

# Residents' Magazine

## Rejuvenation

The giving of new energy or vigor. In this edition we celebrate the achievements of residents and their communities. We look forward to continuing our work with you, building a strong and inclusive approach to resident engagement.

You said, we did!

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# WELCOME

## A MESSAGE FROM ANGELA MURPHY TUATH'S VOLUNTARY BOARD OF DIRECTORS

To begin, I would like to welcome all new readers and residents of Tuath to this edition of the Tuath Housing residents' magazine. As always, this edition is packed with a range of information and interesting articles that I hope you will like and enjoy. The theme of this edition is Rejuvenation, a word that means the giving of new energy or vigor. In July I had the privilege of participating and supporting both our residents and Tuath in the launch of our Tenant Engagement Strategy. The strategy aims to enhance the bond between Tuath, our residents and highlights the willingness to focus our energy into our communities. Throughout this edition of the magazine, we focus both on our residents and Tuath's desire to achieve the objectives set out within the Tenant Engagement Strategy's seven pillars, those being: Involve, Enable, Communicate, Build, Integrate, Embed, and Empower.

Over the past six months we have initiated several successful projects that complement our tenant engagement strategic pillars. We were delighted to share the launch of our Tenant Engagement Strategy with so many residents nationally who attended events across seven communities located within counties Louth, Dublin, Galway, Cork, Meath, and Kildare. The feedback and resident involvement were truly overwhelming, we would like to thank all of those involved in making this possible as we progress on our journey of meeting our strategic objectives.

To assist in meeting the needs of our residents we are pleased to announce in this edition some recent successes with several funding applications acquired via the HSE National Lottery. This funding will be used to support planting programmes, digital inclusion projects and the purchase of life-saving equipment that so many communities will benefit from.

As we grow as an organisation, we understand the importance of our residents' feedback and input into how we deliver our services. I am delighted to announce further additions to our



"You Said, We Did!" initiative, within this edition we have placed focus on gaining feedback which allowed Tuath to redesign our allocations and unit inspections processes and update our policies to be more customer friendly and informative for residents. I would like to thank all of those who took part in the workshops, these improvements were not possible without your participation.

We know that energy bills will be a concern for many households coming into Winter. We would like to thank Darragh Cassidy, Head of Communications from Bonkers.ie for contributing to this edition of our residents' magazine as he tells us how we can make small changes in the home that will reduce our energy use. We also look forward to hosting a workshop with Bonkers.ie this September.

We look forward to continuing to work alongside you throughout the remainder of 2022 and into the future and continuing our work with you, building a strong and inclusive approach to resident engagement. This issue is a celebration of the work done by residents and we hope you take a break for a few minutes and enjoy reading it.

Thank you  
**Angela**

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**Launch of the Tenant Engagement Strategy 2022-2025**



Following your feedback and to support the environment we are distributing this edition of the magazine in digital format. All issues of the Residents' Magazine can be viewed at [www.tuathhousing.ie](http://www.tuathhousing.ie) in the Tuath Community menu.

Frontcover: A young resident from Woodside, Enniskerry, Co.Dublin enjoying the Tenant Engagement Strategy launch event on the 14th July, seven events took place nationwide to celebrate the launch, see full details inside!

## 2022 HOUSING MANAGEMENT PERFORMANCE



## RESULTS FROM OUR QUARTER 1 AND 2 RESIDENT SATISFACTION SURVEY

This year Tuath has engaged an impartial third party to capture the satisfaction level of residents under the service provision of Tuath. Tuath has implemented a quarterly tenant satisfaction survey which seeks to identify satisfaction levels associated to your home, your neighbourhood, Tuath's repairs service, communications, and tenant engagement.

**87%**  
Overall resident satisfaction

**8 out of 10**  
residents are satisfied that Tuath are easy to deal with

**85%**  
Providing excellent customer service is a fundamental part of Tuath's service to ensure a positive relationship with our residents

**89%**  
Are happy with the overall quality of their home meaning 9 out of 10 residents are happy with their home provided by Tuath

### FOCUS ON ENVIRONMENTAL SUSTAINABILITY 2022

To date we have completed energy upgrade works on 130 properties, 96 of which were completed in 2021 and 34 in 2022 so far. There has been a three-month delay in the roll out of the SEAI National Home Retro Fit scheme which has delayed the upgrades. However, we are currently undertaking works to 15 properties at Castleross retirement village and 59 in Castlemanor, Cavan. As part of our asset management plan for 2022 we hope to have up to 150 properties upgraded by the end of the year, giving us an overall total of approx. 240 completed properties over 2 years. All upgraded properties will achieve a B2 rating or higher. To date we have reduced our carbon footprint and energy costs by approximately 60% across all upgraded properties. This is the equivalent savings of approximately 435 tonnes of carbon per m<sup>2</sup> per year or the equivalent of planting approximately 30,500 trees per year.



# YOU SAID, WE DID!

## FEEDBACK SESSION FOR NEW RESIDENTS

In January 2022, Tuath Housing hosted an online feedback session for all new residents to discuss their experience of the 'moving-in process' and to make recommendations on how best to improve this. There was a great turn-out at the event with a lively discussion on the pros and cons of moving into a home with Tuath Housing. Based on residents' feedback, Tuath Housing have made some key changes to their allocations policy. A full report on this feedback session is available from Tuath Housing on request. Sincere thanks to all our residents who took part.



### Actions we have taken!

- Preparations are underway to provide virtual and in-person viewings of properties in advance by residents.
- An updated tenancy agreement, with additional information on the allocation of the property will now be sent in advance to residents via DocuSign.
- A new 'Pre- Move In' video has been created to help residents better understand their tenancy agreement, and to provide advice on the moving-in process. The video can be subtitled and translated into the resident's native language, where English is not the first language and is available on the Tuath Housing website [www.tuathhousing.ie](http://www.tuathhousing.ie)
- A new code of practice has been implemented for staff to improve new residents experience of each stage of the moving-in process.
- A post-allocation process has been developed to provide new residents with the opportunity to feedback to Tuath Housing their experience of being allocated their property.



## FEEDBACK SESSIONS WITH RESIDENTS ON ANNUAL PROPERTY INSPECTIONS

Every year Tuath Housing conduct annual property inspections of all Tuath Housing properties. We carry out inspections because as an approved housing body, Tuath Housing are regulated by The Approved Housing Bodies Regulatory Authority (AHBRA) which promote maintenance of homes to an appropriate quality. Tuath Housing are required by AHBRA to inspect homes and make sure we are meeting our obligations as a housing provider. The inspections also allow Tuath Housing to be proactive on any repairs which are required on homes, to ensure the health and safety of residents.

In March 2022, a series of feedback sessions on annual property inspections were held. Many thanks to all residents who participated in both online and telephone feedback sessions. Due to unprecedented demand for engagement, the housing team provided three online sessions on the 14th, 15th, and 16th of March in addition to contacting over 100 residents individually by phone to receive their feedback. Based on feedback, Tuath have made some key changes to their annual inspections policy. A full report on the annual inspections feedback sessions is available from Tuath Housing on request. If residents would like further information on unit inspections, please do not hesitate to contact your HSCO who will be more than happy to help.

### Actions we have taken!

- Appointment letters for annual inspections will be sent to residents 21 days prior to inspection (this was previously 14 days).
- Letters now provide a timeframe for inspections of either AM or PM, with an option for residents to request to change this timeframe on the appointed date.
- A reminder text will be sent to residents 72 hours prior to inspection with a Tuath Housing contact number should the resident not be able to attend.
- Residents will now be able to provide feedback of their inspection experience through the Tuath Housing website at <https://tuathhousing.ie/tenant-home/>
- The repairs team at Tuath are providing additional support to larger property developments where inspections are taking place. This has enabled building contractors to attend inspections with the housing team and carry out any smaller repairs work to properties on the same day that the inspection is taking place. Although currently in a pilot phase, it is hoped to expand this initiative to all major housing schemes.

# OUR COMMUNITY

## ENERGY SAVING TIPS FROM DARRAGH CASSIDY, BONKERS.IE

Gas and electricity prices in Ireland are at record levels and energy bills will be a big concern for many households this Winter. Darragh Cassidy, Head of Communications from Bonkers.ie tells us how we can make small changes in the home that will reduce our energy use. We would like to thank Darragh for contributing to this edition of our residents' magazine.



### 1. Switch supplier

There are 12 energy suppliers in the Irish market right now and they all compete for new business by offering big discounts for a whole year to new customers. These discounts can be up to 40% or more. This means someone who switches supplier could save around €700 a year on average! It's quick and easy to switch on bonkers.ie and it can all be done online in the space of a few minutes. Around 20,000 people switch electricity supplier and 10,000 switch gas supplier every month. So why not join them?

### 2. Reduce your energy use in the home

- **Switch to LED lightbulbs.** They last longer and use up to 90% less electricity.
- **Don't overfill the kettle.** Heating water uses a huge amount of electricity so don't boil more than you need to.
- **Go for cooler washes where possible.** Think 30° for the washing machine and 50° for the dishwasher.
- **Mind the fridge.** As your fridge needs to run all day, every day, it uses more energy than you might think. In fact, the cost of running a fridge could be close to €20 a month. For every 10–20 seconds the fridge door is left open, it takes 45 minutes and more energy for it to cool down to its original temperature. So don't leave the door open for too long while getting food.

- **Tackle draughts.** Tackle draughts from windows, keyholes, and doors. Look into buying a cheap door draught for your main rooms. Keep doors closed, especially between heated and unheated rooms.
- **Cook clever.** Use a timer when turning on the oven so that you know exactly when it's reached the right temperature. And when you hear the alarm sound, put your food in immediately so you're not wasting money heating an empty oven. When your food is nearly cooked, turn off the rings/oven and use the built-up heat to finish cooking your food. Your oven will stay at the same temperature for up to five minutes or more. And when you've finished cooking, keeping the oven door open while the oven cools down can help heat your home if it's cold outside.
- **Pull the plug.** Even turned off, some appliances can keep drawing power (although the problem isn't nearly as bad as it used to be). So, unplug laptops, TVs, and other appliances before going to bed. Not only is it safer, it's also more economical.
- **Go easy with the tumble dryer.** Tumble dryers are big energy guzzlers so dry your clothes on a clothes horse or washing line on mild and dry days (not a regular occurrence in Ireland we'll admit!). However, when you are using your dryer, separate your clothes into lighter and heavier loads and consider buying some dryer balls to place into the machine with every load, as they can save you up to 25% on drying time.

**Tuath Housing** Energy Saving Tips  
Free Online Workshop

Join us on Wednesday 14<sup>th</sup> September for a free online workshop via Zoom with Bonkers.ie. The workshop will include

- How to make savings on energy costs in the home
- How to switch providers easily

Book your place by sending us an email to: [geinvolved@tuathhousing.ie](mailto:geinvolved@tuathhousing.ie)

**Wednesday 14<sup>th</sup> September**  
**6.30pm - 7.15 pm**

T&C: Open to Tuath Residents only



Speaker: Darragh Cassidy, Head of Communications, Bonkers.ie

## OUR COMMUNITY CONTINUED

### LAUNCH OF REDESIGNED RALEIGH COURT COMMUNITY ROOM

In March residents of Raleigh Court in Dublin welcomed Lord Mayor of Dublin Alison Gilliland to the official opening of their newly redesigned community room. The students of Interior Architecture from Griffith College worked with residents to come up with concepts for the redesign. The Lord Mayor said that she was "delighted to attend the opening of this new community room that provides an important and dynamic space where residents can get active, learn, and connect with others in their community". Residents look forward to a calendar of events and activities in 2022/23, supported by funding secured through The National Lottery and partnerships with ALONE, The Lions Club, Dublin City Council, and local groups. Activities will include digital training, sign language classes, cultural trips, a men's group, and gardening project.



### HI DIGITAL – SUPPORTING RESIDENTS TO GET ONLINE

In February some of our Housing and Tenant Engagement Officers attended training from Hi Digital. Hi Digital, is a free online course developed by Vodafone Ireland Foundation, in partnership with Active Retirement Ireland and ALONE. Tuath staff received training on how to be a Hi Digital Buddy, so we can help our older residents to get online if they need assistance. Anyone can access the free online step-by-step training course offered by Hi Digital, just go to [highdigital.ie](https://highdigital.ie). You can also register for an in-person class by calling 1800 20 30 30.



*Residents of Knightsbridge Retirement Village, Co. Meath taking part in a Hi Digital presentation with ALONE.*

### OVER 35 EUROPEAN NEIGHBOURS DAY EVENTS HELD IN MAY

International European Neighbours' Day on the 27<sup>th</sup> of May was celebrated across the country which seen hundreds of residents organising planting days, coffee mornings, afternoon teas, music, sharing European dishes with neighbours, sports and clean up days. Tuath supported 35 schemes by providing bee friendly planting kits and trees to encourage community inclusion, support biodiversity, and create better neighbourhoods where people enjoy living. The awareness day gave residents an opportunity to hold community events that they may have missed out on over the past two years because of the pandemic. Many thanks to all those who took part in Tuath's European Neighbours' Day 2022.



*The sun shone for residents in Co. Cork who came together for a planting day to celebrate European Neighbours' Day in May.*

## TUATH CELEBRATES EARTH DAY 2022

Earth Day is an international day devoted to our planet. It draws attention to the environment and promotes conservation and sustainability. Each year on the 22<sup>nd</sup> April, around 1 billion individuals across more than 190 countries take action to raise awareness of the climate crisis and bring about behavioural change to protect the environment. To celebrate Earth Day at Tuath Housing, residents of Raleigh Court, Dublin attended a talk hosted by The Green Kitchen & Garden Shop, invited by Dublin South City Partnership. Residents learned about the history of lavender, tips to care for and grow their own and came away with a beautiful lavender plant each.



## NATIONAL LOTTERY FUNDING ANNOUNCED

We are pleased to announce that Tuath schemes from many locations across the country have been awarded funding for community development projects through the HSE National Lottery Funding programme. We are looking forward to working with residents and local community organisations over the coming months to put these community projects in place. Below are just a few examples of schemes that have been awarded community development funding.

### Barnewalls Way, Dublin 12 “Grow Project”

In supporting residents Tuath Housing applied for funding to assist in creating a greener environment by designing their very own communal rooftop terrace. Thanks to the National Lottery Funding who awarded €1064.82, the residents can start their “Grow Project” and make their design a reality. We can look forward to seeing the results in the next Tuath residents’ magazine!

### Arus Mhuire, Co. Cork “Lifesaving Equipment”

Arus Mhuire is a sheltered housing scheme of 30 homes in Co. Cork. It is a mix of one & two bed properties and home to over 50 residents. We were delighted to receive €1,000 towards the purchase and installation of an Automated External Defibrillator (AED) for the scheme. An AED is a portable lifesaving device that can help a person suffering from sudden cardiac arrest. By having an AED defibrillator onsite, it will provide assurance to older residents if a medical emergency were to happen.



### Corrig Glen, Portarlinton, Co Laois “Grow Together”,

The “Grow Together” project aims to educate the local community about growing food and plants. The local Co. Laois, Adult Education Service will provide free tuition from a gardening tutor to guide the residents in implementing their “Grow Together” project. Tuath Housing are very thankful to the AES for their support and to the National Lottery Funding for providing €799 to get the project started in September 2022! Again, we look forward to seeing the “Grow Together” progress in the next magazine!

### Prior Hall Apartments, Dublin 8 “Colour to the Courtyard”

Prior Hall Apartment Complex comprises of 19 apartments in Dublin 8. This city centre apartment complex does not have any green space or play area for children. The aim of “Colour to the Courtyard” is to integrate communities by designing a mural for the private shared courtyard as well as designing ‘pavement games’ for the children. The second objective is to create a greener space by providing large planter boxes in the courtyard. Resident’s and children will be included in the project. Thanks to the National Lottery Funding of €1324.64 “Colour in the Courtyard” is in the starting phase. This is a community collaboration that both the residents of Prior Hall and Tuath are extremely happy about!

**If you are a resident and identify an opportunity to avail of community funding initiatives in your area, please contact your Housing Services Coordinator or email us at [getinvolved@tuathhousing.ie](mailto:getinvolved@tuathhousing.ie). We would be happy to assist residents in any way that we can to grow and develop sustainable communities.**

# YOUR HOME

## UPDATE FROM THE RENTS TEAM

### ARE YOU HAVING DIFFICULTY PAYING YOUR RENT?

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.



### USING YOUR 5-DIGIT RENT/REFERENCE NUMBER

If you have set up your new standing order into our AIB Bank, please make sure you use your 5-digit Rent/ Ref number as the reference. Do not use names or addresses etc. Our rent system only accepts your Rent /Ref number. If you have set up your standing order already, please check you have done so correctly. Your 5-digit Rent/ Reference number is on top of your rent statement or you can phone Tuath Housing and press option 2 for Rents for assistance.

## UPDATE FROM THE REPAIRS TEAM

Your tenancy handbook is a user-friendly guide that outlines in detail your responsibilities in the upkeep and maintenance of your home. Below is a summary of what's included in the handbook:

### reminder

1. Keeping your home in a reasonable condition.
2. Attempting to solve minor problems.
3. Taking out insurance on the contents of your home.
4. Taking reasonable precautions to prevent damage to the property.
5. Reporting any faults promptly.
6. Providing access to our contractors to ensure that the repair can be undertaken within our agreed timescales.
7. Ensuring, if you decide to leave, that the property is clean and that all unwanted belongings are cleared.
8. Informing us quickly if you see vandalism.

### CHANGE OF BANK DETAILS FOR RENT PAYMENTS

On the 19th of February 2021 Ulster Bank announced a phased withdrawal of all their banking activity within the Republic of Ireland. Due to this change, Tuath Housing now have an AIB Bank account for the payments of rent. If you presently have a standing order or pay by bank transfer using our Ulster Bank details, please change the bank details to the new AIB bank account, details below. Residents who pay through An Post (Household Budget) will NOT be affected. If you have any questions, please contact your local Tuath office.

#### AIB Bank

**Branch:** 1-4 Lower Baggot Street, Dublin 2

**Account:** Tuath Housing Association

**A/C No.:** 26934757 Sort Code: 93-13-65

**IBAN No:** IE25AIBK93136526934757

**BIC No:** AIBKIE2D

### CHANGE TO COIN PAYMENTS

AIB banking have announced they will no longer be accepting coin payments/lodgements at their bank branches. Please be advised we can no longer accept cash payments involving coins as payment for rent in our Tuath Housing branches. If this affects how you pay your rent, please call our rents payment team on (01) 676 1602, Line 2.



Here is a quick and handy checklist of what you will need to provide if logging a repair with Tuath Housing:

- Your name and address, including postcode.
- Your rent account number.
- Your contact phone number.
- Details of the repair needed (refer to repairs handbook).
- Let us know a convenient time for the contractor to call.



# YOUR HOME CONTINUED

## FIRST MEETING HELD OF THE TUATH RESPONSIVE REPAIRS FEEDBACK PANEL

The first meeting of our newly established resident responsive repairs feedback panel took place online in February 2022. The panel consists of twelve residents and aims to meet four times per year to give feedback to Tuath Housing on its repair policies and strategies. We value the input of residents in improving our repairs service. It is intended that the panel will act as a voice for all residents in the way this service is being delivered.

## HOW TO MAINTAIN YOUR NEWLY SEEDED LAWN AND GARDEN

As we welcome you to your new home, it is likely that your rear garden and lawn has recently been seeded. As a lawn the new grass may not yet be established, it cannot support heavy use (such as children playing on the lawn) allowing large pets (dogs) to be homed outside or install play equipment such as trampolines can impact the early stages of a lawn and could hamper its growth. The tips below should lead to a green and pleasant lawn if the steps are followed.

### 1/ Establish the lawn

To help a lawn to establish itself it is recommended to limit use of the garden as newly seeded lawns cannot take wear and tear in the early stages. Try to avoid walking on your new lawn until the day you start mowing as a footprint in a lawn at an early stage can stay in the lawn for life unless treated.

### 2/ Water the lawn after sowing

To help the lawn grow it is important for it to receive a good soaking with water every day for the first 3 – 4 weeks after sowing and then watering again during any dry spell of more than 3 days. If it rains, this is the same as 2 days watering's as rain has more beneficial effects than just watering alone.



### 3/ The first cut

When the lawn is approximately 100 – 150mm high you should be able to commence mowing. At the first mowing, simply touch the top of the lawn on the first cut and slowly over the next 5-6 times of mowing lower each time you cut. This allows the lawn to thicken out from its base giving a thicker lawn over time. During those initial cuts, you may notice some weeds, do not worry about this as when you commence mowing the lawn these weeds will be killed off and not return after approximately 4-5 mowing's.

### 4/ Long term care

Over time, as your lawn develops, you should apply a fertiliser in Spring each year. In Autumn, each year a winter fertiliser should be applied around September or October time. Fertiliser can be purchased in any garden centre.

## AIR TO HEAT PUMPS

Air-to-air heat pumps heat and cool your home with energy extracted from the air and just 20% electricity which is an exceptionally energy-efficient way to achieve the perfect temperature year-round. To get the best cost savings from your air-to-air heat pump we recommend leaving your heat pump switched on at all times! They work by regulating the heat in the room meaning if left on, they will use less energy to raise the heat in the room, than manually switching on and off. Once your room is at your ideal temperature it will automatically switch off and only switches back on if the temperature in the room falls. Air-to-air heat pumps will both cool and heat your home and will use less energy if left on, saving you both time and money.



## CONDENSATION

Condensation occurs when moist air reaches a cold surface. You can avoid condensation occurring in the home by using these simple tips.



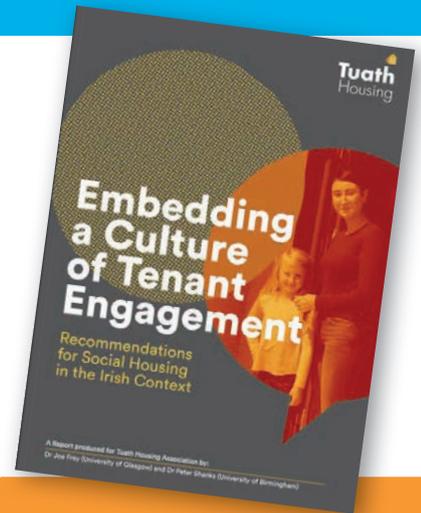
- Opening a window or using an extractor fan (if you have one) so kitchens and bathrooms are properly ventilated.
- Drying clothes outside if possible (except on balconies).
- Using the central heating system in your home to maintain a constant temperature. This will reduce cold areas where steam can accumulate to cause condensation.

# 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. If you would like to get involved or to find out more information on tenant engagement, please email [getinvolved@tuathhousing.ie](mailto:getinvolved@tuathhousing.ie) or call your local Tuath Housing office.

## TUATH LAUNCH RESEARCH INTO TENANT ENGAGEMENT

In February 2022 Tuath Housing were pleased to launch a research report on tenant engagement, *Embedding a Culture of Tenant Engagement: Recommendations for Social Housing in the Irish Context*. The report makes recommendations for how tenant engagement could be successfully carried out by social landlords in Ireland in a way that benefits both tenants, communities, and the organisation. The recommendations in the report include establishing a national tenants forum, ensuring residents representatives have the knowledge and skills to engage effectively and ensuring residents can influence the decision-making process in a meaningful way. If you would like to read the report, you can find it at <https://tuathhousing.ie/?s=Tenant+Engagement+Research>



## RESIDENTS GET MOVING AND CREATIVE IN CLONMULLION RETIREMENT VILLAGE, CO. KILDARE

Our housing team recently engaged with a local yoga teacher who ran a chair yoga course for residents in Clonmullion retirement village, Co. Kildare. The residents gained valuable skills that they can continue to use. One of our Tuath resident's said "The chair yoga has helped even when I'm in my home on my own to loosen up my joints and get moving again". The social element of this course has empowered residents to catch up and chat on a weekly basis in a relaxed friendly atmosphere. Residents enjoyed the yoga class so much that they are now taking part in an 8-week arts and crafts course. The classes were delivered by the Athy Basic Adult Education from Athy FETC. The experienced tutor gave tips and new skills on a host of creative pieces. Well done to everyone involved!



### ACTION PACKED 'SPORTS ON THE GREEN' SUMMER CAMP IN CORK CITY

Tuath were delighted to work alongside Cork City Sports Partnership to run a free sports Summer camp in Bishops' Avenue, Farranferris on the last week of July. Over 70 children attended the 4-day camp. On the first day of registration Tuath residents were given a goody bag. Each day Tuath provided a lunch and water to children before the camp began. The camp was held onsite in the green area and each day there was a mix of athletics, soccer and rugby skills shown to the children by experienced coaches. The programme makes camps easily accessible and has opened the doors to young people who may not typically engage in sports. Tuath and residents were delighted to have coaches from Munster rugby, the FAI, Athletics Ireland, and local GAA Cork Senior Hurler Daire O' Leary. The sports camp received excellent feedback from Tuath residents, each day Tuath staff were onsite meeting residents, providing refreshments and supporting the coaches to facilitate the camp. It was a positive event and allowed us to engage with younger Tuath residents and to provide a camp tailored specially for them.



### Residents' Group Handbook



Tuath  
Housing

### LAUNCH OF TUATH'S RESIDENTS' GROUP HANDBOOK

In March 2022, an online coffee morning was hosted by the tenant engagement team for Tuath residents interested in establishing a residents' group or those already a member of a residents' committee. A new Residents' Group Handbook was also launched, and a host of resources are now available to residents' groups and available on the Tuath website. Please see <https://tuathhousing.ie/tuath-community/> to view resources for residents' groups and for a copy of the Residents' Group Handbook.

### JOIN THE TENANT ENGAGEMENT MAILING LIST

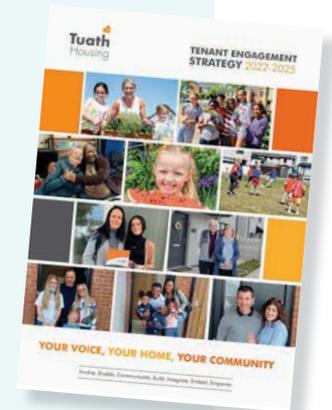
If you would like to receive our tenant engagement email bulletin, please email [getinvolved@tuathhousing.ie](mailto:getinvolved@tuathhousing.ie) to join our mailing list.

## TENANT ENGAGEMENT CONTINUED

### ENGAGEMENT STRATEGY LAUNCHED WITH NETWORK OF NATIONWIDE SUMMER EVENTS

On Thursday 14th July, a host of summer events took place nationwide to release the new Tuath Tenant Engagement Strategy 2022 – 2025 called 'Your Voice, Your Home, Your Community'. The nationwide network of events was held in Dublin, Louth, Kildare, Meath, and Westmeath and Cork City. Tenant engagement relates to how Tuath Housing connects, communicates, consults with its residents, and supports communities where they live. The detailed strategy also lays out a plan for how Tuath will involve residents in the design, delivery, and continuous improvement of services over the next four years.

The new strategy was developed in conjunction with residents through a tenant engagement working group set up in March 2020. One of the key decisions of the working group was to develop a survey, distributed to all Tuath households, in which residents were asked about their preferences and experiences in relation to communicating with Tuath, their views on the benefits of Tenant Engagement as well as what they see as potential barriers to getting involved. Recommendations from a Tuath commissioned research paper released in March of this year called, "Embedding a Culture of Tenant Engagement:



*Recommendations for Social Housing in the Irish Context*", were also included in the new strategy. We have created seven key objectives that will form our action plan for the next four years. They are Involve, Enable, Communicate, Build, Integrate, Embed and Empower. We hope this new strategy will provide useful information about the ways Tuath residents can influence tenancy services in Tuath Housing. To view the full engagement strategy, visit our Tuath Community section on the Tuath Housing website at [www.tuathhousing.ie](http://www.tuathhousing.ie).

### INVOLVE

An aim of the strategy is making sure that all residents are aware of and understand tenant engagement from the beginning of their tenancy so that they know how they can get involved. We will include information about tenant engagement in pre-move in materials and will follow up with residents within a set period after moving into their new home to ensure they are aware of the purpose of tenant engagement and opportunities in how to take part. Our tenant engagement team will continue to engage with residents through our social media channels and the Tuath Housing website.



We held a launch in Woodside, Enniskerry, Co. Dublin to celebrate the first pillar Involve. Residents enjoyed Ice Cream and a mobile pet farm came to visit the estate.

### ENABLE

We recognise that residents know better than anyone whether the properties and services we provide meet their needs and provides them with the tenancy services they would like to see. As a landlord, we want to give everyone a chance to help shape the experience Tuath residents receive. Enabling residents to influence how Tuath Housing provides services, makes decisions, and spends money helps us to provide increased housing services, standards and living conditions. While we hope that all residents want to participate, we also appreciate that many are happy in their homes and just want to get on with their day to day lives. We will ensure adequate resources are provided, in terms of investment and staff, to make sure consultation processes can be carried out well. This includes ensuring that timescales for consultation processes are realistic, so that everyone taking part can do so to their best ability.



Residents of Knightsbridge Retirement Village enjoying afternoon tea and taking part in a Hi Digital presentation with ALONE to celebrate the launch and the pillar Enable.

## COMMUNICATE

Our residents would like there to be effective communications between themselves and Tuath as their housing services provider. They want communications to be timely and relevant and to be able to communicate with us in ways that suits them. Our teams will ensure that residents can contact us and receive a quick response to their queries. This includes the implementation of a dedicated repairs team within Tuath Housing which will offer residents a one stop shop service on all their responsive repair needs. The new repairs service will mean that our Housing Services Coordinator's will be able to dedicate more time to communicating with residents. When communicating with our residents we will avoid jargon and use simple language. We will provide resources and information in a variety of formats to cater for residents' different needs and abilities. We recognise that English is not always our residents' first language and so we will endeavour to provide information to our residents in formats that can be translated using online tools.



*A fun filled community day was held in The Orchard, Athlone, Co. Westmeath to celebrate communication with a bike safety workshop, face painting, ice cream and fun and games for children.*

## BUILD

Engaging with our residents and supporting them to build a sense of community where they live is a top priority for Tuath. As a landlord we believe that our responsibilities go beyond the maintenance of our residents' homes. As well as ensuring safe physical surroundings, we want to make sure that residents feel connected to their communities and local support. At Tuath we believe residents' groups are best placed to build strong, vibrant communities at a grassroots level. As well as helping residents to connect and get to know each other, residents' groups help to improve amenities for the community, combat social problems, work on environmental projects, increase cultural awareness and integration and reduce the stigma of social housing. We will also continue to carry out online and face-to-face outreach activities to promote tenant engagement and develop trusting relationships with our residents. This will enable us to encourage and support residents to have a say in how services are delivered.



*Residents in French Mullen, Dublin came together to celebrate Build with a Lego workshop, the creation of a colourful wall mural and a graffiti artist workshop where children came together and created art for the scheme. Residents enjoyed Pizza and Ice Cream as the sun shone!*

## INTEGRATE

Tuath Housing recognises it has a role in building sustainable communities by supporting social cohesion and integration where our residents live. Ireland is a multicultural society, and our residents should feel welcome and be able to take part in their communities. We will support the development of cohesive, integrated communities by ensuring that our staff have the knowledge and skills they need to work with and help to sustain vibrant, multicultural communities. We recognise that residents can play a key part in this objective and so we aim to support residents to develop the skills and knowledge they need to be open and inclusive to people of all races and ethnicities. We will also support events and activities that promote integration, increase understanding of different cultures and celebrate diversity within the communities in which our residents live. We will establish community demographics data to provide inclusive services. Where appropriate we will work in partnership with organisations supporting migrants and ethnic minorities to support tenant engagement objectives.



*Over 80 local children and their parents took part in a football blitz in Oriel Park stadium, Dundalk, Co. Louth to celebrate Integration. There were also three-legged races, egg and spoon races, dodge ball and penalty shootouts. The highlight of the day for Dundalk FC supporters young and old was a meet and greet with members of the squad and management team.*

# TENANT ENGAGEMENT CONTINUED

## EMBED

We aim to make tenant engagement an integral part of our business, influencing how services are provided and how decisions are made. We will embed a culture of tenant engagement in our approach to the policy and practice of housing management. What this means is that involving residents in the planning, delivery, decision-making and review processes of our housing services becomes the default process and culture within our organisation. We will proactively seek to identify and implement best practice in tenant engagement so that resident involvement can be implemented in meaningful ways that benefit both Tuath and residents. We will continue to invest in best practice research to improve tenant engagement. Through the implementation of our tenant engagement strategy our aim is to be recognised by regulators and strategic partners as delivering excellent performance in tenant engagement.



*The official launch of the Tenant Engagement Strategy was held in Bishop’s Avenue, Cork with special guest Former veteran RTE GAA analyst and Cork hurling legend Tomás Mulcahy. Residents enjoyed sports with Cork Women’s Football Club, Face painting, Ice cream, music and much more!*

## EMPOWER

Meaningful resident participation in community development and consultation processes can require new knowledge and skills, as well as confidence. Tuath Housing’s tenant engagement survey identified that 45% of people said that they may lack the confidence and / or skills to get involved. We will support residents to develop the confidence and skills they need by providing relevant support, training, and development opportunities. Added value to this aim could include enabling personal development and potential employment and voluntary opportunities for residents. We also aim to build the capacity of our staff around tenant engagement, increasing their ability to support residents to take part, building relationships between residents, staff and the Tuath board furthering the aim of embedding a culture of tenant engagement into our organisation.



*Residents enjoyed an afternoon of connecting over tea and refreshments and looking at recent artwork created by residents.*

We would like to thank our sponsors who supported the launch of the engagement strategy. They were Ability, Premier, JR Support, M. Barry, MPM, Platinum, Leinster, and Bayview.



# DEVELOPMENT UPDATES



**Cois Dara,  
Co. Carlow**

Tuath have just purchased 21 homes at this development which is the third phase that we've acquired here on a new build agreement project. Tuath previously acquired 32 homes in the first two phases in Q2 2021 and Q4 2011, respectively. This is a scheme of 63 houses in total with the remaining 10 units currently under construction in Chapelstown, Carlow, to be delivered in late Q2 2022. Tuath have an established relationship with the developer, Nesselside Builders, having previously acquired 73 houses with them at Browneshill, Carlow.



**Gort Fionnbarra, Commons  
Road, Navan, Co. Meath**

Following the successful delivery of 60 A rated quality homes in Part 1 Gort Fionnbarra, Navan, Tuath Housing and Meath County Council formally welcomed An Taoiseach Michael Martin late last year to officially launch part 2 of this development. To date 34 of the 49 homes have completed, with the remaining homes due to be occupied by Quarter 3 2022. Tuath Housing would like to thank all stakeholders involved including Meath County Council, DHPLG, the Housing Finance Agency and the Developer KJA Developments.



**St. Vincent's Hall, Collins  
Avenue, Dublin 9**

Tuath recently acquired 15 properties at St. Vincent's Hall, Collins Avenue, Dublin 9. The development is a three-story building that was previously used for student housing and is conveniently located near Whitehall, an area with excellent transportation and educational facilities. Tuath manages them as an alternative method of social housing delivery under a Long-Term Lease Agreement with Dublin City Council. Tuath took over management of the development at the end of March 2022. Tuath continues to collaborate with Dublin City Council to provide social housing, both newly constructed and renovated existing stock.



**Narrowways Park, Bettystown,  
Co. Meath**

Tuath are continuing to deliver quality homes in the East Meath region with the recent completion of Narrowways Park, Bettystown. 12 new A rated homes were completed in quarter 1 and have been allocated to people from Meath County Council's housing waiting list. These homes were built using Insulated Concrete Forms (ICF) which is a highly efficient and eco form of construction. They were constructed in conjunction with DHPLG, Housing Finance Agency and Meath County Council, with Curo Developments Ltd as the main contractors.



**Avena, Ballisodare,  
Co.Sligo**

Tuath continues to deliver homes in Sligo with an additional 6 apartments recently delivered in Ballisodare town centre. In 2021, the association has already delivered apartments within this development in partnership with Sligo County Council, the DHLGH and the Housing Finance Agency. This development provides a high standard of housing in the Ballisodare area which is a thriving suburb of Sligo town.



**Woodside, Enniskerry Road,  
Dublin 18**

Respond and Tuath together deliver the first purpose-built cost rental homes in Ireland. Cost rental is a new tenure option in Ireland offering more affordability in the private rental sector. The scheme of 155 homes (50 cost rental and 105 social housing) are a mix of 1, 2 and 3 bedroom properties. It was delivered in partnership with Dun Laoghaire Rathdown Council, the Department of Housing, Local Government and Heritage, the Housing Agency and the Housing Finance Agency and constructed by Duggan Brothers.



Congratulations to An Garraun residents and Residents' Association, Co. Waterford for being short listed for the National Pride of Place Awards 2022. Good luck!

The Dundalk housing and engagement team were out meeting residents in Navan, residents showcased their lovely gardens and communal spaces. The schemes are looking so bright and colourful.

8247 homes in management with over 24,000 Tuath residents



Liscorrie Residents' Association holding one of their many community events to reconnect with residents. Well done to everyone involved!

Residents in French Mullen, Dublin enjoying the sunshine at an outdoor Bingo community event

Housing staff met residents and Trickys the dog for a coffee morning in Co. Galway



Well done to residents who took part in chair yoga in Athy, Co. Kildare

New signage and community wall mural opened by the Knocknacullen residents' group, Co. Cork and funded through the Social Economic Environmental Project

Residents from Shackleton Hall, Lucan, Co. Dublin were invited to re-connect with each other and our housing team at an onsite event

**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

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