
Tuath Resident Feedback Panels

2025 Impact Report





Shaping Tuath Services

“Your Voice in Action”

2025 has been a milestone year in strengthening collaboration between Tuath Housing and residents. Through four active resident engagement feedback panels, residents have influenced real improvements in services, publications, communication, customer service, property services and repairs, and age-friendly living. Each panel has provided valuable insights, ensuring that decisions across the organisation are rooted in lived experience. Across all panels, both attendance and contribution were consistently high, demonstrating the commitment and impact of residents nationwide.



Panel 1 Property Services and Repairs Resident Feedback Panel

Overview

Established in September 2024, to influence and improve repairs and maintenance services, ensuring they better reflect residents' needs and priorities. The panel has a central role in shaping how Tuath delivers repairs and maintenance services, ensuring that repairs are delivered in ways that work for residents.

Objectives

- Improve repair processes.
- Strengthen communication around repairs.
- Enhance overall service delivery.

Meetings and Engagement

- 4 meetings: February, May, September, November.
- Format: Hybrid – Teams and in-person meetings.
- Training and support provided by Tuaths Customer Engagement team
- Facilitated by Supporting Communities, an independent Tenant Engagement organisation.

Key Highlights and Achievements “You Said, We Did”

- **Extended contractor service hours (7am–7pm):** Longer daily service window to offer residents more flexibility.
- **Freephone reporting line:** New no-cost number to make reporting repairs easier and more accessible.
- **New repair survey format:** Redesigned survey based on resident input to gather clearer feedback from residents.
- **Damp, Mould and Condensation leaflet:** Approved resident-focused leaflet offering practical guidance and reporting information.



What our Property Services feedback panel members say

“Being part of the panel gave me a real voice in shaping repairs. The extended hours and freephone line show that Tuath listens and acts on what we need.”



Panel 2 Customer Services Feedback Panel

Overview

Formed in June 2025, the group was established to support the rollout of the new Customer Service Centre and to help ensure that all services are resident-centred, accessible, and responsive. Its role includes providing feedback, highlighting service gaps, and guiding improvements so that the new contact centre reflects the real needs and experiences of residents.

Objectives

This panel supports the rollout of the new Customer Service Centre by identifying what works well and what requires improvement. Through ongoing feedback and discussion, the panel plays a key role in shaping how the service develops. Its contributions focus on enhancing the overall customer experience and ensuring that services are accessible, responsive, and aligned with residents' needs. By

- Enhancing customer experience.
- Improving service accessibility and responsiveness.

Meetings and Engagement

- 3 meetings: June, August, November.
- Format: Hybrid – Teams and in-person.
- Training and support provided by Tuaths Customer Engagement team
- Facilitated by Supporting Communities, an independent Tenant Engagement organisation.

Key Highlights and Achievements “You Said, We Did”

- **Clearer, more accessible complaint surveys** were developed to improve resident understanding and feedback quality.
- **Customer Service Charter and rollout plan approved**, setting clear service standards.
- **Panel members completed Web Content Accessibility Guidelines (WCAG) accessibility training** to strengthen inclusive communication and review processes.
- **Customer-facing surveys improved** clarity, relevance, and response rates from resident feedback.
- **Communication materials strengthened** with clearer language and more accessible design.



What our Customer Services feedback panel members say

“I’ve seen firsthand how feedback changes things. The new Customer Service Charter reflects what matters to us, and the accessibility training was a great step forward.”



Panel 3 Tuath Editorial Panel

Overview

The Tuath Editorial Panel was established in March 2025 to strengthen the resident voice within Tuath's publications and ensure that all communication is clear, accessible, and engaging. The panel reviews key documents, newsletters, and information materials, offering practical feedback on language, layout, and tone. By involving residents directly in the editorial process, Tuath aims to produce communications that better reflect residents' needs, improve understanding, and support more meaningful engagement across the organisation.

Objectives

- **Ensure publications reflect resident priorities** by focusing content on the issues residents care about most.
- **Promote clear, inclusive, and accessible communication** so all residents can easily understand and use the information provided.

Meetings and Engagement

- 2 formal meetings: March, June.
- Ongoing engagement via email.
- Format: Hybrid meetings, online and in-person.
- Training and support provided by Tuaths Customer Engagement team

Key Highlights and Achievements "You Said, We Did"

- A **"Resident Approved"** logo was created and is now added to all publications reviewed by the panel, clearly showing that the content has been assessed and shaped by residents.
- The panel **reviewed key organisational reports** and led a full **redesign of the Tuath Residents' Magazine**, improving layout, simplifying language, and making the publication easier to navigate. The updated design was used for both the Spring/Summer and Winter editions.
- Based on panel feedback, the **Residents' Magazine will now be published four times a year** instead of twice, offering more frequent updates while using a more compact format.



What our Editorial feedback panel members say

"It's great to know our input makes publications clearer and more engaging. The re-designed Residents' Magazine feels like it truly represents our community."



Panel 4 Age Friendly Advisory Panel

Overview

Established in August 2025, this panel is dedicated to ensuring that older residents feel supported and connected within their homes and communities. The group provides valuable insight into the experiences and needs of older residents, helping Tuath shape services, communications, and initiatives that promote independence, wellbeing, and social inclusion. Through regular feedback and collaboration, the panel identifies barriers, highlights opportunities for improvement, and reinforces Tuath's commitment to creating age-friendly, supportive environments. Tuath received Age Friendly Ireland Business accreditation in 2023, and the creation of this panel is one of the key recommendations arising from that recognition.

Objectives

- **Promote age-friendly living** by supporting homes and services that help older persons live independently and comfortably.
- **Support safety, wellbeing, and social inclusion** by addressing risks, improving access to support, and encouraging opportunities for connection.

Meetings and Engagement

- 2 meetings: August, November.
- Format: In-person at St. James's Place Office.
- Training and support provided by Tuath's Customer Engagement team

Key Highlights and Achievements "You Said, We Did"

- Identified five priority areas: reducing loneliness, improving wellbeing support, enhancing age-friendly design, increasing access to community spaces, and strengthening community engagement.
- Reviewed age-friendly property design, including new builds and home adaptations.
- Highlighted health and safety issues affecting older residents and supported targeted improvements.
- Promoted greater use of Tuath and local community rooms to encourage social connection and activities.
- Initiated new age-friendly support, including home adaptation guidance and wellbeing workshops.



What our Age Friendly feedback panel members say

"Joining the Age Friendly Panel has been empowering. We're making homes safer and tackling loneliness together—these changes will make a real difference for older persons."



Looking Ahead to 2026: Shared Themes Across All Panels

- **Residents identified several key improvements** that will shape panel planning and development in 2026. These shared themes reflect a desire for stronger communication, greater visibility, and more inclusive participation across all engagement structures.
- **Promotion of panel achievements** so residents can clearly see the impact of their involvement. Panels will work to highlight successes, completed actions, and positive changes resulting from resident feedback.
- **Improved feedback loops**, with updates shared more widely and more regularly. This will help ensure that all residents—not just panel members—are kept informed about progress, decisions, and upcoming initiatives.
- **Hybrid access to meetings**, maintaining a mix of online and in-person options to support broader participation. This approach recognises different needs, preferences, and accessibility requirements.
- **Stronger collaboration between panels** where topics overlap, ensuring a more joined-up approach to shared issues such as communication, accessibility, and community engagement.
- **An end-of-year survey** for both staff and residents involved in panels, gathering insights on what is working well and where improvements can be made.
- **Agreement on priority topics and meeting dates for 2026**, providing a clear structure and focus for the year ahead.



Thank you to our Resident feedback panel members!

Thank you to all the residents who generously shared their time, experience, and perspectives on the Tuath resident feedback panels this year. Your contributions are driving meaningful change, and Tuath Housing is stronger, more informed, and more resident-focused because of your involvement. We look forward to building this progress together in 2026.

If you are a Tuath resident and would like to join a resident feedback panel, we'd be delighted to hear from you.

Please contact us at getinvolved@tuathhousing.ie





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

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