

Residents' Magazine

Your Voice

Your Voice is a key commitment of Tuaths Tenant Engagement Strategy 2022-2025 'Your Voice, Your Home, Your Community'. It aims to ensure that residents voices are at the centre of Tuaths decision-making processes leading to continuous improvements in providing excellent tenancy services.

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Welcome to the Spring/Summer residents' magazine. The theme of this edition is 'Your Voice' a key cornerstone in the Tenant Engagement Strategy 2022-2025 'Your Voice, Your Home, Your Community'. As Tenant Engagement Manager, I am proud to be part of a team that is dedicated to listening to residents' voices and implementing positive changes that empower residents and their communities to get involved and have a say in the services we deliver.

Your participation in tenant engagement shapes our decisions and strengthens our community. Whether it's through taking a survey, speaking with our staff, online consultations, joining a feedback panel, residents' group, or attending resident events and partaking in special community projects and assessments, each method of engagement is designed to be accessible and meaningful. This inclusive approach not only values each resident's input but also fosters opportunities to increase collaboration with residents and the communities where they live.

This issue of the magazine is packed full of fantastic community projects, celebrations of awareness days, tenancy updates, tenant engagement and sustainability. We hear from younger residents who visited Tuath offices and new construction sites early in the Spring and also spoke to our development, sustainability and housing teams. We also have updates on how community



assessments are taking shape in Tuaths age friendly schemes around the country.

One of the highlights so far this year was the launch of the Year 1 tenant engagement monitoring report which showcases the remarkable achievements of residents, staff and communities since the tenant engagement strategy was launched. Achieving 100% of the social impact targets set out in the strategy is a significant milestone that not only demonstrates the effectiveness of engagement but also reinforces the value of every resident's contribution.

Remember, your participation is valuable, and it helps shape tenant services and community initiatives at Tuath Housing. For information on how you can get involved in tenant engagement have a look at our community section on our website www.tuathhousing.ie or email the team at getinvolved@tuathhousing.ie. Additionally, staying connected through our Instagram and Facebook pages are good ways to stay informed. I hope you enjoy this edition and look forward to many more opportunities to engage with you over the Summer months!

Margaret

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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 on the Tuath Community menu.

Residents at the launch of the Year 1 Monitoring report of the Tenant Engagement Strategy.

RESIDENT SATISFACTION RESULTS FULL YEAR – 2023

Tuath has engaged with 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. Below are the tenant satisfaction results for the full year. Thank you to everyone who took part in the survey.



UPDATE FROM THE SUSTAINABILITY TEAM

Simple tips on increasing biodiversity in the home

Private gardens and balconies represent a great potential habitat and refuge for Ireland's wildlife. Gardening for biodiversity also has advantages for human health and wellbeing. People feel better when they are surrounded by nature and this sense of wellbeing increases directly with an increase in biodiversity. Inviting birds, bees, butterflies, wildflowers and trees into your garden won't just help the planet, it will help you too!

5 ways to increase Biodiversity in your home:

1. Put down the lawnmower! You might have taken part in No Mow May, a national initiative to let grass grow during the month of May. Leaving grass to grow wild gives native wildflowers a chance to grow. These flowers provide the best source of pollen for our hungry pollinators. By mowing less, biodiversity has a chance to flourish!
2. Plant native trees, shrubs and flowers. Non-native species are invasive and are one of the top threats to biodiversity. Examples of some native trees & wildflowers are willow, hawthorn, holly, dandelion, clover & daisies.
3. Refrain from using harmful chemicals like weed killer - where possible – manually remove weeds if needed. By embracing nature (even when it's untidy) we can pass on a richer and more diverse landscape for future generations.
4. Add a bird feeder to your garden or balcony especially during the winter months when food sources are scarce.
5. If you don't have access to an outdoor space, there are still ways to improve biodiversity around the house. Window boxes are a great way to introduce flowering plants for pollinators!



PROPERTY SERVICES ENERGY UPGRADES

To date we have undertaken energy upgrades to 453 properties nationwide since project inception in 2021. In 2024 we have already completed upgrades to 51 properties and plan to reach a total of 100-150 upgrades by the end of the year.

As part of the upgrade works, we aim to achieve a minimum of a B2 BER rating. To date we have upgraded 161 properties to an A BER rating, which is on a par with a modern new build property.

Some of the improvements include installation of new heat pump heating system, wall, floor and attic insulation, window and door upgrades and installation of solar panels.

These measures are being undertaken to reduce Tuath's carbon footprint and most of all, providing a warmer, more comfortable and energy efficient home for our residents.

According to our ESG charter, we are committed to taking climate action and achieving energy efficiency. *"We are working to understand the scale of the challenge in decarbonising our housing stock and we are committed to finding solutions."*

YOUR COMMUNITY

TENANT ENGAGEMENT STRATEGY MONITORING REPORT

Tuath Housing celebrated a successful first year in its Tenant Engagement Strategy 2022-2025. The Year 1 monitoring report highlights numerous milestones and achievements that show the organisation's dedication to creating vibrant, inclusive communities.

A VISION REALISED

From the start, the Tenant Engagement Strategy 2022-2025 aimed to transform the way Tuath Housing engages with its residents. Designed to cover every aspect of resident interaction, the strategy has not only met but exceeded expectations. This is thanks to a varied approach that ensures meaningful and effective engagement at every point of contact. Central to this success has been the unwavering dedication of Tuath Housing's team and the invaluable contributions from its residents. The sense of community has been strong, with local events fostering a sense of belonging and open communication channels encouraging dialogue.

KEY ACHIEVEMENTS

The report gives a comprehensive overview of the key activities and outcomes from the first year of the strategy. Among the highlights are the impressive social impact targets achieved, showing the real benefits of the initiatives undertaken. Tuath Housing supports 12,600 homes, comprising over 30,000 residents, with €750,000 invested in communities and tenant engagement since the launch of the strategy. This investment has been crucial in driving community engagement and supporting various resident-focused projects.

One notable achievement is the attainment of the Age Friendly Business Recognition Accreditation for older person schemes in October 2023. This reflects the organisation's commitment to inclusivity and accessibility. Additionally, Tuath Housing also secured over €80,000 in external funding to reinvest in community projects, further enhancing the positive impact on residents' lives.

EMPOWERING RESIDENTS

The strategy's success is also evident in the high levels of resident satisfaction and involvement. An impressive 82% of residents reported being happy with the opportunities provided to get involved, showing the effectiveness of the engagement initiatives. The Tenant Engagement team, consisting of six dedicated staff members, has been key in facilitating this engagement, organising 765 community and residents' group events across the country since July 2022. Communication has been a cornerstone of the strategy, with 92% of participants in the Age Friendly 2023 survey finding the communications from Tuath Housing easy to read and understand. This clarity and transparency have been crucial in building trust and fostering a sense of community among residents.

INNOVATIVE INITIATIVES

Tuath Housing has also introduced several innovative initiatives to enhance community engagement. The 'New Horizons' Education Bursary, with an investment of €20,000, supports residents in pursuing educational opportunities. Meanwhile, the National Planting Month saw 48 schemes participate in planting 22,000 bulbs, promoting biodiversity and sustainability.

The organisation's commitment to tenant engagement is further shown by the launch of a new Tenant Engagement Community section on the Tuath Housing website and the distribution of the Tenant Engagement Bulletin to over 9,500 households each month. These efforts ensure residents are well-informed and actively engaged in community activities.

LOOKING AHEAD

As Tuath Housing looks to the future, the commitment to tenant engagement remains strong. With a budget in place for 2024, the organisation is ready to build on the successes of the past year, introducing new and innovative strategies to further strengthen community bonds. The seven pillars of the strategy—Involve, Enable, Communicate, Build, Integrate, Embed, and Empower—will continue to guide the organisation's efforts in involving residents in the delivery and continuous improvement of services. In conclusion, the achievements of the past year highlight a promising future where every resident feels heard, valued, and connected, truly making tenant engagement a way of life. The full report is available on www.tuathhousing.ie



YOU SAID, WE DID!

RENTS INFORMATION SESSION ONLINE FOR NEW RESIDENTS

In April, the rents team at Tuath held an information session for new and existing residents on 'Everything you need to know about paying rent with Tuath Housing'. Sixty-one residents joined the Rents and Tenant Engagement team online on the evening for a very interactive and engaging session. There were lots of various aspects of rent covered including different methods of paying rent, how best to keep up to date with rent, what to do if in arrears or if

there is a change in personal circumstances. For anyone interested in attending an information session on Rents, we will be hosting further events in the coming months and will advertise details in our monthly news bulletin. Many thanks to all the residents who attended the April session and for all the positive feedback received on the evening.

TOP 5 TIPS – FROM THE ONLINE RENTS' INFORMATION SESSION

- Your rent review happens every year, it is a digital process and it's part of your tenancy agreement.
- There are various ways you can choose to pay your rent: for those on social welfare it can be paid through the Household Budget Scheme, rent can also be paid by Standing Order, Postal Order, Bank Transfer or simply by debit card payments over the phone or on the Tuath Housing website www.tuathhousing.ie
- You will receive a quarterly rent statement. Your balance is on the bottom right-hand corner. If you have any queries regarding your rent or the balance on your account you can contact your local rent team through your local office in Cork, Dublin, Dundalk and Galway.
- If you have any change of income, i.e., job loss, new member of the household is working etc. please contact us as soon as possible and we will send you out a CIS form to complete to have your rent re assessed as your rent is based on your income.
- Rent arrears will not be tolerated. However, if you have exceptional circumstances and are concerned about making your rent payment, Tuath does operate a Hardship Policy. Please contact your local office and talk to a member of the rents Team.

COMMUNITY ASSESSMENTS TAKE PLACE WITH RESIDENTS IN AGE FRIENDLY SCHEMES

In July 2022, Tuath Housing launched its Tenant Engagement Strategy 2022-2025, 'Your Voice, Your Home, Your Community,' to broaden resident involvement in service design and delivery. In 2023, Tuath engaged with older person schemes and received the Age Friendly Business Recognition award from Age Friendly Ireland.

Tuath committed to the Age Friendly charter, aiming to engage older residents. Following a survey of Tuath's Age Friendly schemes, which covered Social Engagement, Communication, Outdoor Accessibility, Mobility, Housing, Technology, and Health Services. This engagement involved introducing a Health & Wellbeing initiative using the Place Standard Tool (PST), which involves a walkability assessment of their living areas. PST facilitates discussions about the physical and social aspects of places, highlighting their impact on wellbeing. Improving these places can help address inequalities. Once the assessments are finalised, the age-friendly groups, together with Tuath staff, will create a full report.



RESIDENTS' GROUP ONLINE TRAINING

In February following resident feedback we held an online training session designed for residents who are part of a residents' group or those interested in starting one. Our goal was to provide practical guidance and support for community members to effectively run their associations and make a difference in their neighbourhoods. During the session, we covered various topics such as how to organise your group, communicate effectively, resolve conflicts, and advocate for your community. Through our presentation and friendly discussions, participants gained valuable skills and knowledge to create stronger, more vibrant neighbourhoods.

YOUR COMMUNITY CONTINUED

COMMUNITIES RECEIVE LIBRARY BOXES AS PART OF WORLD BOOK AND COPYRIGHT DAY

To celebrate World Book Day & Copyright Day on Tuesday 23rd April five Community Libraries Boxes were installed in Tuath schemes for adults and children.

We collaborated with PACE (Pathways to Accessing Community Employment), a voluntary sector organisation dedicated to supporting individuals reintegrating into society after involvement with the criminal justice system. We also connected with NALA (National Adult Literacy Agency) & Children's Books Ireland who kindly donated a range of book and workbooks for adults and children.

Tenant Engagement Coordinators for each region invited local services and supports to attend the launch. Local libraries were in attendance to talk about the importance of reading for all and to also sign up residents to their local library. We encouraged residents to Bring a Book & Take a Book. We hope this initiative will give residents direct access to reading and also for them to share their much loved books with their community. Everyone was thrilled with their new community library box, and we had a great turnout at every location.



TUATH AND RESIDENTS WORK TOGETHER TO TRANSFORM A COMMUNAL SPACE IN HAMPTON WOOD, DUBLIN

Hampton Wood is an area based in Dublin with a large number of Tuath residents living here. Amongst the estate there are a number of apartment blocks. Some of the block had recently become run down with a large amount of graffiti. The Tenant Engagement Team consulted with residents to look at creating a more positive environment for them and their families. We collaborated with artist Shane Ha, who specialises in painting murals for interior & exterior decoration. As there were several blocks, one block was chosen to pilot the work.

Residents from this block were encouraged to engage with their Tenant Engagement and Housing coordinator to achieve a mural that brought them happiness and a space that they could have pride in.

The hallways were transformed with beautiful, vibrant and colourful artwork. The overall aim for this project was for residents to work together, take ownership of their community and the spaces in which they live.

Funding for the project was secured through the Tuath Tenant Engagement programme.

GUEST CONTRIBUTOR

VOICE (Voice of Irish Concern for the Environment) are an environmental charity who have been working in Ireland for over 25 years. What makes us different to many other NGOs (non-governmental organisations) in Ireland is that we tend to focus solely on waste and resources. You may have heard the term 'circular economy' being bandied about. That's the kind of thing we're into.

Explainer: what is the circular economy? It basically means trying to design and build things that we need, that will last, that can be repaired and that don't (technical term) wreck the gaff because there's only so much stuff on the planet and, like the ad for Homestore and More used to say, once all the stuff is gone, it's gone. We have no supplies coming in from any other planet. The circular economy is basically taking care of things we have, so that we continue to have them not only today but also tomorrow and well into the future.

One of our projects this year is called the Community Engagement Programme. Funded by Repak, it was developed to help us figure out the barriers and issues involved with effective waste management and segregation in multi-unit developments. It was at this point that we were put in touch with Tuath who, it turns out, were very anxious to work with their tenants to improve waste management for all.

I suspect that many of you already know or have a good idea regarding the causes of waste-related issues where you live. To date, we have visited 10 different sites across Dublin, Meath and Cork and have encountered many of the same issues across the different sites. Our visits have been very helpful for VOICE in terms of our eventual report and the recommendations for improvement which we will be making, but also for Tuath as it has afforded their officers the opportunity to talk to and meet a lot of their residents on this specific issue.

It also convinces me that Tuath take the issue of waste management seriously and are willing to work hard to resolve it. From our work in multi-unit developments of the years, I can tell you without hesitation that trying to get waste management right in shared complexes is fiendishly difficult! You will know the reasons for this as well as, if not better than, I, but that doesn't mean that we can't do something to fix it, that there aren't actions we can take that will make a positive change.

It can be incredibly disheartening when you put effort into doing things right – in this case, segregating your waste into the correct bins – only to see your efforts made a mess of because of someone else's incompetence or

indifference. It is my intention, through our report and recommendations, to help Tuath help you. You want an improvement – sometimes a vast improvement! – in waste management where you live, Tuath wants the same thing and so too does VOICE.



Colin O'Byrne of VOICE Ireland who is the lead on the Return for Change campaign

If I may, I'll leave you with some brief tips for waste management.

- ▶ **If you are not sure what bin you should use for a waste item and don't have the time to check, just stick it in the general waste bin – it will do no harm to anyone in there.**
- ▶ **Glass goes into glass bins.**
- ▶ **Nappies never go anywhere but general waste! The same with wet wipes. Used pizza boxes with a greasy bottom should not be put into recycling. General or organic waste due to the grease.**
- ▶ **Dry, any cardboard, paper or plastic can be recycled.**

Check out www.mywaste.ie for the full list.



YOUR COMMUNITY CONTINUED

LISTENING TO THE PASSIONATE VOICES OF YOUNG RESIDENTS

We had the honour of welcoming young Tuath residents from the An Riasc Youth Forum who have been working hand in hand with the Finglas Youth Resource Centre over the past several months to foster relationships to shape and make changes within their community. This marked the beginning of an action plan for the group and included a tour of Tuath housing developments and projects in Dublin, and also meeting with Tuath Staff in our offices. The youth forum met with our development and sustainability teams as part of the visit as well as our other teams in finance, housing, rents, property

services and repairs. We would like to sincerely thank the residents who took part in this engagement day. After the tour the Youth Forum shared how the day went for them.



What they said they learned:

- We learned about the history of our estate.
- We learnt that An Riasc meant marsh area.
- Tuath are trying to build houses all across Ireland, we learned that there were over 12,600 homes in Tuath.
- They had to build our houses in the during the summer months.

What they said they liked:

- We all liked the food on the day, I liked driving around on the bus getting out for the day.
- The garden roof we saw.
- I liked getting to ask all the questions about our area, wearing the hard hats and Hi Vis jackets.
- The people in Tuath were nice I enjoyed the day.

Suggestions they made:

- To build an Astra turf pitch.
- To build a basketball court.
- To cover up an area in the green area in the estate.
- A shop closer to us.
- More facilities closer to us would be nice.

What they said they did:

- We went on the bus and visited Hampton Wood. We looked around the apartments and seen the murals. We also got to visit a new building site.
- We got to see the Tuath Housing set up, we had a tour of the Tuath offices, and got to meet all the teams in housing, repairs, finance and rents.

JAMES O' NEILL SHORTLISTED FOR HOUSING HERO AT THE CIH AWARDS 2024

James O'Neill, Tuath Housing resident and committee member of An Garrán Residents' Association, Tramore was among those shortlisted for the prestigious award of Housing Hero at the Chartered Institute of Housing Awards held in the Mansion House, Dublin in March. James was nominated by Tuath for the award in recognition of his outstanding leadership and transformative contributions to his community.

Since joining the An Garrán residents' association James has

worked alongside the committee and residents within the estate to bring communities together and also has been heavily involved in working on wider community engagement liaising with Tuath, Waterford City Council and outside agencies.

Beyond the local achievements, James's impact has resonated on a broader scale, leading to invitations to speak at several tenant-focused conferences. Tuath would like to congratulate James for being shortlisted for such this award and

we look forward to working with James and the An Garrán Residents' group for many more years to come!



TUATH RESIDENTS MARK AUTISM ACCEPTANCE DAY 2024



On April 2nd the Tenant Engagement Team collaborated with Barber Laine, Cork to celebrate Autism Acceptance Day. Barber Laine is a local barber shop in Middleton, Cork and is an Autism friendly business. Elaine Coll Foley, the owner of Barber Laine is a Tuath resident who offers sensory appointments to customers with Autism or sensory issues. It is a vital resource for many families and children with additional needs. The celebration consisted of a

coffee morning with food and treats for those who attended. Vouchers were provided for sensory appointments and a variety of sensory toys were given to children who attended the event.

INCREDIBLE RESPONSE TO NEW 'NO MOW MAY' PROJECT 2024



No Mow May is an annual campaign started by Plantlife in the UK encouraging people to let their lawn grow in the month of May to promote native wildflower growth which are food sources for pollinating insects, bees, butterflies, and birds. The National Biodiversity Data Centre and An Post promoted the campaign in Ireland in 2023.

Tuath were delighted to support this project throughout the month of May.

The concept for No Mow May is to leave at least a strip of grass grow throughout the month, which gives the native flowers a chance to grow. The patch of grass can be cut after May however to fully establish a wildflower meadow the recommendation is to mow less, maybe once a month from April to September which gives a range of different native wildflowers opportunity to grow throughout the Summer months and supports the pollinators.

The Tenant Engagement Team held multiple events across the country to launch No Mow May. In 10 housing schemes the tenant engagement team supplied residents and residents' groups with plants, wildflower seeds, signage and insect hotels to support the success of the project. Community events involved sowing wildflower seeds with residents and potting plants. The children were delighted to paint their own ceramic pots and plant flowers to take home. We look forward to seeing the wildflower meadows develop over the summer months!



DEFIBRILLATOR LAUNCH AND TRAINING IN KICKHAM STREET, TIPPERARY

The tenant engagement and housing team organised Public Access Defibrillator training for residents this year, with funding secured through the HSE National lottery funding, a Defibrillator was purchased for the scheme. The funding also covered Defibrillator training to be provided to residents in Bakers Lot, Kickham Street, Carrick-on-Suir on April 10th. Residents from Kickham Street and Mill Crescent attended the Public Access Defibrillator Course, which was delivered by Hayes First Aid Trainer, John Mulready. The PAD course is designed for anyone who wants to learn CPR and use an Automated External Defibrillator (AED). The participants received a Safe Response Training & Certification (SRTC) PAD course completion Certificate which is valid for two years.

AN TAISCE NATIONAL SPRING CLEAN DAYS TAKE PLACE THROUGHOUT APRIL

National Spring Clean is Ireland's most popular, well recognised and successful anti-litter initiative. Taking place during April, the campaign encourages everyone to actively participate and take responsibility for litter, by conducting clean up days. Residents' groups, communities, parents and children were out with litter pickers, rubbish bags and gloves cleaning up their neighbourhoods. Thank you to everyone who came out and got involved in the clean-up days!



YOUR COMMUNITY CONTINUED

DEFIBRILLATOR USED TO PROVIDE LIFESAVING ASSISTANCE IN CORK

In the first week of April, a defibrillator in Arus Mhuire, Cork was used to provide lifesaving assistance to a person at the bus stop close to the scheme who suffered a cardiac arrest. Residents, a local healthcare worker and another man accessed the onsite Tuath defibrillator in Arus Mhuire. The Tuath tenant engagement and housing services teams secured funding for the defibrillator, installed onsite in 2023, from the HSE National Lottery Fund and subsequently organised CPR training for residents. Resident Michael noted that the healthcare worker was of great assistance but that having the defibrillator onsite was lifesaving.

There have since been requests from residents in Arus Mhuire for additional CPR and defibrillator training following the demonstration of its crucial importance. The positive outcome of this incident demonstrates the power of collaboration between Tuath and residents to improve outcomes for the wider community.



RESIDENTS CELEBRATE NATIONAL BIKE WEEK 2024

Bike Week is dedicated to celebrating and promoting various aspects of cycling and was held from 11 - 19th May 2024. Events took place locally, regionally and nationally and organised by cycling advocacy groups, government agencies, or community organisations. Tuath Housing was delighted to join in and celebrated with events in Dublin and Cork. The aim of Bike Week is to promote cycling as a fun, healthy, and environmentally friendly activity. Events were supported by the Dublin sports and Cork sports partnerships.

A safety workshop was held in Burnell Place and had attendance from residents from Clare Village, Parkside, Wellfield and Heatley Place. Colm from the Dublin Bay Cycling Centre held the workshop and focused on bicycle safety, including topics such as proper helmet use, sharing the road with motorists, and basic bike maintenance. Residents were encouraged to bring their bikes and after the workshops Tony from the Dublin Bay Cycling Centre reviewed any bike issues and straightforward fixes were done on the spot. They were also asked to bring helmets if they have them and there was a demonstration how to fit them correctly and to ensure that they are roadworthy. A second event was in Bishops Avenue Cork. Residents came out to enjoy a bike safety workshop and refreshments.



THE SUN SHINES FOR EUROPEAN NEIGHBOURS DAY 2024

'European Neighbours Day' is an annual event celebrated across Europe to foster community spirit, promote social cohesion, and strengthen bonds between neighbours. The event typically takes place on the last Friday in May, although the exact date may vary from country to country. During European Neighbours Day, neighbours are encouraged to come together for various activities aimed at building connections and creating a sense of belonging within their communities.



Across the country we celebrated the day with a range of activities including community cleanups, cultural exchanges and family fun days. Overall, European Neighbours Day celebrates the importance of strong, supportive communities and the value of positive relationships with those who live nearby. It emphasised the idea that fostering connections with neighbours can contribute to happier, healthier, and more resilient communities. Thank you to the residents and residents' group for making such an effort for this year's community day.

YOUNG RESIDENTS LEARN NEW SKILLS THROUGH THE HAIR TOGETHER PROGRAMME

Tuath housing was successful in receiving funding from The Housing Finance Agency (HFA) Social Investment Fund. In 2023, funding of €20,000 was awarded To Tuath Housings Tenant Engagement Team to work with HairTogether, who facilitated a 10-week personal development programme that uses hair and barbering to inspire creativity and provide young people a productive outlet. Throughout the course, a barber, a hairdresser, and a psychotherapist supported the students. In addition to encouraging young people's creativity, the programme also promotes mental health.

Residents aged between 14-17 based in North Dublin and interested in Hairdressing & Barbering were given the opportunity to sign up and take part in the course. Throughout the course the 12 young people learned new skills and techniques in relation to hairdressing and barbering. The course also focused on improving their mental health, however, they gained so much more confidence in themselves and belief in what they are capable of achieving. By unlocking the potential of young people, we can create a more equitable, prosperous, and sustainable society for generations to come. Students will graduate from the course in July, we would like to congratulate each student on completing the course.



INTERAGENCY WORK AT TUATH HOUSING



At Tuath Housing multi-agency work is a vital component of every aspect of our work across the organisation. By continuing to build on our multi-agency approach, Tuath are better able to meet the needs of our residents and build stronger, more resilient communities where our residents live. A wide variety of partnership arrangements are now in place with organisations from Barnardos, Healthy Ireland, Sports Partnerships, Local Development Companies, County Councils, Safe Food, Age Action, Youth Services, Family Resource Centres, Educations and Training Boards, Child and Family Support Networks, Local Libraries, Community Gardaí and a host of other local, regional and national organisations too numerous to mention. Thank you to the agencies who work with Tuath staff to build vibrant communities.

Over the past year regular inter-agency meetings have taken place with participants from Louth Local Development, Louth County Council, Us!, Tidy towns, Tusla, Healthy Louth, the High voltage project, An Garda Síochána, The Educational Welfare Officer for Louth and Tuath Housing. On the 24th of October 2023 the Network held its first information day for residents. The event was aimed at reducing social isolation, support social integration of residents and to capture the needs of families in the area. This Forum has proved highly effective to date with plans to continue and build on activities throughout 2024.

PET CARE INFORMATION SESSIONS PROVIDED BY ANIMAL SANCTUARY 'MY LOVELY HORSE RESCUE'

My Lovely Horse Rescue, an animal sanctuary, visited several Tuath schemes over the past number of months to deliver educational sessions on dogs and apartment living. Residents showed great interest in the session, which covered various aspects of animal care, exercise, and challenges associated with owning a pet in an apartment setting. The presentation provided valuable insights into responsible pet ownership and prompted thoughtful discussions among attendees. Participants gained a deeper understanding of the importance of considering factors like space and exercise requirements before bringing an animal into their homes. My Lovely Horse's engaging presentation left a lasting impact on residents, fostering a more informed and conscientious approach to pet ownership within the community.



YOUR HOME

HOW TO PREVENT KITCHEN FIRES AND STAY SAFE

Why the kitchen?

Kitchen fires are common and dangerous. Kitchen fires are a leading cause of home fires and injuries. They can start quickly and spread rapidly, causing property damage and endangering lives.

Key factors include:

- Unattended cooking: Leaving food on the stove or in the oven without supervision can lead to overheating or igniting.
- Flammable items: Keeping items like paper towels, oven mitts, or curtains near the cooking area can create fire hazards.
- Grease buildup: Grease and oil can accumulate on the stove, oven, or hood, igniting when exposed to high temperatures.
- Faulty appliances: Malfunctioning electrical appliances, such as toasters or microwaves, can spark or short-circuit, causing fires.
- Keep flammable items away from heat: Maintain a clear space around the cooking area and store flammable items safely.
- Clean cooking equipment regularly: Wipe off grease and spills after each use. Clean hood filters and vents monthly. Check appliances for wear or damage and replace if needed.
- Use proper equipment and methods: Use suitable pots and pans, cover food with lids or splatter screens, and use a timer to avoid overcooking.

What to do in case of a kitchen fire

- Turn off the heat source: If the fire is small and contained, turn off the burner or oven and leave the door closed. Do not move the pot or pan or use water to extinguish the fire.
- Smother the fire: Use a metal lid, baking sheet, damp cloth, or fire blanket to smother the fire. Avoid using glass lids or powders like flour or baking soda.
- Use a fire extinguisher or fire blanket: For larger fires, use a class B or ABC fire extinguisher,

aiming at the base of the fire. Follow the extinguisher's instructions.

- Get out and call for help: If the fire is uncontrollable, leave the kitchen, close the door, call 999 or 112, and alert your neighbours. Do not re-enter until it is safe.

How to use a fire blanket

Turn off the heat source. Pull the tapes downwards to release the blanket. Wrap the corners around your hands to protect them and place the blanket over the fire. Leave the blanket until the fire is out and the object cools.

Contact your local Tuath Housing office if the blanket has been used or is missing.



How to prevent kitchen fires

- Never leave cooking unattended: Always stay in the kitchen when frying, boiling, grilling, or baking. If you must leave, turn off the heat and remove the food.

ALLOWING ACCESS TO YOUR HOME FOR TUATH STAFF AND TUATH SERVICE PROVIDERS

Tuath are committed to maintaining safe, secure and good quality homes. One of the most important things we do to ensure your home is safe and complies with relevant legislation is by conducting inspections, servicing and tests of properties and/or their systems. Allowing access is critical to complete services such as:

Gas Safety, Heat Pump and other servicing

To ensure you remain safe in your home. Tuath shall continue with our servicing programme to achieve compliance with legislation and good practice guidance. A regularly serviced gas boiler, heat pump or oil burner also improves the efficiency of your heating system.

Electrical Safety Inspections

Regular testing of the electrical installation in your home is recommended to make sure electrical systems are safe. These inspections and tests are generally carried out every five years.

Property Condition Reports

You may receive a property inspection letter from the property services team relating to an inspection by an independent surveyor. This is completely normal and is a common requirement amongst Approved Housing Bodies. These property condition reports, or stock condition surveys, help determine certain information about the property such as the life expectancy of

windows and doors, roofs, kitchens and bathrooms so Tuath can plan and budget for future works. The inspections do not affect tenancies, rents or service charges in any way.

Annual Property Inspections

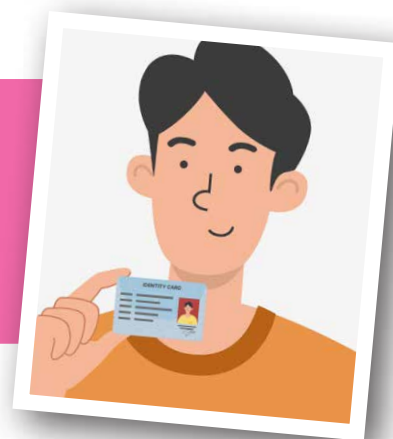
Each year Housing staff carry out property inspections to ensure the quality of accommodation for residents is maintained. Minor repairs can be addressed that may not have been reported that help maintain a high standard of housing. It is also an opportunity for residents to discuss any tenancy issues or concerns with their Housing Services Coordinator.

Fire Safety Inspections

These inspections may form part of other appointments such as stock condition surveys but may be required separately to review fire safety measures already in place. They also provide recommendations if further safety measures are needed to prevent, control and reduce the risk of fire.

It is essential that you continue to allow access for these important services. Before any of these appointments take place Tuath shall endeavour to provide 2 weeks' notice, however there may be a requirement to make an appointment at short notice if urgent.

Remember don't allow anyone in your home without the proper identification.



WASTE SEGREGATION- HOW CAN WE HELP?

WASTE AND RECYCLING IN IRELAND

Household waste includes general waste, recyclable waste and organic waste collected directly from households and waste brought by householders to waste collection centre's such as bring banks, civic amenity sites, and pay-to-use compactors. According to the EPA, on average, each household in Ireland generated approximately one tonne of waste in 2021. This equates to 200 black bags per household or 73 bags per person. You can check which bin to put it something in on the website <https://mywaste.ie/>

FOCUS ON FOOD WASTE

Since 1 January 2024, new EU Regulations require all bin companies to provide their customers with a brown bin for food and light garden waste. This is in addition to the existing general waste bin and recycling bin. This will be rolled out this year by bin companies. A kitchen caddy is useful to have in your kitchen to collect food scraps for emptying into the larger bin outside. You do not have to line a kitchen caddy, but lining it will help keep it clean and odour free. Use a compostable material to line it, such as 100% compostable bin liners available in supermarkets or by lining with newspaper or paper towels.

What can be placed in the brown bin?

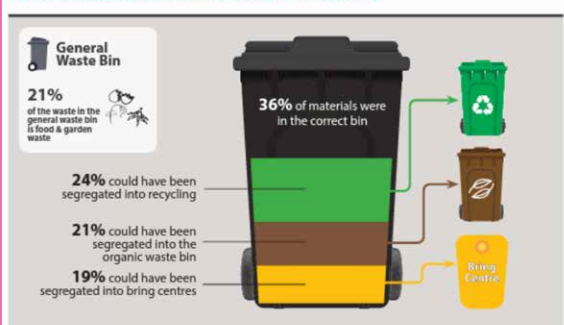
- all food including raw and cooked meat and fish, plate scrapings, eggshells, fruit and vegetable peelings.
- coffee grinds and tea bags.
- food-soiled paper napkins, paper towels, pizza boxes.
- grass clippings and light garden waste.

If a coffee cup is certified as compostable it will say so on the outside. Be sure to check the lid as this may not be compostable.

What cannot be placed in the food waste bin?

- Cooking Oil.
- Non compostable coffee cups – these go in the general waste bin.

What should not be in the General Waste Bin



Continue to use your recycling bin for clean dry and loose hard and soft plastic, paper and cardboard, cartons and tubs, cans and tins. General waste is for items that cannot be recycled such as dirty nappies, wet wipes, broken crockery, floor sweepings etc.

YOUR HOME CONTINUED

ONLINE SESSIONS HELD SHARING TOP TIPS ON MONEY MATTERS

In March, we hosted two informative Zoom sessions with Martin Macleod from Financial Health Club. Residents had the opportunity to learn about various aspects of personal finance, including budgeting, saving, investing, managing debt, understanding financial instruments, and planning for the future. Martin covered essential topics like budgeting techniques, strategies for saving and investing wisely, effective debt management, and setting SMART financial goals. He also provided a helpful link to a financial journal to assist with budgeting, goal setting, and spending control. You can access the journal when you sign up for Martin's newsletter on frequent money-saving tips at www.financialhealthclub.co.uk.

Here are some quick money-saving tips shared during the sessions:

1. Create a budget to track spending and find areas to save.
2. Save automatically by setting up transfers to a savings account.
3. Cut back on non-essentials like subscriptions and dining out.
4. Look for sales, discounts, and coupons when shopping.
5. Prepare meals at home instead of eating out.
6. Use public transport or carpool to save on petrol.
7. Lower energy bills by turning off lights and unplugging electronics.

8. Cancel unused subscriptions to save money.
9. Shop around for the best deals before making purchases or signing contracts (e.g., electricity, gas, TV).

Remember, small changes can lead to significant savings! If you're facing financial difficulties, please don't hesitate to reach out to us at getinvolved@tuathhousing.ie.



Tuath Housing



NEW HORIZONS EDUCATION BURSARY

Tuath Housing is pleased, as part of our Tenant Engagement Strategy 2022-2025, to support and invest in the education and development of our residents. In 2023, Tuath Housing launched the "New Horizon" Education Bursary for the first time. This funding enabled residents to participate in accredited or non-accredited courses, both short and long-term, with funding ranging from €250 to €1000. In 2023, 22 residents were awarded, and an additional 8 were awarded in the first part of 2024. The education bursary will reopen in July 2024.

Participating in the New Horizon Education Bursary can provide various benefits, including boosting confidence and social skills, meeting new people, and enhancing employability. It's worth considering for those aiming to improve their lives and achieve their goals. To avoid disappointment, review the application guidelines and requirements to determine eligibility. The bursary will reopen later in the summer. For any queries regarding the New Horizon Education Bursary, please email newhorizon@tuathhousing.ie or visit our website www.tuathhousing.ie

RECORD NUMBER OF RESIDENTS ATTEND 'STAND OUT FROM THE CROWD' PROGRAMME

Across the month of January 2024, the 'Stand Out From the Crowd' initiative ran a number of workshops aimed at assisting our residents to learn new skills that will help them to put their best foot forward to begin a new career path through employment, apprenticeships, further education, or training. With over 200 residents registered to attend we had a full online house each week. Workshops were offered to empower residents looking for a new job opportunities or to change to a new career. The three-week programme aided to break 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, childcare options and much more. The series of workshops supported residents in building their confidence, skills and identify their strengths. Further training was always a forefront of the workshops which increases access to education, promotes equality, and supporting the local economy. We would like to thank the trainers Empower, Carr Communications, Barnardos and Grow Remote.



NEW DEVELOPMENTS



**Kilhedge Lane, Dun Emer, Lusk –
Fingal County Council**

Due for completion in the coming months, Kilhedge Lane is an home Age-Friendly Development that will provide 31 new single-story homes for older people. This Tuath direct-build development, which is being built on land owned by Fingal County Council, will consist of 18 two-bed homes and 13 one-beds with an additional communal facility area for residents. The new homes are being funded by the Department of Housing, Local Government & Heritage via the Capital Assistance Scheme.



**Kiltiernan Wood, Stepaside,
Dublin – Dun Laoghaire
Rathdown County Council**

In January, the Kiltiernan Wood Cost Rental and Social Housing Development was officially opened by Cllr. Denis O'Callaghan, Cathaoirleach of Dún Laoghaire–Rathdown County Council, and Minister for Housing, Local Government & Heritage, Darragh O'Brien. This mixed-tenure developments includes 72 cost rental and 22 social homes delivered by Tuath. The wider development contains 203 homes and is a mix of private-owned, private rental, social and cost rental housing.



**Friary Place, Mill Lane,
Drogheda – Louth County
Council**

Due for completion this year, fantastic progress is being made on the 49-home Friary Place development, nestled in the heart of Drogheda, Co. Louth. Located on Mill Lane, near Drogheda's Bridge of Peace, the 11-storey building will contain a mix of 27 one-bed and 22 two-bed apartments with a ground-floor level undercroft car park and communal facilities. Friary Place is being delivered by Tuath, in partnership with Louth County Council, with funding via the Department of Housing and private finance from the Housing Finance Agency.



**De Verdon, Malahide Road,
Dublin 17 – Dublin City Council**

On the Malahide Road in North Dublin, new cost rental homes at De Verdon were delivered in partnership with Dublin City Council. This dynamic, multi-unit development features 77 A-Rated one-bedroom and two-bedroom apartments, offering excellent transport links, nearby shopping centers and various recreational facilities. Additionally, it is close to the beautiful coastal town of Malahide, known for its picturesque Castle and Gardens.



**Radharc An Bhrí, Castleblayney,
Co. Monaghan – Monaghan
County Council**

In Monaghan, the final phase of ten homes were complete at Radharc An Bhrí in Castleblayney. The development now contains a total of 48 homes delivered by Tuath in partnership with Monaghan County Council and Kilycard Developments Ltd. The new homes have been funded via private finance from the Housing Finance Agency and a loan from the Department of Housing. The average price of a home in the Radharc An Bhrí development was €213k representing excellent value for money.



**Castletreasure, Douglas, Cork
City – Cork City Council**

30 duplex apartments were completed at Douglas as part of the Castletreasure development on the south side of Cork City. In partnership with Cork City Council. The Department of Housing and the Housing Finance Agency, Tuath has now delivered a total of 141 homes as part of this large-scale, mixed-tenure development featuring A-rated homes and family-friendly surroundings such as open play spaces and landscaped parkland.

TUATH STAFF AND RESIDENTS CELEBRATE A HOST OF AWARENESS DAYS AND SEASONAL EVENTS

Here is a small snapshot of all the wonderful events and community projects that have taken place over the past number of months. Thank you to everyone who got involved, volunteered and participated!



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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