



Happy New Year

Happy New Year from all the team at Tuath Housing and welcome to the January 2023 edition of the Tenant Engagement news bulletin!

We are looking forward to an event filled year ahead with an action-packed calendar of activities for residents. We have lots on offer, from online bingo to home and garden awards, new environmental projects, best kept estate awards, community projects and bulb planting days. We will also be organising a host of events such as community clean up days, easter, spring, summer, and Christmas events, as well as launching a new education bursary for 2023. Keep an eye on monthly news bulletins and Tuath's social media platforms for give-aways and competitions held throughout the year for adults and children alike.

Keep Up to Date

Tuath's Tenant Engagement Team will be hosting a range of new supports, online classes and workshops and resident competitions during 2023. Keep an eye on our Facebook page for further information.



For the most up to date tenant information, competitions, activities, and events please like our Facebook page <https://www.facebook.com/TuathHousingAssociationLtd/>



Calling All Tuath Residents!

Win a €100 Aldi Voucher

Request for Residents Feedback on Customer Service at Tuath Housing.

Tuath Housing are in the process of reviewing current policies, procedures, and practices on customer service. An online feedback session for residents on their personal experience of customer service at Tuath and on the current tenant handbook is due to be held on **Tuesday 21st of February 2023 at 7pm.** Whether your feedback is good, bad, or indifferent we would love to hear from you. If you would like to register your interest in attending, please complete the following short registration form by clicking the following link: <https://forms.office.com/r/URWUAL7PGk> Alternatively, you can call the Dublin Office at 01 6761602/ 01 6761603 and register over the phone.



Residents who attend will be placed in a draw for a €100 Aldi Voucher



On-line Bingo – February 14th at 11:30am

To celebrate Valentine's Day, Tuath Housing are hosting their next online bingo on Zoom on Tuesday 14th February at 11:30am. Tuath Housing residents from all over Ireland are invited to get involved. Tuath bingo is free to play and lots of fun. To book your place register using this link: <https://forms.office.com/e/HfiiVMTkuE> or call the Louth Office on 042 9423400 to book by phone. Registration for bingo will close at 5pm on Thursday 2nd February.

February Bumper Bingo!

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Tuesday 14th February at 11:30am.

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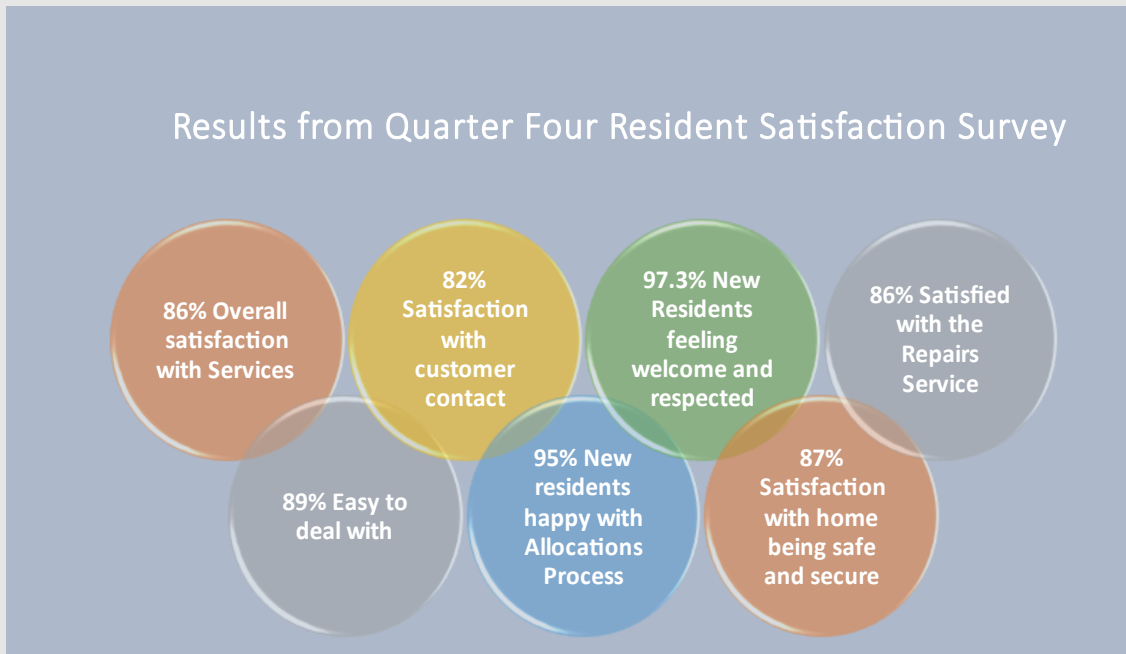
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Registration for Bingo will close at 5pm on Thursday 2nd February.

Registrations are open to Tuath Housing residents only!

Results from Quarter Four 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 with your home, your neighbourhood, Tuath's repairs service, communications, and tenant engagement.



All residents who took part in surveys in 2022 were entered into a draw for a €100 and two €50 One-for-All vouchers. Congratulations to all three 2022 winners - names announced on Tuath Housing Facebook in December.

A reminder to all residents that resident surveys will take place throughout 2023. While you are not obliged to partake, we would be very grateful for your feedback which we highly value. Surveys are completed by a company called Acuity who phone residents using the following number: 01273 093939. The Survey is confidential unless you would like to provide your contact information. If you would like any further information on Tenant Satisfaction Surveys, please do not hesitate to contact your Housing Services Coordinator or any member of the Housing Services team.

Housing update - Annual Unit Inspections begin mid-January 2023



From mid-January 2023, Tuath will begin the process of conducting our annual unit inspections. The purpose of these inspections is to ensure that Tuath properties are maintained to good standards and to provide an opportunity for residents to discuss any tenancy issues or concerns with their Housing Services Coordinator.

The inspection itself will take approximately 15 minutes. The Housing Service Co Ordinator will complete a full walkaround of the property noting its overall condition and noting key issues such as:

- Repairs needed to be done in the property
- Any concerns with fire safety i.e., smoke alarms, fire blankets etc
- Gas boiler check
- And photos of the property.

Tuath will give advanced notice of two weeks to all Tuath residents to ensure resident availability. We look forward to meeting all our residents in the coming months and if you have any concerns, please do not hesitate to contact your Housing Services Coordinator.

Highlights from Christmas Events 2022

A host of fantastic Christmas events were held across the country by staff of Tuath and Residents Groups nationwide. Here are just a few highlights from Christmas Events 2022. Very well done to all involved!



Christmas
Celebrations
at Cois
Cuain,
Dundalk
2022



Christmas Celebrations at Dunville, Navan.

Sincere thanks to Four Star Pizza in Navan for their support of the Christmas celebrations for residents at Dunville, Navan, Co. Meath.

Christmas Celebrations at Downshire Place, Edenderry.



Christmas Celebrations Knightsbrook, Co. Meath.



Christmas Celebrations
at
Liscorrie Drogheda



Christmas Celebrations at Kallane Court, Offaly.

You are receiving this email update because you agreed to receive updates and information about tenant engagement. If you no longer wish to receive updates, please email getinvolved@tuathousing.ie, putting 'Unsubscribe' in the subject line.