling are great cardio activities year-round. But when it gets colder wrap up warm and continue with your walks. Frosty parks and forests can work wonders for your physical and mental health.
- 2 STAY WARM OUT THERE.** Before going out in the cold, bundle up in loose-fitting layers. Make the innermost layer a moisture-wicking fabric (not cotton). Add a water-resistant coat and shoes, plus a warm hat and, scarf and gloves.
- 3 COME IN FROM THE COLD.** Another option when it's cold and icy outside is to bring your workout indoors. Join an online dance class or exercise to a fitness video. There's lots of great free workouts available on YouTube, from pilates to boxercise.
- 4 BEAT THE WINTER BLUES.** For some people, the grey days of winter translate into a gloomy mood. To boost your spirits, stay connected with other people and physically active. Watch for signs of winter depression, such as a down or hopeless mood, low energy, overeating, oversleeping, and social withdrawal. If you think you might be depressed, talk with your doctor.
- 5 PUT THE D IN DIET.** The body can make vitamin D when skin is exposed to sunlight, but we never get enough in Ireland. To compensate, get plenty of the vitamin from foods. Most fish are ideal, especially salmon, trout and tuna; fortified milk, mushrooms and eggs are other good sources.
- 6 VEG OUT THE RIGHT WAY.** Shop for colourful, healthful, in-season fruits and vegetables: Oranges and mandarins are packed with vitamin C, bananas are full of potassium, carrots are rich in vitamin A, leafy greens such as spinach and kale contain iron and turnips are bursting with fibre and B vitamins. Even the humble potato helps lower cholesterol in the blood.



- 7 BE KIND TO YOUR SKIN.** Cold air and low humidity can lead to dry, itchy skin. To protect your skin, limit showers or baths to no more than 10 minutes and use warm (not hot) water. Afterward, blot dry gently and slather on a moisturising cream or lotion. Use hand cream daily to prevent cracked skin.
- 8 COSY UP.** Make your home a winter haven and stay warm with extra throws and blankets on your seating and add rugs to bare floors. Curl up with a good book, sip warm drinks and light glowing candles. Fairy lights create a magical atmosphere and aren't just for Christmas!
- 9 GET TOUGH ON GERMS.** Reduce the spread of Covid-19 and other germs that cause colds and flu. Wash your hands often for about 20 seconds. Soap and water are best, but if they aren't available, use an alcohol-based hand sanitizer. Wear a mask in public spaces and remember to practice social distancing.

Join us on Wednesday 18th November at 6pm for a free online workshop hosted by Mental Health Ireland on the "Five Ways to Wellbeing during Tough Times". To register for this event please email getinvolved@tuathhousing.ie



If you or someone you know needs support with their mental health this winter:

Alone support line 0818 222 024

Samaritans: Free-phone 116 123 (any time, day or night)
Email jo@samaritans.ie (for a response within 24 hours)

Pieta House: Free-phone 1800 247 247
(any time, day or night) Text HELP to 51444
(standard rates apply)

Aware: Free-phone 1800 80 48 48
(from 10am to 10pm daily). Email supportmail@aware.ie
for a response within 24 hours.

Crisis Text Line Ireland: Text TALK to
086 1800 280 (standard rates may apply).

HAIL: Support for people living in private rented, local authority and housing association accommodation with a diagnosis of mental ill health. Call 01 6718444.

Mental Health Ireland free 24/7 Text service

50808 is a free HSE-backed service and is the first of its kind in Ireland. It provides 24/7 support for people going through mental health or emotional crisis. From breakups or bullying, to anxiety, depression and suicidal feelings, crisis volunteers are available 24/7 for anonymous text conversations. The service provides immediate support in the short term and will connect people to the resources that will help them in the future.



Kindness



Debbie our Housing Services Co-ordinator in Dublin spoke to us about what kindness means to her and explains how showing kindness to ourselves and each other has become more important than ever before.



Debbie, Tuath Housing Dublin

Kindness to me is the quality of being friendly, generous and considerate. The world needs kindness, and in our small corner of this world, country, county, area & home, we can all show it too. Kindness can be reflected in our thoughts, words, and actions. **Every time we cross paths with a friend, a neighbour or a stranger is an opportunity to be kind. Whether it's a new or an old neighbour, the person in your local shop, the bus driver or doctor, we never know what another person is dealing with or going through.** So, when you are picking up your post or walking to the local shop, maybe make an extra effort to connect with others - you might give the only kindness they receive on that day!

People who are kind to themselves and others are proven to have increased levels of happiness, energy, pleasure and serotonin. More importantly, it lowers anxiety, stress, pain, blood pressure and assists with depression. A smile, wave, a kind nod of the head, words or gestures can make people feel seen, heard or considered and you will feel the benefits too!



Winter planting



with garden expert Peter Dowdall



Peter Dowdall is a popular Irish garden designer who is well known for his lifelong passion and love for gardening. He is the gardening columnist for the Irish Examiner newspaper and regularly appears on Irish television and radio. We want to thank Peter for contributing to this edition of the Autumn/Winter magazine.

No matter what size garden or balcony you have gardening is an activity that brings a whole host of benefits; it is exercise and fresh air, it's relaxing, and you're rewarded with beautiful flowers, shrubs, fruits, vegetables and herbs.

Our mental health benefits from just being outside in the great outdoors, our physical health is improved by the aerobic workout which a day gardening will provide and also by eating the fresh produce from the garden. The garden also has a critical role to play in counteracting the effects of climate change and slowing the rate of species extinction.

Summer may be over but that doesn't mean an end to colour in your home and garden. There are many plants that can be used which will provide winter colour in the garden and will bring us right through until next Spring. Pots and window boxes are also a great idea which will give colour and beauty to a balcony or front porch and brighten up the dark evenings.

November is a great time of year to plant bulbs such as Tulips, Alliums and Daffodils. These bulbs need a cold period to be able to flower, they can be planted from September to December (depending on the temperature). Aim to plant

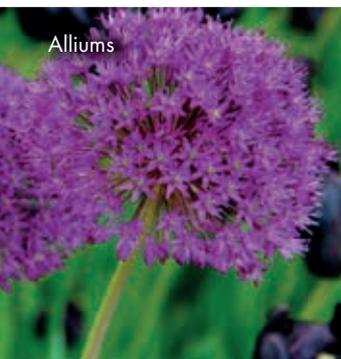
in groups of at least six, as the more bulbs that are grouped together, the better the display. Typically, 25 to 50 bulbs may be needed to make an impressive show.

For a burst of colour winter flowering pansies, heathers, cyclamen and fun winter cabbages will flower for most of the winter when planted in November. To make the biggest impact, plant winter pansies closer to each other. Winter heathers are really bright for Christmas and are great for bees. Honey made from heather is delicious! Cyclamen plants are easy to grow and versatile. They can be grown indoors or outdoors, as a houseplant or in your garden. These are also low-maintenance plants, requiring very little care once planted.

During the winter months our garden visitors need all the energy that they can get to help them get through the colder months to come. Holly is a great plant which is colourful and provides berries for wildlife. With all plants that produce berries it is best to plant out of the reach of children. You can also help wildlife by putting out bird feeders and a supply of fresh water.

For more tips from Peter for the garden please go to

www.facebook.com/theirishgardener/



Alliums



Winter pansies



Daffodils



Cyclamen



Tulips



Heather

Our Community

Tuath Housing National Daffodil planting day

At the end of September, we delivered nearly 5,500 daffodil bulbs to our residents' groups all over the country. As well as planting days many groups organised socially distanced clean up days. We look forward to the Spring when all the flowers are in bloom. Thank you to everyone who took part in this event. If you would like to find out how you can get involved in planting and clean up days, please email getinvolved@tuathhousing.ie and we will add your details to our mailing list.



Home and Garden competition



We received a huge response to the Home and Garden competition which featured in the Spring/Summer edition of the residents' magazine. The past number of months residents have been busy at home gardening, painting and upscaling. Thank you to everyone who entered this year's competition. To see all the entries please visit www.tuathhousing.ie

Positive Ageing week and International Day for Older People

We were delighted to join with Age Action Ireland to highlight Positive Ageing Week (PAW) 2020 and celebrate International Day for Older People on Thursday 1st October. Tuath's tenant engagement and housing teams put together 180 wellness hampers for residents across seven retirement schemes in counties Wicklow, Kildare, Laois, Cork, Cavan, Meath and Monaghan. The hampers included a host of wellness items to encourage holistic self-care. We received some lovely messages from residents following the event. We hope to run more wellness events in the coming months for our older residents.



Are you having difficulty paying your rent?

If you have been impacted financially by the Covid-19 pandemic, if you have lost your job or have had a change in household income, please contact our rent teams in Tuath Housing's Cork, Dublin or Dundalk offices. They will be able to advise you about what to do and discuss different options to avoid falling into rent arrears. If you are struggling financially please get in touch with us as soon as you can, we are here to help.



Tuath Housing's new repairs reporting function

Tuath Housing recently introduced a new online repair reporting service for our tenants. Conan, our Housing Services Co-ordinator (HSCO) explains how to use the new service.



Tuath Housing are committed to demonstrating a dynamic approach to tenancy management and customer service. We are always on the lookout for new and adaptive tools to help our tenants manage and maintain their properties on a day to day basis. One such recent change we have made is how our tenants can report repairs within their property. The procedure allows tenants to report a repair directly through our housing management system, Affinity, at the following link: <https://tuath.tiltaffinity.com/report-a-maintenance-problem>

This link has been sent via text message to all residents who can access this on the go through their mobile devices. Tenants can report a repair by completing the following steps;

1. Click on the URL Link; <https://tuath.tiltaffinity.com/report-a-maintenance-problem>
2. This URL will then direct you to a Maintenance Report form.
3. You will then be asked to input some basic details; Name, address and the details of the maintenance issue.
4. You can also upload any photos you may have of this issue – this can be a great help to us in deciphering maintenance issues and helping to ensure that contractors have the tools and any replacement parts with them on their first visit to the property.
5. Once your repair request has been submitted, a member of Tuath Housing staff will review this request.
6. A member of Tuath Housing staff will then contact you on the details provided to ask a few basic questions regarding the repair, along with some Covid-19 safety

questions for the wellbeing and protection of you and our contractors who may be attending your home to complete the repair.

7. After this your repair will be forwarded to one of our contractors who will contact you shortly to arrange an appointment.

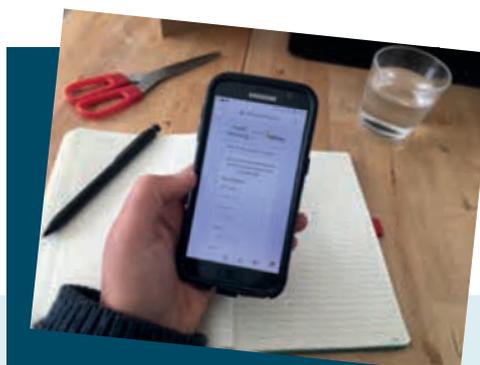
Some helpful tips to remember

Try and input as much detail of the repair as possible;

- ▶ For instance, if reporting that your heating has stopped working, tell us info such as the type of heating "Gas, Storage heating, Air to heat pump etc"
- ▶ Describe when you first noticed the issue and how long it has persisted for.

Let us know of any specific access arrangements our contractors may need to be aware of i.e. if there will be no one available on a given day to allow contractors in to complete the repair. Or if we should contact a neighbour, relative or friend to arrange access.

Please ensure you click submit at the bottom of the page and receive confirmation that your request has been submitted.



Be Storm Ready This Winter

As storms become more frequent in Ireland it is becoming more important to be 'Storm-ready'. The high winds and rain experienced during storms can endanger life as well as cause damage to your home and leave you without power.

Before a storm

Make sure you have a sufficient supply of essential foods and household items and any prescription medicines needed. Check on your neighbours, especially if they are old, isolated or vulnerable. Check that you have torches handy and check batteries. Make sure mobile phones are fully charged.

Have your Eircode to hand – you can find your Eircode at www.eircode.ie. Also make sure you have your Meter Point Reference Number (MPRN) as you will need it if contacting ESB Networks. Your MPRN number starts with the numbers 10 and can be found on your electricity bill. Check that wheelie bins are secure and won't blow open.

After a storm

Check your property for damage as soon as it is safe to do so. If your property has been affected by the storm it can be frightening, but don't panic, there are steps you can follow:

Be careful – the most important thing is to look after your safety. If your property has suffered damage, such as loose roof tiles, be careful when checking it and keep your distance. Take photos: if it is safe to do so, take photos of any damage that occurred. This will help when reporting it to Tuath Housing.

Report the damage – once it is safe to do so, call Tuath Housing as soon as possible.

Contact numbers

Tuath Housing Offices are open
Mon-Thurs 9am-5pm and Fri 9am-4.30pm

Dublin Office 01-676 1602

Cork Office 0 21 427 3508

Galway Office 091 393 280

Louth Office 042 942 3400

Emergency out-of-hours repairs helpline (048) 90421010

Emergency Services

If you have an emergency, please phone the emergency services at 112 or 999

In the event of any emergency on water, including offshore, along the coastline, on inland waterways, lakes or rivers call 112 or 999 and ask for the Coast Guard.

Utility Services

ESB Networks LoCall 1850 372 999

Gas Networks Ireland LoCall 1850 20 50 50

Irish Water LoCall 1890 278 278

Taking Action against Anti-Social Behaviour

One of the requests from our tenant satisfaction survey this year was for more information on how to report anti-social behaviour and what actions can be taken. We hope this article gives you the information you are looking for. We are always at the end of the phone to answer any additional questions you might have.

Anti-social behaviour directly affects the wellbeing of other people and has a negative impact on communities. When people think about anti-social behaviour they usually think of criminal behaviour such as drug dealing, any behaviour that causes fear, danger, or injury to other people, such as threats or racist abuse. But anti-social behaviour can also be considered as an action or person that persistently disturbs other people's peaceful enjoyment of their home, for example by playing loud music, continual parties or other continual noise disturbances. Tuath Housing is committed to tackling anti-social behaviour to create safer and better communities for our tenants.

What can you do?

If you are affected by anti-social behaviour it is important that you report it so that appropriate action can be taken. Even if you think it has been reported by someone else you should report it too. This helps us to take action against it.

- ▶ Tell your Housing Services Co-ordinator by phone, letter, e-mail or in person. Try to provide as much detail as possible, such as the time and date it happened, who was involved and what happened, were there witnesses. Your Housing Services Co-ordinator will be able to advise you about what they can do and what the next steps are.
- ▶ If it is a criminal matter you must also report the incident to the Gardai. This is important as we may need a report from the Gardai to take further action.

Then what will happen?

Depending on how serious the anti-social behaviour is, there are different courses of action Tuath will take. This could vary from mediation if it is a dispute between tenants, to serving a warning to the responsible tenant, or, if the anti-social behaviour is persistent and of a criminal and damaging nature we can seek to end the tenancy of the person responsible through the Residential Tenancy Board (RTB). In this incident both parties will have to bring the case and any supporting evidence before the RTB, and the RTB will adjudicate the matter. You can find out more information on the RTB at www.rtb.ie

Confidentiality

Be assured that all reports of anti-social behaviour will be treated in confidence. Though we will need to know your name when you report the anti-social behaviour this will remain confidential and will not be shared with anyone. If issues remain unresolved and action must be taken through the Residential Tenancy Board the details of your complaint, but not necessarily your personal information, will be made known to the offending party as part of the exchange of evidence.

It is our view that everyone should be able to enjoy their home and feel happy and safe in their community.

Please report anti-social behaviour.

Crimestoppers freephone confidential number 1800 25 00 25

Garda Confidential freephone number 1800 666 111



Tenant Engagement

Holding successful and safe community events - online training

In July we adapted our residents group training programme to meet the needs of social distancing by moving our training online. Our first session was 'Organising Successful and Safe Community Events' with particular emphasis on how to make sure community events meet government and HSE Covid-19 guidelines.

Tenant Engagement Survey and Strategy

In August, Tuath residents had an opportunity to input into our new Tenant Engagement Strategy through an online survey. In total we received 1771 submissions. We would like to thank everyone who took the time to share their thoughts with us, we look forward to launching our new Tenant Engagement Strategy in early 2021. **Congratulations to Emily Glancy in Mullingar, winner of the Tenant Engagement Survey draw for a €100 One4All voucher.**

New residents' magazine archive on the website

A new archive of the Residents' Magazine has been added to the Tuath Housing website at tuathhousing.ie/residents-magazine and back issues from 2020 and 2019 are available to view and download.



Household Budgeting Workshops

With the financial impacts of Covid-19 causing a strain on many people and families, the tenant engagement team have been working with the Money Advice and Budgeting Service (MABS) to deliver online workshops for tenants about budgeting and saving money. We are planning more money advice workshops for next year – if you would like a copy of any of the information guides from previous workshops or have any suggestions for future workshops please get in touch with us at getinvolved@tuathhousing.ie

Tuath Housing Halloween Coding for Kids Event

Tuath Housing Halloween Coding for Kids took place on the 28th October. The online coding event for kids introduced beginners to computer science and advanced the skillset of intermediate users. The event was supported by Meet and Code Europe and The Wheel.

Good Governance Award Shortlisting

In early October Tuath Housing were delighted to be shortlisted for the Good Governance Awards 2020 under the 'Governance Improvement Initiative' category. Our entry focused on our work in tenant engagement and our communication with tenants. We are looking forward to the online award ceremony in November!



Tenant Poem

Thank you to Enda in Co. Galway who submitted this poignant poem and will receive a €25 One4all voucher.



The Dreaded Virus

It's the year twenty, twenty Covid nineteen causes frustration worry and fears,

Lock down for months the old people had it hard couldn't even see their grandchildren so sad it would force many to tears.

Many people with long mops of hair down their back some with a silvery grey tinge Covid-19 style how nice,

No barbers no hairdressers to be seen anywhere, it was part of the lock down that's the price.

It's a devious bug that has travelled all over the world causing havoc everywhere; its origin was from China many miles away,

It has killed over one million and loads more have contracted this dreaded bug, there is no end to it, hasn't any discrimination be you young or old or anybody president or pauper hopefully they will get a cure soon I pray.

Everyone feeling the pinch pubs shops, hotels, eating places all shut down even the old game of bingo gone weird times indeed,

The mass is gone the masks are on keep your two-metre distance wash your hands listen to the television how many died today it's like a flower garden polluted with this dreaded Covid weed.

To anyone who has got this awful disease my sympathy goes out to you get well soon and maybe there will be a miracle cure hopefully before long

To those who have not got this virus follow hygiene rules, social distance, play safe, try and be good and do put yourself or anyone else in danger that would be wrong.

Tenant Engagement Team!

Get in touch with our tenant engagement team by email at getinvolved@tuathhousing.ie



Tenant story

We asked residents to submit an article on 'What or who has inspired you in your local area during the ongoing Corona Virus'. We received a wonderful entry from 10-year-old Faith from Dublin who is the winner of our €25 One4all voucher.

The North Bank apartments

Hello, my name is Faith and I live in the North Bank apartments in Dublin. I have been living here for over two years and I love living in this part of Dublin. There are lots of things to do and see in our area including The River Liffey, Town, Ruby's, Starbucks, Odeon and lots more. I got to know my area much better since Covid-19, because during lockdown I went for walks every day with my family.

I enjoy living in a place with so much to do and see I'm never bored because there is always something new to do.

My mam is the chairperson of The North Bank Residents' Association, which was set up in summer. We have been planning lots of trips, fun days, fundraisers and lots more. We are planning a Christmas fun day that I'm very excited for. I can't wait to go on all the trips in the future.

I have made lots of friends here and am still very close with my friends from where I used to live but because of Covid-19 I haven't seen all of them, but I hope to very soon. School is very different because of Covid-19 and I have missed it and now it's very different but soon enough I'll get the hang of it. During lockdown we had to do online homework and sometimes it was difficult but after I learned it was easy.

Competitions

Let's Bake Competition

During our time at home we really took to baking up a storm in the kitchen. We were delighted so many of you took part in our Let's Bake competition.



Sending Smiles Photo Competition

In May to celebrate European neighbours' day we ran a photo competition called sending smiles. Thank you to everyone who shared with us your fantastic photos.



Christmas Card Competition 2020 – Enter Now

We have our annual Children's art competition for you to enter this Autumn. To be in with a chance of winning a €50 Smyths voucher please see the details here. We also have prizes for 2nd and 3rd place. Closing date for entries is Sunday 22nd November.

Christmas Card Competition 2020

We would like you to design this years Christmas card from Tuath Housing? We are looking for little designers to help us in our children's art competition. Children aged 12 and under are invited to get out their pens and paints and design a Christmas themed card.

Competition Guidelines:

- Closing date for entries is **Sunday 22nd November.**
- Competition is open to Tuath tenants.
- Please ensure all entries have your name, age and address clearly printed.
- All entries must be the child's own work and must be hand drawn on a A4 page.
- Entries can be posted to Tuath Housing, Kirwans Lane, 4th Floor Heritage Hall, Galway, H91 DYK6 or emailed to artinvolved@tuathhousing.ie
- All entries may be used in Tuath Housing social media and print communications.

Prizes
 1st - €50 Smyths voucher
 2nd and 3rd - €25 Smyths voucher

Tuath Housing

Recipe for the Christmas season



Over the past number of weeks, we asked you to tell us what your favourite Christmas recipe is, we received some lovely entries but the winner of our €25 One4all voucher is Siun from Douglas, Co. Cork



Tiramisu

Ingredients:

- ▶ 568ml pot double cream
- ▶ 250g tub mascarpone
- ▶ 75ml brandy
- ▶ 5 tbsp golden caster sugar
- ▶ 300ml strong coffee made with 2tbsp coffee granules and 300 ml boiling water
- ▶ 175g pack sponge fingers
- ▶ 26g dark chocolate
- ▶ 2tsp cocoa powder

Step 1: Put the double cream, brandy, mascarpone and golden caster sugar in a large bowl.

Step 2: Whisk until the cream and mascarpone have completely combined and have the consistency of thickly whipped cream.

Step 3: Pour the coffee into a shallow dish. Dip in a few of the sponge fingers at a time turning for a few seconds until they are nicely soaked but not soggy. Layer these in a dish until you have used half of the sponge fingers, then spread over half of the creamy mixture.

Step 4: Using the coarse side of the grater, grate over most of the dark chocolate. Then repeat the layers (you should use up all the coffee), finishing with the cream layer.

Step 5: Cover and chill for a few hours or overnight. Will keep in the fridge for up to two days.

Step 6: To serve dust with the cocoa powder and grate over the remainder of the chocolate.

Kids' corner: Snowman Cupcakes

You will need:

- ▶ 175g/6oz self raising flour
- ▶ 125g/4oz golden caster sugar
- ▶ 125g/4oz butter (half a block)
- ▶ 2 eggs
- ▶ 2 tablespoons cold water
- ▶ Bun cases.

To decorate

- ▶ White frosting
- ▶ Large marshmallows
- ▶ Pretzel sticks
- ▶ Chocolate chips

How to:

- ▶ Preheat the oven to 200°C/400°F/Gas 6.
- ▶ Next, put bun paper cases into bun tins.
- ▶ Put the flour, sugar, butter/margarine, eggs and water into a bowl. Beat all the ingredients together with an electric mixer or wooden spoon until the mixture is smooth.
- ▶ Put heaped teaspoons of the mixture into each bun case.
- ▶ Place in the oven on the top shelf and bake for about 15 minutes until golden brown.
- ▶ Cool on a wire tray. When cold, decorate with the frosting, marshmallows, pretzel sticks and chocolate chips to create your very own snowman.



Development Updates



Bishops Avenue, Farrenferris

Tuath were delighted to surpass the 1000-unit milestone in Munster earlier this month with the delivery of 8 new homes in the first phase of the Bishops Avenue Development in Cork. With another 21 homes to be completed before the end of this year and another 57 in 2021 this development will provide homes to 86 families on Cork City Council's waiting list.



Cloverhill Road, Clondalkin

The Cooleven development will provide 83 homes in Cloverhill, Clondalkin, Dublin 22. This development will comprise of 20 apartments and 63 houses with the first phase of 45 houses to close in Q4 2020.

This scheme is being delivered in partnership with South Dublin County Council and the developer Grandbrind, with whom Tuath have delivered almost 300 homes in Dublin, Meath, Wicklow and Kildare. Funding for the project is being provided by the Department of Housing, Planning and Local Government (DHPLG) and AIB.



Royal Canal, Ardmore Road, Mullingar

During this quarter, Tuath are due to complete the first phase of 44 units at Royal Canal, Ardmore Road in Mullingar town. Working in partnership with Westmeath County Council, the DHPLG and the Housing Finance Agency, we are thrilled to deliver these much-needed homes in a thriving town. Up until recently, Royal Canal was classed as a ghost estate. With Tuath already owning 8 homes in Royal Canal, we are pleased to fully complete the estate when the final phase is delivered by mid-2021.



Sraith Fhada, Galway

Tuath continue to deliver homes in Galway City with an additional 11 apartments soon to be unveiled in Sraith Fhada, Galway. The association has already delivered 14 no 2 bed apartments within this development at the beginning of the year in partnership with Galway City Council, the DHPLG and the Housing Finance Agency.

Galway City Council have been very supportive of this acquisition which provided an opportunity to refurbish 2 vacant blocks of apartments in an unfinished estate that have been lying incomplete for 12 years. The apartments have received significant upgrades and now fully comply with current standards providing quality, energy efficient homes for tenants from the Council's housing list.



Heatherside, Arklow

This is a 38-house scheme with Ardale Property on Vale Road, Arklow. Tuath have now completed and allocated 25 homes across 2 phases and plan to deliver the remaining 13 before the end of 2020.

There is strong demand for social housing in South Wicklow and these units will go some way to alleviating this need. Heatherside is close to Arklow town centre, with a host of services and amenities nearby.



Kerlogue Manor, Rocksborough, Wexford Town

Kerlogue Manor is a scheme that will provide 71 homes in Rocksborough, just outside Wexford Town. On completion this full development will comprise 225 units in total providing a sustainable mix of social and private tenants. Tuath are purchasing 9 x 2 bed apartments with the rest of the units being a mix of 2, 3 & 4 bed houses from the developer Morrowpoint Limited. The first phase is due to close in November 2020.



Tuath Housing

supporting vibrant communities



TUATH HOUSING ASSOCIATION

Changing Housing for the Better

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