

Residents' Magazine

Self-Care

"Self-compassion is simply giving the same kindness to ourselves that we would give to others."

Christopher Germer PhD.

This edition includes latest tenant satisfaction results, a guest feature by Dr. Jolanta Burke on the importance of self-care and advice on how to keep energy costs down this winter.

Care in action! Sisters Jamie and Charlie at Bake Off Day in Castlepollard

Latest Resident Satisfaction Results

pg 3

What is self-care and why is it so important?

pg 5

Preparing for Blackouts this Winter

pg 11

WELCOME

A MESSAGE FROM LOUISE THOMPSON HEAD OF HOUSING SERVICES AND COMMUNITIES AT TUATH

Welcome to the Autumn/Winter edition of our Resident Magazine 2022! I would like to take this opportunity to introduce myself. My name is Louise Thompson and I have recently been appointed as Head of Housing Services & Communities. I am also the Chair of the Tenant Engagement Working Group.

I have been working for Tuath for 16 years now and during this time I have seen the organisation evolve, grow, and adapt over the years whilst faced with many challenges, a recession, a pandemic and now an energy and cost of living crisis. Every challenge posed has been met with resilience and a determination to follow through on Tuath's mission, "to provide good quality, secure homes that people can afford." Staying true to this promise, 2022 has been another busy and successful year for Tuath and we have provided 1,098 new homes to some 2,959 new residents this year to date.

I am really excited about my new role and am looking forward to further expanding and embedding the culture of tenant engagement throughout the organisation, which is the commitment we made to you in our recently launched Tenant Engagement Strategy 2022-2025. Tuath believes that a customer-focused service across the organisation is paramount and meeting the needs of our residents is our number one aim.



We will strive to improve our services by engaging with you and following through on your feedback, to bring about positive changes for all, whilst continually promoting a culture of tenant engagement.

The theme of this edition is "self-care." We felt this theme was appropriate and would resonate with many people, as once again, we face more challenging times ahead.

I hope that you enjoy this edition of the Magazine and that the articles and content show the importance Tuath place on tenant engagement and the investment Tuath are making in this area now and going forward.

All the best,
Louise

IN THIS ISSUE...

Page 03

How Happy Are You with Tuath Housing? Latest Resident Satisfaction Results

Page 04

You Said, We Did! Online Information Video for New Residents, Available in Residents' Native Language

Page 05

Guest Feature: Dr. Jolanta Burke Talks About Self-care and Why it is So Important

Page 07

Resident Spotlight: Interview with Tuath Resident, Leanne O'Sullivan on Life Changing Education Scholarship Award

Page 11

Preparing for Possible Blackouts this Winter



Front cover photo: Care in action! Sisters Jamie and Charlie at Bake Off Day in Castlepollard.

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

RESULTS FROM OUR QUARTER 3 RESIDENT SATISFACTION SURVEY

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



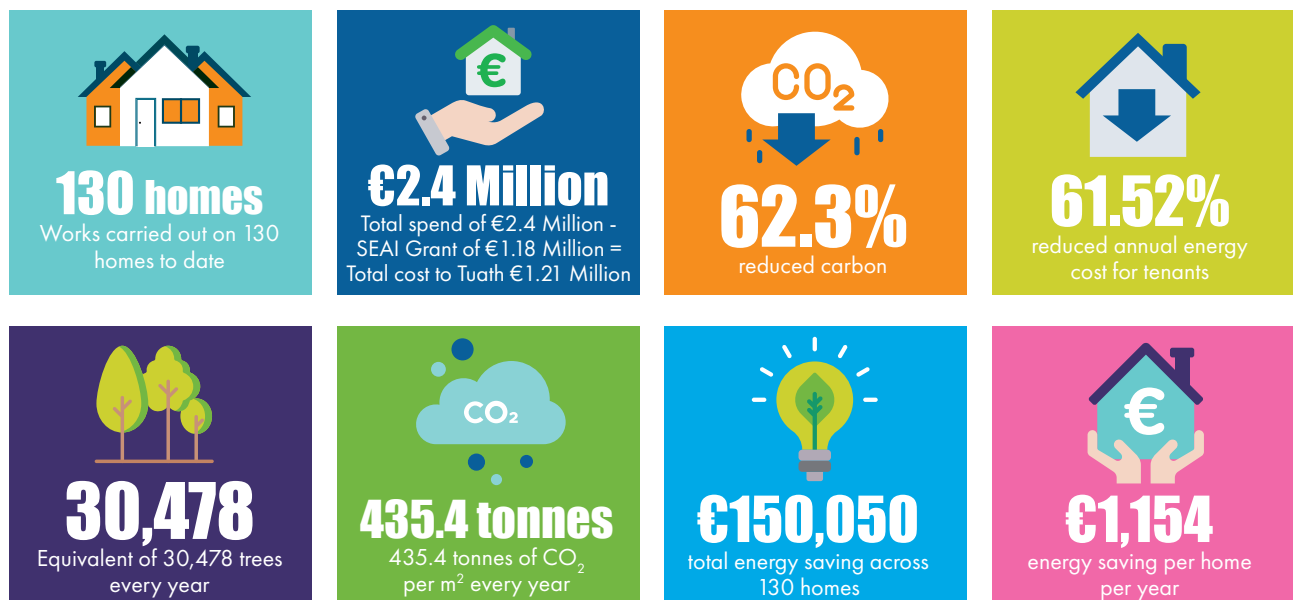
FOCUS ON ENVIRONMENTAL SUSTAINABILITY 2022/23

Tuath's Energy Upgrade Retrofitting Programme

To date Tuath have completed energy upgrade works on 130 properties, 96 of which were completed in 2021 and 34 in 2022. There has been a three-month delay in the roll out of the SEAI National Home Retro Fit scheme which in turn delayed Tuath's planned upgrades. However, we are currently undertaking works to 15 properties at Castleross retirement village, Carrickmacross, Co. Monaghan and 59 in Castlemanor, Retirement Village, Co. Cavan. Upon completion, upgrades will be made to developments in Balbriggan, Dundalk and Castlereagh, Co Roscommon.

As part of our asset management plan for 2022 we hope to have between 120 and 150 properties upgraded by the end of the year, with an overall total of approximately 230 properties upgraded over the 2-year period. All upgraded properties will achieve a B2 rating or higher. To date we have reduced our carbon footprint and energy costs by approximately 60% across all upgraded properties. This is the equivalent savings of approximately 435 tonnes of carbon per m² per year or the equivalent of planting approximately 30,500 trees per year.

In 2023, we plan to undertake a further 180 energy upgrades throughout Tuath's building stock. We will also be gaining assistance from the Housing Agency Research Support Programme to allow us to investigate the before and after effect of having an energy upgrade. We will assess the energy usage, energy savings, temperature, and humidity levels as well as the general comfort levels of the tenants. This research will allow Tuath to confirm that residents are getting the full benefits of each energy upgrade.



YOU SAID, WE DID!

NEW "PRE-MOVE IN" ANIMATED VIDEO CREATED FOR NEW TUATH RESIDENTS

A new online "Pre-Move in" animated information video has been developed by Tuath's housing and engagement staff with residents to complement the Tuath tenancy handbook and pre-move in process. The information video was created in consultation with Tuath residents from the Tuath National Tenant Forum. The forum was set up in 2018 through Tuath's tenant engagement initiative and represents a diverse group of residents which include new residents and residents who have lived in their Tuath home for many years.

Following feedback from the forum the pre-move in video was created and highlights some of the most important aspects of the tenancy handbook and outlines tips for residents on topics such as keys,

utilities, rent, insurance, repairs, alterations, tenant engagement, fire safety and much more. Tuath resident Stella from Cork who attended the forum said "Moving into a new home can be a busy and stressful time. There can be a real sense of information overload at times, but this video does a great job of breaking everything down in a clear manner. I feel it will really help people plan and prepare for moving into their new Tuath home."

The video is easy to understand, can be subtitled and translated into any language. The new video will form part of the pre tenancy process for new residents moving into a Tuath home. The video is available to view on the Tuath housing website www.tuathhousing.ie.



New Tuath Housing Resident reviewing the 'Pre-Move in' training video.

CUSTOMER SERVICE REVIEW

Request for residents feedback on personal experience of customer service at Tuath

In January and March 2022 two separate feedback sessions were held for residents on their experience of being allocated a new home with Tuath and on their experience of the annual inspections process. These sessions proved invaluable in enhancing service delivery and shaping new policies on both processes. During the feedback sessions 31% of residents indicated that they would be interested in attending a similar feedback session on customer service at Tuath Housing. As a result, Tuath Housing are in the process of reviewing current policies, procedures, and practices on customer service. An online feedback session for residents on their personal experience of customer service at Tuath and on the current tenancy handbook is due to be held in January 2023 – date to be confirmed. Whether your feedback is good, bad, or indifferent we would love to hear from you. If you would like to register your interest in attending, please complete the following short registration form by clicking the following link: <https://forms.office.com/r/URWUAL7PGk>

FEEDBACK FROM REPAIRS TEAM

Impact of new heating systems at Clonmullion retirement village

Heating System Energy upgrades were completed on 50 properties in Clonmullion Retirement Village, Co. Kildare. The old storage heaters were replaced with modern radiators which are highly efficient, making homes more comfortable. Our repairs and technical team also carried out heat pump demonstrations and information days with residents to provide guidance on how the new system operates.

With energy costs continuing to rise, the heating upgrades have given residents at Clonmullion greater confidence that they will not be unduly affected by energy hikes. One resident at Clonmullion, Paul, who has lived there since 2015, expressed his delight about his new air to heat pump system which he

finds super user friendly and far more efficient than the previous system. Paul also recently joined our repairs forum where he is an active participant, brainstorming and bringing ideas forward on how our repairs team can best serve the community of Clonmullion.



Recent air to water heating pumps installed at Clonmullion Retirement Village.

GUEST CONTRIBUTOR

THE IMPORTANCE OF SELF-CARE

Dr Jolanta Burke from the Centre of Positive Psychology and Health at RCSI explains why Self-care is more important than ever

A rise in cost of living can contribute to a decline in individuals' and community's mental health. The extent of worry may lead to sleepless nights, lower mood and negative thoughts causing depression. Now, more than ever, self-care is much needed in our communities.

Positive psychology interventions are designed to build the resources that give us the strength to cope better and recover faster from life's challenges.

Research at the Centre for Positive Psychology and Health at RCSI combined Positive Psychology and Lifestyle Medicine, to help individuals change their lifestyle, to prevent disease and improve health outcomes. Results indicate that tapping into 3+ healthy behaviours such as eating well, exercising, or improving the quality of sleep, can have a positive effect on our bodies and our minds, making psychological flourishing nine times more likely compared to doing nothing or engaging in unhealthy behaviour.

To help people boost health and wellbeing during challenging times, we have published a list of over 100 research-based activities that can improve your wellbeing in these challenging times ("Positive Health: 100+ Positive Psychology and Lifestyle Medicine Tools for Enhancing Your Wellbeing"). Here are five activities that you may find helpful:

1. Notice others - Ireland was one of two countries where psychological wellbeing did not decline significantly during the last recession. Researchers explained this by describing human nature in Ireland, whereby when things get tough, we get together. Try to actively notice others. Is there a small thing you can do to ease their pain, sadness, or discomfort?
2. What went well today - Research shows that reflecting daily on "what went well today?" for two weeks, will balance out bad things with the good ones. This may include someone's smile, a giggle with a neighbour or simply the fact it was not raining. None of these things will make your challenges go away, but they will help you take time-out from them, creating more balance in your life.
3. Connect with nature - this is one of the best ways to boost our mood. Try to go out into the open air in the morning if you want to sleep well tonight. Seeing the daylight for the first time in the afternoon contributes to disturbed sleep. Spend time in nature, even if it is to stand still or sit at a bench for a while.
4. Switch off your phone – our research shows that switching off your phone an hour or so before bed can help improve sleep, feel more relaxed, connect better with partners, and feel more ready for work the next day. To further improve stress levels, switch off your phone any time during the day for an hour or so. This provides quality "me" time that improves your mood.
5. Eat better - to keep healthy we need to eat little and make sure our meals are plant-based. This diet boosts our energy, improves our heart health, and can help us flourish psychologically. Perhaps introduce one extra apple or banana for your lunch, gradually replace one weekly meaty dinner with plant-based, and watch your health and wellbeing improve.

These are just some steps to boost your wellbeing this winter. What matters is that you do something, no matter how small.



Dr Jolanta Burke is a Chartered Psychologist and Senior Lecturer at the Centre for Positive Psychology and Health at RCSI University of Medicine and Health Sciences. For more information, go to: www.jolantaburke.com

For more health and wellbeing tips, please go to a series of free online courses "Science of Health and Happiness" created by the RCSI Centre for Positive Psychology and Health at Centre for Positive Psychology and Health - Royal College of Surgeons in Ireland (rcsi.com)

YOUR COMMUNITY

CELEBRATING POSITIVE AGEING WEEK ACROSS TUATH'S RETIREMENT VILLAGES

Positive Ageing Week 2022 celebrated ageing and the contribution and agency of older persons.

Tuath staff hosted community-based events nationally for older people in Tuath schemes in counties Wicklow, Kildare, Cork, Meath, and Dublin with a series of afternoon tea, coffee morning, music and dancing events. In Arus Mhuire, Cork, residents chose their Positive Ageing event to mark the official unveiling of an AED Defibrillator for the scheme.

SIGN LANGUAGE COURSE FOR RESIDENTS OF RALEIGH SQUARE DUBLIN

Raleigh Court is an older persons complex with 38 residents. The development has a local community room, used to host different activities which focus on the resident's needs. Miriam Kelly the Housing Scheme Manager was approached by several residents who were concerned about a fellow resident Helen, who is deaf-blind and as a result was not able to participate in resident activities. They were also concerned that in the event of an emergency, they would not be able to alert Helen. Residents felt that learning sign language would be a great way for them to be able to communicate with Helen, whom they often saw sitting outside on her patio. Helen also wanted to be able to communicate with her neighbours and attend resident activities. A coffee morning was held for all residents and a plan was made to provide a 4-week course in basic sign language which would be facilitated by Helen and her friend. The course began in August 2022 and was such a tremendous success that it was extended for another 4 weeks. One resident relayed her joy at being able to tell Helen, through sign language how much she enjoyed having her as a neighbour. Since the training began, residents have developed a strong bond and they continue to practice sign language at their weekly coffee mornings.



Sign language group meeting at Raleigh Court, Dublin

MESSAGE IN A BOTTLE INITIATIVE LAUNCHED DURING POSITIVE AGEING WEEK 2022

Positive Ageing Week was also chosen to implement "The Lions Club" message in a bottle initiative. The "Message in a Bottle" project is an initiative governed by the Lions Club and supported by the emergency services: Ambulance, Fire Brigade, Gardai, Medical Profession, HSE, Pharmacists and Local County Councils. "Message in a Bottle" is a simple idea that encourages people to keep their basic personal and medical details in a common place, where, in cases of emergency the emergency services can easily access them. Tuath older people were delighted to take part in this initiative. The events throughout our older persons developments where a great success, with lots of fun and laughter had throughout the day.

Residents, friends, and staff across Tuath Housing Older Persons Schemes celebrate Positive Ageing Week 2022.



Housing Services Coordinator, Nicholas Barret with Residents of Arus Mhuire, Cork at the unveiling of the new defibrillator during Positive Ageing Week.



RESIDENT SPOTLIGHT

INTERVIEW WITH LEANNE O'SULLIVAN, TUATH RESIDENT

On life changing education scholarship award

In 2021 as part of Tuath Housing's Community Covid-19 Emergency Fund, a €2,000 euro scholarship was provided for a Tuath resident to complete a fully paid two year part-time third level education qualification with An Cosán.

An Cosán is a registered charity based in West Tallaght, Dublin whose mission is to empower people through education by providing people of all ages with pathways to learning, leadership and enterprise. Many of An Cosán's courses are delivered online or offered through blended learning (both online and in-person), enabling residents from anywhere in Ireland to take part.

In total, Tuath received eleven applications from residents for the Scholarship. Applications were assessed based on the considerations they had given to completing the course, evidence provided on their motivation to learn, that they had realistically thought through the implications of returning to education and had considered their future education, training, or work plan.

The education bursary was awarded to Leanne O'Sullivan from Cork. Leanne chose to study a Level 6 QQI Course in Early Childhood Education and Care which she began online in September 2021.

Leanne was already working part-time in the kitchen of a creche and felt that doing this course would improve her career and earning prospects and secure a better financial future for her family.

The Tuath Housing Scholarship covered fees for the full two years of her course. In addition, Leanne also received a laptop from Tuath to assist her in completing her third level education.

Leanne has achieved exceptional results over her period of study, which will finish in March 2023.

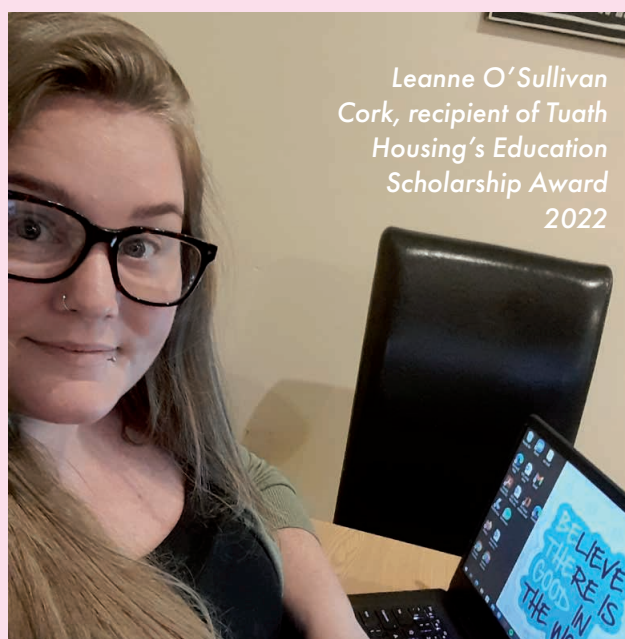
Regarding the Scholarship Leanne has said, 'I can honestly say, and I really mean this, receiving the Scholarship completely changed my life. I had such a bad experience of education in secondary school, I have also a hearing impairment and I had convinced myself that I would never be able for a college course. This Scholarship has given me the opportunity to go to college without the financial burden. It has completely given me back my confidence. I've even surprised myself with the results I'm achieving. I've excelled that much that now, not only am I completing the Level 6 qualification with An Cosán, but this year I've also undertaken to

complete a Level 6 course at University College Cork in Youth and Community Development with a view to achieving my primary degree in UCC in 2025. When I started out on this journey, I never thought I was in any way academic, it's just restored my confidence completely."

Reflecting on the difference this Scholarship has made and looking toward the future, Leanne says, "I can't believe how far I've come. I can't express how much I love what I'm studying. I'm a mother with two children myself. I see firsthand the difference a positive educational experience makes, particularly to a child. My hope when I graduate is to work with children with additional needs in marginalised communities in Cork. I've benefited so much from the Scholarship and the opportunities I've been given. I just want to give back. I want other people to have the same opportunity. I really hope that someone else reading this might take a chance, just like I did and put themselves forward for an educational scholarship. It really is life changing!"

If you would like to be considered for a Tuath Housing Educational Scholarship for 2023, with an education/training provider of your choice, please complete the following short expression of interest form:

<https://forms.office.com/r/sBN06y36qC>



**Leanne O'Sullivan
Cork, recipient of Tuath
Housing's Education
Scholarship Award
2022**

YOUR COMMUNITY CONTINUED

RESIDENTS CELEBRATE NATIONAL PLANTING MONTH 2022

At Tuath Housing we work closely with residents on a range of initiatives aimed at raising environmental awareness. One such initiative is Tuath's National Planting Month which takes place in October each year.

Planting flowers has several different environmental benefits such as helping to remove pollutants from the air. In addition, a splash of colour among shrubbery or trees increases the visual appeal of outdoor spaces while also helping to lift our mood and improve our mental health.

Over 104 planting packs were distributed to residents in Tuath Housing schemes this year, for use in communal areas. The kits contained a beautiful array of plants and bulbs including mixed daffodils, tulips, and irises. Thank you to all the staff and residents who took part in National Planting Month. We hope to see you all again next year!



Residents at Dundoogan, Haggardstown take part in National Bulb Planting Month.



Young residents at Cois Cuain, Dundalk lend a hand with National Planting Month.



Housing staff and residents busy day planting at Homestead Court, Dublin.



Housing Services Coordinator, Cormac Toner helping children of Farran Row, Mullingar plant spring bulbs for National Planting Month.

ENERGY SAVING TIPS WITH BONKERS.IE

Given the continued rise in the cost of living for everyone, it is now more important than ever to find ways we can reduce our energy bills and cut down on costs. On Wednesday evening the 21st of September, the Tenant Engagement Team at Tuath Housing invited Bonkers.ie to provide an online workshop on energy-saving hints and tips. Darragh Cassidy, Head of Communications with Bonkers provided an hour-long workshop packed full of advice on ways we can help reduce our bills this winter and for the year ahead.

Some key highlights include:

1. Make sure to switch energy provider each year. You can save up to 40% on your energy bills.
2. Switch provider before big winter bills and not after. You will save more money this way.
3. When buying/replacing a new home appliance make sure to choose the most energy efficient option.
4. Do not waste hot water and only boil the kettle with as much water as you need.
5. Try to use electricity at off-peak times.

6. Use cooler temperature settings on dishwashers and washing machine and cut down on the use of the tumble dryer.
7. Do not leave the fridge door open.
8. Plug out appliances when not in use and use low energy light bulbs.
9. Get a good lagging jacket for your boiler.

For more information on energy saving hints and tips, fill in your details here <https://forms.office.com/r/bCNcu8djqp> and we will send you a copy of Bonkers.ie most popular guides on how best to save money on energy and utility bills this winter.



YOUR COMMUNITY CONTINUED

NATIONAL LOTTERY AWARDS FOR TUATH HOUSING SCHEMES

CORRIG GLEN, PORTARLINGTON RECEIVES LOTTERY FUNDING FOR 'GROW TOGETHER' PROJECT

The National Lottery recently awarded Corrig Glen residents €799 for their "Grow Together" project. The project aims to create a community gardening project that will bring both adult and younger residents together to learn about growing plant-based foods and seasonal plants. Co Laois & Offaly Education & Training Board (LOETB), have collaborated with the residents in Corrig Glen to implement their "Grow Project" and have kindly provided free gardening tuition for six weeks for residents. According to Noemi Santopaolo, Housing Services Coordinator with Corrig Glen, "this project is a fantastic example of how residents of all ages can come together to build better community relationships."

YOUNG RESIDENTS AT CHARLEMONT, DUBLIN RECEIVE LEARGAS FUNDING

Charlemont Youth Club, Dublin was recently awarded €2,950 by Léargas for their "Art Busters" project to support youths between the ages of 10 years to 16 years of age. The youths attend an art workshop, facilitated by a professional artist, for three hours every two weeks. The Club intend to host an exhibition later in the year to exhibit the art on canvass projects created by participants. The Project was funded through Léargas, European Year of Youth which highlights 2022 as "a year of hope, a year dedicated to young people. One that brings new opportunities, new connections, new friendships. A year to speak, to listen and to be heard: to participate and engage." Congratulations to the committee and members of Charlemont Youth Club and best wishes from all the staff at Tuath for your upcoming exhibition.



AED DEFIBRILLATOR UNVEILED BY RESIDENTS IN ARUS MUIRE, CORK

A newly installed AED Defibrillator was unveiled during Positive Ageing Week in Arus Mhuire, Cork. Funding for the Defibrillator was secured through the HSE National Lottery Fund and Tuath Housing's Tenant Engagement Programme. Over 50 residents all of whom are over the age of 60 will benefit from this lifesaving piece of equipment. Thank you to residents, staff, Age Action and HSE National Lottery for supporting this initiative.

RALEIGH SQUARE, DUBLIN RECEIVES LOTTERY FUNDING FOR DIGITAL SKILLS PROJECT

Residents of Raleigh Court, Crumlin received €5,039.72 of National Lottery funding for a digital skills project for residents, enabling the purchase of thirty-eight tablets – one for each household. Tuath Housing partnered with Alone to offer older residents at Raleigh Court access to "Hi Digital" - a step-by-step course, sponsored by Vodafone which is designed to help improve digital skills, particularly for those who have little experience of being online. Tuath staff were trained by ALONE to teach the "Hi-Digital" course to residents, who then have the option of working alongside a mentor (Tuath staff) over several weeks to complete online classes.



Clare Love from Vodafone, Debbie Neary, Senior Housing Officer Service Coordinator, Pauline Rooney from ALONE and Miriam Kelly, Scheme Manager attended Positive Ageing Week event in Raleigh Court.

LOTTERY FUNDING FOR SOCIAL EVENTS AT RALEIGH COURT

Following an expression of interest by older residents in Raleigh Court seeking to engage in social outings such as theatre, musicals and concerts, an application was put forward by Debbie Neary, Senior Housing Coordinator on the scheme for National Lottery Funding. Residents were delighted to have been awarded €730 in financial assistance to attend such events. According to Debbie Neary, "these events provide older residents with a wonderful opportunity to get out of the house and meet other residents, particularly coming into dark winter months, which can be a lonely time of year, particularly for those living by themselves."



Residents at Arus Mhuire attend launch of Defibrillator during Positive Ageing Week.

YOUR COMMUNITY CONTINUED

TUATH HOUSING AWARDS FOR BEST KEPT ESTATE 2022

In September 2022, Tuath launched a new competition for all housing estates in which Tuath residents live. The annual Awards for Best Kept Estate will be made to housing estates across Ireland, to recognise the outstanding contribution of communities who come together to dedicate their time, energy, and resources to improve estates and foster community spirit. Four Awards will be made in total each year, one for every Region in which Tuath Housing regional offices are based – Dublin, Cork, Galway, and Louth. Entries for the Best Kept Estate Award are submitted by Housing Officers at Tuath and a selection for final judgment is made by the Housing Management Team. Four overall winners will then be chosen based on the following criteria:

1. Effort Involved
2. Absence of Litter
3. Planting of trees, shrubs, flowers in communal areas and gardens
4. Condition of houses in the Scheme
5. Absence of unsightly objects
6. Special Factors

Tuath are delighted to announce the winners of the 2022 Tuath Housing Awards for Best Kept Estate.

Dublin Regional Office –

Overall Winner: Clonattin Lodge, Gorey, Co. Wexford.

Cork Regional Office –

Overall Winner: An Radharc (Upper and Lower), Douglas, Co. Cork.

Galway Region –

Overall Winner: Leargán, Knocknacarra, Co Galway.

Louth Region –

Overall Winner: Cois Cuain, Upper Point Road, Dundalk, Co. Louth.

Each winning estate received a plaque for display in the estate with a €500 euro voucher for Jones Garden Centre, Donabate.

The staff at Tuath Housing would like to extend hearty congratulations to the 2022 winners of Tuath Housing's inaugural competition for the Best Kept Estate Awards for their exceptional contribution to the communities in which they live.



Housing Officer, Conan Murphy with residents of Clonattin Lodge, Gorey, winners of Dublin Regional Office Best Kept Estate Award 2022.



Galway Housing Manager, John Callaghan with residents of Leargán, Knocknacarra, winners of Galway Regional Office Best Kept Estate Award 2022.



Housing Officer, Aimee O'Riordan with residents of An Radharc (Upper and Lower), Douglas, winners of Cork Regional Office Best Kept Estate Award 2022.



Housing Officer, Stephen O'Neill with residents of Cois Cuain, Dundalk, winners of Dundalk Regional Office Best Kept Estate Award 2022.

YOUR HOME

PREPARING FOR POSSIBLE BLACKOUTS THIS WINTER

The cost-of-living crisis is impacting our everyday lives, from the increase in food prices to skyrocketing energy bills. The best thing to do before the cold winter arrives is to prepare. Here are some essential items you should have ready and some things you should do ahead of time.

Phone: make sure your phone is charged and that you have fully charged power banks in case the power goes off.

Light: If the power goes at night, you'll need some form of non-electric light. Candles are a good idea if you keep them away from soft furnishings, paper etc. and small children. Battery powered or wind-up torches for each family member are also very useful.

Cooking: If the electricity is out and all else fails, if possible, cook outside on a disposable barbeque (never on an apartment balcony). If you're lucky enough to have a gas cooker or hob, it will still work - but bear in mind that the electrical switches won't work, and you might need something to light the oven/hob with.

Food: The less you open and close your appliances, the less they will lose the temperature balance. Food in a sealed freezer will last for up to 36-48 hours. Stock up on non-perishable foods too just in case your local store is affected by power outages.

Heat: For those who may have an open fire you're in luck! However, as all new builds do not have a fireplace, using extra blankets, duvets and hot water bottles to keep warm is the best option.

Neighbours: Your neighbours might not have a plan, and some might be elderly or require extra help - don't be afraid to knock on doors and offer help. It's also a good idea to keep enough fuel in your car in case you need to leave in an emergency. A continuous supply of energy to a home may be required for those who rely on electrical medical equipment like ventilators, oxygen concentrators or home dialysis machinery. If so, make sure to register yourself as a vulnerable customer with your electricity provider.

Prepare for the electricity coming back: It's important to turn off appliances that could be a fire risk. Things like ovens, cookers, irons might result in a fire if left unoccupied when power returns.

Here's some other things to bear in mind:

- You might need to replace any medication that should be refrigerated depending on how long the power was out.
- If it looks like food from your fridge has spoiled, it is best to throw it out. Generally, food will remain safe for 24 hours if the fridge door is kept closed - but have a look at it first.



ESB Networks Emergency Number
1800 372 999



Gas Networks Emergency Number
1800 205 050

ALERT FROM RENTS

You may not have an Ulster Bank Account, but are you still paying your rent into Tuath's Ulster Bank account?

There are still a large number of tenants paying rent into our Ulster Bank account. Ulster Bank will close soon. When it does, we will not receive your rent money and your rent account will go into arrears.

To get your money back from the closed Ulster Bank, you will have to apply to the bank to refund your money. Save the hassle, change the standing order now!

There are two ways to change your standing order....

(Option 1) How to change your standing order...

Go to your nearest bank branch, cancel your existing standing order, and set up a new one with our new bank details.

(Option 2) How to change your standing order...

Use your online banking to cancel your existing standing order, then set up a new standing order with our new bank details.

Remember to reference your 5 digit Rent/Ref account number on your standing order and all rent payments to Tuath Housing.

YOUR HOME CONTINUED

LEARNING FROM CREESLOUGH TRAGEDY

A few weeks on from the devastating tragedy at Creeslough, Gardai are investigating the possibility that an accidental gas leak in an apartment above the service station may have caused the explosion, in which 10 people lost their lives. The devastating impact of this tragedy has been felt across the country as families, friends, and the community at Creeslough try to come to terms with the tragic events of the 7th of October. Tuath staff wish to extend our sincere sympathies to all at Creeslough and to Tuath residents who have family or friends impacted by the tragedy there.

While the cause of the explosion is still undetermined at time of writing, the possibility that a boiler may have led to the accident serves to highlight the enormous importance of boiler maintenance. We would ask residents to please make sure to facilitate our service engineers to access properties so that boilers can be serviced regularly and to please be vigilant and regularly check your boiler.

What To Do If You Suspect a Gas Leak

If you smell gas in your home or on the street, or suspect a leak the advice is as follows:

- Do not turn anything electrical on or off.
- If a pipe bursts, do not operate any equipment.
- Move people away from the area.
- Move upwind of the area to prevent breathing the fumes.
- Do not use a naked flame, smoke, or use a mobile phone near the leak.
- Call Gas Networks Ireland's 24hour emergency line on **1800 20 50 50** immediately.

If you notice any of the warning signs below, ring your local Tuath Housing Office immediately during business hours or Tuath Housing's out-of-hours repairs Helpline on (048) 90421010.

Some Warning Signs!

Pilot light burns in an abnormal flame

The pilot light is a gas boiler's ignition source. If it does not stay lit, then the burners cannot turn on. If the light burns with a yellow flame, then there may be an accumulation of carbon monoxide.

Unusual boiler noises

Strange noises coming unexpectedly from the boiler is a sure sign that something is wrong.



Water leaks

Act quickly, whenever you notice water pools around the boiler. Leaks can be because of failure or broken interior part. It does not take time for a small drip turn into serious leak.

Strange smells

Unusual smell coming from a gas boiler means killer gas leakage. If you suspect a gas leak, ring Gas Networks Ireland immediately on 1800 20 50 50.

Slow heating of water

If boiler takes longer time than necessary to heat, means there is a circulation issue. Call technicians to detect and repair.

Increasing energy bills

Any unexplained increase in energy bills (not related to recent energy increases) means inefficient boiler performance. Report immediately.

Black stains on or near your boiler

If you see black stains near your boiler, there could potentially be a leak coming from your flue, meaning fumes that should be transported outside your property are now seeping inside and can include deadly carbon monoxide.

Symptoms of carbon monoxide poisoning

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness

If you suspect you or anyone in your house has inhaled carbon monoxide, it is important that you get fresh air immediately; turn off the appliance(s) and leave the house. If you think you are in danger ring **Gas Networks Ireland at 1800 20 50 50**. You should seek medical attention as soon as possible – visit your GP or go to the hospital as soon as possible – let them know that you suspect carbon monoxide poisoning.

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.

NEW COMMUNAL SPACE UNVEILED IN PASSAGE WEST, CORK

At the beginning of the year works began to turn a wasteland area into what is now a beautiful space full of pollinator friendly planting, a fairy garden, picnic benches and much more. The newly renovated communal space in Passage West, Cork was officially opened during Heritage week unveiling a plaque detailing the history of the area. The event was attended by Riverview Residents' Group, local residents, Tuath Housing staff, Tuath Voluntary Board Member Angela Murphy, and local Cork County Councillor Marcia D'Alton.

There is a lot of history on Beach Road in Riverview which is located on the historic Blackrock to Passage Railway line (1850 – 1932). The new communal space now features new signage explaining the history of the old railway. Funding for the signage was secured through a grant from the Cork Heritage Council, while the renovation of the communal space was funded through Tuath's Tenant Engagement programme.

Riverview Residents' Group was set up in 2019 through Tuath's Tenant Engagement initiative. The group organise many community events such as clean up days, European Neighbours' Day, Tuath's National Planting Month, seasonal events for Easter, Summer, Halloween, and Christmas.

Congratulations to Riverview Residents' Group, Councillor Marcia D'Alton, Cork Heritage Council, Cork County Council for their involvement in the incredible transformation of this beautiful space.



Communal space at Riverview, Passage West before works commenced.



Communal Space at Riverview, Passage West following community upgrades.



Residents celebrate official opening of newly designed community garden at Riverview.

AN GARRÁN RESIDENTS' GROUP SHORTLISTED FOR NATIONAL PRIDE OF PLACE AWARD 2022

We would like to congratulate the An Garrán Residents' Group, Tramore, Co. Waterford who were shortlisted for the IPB National Pride of Place Awards 2022. In late Summer the Residents' committee, residents, Tenant Engagement staff from Tuath Housing, Waterford City & County Council Estates Management Department and the Community Garda met with the judging panel of the Pride of Place awards for presentations and a scheme visit. Over the past number of years, the committee and residents have worked in partnership with Waterford Council, the Community Garda and Tuath Housing to develop and promote inclusiveness, diversity, neighbourhood safety, biodiversity, provide supports to residents and enhance community spirit. We are delighted to support the committee through our Tenant Engagement programme. Well done to everyone involved for being shortlisted for this National award, best of luck for the awards ceremony in January 2023!



Pride of Place Judging Panel, Margaret Hanrahan, Tenant Engagement Officer and Residents at An Garrán, Co. Waterford.

TENANT ENGAGEMENT CONTINUED

GARDAI CRIME PREVENTION WORKSHOPS PROVIDED FOR RESIDENTS IN DUN LAOGHAIRE, CO. DUBLIN

Tuath are thrilled to be involved in the current Gardai information sessions which have been taking place every Friday in Abbot Court and Honey Park, Dublin over the past number of weeks. The onsite workshops have been established to discuss any Anti-Social Behaviour concerns in the area and the information tent allows for residents to link in about any other matters of concern. The evening clinics focus on theft prevention, burglary prevention, home security, personal security, fraud prevention and the reporting of criminal activity. Property marking was also made available in Honey Park. This is a great method of tackling the problem of property theft. Items such as bikes or scooters are engraved to deter burglars from taking them. Gardai, Sergeant

Georgina Reilly from Dun Laoghaire Station believes the initiative has proved a great success to date. She noted, "We have had the opportunity to speak with a lot of residents from the area and the pop-up clinics allow us to not only give information, but also respond to reports of Anti – social Behaviour in the area." Tuath housing and caretaker staff also attended the workshops. Ali Leech, Housing Services Coordinator said "It has been a great opportunity for me and the scheme caretaker to link in with Tuath residents regarding any housing, community or tenancy matters they may have. I really enjoy being able to work in partnership with residents to develop new ideas and opportunities to build strong and vibrant communities where our residents live."



Gardai from Dun Laoghaire Garda Station providing information session on theft prevention for residents at Abbot Court and Honey Park.

TUATH'S CHRISTMAS CARD COMPETITION IS NOW OPEN!

Calling all Tuath residents aged 12 and under. Would you like to design the front cover of this year's Christmas Card for Tuath Housing? See the flyer for all the details of how you enter this competition. Closing date Thursday 24th November 12 noon.





Christmas Card Art Competition 2022

NOW OPEN!

We are looking for budding artists to design Tuath Housing's Christmas card 2022!

1st place: €50 Smyths voucher
2nd and 3rd place: €25 Smyths voucher

- Competition open to Tuath tenants only
- Must be under 12 years
- Must have name, age and address clearly printed on back
- Must be child's own work and be hand drawn on a A4 page

Please submit your entry via:
 Text: **WhatsApp- 0871898714**,
 Post to your **Tuath regional office**
 Email: getinvolved@tuathhousing.ie

Closing Date: Thursday 24th November 2022

DEVELOPMENT UPDATES



**Ravensdale Park,
Kimmage, Co. Dublin**

Tuath, in partnership with Dublin City Council, was delighted to have recently delivered these 12 new A-Rated homes at Ravensdale Park in Kimmage. This building was constructed using a steel frame modular system designed, manufactured, and erected by Framespace Solutions. The bathrooms pods were also designed and fabricated offsite in a factory environment, and subsequently delivered and fit into the steel structure. This modern method of construction is a sustainable alternative to traditional forms of construction and delivery time is 20% to 40% faster when compared to traditional building methods.



**Cathedral View, Dundalk,
Co. Louth**

Tuath was delighted to be working in partnership with the Council and developers Urban Life on these A rated family homes which consists of 14 x four-bed homes, 28 x three-bed homes and 23 x two-bed homes. These new homes were funded via private finance from the Housing Finance Agency and a loan from the Department of Housing.



**Kilcarbery Grange,
Clondalkin, Co. Dublin**

At the end of August, Tuath officially launched a new cost-rental development at Kilcarbery, Clondalkin. Minister for Housing, Local Government & Heritage, Darragh O'Brien TD along with Mayor of South Dublin County Council, Emma Murphy, and Chair of Tuath's Voluntary Board of Directors Professor Paddy Gray OBE, officially launched the 74 long-term, secure, and affordable apartments. These A-rated, high-quality apartments offer middle income earners a long-term, secure rental option. The homes were funded under the Cost Rental Equity Loan (CREL) scheme and financing from the Housing Finance Agency.



**Knightsbrook, Trim,
Co. Meath**

Works are progressing well on these 40 homes at Knightsbrook Trim, Co. Meath. To date, 33 homes have been delivered, with a further 7 due for completion very soon. This development is being funded via Capital Advance Leasing Facility (CALF), Capital Assistance Scheme (CAS), and private loan finance from the Housing Finance Agency plc. To date Tuath have delivered 601 homes in Meath. We would like to thank Meath County Council and all our partners in the region for their ongoing support.



**Royal Canal, Mullingar,
Co. Westmeath**

The final phase of this 44-home development has just been completed at Royal Canal, Mullingar in County Westmeath. This development contains a mix of 1, 2, 3, and 4 bed apartments, duplexes, and houses. All 44 homes are being housed with families on Westmeath County Council's housing waiting list. We would like to thank our partners at Westmeath County Council, developers Dalcar Developments, contractors Bretland Construction and many more involved in delivering these beautiful new homes.



**Racecourse Meadows,
Dundalk. Co. Louth**

This development located in the north of Dundalk will comprise of 46 homes upon completion. Built by O'Hanlon & Farrell Ireland Ltd., the complete development will contain a mix of apartments, terraced and semi-detached homes. All homes have been funded via a combination of Capital Advanced Leasing Facility (CALF) from the Department of Housing and private loan finance through the Housing Finance Agency. Louth County Council continue to be an important strategic partner for Tuath, who has now delivered over 600 homes throughout the county since 2007.

HALLOWEEN CELEBRATIONS 2022

TUATH STAFF AND RESIDENTS CELEBRATE HALLOWEEN

Residents and staff came out in force this year to celebrate Halloween. Residents' Groups nationwide worked hard to provide fantastic events on schemes with a brilliant turnout despite the bad weather. The Tenant Engagement Team at Tuath would like to thank all staff and residents' committees nationwide who organised events this year. Well done to everyone involved. Below is just a small selection of some of the highlights from Halloween Events 2022.



Tuath staff and residents celebrate Halloween at Castleguard Manor, Ardee.



Residents committee organise festive treats at Cois Cuain, Dundalk.



Children at Downshire Place enjoy festive celebrations hosted by residents committee.



Newly formed residents committee celebrate first Halloween Event at Drumalee Manor, Cavan.



Residents at Farran Rowe, Co. Westmeath enjoying Halloween festivities.



Children get into the festive spirit at Homestead Court, Dublin.



Residents Committee celebrate first Halloween event at Killane Court, Co. Offaly.



Residents Committee at Liscorrie Drogheda organise another bumper Halloween Event.



Syrian families celebrate their first Halloween in Oldbridge Manor, Co. Louth.

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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