



Tinteán

Carlow Voluntary Housing Association CLG

Christmas Newsletter 2024

Christmas Opening Hours 2024

Monday – Friday 9am – 5pm

The office will be closed from 1pm on Monday 23rd December until 9am on Monday 6th January 2025.

Christmas Vouchers

*As the festive season approaches, we understand that many of our tenants are facing increased financial pressures. To help support you during this time, we are pleased to announce that **we will be providing all households with a €50 voucher** to assist with the cost of living this Christmas. This voucher can be used at local stores, and we hope it will make a positive difference as we move into the Christmas season.*

Céad Míle Fáilte to the residents of Loreto Village Enniscorthy, Co. Wexford!

We extend a very warm welcome to all our new tenants in Loreto Village Enniscorthy, Co. Wexford. Loreto Village was established by Enniscorthy Community Housing CLG (ECH) approximately 25 years ago.

ECH decided some time ago to wind up the organisation due to the changing landscape in social housing. In making the decision the Board of ECH sought out another Approved Housing Body that they felt best represented the ethos that ECH managed Loreto Village with since its foundation. Tinteán are delighted that the takeover of Loreto Village has proceeded so smoothly, and we look forward to working with the residents of Loreto Village in the years ahead.

We would like to publicly acknowledge the great work done by the Board of ECH, Chairperson Mary Power, and in particular the dedicated commitment of Lillian McKenna who has been the driving force in Loreto Village from the very beginning. Lillian has given outstanding service to the community and her work was rightly recognised by the Irish Council for Social Housing in 2023 when she was presented with the 'Margaret O'Leary Award for Achievement in Community Housing'.

The Sisters of St John of God provided supervision and oversight of the Village since 2000 until they departed in 2023 and they are fondly remembered by all the residents of Loreto Village.

2024 is the beginning of a new era in Loreto Village and we look forward to working closely with the 27 residents.



Housing Management

Tinteán provided an additional 31 new homes during 2024 and we now provide a total of 201 housing units.

We have some exciting plans to provide an additional 41 homes in Carlow in 2025/2026 while we will also be operating in neighbouring counties.

Last year we spent **€208,000** on repairs and maintenance in our homes. Tinteán responded to 453 maintenance call outs to our homes. We endeavour to provide a responsive maintenance service to all our tenants, and we appreciate your cooperation in facilitating our contractors in carrying out these works.

Tenant Satisfaction Survey

Tinteán participated in the ICSH National Tenant Satisfaction Survey, results of which were released in early 2024.

The results of the survey give us a good insight into how our tenants view the services we provide.

Benchmarked against the sector and internationally, Tinteán performs very well:

Benchmarking

When reviewed against comparable data from other jurisdictions, the experience of Irish AHB tenants is one that generally compares favourably. Regarding overall tenant satisfaction, AHBs in Ireland rate highly (84%) compared to the UK. For example, Housemark compiles the results of over 200 landlords across the UK, with a median overall satisfaction rating of 75%. Satisfaction with the repairs service also tends to compare well against these groups. While AHB tenant satisfaction in Ireland has decreased slightly, this is a pattern that has been seen across the sector and the ICSH still remains above many of its counterparts. The results from the Scottish Housing Regulator do, however, provide a benchmark for the ICSH to work towards.

	Carlow VHA	Irish Council for Social Housing (2023)	Acuity (Q1-Q2 23/23)	Housemark (2022 / 23)	Scottish Housing Regulator (2022 / 23)	Welsh Government Figures (2023)	Australian Institute of Health & Welfare (2021)
Overall Satisfaction	100%	84%	75%	75%	87%	80%	73%
Satisfaction with repairs service	95%	79%	75%	74%	88%	74%	75%

Board Members

We are indebted to the volunteer Board Members who put so much of their time into serving Tinteán and all its tenants.

In particular we would like to pay tribute to outgoing Board members Richard Hoolan and Eugene Carbery who both retired in 2024. We greatly appreciate their contributions to Tinteán.

The Board of Directors consists of

Anne Ahern Chairperson	Eileen Brophy
Rody Kelly Company Secretary	Tara Kelly
John O Shea Treasurer	David O Flaherty
Mary Sheehy Assistant Treasurer	Dan McInerney

Staff

Turlough O'Brien CEO	Brian O'Connor Housing Executive
Sandra Byrne Finance Officer	

Residential Tenancies Board

The Residential Tenancies Board (RTB) operate a national tenancy registration system.

Tinteán has registered all our tenancies with the RTB.

Tenants can now avail of the services provided by the RTB and you are afforded the same rights, obligations and protections as tenants in the private sector.

The RTB has replaced the courts in dealing with the majority of landlord and tenant disputes through their dispute resolution service.

The Act also brings about certain changes to the tenancy cycle, details of which were notified to all tenants earlier in the year.

Tenant Handbook

Our Tenant Handbook has been distributed to all our tenants. It is a very useful guide to help you make the most of your tenancy. Copies are also available in the office or on our web page

www.tinteanhousing.com

Financial Support at Christmas

Christmas is a time to celebrate with family and friends, however, it can be a financially stressful time with increased costs during the festive period. Here are some hints and tips to help:

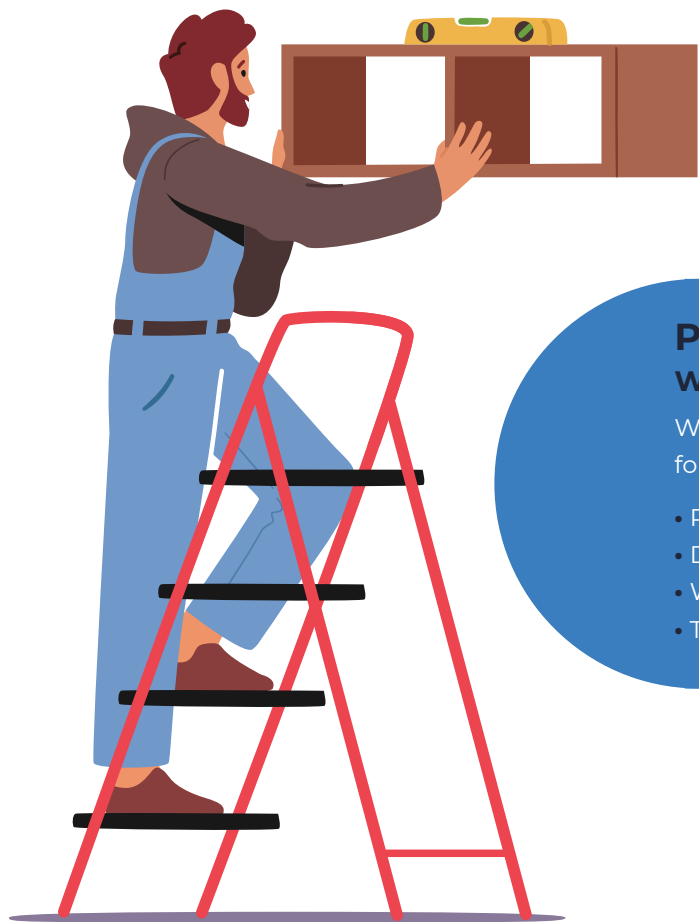
Additional Needs Payment If you are struggling financially, you can apply for the Additional Needs Payment from your Local Community Welfare Office. This is a one-off payment for increased costs of heating and electricity, furniture and bedding if you are setting up a home for the first time, funeral costs, and recurring travel costs for hospital appointments. You can find out more here: www.citizensinformation.ie/en/social-welfare/supplementary-welfare-schemes/additional-needs-payment/

St. Vincent De Paul (SVP) Your local SVP offer a range of supports from Food Hampers, preloved clothes to Education Grants. They can be contacted on 01 884 8200.

Monetary Advice and Budgetary Advice (MABS)

MABS is a free money advice service that provides support and advice to people experiencing financial stress. They can be contacted on 0818 07 2000





Property Services Advice.

Winter Toolbox

We recommend every home should keep the following items handy, especially at this time of year:

- Rad bleed key
- Drain cleaner
- WD40
- Torch & power bank
- Spare batteries / bulbs
- Water
- Salt
- Handbook

Winter Advice

Given the recent cold snap please see below advice in relation to plumbing issues that may arise:

1. FROZEN PIPES Wait until thaw comes as there is nothing that can be done with frozen pipes. Tenants should look out for leaks once the thaw comes.

2. HEATING Best practice in times of exceptionally cold weather is to keep the heating on constantly, when possible, even set at a low temperature. This will help to keep the system going and possibly prevent breakdowns.

3. BURST PIPES Tenants may experience burst pipes once the thaw hits. If you experience a burst pipe turn off the water completely and report to us immediately to any further avoid damage.

Our contractors are currently prioritising those without any heating at all. There may be a delay getting to other jobs where tenants have some heating (Some rads not heating, heating not running to full capacity).



Condensation and mould advice for tenants

As the weather turns colder, condensation and mould can form more easily. We sometimes receive reports of mould from October to March. Over the warmer months, there are barely any issues!

What is Condensation?

There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water, most noticeable on windows on a cold morning. This is condensation. It can also be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls. Condensation occurs in cold weather, even when the weather is dry.

First Steps against Condensation

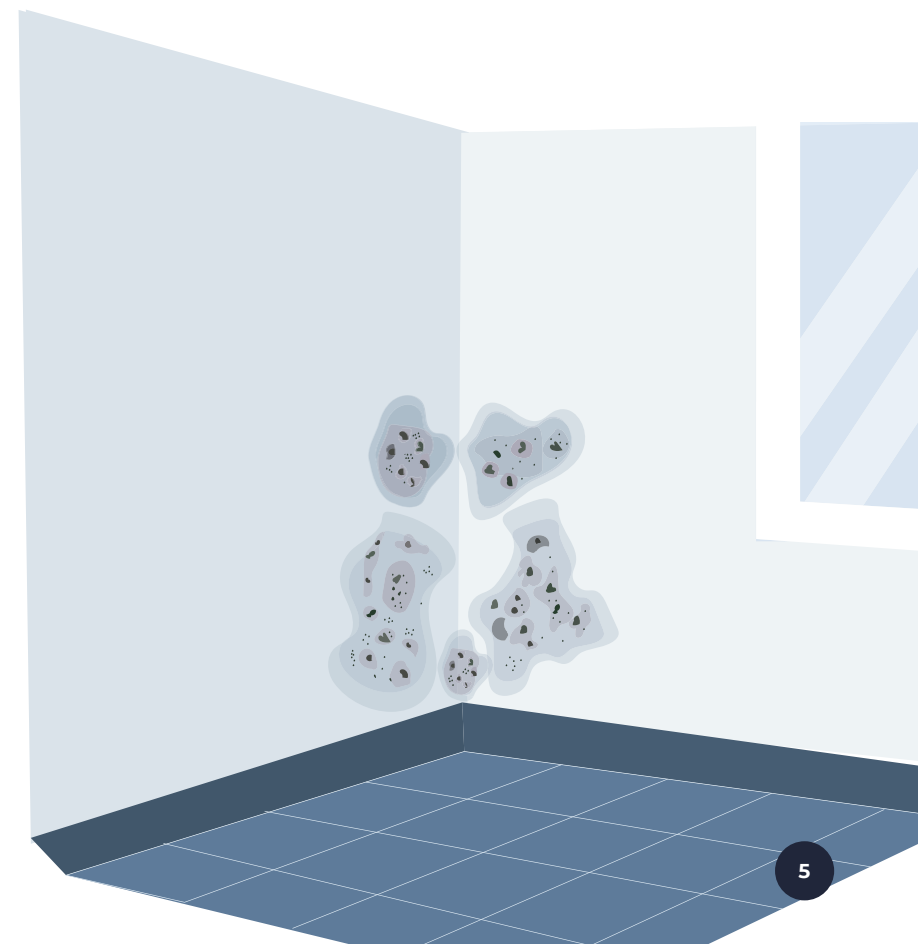
Open the curtains and wipe dry your windows and windowsills every morning, as well as surfaces in the kitchen or bathroom that have become wet. Wring out the cloth in a sink rather than drying it on a radiator, or the water vapour is going straight back into the air in the property.

If you use a tumble drier, make sure it is vented to the outside or that it is of the new condensing type. Always cook with pan lids on and turn the heat down once the water has boiled. Only use the minimum amount of water for cooking vegetables

First steps to get rid of mould

To kill and remove mould, wipe down or spray walls and window frames with a fungicidal wash that carries a Health and Safety Executive (HSE) 'approval number', and ensure that you follow the instructions for its safe use. These fungicidal washes are often available at local supermarkets. Dry-clean mildewed clothes, and shampoo carpets. Do not try to remove mould by using a brush or vacuum cleaner.

After treatment, redecorate using good-quality fungicidal paint and a fungicidal resistant wallpaper paste to help prevent mould recurring. The effect of fungicidal or anti-condensation paint is destroyed if covered with ordinary paint or wallpaper. But remember: the only lasting cure for severe mould is to get rid of the dampness within your home!



Emergency Repairs

Tinteán provide an **emergency repair service** during after-hours and holiday periods.

You should only use the emergency service if:

- there is major damage to your home
- that damage creates a risk to the safety of your household and building
- the Tinteán office is closed

It is not to be used for minor repairs.

In the event of an **emergency** over the Christmas period please text details to the following numbers:

086 837 9414 and **087 263 3721**.





Nollaig Shona

We extend warmest Seasons greetings to all our residents in our homes.

We especially extend best wishes to our tenants who are spending their first Christmas in the Tinteán Community.



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Housing Association CLG