

# TENANT NEWSLETTER

## WELCOME TO YOUR SUMMER 2023 TENANT NEWSLETTER

### Annual Housing Visits

This will be an opportunity for you to discuss any tenancy or property issues you may have with CDHA. And we will also give you any relevant updates!

### Best Front Garden Competition 2023

CDHA followed up with the winners of this year's garden competition - Cill Dara in Bloom!

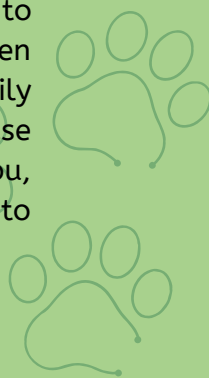


### Our Complaints Performance 2023 (Quater 2)

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

### 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.



## SUMMER 2023



### CDHA Office has moved!

Cill Dara Housing Association has moved to new offices in Kildare Town. The association is now based at **The Kildare Community Development Centre, Meadow Road, Kildare Town, R51 RF88.**

The building – the Old Presentation Convent – has been acquired by County Kildare LEADER Partnership from the Presentation Sisters and sympathetically restored to become a vibrant space for community organisations to hire spaces, co-work, and come together as a collective for the benefit of the region.

Phillip Morrison-Gale, Cill Dara's Chief Executive said: "We are really excited to have relocated to the Community Development Centre. Not only are we closer to our tenants at this central location in the town, but the synergy created through sharing a space with other organisations with a social purpose will be hugely beneficial to our staff and tenants."

Cill Dara Housing Association has its own staff offices and meeting rooms in the building and – after several months of remote working due to ongoing repairs at the previous office – the association is enjoying working with their colleagues in person once again.



# Cill Dara

## IN BLOOM 2023

### Best Front Garden Competition 2023

The Judge on the day was no other than esteemed KFM horticultural expert, Yvonne O Connor. She was very impressed by the standard of front gardens that were on show, so well done to each and everyone of you who make a huge effort every year to have your gardens in such great shape.



Cill Dara Housing Association are delighted to announce that Mary Rose Kelly of Fennor Lawns was the worthy winner of the Best Front Garden Competition 2023!

In the picture above, Mary is receiving her winning prize of €100 One for All voucher from CDHA's Paul Brady.

Susan Wynne of Meadow Court was second place in the category and she received a €50 One for All voucher for her noble efforts.

Other gardens got a special mention from Yvonne and they will receive a Certificate of Merit for their achievements.



### Annual Housing Visit

At Cill Dara Housing Association, we strive to deliver a local and personalised service. As part of our approach to tenant engagement we have introduced an annual visit where your housing officer will meet with you in your home at least once a year.

This will be an opportunity for you to discuss any tenancy or property issues you may have with them.

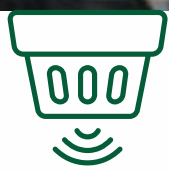
Your housing officer will also update you on changes to our services, for example, the new functionality on our website, which allows you to make rent payments and report repairs requests with photos or videos.

**Each visit only takes a short amount of time so please try ensure your availability - or contact the office to rearrange as required.**





# SMOKE KILLS!



## TEST IT TIPS: SMOKE ALARMS



- Smoke alarms require very little maintenance but to ensure it operates when needed.
- Once a week, test the smoke alarm by pushing and holding the test button until it activates.
- Every six months vacuum the casing to get rid of rust.

## Maintaining a CO alarm

- Clean the alarm with a damp cloth.
- Do not use any cleaning agents or polishes.
- Avoid spraying aerosols near your carbon monoxide alarm.
- Do not place an air freshener near the carbon monoxide alarm.
- Make sure your carbon monoxide alarm is working properly by testing it weekly.
- To test your alarm, push the test button until the alarm reacts (normally it will sound for a few seconds).

## 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.

## Our Service Commitments to YOU...

### 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.



# CDHA Completes Stock Condition Surveys

Thank you to all tenants for facilitating a condition survey on your Cill Dara home.

These surveys are an important element in our approach to effective asset management as well as being as regulatory required for CDHA as an Approved Housing Body to hold accurate and up to date information regarding the condition of its properties.

The high-level information gleaned from the surveys is now being reviewed and refined into a 30-year investment profile along with a year-by-year programme of major component replacements such as kitchens, bathrooms, windows, doors, heating systems and external areas such as fencing. These are being sorted into priority areas and once a planned replacement programme is produced, we'll be in touch with tenants to discuss the process.



Upcoming  
events, and  
groups  
operating in  
your area!

*Evidence Based  
Skills Programme for Men  
Starting September 2023 in Kildare Town*

*Get support from  
others in a safe, non-  
judgemental space.*

*Make connections  
and set new goals.*



*Learn new skills to  
cope with life.*

*Grow your  
confidence and  
resilience.*

*You are NOT alone.*

If you are over 18, want to learn to build your mental fitness, boost your confidence and take action to get back on track, then HEADSUP is the programme for you!

If you would like to know more, please contact;  
Deirdre 085 1068305 Deirdre@countykildarelp.ie  
Lorna 085 8421347 Lorna@countykildarelp.ie

[www.heads-up.ie](http://www.heads-up.ie)



Seirbhís Síolta  
Níós Fear  
& Forbairt

Building a  
Better Health  
Service



## Kildare Town Mens Shed

We are a place to live and learn in, we welcome men from all backgrounds to have a base for hobbies, and we are seeking new members

Time & day – Tuesday morning 10.00am to 12.00pm

Place – 1223 Campion Crescent, Kildare Town R51 EH21

Contact Alan for further information 086-1657891

Join

Us



# Operating Small Engines



Operating a Ride on /Push Lawn Mower, Hedge trimmer and Strimmer, Leaf Blower to the required safety standard.

□ Kildare Community Development Centre

□ Tuesday 5th September 2023

□ 9.30am to 4.30pm

Register with Geraldine

□ [geraldine@countykildarelp.ie](mailto:geraldine@countykildarelp.ie)

□ 087 6597961

**New!**

## Kildare Dementia Café



Irish  
Dementia  
Café  
Network

*Everyone welcome!*

**WHERE:** Kildare Community Development Centre,  
Meadow Rd, Kildare Town, R51RF88

**WHEN:** 2:30pm - 4:30pm  
the last Thursday of every month

### What is a dementia café?

A dementia café is a support for people who are living with dementia and their families and friends. It provides an opportunity for people to share experiences and get reliable information on dementia care and supports. People living with dementia, their families and friends are all welcome to attend.

### What happens at the dementia café meeting?

The meeting is informal allowing time for chatting with other attendees and volunteers, and a short talk by a guest speaker on an aspect of dementia eg legal issues, nutrition, how memory issues affect everyday life. At its heart it is a welcoming and inclusive space in which to access and share information and experiences, and be part of a supportive community.

### Where can I get more information?

**CONTACT:** Caroline on 086 137 2871  
Susan on 087 114 9175  
or email [oldervoiceskildare@countykildarelp.ie](mailto:oldervoiceskildare@countykildarelp.ie)



## Complaints Information - Quarter 2



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

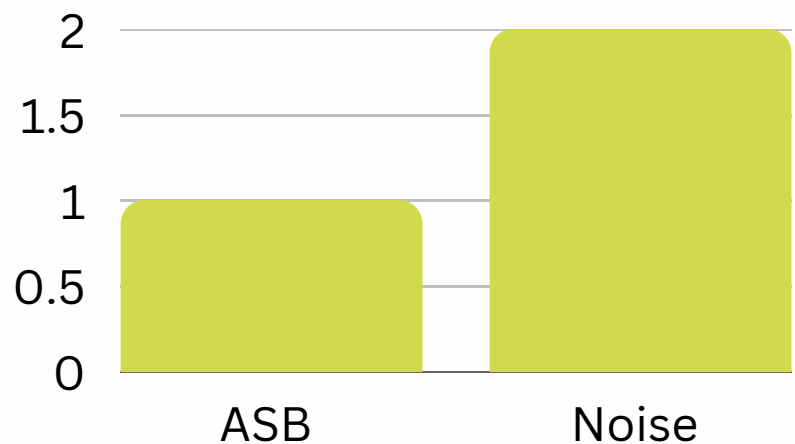
If something isn't right, it's important that tenants let us know. We review all complaints to understand what went wrong and use the information to improve our services and make sure it doesn't happen again.

In Quarter 2 (Q2) of 2023 we received a total of 8 complaints. 3 fell under Housing (ASB/Noise) and 5 fell under issues with maintenance.

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



In Q2 2023 we received a total of 1 Anti-social Behaviour (ASB) and 2 Neighbour Nuisance Complaints



## Keep in Touch



@CillDaraHA



cilldarahousing.ie



045 531 622

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](http://www.cilldarahousing.ie) for more information.



[info@cilldarahousing.ie](mailto:info@cilldarahousing.ie)

[045 531 622](tel:045531622)

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Providing quality  
homes and services for  
people in housing need