



Tuath Housing Property Services Resident Feedback Panel

Social Value and Impact report 2024



Introduction

Building Social Value through the collective voices of Tuath residents.

In early 2024, Tuath's Tenant Engagement and Property Services team invited residents to join a newly established feedback panel. The initiative received an overwhelming response, with numerous applications submitted. After a thorough interview process, 15 residents were selected to form the panel, representing a diverse mix of ages, locations, backgrounds, and experiences. The panel empowers residents to have an active role in how we shape and deliver services.

Panel meetings and facilitation

The panel convenes every three months, using a hybrid format that includes both online and in-person meetings. This flexible approach accommodates residents with varying schedules

and geographic locations, encouraging active participation. The Panel focuses on reviewing the policies and procedures relating to Property Services and Repairs. Supporting Communities facilitates these sessions, fostering accountability and trust between residents and staff.

Establishing clear goals

From the outset, the panel focused on establishing clear goals and expectations. Members collaboratively agreed on a term of reference and a code of conduct to guide their activities.

Tuath staff supported the panel by providing training on the operations of the Property Services team. This training simplified technical terms, encouraged residents to ask questions, and enhanced their understanding of Tuath's services. It also helped staff improve the clarity of their communications with residents.



Guiding principles of the panel

The panel developed four key metrics to guide their decision-making, review and measure social impact processes:

1. **Performance Review:** Assessing current practices.
2. **Proposed Changes:** Exploring potential improvements.
3. **Work Plans:** Identifying specific changes residents want to see.
4. **Skill and Knowledge Improvement:** Building the panel members' capabilities for their role.

The Social Impact: Building trust and improving services

Key Outcomes:

- The panel has significantly strengthened trust and collaboration between residents and staff.
- Feedback has directly influenced how Tuath designs and delivers services, resulting in greater tenant satisfaction.
- The panel's success extends beyond service improvements. In November 2024, two panel members addressed Tuath's Strategic Board planning day, emphasising the importance of incorporating residents' voices into the organisation's future strategies.



The Social Impact: Key outcomes ‘You Said, We Did’

The panel has contributed to several service improvements, including:

You Said	We Did
Residents asked for more flexible contractor callout times.	Tuath Housing staff met with contractors who will now offer more adaptable scheduling, reducing disruption for working residents.
Feedback to understand Damp, Mould, and Condensation (DMC).	Panel recommendations helped shape a new policy benefiting all residents on Damp, Mould, and Condensation (DMC).
Residents would like communications to be clear and easy to understand.	Resident-informed DMC Video: feedback from residents guided the creation of a video to raise awareness and provide guidance on DMC issues.
Residents would like to provide feedback regularly and asked that surveys are easy to complete and understand.	Improved surveys: quarterly satisfaction surveys for responsive repairs were revised to be more accessible and easier to understand.

Conclusion

The Tuath Housing Property Services Resident Feedback Panel has proven to be a transformative initiative, empowering residents, fostering collaboration and having significant social impact. Through regular engagement, clear objectives, and measurable social value and impact, the panel continues to enhance trust, improve services, and ensure that residents’ voices are central to Tuath’s operations. Tuath’s senior management acknowledges the value of resident involvement.

As one Director noted: *“We all need people who give us feedback. That’s how we improve.”*



Lorraine, a resident and panel member said “Coming in as a tenant, I felt vulnerable and unsure of what to expect. The Tenant Engagement team made everything very clear, and I was delighted to get the opportunity to see how Tuath works. I’m happy to be involved.”



The font size in this publication has been increased as part of Tuath Housings commitment under the Age Friendly Ireland Business Recognition Programme.

HEAD OFFICE

33 Leeson Street
Lower, Dublin 2,
D02 KD68

TEL: 01 6761602

DUBLIN

37-42 James's Place
East, Dublin 2,
D02 R3P2

TEL: 01-6761602

CORK

1 Empress Place,
Summerhill North,
Co. Cork, T23 N73P

TEL: 021 427 3508

DUNDALK

Floor 2, Block 1,
Quayside Business
Park, Dundalk,
Co. Louth. A91DP8R

TEL: 042 9423400

GALWAY

4th floor Heritage
Hall, Kirwans Lane,
Co. Galway, H91 DYK6

TEL: 091 393280