

Residents' Magazine

SUMMER | ISSUE 19



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Tuath
Housing

Welcome



Welcome to Your Tuath Residents' Magazine – Summer Edition 2026!

Hello everyone,

As we head into the summer months, I'm delighted to introduce myself as Customer Services Manager at Tuath Housing. I'm also pleased to be marking my first year with Tuath and what a year it has been. Over the past 12 months, I've had the opportunity to meet with many of you, hear your feedback, and work alongside my Tuath colleagues to strengthen the way we support our residents every day.

Our Customer Services team is here to be your first point of contact, whether you have a query, need support, or want to tell us about your experience. We work closely with teams across Tuath to ensure your requests are handled efficiently and that your voice is heard. Simply put, our role is to make it easier for you to access our services and get the help you need.

Over the past year, we've made a number of positive changes to improve the service you receive:

- Implementing a brand-new Customer Service Call Centre
- Strengthening how we manage and track customer queries
- Improving response times and communication updates
- Introducing clearer processes for handling complaints and feedback.

We're also continuing to focus on making our services more accessible, responsive, and consistent across all areas.

A key priority for us has been ensuring that residents are at the heart of what we do. Through our Customer Services Feedback Panel, we've worked directly with residents to shape how we deliver services.

Together, we've developed:

- A **Customer Service Charter** that clearly sets out the standard of service you can expect
- A new **Complaints Leaflet**, designed with residents, to make the process clearer and more transparent

These are great examples of how your feedback is influencing real improvements.

We want to make it as easy as possible for you to get in touch:

- **Phone:** Call our Customer Services team directly on **1800 852 751**
- **Email:** Send us your query anytime at customerservice@tuathhousing.ie
- **Online/Portal:** Use our digital channels to log requests and access information about our services

No matter how you contact us, our team is here to help and ensure your query is dealt with as quickly and effectively as possible.

Thank you for your continued engagement and feedback, it really does make a difference. We look forward to continuing to work with you to improve our services.

Wishing you all a very enjoyable summer.

Noel O'Hara
Customer Services Manager
Tuath Housing



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Our Residents' Magazine is now available in braille

We're delighted to share that our Residents' Magazine is now available in Braille, ensuring more residents can enjoy the stories, updates, and useful information we share in each edition. If you or someone you know would like to receive the magazine in Braille, we're here to help - simply email us or give us a call, and we'll arrange a copy.

Email: customerservice@tuathhousing.ie

Phone: **1800 852 751**

Your Home



Keeping our homes in good condition is a shared priority, and we want to ensure every resident knows how repairs are handled within the community. Routine issues, such as minor leaks, loose

fittings, or electrical concerns should be reported as soon as they appear. Early reporting prevents small problems from becoming larger, more disruptive ones.

Our maintenance team aims to respond promptly, with most non-urgent repairs scheduled within a reasonable timeframe. Emergency issues, including loss of power, major leaks, or safety hazards are prioritised immediately.

To help us maintain high standards, please provide clear details when submitting a repair request. Photos are especially helpful. Together, we can keep our homes safe, comfortable, and well-maintained.

You Said, We're Improving: Repairs Service Updates

Over the past number of months, many residents have shared honest feedback about their experience with repairs and maintenance. Thank you to everyone who took the time to speak with us, your input is directly shaping how we improve our services.

Residents told us that the biggest frustrations were:

- **Repair delays** – waiting too long for issues to be resolved
- **Lack of updates** – not knowing when someone is coming or what's happening next
- **Difficulty contacting the right person** – uncertainty about who to speak to
- **Repairs not fixed first time** – issues recurring or needing repeat visits

We understand how disruptive this can be, especially when it affects your home, comfort, and daily routine.

What We're Doing to Improve

To address the concerns raised, we are introducing several key improvements:

- **Clearer timeframes** for response and completion, so you know what to expect
- **Stronger contractor oversight** to ensure repairs are completed properly the first time
- **Simpler contact routes** We're making it easier for residents to report repairs and follow up on ongoing issues.

A **dedicated Customer Service team** is now in place to handle repair queries directly, ensuring you reach the right person faster and receive clearer, more consistent updates.

Repairs Timeframes: What You Can Expect

To give residents clearer expectations, we've set out the standard timeframes for different types of repairs:

- **Emergency Repairs** – Attended within 24 hours to make the situation safe. These include issues that pose an immediate risk to health, safety, or the structure of your home.
- **Urgent Repairs** – Completed within 5 working days. These are repairs that significantly affect comfort or convenience but are not an immediate danger.
- **Routine Repairs** – Resolved within 29 days. These cover non-urgent issues that still require attention to maintain your home in good condition.

These timeframes help ensure repairs are prioritised fairly and completed as efficiently as possible.

You Said, We Did



Shaping Better Services Together

Have you ever wondered how your feedback makes a difference? At Tuath, it's at the heart of everything we do.

Through our Customer Services Feedback Panel, residents and staff have been working side by side to improve how our services are delivered. This partnership has recently led to the review and co-creation of two key resources, our **Customer Service Charter** and our **Complaints Leaflet**.

These are not just documents, they were shaped by real experiences and honest conversations. Panel members shared what matters most, from clearer communication to

making the complaints process easier to understand and navigate. Together, we have created materials that are more accessible, straightforward, and reflective of what residents actually need.

The **Customer Service Charter** sets out the standard of service you can expect from Tuath, while the **Complaints Leaflet** helps guide you through raising a concern if needed in a clear and supportive way.

This is a great example of residents and staff working together to make real improvements. Thank you to everyone involved, your voice truly shapes our services, and we're excited to keep building on this together.

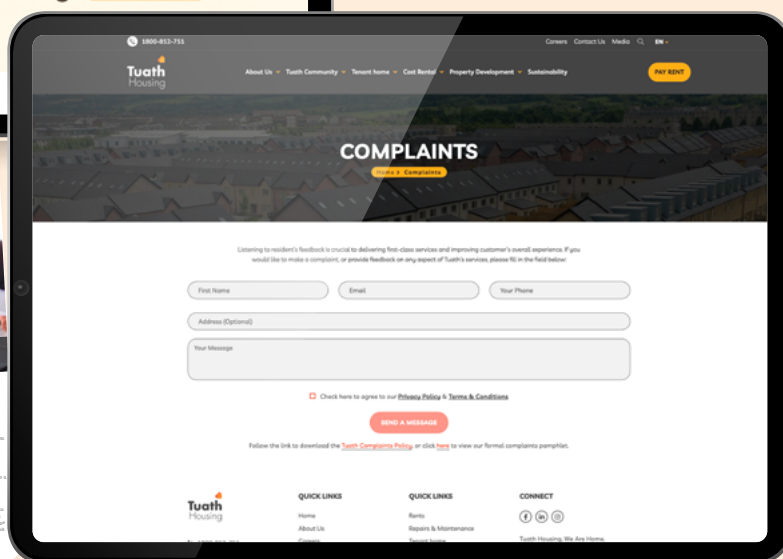
You can view the Customer Service Charter here:

www.tuathhousing.ie/customer-service-charter



You can view the Complaints leaflet here:

<https://tuathhousing.ie/complaints/>



Resident Online Sessions



Learn, Connect, Take Part

Our **Resident Sessions** are a practical way to stay informed, build useful skills, and connect with other residents. These **free online sessions** are open to all Tuath residents and cover a range of topics that support everyday life.

Throughout the year, sessions include guidance on home upkeep, understanding your rent and rent reviews, improving digital skills, and managing your finances. There are also sessions on areas such as education supports and pet care, delivered with experienced partners and guest speakers.

The sessions are designed to be straightforward and relevant, giving you access to clear information and the opportunity to ask questions. Whether you are looking to learn something new or simply stay up to date, there is something in the programme for everyone.

Taking part is flexible, you can join the sessions that interest you most, when it suits you.

Get Involved

Places are limited, so keep an eye on your emails and Tuath's social channels for upcoming dates and registration details.

Sign up early to secure your place and make the most of what's on offer.

RESIDENT SESSIONS

Learn | Connect | Take Part

FREE online sessions for all Tuath residents

WHAT'S COMING UP	
MARCH	Your Annual Home Inspection: What to Expect
APRIL	Get Ready to Vote: Everything You Need to Know with the Electoral Commission
MAY	Understanding Your Rent & Rent Reviews Simple Ways to Manage Stress & Feel Better
JUNE	Digital Skills for Everyday Life with The National Adult Literacy Agency How to apply for the for the New Horizon Education Bursary
JULY	How to apply for the for the Tuath Digital Support Fund
AUGUST	Pet Training & Care with Pete the Vet
OCTOBER	Make Your Money Go Further This Christmas: Practical Tips & Advice with Mrs Smart Money (Kel Galavan)

Hosted by Tuath Customer Engagement Team

Have Your Say!

We'd Love Your Feedback on This Magazine

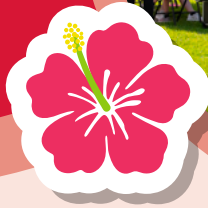
Have your say on the Residents Magazine and Win! We are inviting all residents to take a few minutes to share their thoughts on the Tuath Residents Magazine. Your feedback helps shape future editions, what we include, how it's presented, and how useful it is for you and your community. The survey is short and easy to complete, covering everything from your favourite sections to ideas for new content. As a thank you, residents who choose to complete the survey and provide their contact details will be entered into a draw for a chance to win a €100 shopping voucher. Prefer to stay anonymous? That's absolutely fine too - you can skip the contact section and still take part. To complete the survey, simply scan the QR code or click the link.

Scan the QR code or click the link to share your feedback - it only takes a few minutes, but it will help us improve future editions [Feedback on Resident's Magazine - Fill out form](#)



Scan QR code

Resident Engagement Strategy 2026- 2029



Our New Resident Engagement Strategy – Putting Your Voice First

We are delighted to introduce Tuath Housing's **Resident Engagement Strategy 2026-2029** – a plan designed with one clear goal in mind: making sure your voice is heard, valued, and acted upon.

Launched across Dublin, Navan and Cork, this new strategy reflects a simple but powerful belief: the voices of our residents truly matter. Developed in partnership with residents and staff, it is shaped by your feedback, experiences and ideas. It sets out how we will continue to strengthen relationships, improve services and support thriving communities over the next three years.

Why is this important?

At Tuath, residents are at the heart of everything we do. Your day-to-day experiences help us understand what is working well and where improvements are needed. This strategy ensures that your voice doesn't just get heard, it helps guide decisions, shape services and influence how we plan for the future.

What does it mean for you?

The strategy focuses on three key priorities:

- **Communicate** – Keeping you informed in clear, open and accessible ways
- **Involve** – Creating more opportunities for you to share your views and feedback
- **Empower** – Supporting you to take an active role in shaping your community and the services you receive.

How will it make a difference?

Over the coming years, you can expect:

- More opportunities to get involved through surveys, resident panels, focus groups, community champions and local events
- Better communication, with clear and regular updates that keep you informed
- Increased transparency, including “You Said, We Did” updates showing how your feedback is making a real difference
- Stronger communities, where residents feel connected, supported and able to influence change

With over 17,500 homes and 48,000 residents across Ireland, this strategy is about making sure every voice counts and every resident has the opportunity to get involved in a way that suits them.

Thank You

A sincere thank you to all residents who contributed their time, ideas and experiences to help shape this strategy. Your input has been invaluable and will continue to guide our work in the years ahead.

If you would like to learn more, you can read the full strategy here: <https://lnkd.in/e6P73zQC>



Guest Feature



Education and Opportunities with Orla

Adult Guidance Counsellor, Dublin & Dún Laoghaire ETB

We spoke with Orla about returning to education, available support, and how Tuath residents can take the next step.



The Adult Guidance and Information Service

Thinking about your next step in education or employment? You are not alone and support is available.

As part of our ongoing commitment to supporting residents in accessing education, training, and employment opportunities, the Tuath Customer Engagement Team recently visited the Adult Guidance and Information Service at Dublin and Dún Laoghaire ETB. The visit provided an opportunity to learn more about the free guidance supports available to adults considering a return to education, upskilling, or exploring new career pathways. Meeting with the team highlighted the wide range of personalised supports on offer and strengthened links between our organisations, helping us better signpost Tuath residents to services that can support them in achieving their goals.

Whether you are exploring new career options, considering a return to learning, or simply unsure where to begin, your local Adult Guidance Counsellor is here to help.

We can support you to:

- Understand your education and career options
- Explore funding and training opportunities
- Build confidence and plan your next steps

- Improve skills such as literacy, budgeting, and career preparation
- Return to education or employment at a pace that suits you

The Adult Guidance and Information Service is a free, professional, and confidential service designed to support adults in achieving their goals.

Book your free one-to-one session today by emailing or drop into one of our Information Hubs for a friendly chat and guidance to get started.

We have Adult Guidance and Information Officers available nationwide to support you on your learning journey. To find your local service you can click:

[Contact your FET Guidance Counsellor and Information Service](#)

How it works

Our Guidance team offers personalised one-to-one appointments, available both in person and online, to support you on your learning and career journey.

We can help you to:

- Discover your interests, strengths, and future goals
- Overcome barriers or challenges that may be holding you back
- Build confidence and create a clear plan for your future
- Explore education and career opportunities tailored to your individual needs

Whether you're considering your next step, returning to learning, or planning a career change, our friendly guidance team is here to support you every step of the way.

Share Your Good News!

We know there are great things happening across our communities, and we would love to hear about them. Whether it is a successful event in your area, a positive change in your development, or something that is working really well, your story could inspire others.

Send your good news to us via this email address getinvolved@tuathhousing.ie and you could be featured in a future edition of the magazine.



Children's Corner

Welcome to our Children's Corner! We hope you're enjoying the brighter days perfect for getting outdoors, having fun, and trying something new.

Get Creative

We would love to see your artwork!

Draw your favorite summer activity, it could be:

- Playing in the park
- A day at the beach
- Riding your bike
- Enjoying an ice cream



Send your drawings to us and you could be featured in our next issue and **win a prize!**

Take a picture of them and send to getinvolved@tuathhousing.ie by 17th of July.



Tenant Satisfaction Results – Quarter 1, 2026

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.

85%
Overall
Satisfaction

87%
Easy to deal
with

94%
New residents
happy with
lettings
process

77%
Satisfied with
the repairs
process

85%
Satisfaction
with the home
being safe and
secure

79%
Satisfaction
with customer
contact

97%
New residents
feeling welcome
and respected

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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