Autumn/Winter 2021

Issue 09

Residents' Magazine

Reconnecting

Getting the opportunity to reconnect with friends and neighbours inspires this issue of the Residents' Magazine. We celebrate the strength and positivity of residents who have been bringing their communities and neighbourhoods safely together over the past few months.

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Tuath Housing

WELCOME

A MESSAGE FROM PROF. PADDY GRAY, VICE-CHAIRMAN, TUATH'S VOLUNTARY BOARD OF DIRECTORS

To begin, I hope that you and your family are safe and well. The theme of this edition of the Tuath's Residents Magazine is about 'Reconnecting' with our residents and communities as Covid-19 restrictions have been lifting over the past few months. We are immensely proud of the resilience shown by our residents and staff since the pandemic began. Tuath residents and residents' groups have shown strength, positivity and have helped bring their communities and neighbourhoods safely together in so many ways.

The last six months have seen a number of successful initiatives. We were delighted that so many residents took part in our "Stand out from the Crowd" programme in September. The feedback has been so positive and we will continue to grow and develop employment training initiatives for residents next year. We were also very pleased to be able to support 14 community organisations through Tuath's Community Covid-19 Emergency fund again this year. Our housing and tenant engagement teams were delighted to reconnect in person with some of our older residents to celebrate Positive Ageing Week in October and residents planted an amazing 8,000 bulbs during Tuath's National Planting month 2021.

It's really important to us that tenants' voices are at the forefront of everything we do and that residents are confident they can connect with us. Regardless of the situation with Covid-19, we want to continue to provide the best quality housing services in the safest way possible. As a Tuath tenant your feedback helps us shape the housing services we provide. Early next year we look forward to launching our new Tenant Engagement Strategy which will continue to develop and expand the ways you can get involved and have your say.

We look forward to 2022 and meeting you once again in your communities in person and reconnecting with you in a safer environment. This issue of the magazine celebrates the positive work of our communities and the huge effort and time given by community organisations, volunteers, our staff and Tuath residents and residents' groups.

We hope you enjoy it.

Paddy

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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 in the Tenant Engagement menu.

Residents at the launch of a biodiversity programme in The Meadows, Co. Cork.

2021 HOUSING MANAGEMENT PERFORMANCE (TO 30TH SEPTEMBER 2021)

7,800
units in management with a total of 22,000 tenants

1,134
new homes allocated so far in 2021

73%
of repairs completed on target

Voids
3.1%

98%
of complaints responded to within a set target of 10 days

81%
Tenant Satisfaction

FOCUS FOR 2022

Tenant Engagement

Our focus for 2022 will be to continue to enhance the tenant engagement services we provide and develop ways for our residents to have a say. We will launch the Tenant Engagement Strategy in early 2022 which will set out a three-year action plan for tenant engagement initiatives.

Environmental Sustainability 2022

This year to date we have completed energy upgrade works on 81 properties which sees us upgrading properties with low BER ratings up to a minimum of B2 energy rating. Currently, we have retrofitting works ongoing to a further 23 properties. As part of our asset management plan for 2022 we aim to upgrade a minimum of 100 properties which are below a B2 energy rating and undertake other upgrades as part of SEAI schemes where possible. In addition, we aim to complete our energy master plan before the end of the year which will set out plans to upgrade our housing stock, reduce energy consumption in our organisation and reduce our overall carbon footprint. Our tenant engagement team will also continue to work with residents and residents' groups to develop recycling and biodiversity awareness projects.

SOCIAL IMPACT AND VALUE FOR OUR RESIDENTS

Social impact is defined as the change that happens to people, the community, or the environment as a result of our activities or services. For Tuath social value is a way of thinking that seeks to understand the positive impact the services we offer can have on residents and communities. With social value, we want to work towards providing services because we know they matter to our residents and the communities where our residents live.

In 2018 we began our social impact journey, since then we have implemented new ways for consultation, new tenant engagement initiatives, additional services such as pathways into education and training, health and wellbeing, digital engagement, environmental awareness and providing community development support. We also use tenant feedback to directly inform business decision-making.

Our goal for 2022 is to continue to provide accessible, affordable, secure housing for those most in need but we also want to continue to add social impact to people's lives on a large scale and continue to support community development and sustainability.

RESULTS FROM OUR TENANT SATISFACTION SURVEY

This year Tuath has implemented a quarterly online tenant satisfaction survey in which a random selection of 25% of our residents are invited to take part. The survey asks about satisfaction levels in relation to your home, your neighbourhood, Tuath's repairs service, communications and tenant engagement.

88%
overall tenant satisfaction

88%
were satisfied when they contacted Tuath Housing and our approach to customer care and dealing with issues

89%
are happy with the overall quality of their home

OUR COMMUNITY

14 GROUPS FUNDED THROUGH TUATH'S COVID-19 FUND

In April Tuath ran the second round of the Community Covid-19 Emergency Fund, a funding scheme set up in response to the Covid-19 crisis. Local not-for-profit community groups, voluntary organisations and residents' groups involved in the Tuath Housing tenant engagement initiative could apply for up to €1000 to help provide supports to vulnerable people in communities where Tuath tenants live. In total 14 groups were awarded funding from a fund of €10,000. Here are some of the projects that were funded.

West Cork Women Against Violence

This year West Cork Women Against Violence purchased a property thanks to a donation from the Community Foundation of Ireland to provide a Safe House in West Cork for their clients who are at risk. The funding from Tuath Housing helped them to equip their new Safe House, ensuring it is a welcoming and safe space for those who need it.

Third Age

Third Age runs the AgeWell initiative, a unique peer based social engagement programme that involves volunteers aged 50+ as companions to isolated, frail and vulnerable older people throughout County Meath. The funding provided by Tuath enabled Third Age to update their AgeWell promotional materials and resources, helping them to train and update volunteers and ensure older people in Meath are aware of their services.

A socially distanced outdoor visit between an AgeWell companion and a client.

The Light House

The Light House is a café style service for the homeless and needy in Dublin. During Covid-19 it transitioned from a café for the homeless to a takeaway service. The Light House currently distributes between 200-250 meals per day and the funding from Tuath helped to provide hot meal packs, clothing and toiletries to the many users of the service.

Involve Youth Project

Assisted by funding from Tuath Housing, Involve Youth Project Meath delivered four weeks of summer camps in Navan and Trim with young people aged 6 to 13 from the Travelling Community and other disadvantaged backgrounds. The young people, some of whom had become isolated due to Covid-19, were able to take part in quality outdoor activities and reconnect with other young people.

Involve's youth workers running activities at the Summer camp.

Access 2000

Access 2000 Wexford aims to empower women who experience disadvantage and marginalisation. They set up a 'growing group' to work together collectively to grow flowers and vegetables in a community garden, helping to reduce isolation and boost self-esteem. Funding from Tuath Housing provided equipment and training for the group, helping them to be active outdoors while connecting in a safe way during Covid-19.

Members of Access 2000's growing group prepare to plant a herb garden.

SCCUL Sanctuary

SCCUL Sanctuary in Co. Galway provides crucial emotional support in a safe space to people who are facing very difficult life challenges to their health and wellbeing. Funding from Tuath Housing enabled SCCUL Sanctuary to purchase outdoor equipment for their retreat space and technology to support online therapy sessions.

Other awardees of the funding were An Cosán, Seniorline, CDYS The Big Blue Cube, The Borough Residents' Group, PATH Portlaoise, Cork Penny Dinners and Cultúr Migrants Centre.

RESIDENTS GO GREEN IN KNOCKNACULLEN

The Knocknacullen Residents' Group, in partnership with Tuath Housing held a summer event to launch a biodiversity programme of landscaping, signage and a community garden project in The Meadows, Co. Cork. As part of the event each household received a pollinator friendly window box along with activity packs for children and care packs for adults. The day also saw a host of fun activities including balloon making, plate spinning, sports, and games, as well as the announcement of the winner for the Meadows Summer Art competition.

Funding to the value of €20,000 for the biodiversity programme was procured by Tuath Housing with the Knocknacullen Resident's Group through the Cork Northwest Quarter Regeneration's Social Economic and Environmental Plan.

As part of the project a portion of the funding will go towards creating a community garden in the Let's Grow Together community centre within The Meadows estate. The first meeting took place recently to begin plans to create the garden space. The community garden will be a fantastic space for children using the service and the community.

A huge well done and thank you to the Knocknacullen Residents Group for the work they are doing in the community. The residents' group have held safe community events over the past 18 months that has brought positivity to over 300 homes in The Meadows. Our housing and tenant engagement teams look forward to continuing to support community projects and working in partnership with the Knocknacullen Residents Group, residents, Cork City Council and Let's Grow Together.

TUATH RESIDENTS CELEBRATE POSITIVE AGEING WEEK

Tuath celebrated Age Action's Positive Ageing Week in October this year with afternoon tea! We were so happy to be able to go out, reconnect and celebrate in person with some of our older residents again.

Clonmullion, Co. Kildare

We were delighted to catch up with residents of Clonmullion again. We shared memories and stories about residents who are no longer with us and welcomed many new residents that have joined us.

Kilminchy, Co. Laois

On a sunny afternoon in Portlaoise, we celebrated Positive Ageing Week with the residents in Kilminchy Retirement Village. Special appreciation to Jacqueline and Sofia who brought along exceptional homemade treats.

Castlemanor, Cavan

Scones were sliced and cakes carved by residents of Castlemanor retirement village. There were some new faces with tenants having moved into the village a while ago only now getting to meet their new neighbours for the first time.

Arus Mhuire, Co. Cork

Residents from Arus Mhuire in Cork were able to sit outside and enjoy the sunshine and have a chat with neighbours. Our housing team in Cork really enjoyed catching up and reconnecting with residents.

OUR COMMUNITY CONTINUED

RALEIGH COURT COMMUNITY ROOM DESIGN PROJECT

Our housing scheme for older persons, Raleigh Court, has the luxury of a community room in the complex. Unfortunately, Covid-19 stopped the utilisation of the space in 2020 but the benefit of having additional time has given the residents a great opportunity to become involved in the first partnership project between Tuath Housing and a local College.

Tuath Housing invited Griffith College final year students in Interior Architecture to work with residents to design their community room. On 30th September, twelve residents met with groups of students to explore their hopes for the room. They discussed their hobbies and activities, and also the practical necessities for some residents when furnishing the space.

Four different designs for the community room were presented to the residents at a coffee morning a few weeks later. The residents were very impressed with the work and ideas within all the proposals. After much discussion they chose their preferred design which combined earthy colours with a flexible use of space.

We are hoping to start work on implementing the design very soon and we look forward to inviting all the students back to Raleigh Court for the launch of the new look community room in the near future. Thanks to Britt Berentzen and the final year Interior Architecture students in Griffith College for taking part in this project with us.

8,000 BULBS PLANTED FOR TUATH'S NATIONAL PLANTING MONTH

Every year in October Tuath holds a national bulb planting month. Planting daffodil bulbs is a great way for communities to come together and, come springtime, adds a lovely splash of colour to brighten spirits after the dark winter days. This year 30 housing schemes signed up to take part with over 8000 daffodil bulbs delivered across the country!

TUATH SUPPORTS RESIDENTS TO RETURN TO EDUCATION

In July Tuath offered residents the opportunity to apply for an educational bursary to do an accredited course with An Cosán, a charity that aims to empower people through education. Some very strong applications were submitted, and we were delighted to finally select Leanne O'Sullivan from Cork as the successful applicant. We caught up with Leanne to talk to her about her experience of returning to education...

Leanne, what motivated you to apply to do a course with An Cosán?

I had been looking to do an Early Childhood Care and Education course, specifically with a Special Needs Assistant (SNA) module, it had been something I wanted to do for a long time. So, when I saw the opportunity to apply to Tuath for a bursary which would cover the cost of the exact course I wanted to do I jumped at the chance. Once I have enough experience in the Early Years sector my hope is to go on to become an SNA, so that was my biggest motivation.

How did you feel when you heard you were the successful applicant?

I was absolutely delighted, but a little bit in shock. I honestly thought there would be so many applicants that I wouldn't stand a chance. I was very emotional after it sunk in that I was the successful applicant and I realised that the opportunity for a career would now be within my reach.

What was it like starting the course? And how is it going now?

I was so unbelievably nervous starting the course, that feeling quickly went away. The college is so helpful, my classmates and tutor are also amazing. The course is going fantastic, I am very grateful to be part of such a supportive group.

Have there been any benefits or challenges for you so far?

It's all been interesting so far. The greatest benefit I have noticed so far is I have gained confidence in academic writing while completing assignments, it has been over 10 years since I have done any sort of academic writing so I thought it would be a huge obstacle, but surprisingly it wasn't.

Finally, what advice would you have for anyone else thinking of returning to education?

Do it! There is so much help and support these days for anyone wanting to return to education that you're never truly alone with your course work. There is always someone, be it staff or student willing and able to help and advise where necessary.

OVER 130 PARTICIPANTS ATTEND TUATH'S "STAND OUT FROM THE CROWD" EMPLOYMENT AND TRAINING PROGRAMME

In September this year Tuath launched a new employment and training programme called "Stand out from the Crowd". The 4-week programme was a series of free webinars to help 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 the programme focused on breaking down barriers into employment and helped attendees with their job applications, C.V preparation, mock ZOOM interviews, learning how to dress the part for interview and much more.

There were 130 participants who took part in this year's programme. The feedback given on the programme and the trainers by attendees was very positive. Tuath resident Clare from Sligo told us afterward "I enjoyed the 4 sessions very much. Each speaker was well-chosen and informative. Since completing the programme, I have undertaken to study a Level 6 Certificate in Social Prescribing, so I really feel that I have kick-started into positive new choices since I've moved into my Tuath home"

For full details on all the webinars please go to our tenant engagement section on the Tuath website www.tuathhousing.ie. Tuath Housing will be running more training and education opportunities in 2022. To make sure you hear about them subscribe to our tenant engagement mailing list at **https://www.tuathhousing.ie/tenant-engagement/get-involved**

OUR COMMUNITY CONTINUED

STYLING YOUR HOME THIS CHRISTMAS

Interior designer and social media influencer Aoife Tobin from StyleSoSimple.com believes that Style doesn't have to cost a fortune. Here are some tips from her for easy and affordable styling for your interior this Christmas:

Dress Up Your Sofa

This is such an easy way to add that festive feel to your home without too much effort! Adding these joyful touches to your home is so inexpensive and so super cute! The best places to look for fabulously festive cushions covers are H&M Home, Dunnes Stores, Penney's, and M&S.

Fairy Lights Everywhere

This is one of my absolute favourite Christmas accessories! Why? Fairy lights are vital in creating that cosy festive atmosphere, even using one simple string of lights will add an ambience to any room! You can hang these little guys around or above kitchen cabinets, along the kitchen table or entwined in a table centrepiece or garlands above a fireplace. They also add such a cosy feel to bedrooms and even hallways by winding them around the bottom of the banister of the stairs.

The Garland

There are so many different ways to style a Christmas garland. You can go classic by just popping it on the fireplace surround for the perfect Christmas mantle or you can add it to your hallway, windowsill, or doorways for a seriously festive impression! Garlands are very easy to decorate too; they look great with simple fairy lights or for a more extravagant look add in some baubles, fairy lights, and bows.

The Tree

We all have our own way of styling a Christmas tree whether it's aesthetic taste or family tradition so I won't spend too much text time here, but I do have one or two tips to really vamp up the Christmas essential.

Baubles: Go Big or Go Back to Spring...

Big baubles play with the sense of scale, adding interest to the look and also making it look more full. Don't worry, big baubles don't mean you need to ditch your regular collection! Mixing large baubles with the more traditional size is a lovely way to add a sense of drama to your tree decor.

Tree Baskets...

I do love a tree basket! It's the perfect accessory to make sure the bottom of your tree doesn't look bare before it gets all filled up with Christmas presents! The basket offers lots of fabulous texture and a more structured finish. I have already been on the hunt this year for the perfect tree basket and found some lovely options in M&S and The Range.

Choosing Your Lights...

Like all Christmas styling, there are no rules with Christmas lighting! If you want your tree to be more of a throwback look go for coloured lighting, this will create a very festive look that is great for children while also adding a nostalgic feel. If you would prefer to highlight or draw attention to the other decorations on your Christmas tree go for warm white lights, these classic little lights radiate elegance and a more timeless look. If you want to go for a more contemporary feel opt for cool white lights.

WIN AN INTERIOR DESIGN CONSULTATION!

Win a one hour online interior design consultation with Aoife at stylesosimple.com! Email getinvolved@tuathhousing.ie putting 'Design Competition' in the subject line and include your name and address. All entries received by 31/12/21 will be entered into a draw. Competition open to Tuath Housing residents only.

OUT AND ABOUT WITH THE HOUSING TEAM

Now that we are able to get back out on the road and meet with residents face-to-face we would like to share a number of good news stories from our Housing Services Coordinators from around the country...

CO. CORK

Housing officer Melanie tells us about Beach Road, Passage West, which was once a dismal, gloomy and colourless road. Projects were organised by residents to revamp the road, starting with planting colourful flower box displays. Most impressively a mural of the Cork, Blackrock and Passage Railway (1850 – 1932) was generously painted by a local artist on the blocked-up entrance to the tunnel located in Riverview. In addition to tackling the neglected overgrowth, funding was raised by residents to install speed ramps. These efforts were assisted by Passage Tidy Towns and the outstanding transformation is a credit to all those involved.

BISHOPS AVENUE

Tuath allocated 54 homes in Bishops Avenue to families on the Cork City Council waiting list in 2021, bringing the total number of houses allocated there to 72. Tuath looks forward to working with the residents of Bishops Avenue to help enhance their community to be sustainable and inclusive for all those living there. Housing Services Coordinator Aimee recently ran a Halloween decoration competition in the estate with a fantastic effort made by the residents, there were some very creative and artistic displays. Well done and thank you to everyone who took part.

CO. GALWAY

Housing Officer Ruairi caught up with Brendan Mannion, a new resident of Tuath Housing in Tuam, Co. Galway. Brendan recently moved into his beautiful home and discussed what it meant to have his forever home. "This is a great opportunity for me especially for someone on a low income". Brendan explained it was life changing to hear he had been allocated a property with Tuath Housing and the security this would bring for his future. Brendan is a family man first and foremost and was thrilled to be located within a short distance to his mother. Brendan spoke about the importance in giving back and helping older residents whenever they might need assistance. "My life has really changed, Tuath Housing have really helped me throughout the sign up process and I am very grateful for the opportunity". We wish Brendan all the best in his forever home.

CO. CARLOW

Residents in Carlow shared this story with their Housing officer Noemi. "We are a family of five, Stefan, Joselba and our kids, 11 month old Felipe, nearly three year old Luca, and five year old Helena. Helena has Autism and Down Syndrome and she is a flight risk. We lived in a rented house with a very small back garden where we could not fit any equipment for children to play. We were not allowed to improve the safety of the house to suit Helena's needs. Helena was the main reason we applied for a home.

Then one day we got a call from Housing Services Coordinator Noemi from Tuath Housing...and she made all our dreams come true. She offered us a beautiful home in Carlow, and asked if we are interested in the house. Our answer could not be anything but just yes. The day that we got the keys we were so happy we cried. Our house is amazing, we can make it safe for Helena in the way we need, and we can hang pictures of our family on the walls. It is a dream to call a house our home."

CO. LOUTH

Martin Magee from Tuath's Dundalk office attended Liscorrie Residents' Association's annual fun day at Liscorrie, Drogheda – an estate of private homeowners and Tuath residents. The community came to have fun together and be active. Activities at the August fun day included races, football, a 'foods of the world' tasting and a magician. Residents planted a tree to commemorate a much-loved member of the community who sadly passed away earlier in the year. Through events like this fun day and other community events the Residents Association are fundraising to buy a defibrillator.

DUBLIN CITY

Housing Officer Shauna is well known in Tuath for her artistic talents! On a beautiful sunny day in August she ran an outdoor painting workshop in Hazelbrook Square, Dublin. Some of the younger residents and their parents painted their own canvasses under Shauna's guidance and showed off their own considerable artistic talent! It was great to get out and spend time with residents again.

YOUR HOME

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.

NEW TUATH HOUSING CORK OFFICE

Our Cork team recently moved from the old office on Marlboro St. to the new Tuath office on Summerhill, Cork City. Congratulations to all involved in the refurbishment of this historic building that now serves a contemporary purpose. Please note that all offices remain closed until further notice, please follow information our website www.tuathhousing.ie to find out how to get in touch if you have any queries or issues.

PROTECT YOUR HOME FROM BURGLARY

The last year has seen a decline in burglary numbers, thanks to many of us staying home. However, now restrictions are lifting burglaries are expected to bounce back. Many burglaries – nearly half, in fact – are opportunistic crimes that are easily prevented. Housing Officer Elizabeth O'Connor tells you how to do your best to protect your home from burglars.

How do Burglars Choose Houses?

To have success preventing a burglary you first need to learn to think like a burglar. What features do they look for before they break into a property?

1. **Windows Without Curtains or Blinds**
   Don't leave the interior of your house on display. Always leave your blinds down or curtains shut when you're out of the house to prevent people from seeing what's inside or who's at home.
2. **Doors or Windows Left Unlocked**
   In Ireland, nearly a third of residents don't bother locking side and back doors or windows when they are going out – sliding doors to the garden can be particularly easy to overlook.
3. **A Dark Back Garden**
   Back gardens with good side access and without motion sensor-activated floodlights are very attractive to burglars. Security lighting to the side and back of your property is very important.
4. **Oversharing on Social-Media**
   Sharing your whereabouts on social media means a burglar could enter your home knowing you're not there. More disturbingly, there is research that shows that burglars often are known to their victims, so you may need to be more careful about who can see your social media posts.

What are the Best Ways to Deter a Burglar?

You can make important changes to your home security to prevent a break-in. These are the most important areas to consider:

1. Check that back doors and gates around the perimeter of the home are locked and the locks work effectively.
2. Create an effective anti-burglar boundary by planting thorny or spiky plants on your side of any fencing, and especially around any side access points.
3. Intruders can gain entry by breaking the cylinder lock in your door, so investing in good quality lock cylinders is important.
4. Upping the security of your front door - a door chain can add protection against opportunists, whereas a letter plate restrictor can help prevent letterbox fishing.
5. Leaving a light on at night has been proved time and time again to work. Lighting creates the illusion that someone is always at home, which can be a fantastic deterrent for criminals.

Autumn and winter are traditionally the worst seasons for burglaries. The real challenge this year will come now that people are back in their workplaces and the nights start getting darker. So it's a good time to make sure you are doing all you can to keep your home secure.

HOME SURVEILLANCE DEVICES

Looking to install CCTV cameras?

More and more people are installing CCTV in their homes. This may take the form of CCTV Cameras or Ring Video Doorbell cameras. As a tenant of Tuath, should you wish to install one of these types of systems, you will first need to complete an Adaptation Request Form, and, submit the completed form to your housing services officer (HSCO) outlining they type of CCTV system you wish to install for permission to be considered and granted.

What you need to know?

Data protection legislation is set out in Article 2 of the General Data Protection Regulation (GDPR) and is overseen and enforced by The Data Protection Commission (DPC). The DPC is the national independent authority in Ireland and is responsible for upholding the rights of an individual to have their personal data protected.

Domestic CCTV should only capture images/sounds of people within the boundary of the tenant's own property including garden or driveway. GDPR does not apply to the processing of personal data in the course of a purely personal or household activity. This is known as the domestic-use exemption. If you capture images and sounds of people outside of the boundary of your home then you cannot avail of the domestic-use exemption and must comply with data protection law.

Compliance with data protection law requires that you:

1. Demonstrate that you have a lawful basis for operating the CCTV system.
2. Install appropriate signage advising of CCTV operation and provide your contact details.
3. Keep personal data safe and for a limited period only.
4. Comply with any access requests.
5. Comply with requests for deletion of data from affected individuals.

If you fail to comply, then the Data Protection Commission may take action against you and affected people may claim for damages in the courts.

Ring video doorbell cameras

Care should be taken to avoid overlooking public areas. If you capture images and sounds in public areas then you must comply with data protection law. It is good practice to fit a sticker or signage advising of the use of a CCTV.

CCTV cameras (where permitted by your HSCO)

To avail of the domestic-use exemption, cameras should only overlook the area within the boundary of your home including driveway and garden, otherwise you must comply with data protection law.

Remember if you publish footage online or share it on social media then you may become subject to the obligations of a data controller.

As a data controller you may be asked to disclose CCTV recordings to third parties, e.g. Gardai. Requests for CCTV footage should only be provided to Gardai where a formal written request is submitted stating that Gardai are investigating a criminal matter.

Using recording devices without an individual's knowledge is generally unlawful.

More information and sample case studies can be found on www.dataprotection.ie

DISPOSING OF HOUSEHOLD WASTE CORRECTLY

Whether you are living in an apartment or a house, how you dispose of your household waste is very important. Ensuring that you recycle and dispose of waste correctly will both help the environment and make your community a more pleasant place to live.

- Each Tuath household is responsible for setting up a waste account in their name for their new home. When you contact your waste provider, set up the account in your own name. Your waste provider will then deliver your new bins.
- Please ensure that your waste account bills are paid on time to prevent non-collection. Tuath Housing staff will ask to see proof of your waste account when completing property inspections each year.
- Apartment schemes will have a bin store or bin area where the general waste bins and recycling bins are kept. The cost for waste removal will either be included in your service charges or paid for by Tuath Housing.
- Separating general household waste and recycling correctly is an important step to helping the environment. The company providing the waste disposal service will send you details or you can find more information at www.mywaste.ie
- In apartments you must ensure that waste is not stored on balconies, outside front doors or anywhere in the complex. Waste and recycling must be brought directly to the bin store/bin area and placed in the bins correctly. Even though it's great to have children do chores we find that the large bin lids and height of the bins is too much for them. So please make sure you are responsible for ensuring correct disposal.
- Large items which are not general household waste should not be placed in bins or left in bin rooms. Items such as broken furniture, appliances, mattresses, paint, etc. must be taken to your local recycling plant to be disposed of correctly. You can find your local recycling plant on www.mywaste.ie

YOUR HOME CONTINUED

UPDATE FROM THE REPAIRS TEAM

Our new repairs team has been busy looking after our responsive repairs since going live in July of this year. The team has come up with some tips and information that will help you this winter.

Top Tip

Check that the chimney is safe for Santa this Christmas by ensuring your carbon monoxide and smoke alarms are in working order. Press the Test button and it will sound to confirm it is working. If your alarm begins to chirp in patterns, it's time to replace battery. Slide the cover off and swap the battery out with a new one.

Winter Toolbox

Coming into the winter months we recommend having the following items close to hand in case of an emergency.

- Radiator bleed key – During winter airlocked radiators can be a common issue.
- Drain Cleaner – In the event of any blockages for sinks or showers, it's always a first choice.
- WD40 – Whether it's to loosen up a window handle or stop the door squeaking, perfect addition.
- Torch and power bank – We recommend having these on hand in the event of any power cuts.
- Spare batteries/bulbs – Always good to be prepared over the winter.
- Water – It is always good to have a backup supply just in case of any frozen pipes.
- Salt – During winter our pipes can freeze in the cold weather, salt can lower the temperature to thaw out the pipes.
- Tuath Handbook – If you are having any difficulty, we are on hand to give you any help or advice you need.

Out of Hours

- Our out of hours line operates from Monday – Friday 6pm-8am and Friday 6pm-Monday 8am, every day of the year.
- The Helpline is for real emergencies which if left unattended until the offices open, are likely to cause possible injury or danger to health.
- The Helpline number is (048) 90421010.
- All other repairs issues should be reported to the repairs team by phone, email or through the website through our Log A Repair function.

Flooding and Leaks

Learning where your stop valve is so you can turn off the water can prevent causing damage to your property and possibly others until a contractor can arrive. Places stop valves can be are:

- Inside a hot press/airing cupboard on the ground floor of your home.
- Inside a utility room or garage.
- Under the stairs.
- Under a bathroom sink on the ground floor of your home.
- Inside a kitchen unit/cupboard/press.
- Inside a boiler house.
- Where a gas pipe enters your home.

TUATH'S 'HOW-TO GUIDE

Check out www.tuathhousing.ie/how-to-guide for more weekly tips and tricks from Tuath Housing's Repairs Team. We also have a section on the website called 'Managing Your Home', www.tuathhousing.ie/manage-your-home, which also has information you might find useful.

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 or call your local Tuath Housing office.

HOME AND GARDEN COMPETITION 2021

We had a huge number of entries for this year's Tuath Home & Garden Competition 2021! Well done to everyone who entered for making where they live beautiful and stunning – see all the photos of the entries on our website www.tuathhousing.ie

HALLOWEEN CELEBRATIONS 2021

Halloween was back with a bang this year! After last year's low-key Halloween due to Covid-19 restrictions residents' groups all over the country organised Halloween events for their communities, giving everyone the opportunity to spend some time together and have fun outdoors. Musical statues, best pumpkin competitions, face painting, and of course some great costumes, it was all going on and great to see everyone enjoying themselves.

This Halloween some of our Housing Services Coordinators were able to nominate one of their schemes to run a Halloween-themed competition in, such as 'Best Halloween House' or 'Best Halloween Door'. Here are some of the winners...

COMMUNITY INFORMATION SESSIONS

Over the past few months, we have been running information sessions in some housing schemes. These are a great opportunity for Housing Officers and Tenant Engagement Officers to meet with residents over a coffee to chat about what residents want for their community and how Tuath can support residents to achieve this. If you think an information session would be of benefit where you live, please get in touch at getinvolved@tuathhousing.ie

TENANT ENGAGEMENT CONTINUED

COMMUNITY DAY IN PORTARLINGTON, CO. LAOIS

Residents of Corrig Glen in Portarlington held their first community day at the end of August, organised by committee members of the newly established residents' association. The day's activities started with a community clean up and included football and arts and crafts. It was an great day made even better by the good weather!

JOIN THE 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.

NEW TENANT ENGAGEMENT OFFICER IN OUR DUNDALK OFFICE

We would like to welcome Ita Tobin as the newest member to join Tuath Housing's Tenant Engagement Team. Ita is based in the Dundalk office covering Louth, Meath, Westmeath, Offaly, Cavan, Monaghan, Fingal and North Dublin. Ita has over 20 years' experience working in community engagement, equality and social inclusion, having worked in the higher education, voluntary and health sectors.

If you would like to become involved in tenant engagement or would like to get involved in setting up a residents' association or organising an event in your scheme, please contact Ita on 042 9423400 or email i.tobin@tuathhousing.ie.

NATIONAL TENANT FORUM LAUNCHES NEW "WELCOME TO YOUR HOME" VIDEO

Tuath's National Tenant Forum was held at the end of November and invited residents to meet to discuss housing initiatives and neighbourhood specific issues as well as give feedback on existing services or ideas for improvements. The forum was held online with guest speaker Conor Pope who answered questions about consumer rights and money saving. A new information video for tenants moving into their new home was also launched, the video was made in 2021 in consultation with feedback from forum members. Thanks to all our residents who attended the forum and gave feedback. If you would like to become a member of the National Tenant Forum, please get in touch.

CUPPA AND CAKE IN THE BOROUGHS, CO.CORK

It was all fun and games in Cork City as tenants in The Boroughs made the most of the lovely weather! Congrats to all involved in organising and bringing lots of smiles to their community! Get in touch with our tenancy engagement team to organise fun activities in your area.

DEVELOPMENT UPDATES

Cathedral View, Dundalk, Co. Louth

42 homes at Cathedral View have been delivered by Tuath Housing to date, with a further 11 homes to be delivered this month and the remaining 12 in 2022. All of these 65 quality A rated homes are being allocated to people from Louth County Council's housing waiting list. Tuath are delighted to be working in partnership with Louth County Council and Developers Urban Life on this standalone development which is conveniently located less than a kilometre from Dundalk town centre.

Douglas Hyde House, Montenotte, Cork

Tuath continue to deliver more homes in Cork City with an additional 15 apartments recently completed in the lovely suburb of Montenotte. These beautiful homes with stunning views over Cork City were delivered in partnership with the McHugh Group, Cork City Council and Department of Housing. We are delighted to restore this beautiful building and bring these apartments up to current standards.

Bellingsmore, Trim, Co. Meath

Tuath are continuing to deliver homes in the Fingal area. These homes are a mix of 2, 3 and 4 bed semi-detached and terraced houses within walking distance of schools and public transport. We are pleased to deliver a total of 79 homes alongside Glenveagh and the Department of Housing. This development provides a high standard of housing in the Kilmartin area, a now thriving suburb northwest of Blanchardstown.

Heatheride, Arklow, Co. Wicklow

Tuath are to acquire 15 units in Heatherside in Quarter 4 of 2021 having previously purchased 38 houses at this development. Tuath were originally approached to collaborate on this scheme by Wicklow County council which we undertook as a turn-key acquisition. Furthermore, there will be an additional 88 units to be delivered here in conjunction with the developer Ardale Property in 2022/23, to help alleviate demand for social housing in the south Wicklow vicinity.

Farran, Mullingar, Westmeath

These 14 two and three-bedroom houses in Mullingar were completed during the summer. These homes have been funded through a mix of CALF, CAS and private funding via the Housing Finance Agency. They were constructed in partnership with Rebuilding Ireland, Dept. of Housing, Planning & Local Government, Housing Finance Agency and Westmeath County Council with TH Contractors Ltd. as the main contractor.

Killane Drive, Edenderry, Offaly

These 27 two and three-bedroom houses in Edenderry were also completed during the summer. These homes have been funded through a mix of CALF, CAS and social funding via the Housing Finance Agency and Coolsivna Construction Ltd. was the main contractor.

Painting in the sunshine in Dublin

Community Clean-Up Day in Dundoogan, Co. Louth

Tuath staff take part in the Virtual Women's Mini Marathon in Cork

Biodiversity project in An Garraun, Co. Wexford

Back to School photo competition

Afternoon tea in Castlemanor, Co. Cavan

1, 134 new homes so far in 2021

Celebrating Halloween in Edenderry

Street games in An Radharc, Co. Cork

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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