



Respond Tenant Newsletter

Welcome



Hello everyone, can you believe it's almost Christmas and the end of the year?

I know they tell me as I get older that time goes by more quickly, and now I am starting to believe it. It has been a busy year all around, with many good things happening and also some challenges, which have provided us with learning opportunities and areas where we can improve.

In this newsletter you'll find a summary of our recent tenant survey, showing the areas of improvement since the last survey was carried out in 2021. We've been working hard on our tenant engagement strategy, a plan to better involve you, Respond tenants, and thanks to the dedicated work of a few tenants, we now have a completed strategy. We will launch the plan

next year. Work is ongoing in the background on some of the targets set in the strategy. We've also hired Darren Hudson as our National Tenant Engagement Coordinator and you'll be hearing more from him soon.

You'll also find news from different places, tips for home safety and upkeep, and we'd love to hear about what's happening in your area or any stories you'd like to share. We're also looking for tenants interested in helping create this newsletter. Let us know if you are interested. You can contact your Tenant Relations Officer, or email info@respond.

I want to wish you and your families a happy and peaceful Christmas and best wishes for 2024.

Dolores Grady
Tenant Relations Manager

Annual Rent Review

Remember how we changed the way you do your annual rent review last year?

We've listened to your feedback and made it easier. We'll tell you more about this early next year when the annual rent review starts again.

Tenant Engagement Strategy

We are excited to tell you that our Tenant Engagement Strategy, titled *Together we are Stronger*, is ready.

This new and exciting strategy made with the help of tenants, staff and Supporting Communities, is all about listening to, empowering and supporting tenants. Support where engagement and participation is a two-way process, where engagement is authentic and where the sharing of power to influence decisions for future tenant services is paramount to us all.

Tenant engagement is key to developing and maintaining vibrant and sustainable communities in Respond, therefore the engagement and participation of tenants in shaping basic decisions can result in the development of mutual and trustful relationships.

The strategy also provides tenants and staff with a framework to express voice and agency leading to a more meaningful and broad tenant engagement. Aligning the strategy with organisational values and other areas of work including Trauma Informed Practice, the CES Programme, GBHI and our Intercultural & Diversity work we believe we can not only deliver on the action plan, but build on and integrate to further develop 'The Respond Way' and become a leading organisation of tenant engagement in Ireland.

We look forward to working with you all in the coming months to discuss how we as individuals can each have a say in how our communities are run.

Darren Hudson
National Tenant Engagement Coordinator



Survey Results 2023



Behaviour & Attitudes (B&A) completed a survey of over 450 tenants between March and May 2023. Below are the headline results.

92% Overall satisfaction with Respond
(up 2% from 2021 survey)

88% Feel safe in their own home

87% Satisfaction with interactions with our Customer Services Centre
(Up 3% from 2021 survey)

85% Satisfaction with the quality of their homes

80% Satisfaction with repairs
(up from 78% from 2021 survey)

We are now of course thrilled with the fact that tenant satisfaction now stands at 92%, especially given some of the service challenges we are faced with. As ever, we can't rest on our laurels as there are still areas for us to improve on. We have now got lots of good information to help us plan and deliver our response to results.

Satisfaction levels with the work of our Tenant Relations Officers remains high at 77%, a 2% improvement from the 2021 survey. Anti-social Behaviour complaints have shown a 7% improvement but at 55%, remains an area where we have more work to do.

We are also seeing an increase in tenants who feel they are being listened to, and who want to get involved; this lines up nicely with the development of our first tenant engagement strategy which we are co-creating with some of our tenants using external support from a group called Supporting Communities.

Many thanks to those of you who took the time to participate in this survey. Your feedback is invaluable to Respond and helps us to improve and learn on the services we deliver.

News From Different Places

Creative Family Fun at Pairc de Hide, Fermoy

During the mid-term break, families from Pairc de Hide came together for a delightful family learning workshop filled with creativity and fun. Hosted at our community space, the event focused on crafting homemade play dough and dream catchers. It was a fun and messy workshop that everyone enjoyed!

The workshop was expertly facilitated by Annamarie, an engaging Educational Training Board (ETB) facilitator. Annamarie not only shared the secrets of creating the perfect play dough but also highlighted the numerous benefits of both making and playing with this hands-on material.

Thank you to Annamarie for her guidance and expertise in making the workshop a success. It's great to see the Pairc de Hide community coming together for moments of learning, fun and creativity.



Exciting Summer Literacy Program Leaves a Lasting Impact on Respond Community

We teamed up with Waterford City and County libraries for a summer of fun literacy activities focused on literacy for Respond tenants and service users.

We had crafts, games, Lego, fitness and storytelling all designed to improve literacy. The programme ended with a special outing and each parent/guardian got a pack of literacy activities to do at home.

Thanks to everyone who joined – it was a great success!

News From Different Places



Bluebell Halloween Extravaganza

Tenants in Canal Bridge, Bluebell organised a fantastic Halloween party. We were delighted to support them with a venue and prizes. It was a great night with games, costumes and lots of fun. Thanks to everyone who made it happen!

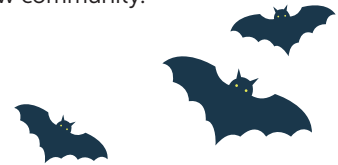
Tenant Antoinette shared her enthusiasm:

“ Our first community event was a huge success. The Halloween party organised by tenants provided a great opportunity for neighbours to come together and have fun. A great night of tricks, treats, sweets, and games was had by all. We are looking forward to future events and to building our community.”



Halloween in Somerville Place

The new tenants of Somerville Place, Blarney Street, celebrated their first Halloween with a party. It was a great way for everyone to get together and enjoy their new community.



Woodside, Enniskerry Road: Busy with activities

Our Woodside, Enniskerry Road community have been active! Recently, our tenants took part in the Hands for Life CPR Irish Heart Foundation Programme. This initiative aims to empower participants to confidently recognize cardiac emergencies, make a prompt call to the ambulance service, and enhance the quality of bystander CPR. The program also raises awareness about using AEDs and strengthens the links in the chain of survival within our communities.

The tenants of Woodside are known for staying active and engaged. Many recently participated in art classes held in their community building, fostering creativity and community spirit. Additionally, a sports camp was organized for children over the mid-term break, providing a fun and active outlet for our young community members.

Woodside continues to be a hub of learning, creativity, and community engagement. We look forward to more exciting events in the days to come!





Fostering Growth and Community Connection: Limerick & Clare ETB Partners with Respond

We've continued our partnership with Limerick & Clare ETB, offering courses at Ballygrennan Close, Moyross. These include DIY, life skills, confidence building, and a baby program. It's been a great success, helping people learn new skills and grow.

This initiative, encompassing four diverse courses, aims to empower and uplift the community through skill-building and shared experiences:

- **DIY and Woodwork Course**
- **Life Skills Programme**
- **Confidence Building Course**
- **My Baby and Me Programme**

Over the past couple of months, 14 families from the estate and Suaimhneas have participated in these programmes held at the community building. They have gained valuable skills including confidence, self-worth, creativity, social engagement, inclusion, leadership, personal development, home management, money-saving, and child development.

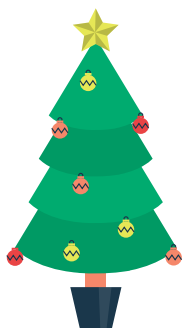
Reflecting on the positive influence of these initiatives, one participant shared;

“ I look forward to my courses; I learn so much, I meet my friends, do wonderful things. I am so grateful for this support.”

This collaborative effort not only strengthens the bond between Limerick & Clare ETB and Respond but also underscores the power of education and training in fostering individual growth and community well-being. As we celebrate these achievements, we look forward to the continued positive impact on the lives of those involved.



Stay Safe This Festive Season



Here are some fire safety tips for Christmas and ways to prevent mould and condensation in your home. Please read them carefully and stay safe.

Fire Safety:

Please ensure the fire blanket is hanging on the wall in a prominent location in the kitchen. If you do not have a fire blanket please contact the Customer Service Centre and we will arrange to have one fitted without delay.

Smoke Detectors are fitted in all properties. Please contact Customer Service Centre if any are missing/not working.

An artificial tree is safer than a real tree as it is fire resistant.

Check for a genuine CE mark when you are buying.

If you choose a real tree, use it with a base that allows for watering of the tree. This will keep the tree hydrated, greener, shed less, and last longer and more resistant to fire. Use low-energy, low-heat LED Christmas tree lights. Never use candles.

Before putting up lights, check all the wiring for fraying, kinks or broken connections. Throw the lights out if you find any.

Don't overload sockets and avoid the use of extension leads.

Unplug lights when you go to bed or go out. Don't use timer switches.

Don't place a candle on a television or other surfaces, such as plastic or fibreglass.

Never place a real candle in or near a real Christmas Tree.

Never leave a candle burning when you leave a room. Not even for a moment.

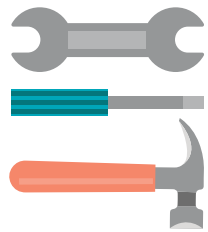
Do not overload sockets. Keep cables tidy and avoid a trip hazard.



Mould can be caused by bad ventilation, not heating your home properly, poor insulation, humidity, and condensation.

How to prevent the build-up of mould and condensation

- 01** Ensure that you heat your home to adequate temperature.
- 02** Dry clothes outside where possible. When not possible, do so in a well-ventilated space.
- 03** If clothes inside use a drying rack, move the rack to a room that is not in use such as the bathroom and open windows to allow moisture to escape.
- 04** Close windows as soon as possible to do so after drying clothes.
- 05** Avoid blocking radiators with curtains or furniture. Do not dry clothes on radiators.
- 06** Use other draft proofing measures such as inexpensive draft excluders.
- 07** Open windows after showering to release moisture and remember to close the window later when the bathroom air is dry. If no window ensure extract fan is running.
- 08** Cooking will increase moisture levels in the home - Use extraction fans or open windows to allow moisture to escape during cooking periods. Once moisture has escaped, ensure to close windows to retain heat.



Repairs

Reporting a Repair

If you need a repair, contact our Customer Service Centre.

We'll tell you when the repair will be done and send a contractor. There are different types of repairs: emergency, urgent, and routine. We'll handle each type accordingly. Respond will then:

- 01** Provide a timeframe for the expected completion of the repair.
- 02** Send a text message to the tenant with the contractor's details who will be carrying out the repair.
- 03** The contractor assigned by Respond will be issued with a timeframe for repair completion and must abide by these dates.
- 04** Contractors will make contact directly with you to arrange a suitable appointment for the maintenance call out.

Types of Repair

Emergency

Aim to have a contractor call out within 24 hours. You must be present in the property for the contractors visit or must have someone trustworthy to allow access.

Examples of Emergency Repairs within this category are:

- **Burst Pipe**
- **No Electricity**
- **No Heating**

During colder winter months, we can be overrun with heating failures and breakdowns. Our contractors communicate with us and advise of their workload and we do our best to have all repair work carried out within the given timeframe.

Urgent

Aim to have a contractor call out within 3 working days. You must be present in the property for the contractors visit or must have someone trustworthy to allow access.

Examples of Urgent Repairs within this category are:

- **No Hot Water**

Routine

Aim to have a contractor call out within 20 working days. You must be present in the property for the contractors visit or must have someone trustworthy to allow access.

Examples of Urgent Repairs within this category are:

- **Dripping Tap**





Importance of Using Correct Fuel in an Open Fireplace or Stove

01 Safety

Using the wrong fuel can lead to accidents and fires. Stoves are designed to burn specific types of fuel, and using something different can result in dangerous situations occurring.

02 Environmental Impact:

Burning the wrong fuel in a stove can release harmful pollutants into the air, contributing to air pollution and potentially harming the environment.

03 Appliance Longevity:

Using the correct fuel ensures that the stove operates as intended, which can extend its lifespan and reduce maintenance costs.

04 Efficiency

Stoves are engineered to operate efficiently with a particular type of fuel. Using the wrong fuel can lead to incomplete combustion, which wastes fuel and produces more pollutants.

05 Cost-Effective

Correct fuel choices are often more cost-effective. Using an alternative, incompatible fuel can be more expensive or less energy-efficient, ultimately costing you more in the long run.



Christmas Opening Information

Respond close for Christmas from 12 noon on **Friday 22nd** of December and reopen at 8.30 am on **January the 2nd**.

For urgent maintenance issues our out of hours contact number of **018087700** will remain operational during the holiday period.



“ You are braver than you believe, stronger than you seem, and smarter than you think.”

Winnie the Pooh



“ In every day there are 1,440 minutes that means we have 1,440 daily opportunities to make a positive impact”

Les Brown

