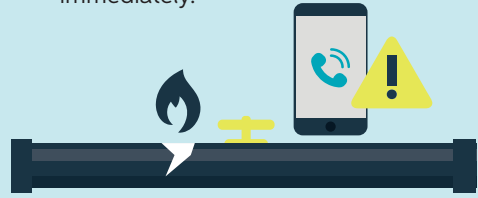



Gas Safety: Top tips

- Always follow the appliance manufacturer's operating instructions for your gas appliances.
- Ensure you give access to Respond's RGI registered engineer to check the appliances in your home annually as requested.
- Make sure you know where and how to turn off your gas supply.
- You must request permission from Respond to install a gas appliance.
- If you think an appliance might be faulty, turn it off and call Respond immediately to report it.
- Test your carbon monoxide detector regularly and report any faults to Respond. immediately.
- If you have a gas boiler that you think is overdue a service and haven't had correspondence from Respond to arrange a service, contact us immediately.



Clean up day Weston Avenue, Cork

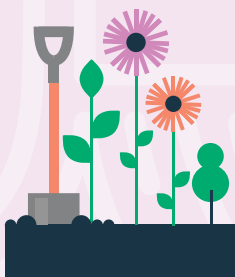
 We got a house at the end of 2018 - our long awaited corner. There are only 10 houses on our estate and it is really quiet. It became clear during the lockdown that the neighbours do not know each other very well and everyone was becoming isolated in their homes. It was necessary to do something about it in order to somehow dilute weekdays, grey days and get to know each other.

Opposite the house, in the very centre of our common area, there is a huge flower bed with all sorts of plants. At first, it was well maintained but over time it became very overgrown.

As we were all in lockdown, we decided to get together ourselves and do a Saturday clean-up. Most of the houses participated in the clean-up of the flower bed. We all worked for an hour and a half, each using equipment that we had at home.

It was fun and everyone was happy with the process and the day was a success! In conclusion, I think we should hold this kind of clean-up day ourselves once a year, just for fun.

Let's appreciate our neighbours and the cleanliness around us, say good morning and live together!



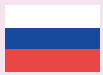
Contact us at:

www.respond.ie

or call us on:

01 8087700



 Получили дом в конце 2018 года - свой долгожданный угол. На нашем пяточке всего 10 домов. Место красивое и тихое. Но за два с половиной года стало ясно, что соседи не общаются между собой, особенно во время пандемии- все сидят по своим домам, как моллюски в раковинах. Нужно было что-то с этим делать, чтобы хоть как-то разбавить будние, серые дни и за одно познакомиться друг с другом...

На против дома, в самом центре нашего общего двора, посажена огромная клумба с разного рода растениями..

По началу, она была ухожена, красива, но за 2,5 года никто за ней не ухаживал-соответственно эта клумба заросла травой по пояс.

Во время карантина мы решили сами собраться, кто мог и хотел и сделать своего рода субботник. Большинство домов участвовали в облагораживании нашей огромной и заросшей клумбы.

Полтора часа мы все вместе работали,- каждый что-то принёс из своего жилища, кто-то грабли, кто-то газонокосилку..

Было весело и все остались довольны и процессом и идеей! День удался!

В завершении, к своим словам хочу добавить, что мы, наверное, могли бы сами, раз в год проводить такого рода субботник, ради забавы.

Давайте будем реально смотреть на ситуацию и здраво рассуждать на этот счёт! Давайте будем ценить чистоту вокруг себя, говорить доброе утро, и жить дружно!



Respond

Tenant Newsletter

Introduction

Welcome to the fifth edition of the Respond tenant newsletter. It is hard to believe that Covid is still with us, influencing how we live and work more than we ever thought it could. There have been hiccups with the roll out of the vaccination programme but it is happening and things are looking brighter for us all.

In our last edition, I updated you that we were nominated for three Chartered Institute of Housing awards. We were Highly Commended for Excellence in Housing Innovation and we celebrated our work being recognised.

Respond has been meeting with a number of tenants over the last while to get your views on some of the work we are involved in. One of the suggestions made is that we don't print out the newsletter going forward but make it available to you on our website. We can send you a link to it. However, for those of you who would

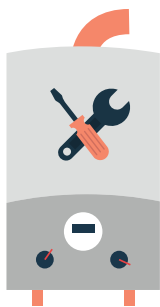
prefer a printed copy this can be arranged by contacting your tenant relations officer. We will try this for our next newsletter later in the year and see how that goes.

We are conscious of the many languages spoken by tenants across all our estates and we are keen to acknowledge that English may not be your first language. We are going to try and introduce an article, written by a tenant in another language into each of our newsletters. If you are interested in contributing we would really love to hear from you.

Our maintenance team have been busy over the last while ensuring that all your gas boilers are being serviced and the importance of getting your boiler serviced and allowing us access to do so is highlighted in this newsletter.

Stay safe

Dolores Grady
Tenant Relations Manager



Carrigea Crescent St Patrick's Day Initiative

Amid Ireland's second St Patrick's Day in lockdown, our team in Waterford decided to foster some national pride and honed in on our new estate in Kilbarry – Carrigea Crescent.

Tenant Relations Officer Caroline Haran and Family Support Worker Niamh Flavin used Respond's Tenant Engagement fund to run an arts and crafts initiative that celebrated Irish identity and community spirit in a safe and socially distanced manner.

Caroline and Niamh sourced materials locally in Waterford City to compile craft packs containing all the materials families on the estate needed to participate in this initiative. Within the packs

were instructions for families to decorate their homes for St Patrick's Day and put up a display that celebrated the national holiday. Paint sets, crepe paper, paper plates and colouring pencils were all provided so that participants could use their full imaginations. Caroline and Niamh packaged and delivered the individual packs to doorsteps.



We were delighted to see that 30 families participated and decorated their homes in the run up to St. Patrick's Day. As can be seen from the photos provided there were some very impressive displays. A competition was run for the best displays with the winners receiving Easter eggs for their efforts. Tenants also received a letter from the Respond staff organising the initiative, with details of how to contact them directly and the services they provide. In the absence of regular visits to the estates, this has been an important way to establish links with our new tenants.



We were also able to get some detailed feedback on interest for future events through a survey that was done with participants. Many tenants have flagged that due to COVID, they have struggled to get to know their neighbours. Initiatives such as this have not only allowed Respond staff engage more, but for neighbours to interact in a safe and positive manner. It is hoped that these events can be scaled up in the summer months, creating a community focused environment in our new estate.



Family Support

Respond Family Support service provide online parenting programmes for tenants and service users.

Family Support staff are trained in the delivery of Parents Plus, an evidenced based parenting programme for parents of 0-17 year olds. The programme supports parents with the challenges parenting can bring such as managing tantrums and strong reactions, encouraging children and managing conflict. It offers practical and helpful strategies to approach these difficulties in a positive, less stressful way. These programmes are proven to reduce parental stress & behavioural problems and increase confidence and social skills in children. For more information, please visit <https://www.parentsplus.ie/> or contact the call centre to speak with the Family Support team.

Comments from parents who have participated in the programme:

“

Every parent should know about this course, it's a game changer. My kids and I are much calmer and we are getting on better.”

“

The strategies are so easy to try and make complete sense when you hear about them and when I use them things calm a lot a quicker.”

“

The best thing I have done for my family - when is the next one on?”

Gas Safety Checks save lives

Your guide to gas safety

Lots of homes rely on gas for heating, hot water and cooking. Whilst well maintained gas equipment is generally very safe, faulty gas boilers, fires and cookers can be deadly. Appliances which are not regularly serviced can cause gas leaks, fires, explosions and carbon monoxide poisoning.

Safety checks

Respond is fully committed to ensuring your safety within your home and that all gas appliances are maintained in a safe condition. By law, we have to check all gas appliances in your home every year, to make sure that they are safe. A gas engineer needs to visit your home to carry out this free safety check and service.

How do I know when my gas service is due?

The safety check and service is carried out annually. Our gas engineers will contact you approximately 8 weeks before your service certificate expires to arrange an appointment for the safety check and service to be completed. We start the process at this point to ensure that the service is completed before the current certificate expires. The next service will be due no more than 12 months following this service.

How long does the safety check take?

The check takes about 40 minutes. Once the safety check and service is completed the contractor will provide you with a Gas Safety Certificate, please keep this in a safe place for your records.

Who does the check?

A qualified engineer, registered with The Registry of Gas Installers Ireland (RGII) will do the check. Please ask to see their identity card before you let them in.

Do I have to let the engineer in?

Yes. Your tenancy agreement says that you must let the engineer in. Gas checks save lives. By law, we have to do them. If you repeatedly refuse to let us in, we may have to refer the matter to the Residential Tenancies Board (RTB). We will also seek to recover any additional costs incurred.

Important:

If you smell gas, or think that there may be a gas leak:

Call the Gas Network Ireland's 24 hour gas emergency service immediately on:

1850 20 50 50

No access procedure:

It is vital that you provide access to allow Respond to check and service your gas boiler. If you do not contact us and our engineers are unable to gain access to your property, you will enter into our no access procedure, which could result in Respond referring the matter to the RTB; your tenancy may also be at risk and we may commence legal proceedings to ensure access is given. Our number one priority is to ensure you are safe in your home.

What will the engineer check?

The engineer will check and service all the gas appliances that Respond owns, such as gas boilers and appliances. They will also check the gas supply pipes and complete a visual check of gas appliances that you own, such as gas cookers. They will not complete a service of your appliances as they are your responsibility. The engineer will also be able to answer any gas questions that you have. They can show you how to use the heating and hot water system, and can also give advice about saving energy.

What if an appliance is faulty?

The engineer will fix faults straight away if they can. If they can't, they will arrange follow-up repairs. They will disconnect appliances that are unsafe where they are unable to repair immediately. We will fix the problem on Respond owned appliances as soon as possible, for free.

Benefits of Servicing your Boiler

In addition to the obvious safety benefits of boiler servicing, a well maintained boiler will also ensure the boiler is operating efficiently, thereby reducing your fuel costs.



REMEMBER:

- **DON'T** use electrical switches
- **SHUT** off the gas supply at the meter
- **PUT OUT** all naked flames
- **OPEN** doors and windows
- **LEAVE** the house

