



TENANT NEWSLETTER

WELCOME TO YOUR WINTER 2023 TENANT NEWSLETTER

Our Tenant Satisfaction Survey 2023

In February of this year we did a major piece of work to see the Tenant Satisfaction of people living in CDHA homes. We had 55 respondents which gave us a good analysis of how our tenants are feeling with our service in general. Inside, we have put graphs showing the overall tenant satisfaction levels as well as the repairs satisfaction levels. **See page 3 for results.**

Handy tips and things to do in your community for the Festive Season. **Please see inside.**

WINTER 2023

To all of you in Cill Dara Housing Association,
Wishing you a Very Merry Christmas &
a Happy New Year!

From all the staff at CDHA



A message from our CEO, Phillip Morrison - Gale

What a quick year it has been!

Sometimes it's easy to lose track of time and with that, all that has been achieved and so I wanted to take this opportunity to share with you some of the milestones that the team at CDHA have delivered during the year.

We kicked off with our Strategic Plan 2023-2026 'A Strategy for Success'. Looking forward, we know the the operating environment will continue to be challenging, requiring financial resilience and compliance with the Approved Housing Bodies Regulatory standard for AHBs. Our Strategic Plan outlines how we can continually improve services and strengthen our effectiveness along with delivering ongoing investment in your homes and underpins our work and focus into the future.

We are Committed to our vision of providing quality homes and services in communities where people are proud to live. We know that everyone thrives when they have a safe, warm, and affordable home, and in the summer, the association embarked on a full stock condition survey. We now hold high quality data and insight relating to the condition and major components in our tenants' homes. This data is currently being refined into a planned investment programme which will begin to deliver in 2024, and will see upgrades in areas such as kitchens, bathrooms, windows, doors heating systems and external areas.

Through the year, our Tenant Focus Group has grown in numbers and the members are reflective of the communities we serve around the county. This year the group began to review our quarterly operational performance information and they feel undertook a review of our 'Lettable Standards'.

This helped to ensure that all relet homes are meeting the necessary standards as well as new tenants expectations. The Tenant Focus Group were supportive of increased quality measures such as fitting energy saving light bulbs and replacing toilet seats.

This year we also embarked on our programme of annual visits. Nobody knows our services better than you do and we are committed to listening to you and delivering proactive services and enabling early intervention to provide help and support where required. Our housing team have been working to build a wide range of partnerships with local and national organisations so people can access the right support at the right time, as and when required. Any annual visits not undertaken this year, will be prioritised for next year.

I hope you find this Tenant Newsletter useful and insightful and as always, we welcome your thoughts and ideas so please get in touch in whatever way works for you to give us your feedback. Our office is closed some days over this period and you'll find more information on the last page of the newsletter.

Wishing you and your family a very happy festive season!

Phillip



Tenant Satisfaction Results 2023

In February of this year, CDHA did a major piece of work to see the Tenant Satisfaction of people living in CDHA homes. 55 tenants responded, which is nearly a third of our housing stock, thus giving us a fair understanding of how our service provision is being implemented and where we can improve. Below are the tenant satisfaction results gleaned from the survey.



Thank you

CDHA thanks each and every tenant that took part in the Tenant Satisfaction Survey in 2023 and indeed any of the surveys throughout the year.

Your input is invaluable to CDHA with your time and excellent feedback, which is shaping how we deliver services to you. These surveys allow us to review and improve services that we offer you. We can see that improvements have been made since our previous surveys, but there are areas where further work is needed.

Our Performance - Quarter 3, 2023 (July-September)

Property Services

Service Standards:

To respond to phone calls & 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.

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.

	Current Performance			
	Q3 2023	Trend	Target	Status
Emergency repairs responded to on time	100%	↔	95%	✓
Urgent repairs completed on time	100%	↔	95%	✓
Routine repairs completed on time	91.26%	↗	95%	✗
% of tenants satisfied with the last repair	92.78%	↘	95%	✗
% of post repair inspections completed in calendar month that were satisfactory	63.7%	↔	90%	✓
% of chimney sweeps complete on or before anniversary date	28.33%		100%	

We are working hard to provide you with a quick efficient and cost effective service in order to keep your home safe and well maintained. Here you can see how we are performing against our set targets

Congratulations!!

The winner of the 100€ Voucher for completing one of our CDHA Tenant Satisfaction Surveys during 2023 is:

Martin Nolan

Each month we undertake a satisfaction survey on a sample of repairs completed during the previous month. Each survey is entered into prize draw to be drawn at the end of the year.





Cold Weather and Your Water Pipes



While the weather has been relatively mild for this time of year, it should be getting much colder in the next few weeks. If you are going away over winter, please keep your heating on low, at 15 degrees Celsius, to prevent pipes from freezing and bursting. Alternatively, you could turn off the water at the stopcock, open all taps (including showers) and flush all toilets before you leave. It is also advised that if your home has an attic space, you leave the attic trap door open to prevent pipes freezing in the roof space.



Respecting Your Fellow Neighbours

This Christmas Season, could tenants be mindful if parking cars, vans or trucks, so as not to cause any obstruction. Obviously at this time of year, there will be more visitors, leading to more traffic than usual around our estates and apartments.

Prevention is better than the Cure!



Combating the Cost of Living!

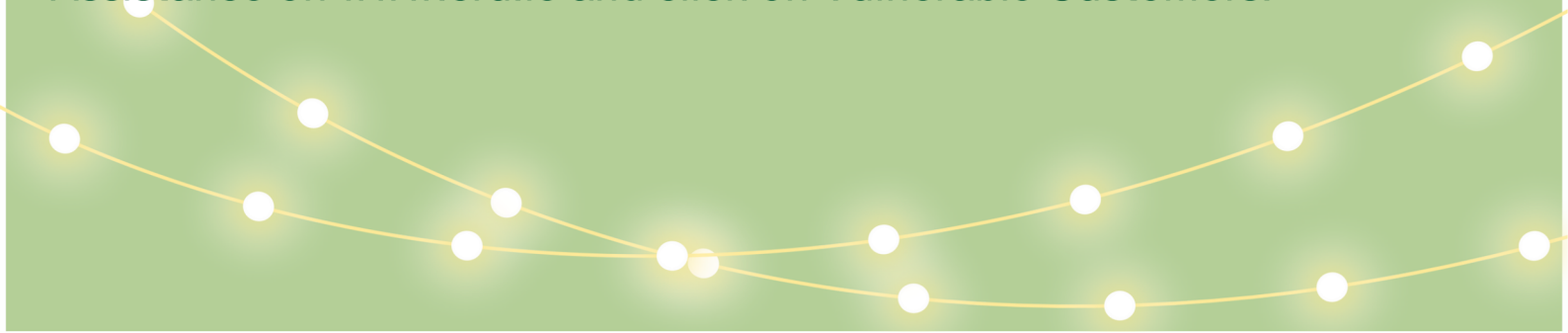
The cost of living continues to increase, putting a strain on households up and down the country. We know that this affects CDHA tenants too, so we have put together some tips to help combat the rising cost of living this winter.

1. Switch energy providers – We featured this in the summer newsletter, but switching providers when out of contract is a great way of saving 100s of euros per year as you will get a discounted standard rate for new customers. Go to www.switcher.ie or www.bonkers.ie to find the best current deals.

2. Apply for an Additional Needs Payment – Anyone on social welfare or a low income can apply for this payment through your Community Welfare Office. It is available for essential expenses that you cannot pay from your weekly income, things such as replacing household appliances or furniture, funeral costs, increased electricity or gas bills, recurring travel costs for medical appointments, car repairs and other additional exceptional needs as they happen. Search Additional Needs Payment on www.gov.ie

3. Contact MABS – The Money Advice and Budgeting Service will advise and help with all money matters including budgeting, debt and dealing with creditors. You can contact MABS for general support or due to a specific financial difficulty. Call the National Helpline - 081 807 2000 (Monday to Friday, 9am - 8pm). WhatsApp - 086 035 3141. www.mabs.ie

4. Register as a vulnerable customer – Energy suppliers and Irish Water maintain a register of vulnerable customers and offer them a range of additional protection measures. If you rely on electricity or water for medical reasons or are particularly vulnerable contact them and ensure there is no break in your supply this winter. For more go to Need Assistance on www.cru.ie and click on Vulnerable Customers.



Have A Sustainable Ho-Ho-Ho-liday !!



- Sustainable gift ideas- Here are some earth-friendly gift ideas that won't contribute to more stuff in the world, but nonetheless celebrate what the season is all about!
- Edible gifts – such as homemade puddings, locally produced food and drink or for something different search some zero food waste recipes
- Gifts that grow – for example: a DIY potted plant, seeds and bulbs, vegetable growing kits
- Skills-building gifts – sign someone up for an online class or course. Check out your local Family Resource Centre or Education & Training Board for ideas. Or visit www.nightcourses.com for classes in everything from animation to beer tasting to circus skills
- The gift of time – homemade vouchers for services you can offer like baby-sitting or gardening. These can be redeemed throughout the year
- Experiential gifts – such as tickets to events, a restaurant gift card or a family outing. Sustainable tips for Christmas
- Wrapping – Sticky tape, ribbons and paper covered in glitter can't be recycled, so stay away from these if you can.
- Decorations – Re-use or make some new ones, try to avoid plastic!
- Jumpers – re-wear last year's one
- Trees – If you have an artificial tree make sure to use it for many years. Artificial trees are more energy intensive to produce than a real one and are not recyclable, so will languish in landfill for years and years. If you buy a real tree, ensure to dispose of it at local green waste facility.



Non Alcoholic Mulled Cider



Non-Alcoholic Mulled Apple Cider smells great, it's tasty and it's also great for aiding a sore throat/cold like symptoms! Add some lemons in for extra vitamin C!

2 bottles of unfiltered apple juice (fresh not concentrate)

4 bags of Schwartz "Mulled Wine spice packet"

2-3 slices of fresh ginger

1 Naval orange, sliced and studded with cloves

Place all in a saucepan and bring to a gentle boil, then let simmer for as long as possible.

Leave steeping overnight or put all ingredients into a slow cooker on low temp for the max time.

The smell of Christmas this creates in your house is divine! If it's not spicy enough for your taste, add the following until right!

Quarter teaspoon of: ground cinnamon, ground nutmeg, ground ginger (if not using fresh ginger use more ground). Ground all spices.

****But strain in a sieve before drinking to reduce any possible grittiness!**

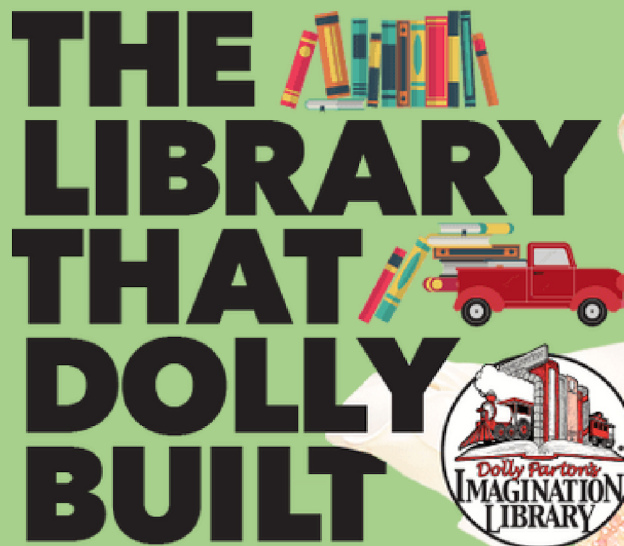


Dolly Parton's Imagination Library

CDHA have partnered with the Dolly Parton Imagination Library to provide free books monthly to children of CDHA tenants aged 0 to 5 years.

We presently have 10 children in the age group and they receive a story book monthly, appropriate to their age.

*Parents and Guardians are very appreciative of the gesture...
never mind the children!*



If you have a child of that age, and you have not been contacted yet, please give Paul Brady, our Community Development Officer a call on 0894175780 or contact the office.

Things to keep in Mind this Winter Season

Check in On Vulnerable Neighbours

The Holidays are a time to be with our loved ones and celebrate each other's company. However, for some people in our communities it can be a very lonely time. It is important to continue to show the same community spirit which has helped the most vulnerable through the last few years, **this Holiday Season.**



Keep in Touch



@CillDaraHA



cilldarahousing.ie



045 531 622

CDHA Christmas Opening Hours

Closed on Monday 25th, Tuesday 26th of December & Monday 1st of January.

Our emergency repairs line, **045 531 622** remains open on these days and a member of our on call team will be able to assist.



info@cilldarahousing.ie

[045 531 622](tel:045531622)

[Pay Online](#)

[Report a Repair](#)

[Home](#)

[About Us](#)

[News](#)

[Your Home](#)

[Contact Us](#)



Providing quality
homes and services for
people in housing need