



RESIDENT ENGAGEMENT STRATEGY 2026-2029



COMMUNICATE



INVOLVE



EMPOWER



TOGETHER WE ARE STRONGER
OUR VOICES, ONE VISION



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Foreword

Foreword from the Resident Strategy Writing Group

When we were asked to join the Resident Strategy Working Group, we each had our own reasons for saying yes. Some of us wanted to give something back. Some wanted to meet new people and step outside our comfort zone. All of us wanted to help shape how Tuath works with its residents in the future.

Being part of this group has been a very positive experience. We have enjoyed meeting other residents from different areas and backgrounds and listening to their stories. We heard about the challenges people face, but also about the pride and comfort that comes from having a safe place to call home. These conversations showed us how important it is that residents are included in decisions that affect us.

Residents live the experience every day. We know what is working well and what could be better. If residents are not included, decisions can feel distant or one-sided. This strategy shows that Tuath wants to work in partnership with residents, not simply make decisions for them. Every voice matters, no matter how big or small the concern.

Throughout this process, we have felt listened to and respected. We were not treated as numbers, but as people whose views are important. We hope this strategy continues to build a strong partnership between Tuath and its residents, so that together we can create supportive and welcoming communities for everyone.

We are proud of this new Resident Engagement Strategy that we have developed.



Foreword from the Chair



Richard Pike

At the heart of this strategy is a simple but powerful belief: the voices of our residents matter. As Chair of the Board, I am proud to introduce Tuath's Resident Engagement Strategy 2026–2029, which sets out how we will continue to strengthen our partnership with residents over the next three years. This strategy builds on the strong foundations established in recent years, and reflects our ongoing commitment to listening, learning, and improving.

We know that the people who live in our homes are best placed to tell us what is working well and where we need to do better. That is why resident voice is central to everything we do. This strategy has been shaped not only by data and insight, but through meaningful engagement with residents across the country. Their experiences, ideas, and feedback have directly influenced the priorities and actions set out in these pages.

Over the next three years, we will focus on three key areas: communicating clearly and openly, involving residents in decisions that affect them, and empowering people to have a real influence on services and communities. These are not just ambitions; they are commitments that will guide how we work as an organisation.

As a Board, we take our responsibility seriously to ensure that resident feedback informs decision-making and drives continuous service improvement. We are committed to transparency, accountability, and delivering high-quality services that meet the needs of our residents today and into the future.

Ultimately, this strategy is about partnership. By working together, we can build stronger communities, improve services, and ensure that Tuath remains an organisation that truly listens and responds to the people it serves.

I would like to thank all residents, staff, and stakeholders who contributed to the development of this strategy. Your voices have shaped our direction and will continue to guide us over the years ahead.



Introduction

About Tuath Housing

Tuath Housing is a not-for-profit Approved Housing Body, providing long-term, safe, quality housing. The organisation currently manages over 17,820 homes, catering to the needs of some 48,158 residents, and is active in every county in Ireland. Governed by a volunteer Board of Directors with extensive professional expertise, Tuath Housing adheres to the highest standards of governance and regulatory compliance.

For more information, visit www.tuathhousing.ie

Our Mission

To provide good quality, secure homes that people can afford.

Our Vision

Investing in people and places by providing more homes and choice.

Our 8 Organisation Strategic Objectives

By working towards these eight goals, Tuath aims to build more homes, support more communities, and make a positive, lasting difference for people across Ireland.



Tuath's eight strategic objectives are all closely connected to our Resident Engagement Strategy, as strong engagement helps ensure services are shaped around what residents actually need and experience. By listening to our residents and involving them in decisions, we can deliver better services, improve health and safety, and manage homes more effectively. Engagement also supports good governance by making sure we are transparent and accountable, while helping the organisation run more efficiently by identifying what works and what doesn't. Our residents play an important role in shaping new homes and services, and their input helps us make better financial decisions and plan for the future. Overall, meaningful engagement helps create a more sustainable organisation that works in partnership with its residents.

What is Resident Engagement?

We at Tuath, recognise the importance of delivering resident-focused services based on lived experience, and want to improve our services in partnership with our residents. Put simply; residents are best placed to let Tuath know how effectively services are being delivered, and how improvements can be made.

What is the difference between Resident Engagement and Customer Service?

Resident Engagement is about giving all residents various options to get involved and share their views on how tenancy services are run. This might include taking a short survey, joining a resident feedback panel, becoming a community champion, and/or taking part in local projects and meetings. The aim is to make sure every resident has the chance to be heard and to help shape the services they receive.

Customer Service focuses on helping residents with everyday queries. This includes dealing with repairs, complaints, rent questions, and general enquiries. The customer service team's role is to respond to calls and emails and make sure issues are solved efficiently so residents get the support they need.

Our Commitment to Residents

Tuath's Resident Engagement Promise

As an organisation, we are committed to removing barriers to involvement and ensuring that any resident who wishes to provide feedback or become involved has the opportunity to do so. We will do this by:

- Resourcing engagement through funding for activities or events
- Removing barriers (i.e. suitable times and venues for meetings) and when necessary, offer a hybrid approach
- Providing support from Tuath staff and/or training when required
- Reimbursing reasonable travel to/from meetings
- Recognising and valuing residents' input, and track how their feedback makes a difference
- Promoting inclusive resident participation by encouraging involvement and ensuring all voices are heard.

"You said, We did" Commitment

We use a **"You said, We did"** approach to show residents how their feedback leads to real change. When residents share their views through surveys, conversations, complaints or community engagement, we listen carefully and act on what we hear. We then clearly communicate what has changed as a result, whether that is improvements to services, changes in how we work, or new priorities based on resident feedback. This open and transparent approach helps build trust, demonstrates accountability, and reassures residents that their voices are heard, valued and make a genuine difference.

Commitment to reporting on Social Impact

Social impact reflects the difference we make in everyday lives and communities. We listen to residents and use their feedback from surveys, conversations, and focus groups to guide our services. By combining insights, we identify successes and areas for improvement, helping us enhance our services and ensure residents' voices shape strong, inclusive communities.

A series of social impact reports is published on our website <https://tuathhousing.ie/tuath-community/social-impact-reports/> showcasing how resident feedback drives meaningful, measurable change.

Commitment to Sustainability and Climate Action

“A Sustainable Future” was integrated as the eighth pillar of Tuath’s 2023–2027 Strategic Business Plan. In the same year, Tuath also published its first ESG (Environmental, Social & Governance) Charter, setting out Tuath’s commitment to sustainability and responsible environmental practices.

Residents have told us they want to have a say in sustainable living and climate action, and we have listened. Under this commitment we will support residents to create greener communities. This includes funding and promoting resident-led projects, establishing a Green Champions Network, and delivering workshops and awareness campaigns on topics such as energy saving and recycling. Achievements will be recognised through initiatives like a Green Communities Flag and awards.

We will ensure residents are kept informed, involved in decision-making, and able to see the impact of their participation. Progress will be measured through engagement levels, feedback, and regular reporting, ensuring continuous improvement and meaningful environmental outcomes. <https://tuathhousing.ie/esg-sustainability/>



Key Achievements under the Tenant Engagement Strategy 2022-2025

Tuath began its tenant engagement journey in 2018, when it managed 4,000 homes. Since then, the organisation has grown rapidly and now provides homes to over 17,820 households and 48,158 residents across Ireland, including new Cost Rental homes offered at below market rents. A major step forward came in early 2022 with Tuath's commissioned research, "*Embedding a Culture of Tenant Engagement in Ireland*", which explored best practice and future direction. This research directly shaped Tuath's first Tenant Engagement Strategy, launched later that year, marking an important milestone in strengthening tenant voice and participation across the organisation. Below are key highlights from the past three years. For full details, visit www.tuathhousing.ie



Delivery of Strategic Objectives

Tuath completed or progressed almost 100% of all objectives across the seven pillars of its Tenant Engagement Strategy 2022-2025.



Creation of the Tuath Foundation

In 2025, Tuath launched the 'Building Brighter Futures' Foundation with five funds: Education, Community Development, Digital Support, Climate Action, and Social Inclusion and Diversity.



Resident Feedback Panels

Four national panels were created: Property Services and Repairs, Customer Service, Editorial, and Age Friendly, involving residents and staff in shaping services.



Support for Resident Led Groups

Twenty formal resident groups were established and supported to strengthen local engagement and shared decision making.



Resident Insight Gathering

Regular resident satisfaction insight activities were carried out monthly, quarterly, and annually to understand resident needs.



Social Impact Reports

Five social impact reports were published showing positive outcomes, stronger communities, and measurable social impact.



Age Friendly Accreditation

Tuath achieved Age Friendly Business Accreditation in 2023 with Age Friendly Ireland.

Developing the Resident Engagement Strategy 2026-2029

This strategy for 2026-2029 is built on the foundation of our previous commitments, taking what worked well and strengthening and enhancing it further. It continues the progress we have already made, while adding new ideas and actions to support residents in an even more meaningful way.

Strategy Writing Group

This strategy has been co-produced by residents, Tuath staff and Board supported by Supporting Communities via Tuaths Resident Engagement Strategy Working Group. The group met five times both in person and virtually to develop this document. Residents from a range of communities and locations joined with staff from every department to ensure broad representation.

Review of the Tenant Engagement Strategy 2022-2025

We looked at how the previous strategy was created, including the steps taken and the ideas that shaped it. We also reviewed what we achieved, highlighting the progress made over the past few years. From this, we identified what should continue, so that the work that is going well can keep moving forward. Feedback was received through workshops, meetings and surveys, with final approval received from residents.

National Consultation Survey

The Working Group agreed the questions for a national consultation survey, over 2,300 responses were received. All of these responses were carefully reviewed and analysed so we could understand what residents felt was working well and what needed to improve. This feedback played an important role in shaping the new three-year action plan, ensuring that the priorities in the plan reflect what residents said matters most.

Legislation and Best Practice Review

We reviewed regulatory guidance and best practice from other engagement organisations. This helped us understand what works well, and how we can improve our own approach. By learning from recognised standards we were able to strengthen our methods and make sure our engagement work is consistent, effective, and aligned with what residents need.



National Consultation Survey Key Results

To ensure residents had a meaningful voice in shaping the new resident engagement strategy, the Resident Engagement Writing Group developed a survey that was sent to every Tuath household between September and October 2025. The purpose of the survey was to hear directly from residents about what matters most to the Resident Engagement Strategy Writing Group. A total of 2,330 responses were received, giving a strong and reliable picture of residents' views.

The survey asked residents about their experiences with resident engagement, what they find helpful, and what makes it difficult sometimes to take part. It also explored what residents see as the benefits of getting involved and what supports might encourage more participation in the future. The survey questions below were asked in both 2021 and 2025, allowing us to compare the results and see how resident views have changed over the past three years. We also introduced new questions to help us collect demographic insights and develop our new Customer and Community Engagement Frameworks.



Awareness of Tenant Engagement

Residents were asked how aware they are of the current Tenant Engagement Strategy 2022-2025 and of the tenant engagement opportunities offered by Tuath. In 2021, 48.24% of residents said they were aware of tenant engagement. By 2025, this had increased to 69.50%, showing a rise of 21% over three years. This increase suggests that more residents now understand what tenant engagement is and how they can get involved.

Barriers to getting involved

One of the biggest barriers to resident engagement has been residents not knowing how to get involved. In 2021, 48% of residents reported this; by 2025 it had fallen to 23%, a 25% improvement, supported by offering more ways to participate, including expanded digital and hybrid options.

Other barriers such as time pressures, transport or accessibility issues, digital limitations, low awareness, lack of confidence, feeling unheard, and language or literacy challenges also affect participation. Understanding the barriers enables Tuath to design engagement that is more inclusive, flexible, and resident-led.

Feeling that participation doesn't make a difference

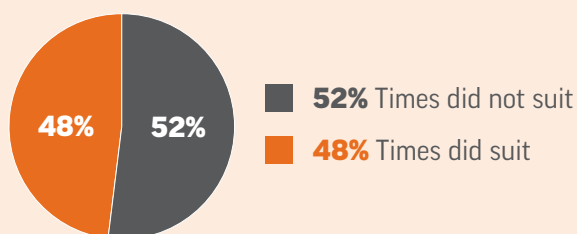
Another key reason residents gave for not getting involved in resident engagement was the belief that taking part would not make a difference. In 2021, 35% of residents felt this way. By 2025, this had fallen sharply to just 4%. This substantial drop suggests that more residents now feel their views are listened to and that their involvement can lead to real change.

Awareness of resident feedback panels

Residents were asked whether they were aware of Tuath's Resident Feedback Panels, which provide opportunities for residents to share their views and help shape services. The results show mixed levels of awareness. 35% of residents said they were aware of the panels, 47% said they were not aware, and 18% were unsure. This highlights a need for clearer communication, more visible promotion, and easier access to information about how the panels work and how residents can get involved.

Suitability of timing for resident engagement activities

Residents were asked whether resident engagement activities are held at times that suit them. The responses show a nearly even split, with a slight majority that the current timing does not meet their needs. 52% of residents said the times do not suit them, while 48% said they do. Improving flexibility such as offering activities at different times of day or evenings and introducing more online consultation methods will be important over the next three years to increase participation and ensure more residents can get involved.



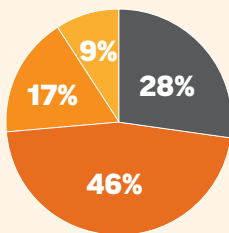
Interest in receiving updates on how resident feedback leads to service improvements

Residents showed a strong interest in seeing how their feedback leads to change: 76% want more updates and 24% do not, indicating most people value clearer communication about how their input is used. Providing simple, regular updates would help build trust, show accountability, and encourage more residents to get involved.



Awareness of the Tuath Foundation

Awareness of the Tuath Foundation is still developing following its launch in April 2025, many residents remain unfamiliar with it, with mixed recognition of the supports it offers across its five funds.

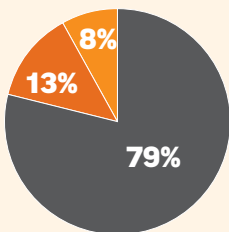


- **28%** of residents said they were aware of the Tuath Foundation and its funds.
- **46%** said they were not aware of it.
- **17%** said they were not sure.
- **9%** said they knew about some of the funds but did not realise they were part of the Foundation.

Improving visibility, simplifying messages, and highlighting real examples of how the funds support residents and communities will be important steps in increasing awareness and encouraging more residents and communities to apply or get involved.

How well engagement activities reflect the diversity of the resident community

Residents were asked whether Tuath's current engagement activities reflect the diversity of the resident community, including age, family type, location, and accessibility needs.



- **79%** said engagement activities somewhat reflect the diversity of the community.
- **13%** said they do not reflect it at all.
- **8%** selected other, often indicating mixed views or uncertainty.

Engagement activities are only partly reflective of the Tuath community, and while 87% of residents speak English at home, some require extra support to take part.

Strengthening Equality, Diversity and Inclusion will be a key focus of the three year plan to ensure engagement is more inclusive and accessible.

Aim and Objectives of Tuath's Resident Engagement Strategy 2026-2029

Aim of the Strategy

The aim of this strategy has been shaped by direct consultation with residents through surveys, focus groups, and engagement activities.

'It is our aim to embed a culture of engagement throughout the organisation to ensure residents have a meaningful input into decisions, services improvements and the sharing of information.

Objectives of the Resident Engagement Strategy 2026-2029

The strategy is built around three clear objectives which were identified through the consultation process with residents. The three objectives, **Communicate**, **Involve**, and **Empower** were chosen to reflect the key priorities identified by residents: clear communication, meaningful involvement in decisions, and greater opportunities to build skills, confidence, and community leadership.



Communicate

We are committed to providing clear, timely, and accessible information through a variety of channels that suit our residents' diverse needs. Communication will never be a one-way street; we pledge to be transparent about our performance, our challenges, and our future plans, ensuring that every resident stays informed about the things that matter most to their homes and communities.

Why it matters: effective communication is the bedrock of trust. Without a consistent flow of accurate information, residents can feel isolated or ignored. By prioritising clarity and openness, we remove barriers to engagement, reduce anxiety around service changes, and ensure that every resident feels seen and valued.

Key Action Plan Pillars

1. Residents receive clear, timely communication that keeps them informed and connected to our services.
2. Create an inclusive communication environment by meeting recognised accessibility standards, building staff skills, and offering flexible ways for all residents to engage.
3. Strengthen social value impact by sharing outcomes, impact stories, and resident voices in ways that are accessible, transparent, and meaningful to all stakeholders.

Involve

We commit to creating meaningful opportunities for residents to share their lived experiences and influence our decision-making processes. Whether through feedback panels, digital surveys, or neighbourhood walkabouts, we will actively seek out the “resident voice” at the earliest stages of project planning, ensuring that our services are designed with our residents rather than just for them.

Why it matters: involvement bridges the gap between organisational policy and daily reality. When we involve residents, we gain invaluable insights that lead to more efficient services and better value for money. It transforms residents from passive consumers of a service into active participants, fostering a sense of belonging and mutual accountability.

Key Action Plan Pillars

1. Ensure residents have the opportunities and support to fully get involved in resident engagement.
2. Embed resident voice at key decision-making points so feedback informs priorities, policies, and long-term planning.
3. Continuous service improvement by regularly reviewing what works, learning from residents, and making our approaches better over time.
4. Strengthen resident participation and local collaboration by supporting active community groups and building strong partnerships where Tuath residents live.

Empower

We are dedicated to shifting the balance of power by providing residents with the tools, training, and platforms they need to lead change themselves. This means supporting resident-led panels, investing in community-led initiatives, and ensuring that resident feedback has the formal authority to challenge and improve our governance at the highest levels.

Why it matters: Empowerment represents the highest level of partnership. By handing over real influence, we build the capacity of our residents and strengthen the resilience of our communities. An empowered resident base holds us to the highest standards, driving continuous improvement and ensuring that Tuath remains truly rooted in the mission of serving its people.

Key Action Plan Pillars

1. Build residents’ skills, confidence, and opportunities to take part meaningfully in community development, consultation, and partnership work.
2. Support the development of cohesive, inclusive, and well-connected communities where residents feel a sense of belonging.
3. Strengthen community voice, representation, and partnership working.

Menu of Consultation and Engagement

Communication

Engagement	Description
Tuath Website	www.tuathhousing.ie An online platform where residents can quickly find information, log a repair, pay rent and access other services such as our Tuath Foundation, residents' magazine and more.
Resident Handbook	A guide outlining key policies, responsibilities and supports available to residents.
Residents' Magazine	Regular publication sharing news, stories and updates from Tuath residents and communities.
Social Media – Facebook	Platform for community updates, announcements and engagement.
Social Media – Instagram	Visual updates showcasing community events, stories and initiatives.
Text Messaging	Direct alerts and reminders sent to residents' mobile phones.
Pre-tenancy	Sessions to help new residents understand their tenancy, ask questions, and feel confident before moving into their home.
Monthly online Bulletin	A short, easy-to-read update that keeps residents informed about what is happening in Customer and Community engagement. It is shared every month and highlights news, activities, and opportunities.



Involvement Opportunities

Engagement	Description
Property Service Resident Feedback Panel	Structured group of staff and residents to share views, to shape and gather meaningful insight that directly informs service improvements in Property Services.
In person meetings	In person discussions to resolve issues, provide support and build relationships.
Tuath Website Chat Function	Real time online support for resident queries and assistance.
Tuath supported Resident Associations	Resident-led groups supported by Tuath to strengthen local community voice.
Satisfaction Surveys (monthly, quarterly)	Regular surveys to measure resident satisfaction and identify service improvements.
Community Engagement Assessments	Provide a structured process to understand local needs, combining resident surveys, meetings, service data and partner engagement to identify priorities and develop local action plans.
Customer Service Resident Feedback Panel	A structured group of residents and staff who work together to review customer-facing services and identify ways to improve communication, responsiveness, and overall service standards.
Housing, Rents and Repairs Clinics	Drop in sessions offering advice and support on housing, rent and repairs.
Age Friendly Resident Feedback Panel	Brings together residents and staff to ensure that Tuath's services, engagement activities, and communications are accessible, inclusive, and supportive of older persons. It provides a dedicated forum to discuss age-friendly related needs and identify practical improvements.
Community Events and Awareness Day Celebrations	Activities that bring residents together and promote community wellbeing.
Digital Engagement	Online consultations make it easy for residents to connect from home.
Tuath Foundation	The Tuath Foundation supports community projects and resident focused initiatives such as Education, Community, Digital Support, Social Inclusion and Diversity and Climate action.
Editorial Resident Feedback Panel	A collaborative group of residents and staff who help shape Tuath's written communications, including magazines, bulletins, website and engagement materials. The panel ensures that information is clear, relevant, and reflective of the resident voice.

Structure of Resident Engagement 2026-2029

Tuath appointed its first Tenant Engagement Coordinator in 2018, and over the past eight years the team has expanded in line with the organisation's growth. In 2025, the team evolved further as the Tenant Engagement function was restructured into two dedicated teams. This Resident Engagement Strategy for 2026-2029 is built on two complementary frameworks a Customer Engagement Framework and a Community Engagement Framework. Together, they outline how we will deepen our approach to listening to residents, involving them in shaping decisions, and acting on their insights to enhance services and foster stronger, more connected communities.

Community Engagement Team 2026-2029

Collaborative planning with residents to ensure each community shapes its own priorities, creating locally led solutions that reflect lived experience and strengthen long-term community wellbeing.

Focus on what matters locally

Recognising that needs differ from place to place and tailoring our approach, so each community receives support that reflects its unique strengths, challenges, and aspirations.

Resident Voice

Carry out pre and post-assessment surveys to measure impact and change as a result of resident feedback.

Building community connection

Events, workshops, and community-led supports.

Co-design action plans

That reflect local voices and lived experience, ensuring communities shape both the priorities and the solutions. Build long-term capacity within communities so they can sustain progress and adapt solutions as needs evolve.

"You Said, We Did"

Provides regular updates so residents can see how their input directly influences decisions and improvements.

Improving community safety

Through neighbourhood initiatives and shared problem solving, building a culture where residents, external partners, and local services work together to identify issues early, respond effectively, and create environments where people feel secure and supported.

Blends resident insight with evidence ensuring decisions are grounded in lived experience as well as reliable data and helping us prioritise actions that genuinely reflect what residents value and need most.

Draws on multiple data sources

Such as satisfaction surveys, community safety reports, repairs information, and day-to day local feedback to build a clear picture of emerging issues.

Develops stronger relationships

Residents and service teams working together through open communication and visible follow through.

Strengthens local communities

By coordinating funds under the Tuath Foundation's Community and Social and Diversity Funds.

Customer Engagement Team 2026-2029

Tuath Foundation

Delivered through five funding streams: the New Horizons Education Bursary, Tuath Community Fund, Digital Support Fund, Social Inclusion and Diversity Fund and the Climate Action Fund.

Life Skills Programme

Tuath's Life Skills programme 'One Step On' helps residents build confidence, independence, and practical skills by connecting them with education, training, digital inclusion, and personal development opportunities.

Resident Voice

Supports, facilitates and brings together residents from across the organisation to represent the national resident voice.

Resident Feedback panels

Provide and support clear feedback loops so residents see how their input influences actions and outcomes.

Continuous Service Improvement Working Group

Works to connect residents with the organisation, ensuring feedback, concerns, and ideas are heard, understood, and acted upon.

'You said, We did'

Create a two-way relationship where residents feel informed, involved, and supported.

Residents' Magazine

The Residents' Magazine is a quarterly publication shaped by contributions from the Resident Editorial Panel, highlighting tenancy updates, resident stories, and highlights from across our communities.

Resident satisfaction data insights

Looking at what residents think and feel about the services they receive and help turn resident feedback into clear evidence that can guide decisions, shape priorities, and measure progress over time.

Resident Engagement Sessions

Online information sessions based on real life skills and knowledge.

Continuous promotion of new services

The team will continue promoting the new Customer Engagement Team to maximise resident awareness.



Continuous Improvement Powered by Resident Voice

Data Insights and Satisfaction Survey Feedback

The Customer Engagement team analyses resident feedback from a range of sources to understand what residents share, value and experience, turning this information into clear insights that guide service improvements. The team creates action plans based on this feedback, develops “You Said, We Did” loops to show how resident input leads to change, and feeds these insights directly into the Continuous Service Improvement Working Group and Resident Feedback Panel.

Service Area Panels

Service Area Panels bring residents and staff together to share feedback, exchange ideas, and work collaboratively to improve services. Members receive training and support to take part confidently, and meetings are offered in a hybrid format so people can join in person or online, with all necessary expenses covered. Tuath currently supports four panels, Property Services and Repairs, Customer Service, Age Friendly, and an Editorial Panel each giving residents a meaningful role in shaping how services are delivered. Over the next three years we will develop new feedback panels to broaden resident involvement and ensure more voices help shape our services.

Resident Voice and Engagement Panel

The Resident Voice and Engagement Panel will play a central role in ensuring that residents’ views are clearly represented in how services are shaped and improved. The group will bring together key themes, priorities, and feedback from across communities. Feedback from the panel is shared with senior staff and our Board of Management so it informs decisions. This will ensure that resident insight directly informs decision-making at all levels.

Continuous Improvement Working Group

The Continuous Improvement Working Group is a small, focused team of staff made up of the Heads of Service from Housing, Customer Experience, Property Services and Asset Management that look closely at data insights received from residents on how services are working and identify practical ways to make them better. They review feedback, performance data, complaints, and insights from resident panels or surveys, then agree on clear actions that improve quality and resident experience. This group meets regularly, tracks progress, and makes sure improvements are followed through, helping the organisation learn from what’s working, fix what isn’t, and keeps raising standards over time.

Tuath Board and Committee Oversight

Tuath’s voluntary Board of Directors is responsible for ensuring that resident engagement informs service delivery and continuous improvement. Through its committee structure, the Board receives regular reports on resident feedback, complaints, satisfaction and engagement activity. The Housing and Communities Committee review this information in detail, monitor improvement actions and provide assurance that services are responding to residents’ needs. This governance oversight supports the organisation in meeting the expectations of the Approved Housing Bodies Regulatory Authority (AHBRA).

Staff Structure Supporting Resident Engagement

Resident engagement is delivered through the Community Engagement and Customer Engagement Frameworks. All service teams contribute to a shared cycle: **gather insight > plan actions > deliver improvements > review and learn.**



Tuath's Leadership Team

- Set the direction to make sure resident feedback shapes how services are planned and delivered.
- Lead by example in listening to residents and using their views to improve services.
- Keep track of performance and resident satisfaction, and make sure improvements happen.

Customer Service Team

- Tuath's Customer Service Centre gathers insight from daily calls and enquiries.
- Shares information with engagement teams for follow-up.
- National Customer Service Feedback Panel uses survey data and resident views to shape service improvements.

Housing Team

- The Housing Team partners with Community and Customer Engagement teams to ensure resident insight shapes service planning and delivery at both scheme and community level.
- Works with cross-department teams to turn action plans into delivery.

Property Services and Repairs Teams

- Works with Customer Service, Housing and Engagement teams to involve residents in shaping repairs and property services.
- Uses panel feedback to improve communication, service delivery, and performance monitoring.
- Ensures resident priorities influence both local and organisation-wide decisions.

Tenancy Sustainment Team

- Uses resident insight to design early, tailored support.
- Helps strengthen tenancy stability and wellbeing.
- Promotes the Life Skills Programme and coordinates follow-up to ensure positive outcomes.

Sustainability Team

- Captures and reports the impact of resident involvement.
- Coordinates and measures the Climate Action Fund to deliver social impact.
- Embeds sustainability through events, resident-led projects, and ongoing engagement.

Community Safety Team

- Manages Tuath's serious and complex antisocial behaviour cases.
- Works closely with the Housing teams to provide specialist guidance and targeted support on medium and high-risk cases.
- Collaborates with An Garda Síochána, local authorities, and community partners to address issues quickly and effectively.
- Strengthens resident involvement through engagement with resident panels and clinics.



Resourcing

Tuath provides an annual resident engagement budget to actively support resident involvement and participation. This dedicated funding is used to deliver engagement activities, residents' group supports, resident panels, training and capacity-building, community events, communications, digital engagement tools, accessibility supports, and resident-led initiatives.

By investing in resident engagement each year, we are committing to meaningful participation, inclusive practice, transparency, and continuous improvement shaped by the voices and priorities of our residents. We will resource resident engagement in 2026 –2029 through a clear set of commitments that ensure residents have the support, tools, and opportunities they need to participate meaningfully. This will be done by

- Recruiting dedicated resident engagement staff to lead, coordinate, and strengthen customer and community engagement.
- Deliver online initiatives, workshops, and training to build resident skills and confidence.
- Allocate staff time and provide ongoing training to support resident participation.
- Cover public transport travel costs for residents attending the Resident Engagement Working Group and Resident feedback panels.
- Provide infrastructure, such as meeting spaces, IT equipment, and digital platforms, to enable participation.
- Develop and maintain policies and guidance to support resident involvement and ensure consistent practice.
- Monitor progress and ensure delivery of the resident engagement strategy action plan.



Monitoring the Strategy

The 2026–2029 Resident Engagement Strategy will be an active, working document that is reviewed throughout the three-year period. Progress will be monitored through the action plan to ensure commitments are being met and the strategy continues to reflect residents' needs and priorities.

Social impact reports will also be used to showcase the wider outcomes of engagement activities and demonstrate the difference resident involvement is making. Regular updates will be shared with residents and staff through the residents' magazine, the resident engagement bulletin, Tuath website and Tuath's social media channels, ensuring information is accessible in multiple formats.

Action Plan

The action plan sets out how the three key objectives of the 2026–2029 Resident Engagement Strategy, **Communicate**, **Involve**, and **Empower** will be put into practice over the next three years. Each pillar outlines a clear direction for how Tuath will strengthen resident voice, and build meaningful, inclusive engagement opportunities.

Communicate

This objective focuses on improving information that is shared with residents so that communication is clear, timely, and accessible. Over the next three years, actions will include expanding communication channels, increase visibility of engagement opportunities, and provide regular updates on how resident feedback leads to service improvements.

Priority	What will we do?	How will we do it?	When will we do it?
Create inclusive, accessible communication by meeting accessibility standards, building staff skills, and offering flexible ways for all residents to engage.	Create a accessible version of the Resident Engagement Strategy 2026-2029	Create a user friendly, accessible publication of the Resident Engagement Strategy 2026-2029	Year 1
	Align our online content with accessibility standards so everyone can use it easily.	Regularly review our website to ensure our online methods of communication are user friendly and accessible.	Quarterly
	Strengthen staff awareness in accessible communication.	Provide staff with training on inclusive communication, share best practice examples, and embed accessibility in everyday planning.	Year 2
	Offer involvement options that residents can engage at various levels, from light participation to deeper collaboration.	Create a clear menu of consultation and engagement methods.	Year 1
		Make available hard copies (on request) of our residents' magazine.	Year 1-3
	Deliver a digital skills programme that builds residents' confidence.	Partner with community groups and run accessible workshops.	Year 3
	Complete perception and transactional surveys with residents to gain insight and feedback on our services.	Invite residents to partake in surveys and questionnaires at both a local level and around service delivery overall.	Annually
		Provide satisfaction statistics through an easy-to-read performance score card.	Quarterly

Priority	What will we do?	How will we do it?	When will we do it?
Residents receive clear, timely communication that keeps them informed and connected to our services.	Produce clear communication on the Customer and Community Engagement Frameworks.	Create a promotional video and publications introducing the two new frameworks.	Year 1
	Provide data-led communication for community engagement.	Develop a referral system with short surveys, clear reports, and onsite clinics.	Year 1
	Strengthen feedback loops between residents and Tuath.	Improve digital methods on Tuaths website, email bulletins and resident magazine.	Year 2
		Implement the "You said, We Did "communication commitment.	Year 1
	Share performance metrics with residents so they are informed on how we deliver our services.	A quarterly performance scorecard will be created for housing and property management. Satisfaction survey statistics will be provided to all residents.	Year 1-3

Priority	What will we do?	How will we do it?	When will we do it?
Strengthen social value impact by sharing outcomes, impact stories, and resident voices in ways that are accessible, transparent, and meaningful to all stakeholders.	Measure the impact of the Tuath Foundation to ensure that it represents value for money and delivers effective outcomes for residents.	Commission an external consultant to show social return on investment of the Tuath Foundation.	Year 1 and 3
	Launch the Tuath Foundation Social Return on Investment report	Engage with residents and community organisations who have benefited from the foundation.	Year 1
	Develop a framework that measures social value and impact for full community engagement assessments.	Produce a social impact report that underpins social value outcome domains and theory of change.	Year 1
		For agreed community engagement assessments, produce an impact report where outcomes are clearly measurable.	Year 1-3





Involve

This objective aims to create more opportunities for residents to participate in shaping services and decisions. The focus is on widening participation, offering flexible engagement options, and ensuring activities reflect the diversity.

Priority	What will we do?	How will we do it?	When will we do it?
Ensure residents have the opportunities and support to fully get involved in resident engagement.	Provide choice for residents to get involved in ways that suit them best.	Offer online/virtual meetings or in-person sessions.	Year 1-3
	Hold meetings in venues that are accessible, convenient, and secure for all residents.	Schedule meetings at times that suit a range of residents, including those with mobility needs.	Year 1-3
	Review Tuath publications with residents through a resident led editorial panel.	Continue to develop and grow the editorial panel of residents who meet regularly to review, edit, and provide feedback on Tuath publications and shape future communications.	Quarterly
		Tenant handbook to be reviewed with feedback from residents and panels.	Year 2
	Offer a range of engagement formats, including forums, surveys, clinics, and events.	Consult residents to understand preferred times, and meeting formats. Offer a mix of daytime and evening options to suit different schedules.	Year 1-3

Priority	What will we do?	How will we do it?	When will we do it?
Continuous service improvement by regularly reviewing what works, learning from residents, and making our approaches better over time.	Use the findings from mystery shopping exercises to improve our tenancy services, making sure they meet residents' needs and expectations.	Use data insights to run pre and post surveys, develop community action plans, and report on progress to show the impact of change.	Year 1
		Mystery shoppers test our tenancy services to ensure that we are meeting the needs of our residents.	Year 2

Priority	What will we do?	How will we do it?	When will we do it?
Strengthen resident participation and local collaboration by supporting active community groups and building strong partnerships where Tuath residents live.	Maximise the use of Tuath amenity spaces for the benefit of residents and local communities.	Hold community events and activities in Tuath spaces to encourage connection, participation, and shared use.	Year 1-3
		Seek opportunities to collaborate with Social Enterprise organisations.	Year 2
	Build links with local partnerships and Public Participation Networks (PPNs).	Meet regularly with local representatives to build relationships, share priorities, and coordinate joint initiatives.	Year 2
	Support Residents' Associations established through Tuath's engagement programme.	Our Housing team will provide ongoing guidance and resources to help residents' groups stay active and involved.	Annually
	Build strong partnerships with local services such as ETBs, NGOs, and community organisations.	Our Customer and Community Engagement teams will hold joint events, set up referral pathways, and take part in local community meetings/ forums and networks.	Year 1

Priority	What will we do?	How will we do it?	When will we do it?
Embed resident voice at key decision-making points so perspectives inform priorities, policies, and long-term planning.	Develop community engagement action plans to enable residents to participate at a local level.	Residents are at the core of every stage of the community engagement process.	Year 1-3
	Involve residents in the development of a Customer Experience Strategy.	Provide accessible co-design opportunities for residents to share their lived experience to shape and create the new Customer Experience Strategy.	Year 2
	Set up a Resident Voice and Engagement Panel to ensure our residents views are heard and help shape how services are delivered.	Bring together residents to meet regularly and discuss key issues. Ensure feedback from the panel is shared with senior staff and our Board of Management so it informs decisions.	Year 2-3
		Provide regular "You Said, We Did" updates so residents can see what has changed.	Year 2-3
		Arrange meetings between the Resident Voice and Engagement Panel and the Board so residents can speak directly to senior leaders.	Year 2-3
	Involve residents in their communities by supporting local engagement projects that build connection and participation.	Keep residents informed, shape activities, and track progress through clear feedback and regular reporting to show their input matters.	Year 1-3
	Raise awareness of climate issues by helping residents understand sustainable living, energy saving, recycling, biodiversity, and Tuath's ESG charter.	Create accessible learning materials and host workshops, including a Sustainable Life School, to engage residents and build practical climate skills.	Year 2
		Involve residents in review of Tuath's ESG charter.	Year 2
		Create a Green Champions Network to lead sustainability projects, supported by a 'Green Communities Flag'.	Year 2



Empower

This objective is about supporting residents to take an active role in influencing services and building confidence in the engagement process. Empowerment means ensuring residents feel heard, valued, and confident to contribute meaningfully.

Priority	What will we do?	How will we do it?	When will we do it?
Strengthen community voice, representation, and partnership working.	Build structures for resident influence.	Provide training that builds confidence, knowledge, and leadership.	Year 1-3
	Ensure meaningful roles in consultation and partnership work.	Offer multiple engagement routes (panels, forums, walkabouts, youth programmes, community champions).	Year 1-3
	Strengthen partnerships.	Work with community groups, youth services, and sector organisations.	Year 1-3
	Provide residents with formal opportunities to shape policies, services, and initiatives through working groups, panels, and committees.	Create clear ways for residents to get involved, explain how decisions are made, and make sure their input is used in organisational decisions.	Year 1-3
	Monitor and report on how residents input makes a difference and show clearly how their ideas shape decisions and results.	Create feedback steps and reports that show how residents' suggestions are followed through to final decisions.	Annually

Priority	What will we do?	How will we do it?	When will we do it?
Support the development of cohesive, inclusive, and well-connected communities where residents feel a sense of belonging.	Strengthen Equality, Diversity and Inclusion (EDI).	Provide EDI training to staff.	Year 1
		Fund inclusion focused programmes.	Year 1-3
	Become an accredited organisation in EDI.	Complete accreditation process.	Year 2
	Support diverse needs and experiences.	Look for opportunities that support resident needs and ensure voices are heard.	Year 1-3
	Develop new methods of engagement.	Develop approaches for social, affordable, and cost-rental tenancies.	Year 1-3
	Underrepresented groups outreach.	Use data improvements to remove barriers to engagement.	Year 1-3

Priority	What will we do?	How will we do it?	When will we do it?
Build residents' skills, confidence, and opportunities to take part meaningfully in community development, consultation, and partnership work.	Promote and invest in the Tuath Foundation.	Create a calendar with the key dates for the Foundation funds.	Annually
		Run an annual communications campaign to promote the Tuath Foundation.	Year 1-3
		Provide regular updates on the Tuath Foundation.	Year 1-3
	Provide a range of training opportunities, including digital skills.	Deliver training sessions online and in person.	Year 1-3
	Support age friendly engagement.	Celebrate awareness days that promote positive aging.	Year 1-3
		Provide opportunities for residents in age-friendly communities to be represented on panels.	Year 2
	Recruit voluntary community champions.	Provide practical, confidence building training for community champions.	Year 2
	Develop an Estate Walkabout programme.	Plan inspections, train residents, and carry out joint walkabouts with follow up actions.	Year 2
	Create youth engagement opportunities and a youth forum.	Partner with youth services to deliver training, mentoring, and co-develop a youth forum.	Year 2
	Deliver a Life Skills Programme.	Provide one-to-one support.	Year 1-3
	Develop a directory of organisations that will support residents to connect with partners in their communities.	Produce a directory of supports and opportunities.	Year 1
	Research good practice examples of Resident Engagement.	Invest in research and consultation.	Year 1-3
	Work with Supporting Communities, TPAS, ITEN.	Collaborate to grow best practice.	Year 1-3
	Resident Conference	Co-design the agenda with residents, agenda, publish outcomes and commitments.	Year 3

Conclusion

This strategy marks the next step in our ongoing commitment to ensuring that resident voice is not only heard but meaningfully acted upon. By investing in engagement, removing barriers to involvement, and creating clear pathways for residents to influence decisions, we are strengthening the foundations of trust, transparency, and partnership across all our communities.

Over the coming years, we will continue to resource engagement activities, provide the necessary support and training, offer flexible and accessible opportunities to participate, and recognise the invaluable contributions residents make. Most importantly, we will demonstrate through clear feedback loops and visible outcomes how resident insight shapes the services we deliver.

With this strategy, we are reaffirming that commitment and setting out a clear roadmap for how we will work together to improve homes, services, and communities. By continuing to listen, collaborate, and learn, we can ensure that Tuath remains an organisation guided by resident voice today, tomorrow, and throughout the lifetime of this strategy.

Glossary

Action Plan A list of things to do to meet aims and objectives

AHB Approved Housing Body

AHBRA Approved Housing Bodies Regulatory Authority

CEO Customer Engagement Officer

CEO Community Engagement Officer

COO Chief Operating Officer (COO)

CSC Customer Service Centre

EDI Equality, Diversity and Inclusion

ESG Environmental, Social and Governance

GDPR General Data Protection Regulation

HO Housing Officer

ITEN Irish Tenant Engagement Network

SROI Social Return on Investment



Appendix

Regulation

Tuath is regulated by the Approved Housing Bodies Regulatory Authority (AHBRA), ensuring compliance with standards for responsible management and quality housing. As a registered charity, Tuath is also regulated by the Charities Regulator, which provides oversight on governance, transparency, and accountability. Together, these regulatory frameworks provide independent monitoring and assurance, giving residents confidence in our management and services. Regulation establishes a set of outcomes for Tuath to achieve and supports the delivery of reliable, high-quality services.

The Tenancy Management Standard clearly defines the expectation for clear and timely communication, which we achieve by keeping our tenants informed and involved in matters affecting their homes and communities. Tenant feedback is gathered through surveys, focus groups, and meetings, directly informing service improvements and ensuring that residents' voices influence our work.

Data Protection

In complying with the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988–2018, Tuath is responsible for ensuring that all personal data is handled lawfully, fairly and securely. We are committed to being transparent about the information we collect, why we collect it, and how it is used. We will only request the minimal amount of personal data necessary and ensure it is kept safe and secure at all times. Further detail on how personal data is collected and processed is available in Tuath's Privacy Notices at: <https://tuathhousing.ie/privacy-policy/>

Equality and Inclusion

Tuath is committed to ensuring that all residents have equal access to engagement opportunities. We recognise and value the diversity of our communities and aim to create an inclusive environment where everyone feels safe and empowered to participate. In line with the Equal Status Acts 2000–2018, we do not tolerate discrimination on the grounds of: Gender (including gender identity), Civil status, Family status, Sexual orientation, Religion, Age, Disability, Race (including colour, nationality, or ethnic/national origin) and membership of the Traveller community. We will take proactive steps to remove barriers to participation by providing information in accessible formats, choosing inclusive venues, and offering support to those with specific requirements.

Interested in Getting Involved?

We hope this Resident Engagement Strategy has given you useful information about the ways you can influence tenancy services in Tuath Housing. For more information about resident 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 resident engagement is doing in our communities. Why not 'Like' our page at facebook.com/TuathHousingAssociationLtd



Tuath Housing

TOGETHER WE ARE STRONGER
OUR VOICES, ONE VISION



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