



YOUR VOICE, YOUR HOME, YOUR COMMUNITY

Involve, Enable, Communicate, Build, Integrate, Embed, Empower

Head of Housing & Communities Foreword



Louise Thompson

It is with great pride that I present this Year 1 monitoring report highlighting the exceptional success we have achieved in executing our comprehensive tenant engagement strategy 2022 - 2025 and the commitments we made to our residents. The journey since the launch of the strategy has been nothing short of remarkable, with our team's unwavering dedication and the invaluable input from our residents paving the way for a series of milestones that have significantly enhanced the quality of our communities.

Our tenant engagement strategy, designed to address all aspects and pillars of resident interaction, has not only met but exceeded expectations. The multifaceted approach we adopted ensured that every touchpoint with our residents was meaningful and effective. From community events that fostered a sense of belonging to streamlined communication channels that encouraged open dialogue, we have successfully strengthened the bond between our organisation and the vibrant communities we serve.

This success is not solely attributed to our strategic planning but is a testament to the collaborative efforts of our dynamic team. I extend my heartfelt appreciation to each member for their hard work, creativity, and commitment. It is your dedication that has transformed our vision into reality, creating an environment where tenant engagement is not just a strategy but a way of life.

Equally, I want to express my sincere gratitude to our residents. Your input, feedback, and active participation have been instrumental in shaping the various initiatives we undertook. Your enthusiasm and willingness to engage have made this journey all the more rewarding. We value your insights and look forward to continuing this collaborative relationship in the years to come.

As we celebrate the achievements of the past year, it is crucial to acknowledge that our commitment to tenant engagement does not end here. Recognising the positive impact, it has had on communities, we are dedicated to furthering our investment and strengthening our commitment to tenant engagement in the upcoming years. This commitment will manifest in new and innovative strategies, ensuring that our community remains a vibrant and connected space for all. Tuath will continue to create an environment where every resident feels heard, valued, and connected.



Monitoring Report Summary of Key Activity Year 1

- ✓ **Tuath Housing support 12,600 homes with over 30,000 residents** to get involved in tenant engagement
- ✓ **A dedicated Annual Tenant Engagement budget**
- ✓ **€750,000 invested in tenant engagement and communities**
- ✓ **Tenant Engagement team with 6 staff members**
- ✓ **Over €80,000 secured by Tuath Housing** from external funding to invest back into communities.
- ✓ **Age Friendly Business Recognition Accreditation** achieved in older person schemes October 2023
- ✓ **Online and in person consultations with residents to consult on Tuath Housing policies and services**
- ✓ **92% of participants** saying that the communications they received from Tuath Housing were easy to read and comprehend, Age Friendly 2023 survey
- ✓ **10 schemes awarded** Tuath Housings Best Kept Estate Award



- ✓ **765 community and residents' group** events held across the country.
- ✓ **€20,000 invested in the Tuath Housing 'New Horizons' Education Bursary.**
- ✓ **Over 9,500 households** receive tenant engagement information by email each month through the **Tenant Engagement Bulletin.**
- ✓ **A new Tenant Engagement Community section** on the Tuath Housing website
- ✓ **Working in partnership to support 24 Residents' Groups**
- ✓ **€10,000 invested in communities** through the **Tuath Community Fund 2023**
- ✓ **48 schemes took part in Tuaths National Planting month** with 22,000 bulbs planted.
- ✓ **Specialist community projects** to enhance **biodiversity and build sustainable communities.**

*Summary July 2022-December 2023

Introduction

The term tenant engagement relates to how we connect, communicate, consult and support communities where Tuath Housing residents live. Since the introduction of tenant engagement within Tuath Housing in 2018, we have been working in partnership with, listening to feedback and providing valuable information to our residents, with the goal of improving and offering excellent tenancy services. The Tenant Engagement Strategy 2022-2025 'Your Voice, Your Home, Your Community' has developed and evolved over the past year and continues to be a live, active, working document. The seven pillars within the strategy highlight how we are working to achieve Tuath's vision for residents to become an integral part of influencing how services are provided, how decisions are made and how money is spent.

Social Impact

Social impact is the change that happens to people, the community, or the environment as a direct result of the activities or services provided by an organisation. Social impact includes social, economic, environmental, and wider community changes. One of the ways Tuath Housing provides social impact is through tenant engagement. We believe the power of community driven initiatives cannot be underestimated. We are aware that for residents moving into a new area can be daunting. We continue to work with residents after they have moved into their new home to ensure that they have the skills and confidence to be able to connect with Tuath Housing and their community. Looking ahead, we are proactive and committed to further

investing in tenant engagement. A budget is already in place for 2024, ensuring that the expansion of tenant and community engagement continues to be a top priority across our organisation.

Strategy action plan objectives achieved

The tenant engagement strategy details the key objectives through seven pillars which are Involve, Enable, Communicate, Build, Integrate, Embed and Empower. Each pillar supports the plan for how Tuath Housing will involve residents in the delivery, and continuous improvement of service. This monitoring report sets out how each of the seven pillars objectives have been achieved in the action plan by Tuath Housing since the strategy was launched.



1. Involve

Key outcomes:

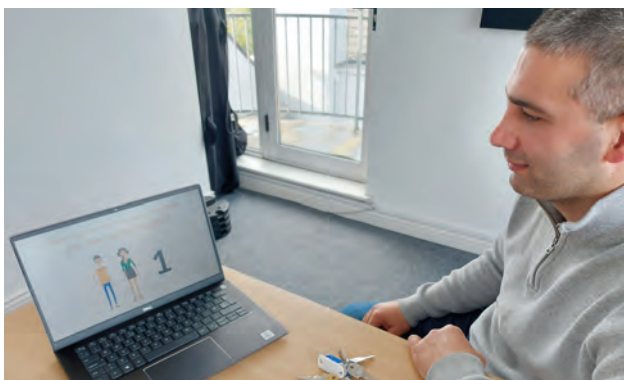
- All Tuath Housing residents are aware of tenant engagement and know their options for getting involved.
- Residents understand the benefits of involvement in tenant engagement.

The Involve pillar is the beginning of the journey for residents to get involved in tenant engagement. Over the past year we have created new consultation and communication methods to inform residents about tenant engagement. These methods of consultation and engagement emphasise the benefits and importance of active resident participation and involvement with Tuath Housing in order to provide the excellent tenancy services we are striving for.

Updated Pre-Move in video 2023

The Pre-Move in video provides specific information about moving into a new Tuath home and compliments the Tuath Housing Resident Handbook. It is a visual animated video that is memorable and simplifies important aspects of being a resident before moving in. The video is user friendly and able to communicate across language barriers. It conveys information in an easy-to-understand format.

The content of pre-move-in materials is frequently reviewed and improved. In 2023 the video was reviewed with new information included. The updated Pre-Move in video is available on the Tuath Housing website www.tuathhousing.ie



Development of the tenant engagement monthly bulletin

Due to the large subscription to the tenant engagement bulletin since the launch of the strategy we have invested in Mailchimp which provides information on what areas of interest residents are looking at each month. Our approach focuses on communication with residents about important things taking place in the community, reminders for upcoming events, maintenance alerts, or updates on tenancy services. Invitations to events, social in-person or virtual events are also communicated through our monthly bulletin.

Tenant Engagement section in the Tuath Housing Annual report

Each year Tuath Housing produces an annual report which highlights departmental accomplishments and tenant involvement. It gives a clear and concise overview of the company's performance and operations. It is also an important tool for communicating and building trust with residents. The annual report may inspire residents to get involved by showcasing successful results and success stories across tenant engagement initiatives run throughout the year.

Tuath Housing social media platforms

Social media takes resident engagement a step further when everyone can have productive conversations about topics in real-time. Facilitating two-way communication is one of the key benefits of social media. We encourage residents to interact with our posts by asking questions, conducting polls, and requesting feedback. Tuath Housing uses their social media platforms to invite residents to in-person or virtual social events, post event details and notify our followers. We have expanded our social media presence to both Instagram and LinkedIn.



2. Enable

Key outcomes:

- Increased and improved options for residents to give feedback.
- Increased numbers and diversity of residents giving feedback.
- Improved tenancy services resulting from consultation with residents.

Tuath Housing recognise that residents know better than anyone whether the properties and services we provide meets their needs. Enabling residents to influence how Tuath Housing provides services, makes decisions, and spends money helps us to provide increased housing services, standards and living conditions. A 2020 tenant engagement survey highlighted that 87% of residents are interested in giving feedback on the services they receive. To this end, since the launch of the tenant engagement strategy, a number of initiatives have been undertaken to provide increased opportunities for residents to have their say on various aspects of key services provided by Tuath Housing.

New consultation and feedback methods

In late 2022 and 2023 a series of feedback consultations were held online with Tuath Housing residents. The first was an online feedback session for new residents on their experience of the 'moving-in process' and how best it could be improved including an updated tenancy agreement and a new feedback process on allocations for residents.

Also in 2022, a series of feedback sessions on annual property inspections took place with residents. Due to unprecedented demand, the housing team provided three online sessions in addition to contacting over 100 residents individually by phone to receive their feedback. In total 114 residents took part in the events. Among the recommendations implemented was a change in notification period for residents to provide an increased period of notification for an annual inspection and also an opportunity for the repairs team to join the housing team when doing inspections of larger developments so that any immediate repairs issues could be addressed on the same day.



2. Enable

Home inspections App launched 2023

In 2023 following feedback sessions with residents on home inspections, a home inspections App was developed to address some of the most common concerns raised by residents regarding in-person inspections. Two hundred and fifty-five residents attended the online events with 95% of respondents saying that they would prefer to conduct a self-assessment home inspection via the new App rather than have an in-person home inspection. As a result, the self-assessment App was launched in late November 2023, via the Keyholder platform which has also been used for the rent review process.

Age Friendly engagement

Since the launch of the strategy, Tuath Housing has undertaken a number of initiatives to ensure the voices of older persons are heard and that as an organisation we act and respond to their needs. Over the past number of years Tuath Housing has celebrated Age Action Positive Ageing Week (PAW) in eight of our older person schemes. The tenant engagement and housing teams celebrated PAW this year with a variety of events and activities in Clonmullion, Co. Kildare; Kilminchy,

Co. Laois; La Touche, Co. Wicklow; Raleigh Square, Dublin; Castlemanor, Co. Cavan; Knightsbridge, Co. Meath; Castleross, Co. Monaghan and Arus Mhuire, Co. Cork. Events included planting bulbs and trees, afternoon tea, hosting guest speakers, arts and crafts, healthy eating awareness, chair yoga and lots of cake!

Annual rent review information and feedback session

In March 2023, Tuath Housing held its first-ever online annual rent review information and feedback session. Attended by fifty residents, the webinar covered topics on how rent is calculated and showcased the new online Keyholder Platform for residents to complete their annual rent review. The new system enables residents to view their rent account online, and by completing an online return, the new streamlined system eliminates the need for paper-based forms. Overall, the launch of Tuath's online annual rent review process demonstrates Tuath's commitment to innovation and customer service, and it will improve the rent review process for residents. We will continue to work with residents who need our support or may not be confident with the digital process.



2. Enable

Complaints handling process staff training

To ensure the highest quality of customer service to residents, customer service training took place this year for all Tuath Housing staff. Specific training on the handling of complaints formed a core part of the training. Also, the customer service policy and associated processes were updated to reflect resident feedback and best practice in the specific area of housing. The complaints policy was also further enhanced in 2023, including the addition of an investigation template. This, in line with the already formalised process for complaints and the relevant deadlines and confirmation of the expected communication a resident will receive, means further transparency for residents as to how complaints are handled.

Age Friendly Business Accreditation achieved in 2023

In November 2022 tenant engagement staff took part in training with Age Friendly Ireland to become an Age

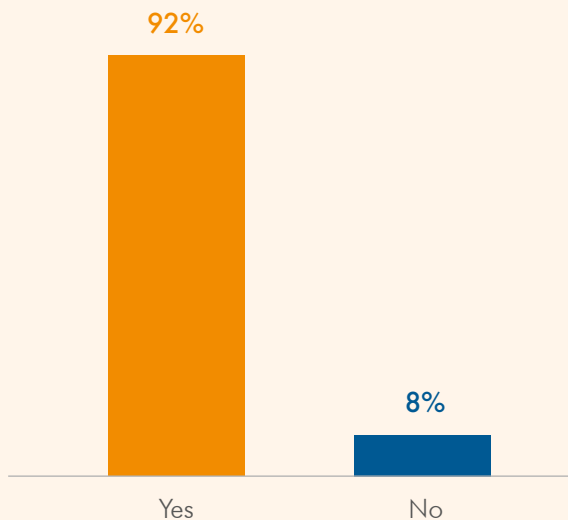
Friendly Business Recognition programme champion for Tuath Housing. As part of the programme, Tuath Housing carried out a survey of residents, with the survey co-designed with residents in our older persons schemes. Following approval by residents the survey was circulated in person by Tuath Housing staff to eight pilot schemes of 213 households between July and August 2023.

Residents were asked about their experiences in relation to social engagement, communication preferences, accessibility to outdoor areas, mobility, transportation and housing, technology and digital accessibility and health and community support services. In the survey 92% of participants said that the communications they received from Tuath Housing were easy to read and comprehend. 90% of the participants felt exceptionally safe in their homes. Following the recommendations in the report we will work with residents and our teams in Housing, Repairs, Property Services, and all other departments to ensure that older persons continue to feel safe and secure in their homes. We will continue to work with residents to create and develop connections to the community and provide engagement opportunities.



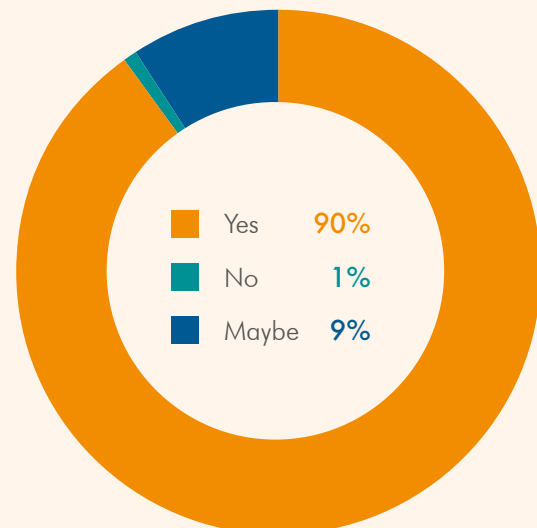
2. Enable

Q. Are the communications you receive from Tuath Housing easy to read and understand?



92% of participants said that the communications they received from Tuath Housing were easy to read and comprehend.

Q. Do you feel safe in your home?



90% of the participants felt exceptionally safe in their homes. 10% of participants said "maybe" and "no"

Tuath Housing Age Friendly Business Recognition Programme survey results 2023.
Full survey publication www.tuathhousing.ie



3. Communicate

Key outcomes:

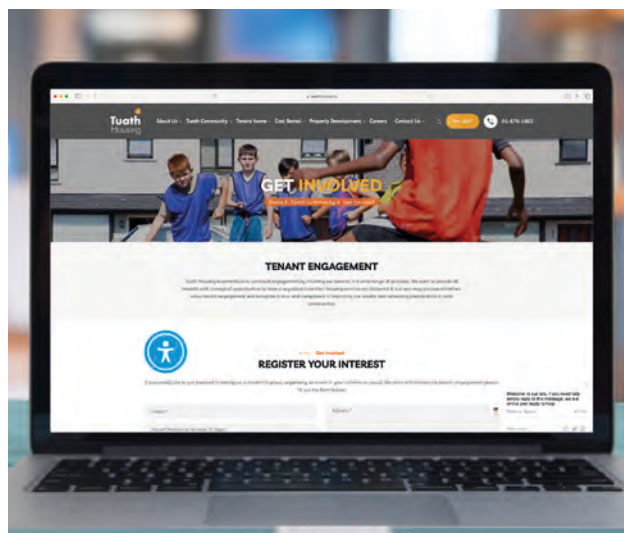
- Improved experience for residents when communicating with us.
- Information that we provide is accessible for everyone and easy to understand.
- Clear communication ensures alignment to service delivery plans.

Our residents would like there to be effective communications between themselves and Tuath Housing as their housing services provider. They want communications to be timely and relevant and to be able to communicate with us in ways that suit them. The pillar 'Communicate' highlights how clear and easy to understand communication is vital for our residents.

We continue to work with residents to review existing guides and literature produced by Tuath Housing for residents to ensure the content is useful and accessible. We recognise that English is not always our residents' first language and so we will endeavour to provide information to our residents in formats that can be translated using online tools. When communicating with our residents we will avoid jargon and use simple language.

Tuath Housing website- New Tuath Community section

The Tuath Housing website is easy-to-use and can answer residents' questions on a wide variety of areas including Tenant Engagement, Housing, Repairs, Rents, Tuath Homes and a new section created following the launch of the strategy called Tuath Community. The new Tuath Community section provides information on how to get involved in tenant engagement. This new section has a tenant corner which keep residents up to date on events and activities taking place each month. Residents can also use the new Userway Accessibility widget which provides instant accommodations for common disability profiles from vision impairments to dyslexia and beyond. Tuath Housing website users can control how they view and navigate our site www.tuathhousing.ie, adapting it to their specific needs.



New Tuath Housing social media platform launched 2023

In 2023 we launched our new Tuath Housing Instagram platform [tuath_housingassociation](https://www.instagram.com/tuath_housingassociation). We hope to use the platform as an additional source to communicate tenant engagement to residents. Residents can access up to date tenancy information, join in discussions and online events, competitions and initiatives. We believe that this new platform will allow us to highlight our mission but also give us a chance to increase engagement, share more tenant engagement stories, and connect with residents and the communities in which they live.



3. Communicate

Digital technology projects

In 2022 Tuath Housing initiated training to give residents the skills and confidence to join the digital world. The HSE National Lottery Funding supported the provision of tablets for each resident in Raleigh Court, an older persons scheme located in Co. Dublin. In February some of our Housing and Tenant Engagement Officers attended training from Hi Digital. Hi Digital, is a free online course developed by Vodafone Ireland Foundation, in partnership with Active Retirement Ireland and ALONE. This continued in 2023 with the aim of supporting as many of our residents as possible. Tuath Housing staff received training on how to be a Hi Digital Buddy, so we can help our older residents to get online if they need assistance. We will continue to work with partners in the community who can assist residents to access advice, training and support that they may need.



Community support organisations and external service providers

We work on communicating and building relationships and networks with local services in different regions. This process, often referred to as “signposting,” involves guiding residents towards the most relevant community support organisations based on their unique needs. Additionally, we invite local services such as MABS, Bonkers.ie, ETB’s, Community Garda, local authorities, family resources, Healthy Ireland, other Approved Housing Bodies and many more external agencies to attend our coffee mornings, fun days and organise workshops online and face to face. Encouraging communication with our residents and local services instils empowerment and enhances quality of life but also inspires a sense of agency and belonging within the community. Overall, partnerships and signposting to community support organisations holds immense potential for social impact.



3. Communicate

Woodside 'Clothes Swap' project

A new project called 'Clothes Swap' was created by Tuath Housing and Respond in Woodside, Co. Dublin. Feedback from families with growing children and the need for sustainable clothes gave rise to the concept. Housing officers received pre-owned clothing donations from residents. Once all the clothing had been collected, it was placed in a common space where residents could take a piece and leave a piece as an exchange or just take clothing without completing a swap, whichever was more convenient.



Tuath Housing Residents' Magazine

The biannual Tuath Housing Residents' Magazine contains information relating to the home, tenancy updates, repairs, community, new housing developments and housing management performance statistics. It includes resident stories and articles about residents' groups. For each edition we invite residents to contribute to the magazine. There is also a bespoke section dedicated to tenant engagement which has been developed this year and highlights positive community stories and initiatives for residents to get involved in. A residents' magazine digital archive is available to view on our website www.tuathhousing.ie



Customer services staff training

In early 2023, a Customer Care Working Group was established made up of management, cross departmental staff, and feedback from residents. The core function of the group is to improve the customer service experience and embed a culture of providing a first-class service to our residents. Training was provided to all resident facing staff to enable them to provide the best possible tenancy services. In July 2023 Tuath Housing surveyed residents on all areas of communication with Tuath Housing. Over 1500 residents took part in the survey and the feedback provided has been reviewed with areas for improvement identified which will form a work plan for further service improvement within Tuath Housing. We would like to thank everyone who provided feedback.



4. Build

Key outcomes:

- Promote the establishment of community led residents' groups where there are Tuath residents.
- Residents have the information and skills that they need to help build strong, inclusive communities.

Tuath Housing's mission is to provide good quality, secure homes that people can afford. We are also committed to fostering vibrant, connected communities. We actively support residents to set up or join residents' groups to represent the views of residents and build strong communities where residents live.

We provide support and guidance to groups as well as training and access to funding. We attend meetings of residents' groups, community events and work in partnership with groups on community projects. We also offer a range of resources and initiatives that empower residents to actively shape and enhance their living environment. By providing practical resources, financial support, and fostering community engagement, Tuath empowers residents to actively shape and enhance the places they call home. A budget is in place for the establishment of new Residents' Groups in 2024, ensuring that the expansion of community engagement continues to grow.

Tuath Housing Residents' Group Handbook

Ensuring that residents have the information and skills that they need to help build strong, inclusive communities we have created a comprehensive Residents' Group Handbook, equipping residents with the essential knowledge and tools to effectively manage and organise groups. Additionally, we offer Residents' Group training, ensuring that group leaders are well-prepared to steer their communities towards positive development. Tuath Housing invests in support for Residents' Groups through its tenant engagement programme ensuring that groups are supported to organise events, activities, and initiatives that benefit the community.



Seasonal and community events

We go beyond housing by initiating community-wide events celebrating seasonal events such as Easter, Summer, Halloween and Christmas. We also invest funding and staff resources to support An Taisce clean up events, European Neighbours' Day, Autism Acceptance Week, Positive Ageing Week, Tuath Housings National Planting Month and the Best Kept Estate competition. These initiatives not only beautify the surroundings but also foster a sense of pride and community spirit.



4. Build

Supporting Residents' Groups

We understand the challenges of starting a Residents' Group. Through our tenant engagement team, we provide newly established groups with the information and support they need to get set up. We currently work in partnership with twenty four residents' groups. 765 community and residents' group events have been held since the strategy launched across the country to celebrate and support community, diversity, developing sustainable communities, inclusion, culture and connecting with residents.

Tuath Housing Community Fund 2023

A highlight of Tuath Housing's commitment to building vibrant and sustainable communities is the Tuath Housing Community Fund. Each year €10,000 is invested through the Community Fund to support projects where Tuath residents live. Residents' Groups can apply annually for financial support from this fund, providing them with the means to undertake projects that contribute to the well-being of their communities. In 2023 nine community projects were supported through the Community fund.

Liscorrie Residents' Association launches life-saving initiative with Defibrillator installation

In a commendable move towards enhancing community safety and well-being, the Liscorrie Residents' Association launched an initiative to install a defibrillator within the estate. This life-saving device aims to provide immediate assistance in cases of cardiac emergencies, significantly increasing the chances of survival for residents and visitors alike.

Emilia, committee member shared what the benefits are of being part of a residents' group. "My experience with the Residents' Group has been fulfilling. It has allowed me to make positive changes to our estate's overall appearance, address community issues, and, most importantly, connect with new people. While there have been challenges, the support of a great team has ensured success. The joy of seeing planned events come to life, witnessing the happiness of kids, and the appreciation of adults is incredibly rewarding. Joining your local residents' group is undoubtedly worth it – it's about creating lasting memories, fostering a positive atmosphere, and building meaningful connections with your neighbours".



External funding secured for community development projects

Since July 2022 tenant engagement and housing teams have secured over €80,000 in external funding. This was achieved with the support of agencies such as the Housing Finance Agency (HFA), HSE National Lottery, Local Authority Community Grants, Safe Food Programme, and many other external funders. External funding has enabled the tenant engagement team to purchase eight lifesaving AED defibrillators, run health and wellbeing programmes, facilitate summer and sports camps and many more community events held as a result of funding secured.

4. Build

Safe Food Programme 2023 - Hampton Wood, Co. Dublin

In 2023 funding was awarded from The Community Food Initiatives (CFI) & from Dublin North West Partnership (DNWP), for the Hampton Wood area to run a 6-week Healthy Eating Course with residents. Twenty-Five homes completed the 6-week course. The group was held via WhatsApp by the DNWP Nutritionist and ingredients were delivered to residents weekly also. The programme provided residents with the knowledge and skills to provide healthy food options for themselves and their families. The course also aimed to improve people's nutritional knowledge and cooking skills.

Twenty two communities have benefited as a result of external funding secured. Tuath Housing is proud to work in partnership with residents to build and develop vibrant communities for all and will continue to work with stakeholders to secure external community funding. We would like to thank the organisations who have provided funding and support to the communities where Tuath residents live.



Housing Finance Agency (HFA) support Summer Camp in Co. Cork

In August 2023 with support from the Housing Finance Agency's (HFA) Social Investment Fund, Tuath Housing and Let's Go! Summer Schools Ltd. were able to run a summer camp in Co. Cork. Children engaged in a range of fun, action-packed activities, and games during the week, including KMX Karting, toppling tubes, and a mobile climbing wall in addition to inflatable games, archery, and graphic design. Tuath Housing were delighted to welcome Barry O' Leary, CEO of the Housing Finance Agency (HFA), to present "Back to School" packs to mark the close of the Summer Youth Camp project with residents of Knocknacullen, Cork City.



5. Integrate

Key outcomes:

- Increase in residents from minority backgrounds participating in tenant engagement.
- Promote the inclusion of residents from underrepresented backgrounds as defined in legislation.

Tuath Housing recognises it has a role in building sustainable communities by supporting social cohesion and integration where our residents live. Ireland is a multicultural society, and our residents should feel welcome and be able to take part in their communities. We support the development of cohesive, integrated communities by ensuring that our staff have the knowledge and skills they need to work with and help to sustain vibrant, multicultural communities. We also support events and activities that promote integration,

increase understanding of different cultures and celebrate diversity within the communities in which our residents live.

World Autism Awareness Day 2023

As part of our Tenant Engagement Strategy, we support underrepresented groups such as people with Autism. In April 2023 the tenant engagement team ran a haircut initiative in Clonmullion. We were lucky to get a chance to meet Dylan, one of our Tuath residents. Dylan explained he is a person with Autism, that he gets very overwhelmed and anxious about getting his hair cut. Dylan's story inspired a national campaign by Tuath Housing for World Autism Day offering residents with sensory issues free haircuts with a Sensory Barber/Hairdresser. This was a great opportunity to raise awareness about the challenges that people with autism may face in everyday activities.



5. Integrate

European Neighbours' Day 2023

Tuath Housing celebrate International European Neighbours' Day with residents in various developments across the country each May. It is a fantastic way to promote social inclusion and create a sense of belonging for everyone involved. By organising events and activities that encourage interaction and communication among neighbours, Tuath can help foster a more inclusive and supportive environment for their residents.



Award winning An Garrán, Co. Waterford

Over the past number of years, the An Garrán Residents' Group and residents have worked in partnership with Tuath Housing, Waterford Council and the Community Garda to develop and promote inclusiveness, diversity, neighbourhood safety, biodiversity, provide supports to residents and enhance community spirit. The estate consists of many cultures with residents from Europe, Ghana, Russia, Ireland, South Africa, Scotland, England, and Canadian French empowering a great community of residents. Adults and children learn about different traditions and cultures as part of everyday life and living together in An Garrán, and one of the most significant ventures to have taken place by the residents of An Garrán is the annual European neighbour's Day celebrated by a fun day each year. In January 2023 the An Garrán resident's association received a second place in the IBP Pride of Place 32 county national awards held by the Public Participation Network.



5. Integrate

Building sustainable communities

We are all becoming increasingly aware of the impacts of climate change and biodiversity loss. Tuath Housing and our residents are doing a lot in this area already and we intend to increase the focus on environmental and sustainable initiatives over the next few years. We have recently updated our resident handbook with improved messaging around recycling, energy and water management. All new residents receive recycling flyers in their welcome packs, and we regularly host biodiversity and planting projects at different schemes. Throughout 2024 we will continue to run tenant engaged environmental community projects.



Residents communal garden in Carrick on Suir, Co. Tipperary

In November 2022 residents moved into newly constructed A Rated apartments in Carrick on Suir, Co. Tipperary. During a pre- move in coffee morning our housing and tenant engagement teams spoke to residents about how they would like to get involved in tenant engagement projects. Many residents had an interest in gardening, which inspired our staff to start work on a resident-led communal garden project. Funding was secured through JFS and the Tuath Housing Community Fund.

In March 2023 the design and consultation process began with residents, staff, and a horticulturist from a local garden centre. The theme for the garden is biodiversity with a focus on planting that will encourage birds, bees, and butterflies to create a natural eco system. It was important as part of the design consultation process that the garden was accessible for residents with planting focused around raised beds and easy to access planters.

On a sunny day in April staff from Tuaths Galway office, Tuaths Green team staff, Kickham Street residents and our advisor from the garden centre set to work on putting the garden design into place.

The garden was officially opened by Cathaoirleach of Carrick on Suir Municipal District Cllr. Kieran Bourke in May 2023. Residents will be able to come and enjoy many days in the garden, which is a great way to meet neighbours but also to come and relax for mindfulness and well-being.



5. Integrate

Tuath Housings' National Planting Month

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. In 2023, over 104 planting packs with 22,000 in total distributed to residents in Tuath Housing schemes, for use in communal areas. The kits contained a beautiful array of plants and bulbs including mixed daffodils, tulips, and irises.



Tuath Housing Best Kept Estate Competition

In 2022 Tuath Housing launched a new Best Kept Estate Awards competition, following the success of its first year we were thrilled to announce the reopening of this now annual award in August 2023. The award for Best Kept Estate is given to housing estates across Ireland where Tuath residents live to recognise the outstanding contribution of communities who come together to dedicate their time, energy, and resources to improve estates and foster community spirit.



Knightsbridge, Co.Meath

"In May 2023 residents of Knightsbridge Village held a planting day all thanks to Tuath Housing. It was a fabulous day looking at our elderly residents taking part in planting bulbs and shrubs with help from the Tuath Team who were absolutely amazing and made it a pleasure to be part of making our retirement village a wonderful place to live in. With all the hard work from everyone involved we won Best Kept Estate 2023 and received a plaque which is proudly hung on the wall so everyone can see. Thank you Tuath Housing for all you put into Knightsbridge Village you have no idea how much it means to us having you as part of our family." John Gorman, Chairman Knightsbridge Residents' Association (Winner 2023 Best Kept Estate).

6. Embed

Key outcomes:

- Resident engagement integrated across all aspects of planning, delivery, decision-making and review processes of services.

‘Embed’ is a key objective set out in the Tenant Engagement Strategy. Under this objective Tuath Housing aims to make tenant engagement an integral part of the business, influencing how services are provided and how decisions are made. To this end Tuath Housing will create opportunities for residents to play an integral role in the planning, delivery, decision-making and review processes of our housing services. Tuath Housing will also continue to invest in best practice research to improve tenant engagement.

Tuath Housing tenant engagement research

March 2023 marked the one-year anniversary of the launch of Tuath’s research paper ‘Embedding a Culture

of Tenant Engagement’. This paper sets out best practice in developing and embedding a tenant engagement strategy in a large AHB. The research continues to influence the way in which tenancy engagement is implemented at Tuath Housing. As a result of this research, by end of 2023, a dedicated team of five Tenant Engagement Officers and a Tenant Engagement Manager are now in place.

Resident Service Improvement Panels

To date, the creation of a Tuath Housing Youth forum and the formation of a Repairs feedback panel are just two examples of ways in which residents are directly involved in informing service improvement at Tuath Housing. In late 2023 we established a Property Services working group as a result of feedback received from residents at interdepartmental site visits. This group will focus on service improvement consultations with residents in 2024, with focus on Energy retrofit and Fire safety programmes. Over the next two years further development of service improvement panels will focus on the formation of a national service improvement panel and Age Friendly feedback panel for 2024.

Property Services, Housing and Tenant Engagement Interdepartmental projects

In October 2023 members of our Property Services, Housing and Tenant Engagement teams together with contractors from Sustainable Homes By Bayview met onsite in Galway for an energy upgrade consultation session with residents. The purpose of the information day was to answer any questions that residents have about improvements that are being made to create warmer and more energy efficient homes.



6. Embed



Tenant Engagement working in partnership with Interagency groups

Interagency collaborations provide a vital source of additional skilled expertise to Tuath Housing by linking agencies directly with Tuath staff, residents and communities and avoiding duplication of resources. We currently work with six large interagency groups around the country. Our tenant engagement team also work closely with the Public Participation Networks (PPN's) to support local community projects.



Haggardstown Interagency Development Forum (HIDF)

In 2023 the HIDF -The Haggardstown Interagency Development Forum (HIDF) was established in County Louth, to best meet the needs of families in new housing estates -Dundoogan and Wadmann Park, in the Haynestown area of Dundalk. Network members were concerned regarding the large number of families that had moved out to this area with little access to essential services. Over the past year regular inter-agency meetings have taken place with participants from Tuath Housing, Louth Local Development, Louth County Council, Us!, Tidy towns, Tusla, Healthy Louth, the High voltage project and An Garda Síochána. In October 2023 the Network held its first information day for residents. This forum has proved highly effective to date with plans to continue and build on activities throughout 2024.

Irish Tenant Engagement Network (ITEN)

Examples of other interagency collaboration include the establishment in early 2022 of a network of tenant engagement personnel working in Approved Housing Bodies (AHB's) throughout Ireland called the Irish Tenant Engagement Network (ITEN). In 2023 the Network has successfully drawn up a detailed plan of future activities which to date, has resulted in a successful application being made to the Irish Council for Social Housing (ICSH) Collaboration fund 2023 for a Tenant Engagement research paper that will be released in 2024.



6. Embed

Implementing and developing best practice in Tenant Engagement

Important links have been formed with agencies such as 'Supporting Communities', a national based independent tenant engagement body, in the north and south of Ireland who provide tenant engagement opportunities for sharing, networking and training to staff. Similarly, in 2023, the Tenant Engagement Team at Tuath have linked with 'Community Action Network' (CAN), a social-justice Non-Governmental Organisation. Our tenant engagement team also carry out regular in-house training to staff on tenant

engagement to continuously update our commitments to tenant centred services. In June 2023 Tenant engagement staff and Tuath Housing resident James attended the All-Ireland Supporting Communities Tenant Engagement conference. James shared his experience as a Tuath resident and his experience of working with Tuaths tenant engagement team.

Tenant Engagement staff were also delighted to share Tuaths Tenant Engagement journey with staff at the Gem program 2023, the program consists of up to sixty housing professionals from 25 housing associations/bodies.



7. Empower



Key outcomes:

- Increased numbers of residents participating in decision making, consultation and community development.
- Provide opportunities to enhance residents confidence and skills.

The Empower pillar places a focus on how Tuath Housing support and invest in education, training and development of their residents. By promoting and funding education and training programmes, we give residents who might otherwise face financial difficulties access to both professional and personal development opportunities. By breaking down barriers, fostering skill development, and unlocking new horizons, we strengthen not only individuals but also our entire community. Together, we can build a brighter, more empowered future for all.

Tuath Housing 'New Horizons' Education Bursary

Tuath Housing was delighted to announce the inaugural launch of the "New Horizons" Education Bursary in 2023. Residents that receive funding from the Tuath Housing New Horizons Education Bursary can access a range of empowering benefits, including boosting their confidence and social skills, meeting new people, and improving their employability skills.



In 2023, funding of €20,000 was granted to 22 residents. The bursary funded a variety of academic and personal development courses including Special Needs Assistant, Accountancy, Secondary School Teaching, Psychology Hairdressing, Make-up Artistry, Acting and much more!

Launched for the first time in 2023

€20,000 invested by Tuath Housing

Funding provided varied from €250 to €1000

120 people expressed interest

80 applicants completed an application

22 residents were approved for funding

The New Horizon Bursary strives to open pathways to learn new skills and improve knowledge which can also lead to personal growth and development, as well as new opportunities for career advancement. We look forward to 2024 when we will open applications for the New Horizons Education Bursary to our residents.

7. Empower

Tuath Housing's 'Stand out from the Crowd' employment skills programme

After great success the first time around in 2021 Tuath Housing launched for the second time in 2023 the Stand Out From The Crowd initiative. Over 200 residents took part in the January 2024 programme. This online initiative is rolled out through a series of online webinars facilitated by expert speakers. The three-week programme aims to break down barriers into employment. It also supports attendees with their job applications, including CV preparation, mock ZOOM interviews, dressing for interview and looking at childcare options and much more.

Empowering residents and communities

Tuath Housing placed emphasis throughout 2023 on empowering residents through in person and online workshops. Parenting, Mental Health, and Wellness programmes were some of the courses offered free to residents. These workshops provide a platform for the sharing of information and skills necessary for people to successfully handle the challenges of today's society. The easy to access format of these workshops ensures a diverse range of residents can participate regardless of their schedules or physical location. This inclusivity fosters a sense of community and collective empowerment. We also ran a number of community development workshops with younger Tuath Housing residents to foster creativity and inclusiveness.

Tuath Housing staff and partners in St. Helena's Family Resource Centre (FRC), Co. Dublin – A Tusla Seed Fund success story

Tuath Housing and St. Helena's FRC reached out to parents in Finglas, Co. Dublin. Parents and children wanted to improve their local area, whilst at the same time making a positive contribution to developing their personal, social and educational development. A new initiative was created called Let's get involved a family response. The parents, children, and young people in conjunction with an artist co-designed a mural that represented their area. In the initial stages of planning, a pre-evaluation of everyone's voices was carried out. The mural was a huge success, it enveloped the outer walls of St. Helena's FRC, spanning a corresponding laneway towards a local school. Residents said that there is a feeling of community and pride in their place, which can at times be overlooked. The mural tells the story of locals who live in Finglas, the personal elements of life in the area; it even includes the local football clubs. One young person remarked that the reference in the mural to the rainbow colours was positive as it shows people in Finglas don't judge you.



7. Empower

Sign language course in Raleigh Square, Co. Dublin

In Raleigh Court, Co. Dublin neighbours wanted to be inclusive of their neighbour Anne who is blind and deaf to be able to integrate with them in daily life. The Irish Language Course served as a starting point for the residents' engagement and communication. Training sessions were taught by Anne herself, who collaborates with an aide and uses a specific dialect of Irish Sign Language. She also provided a sign language learning integration programme as an introduction to help her neighbours master this new skill. Ten residents attended Irish Sign Language Course over an eight-week period in 2022. Since completion of the course residents meet weekly for a 'Silent Coffee morning' to continue to learn and develop their new skill. They feel empowered and enjoy staying connected and communicating with Anne and with each other. Tuath employees also participated in a sign language lesson with residents in celebration of International Day of Sign Languages.



What's coming up in Tenant Engagement for 2024!

We have a host of exciting tenant engagement projects, feedback opportunities, in person and digital events planned for 2024. Here are just a few that you can sign up to. We have a link tree on our Tuath Housing website to all our tenant engagement programs and events along with how to register. We also post up-to-date information on local, regional and national events on our website, social media channels and through our tenant engagement bulletin. We're looking forward to lots more community events and engaging with residents over the next year.

Keyholder and Rent Review online information session **January**

Residents' Group Training **February**

New Horizons Education Bursary first funding round **February**

Tuath Housing Community Fund **March**

Money Matters online training **March**

Easter community events **March**

Autism Acceptance Week **April**

European Neighbours' Day **May**

Tuath Housing Best Kept Estate Competition **May**

Summer community events **June, July & August**

International Youth Day **August**

New Horizons Education Bursary second round funding **August**

Positive Ageing Week **October**

Tuath Housing's National Planting Month **October**

Halloween community events **October**

Random Acts of Kindness **December**

Christmas community events **December**



Interested in getting involved?

For more information about tenant engagement email the team at getinvolved@tuathhousing.ie or visit our Tuath Community section on the Tuath Housing website at www.tuathhousing.ie. We also have an active Facebook and Instagram page providing information about the excellent work tenant engagement is doing in our communities. Why not 'Like' or follow our pages at facebook.com/TuathHousingAssociationLtd or [@tuath_housingassociation](https://instagram.com/tuath_housingassociation)



YOUR VOICE, YOUR HOME, YOUR COMMUNITY



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