

WELCOME TO YOUR SPRING 2023 TENANT NEWSLETTER

Annual Rent Reviews

A Declaration of Income (DOI) is required from each household every year to enable us to accurately calculate your rent - look out for yours arriving soon.

Tenant Satisfaction Survey 2023

Our Tenant Satisfaction Survey for 2023 is now live. Your views help us to shape our services so please let us know how you think we are doing!

Our Complaints Performance 2022

We actively seek to learn from when things go wrong and use the opportunity to shape our service delivery.

February 2023 saw the association turn 30!

We've plans to mark the occasion and we'd love for you to be part of that... watch this space for more information.

SPRING 2023



La Feile Bhride at St. Brigid's Cathedral, Kildare

Youth Employment Programme - Finding Your Feet

Cill Dara Housing Association have partnered with The Social Inclusion & Community Activation Programme (SICAP) which is part of the County Kildare Leader Partnership to assist our young people from 18 - 25 years of age.

This programme helps to improve their CV and job search and interview skills.

Participants will also be linked in with potential employers, training and apprenticeships opportunities that suit them.

If there are any young people in your home who would be interested in this programme, please contact Paul Brady on 087 777 7463 or contact Mary Byrne in SICAP on 086 061 3618.



County Kildare
LEADER PARTNERSHIP

New Chairperson at CDHA

Following the resignation of Peter Fenton at the end of his term as Chair, Annette White has been appointed Chairperson of the Board of Directors of Cill Dara Housing Association.

Annette was previously the Chair of our Finance, Performance and Risk Sub-Committee and has been a board members since early 2021. She brings a wealth of strategic leadership experience to this voluntary role.



Energy Retrofit Work Begins at Fennor Lawns, Kildare

Built in 1996, Fennor Lawns Estate is the oldest estate in the CDHA stock. Presently they are being retrofitted to bring them up to a B2 energy performance rating (BER).

What is 'energy retrofit' and what does it mean for my home and energy use?

The only way to reduce energy bills is to reduce the demand for energy in your home. This can be achieved through a process called 'retrofit'. Domestic retrofit is the application of new materials, products, and technologies into a domestic building to specifically improve its energy efficiency. Put simply, these new materials, products and technologies can be installed to reduce the heat demand required to keep homes warm and comfortable, meaning less energy is needed and bills are reduced.

However, it's important to know that these materials, products and technologies will seldom make the cost of heating your home more affordable when they are installed in isolation. When a number of products are installed under a 'deep retrofit' CDHA can avail of grants from the Sustainable Energy Authority of Ireland (SEAI) which significantly reduces the installation costs.

Future Planning

In late Spring we will be embark on a series of Stock Condition Surveys to help quantify the investment required in not only energy improvements but other major components such as kitchen and bathroom replacements.

The data from the stock condition survey will help us to forecast the investment required and to ensure an adequate sinking fund is in place from which we can produce a planned maintenance programme of works over a 1-5 year period.

Annual Rent Review

We are now sending out our Declaration of Income (DOI) Forms for your annual rent review.

A DOI is required from each household every year to enable us to accurately calculate your rent for the coming year. The DOI may take different forms for different people, depending on their circumstances.

It's really important the forms are returned to us on time - if you have any questions please contact your housing officer.

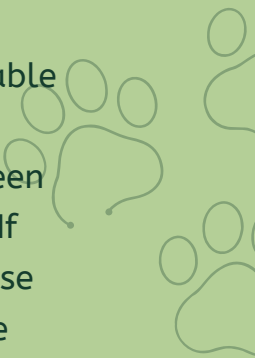
Our Office Remains Closed

Our office remains closed due to ongoing repair work. All our staff are currently working from home and remain committed to delivering the same high quality service. Your housing officer can be contacted by phone or email and will be happy to visit you in our home if you wish to discuss a matter face to face.



Responsible Pet Ownership

We have received a lot of reports recently of dogs barking at unsociable hours on a frequent basis. This can lead to some disagreements between neighbours and is easily avoided. If you have pets, please consider those around you, particularly if they are prone to excessive barking.



Our Service Commitments to YOU...

We strive to deliver a high quality service and set out a number of commitments to our tenants in relation to the service you can expect from us. We are accountable to you, our tenants, so if there are things that you feel we could be doing better please let us know. You can find more information in your Tenant Handbook (available to download from our website).

Repairs Response Times:

We have 3 categories of repair, each with a service response time.

Emergency: Attended within 24 hours.

Urgent: We aim for the repair to be completed within 5 working days of it being reported.

Routine: We aim for the repair to be completed within 20 working days of it being reported.

Service Standards:

To respond to phone calls and to return calls: within 24 hours.

Response to an email: Within 5 working days.

Follow up on a request for service, information or support: Within 5 working days.



Tenant Satisfaction Survey 2023



Our Tenant Satisfaction Survey for 2023 is now live. You can access and complete the survey by visiting
www.surveymonkey.com/r/CDHASatisfaction23

Complaints Information - 2022

We strive to provide a high level of tenant experience, but we understand that things can go wrong from time to time.

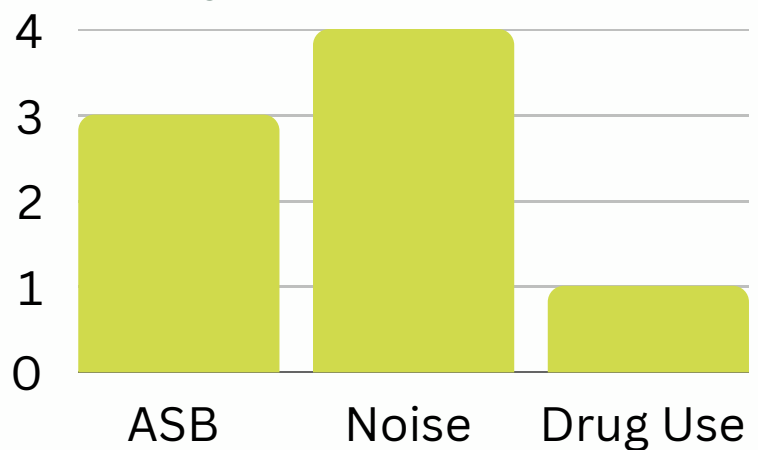
If something isn't right, it's important that tenants let us know. We review all complaints to understand what went wrong and use the information to improve our services and make sure it doesn't happen again.

In 2022 we received a total of 11 complaints.

A complaint is defined as an expression of dissatisfaction with the service delivered.



In 2022 we received a total of 8 Anti-social Behaviour (ASB) and Neighbour Nuisance Complaints



Keep in Touch



We have recently revamped our website and introduced new functionality such as the ability to report repairs as well as upload photos or videos of the issue.

You can now also pay rent or arrears online and download our policies and strategic plans. Visit www.cilldarahousing.ie for more information.



info@cilldarahousing.ie

[045 531 622](tel:045531622)

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Providing quality homes and services for people in housing need