

Spring/Summer 2021

Issue
08

Residents' Magazine

Resilience

The ability to bounce back from challenges inspires this issue of our new-look Residents' Magazine. We look forward with optimism to brighter days that will see us safely back together with family, friends, neighbours and our communities.

pg 4

You said, we did!

pg 03

Home and Garden
competition 2021

pg 08

Stand out from
the Crowd

pg 13



**Tuath**
Housing

WELCOME

A MESSAGE FROM BRONAGH D'ARCY DEPUTY CEO AND DIRECTOR OF NEW BUSINESS & DEVELOPMENT

Welcome to our new look Residents' Magazine. The theme of this edition is 'Resilience', the ability to adapt well in the face of adversity and the ability to bounce back from challenges. This past year has had a profound impact on each of our lives and we have all had to learn how to live in difficult circumstances. Now with the hope offered from new vaccines we are finally in a place where we can start to plan and look forward to the future.

We are in the process of implementing some exciting new projects across the Association that will bring improvements to our services. Touching on just a few of these areas, we are launching a new responsive repairs team, and putting in place investment programmes which will ensure that our homes meet agreed energy standards. We will be progressing with these projects over the coming months and are keen to hear your thoughts through our new quarterly tenant satisfaction surveys.

In this issue there are lots of great tips and expert advice for the home and garden and we are pleased to launch our annual Home and Garden competition 2021. We know that the pandemic has challenged the opportunities of many households, and so in our tenant engagement section we are launching our "Stand out from the Crowd"



employment and training programme. In the 'You said... we did!' article you can see how we are listening to your feedback to make improvements.

We would like to remind residents that we are here to help you as much as possible. You can contact us with any concerns regarding your home or financial position. Our staff continue to be here for you providing the best possible tenancy services you need!

We hope you enjoy this edition. Stay safe and well,

Bronagh

IN THIS ISSUE...

Page 4

Resilience with Bibi Baskin

Page 6

Gardening with Brian Burke

Page 7

Paint trends 2021

Page 8

Spring cleaning tips

Page 9

New responsive repairs team

Page 10

Energy improvement programme

Page 13

Stand out from the Crowd

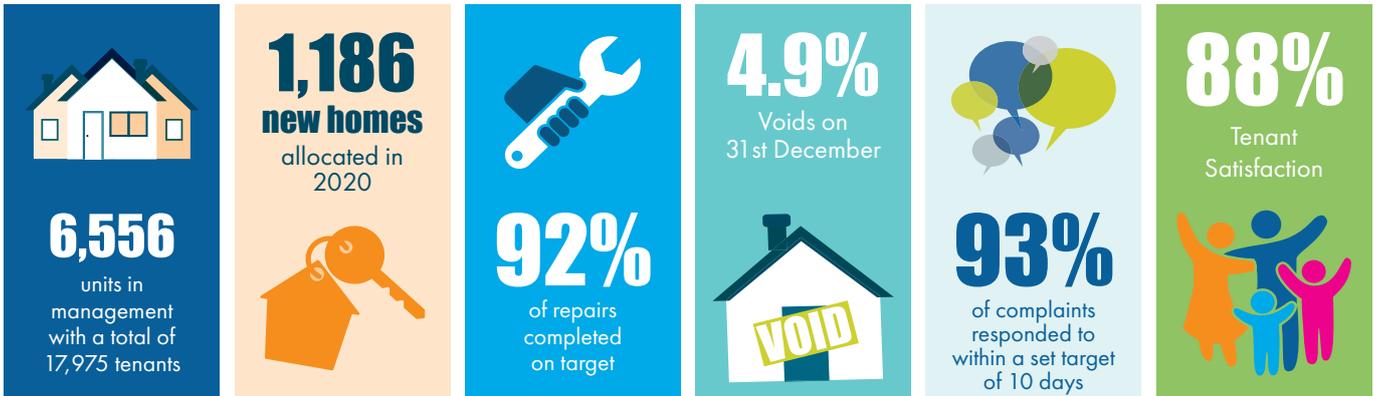
Page 14

Healthy Eating



Residents from Farranferris, Co.Cork receiving keys to their forever homes in April.

2020 HOUSING MANAGEMENT PERFORMANCE



YOU SAID, WE DID!

In September last year, 5,600 residents had the opportunity to take part in our tenant engagement survey. We asked you to share your views about how Tuath engages with you about the services we provide, including how we communicate with you, how we get feedback from you and how we support you to get involved in your community. Your feedback helped us to develop our new Tenant Engagement Strategy 2021-2025, which we will be launching later this year. Here are some of the ways we are taking action on what you told us:

What we learned: You have asked for a better response from us on repairs and maintenance.

What we are doing: Putting in place a dedicated responsive repairs team which will launch in June of this year. More information about this is on page 9.

What we learned: Over 50% said they were not familiar with Tuath Housing's tenant engagement initiative.

What we are doing: Through actions in our new Tenant Engagement Strategy 2021-2025 we will make sure all our tenants are aware of tenant engagement, its purpose and how residents can get involved. We will also provide a range of ways for all residents to give feedback in a way and time that suits them. Our tenant engagement team will continue to support residents groups to develop sustainable communities.

What we learned: 32% said they were not receiving the residents' magazine.

What we are doing: Every household will now receive a copy of the residents' magazine. We are also making improvements suggested by you, such as more articles from and about tenants and more information relating to your tenancy. We have also created a residents' magazine archive on the Tuath website www.tuathhousing.ie.

What we learned: 87% are interested in giving feedback on the services they receive.

What we are doing: Through actions in our new Tenant Engagement Strategy, we will be making more options available for people to give feedback on housing services in different ways that suit how you want to be involved. We will also be letting you know how your feedback has improved services.

What we learned: You want timely, relevant, and clear communications from us

What we are doing: Our customer care and housing teams will ensure that tenants can contact us and receive a quick response to their queries. This includes the implementation of a dedicated repairs team within Tuath.

What we learned: Tenants have indicated that they are looking for enhanced digital services and communications from us.

What we are doing: We will implement new housing management software and improvements to our information systems and website that will enable us to provide this. We know that some of our tenants are not regular internet users and so we will continue to engage with them by letter, phone, and onsite visits.

OUR COMMUNITY

SMALL STEPS TO RESILIENCE WITH BIBI BASKIN

Bibi Baskin is a former TV presenter who lived in India for a long time, she now lives in Co. Cork and speaks regularly on Wellness. In late 2020, Bibi joined us for an online coffee morning event with residents where she spoke about health and wellness. Bibi also gave tips about resilience and how making a list of happy thoughts and gratitudes can help us every day!

Bibi says, "Life doesn't get easier or more forgiving, we get stronger and more resilient. Will we have good weather this Spring/Summer? It's hard to know but it is also highly irrelevant in my view. I think that after a year of such severe restrictions which have affected all of us that we must all get in the mood to put our best foot forward and make the most of the milder temperatures, regardless of rain, hail, or shine.

If you're not in the mood here's a technique that I use all the time. I once learned in my Wellness studies that when we wake up in the morning we have two choices mentally. We can play what I call the 'misery movie' of our lives or we can play the 'happy movie'. There is no one alive who doesn't have worries, but the trick here is to not let them control us.



So, I would like to invite you to make a habit of playing your 'happy' movie. A good technique to bring you to that point is the practice of Gratitude.

To make this happen all you need is a simple blank notebook and pen. Every morning you write three things that you are grateful for. Try to vary them as much as you can. It's okay to repeat some every day. But think outside the box. For example, I always start my morning gratitude list with being thankful for my breath. It's a thing we take for granted. You will find lots more. And by the end of the week, you should have a list of very happy thoughts to reflect on. Framing your day this way will make you feel more in control of your life and will build up mental resilience for whatever next winter brings. So, let's make the most of this Spring/Summer."

We want to thank Bibi for contributing to this edition of the residents' magazine, if you would like to find out more information on wellness please go to www.bibishappyplace.ie

WHAT HAS HELPED YOU TO STAY POSITIVE OVER THE LAST YEAR?

Susan Maher is a Tuath resident and lives in Co. Meath. During the past year times have been quite tough for everyone. We all miss the simple things in life. There have been many reasons to be positive and thankful for what we have. I started running outside, reading more but most of all I got involved in gardening. I always loved flowers and I got a really nice woman to make myself some stones with quotes I could have to keep reminders of all positive vibes. She's designed one to remember my Mam – I didn't ask her to do this one she just designed it for me as I'm always finding white feathers. One day I found 10 in the garden and I live in number 10.

This lockdown in the past year has been a learning point in many ways but it also shows me how strong I am.

When it rains look for rainbows when it's dark look for stars. The best things in life are free and where flowers bloom so does hope.



SENIORLINE NATIONAL TELEPHONE LISTENING SERVICE FOR OLDER PEOPLE

SeniorLine is Ireland's free national listening service for older people. SeniorLine is run by trained older volunteers and is open 365 days a year 10am-10pm.

If you are lonely, worried, needing information or if you would like to talk to someone call **Freephone 1800 80 45 91**

seniorline

KEEP IN TOUCH WITH AGE ACTION

Age Action is providing FREE one-to-one assistance to people over 55 to use digital technology and keep in touch with friends and family. You can choose what it is you want to learn and you will be matched with a volunteer who will help you to learn at your own pace.

To register your interest contact Tuath's tenant engagement team on 087 7111467





TUATH HELPS RESIDENTS TO 'BE CONNECTED'

In November Tuath was delighted to launch our 'Be Connected' project, which provided new digital tablets to 20 residents from our retirement schemes to help them to stay connected with friends and family during the Covid-19 restrictions.

With support to use the new tablets from family members, neighbours and Tuath staff, residents say they are really feeling the benefits of being able to get online. This includes using the tablets to video call grandchildren and relatives living abroad, accessing online exercise classes, attending online Mass, watching films and listening to music. Having the tablet during the Covid-19 restrictions has helped residents to feel connected and keep busy even when they weren't able to see people face-to-face.

Louise Thompson, Housing Services Manager, Tuath Housing, Barry O'Leary CEO, Housing Finance Agency and David Caffrey resident in Greystones with his new tablet.

Needless to say there was a large amount of interest in Tuath's 'Be Connected' scheme so we hope to be able to access more funding in the future to enable more people to be connected with friends and family and benefit from getting online.

We would like to thank the Housing Finance Agency plc who provided funding for the 'Be Connected' scheme under their social investment fund and to BHP Insurances who kindly donated to support the scheme.

CYBER SAFETY



Dejan, Tuath Housing Dublin.

Covid-19 has meant that many more people are connecting online with family and friends which could lead to personal data being open to abuse and exploitation by online criminals. Dejan our IT operations co-ordinator outlines four simple steps you can do to make your online work and relaxation more secure. If you are a victim of online crime, report it to your local Garda station or www.garda.ie

Step 1 – Stay Secure

- Beware of unsolicited emails or unsecured websites
- Update your software regularly
- Only use approved wifi connections

Step 2 – Stay Connected

- Don't use public Wi-Fi for work or sensitive information
- Create strong passwords
- Change your password regularly

Step 3 – Stay Separate

- Keep your personal data separate from your business or work data
- Use encryption to protect your information

Step 4 – Stay Safe

- Back up your data regularly
- Report any suspicious activity or messages to your local garda station.

OUR COMMUNITY CONTINUED

SPRING SUMMER GARDEN TOP 10 TIPS WITH RTE SUPER GARDEN JUDGE BRIAN BURKE



At the end of March, we were delighted to run an online webinar called "Let's Get Growing" with RTE Super Garden judge Brian Burke. We received such positive feedback from the event that Brian has kindly put together his top ten tips for the garden, balcony, and windowsills for the Spring/Summer season.

1. MAKE A PLAN

Spring is the time to think about waking up the garden for the new growing season. With so much to get done, it is easy to feel overwhelmed on where to begin. By planning ahead and making a "to do" list projects can be very enjoyable and good for our physical and mental health.

2. TIDY UP FLOWER BEDS AND BORDERS

Have a general tidy up, removing debris from flower beds, planters, and borders. Fallen leaves can be used as an organic mulch. Excess dead organic matter you have cleared away can be put into your compost pile or bin. Cultivate the soil in any beds that you plan to plant, top dress with compost or well-seasoned manure, which will add slow-release nutrients, suppress weeds and conserve water during warm summer months. Now is the time to prune roses, (some) shrubs and perennial vines. Remove dead, dying, diseased or damaged shoots and prune to improve the general shape of plants.

3. CLEAN AND PREPARE FOR THE SEASON AHEAD

Clean your garden tools, wash in soapy water, and allow to dry thoroughly. Power wash any build-up of hazardous algae and moss from patios or wash with a hard bristle brush, clean down garden furniture and paint any woodwork that needs a freshening up. Scrub out empty containers and fill with fresh potting soil in preparation for planting.

4. EARLY SPRING VEGETABLES

You may not have to wait long to plant some of your vegetables! Once the soil is workable, directly sow any early spring vegetables like lettuce, cabbage, radishes, and scallions which will grow in cooler soil.

5. SMALL TREES AND PLANTS

There are many suitable trees which will add depth and interest in smaller garden spaces such as Japanese Maple, Magnolia, Amelanchier, Acer griseum, Hazel, Eucalyptus, Rowan even Olive and Fig if you have a warm sheltered spot.

6. ADD SEASONAL COLOUR

Plant early annuals such as Pansies and Lobelia in containers or the front edge of beds for an extra splash of colour. Now is the time to plant summer bulbs including Lilies and Dahlias. Once all danger of frost is past, it is safe to plant warm-season annuals such as Petunias and Marigolds. Think about a mix of perennials and shrubs and such as Echinacea, Foxgloves, Rudbeckia, Centaurea, Viburnum, Hydrangea, Fuschsia, Magnolia to add structure and colour to any garden, large or small.



Dahlias



Hydrangea



Lobelia

7. COLOURFUL PLANTERS AND WINDOW BOXES

Keep annual containers looking their best with regular watering, fertilizing, and deadheading. In mid-summer, cut back trailing annuals. Replace tired-looking plants with new ones for an updated look.

8. GET THE CHILDREN INVOLVED

Children love getting involved in the garden. Sunflowers are easy to grow, and kids love to watch them grow tall. Strawberries are also a fantastic fruit to plant as they can grow in containers or the garden. Children can pick and enjoy the strawberries knowing that they grew them. They also come back every year.

9. COMMUNITY GARDENING

Spring is a great time to divide perennials. Transfer extra clumps into bare spots or give them away to friends and neighbours. If you belong to a residents' group neighbourhood gardening group or club, organise a plant swap (following all Government Covid guidance). Brighten up green areas or communal spaces with perennials such as Phlox, Leucanthemum, Achillea, Aster, Salvia.

10. KEEP POLLINATORS HAPPY

Insects and birds are crucial for pollination and biodiversity. Include a selection of native Irish plants in your garden and containers that will bloom over the growing season to attract a diversity of wildlife. Speciality wildflower mixes are quick-growing options for gardens or beds and are great for the environment. Buddleja davidii (Butterfly Bush) will do a great job attracting insect life.

COLOUR MATTERS – PAINT TRENDS 2021

Decorating your home can become overwhelming at times. Pat McDonnell Paints colour consultant, Fiona Finnegan, has given some colour tips to share exclusively with you.

NOURISHING NEUTRALS

Beige, blush or light colours with a warm tint work as a warm, overall neutral in your home. They are relaxing and easily combined with other colours. Use a neutral throughout your house, paint it on your walls, a ceiling in another room or even on a built-in unit. Colourtrend Lowland could be your new neutral. A warm, delicate blush colour. Check out Farrow and Ball's Joa's White, a relaxing beige, Colourtrend's Temperance for a more minimalistic look, a light warm grey colour.



Colourtrend Lowland

LUSCIOUS GREEN

What could be more relaxing? Immerse yourself in this relaxing hue or use it for a statement by painting a large piece of furniture. What's your green? There are many but for me Farrow & Ball's Treron is a strong contender.

“ Refresh yourself and your home with paint and a pop of colour, pandemic times have created a desire to return to our roots and re-connect with nature. Our home is our refuge and sanctuary. Earthy, warm colours have stepped up and feel good. Greens and sea blues are also calling out to us. We need soothing surroundings but perhaps something inspiring too.



SERIOUS SOPHISTICATION

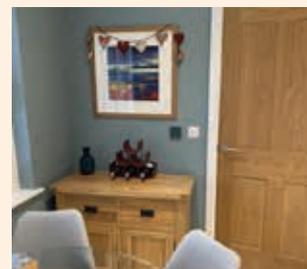
Enhance your grey with Ralston's Henhouse, a mustard with personality which will make any room glow with warmth. Allow for a cocooning effect by using a darker shade on all walls in your bedroom, living room or loo. Step it up with Dreamy Truffle by Dulux, a muted rose colour and an assertive cosy cocooning colour for a bedroom.



Dreamy Truffle by Dulux

BEAUTIFUL, SOOTHING BLUE

Ralston 'Vista Blue' is a straightforward mid blue. It will add a spring to your step. Farrow & Ball's Oval Room Blue is a sophisticated blue green colour with some grey.



Farrow & Ball Oval Room Blue

For more colour advice visit www.mcdonnellpaints.ie or contact us at info@mcdonnellpaints.ie to book a colour consultation.

TENANT STORY

Stuart Murphy lives in Co. Dublin and is a Tuath resident. He is an artist and is interested in the connection between art and the environment.

I hope that as we are coming to the end of this pandemic, that art and nature can help us to keep healthy and safe. We all use art and creativity in our everyday lives even though we might not notice it. Art for one allows us to reflect on our emotions and can be an outlet for them too. This can lead to an overall sense of wellbeing.

Nature respects us by giving us life. We must return the respect by doing our best to keep nature clean and healthy. Little things like not littering and recycling as much as we can. Although I'm an artist I'm first of all an environmentalist and create art with that in the forefront of my mind. If you can bring nature into your daily life, it will be reflected in your wellbeing, and in other positive ways as well. Stay safe.

OUR COMMUNITY CONTINUED

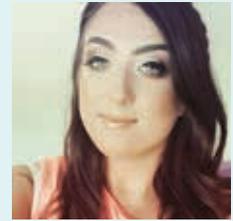
SPRING CLEANING TIPS

Cleaning and decluttering can be good for your mental health, so having a good spring clean is a great opportunity to give your wellbeing a boost! Tuath resident Rebecca Butler, who lives in County Wexford shares her love of cleaning and home decor on her Instagram account [rebeccas_homeandlife](#). She describes herself as “obsessed with cleaning” so we asked her to share some of her spring cleaning tips...

You might already have some DIY cleaning products in your house that can be really effective. Rebecca says “white vinegar and baking soda are definitely a must have in everyone’s cleaning cupboards. Baking soda can be put down drains with a drop of white vinegar. Leave it for a while and then pour down hot water. This will clear the drains of gunk build up and also bad odours.”

She also says that white vinegar and baking soda are great to deep clean your washing machine. Put ¼ cup of baking soda into the empty drum of the washing machine and 2 cups of vinegar into the detergent drawer and run the machine on a hot

wash. This can be done on a regular basis to avoid build up and bad odours. Be sure to give the detergent drawer a good scrub too. Rebecca also recommends white vinegar for cleaning shower doors, as well as windows and mirrors.



Rebecca, Co. Wexford

For jobs like cleaning tile grout and shower deep-cleans Rebecca uses The Pink Stuff cleaning paste. She says it’s also great for removing mould and lots of other cleaning jobs too, including everyone’s least favourite job, cleaning the oven. She advises that “keeping on top of your oven cleaning is a must!”

When it comes to decluttering Rebecca says “If you don’t use it, lose it! Keeping things you no longer want or need is pointless when they could be going to someone else who needs them.” Go through toys, clothes and cupboards and give things to charity or sell them online and put the money towards something nice. It’s important to reward yourself for all your hard work!

HOME AND GARDEN COMPETITION 2021

We are delighted to launch our home and garden competition for 2021. This year we are including a new category – Best Communal Space/Residents’ Group Garden. Closing date for entries is Wednesday 21st of July 2021.



Home and Garden Competition 2021

Prize Categories

1. Home Design/ DIY/ Decoration
2. Best Garden
3. Best Balcony
4. Best Communal space/ Residents’ Group garden project.

Send your photos along with your name, address and category by email to getinvolved@tuathhousing.ie or What’s App 0879732211. Closing date for entries is

5pm on **Wednesday 21st July**

T&C: All photographs submitted must be the work of the individual who submits them, photographs may be used in connection with Tuath Housing social media and print communications.



Prizes Category 1-3 €50 voucher each
Category 4- €100 voucher

YOUR HOME

NEW TUATH RESPONSIVE REPAIRS TEAM TO BE LAUNCHED SUMMER 2021

We asked newly appointed Responsive Repairs manager Eoin Woods to tell us about the new Responsive Repairs team that will be launched in late June of 2021. Eoin explained, Tuath's aim is to deliver effective services to residents, to listen to their feedback and to understand what they value, so that we design our services accordingly. The repairs team will continuously seek to improve performance to the highest levels of satisfaction and to engage openly with residents about responsive repairs to their home.



Eoin, Tuath Housing, Dundalk

WHAT IS A RESPONSIVE REPAIR?

Responsive repairs (day to day) are defined as those repairs which are carried out on an ad hoc basis as the need arises and which cannot be deferred for inclusion in planned or cyclical maintenance programmes.

Generally, this will be an emergency (24 hour), urgent (4 days) or routine (28 days). A repair can be to rectify a defective component and may include the replacement of that component part, for example a tap, a door handle, or a pane of glass or some repairs may require more significant investment such as defective boilers requiring replacement.

WHO ARE THE DEDICATED RESPONSIVE REPAIRS TEAM AND WHAT WILL THEY DO?

The new repairs team will consist of staff members who will be primarily dedicated to ensuring the delivery of effective and efficient repairs on your home. The repairs team will be directly taking the reported repairs from the resident and actioning with a relevant contractor to rectify the issue.

WHAT DOES THAT MEAN FOR TUATH RESIDENTS?

One of the targets of the repairs teams is to aid with the improvement of customer satisfaction. The repairs team will work to improve the overall customer journey in reporting a repair by making it as easy and effective as possible. We hope to introduce new ways of reporting in the near future that will provide more options for residents to report a repair. This dedicated team will also be directly linking in with all our contractors to ensure a high-quality service is being continued.

WHO CAN REPORT A REPAIR?

It is primarily the tenant who is responsible for reporting repairs, defects, or damage to the property to Tuath Housing as soon as they are aware of the problem. However, Tuath Housing will also accept notification of repairs from: the tenant's representative such as next of kin or another member of the household, a residents' support worker, contractors/management agents working in collaboration with Tuath Housing.

HOW CAN I REPORT A REPAIR?

You can report a repair through our website www.tuathhousing.ie or a repair can be reported by calling your local Tuath Housing office:

Cork – 021 427 3508 / **Dublin** – 01 676 1602

Dundalk – 042 942 3400 / **Galway** – 091 393 280

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.

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.



YOUR HOME CONTINUED

KEEP YOUR BIKE SAFE!



Niamh,
Tuath
Housing,
Cork

Did you know that bicycle theft increases as the days get longer, that is why it is so important to always take the time to secure your bicycle to prevent theft or damage. The year 2020 saw an influx in bicycle thefts in residential settings from gardens, sheds, apartment complexes and houses. A few tips from An Garda Síochána on how to keep your bike safe include:

- Spend 10% to 20% of the value of your bike on two locks.
- Lock your bike tightly to an immovable object.
- Keep the lock off the ground.
- Take a photo of your bike, note the serial number and email it back to yourself so you have a record of it forever.
- Lock your bike indoors or in well-lit areas if possible.

It is also worthwhile to take the time to register your bike with Ireland's online Bicycle Registration scheme. 'Bike Register' aims to reduce bicycle theft, by deterring thieves, and to provide a system for returning recovered bikes to their legitimate owners. You can register your bike free of charge online at <https://bikeregister.ie/> Details are maintained on a secure database. Should your bicycle be stolen, they will work in partnership with the Gardai to return it to you in the event of recovery!

PLANNING FOR THE FUTURE – TUATH ENERGY IMPROVEMENT PROGRAMMES

As part of our energy improvement programme, in the past 12 months Tuath have registered with SEAI (Sustainable Energy Authority of Ireland) as a Sustainable Energy Community. Our Property Services Co-ordinator Ronan Grufferty explains how the programme will work.



Ronan,
Tuath
Housing,
Dublin

Since registering, we have obtained funding through this scheme, and engaged a consultant to commence our Energy Master Plan. This plan will set out our medium- and long-term goals for upgrading our housing stock, our managed schemes, and our offices to make sure they are energy efficient, and our energy usage in these buildings is sustainable.

In addition, we have received 50% funding from SEAI through three applications submitted to their National Home Retrofit Scheme, to carry out upgrading works to some of our properties. This will include upgrading 101 properties to a minimum B2 energy rating standard. The measures also include renewable energy technologies in each of the

properties which will reduce the carbon footprint of our housing stock. Although works this year have been delayed, we aim to commence in Q2 of 2021 and hope to complete all approved works this year.

Works are on-going in identifying further properties for upgrade and preparing applications for submission to SEAI. Where possible, we continue to undertake minor energy upgrade works through SEAI's Better Energy Scheme where individual energy upgrade measures are suitable.

We are in the process of completing Energy Audits across all schemes in the Association. We continue to identify opportunities to upgrade energy performance, such as heating and lighting upgrades in relevant homes.

BOILER SERVICING 2020/2021

The Boiler servicing contract 2020/2021 was commenced in May 2020 by Gaswise Ltd., on behalf of the Property Services department. The total amount of boilers serviced was 3493. Due to Covid-19 restrictions the contract was suspended for 4 months and therefore the duration of the contract was extended to 10 months with 98 % of the servicing been completed. The majority of the boilers were serviced in the first 4 months of the contract (May – August).



The 2021 – 2022 servicing contract has commenced since mid-April and the anticipated finish date is September 2021 depending on access being given and hopefully no further Government restrictions being put in place. The number of boilers to be serviced in this year's contract is approximately 3,900 homes.

The Property Services team and Gaswise Ltd are grateful for your ongoing cooperation in allowing access into your home. We look forward to working together in the coming year to ensure the safe and economical operation of the heating systems in your homes.

CAN I APPLY FOR A TRANSFER FROM MY TUATH HOUSE?

One of the things tenants have recently asked for during feedback is more information about applying for a transfer. We asked newly appointed housing services manager Niall Duffy to clarify what the process is.



by **Niall Duffy**, TUATH HOUSING, DUNDALK

HOW DO I APPLY FOR A TRANSFER?

If you have a Tuath home and wish to move to a different one within the same local authority area, you can register for a transfer on your local authority's housing transfer list. The criteria are strict and may also require the approval of the local authority in the area that you reside. A transfer cannot always be guaranteed or supported by a local authority.

All transfers must go through the Local Authority first as no transfers will be considered without the tenant being on their transfer list. You must then contact your Housing Services Co-ordinator (HSCO) to have a transfer request form sent out to you to complete and return.

WHAT ARE THE CRITERIA FOR A TRANSFER?

To qualify for the transfer list, you must meet certain criteria:

- No rent arrears on your account.
- Tenants must be living at their current address for at least two years.
- There must be no estate management or anti-social behaviour linked to the tenancy.

The local authority may only accept transfers on one or more of the following grounds, supported by evidence:

- Overcrowding in the current address.
- Medical or compassionate grounds where the property is not suitable for a tenant's medical needs.
- Downsizing to make better use of housing stock.

WHAT IS THE PROCEDURE FOR THE TRANSFER?

Once Tuath Housing receives the completed transfer request form, the HSCO will arrange a visit with the tenant to inspect the property. The Local Authority usually requests the applicant to contact us to provide confirmation that the tenant meets the above criteria. If we confirm there are no issues, they are placed on the transfer list.

Sometimes if there are serious medical or difficult living circumstances it is considered on a priority basis. Documents to support this information will be requested.

When accommodation to meet the needs of the household becomes available and according to the applicants position on the list, they are contacted by the local authority. Refusal of a transfer offer may result in the removal of the applicant from the transfer list.

WHAT IS A MUTUAL EXCHANGE?

There is an option to complete a mutual exchange where one tenant 'swaps' homes with another social housing tenant with agreement of both landlords. This can involve other social landlords and local authority tenants providing all parties agree to the exchange.

WHAT ARE THE CRITERIA FOR MUTUAL EXCHANGE?

The criteria for acceptance of any transfer or new tenancy will be the same for the mutual exchange. It is procedure for Tuath to contact the exchange applicant's landlord to confirm the accuracy of information supplied and to get a reference on them including a clear rent account and estate management checks.

Mutual exchange permission is granted in writing by Tuath following the interview process and Garda clearance submission.

For all queries in relation to transfer requests, please contact our Housing team in Dublin, Dundalk, Cork or Galway.

For full details on transfers please see pages 60-61 of the Tenant Handbook on www.tuathhousing.ie

TENANT ENGAGEMENT

Our tenant engagement team provides a variety of initiatives, projects, and activities to support and build stronger communities where Tuath residents live. We also work with partners in the community who can assist residents to access advice, training and support that they may need.

INVESTING IN COMMUNITIES

In response to the ongoing Covid-19 crisis, Tuath Housing released a second round of funding for 2021 under the Community Covid-19 Emergency Fund. The fund will assist both residents' groups and voluntary organisations who are providing support to Tuath Housing tenants during the pandemic. Applications are currently being assessed and we will be updating you on the successful projects later in the year.

At Christmas and Easter we were delighted to be able to support some of our residents' groups to run socially distant events. This included 'best decorated Christmas house' competitions, 'best Easter window' competitions and art and craft packs for children and young people. Some of our residents' groups also held "2 metre clean up" events which saw residents all doing their part for the good of their community.

Some of our residents' groups also held "2 metre clean up" events which saw residents all doing their part for the good of their community.

Knocknacullen Residents' Group, Cork Easter event and "2 metre clean up"



RESIDENTS' GROUP PORTAL LAUNCH

In February we launched the new Residents' group online portal on our website www.tuathhousing.ie. The portal provides information to residents' groups on how to set up, what the roles of committee members are and agenda and minute templates. There is information on funding available and event ideas shared by other groups from all over Ireland. If you would like to find out how to get involved in a residents' group, please contact our tenant engagement team.



NEW QUARTERLY TENANT SATISFACTION SURVEY

We have introduced a new short quarterly tenant satisfaction survey. Each quarter twenty percent of our tenants will be invited to take the survey. The data collected will provide Tuath with valuable information for enhancing and improving our services and to assist with identifying areas where improvements may need to be made. We would really appreciate your time in taking part in the survey as we welcome all resident's feedback.

NEW TENANT CORNER

Our new Tenant Corner on the Tuath website www.tuathhousing.ie is where you will find all our tenant engagement updates on upcoming events month by month. As a tenant of Tuath Housing we welcome you to take part in our workshops, events, competitions and initiatives. Each month we will provide a range of social activities, digital inclusion and other events for our tenants to participate in.

NATIONAL TENANT FORUM

Last November we held our online National Tenant Forum. Guest speaker Sergeant Patrick Conway from the Garda National Crime Prevention Unit gave useful information on crime prevention in communities to the forum members. Further information is available at www.garda.ie/en/crime-prevention/. Forum members also discussed the impacts of Covid-19 on residents' groups and communities and gave feedback on a new information video for tenants. If you would like to become a member of the National Tenant Forum please get in touch!

NEW “STAND OUT FROM THE CROWD” EMPLOYMENT AND TRAINING SUPPORT PROGRAMME

We know many residents have found the past year difficult. Finding new opportunities during a pandemic is especially tough. We want to help our residents to learn new skills that will help them to put their best foot forward to begin a new career path through employment, apprenticeships, further education, or training.

We are launching an exciting new employment and training programme called “Stand out from the Crowd” which will begin this September. The programme is a series of webinars to help Tuath residents build confidence and find supports in a competitive jobs market. With the support of expert speakers from Empower, Dress for Success, Carr Communications and Grow Remote we have created a series of free webinars that will run throughout the month of September. This four-week programme will help break down barriers into employment and help attendees with their job applications, C.V preparation, mock ZOOM interviews, learning how to dress the part for interview and much more.

We are holding an online information evening about this programme on Wednesday 2nd June so residents can come along, find out about the programme and meet the trainers. To register please email: getinvolved@tuathhousing.ie or WhatsApp 0879732211.



Stand out from the Crowd

Are you looking for a new job opportunity or to change to a new career? We are putting together a series of workshops to help you to build confidence, skills and identify your strengths. This **FREE** information evening will give a short introduction to the “Stand out from the Crowd” programme beginning September 2021.

Wednesday 02nd June 5.30pm - 6.15pm

- Getting started, where to find local supports available to you
- Build your confidence - C.V preparation, mock and ZOOM interviews
- Dress for success - what to wear to interview!
- Remote working - opening new career opportunities

To register please email getinvolved@tuathhousing.ie or What's App 0879732211 and we will help you get set up for this online event.

QUALITY IN OUR DIVERSITY

Tuath has been participating in a project looking at how social housing providers can make sure our tenants live in communities that are inclusive of all cultures and ethnicities and where racism and discrimination is challenged. As part of this project tenants were asked about their experiences.

Of the people who responded who were not from a white Irish background

- 27% said they had experienced racially motivated vandalism of their property
- 27% said they had experienced racially motivated verbal abuse
- 26% said their children experience racism
- 7% said they had suffered racially motivated assaults.

If you experience or witness racism it is important to report it. Always report any incident you perceive as motivated by hate to An Garda Síochána. If you don't want to attend your local Garda station, you can seek the services of the Garda National Diversity & Integration Unit, Phone: 01 6663150 or email: diversity@garda.ie

SOWING SEEDS FOR EUROPEAN NEIGHBOURS' DAY

To celebrate European Neighbours Day on May 28th, we gave residents' groups native Irish wildflower meadow seed packs. Over 25 schemes signed up to receive packs.



Wildflower meadow, Mill Crescent, Co. Tipperary

TENANT ENGAGEMENT MAILING LIST

If you would like to receive our tenant engagement monthly email bulletin, please email getinvolved@tuathhousing.ie to join our mailing list.

HEALTHY EATING

Being at home over the last year has been tough, juggling home life, work, children and trying to take care of ourselves and others, we may have fallen into unhealthy habits.

MAKE A MEAL PLAN

Here are six ways to make meal planning part of your weekly schedule;

1. Pick a time during the week and make this a time when you plan your weekly meals
2. Look at the ingredients you already have at home. Check your cupboard, fridge, and freezer before going to the supermarket
3. Pick meals that you know your family already enjoys
4. Plan for leftovers. For example, leftover vegetables can be added to stir-frys, currys and omelettes
5. Cook in bulk and freeze. This works well with dishes like curries, stews, pies and casseroles
6. Choose recipes that use the same ingredients. This saves money, time and extra trips to the supermarket.



STARTING THE DAY WITH A GOOD BREAKFAST!

They say the most important meal of the day is breakfast so here are some tasty budget friendly recipe ideas that everyone will enjoy. Breakfast helps kick-start our metabolism in the morning by providing that much needed energy boost after a night's sleep. It helps keep our blood sugar levels steady, so we are not craving sugary snacks by 10am.

SCRAMBLED EGG ON TOAST WITH GRILLED TOMATO AND MUSHROOMS

Get your morning off to a great start with this delicious and nutritious breakfast! Eggs are a great source of protein and the tomato and mushroom count as two of your 5-a-day!



PORRIDGE

Porridge is a quick and easy breakfast. If you haven't tried porridge in years or if you have memories of a grey solid lump in a bowl, it's worth trying again!

PANCAKES WITH FRUIT, NUTS AND NATURAL YOGHURT

Making pancakes for breakfast can be great family fun! Who can flip their pancake the highest? There are also many different nutritious toppings that can go on top of pancakes.

For a full 5-day meal planner and recipes go to www.safefood.net

STEP INTO SUMMER!

We would like to invite you to join us for a free healthy eating webinar with Nutritional Therapist **Yvonne McKeon** on Tuesday 15th June at 5.30pm. To register for this online event please email getinvolved@tuathhousing.ie or WhatsApp 0879732211.

Step into Summer!

Healthy and Affordable tips and ideas for you and your family!

with Qualified Nutritional Therapist
Yvonne McKeon

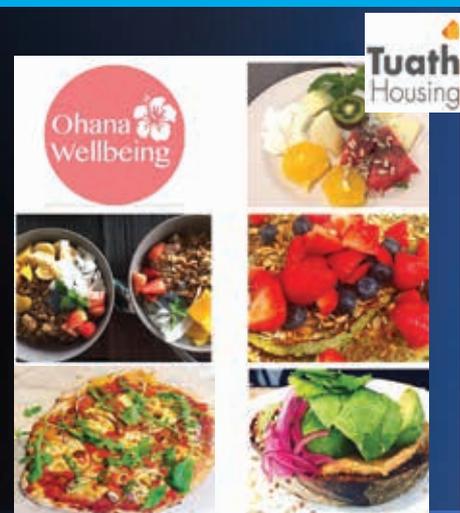
- Wellbeing tips for all the family
- Easy and affordable meal ideas
- Get the children involved in preparing and cooking meals
- Breakfast, lunch, dinner and snack tips

Tuesday 15th June

5.30pm -6.30 pm

Register for this online event by email

getinvolved@tuathhousing.ie or Whats' App 0879732211



DEVELOPMENT UPDATES



Borris Meadows, Portlaoise, Co. Laois



Tuath Housing delivered 36 homes at this development within the last year, with the fourth and last phase of 9 houses completed in March 2021. All 36 homes have now been allocated by Tuath. This project was funded by CALF Department funding and private finance from the Housing Finance Agency. These units were built using Modern Homes Ireland (MHI) a quality assured, factory controlled, off-site build system. Their process increases the speed of the build by up to 50% and means only 20% of the build must happen onsite.



Coolevin, Dublin 22

Tuath were delighted to have closed the final phase of the Coolevin development which consisted of 23 units (15 houses and a block of 8 apartments) on the 12th of February 2021. This development is in Clondalkin, Dublin 22 and comprises a total of 20 apartments and 63 houses. Funding for the project was financed with a CALF loan private funding from AIB and the department of housing. The developer at this site was Grandbrind, continuing our working relationship with that organisation and in partnership with South Dublin County Council.



Gort Fionnbarra, Navan, Co. Meath

We are delighted to be completing the final phase in this 60-home standalone development in Navan, Co. Meath. During the initial consultation with the developer, it was agreed that 3 homes would provide a downstairs bedroom and wet room and 4 ground floor apartments were adapted to also include wet rooms, providing a total of 7 suitably adapted homes for elderly or persons with a disability. Funding was via a mix of CALF and CAS for the adapted homes and private funding via HFA. The scheme was commended by the Minister for Housing at its official opening on Monday 22nd July 2019. We would like to thank all stakeholders involved including Meath CoCo, DHLGH and HFA.



Mount Eagle Square, Dublin 18

This development on the Kilgobbin Road consists of 32 duplex and apartment units. We closed the first phase of 14 units (duplex and apartments over two blocks) on the last day of March. These units were financed by way of CALF and HFA funding and will provide much needed turnkey units in Dun Laoghaire-Rathdown. We are looking to close the remaining block of 18 apartments in Q2 this year. The developer onsite is Belgrove Homes, and this is Tuath's first collaboration with this builder.



The Meadows, Knocknacullen, Cork



The Meadows is a scheme of 52 new build homes in Cork City. This development was delivered over phases with the final phase finished at the end of 2020. It completed an unfinished estate in an area of regeneration. Partners that made this possible were, HRP Construction, Dept of Housing and Cork City Council. There is also a community centre in the development. This will be occupied by a local community group whose aim is to support children and families in the area.



Drynam Heath, Swords, Co. Dublin

We are delighted to have completed the final phase of these beautiful homes at Drynam Heath in Swords. Tuath acquired a total of 17 homes in a mix of 11 x 3-bedroom homes, 2 x 3-bedroom apartments and 4 x 2 bedroom apartments in a small standalone development. The demand for social homes in the catchment area of Fingal County Council is high and it was great to deliver these homes in a very competitive turnkey market. We would like to thank Fingal CoCo, HFA, DHLGH and Victoria Homes Ltd in delivering these quality homes.



Mickey Mouse visiting Fenton Green, Co. Kildare



Logan, from Clondalkin, on an Easter egg hunt!



Tree of Hope, Ffrench Mullen House, Dublin



Taking part in Don Conroy's online art class



Over 5,500 daffodils planted by residents brought spring colour to schemes all over the country



Volunteer Kieran celebrates 1 year of leading Homestead Court's social distancing gym



Carleigh and Shay from Co. Cork winners of our Go Green for St. Patricks Day competition



Harley, Co. Dublin with his prize winning pancakes!



Thornwood's Easter Window competition, Dublin

TUATH HOUSING ASSOCIATION

Changing Housing for the Better

Housing Association is a company limited by guarantee, incorporated in the Republic of Ireland under Registered No.326944
Charity No. CHY14356 Tax Reference number 6346944R

E info@tuathhousing.ie

W www.tuathhousing.ie

CORK OFFICE

24 Marlboro St.
Cork

T 021 427 3508

F 021 427 3509

DUBLIN OFFICE

33 Leeson Street
Dublin 2

T 01 676 1602

F 01 676 1603

GALWAY OFFICE

4th Floor Heritage Hall
Kirwan's Lane, Galway

T 091 393 280

DUNDALK OFFICE

17 Church Street
Dundalk, Co. Louth

T 042 942 3400