



Embedding a Culture of Tenant and
Community Engagement

11th April 2025

Margaret Hanrahan, Tenant Engagement
Manager





15,000 Homes,
38,000 Residents



Working for People & Places,
not Profit



Social & Environmental
Responsibility



Innovation



Sustainability & Resilience



Customer Service
and Engagement



Partnership

Our Mission

*Provide Good Quality, Secure Homes
That People Can Afford*

Our Vision

*Investing In People And Places By Providing
More Homes And Choice*

Tenant and Community Engagement at Tuath Housing



1. Consultation/Feedback/ tenants one to one engagement

- Listening to tenants about how services can be improved
- Involving tenants in decisions that affect them
- Letting them know how their input has made a difference
- Informing tenants on the different ways to get involved

2. Community development / supports/ diversity/ inclusion

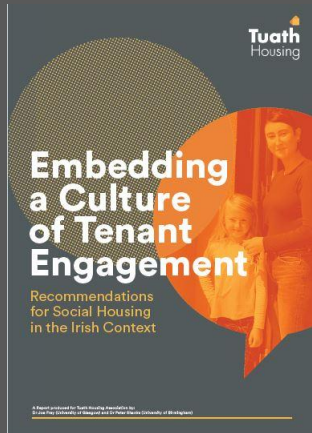
- Empowering tenants to help create strong communities
- Building relationships and trust with tenants
- Collective approach to problem solving
- Investment in community improvements/ environment



Tenant Engagement Research

- Uses evidence of best practice from tenant engagement in the UK and Europe and research with Tier 3 AHBs in Ireland

- Recommendations and 7 key principles for embedding a culture of tenant engagement in AHBs in Ireland – putting tenants at the centre of what we do.



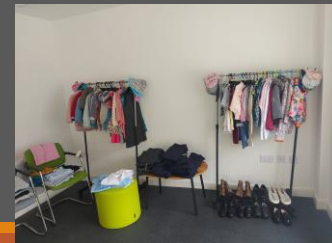
Tenant Engagement Strategy 2022-2025



**YOUR VOICE,
YOUR HOME,
YOUR
COMMUNITY**

Engagement Methods to Bring Communities Together

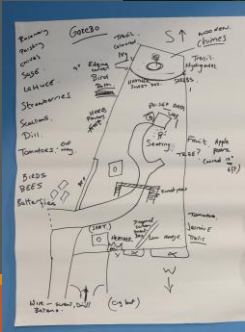
- ❑ Tuath Community Fund, €25,000 invested each year.
- ❑ Tuath National Spring Clean Competition
- ❑ No Mow May
- ❑ Bike Week, Earth Day
- ❑ Positive Ageing week
- ❑ Community Assessments
- ❑ World Book Day
- ❑ Tuath National Planting Month
- ❑ Online Consultations, Workshops & Competitions
- ❑ Tuath Best Kept Estate
- ❑ Seasonal Events
- ❑ Tuath Blossoms Tree Planting project
- ❑ Community Libraries Project
- ❑ Defibrillator launches and training
- ❑ Walkability Assessments (age friendly schemes).
- ❑ Residents Groups Set Up and Support
- ❑ Clothes and Toy Swap Shops
- ❑ Work with community partners MABS, ETB, VOICE, Healthy Ireland, Little Fitness, HSE, HFA, Age Friendly Ireland, Local Authorities, AHBS.



Benefits and Impact of Tenant Engagement in Building Sustainable Communities

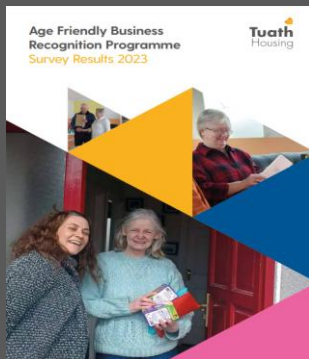


Funded through the Tuath Community Fund and supported by developer.



Building Community and Social Inclusion in Age Friendly Schemes

Tuath Age Friendly Business Recognition Programme



A resident survey of 26 questions that looked at a variety of areas such as Social Engagement, Communication, Accessibility to Outdoor Areas, Mobility and Transportation, Housing, Technology & Digital Accessibility and Health and community support services.



Walkability project 2024



Wheelchair accessible outdoor furniture and planters made by PACE Prevention Accommodation Community Enterprise. PACE work inclusively with people with criminal convictions to support them in moving away from offending behaviour and to enhance community wellbeing by reducing offending.

Empowering Community Culture and Identity- Hampton Wood, Dublin Community Art Project 2024



- Low resident morale and community disengagement. Classified as a highly disadvantaged area
- High levels of antisocial behaviour (graffiti, vandalism, drug activity), carpets in communal spaces damaged, broken doors/windows
- Following engagement by Tuath, HSE National Lottery Funding Tuath Tenant Engagement Programme, Equality, Diversity & Inclusion four vibrant community-designed murals across different blocks. Nature, Culture, Local Landmarks and Interests/ Hobbies
- Residents reported a stronger sense of pride, belonging, and ownership
- Reduced graffiti and improved safety
- Increased tenant participation and youth engagement
- A new resource centre has opened in the area, tenant engagement staff support have built trust with and can support residents to be part of activities.



After



Lessons learned Tenant and Community Engagement



Culture- Top-down approach



Time and Investment needed to build strong communities



Consult /Listen/ Action/ Learn/ Share



Providing a variety of methods to get involved



Training and Education,



Buy in from residents/ staff/ all stakeholders



Work in collaboration with Community partners

Thank You

