

Residents' Magazine

WINTER | ISSUE 17

Get Winter Ready with Tuath Housing



Prepare for Winter –
Hints and Tips from
Tuath's Property
Services and Repairs
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Competitions,
fun activities
and more...
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Tuath
Housing

Welcome



Welcome to Your Tuath Residents' Magazine – Winter Edition 2025!

Dear Resident,

My name is Fiachra McKernan, and I am the Director of Housing Services at Tuath Housing.

As winter approaches and the evenings grow darker, we're delighted to bring you another edition of the Tuath Residents' Magazine, your seasonal update filled with stories, advice, and opportunities from across our communities.

At Tuath Housing, we believe that a home is far more than just a place to live, it's the foundation for connection, wellbeing, and opportunity. Over the past year, we have been re-shaping the way we deliver our services to better reflect these values. Our recent service delivery restructure represents a significant step forward in our journey toward a resident-first approach, ensuring that every service, every conversation, and every action places residents at the heart of what we do.

Through this transformation, we have strengthened our teams and created new ones designed to enhance the overall experience for residents. The introduction of our Community Safety Team reinforces our commitment to building safe and welcoming neighbourhoods, while the creation of our Customer Care Centre ensures that residents can access help and advice quickly and easily. Our Tenancy Sustainment Team works alongside Housing Officers to provide tailored support to residents facing

financial, health, or personal challenges, helping to maintain stable and secure homes.

At the same time, our Customer and Community Engagement Team is driving forward initiatives that encourage residents to get involved, develop new skills, and shape the future of their communities, a key focus of this magazine edition. Together, these teams represent a more joined-up, responsive, and people-centred approach to service delivery, one that reflects our ambition to provide excellent housing and meaningful support to all our residents.

We're also proud to share that the Tuath Foundation was recently Highly Commended at the All-Ireland Tenant Engagement Awards 2025 for Innovation in Tenant Participation. This national recognition celebrates the creativity and collaboration of both staff and residents in building stronger, more inclusive communities.

Inside this edition, you'll find practical guidance on budgeting and home maintenance, updates on repairs and community initiatives, and a first look at our new Customer and Community Engagement activities. There's also plenty to enjoy for families and younger readers, including competitions, seasonal stories, and our brand-new Children's Corner.

As we move through the colder months, let's continue to look out for one another. A friendly word, a small gesture, or a simple check-in with a neighbour can make a world of difference.

From all of us at Tuath Housing, thank you for being part of our community. We wish you and your loved ones a warm, safe, and joyful winter season.

Warm regards,

Fiachra McKernan,
Director of Housing Services
Tuath Housing

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FEEDBACK



Following your feedback and to support the environment we are distributing this edition of the magazine in digital format. All issues of the Residents' Magazine can be viewed at **www.tuathhousing.ie** on the Tuath Community menu.

Print copies of this Magazine are available on request

Meet the new Community and Customer Engagement Teams

New Community Engagement Structure at Tuath Housing

Tuath Housing has introduced a **new Community Engagement structure** to help build stronger, more connected, and resilient communities.

This refreshed approach focuses on **collaboration, inclusion, and action**, giving residents a real voice in shaping their neighbourhoods.

Throughout the year, Tuath will carry out **Community Assessments** to understand local strengths, needs, and priorities. This **place-based approach** will help target support, make visible improvements, and strengthen local partnerships.

Residents will see more **on-the-ground engagement** through their Housing Officers, who will support resident-led activities, surveys, and local initiatives.

The goal is to create **positive change, enhance wellbeing, and boost neighbourhood pride – one community at a time.**



Tuath 
Foundation

Supporting You! Tuath's New Customer Engagement Team

Ready for your next step?

Whether you're looking to study, find work, or get involved in your community, Tuath's Customer Engagement Team is here to help you learn, connect, and thrive.

We'll support you to build confidence, gain skills, and explore opportunities in education, employment, wellbeing, and community life.

How We Can Help

- **Education & Training** – Learn new skills or return to study.
- **Apprenticeships** – Earn while you learn!
- **Employment Support** – CVs, interviews, and job search help.
- **Health & Wellbeing** – Stress, resilience, and lifestyle workshops.
- **Digital & Literacy Skills** – Boost confidence with tech and reading.
- **Personal Growth** – Build confidence and communication skills.

How We Support You

- **1-to-1 Consultations** – Chat with a member of our team.
- **Workshops** – Online or in-person sessions on key life skills.
- **Referrals** – Connections to trusted local and national services.



Tuath Foundation – Highly Commended at the All-Ireland Tenant Engagement Awards 2025

Tuath is delighted to announce that the Tuath Foundation has received a highly commended award at the 2025 All-Ireland Tenant Engagement Awards in the 'Innovation in Tenant Participation Category.'

This category is dedicated to innovative methods that involve tenants in shaping services and decision-making. Learn more about the Tuath Foundation here:

<https://tuathhousing.ie/tuath-foundation/>



Ready to Get Started?

If you'd like to learn more or get support, it's easy to reach us:
Scan the QR code to complete a short form.
A member of our team will contact you to discuss your needs and goals.



Or Contact us directly

Email: getinvolved@tuathhousing.ie

Phone: **1800 852 751** – ask to speak to a member of the customer engagement team.

Tuath Housing Website:

www.tuathhousing.ie/tuath-community/get-involved



Your Home



Your Home

Keeping Your Home Warm and Safe This Winter

As the days get colder and nights draw in, preparing your home for winter can make a big difference. Here are a few simple steps from our Property Services and Repairs Teams:

- **Bleed your radiators:** If your radiators are colder at the top than the bottom, bleeding them will help them work more efficiently.
- **Check your boiler timer:** Setting your heating to come on at the right times can help save on energy bills.
- **Seal out draughts:** Use draught excluders or a rolled-up towel around doors and windows to prevent heat escaping.
- **Test smoke and carbon monoxide alarms:** Replace batteries if needed. It's a small step that could save lives.
- **Know your stop-tap:** In case of a burst pipe, turn the valve clockwise to stop the water flow. It's usually found under the kitchen sink, stairs, or in a utility room.
- **Ventilate your home:** Just a few minutes of ventilation each day reduces condensation and mould.
- **Report repairs early:** Report routine repairs early on before the cold sets in either **online at <https://tuathhousing.ie/tenant-home/>** or by calling freephone 1800 – 852 – 751.
- In the event of a storm: **Have a torch ready, make sure your phone is fully charged** and follow Met Éireann **weather alerts**.



Community Spirit

Looking Out for Each Other This Winter

Winter can be a lonely or challenging time for some people, but small acts of kindness make a big difference.

- **Check in on neighbours:** A quick knock on the door or phone call can mean a lot, especially for older residents.
- **Share what you can:** If you've cooked a big pot of soup, why not share a bowl?
- **Swap skills:** Maybe you're great at DIY, while your neighbour loves baking. A little swap benefits everyone.
- **Stay informed:** Share local information about weather alerts, community events, or services that might help.
- **Be mindful:** Not everyone finds winter easy. A friendly word or smile can brighten someone's day.



Preventing Condensation & Damp

Keeping Your Home Fresh This Winter

With windows closed and heating on, condensation can build up in homes during winter. Over time, this can lead to damp or mould. Here are some easy ways to help:

- **Wipe away moisture:** Use a cloth on windowsills each morning to remove water droplets.
- **Air rooms daily:** Open windows for just 10–15 minutes to let fresh air circulate.
- **Use extractor fans:** Switch them on when cooking or showering to remove steam.
- **Keep furniture away from walls:** Allow space for air to circulate behind wardrobes and sofas.
- **Dry clothes smartly:** If drying indoors, try to do it in one room with a window open.
- **Keep Bathroom and Kitchen doors closed** to prevent steam spreading.
- Ensure that all **vents in windows and walls remain open** to provide ventilation.

Your Home continued



Dehumidifiers: A Handy Help in Winter

A small dehumidifier can make a big difference during the colder months. By removing excess moisture from the air, it helps prevent condensation, damp, and mould – especially when windows stay closed and clothes are dried indoors.

Many residents find dehumidifiers freshen rooms, speed up laundry drying, and even reduce heating costs by keeping homes warmer and drier.

Modern models are energy efficient. Small models can be found online for as low as €40 or in shops between €99 and €250 – a smart, long-term investment for comfort, health, and lower energy bills this winter.



Emergency Repairs This Winter!

Winter often brings more emergency callouts due to cold and stormy weather. Tuath aims to respond within 24 hours to all emergencies.

An emergency repair is any issue posing a risk to life or property, such as:

- No water supply or power
- Major leaks that can't be contained
- The only toilet blocked
- An unsecured home e.g. broken doors, windows, or structural damage
- No heating between 1 November and 1 April



Report emergencies 24/7, 365 days
by calling freephone 1800 – 852 – 751

Update: Property Services and Repairs Panel – One Year On!

It's hard to believe our Property Services and Repairs Panel is already a year old!

Over the past year, the panel has helped shape how Tuath delivers repairs and given residents a stronger voice in improving our services.

Here are some key changes driven by your feedback:

- **Repairs at times that suit you:** We learned that 9am–5pm hours didn't work for everyone. Now, several major contractors offer extended hours from 7am to 7pm, giving you more flexibility when booking repairs.
- **A Freephone number:** To make it easier to get in touch, Tuath now provides a Freephone number, ensuring no one is out of pocket when reporting an issue.
- **Improved repair surveys:** You told us how to make our surveys clearer and more useful. We listened – the new surveys are now being rolled out, keeping your feedback at the heart of our service.



A big thank-you to all residents who've shared ideas and helped make repairs better for everyone. Here's to more progress in year two!



Budgeting This Winter: Your Questions Answered



Managing Money & Debt

As winter approaches, many households face rising expenses, but there are practical ways to stay on top of your budget. Here are just some of the services which can help you make the most of your household budget this winter!

Q: Winter brings extra costs. Where can I turn for budgeting help?

A: The Money Advice and Budgeting Service (MABS) offers free, confidential support with managing money and debt. They can help with bills, credit cards, and budgeting, and can even negotiate with creditors. Visit www.mabs.ie.

Q: What if I need help with food, fuel, or essential bills?

A: The Society of St. Vincent de Paul (SVP) may provide food vouchers, help with energy bills, or other supports. Requests are always treated with respect and confidentiality. Find out more at www.svp.ie.

Q: How do I know what benefits or supports I can claim?

A: Citizens Information can explain social welfare payments, pensions, maternity payments and allowances like the Fuel Allowance. Visit www.citizensinformation.ie or call into your local centre.

Q: Can I save money on bills this winter?

A: Yes. Use www.bonkers.ie to compare energy, broadband, and insurance. Switching providers takes minutes and could save you hundreds.

Q: I'm an older resident and winter can feel tough. Who can help?

A: ALONE supports over-60s with advice on grants, benefits, and befriending services. Call 0818 222 024 (8am–8pm daily).

Q: Is there help with meals if I can't cook every day?

A: Meals on Wheels delivers affordable, nutritious meals and a friendly chat. Visit <https://mealsonwheelsnetwork.ie> or ask at your community centre.



Tip for Residents: Review your bills, check your entitlements, and don't be afraid to ask for support – small steps now can make winter much easier.



Tuath – Supporting You Through Life's Challenges

At Tuath, we believe a home is more than a roof over your head – it's the foundation for a safe, independent, and fulfilling life. Our Tenancy Sustainment Service helps residents overcome challenges and maintain their tenancies with confidence.

Life doesn't always go to plan. Health concerns, financial stress, or personal difficulties can affect anyone. Our dedicated team works alongside Housing Officers to provide compassionate, tailored support for issues such as physical or mental health challenges, property condition concerns, addiction, anti-social behaviour, domestic abuse, and financial worries like rent arrears or budgeting.

We focus on early intervention and trust, addressing problems before they escalate, connecting residents with expert services, and developing life skills for lasting, positive outcomes. Every tenant's journey is unique, and our person-centred approach ensures support that truly fits your needs.

To learn more, speak with your Housing Officer, who can arrange a referral to the Tenancy Sustainment Service.



Resident Competition – Win a €50 Lidl or Aldi Voucher!

Share your best money-saving or eco-friendly winter energy tips by emailing getinvolved@tuathhousing.ie. Your tip could be featured on our social media – and you could win a €50 Lidl or Aldi voucher!

'Winners will be announced on our social media channels – don't forget to follow us for updates!'

Children's Corner

Welcome to your page in Tuath's Residents' Magazine!
Fun puzzles, colouring, jokes, and prizes – just for you!



Jokes & Riddles

Joke: What do snowmen eat for breakfast?

Riddle: I'm made of water but fall soft and white. I dance in the air on cold winter nights. What am I?

Joke answer: Frosties! **Riddle answer:** A snowflake!



Colouring Corner

Draw your home or community under a big rainbow

Win a €50 Smyths Voucher!

Send entries to getinvolved@tuathhousing.ie

Winners will feature on our social media!

Winter Word Search

Find these hidden words:

Snow, Winter, Hat, Scarf, Ice, Frost, Sleigh, Warm, Fire, Coat

R	W	A	R	M	S	F	O
W	I	N	T	E	R	F	I
E	C	O	A	T	R	O	S
S	N	O	W	L	G	H	L
I	C	E	A	H	S	E	E
L	F	I	R	E	I	H	H
S	C	A	R	F	T	S	G



No-Bake Choco-Oat Balls

(With adult help – contains allergens)

Send us a photo to getinvolved@tuathhousing.ie of you with ones you've made and be in with a chance to



Win a €50 Smyths Voucher

You'll need:

- 1 cup oats
- 2 tbsp cocoa powder
- 2 tbsp peanut or seed butter
- 2 tbsp honey or mashed banana
- 1-2 tbsp milk
- Pinch of cinnamon (optional)

Steps:

1. Mix oats, cocoa, and cinnamon.
2. Stir in butter and honey.
3. Add milk until mix holds together.
4. Roll into small balls.
5. Chill 20 mins.

Optional - roll in unsweetened desiccated coconut.

Tip: Store for 5 days airtight or 1 week in fridge.

Photo Feature

Send us your best wintery photo your pet, playground, or favourite place in winter! email your photo to getinvolved@tuathhousing.ie

Winner gets a **€50 Smyths Voucher** and will feature in the next issue!



*Winners will be announced on our social media channels – don't forget to follow us for updates!

Rent Information Session



'Everything you need to know about paying rent with Tuath'

Got questions about your rent review or payments?

Join Tuath Housing's Rents Team for a short online session and get clear answers on:

- ✓ How your annual rent review works
- ✓ Using Keyholder – the online rent CIS form
- ✓ Staying up to date with rent payments
- ✓ What to do if you're in arrears
- ✓ How to report changes in your circumstances

Choose a session that suits you:

- Tuesday, 9th December at 7:00 PM
- Wednesday, 10th December at 11:00 AM

Register now: <https://forms.office.com/e/hpvsCzlv48> Or scan the QR code to sign up!

Don't miss your chance to learn everything you need to know about paying rent with Tuath.



Tenant Satisfaction Results – Quarter 3, 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.



TUATH HOUSING ASSOCIATION

Changing Housing for the Better

Need help or have a question?
We're here for you. Get in touch:

Freephone: 1800 852 751

E: customerservice@tuathhousing.ie

W: www.tuathhousing.ie



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