



Welcome to Tenant Engagement's September Bulletin

We hope this September edition of the monthly Tenant Engagement bulletin finds you well! Autumn officially begins in September, bringing with it a cooler climate, falling leaves, and a cosier atmosphere. The joy of going back to school is enjoyed by children as they go shopping for school supplies, new clothes, and school bags. Reuniting with classmates and friends that they may not have seen in a few months fills them with excitement and delight as they set out on their new school journey.

Returning to education can also be exciting for adults also. We would like to wish the best of luck to our Tuath residents who availed of the **New Horizons Education Bursary** and have started on their new educational journey. They are participating in courses such as Payroll, Animal Care, Primary School Teaching and online Special Needs Assistant course. There are so many flexible courses available to suit your needs through face to face to face, online and blended learning. The opportunity is still open to all residents. Why don't you apply for funding for a course of your interest!

Complete the application below by clicking on the link or scanning QR code!



New Horizons Education Bursary

Tuath Housing is delighted to announce the launch of the “New Horizons” Education Bursary. The first round of applicants has started their educational journey in various college courses face to face and online! Why don’t you sign up for the next round??? The funding provided through Tuath’s New Horizons bursary can help you to take part in short or long-term courses, accredited or non-accredited. Funding provided can vary from €250 to €1000. Applicants must be over 18 and proof of course registration must be provided when applying. Learning new skills and knowledge can also lead to personal growth and development, as well as new opportunities for career advancement. Participating in education and training can lead to different ways of thinking, which can broaden your horizons and make you more adaptable in today’s fast-paced and ever-changing job market.

Scan QR code on Poster or click link <https://forms.office.com/e/nqEySE3bft> to complete application.

Any queries in relation to the application for the New Horizons Education Bursary please email newhorizons@tuathhousing.ie

**Upgrade your skills
through the**

**New Horizons
Education Bursary**
by Tuath Housing

**Tuath residents can apply to
access up to €1000 in funding
to complete an accredited or
non-accredited course.**

*Boost your confidence and social
skills, meet new people, and improve
your career prospects!*

APPLY NOW!



T&C's: Open to Tuath residents over 18 only. proof of
course registration must be provided when applying





Tuath
Housing

Halloween Bingo

Calling all Ghosts & Goblins!! Join us for a spooky fun morning of Bingo! October 27th @ 11.30 am.

Register for this free online event by 13th October to be in with a chance of winning one of many prizes. Please click on the link below. Tuath will send your bingo pack in the post.

Email: getinvolved@tuathhousing.ie

HALLOWEEN BINGO
FRIDAY 27TH OCTOBER
11.30

Spooktacular fun for adults & children!

Register for this free online event by 13th October
Email: getinvolved@tuathhousing.ie
Tuath will send your bingo pack in the post

T & C's apply: This event is for TUATH Residents Only

Tuath
Housing

Keep Up to Date

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

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

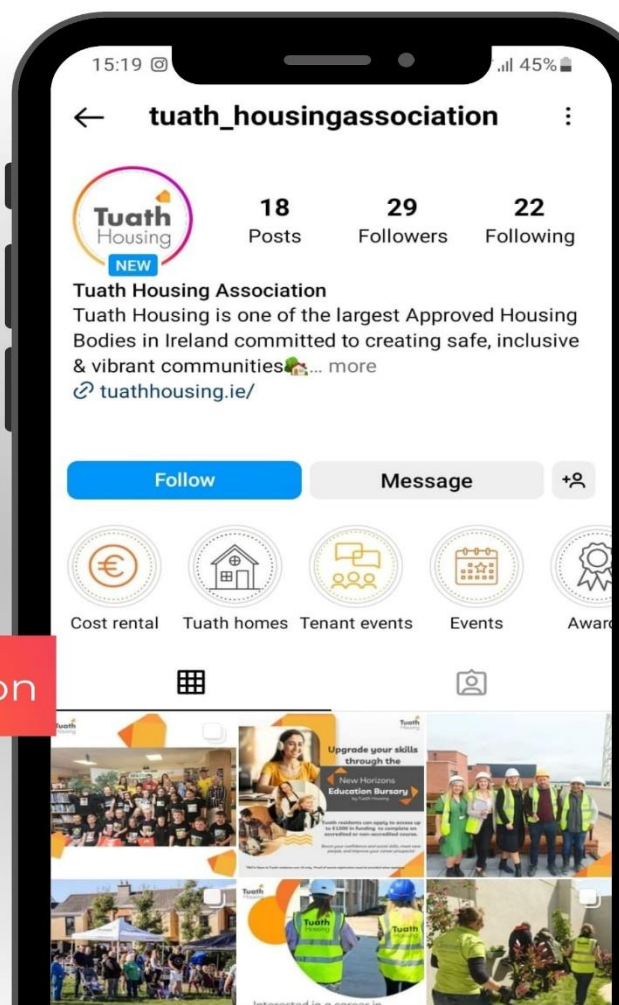
Follow us on Instagram!

We're thrilled to announce the official launch of our Instagram page, where we'll be sharing more of the work we do towards creating brighter & more sustainable communities. We believe that this platform will not only allow us to highlight our mission but also give us a chance to engage, share, and connect with you.



Follow us on
Instagram

@tuath_housingassociation



Results from Quarter Three Resident Satisfaction Survey

TENANT SATISFACTION RESULTS 2023 - QUARTER 3

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



All residents who took part in surveys in 2023 were entered into a draw for a €100 and two €50 One-for-All vouchers. A reminder to all residents that resident surveys will take place throughout 2023. While you are not obliged to partake, we would be very grateful for your feedback which we highly value. Surveys are completed by a company called Acuity who phone residents using the following number: 01273 093939. The Survey is confidential unless you would like to provide your contact information. If you would like any further information on Tenant Satisfaction Surveys, please do not hesitate to contact your Housing Services Coordinator or any member of the Housing Services team.

Please vote for Tuaths Tenant Engagement!

We have been shortlisted for a number of prestigious ICSH Allianz Community Housing Awards 2023, and we need your support!

Your vote can make a significant difference! These awards showcase projects that promote innovation and sustainability in social housing while also emphasising community-building and engagement.

Please click on the ICSH Allianz Community Housing Awards 2023 link below to cast your vote!

Closing 16/10/2023

[Community Housing – Public Choice Award 2023 - Irish Council for Social Housing \(icsh.ie\)](https://www.icsh.ie/Community-Housing-Public-Choice-Award-2023)

Thank you for your vote!



Tenant Engagement
Strategy | Building
Communities | Tuath
Housing

Tenant Engagement Team join forces with Repairs Team to support your queries onsite!



Over the coming weeks and months, the Tuath Repairs team are looking to engage directly with our tenants and communities by having “Repairs drop-in sessions” on site for our Housing Groups and locations that may benefit from it. As part of this, we will be available on site for you to raise a query with us and it is an opportunity to discuss the smaller issues in your home that may not fall under the remit of the Repairs team typically, but we may be able to assist you with on the day while on site. It will also be a good opportunity for you to raise queries such as how to use your home thermostat effectively, for example, which we are also liaising with our contractors to provide a useful “how to” set of videos to help. We intend to have a contractor with us at the drop-in sessions also, to lend their professional advice and ability. Please do keep an eye out for a SMS text message from Tuath to your housing group, announcing an upcoming drop-in session in your community soon!

Resident Survey on Rent Review

Over the past few months, Tuath residents have gone through the process of our 'annual rent review'. This year we also introduced a new digital version of the rent review using the 'keyholder' online platform. We are now asking you to share your thoughts and experiences with us by completing a quick feedback survey. It includes questions like:

- Do you think that the new digital process is an improvement?
- Were you satisfied with the customer service?
- How satisfied were you with the overall process of the digital rent review?

Your input will help us better understand how we can improve our services and make sure that we are meeting your needs as a resident. We understand that your time is valuable, but we assure you that your participation in this survey will not go unnoticed. We value your opinion and want to ensure that all residents have a say in how we operate. Your participation in this survey will help us achieve just that. Surveys can be completed anonymously or if you wish to be entered into a competition, to be in with a chance of winning a €50 voucher, you can provide your contact name and number in the survey and we will enter you in the draw.



Annual Rent Review Process
Have your Say!

Take five minutes out to take part in an online survey on the new digital platform 'Keyholder', introduced this year for Tuath residents to complete their annual rent assessment. Surveys can be submitted anonymously or if you wish to enter a competition, give us your contact name and number and we will enter you in for a draw to win a €50 euro voucher.

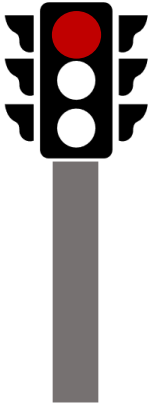
To enter go to: <https://bit.ly/3LEqip4> Or scan the QR code opposite and follow the link.

Survey on Keyholder - Tuath's New Online Rent Assessment Platform.

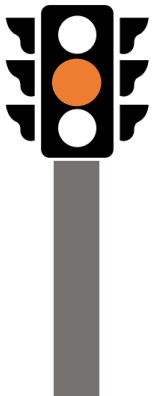


Alterations & Improvements

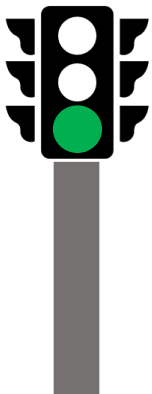
At Tuath Housing we encourage all of our tenants to make their property their home and understand that in doing so, tenants may wish to enhance their home with additional improvements and alterations. It is important for tenants to understand the procedures Tuath have put in place to allow for alterations and that works are designed and carried out by competent and qualified persons in relation to the works being undertaken.



Before carrying out alterations/improvements, tenants should first contact their local Tuath Office to outline and explain the nature of the works or alterations being proposed, so Tuath may determine if the works require written authorisation first. Alterations which require permission include but is not limited to the following: **additions to plumbing and electrical systems, pergolas, sheds, satellite dishes, fireplaces, stoves, attic conversions, side passageways covering, patios and garden rooms.** Tenants are required to complete and return an Alterations and Home Improvements Form prior to works commencing. Depending on the scope of the works, a suitably qualified designer may be required to ensure works are compliant with regulations. Items which **do not require** permission include: painting and decorating, fixing curtain poles, blinds, wall brackets for televisions etc. Installation of new floor coverings is permitted, but please contact the office before removing existing flooring.



Once the Alterations and Home Improvements Form is received by Tuath, it will be reviewed by the relevant department before a decision is made. The review process is based on the amount of works required, the competencies of your contractor and its impact to your dwelling. A Tuath Housing representative may visit your property to discuss and view the proposed works prior to granting permission. No works are to commence prior to permission being granted. Failure to do so, could result in Legal Action being taken against you by Tuath via the Residential Tenancies Board (RTB) and you may also incur remedial and rectification costs for any unauthorised works you may have completed. Unauthorised works may have to be removed or rectified by the tenant.

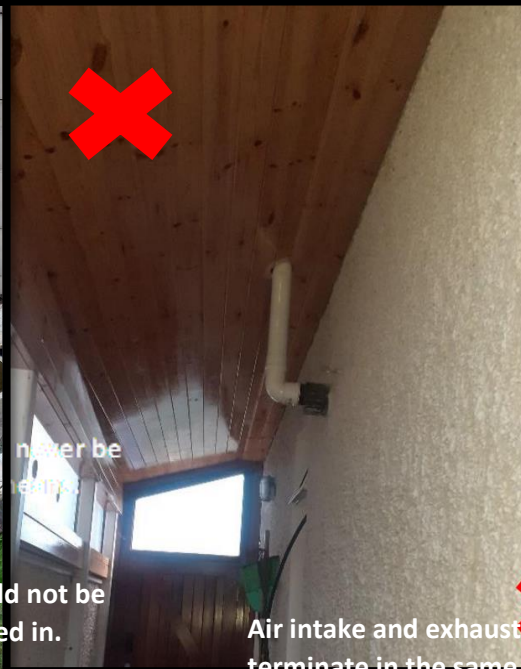


Once Tuath Housing grant permission, works can commence. Works must be completed by suitably qualified tradespersons with relevant insurance. Certification will be required for works to gas, electrical, structure etc. Any works completed must comply with Building Regulations. Tuath Housing will not be responsible for maintenance and upkeep of improvements undertaken. Tenants are responsible for any damage that may occur from the works. All works are subject to inspection by Tuath Staff.

A full description of the Alterations and Improvements procedure can be found in your tenant handbook.

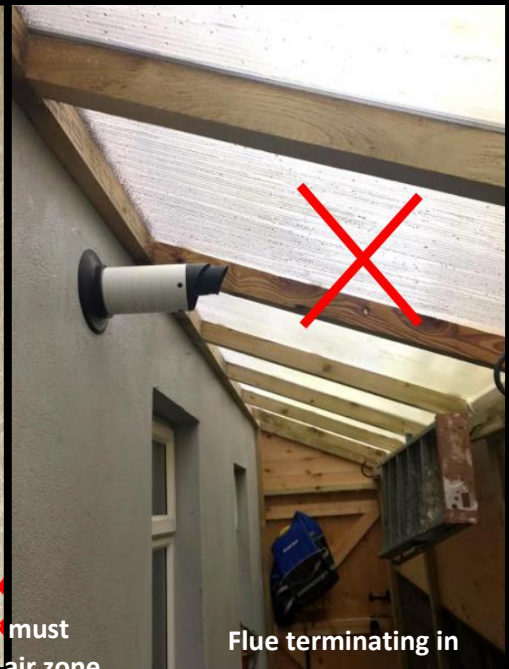


Heat Pumps should not be enclosed/Boxed in.



never be
vented.

Air intake and exhaust must terminate in the same air zone.



Flue terminating in enclosed area.



Enter Competition to Win Vouchers!

Side Passageway Covering Non-Compliant.



Electrical appliances external to property supplied via extension lead. Boiler Flue Non-Compliant.



Oil storage tanks should never be propped up by any means.



Means of escape hindered from first floor room. Boiler flue Non-Compliant due to structure.



Wiring Non-Compliant to garden shed.



Items should not be stored on or around Heat pumps.

Update your contact details be in with a chance to win a prize!

Enter competition to win first prize €100 or second and third prize €40 each - One4All Vouchers or Aldi Vouchers. All you have to do is take 2 to 3 minutes to provide your up-to-date contact details by clicking on the following link <http://bit.ly/3Z1Xo6O> or by scanning the QR code below with the camera on your smart phone and selecting the link that appears.

Winners will be drawn each quarter and notified by text. Winners' names will also be posted on Tuath Housing Facebook page.




Enter Competition to Win!

First Prize €100 voucher, second prize €40 voucher
and third prize €40 voucher



All you have to do is take 2 to 3 minutes to update your contact details with Tuath Housing by clicking this link <http://bit.ly/3Z1Xo6O> or scan the QR code on the left with the camera on your smart phone and select the link that appears.

Competition Winners will be chosen each quarter, will be notified by text, and winners names posted on Tuath Housing Facebook page.

Housing update - Annual Unit Inspections Reminder!



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

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

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

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

Get Involved – Tenant Engagement

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