

Residents' Magazine

Your community

In this issue, you'll notice a few changes. We are updating the magazine based on your feedback. Don't worry, you'll still find the same great information, plus even more!



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WELCOME

A MESSAGE FROM BRONAGH D'ARCY COO

Welcome to the Residents Magazine. My name is Bronagh D'Arcy I am Chief Operations Officer (COO) with Tuath and have been in this position for over 6 months; however, have worked with the Association for over 15 years in a number of other roles. I am very aware that community is at the core of everything we do and aspire to do in future engagement with residents.

In old Irish, Tuath primarily means people, tribe or clan. In modern terms its meaning is community. This is central to our core values in Tuath and we are investing more into the communities we work with. We have become more sophisticated in how we do this and are enhancing this further by examining the social impact and value of the work we do.

I have been examining the way we currently provide services and how we can improve these and have been working with the teams in Housing, Communities and Property Services to restructure the way we will deliver services in the future. We are targeting our resources directly at customer facing services, to work smarter and to ensure we have the expertise to deliver more efficient and effective ways of providing what your communities require. This is important to us.

We have recently established the Tuath Foundation which aims to demonstrate and extend the ongoing commitment of the Association to invest in and engage with residents and your communities. We hope to promote, enhance



and improve the environmental wellbeing of those residing in Tuath properties by creating the ability to source funding to create better places to live and call home. We believe it is important to create a sense of place and belonging; by working with new communities we believe this can be achieved and by working with existing communities this can be improved.

We also aim to work with residents to ensure that not only do we deliver enhanced professional services to communities but that we provide the tools, expertise and the funding for residents to provide services within their own communities. Our community engagement team are already working with many communities to do this and aim in the coming months to work with many more. This is an important part of our work and we want to ensure that what we do makes a social impact on communities long term.

Thank you for taking the time to read my introduction and I am encouraged and excited to see what the future brings for the communities that we work with.

Bronagh D'Arcy

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In this issue we will be focusing on all things to do with your community

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 in the Tenant Engagement menu.

BIG CHANGE COMING – NEW HOUSING SERVICES START 1ST JULY 2025!

We've had a busy and exciting six months at Tuath as we prepare to improve the way we deliver housing services. We're getting ready to launch our new Housing Services structure on 1st July 2025 that includes a 'Locality Model'. This change is part of our big improvement plan, the Tuath Transformation Programme which will help us give you better and more focused service and support.

What does this mean for you?

We've created a new Customer Service Centre that has 20 Advisors dedicated to answering calls and providing you the advice and assistance you need. We aim to answer over 80% of calls when you first contact us that will reduce call transfers and waiting for a call back. You can reach our new Customer Service Centre by calling 1800 852 751 or emailing customerservice@tuathhousing.ie.

What is a Locality Model and how does this benefit me?

We believe that working in a local way ensures the best Customer Experience. As we grow as a business, we want to ensure that Tuath looks and feels like a local community-based Housing provider. To do this we are structuring services and colleagues to work communities (Localities) as we believe that local knowledge, connections, understanding and support helps build key relationships that will ensure we secure the best outcomes for our customers and communities. This will be a genuine place-based approach to service delivery that extends beyond a Housing Officer but now also includes Lettings, ASB, Customer and Community engagement which will also follow with repairs and planned investment.

Your views matter.

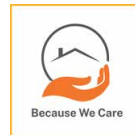
As part of this work, we wanted to ensure that we incorporate your views on service delivery, we've

been delighted with the response with over 1500 surveys returned. This information has and will continue to be used to shape our service delivery. Also 500 customers said they would like to work with us in future on continuous improvement, will be launching Customer Services Focus Groups shortly that will provide a great opportunity for residents to get involved.

What next?

This month, we're making sure everything is in place for the big change, you will receive updates during the month that introduces you to our new teams and services that includes a reminder on how to contact us.

We're committed to providing a high standard of customer service that is helpful, professional, and respectful. We want to ensure that the way we communicate will reflect our values, commitment to kindness, clarity, and professionalism.



Last week we launched 'Because we care' Customer Service Training for Advisors on how we communicate with you - making sure we're helpful, friendly, and clear.

Our Customer Service Advisors are being trained on a range of service enquires, preparing new processes and making sure colleagues are ready to support you.

Always Improving

We've been listening to ideas from colleagues, customers and experts to keep improving how we work. We'll continue to review and improve our services working with our customers after our services go live. The next focus of our work is improving our repairs service, we're listening to your feedback and will use this to shape the future of our repairs service.

TENANT SATISFACTION RESULTS – Q1 2025

Tuath has implemented a quarterly tenant satisfaction survey carried out by an impartial third party which seeks to identify satisfaction levels associated with your home, your neighbourhood, Tuath's repairs service, communications, and tenant engagement. Thank you to everyone who took part in the survey.



YOUR COMMUNITY

FROM COMMUNITY ROOM TO GARDEN BEDS: GROWING TOGETHER IN ALDBOROUGH

How a powerful partnership is transforming lives from the inside out

When Lynne O'Connor speaks about community, she speaks with purpose. As Coordinator at Greystones Family Resource Centre (GFRC), Lynne has spent years supporting families, building trust, and creating safe, welcoming spaces for people to connect. But in Aldborough, she says, none of this would be possible without one essential element: partnership.

We simply couldn't do what we do without Tuath Housing," says Lynne. "Having access to their community room has made all the difference."

The partnership between Greystones FRC and Tuath Housing is a shining example of what happens when organisations work together for the good of the people. Over the past year, they've co-hosted a vibrant calendar of events—coffee mornings that ease loneliness, bingo sessions that build friendships, information events that empower, and annual family fun days that bring the whole community together. During school holidays, the centre even runs children's camps to offer local kids a safe and creative outlet.

We've built something special together," Lynne says. "It's not just services—it's a sense of belonging."

And it's not just space that Tuath provides. Through its Community Fund,

Greystones FRC has been able to expand its reach and enhance the quality of what it offers. That support has allowed the centre to respond quickly to residents' needs and spark ideas for new initiatives.

Now, the collaboration is expanding through another key partner: Bray North Wicklow Area Partnership (BNWAP). This year, Bray Partnership is launching the "Plot to Plate" programme—a new initiative in Aldborough that will transform local green space into a thriving garden where residents can grow their own vegetables, herbs, and fruit. Tuath Housing and Greystones FRC are supporting the project through outreach and resident engagement.

It's not just about food—it's about pride, connection, and well-being," says Lynne.

Families will have the opportunity to plant, nurture, and harvest their own fresh produce—learning new skills, saving money, and building confidence along the way. For many, it's a chance to reconnect with nature and teach children where their food comes from. For others, it's a pathway to healthier eating and better mental health.

But most importantly, it's about people doing something together. "When we grow food, we grow community,"



Lynne says. "It's a shared project that gets everyone involved, no matter their age or background."

The Plot to Plate programme is the latest in a growing collaboration between Tuath Housing, and Greystones Town Team—one that is deeply rooted in shared values and community care.

Tuath understands that housing is about more than bricks and mortar," Lynne says. "It's about creating places where people feel seen, supported, and inspired."

As spring arrives in Aldborough, seeds are going into the ground—but they represent much more than future meals. They are symbols of investment, care, and collective hope. Because when communities are given the tools, the space, and the support to thrive, incredible things can grow.

CELEBRATING A NEW CHAPTER: TUATH HOUSING FOUNDATION LAUNCHES WITH MUSIC, MOMENTUM, AND MEANING

On the 3rd of April 2024, Tuath Housing proudly launched the Tuath Foundation—a major milestone in its mission to support residents and strengthen communities across Ireland. The launch event, held in Dublin, was filled with inspiration, celebration, and a strong sense of unity, capturing the very essence of what the Foundation aims to achieve: building brighter futures for all.

The day was made even more special with a powerful live performance by The Meeting Place, a music group who previously received support from the Tuath Community Fund. Their performance was not only a musical highlight, but also a testament to the transformative impact that community funding can have on individuals and groups alike.

The Tuath Foundation brings together existing supports like the New Horizons Education Bursary and the Tuath Community Fund, while introducing three new initiatives: the Digital Support Fund, Social Inclusion and Diversity Fund, and Climate Action Fund. This unified approach ensures that Tuath residents, resident associations, and community groups now have greater access to vital resources, all under one umbrella.

YOUR COMMUNITY CONTINUED

Speaking at the launch, Professor Paddy Gray, Chair of Tuath Housing, said:

Our residents are at the very heart of what we do at Tuath and the Foundation is our commitment to them—that we will continue to support them in building brighter futures. I am certain that this initiative will be a catalyst for positive change and we are excited to see the difference it will make in the lives of our residents and the wider communities we serve."

This sentiment was echoed by Mark, a Tuath resident and recipient of the New Horizons Education Bursary, echoed this sentiment.

With the New Horizons Bursary, I've been able to pursue a master's degree and develop my skills. I'm delighted to hear the Foundation is expanding supports. Tuath's encouragement has meant so much—I'd urge any resident to apply."

A Closer Look at the Foundation's Funds:

- New Horizons Education Bursary Supporting residents in accredited and non-accredited courses, this bursary has already benefitted 57 residents since its launch in 2023.
- Tuath Community Fund In operation since 2020, this fund has helped residents create safer community spaces, run inclusive events, and support families, older residents, and children.
- Digital Support Fund (new) Aimed at bridging the digital divide, this fund supports residents' access to devices, digital literacy training, and age-friendly initiatives.
- Social Inclusion and Diversity Fund (new) Recognising Ireland's rich cultural landscape, this fund backs programmes that celebrate inclusion, promote

intercultural dialogue, and create a welcoming environment for all.

- Climate Action Fund (new) Designed to empower communities to go green, this fund will support biodiversity projects, sustainable initiatives, and climate resilience work across Tuath schemes.

The launch event wasn't just an announcement—it was a celebration of community in action. Residents, partners, staff, and stakeholders came together to reflect on past successes and look forward to future possibilities. From music and speeches to stories of real impact, the atmosphere was one of hope and progress.

Applications for the Tuath Foundation's various funds will open throughout the year and are available to Tuath residents, residents' groups, community and voluntary organisations. More information can be found at: tuathhousing.ie/tuath-foundation

By launching the Tuath Foundation, Tuath Housing has reinforced its long-standing belief that empowered communities create lasting change. And judging by the energy in the room on April 3rd, this is just the beginning.



Click here for more info

www.tuathhousing.ie/about-us/publications



YOUR COMMUNITY CONTINUED

TRANSFORMING WALLS, BUILDING PRIDE

How Hampton Wood residents used art to renew their community

Designed by residents, brought to life by an Artist – this collage captures the creativity, colour, and community spirit that transformed Hampton Wood through resident-led artwork and mural installations.

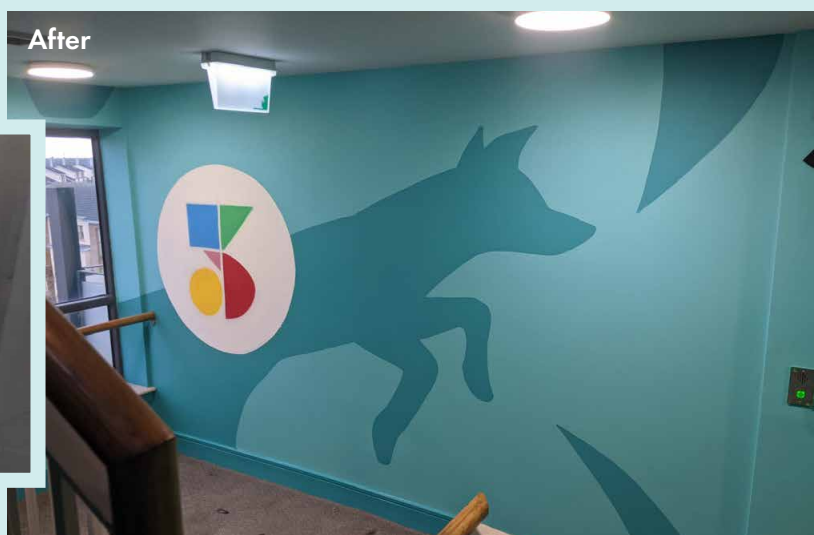
Residents of Hampton Wood helped design the murals through art workshops and competitions. Their ideas were transformed into vibrant wall art across four blocks—turning shared spaces into something everyone can be proud of.

Hampton Wood has become a powerful example of how creativity and collaboration can transform not just a space, but a community.

This transformation came through the Hampton Wood Community Art Project—an initiative by Tuath Housing that brought colour, care, and connection to a once-unloved estate. But it wasn't just a paint job. It was a people-powered revival, where residents shaped the design, the direction, and the spirit of the change.

“ Before, it felt like no one cared. Now, we walk through the blocks and feel a sense of belonging.”

The project began when residents raised concerns about safety, graffiti, and low morale. Tuath Housing responded, launching a plan that combined urgent repairs with community engagement and creativity. Central to the success were art workshops (partially funded by the HSE Lottery), which gave children, teens, and parents a chance to reimagine their space together.



We hosted a series of events and art competitions where residents shared their ideas and designs. The artist then brought these ideas to life, painting vibrant, large-scale murals across four apartment blocks.



Green: Nature



Orange: Culture



Pink: Local Landmarks



Blue: Shared Interests

“ This wasn't about painting over problems —it was about solving them, together.”

The murals became a positive feature of the area, reflecting the creativity of the community. The workshops gave residents a chance to learn new skills, connect with neighbours, and take part in shaping their surroundings.

While residents were sketching ideas, Tuath's Repairs and Property Services team were at work behind the scenes. They replaced carpets, repaired windows and doors, and tackled years of wear and tear to make sure the environment matched the energy of the murals.

The Housing Service Coordinators helped build trust and participation. The Tenant Engagement Team coordinated the workshops and funding. Communications made sure residents' voices were celebrated in newsletters, posters, and online. It was a true team effort—with the community at the centre.

YOUR COMMUNITY CONTINUED

" My kids were part of this—they point to the wall and say, 'I helped paint that!'"

The impact has been remarkable. Residents report feeling safer, prouder, and more connected to one another. And perhaps most importantly, people feel ownership of their community again.

The project also had mental health benefits. It gave people an outlet for creativity and a way to cope with stress—especially important after years of social isolation during the pandemic. The murals have turned corridors that once felt cold and unsafe into welcoming, vibrant places.



Before



After

For Tuath Housing, Hampton Wood is now a model—a real-world example of what can happen when you invest in both places and people. The project has inspired interest in similar initiatives across other housing developments.

" We've shown what's possible when art, action, and community come together."

The murals may be finished, but the story isn't. What happens next in Hampton Wood will be shaped by the same voices and visions that brought the project to life—its residents.

SUSTAINABILITY UPDATE

BIODIVERSITY BOOKLET FOR RESIDENTS

We are delighted to announce the launch of our Biodiversity Booklet, full of practical tips and simple steps you can take to make your garden, balcony or shared green space a welcoming, biodiverse area.

This new booklet explains the main drivers of biodiversity loss and the actions you can take to improve and protect biodiversity in your homes and communities. The booklet offers simple solutions such as moving less and choosing pollinator friendly plants, small actions that make a big difference. The booklet will act as a guide for residents who are interested in making their communities a greener more biodiverse space. It is now available on the Tuath website in the tenant home section.

To celebrate the launch of the Biodiversity Booklet, Tuath held an event in Metges Place as part of the Easter festivities.

At the event Meath library was present for a children's storytelling and craft workshop and in line with the theme of sustainability at the event VOICE Ireland delivered a recycling workshop for kids.

You can find the booklet on our website below



www.tuathhousing.ie/tenant-home/manage-your-home



YOUR COMMUNITY CONTINUED

FROM NEIGHBOURS TO FRIENDS: TUATH HOUSING CELEBRATES EUROPEAN NEIGHBOURS DAY

European Neighbours Day has long brought joy to Tuath Housing communities, uniting residents in celebration of connection, culture, and community. From urban neighbourhoods to rural estates, the day was filled with music, laughter, and shared meals.

A standout highlight each year is the warm hospitality, residents proudly share dishes from their cultural backgrounds, creating bonds through food and storytelling. "It was such a lovely way to get to know the people living beside me," said one Dublin resident.

Neighbours who had never met before found themselves chatting, playing games, and making memories through bingo, potlucks, face painting, and music. These simple moments, smiles, conversations, and shared meals help build strong, supportive communities.

As we reflect on this year's event (Friday, 31st May), we'd love to hear how you celebrated.

Please email your pictures and stories to:
amanda.mcdonnell@tuathhousing.ie

Let's keep building communities where everyone feels at home, one neighbour at a time.



TUATH'S RESIDENT EDITORIAL PANEL GETS TO WORK

Tuath Housing's newly formed **Resident Editorial Panel** is already making strides in shaping how we communicate with our residents. Made up of tenants from across the country, the panel brings fresh ideas, valuable feedback, and a strong resident voice to the heart of our publications and communications.

The panel offers a great opportunity for residents to connect, share ideas, and work alongside Tuath's Tenant Engagement Team to ensure our communications are clear, engaging, and inclusive. From reviewing the Residents' Magazine to shaping content on our website and social media, the panel plays a key role in making sure our messages truly reflect you.

At the first meeting, members shared a number of insightful recommendations on the magazine:

Frequency & Format: The panel agreed that the current Spring/Summer and Autumn/Winter editions are too broad and not always timely. Instead, they proposed a quarterly newsletter — shorter in size but more current and relevant.

Design & Accessibility: Suggestions included **larger fonts, less visual clutter**, and a more streamlined layout. The panel also proposed creating a distinct logo to mark all Editorial Panel approved content.

Print Options: Recognising the digital divide, panel members recommended ensuring **printed copies are available in all age-friendly schemes**, with a clear option for any resident to request a printed magazine.

Content Improvements: The panel noted that while business reports are important, they're better suited to the website — with **links or QR codes** in the magazine for those interested. Other ideas included adding a **kids' section**, a regular **repairs page**, more **external links**, and a **clickable table of contents** for easier **navigation online**.

We're excited to continue working with the Editorial Panel to build better, more relevant communication for everyone at Tuath. **Thank you to all members for your time, ideas and dedication.**



YOUR HOME

YOUR VOICE MATTERS: PROPERTY SERVICES FEEDBACK PANEL BRINGS REAL CHANGE

The **Property Services Feedback Panel** has been busy this year, meeting twice already and making a real difference for Tuath residents.

In the first meeting, the panel looked at how we check the performance of our repair contractors, these are called **Key Performance Indicators (KPIs)**. The second meeting focused on reviewing our new policy on **Damp, Mould and Condensation (DMC)** to make sure it works well for everyone.

Thanks to the panel's feedback, we've already made one big change: **Contractors can now make callouts from 7am to 7pm.**

This means if you work during the day, you can request a repair visit earlier in the morning or later in the evening, making it easier to get the help you need.

The panel continues to review our services and share helpful suggestions. Their ideas are helping Tuath improve

the way we work and deliver better services for all residents.

A big thank you to everyone on the panel for their time and effort, your voice is helping shape a better housing service for everyone!



DIFFERENT TYPES OF REPAIRS

Not all repairs are the responsibility of Tuath.

Repairs will be given a priority which also determines the timescale within which we aim to complete the work. By giving us as much detail as you can along with contact/access information and the best times to call, we can then advise our contractors who have been instructed to attend. Of course, if you are not sure just telephone and we can confirm that for you.

Emergency

We will respond to your request and aim to attend and make safe within 24 hours.

Examples of emergency repairs include:

- uncontrollable major plumbing leaks.
- complete heating failure (in consistent and extreme cold weather).
- breakdown of lifts where Tuath manage the lift.
- where there is a possible risk of damage to buildings or injury to persons.
- gas leaks – in the first instance contact Gas Networks Ireland on 1850 20 50 50.

Urgent

We will respond to your request and undertake the repair within 4 working days, providing it is not a tenant responsibility. Examples of an urgent repair would include:

- insecure external windows.
- leaking roofs where it is safe for the contractor to repair and not impacted by high winds.
- blocked drains/sink (re-chargeable to tenants in some cases).

Routine

We will respond to your request and undertake the repair within 28 days. Example of a routine repair would include:

- easing doors and windows
- repair of internal door entry system handsets.

Planned

Some non-urgent repairs may not be prioritised within the pre-described timescales and may be designated as planned work which will be completed under a planned maintenance programme. You will be advised of repairs which fall within this category.

Target Times

Tuath's staff and contractors will make every effort to complete the repairs within the target response times. If your repair has been logged by staff and confirmed to you by text or email and the target response time has expired, then you should contact Tuath straight away.

YOUR HOME CONTINUED

WHO FIXES WHAT? A QUICK GUIDE FOR TUATH TENANTS

Living in a Tuath home comes with shared responsibilities. But who takes care of what when things go wrong? Here's a handy breakdown to help you know when it's your job — and when it's ours.

	TUATH'S RESPONSIBILITY	TENANT'S RESPONSIBILITY
 Home Repairs & Structure	- Major structural repairs - Roof fixes - Electrical wiring & fuse boards (unless misused) - External drains and guttering - Chimneys and sweeping - Blockages outside the home	- Internal blockages (like sinks and toilets) - Keeping gully traps clean - Minor damage caused by you or your guests
 Doors, Windows & Gardens	- Communal doors and locks - TV reception systems for blocks - Repairs due to burglary (with Garda report)	- Broken glass in your home (unless due to crime or building fault) - Garden upkeep and fencing - Individual doorbells and letterboxes - Window restrictors and door handles
 Bathrooms & Kitchens	- Serious plumbing or sanitary issues - Structural bathroom/kitchen problems	- Keeping baths, sinks, and toilets unblocked - Replacing toilet seats and shower hoses - Maintaining cupboards and shelving
 Heating & Ventilation	- Annual boiler servicing - Fixing heating system defects - Maintaining extractor fans (unless clogged by dirt)	- Keep your boiler topped up (oil/credit) - Reset boilers and bleed radiators - Replace carbon monoxide batteries - Clean fans in kitchens and bathrooms
 Lighting & Fire Safety	- Communal lighting - Fire safety systems in shared areas - Fire alarms and fire blankets at move-in	- Replacing lightbulbs - Battery changes in smoke alarms - Reporting fire safety issues immediately
 Waste & Utilities	- Utility systems (pipes, wiring, tanks) - Refuse facilities for houses	- Replace lost keys/fobs (fees apply) - Manage individual waste responsibly

NOTE:
If damage is due to misuse or neglect, Tuath may still fix it — but you'll be recharged the cost.

NOTE:
Always report communal issues — you won't be responsible unless the damage was caused by misuse.

REMINDER:
Cleaning and preventing blockages are part of your responsibility.

IN SHORT:

If it's communal, structural, or was already broken when you moved in — Tuath likely has it covered. For everyday upkeep, wear and tear, or accidental damage, that's usually your responsibility. In some areas, a managing agent (OMC) looks after communal spaces, but we still ask residents to report any issues to our office or their housing officer. **Not sure what's what? Just ask.**

YOUR HOME CONTINUED

HOME CONTENTS INSURANCE – WHAT IS IT AND WHY DO I NEED IT?

While Tuath Housing insures the property you are living in, you are responsible for insuring your own belongings. This insurance is called either “Contents Insurance” or “Renter’s Contents Insurance”.

If you are a long-term tenant, i.e. living in your Forever Home, everything inside the property is yours. If the property came with furnishings and appliances, these were gifted to you, so you own them.

Unfortunately, accidents and breakages do happen in the home: there could be a roof leak, a burst pipe causing a flood and even a fire. All of these can result in catastrophic damage to your belongings. Thankfully most things are replaceable and if you have contents insurance you won’t have to worry about the cost.

We advise all our tenants to look into getting Contents Insurance as soon as they move into their new home. The most cost-effective way to buy insurance is online, as companies often give a discount when you sign up this way. If you don’t have internet access at home, your local library will have computers and internet.

There are several insurance companies servicing the Irish market and you should always compare a number of quotes to get the best value. An example of these are*:

Company	Website	Phone Number
Allianz Insurance	Allianz.ie/renters-insurance	01 448 4848
Chill Insurance	Chill.ie/home-insurance	01 400 3400
Axa	Axa.ie/home-insurance	1890 247 365
Zurich	Zurich.ie/home-insurance	1890 400 300

*Tuath Housing is in no way affiliated with any insurance company

Contents insurance will cost on average €15 per month but could save you thousands.

BRINGING REPAIRS CLOSER TO HOME: TUATH’S NEW REPAIRS CLINIC

At Tuath Housing, we’re always looking for ways to make services more accessible and responsive to your needs. That’s why we’ve recently launched a new **Repairs Clinic** initiative in select areas—bringing our repairs team and contractors directly into local communities.

The idea is simple but effective: by setting up a temporary clinic in a scheme, apartment block, or estate, residents can speak directly with Tuath staff about any repair concerns they have. Many issues can be logged on the spot—and in some cases, even resolved there and then.

Early feedback from residents has been overwhelmingly positive. People appreciate the opportunity to speak face-to-face with staff, get quick advice, and feel more connected to the repairs process.

Would your area benefit from a Repairs Clinic? If you think so, we’d love to hear from you. Simply email getinvolved@tuathhousing.ie and let us know.

MOVING INTO YOUR NEW HOME, THERE IS A LOT OF INFORMATION TO TAKE IN.

You might remember at your pre tenancy a video was played, and it had a lot of useful information.

This video is on YouTube for you to access at time you may need it.

 <https://tuathhousing.ie/tenant-home/manage-your-home/>



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

Here is a small snapshot of some of the wonderful events and community projects that have taken place over the past number of months. A big thank you to everyone who got involved, volunteered, and helped bring these initiatives to life. Your enthusiasm and community spirit make a real difference!



TUATH HOUSING ASSOCIATION

Changing Housing for the Better

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