



As we approach the winter months, the staff and Board of Saint John of God Housing Association would like to take this opportunity to wish all of our tenants a mild winter and urge you to stay warm!

In this edition of our Newsletter you will find updates on our Assistive Technology Bursary as well as the Tenant Satisfaction Survey. You will see some of our new tenants and developments and of course we would like to remind you of our annual rent review which is currently taking place for all of our tenants.

We hope you enjoy this edition of our newsletter as much as we enjoyed pulling it together. If you wish to contribute anything to the Winter Newsletter, please just call Eimear, your Housing Officer on **01-468 6452** or you can email housing@sjog.ie.

Assistive Technology Bursary

Please note that the Assistive Technology Bursary application process is now closed.

We will be in contact with the winners after The Housing Association's Board of Directors has decided which applications are the worthy winners. Watch this space in our Newsletter next time to see the winners and the difference it has made to their everyday living.

Gleann na hEorna – Grant Recipient

It is with great pleasure that we announce our scheme has been awarded two grants totaling €7500 for the purchase of Emergency Pendants for 39 units of accommodation at Gleann na hEorna; primarily a sheltered housing scheme for the elderly.

Thank you to both of our funders; Pobal & St. John of God Raffle Fund.

Saint John of God Housing Association Nominated for Prestigious Community Housing Award by the Irish Council for Social Housing.

It is my pleasure to announce that SJOG Housing Association was shortlisted by the **Irish Council for Social Housing** ("ICSH") for 'The Laurels'; a housing development located in Celbridge, Co. Kildare in the category, "Housing for People with Disabilities". Approximately 30 housing schemes were shortlisted for the prestigious biennial ICSH Allianz Community Housing Awards which took place on the 10th October, 2019 in County Wexford.

The **ICSH Community Housing Awards**, sponsored by Allianz, is a biennial competition that celebrates trail-blazing excellence within the social housing sector and showcasing housing quality, innovation and partnership. The awards serve to demonstrate that approved housing bodies and local authorities are continually making efforts to meet high levels of housing demand and that good housing is the cornerstone to building diverse, sustainable and inclusive communities.

Dr. Donal McManus, Chief Executive of the ICSH said recently in a press release dated September 23rd that the "The Laurels is a wonderful example of high quality, energy efficient and sustainable housing built in a very beautiful setting. Saint John of God Housing Association leads in the provision of special needs housing in Ireland, as well as promoting the rights of people with specific needs to live independently".

Bernie Cadden, Chief Executive Officer of Saint John of God Housing Association said that "We are delighted to receive this worthy recognition by the ICSH for our creative and innovative housing design. In keeping with SJOG's vision, The Laurels will enable individuals to live and participate in the community with supports, so that they may reach their full potential."



Tenant Satisfaction Survey Results

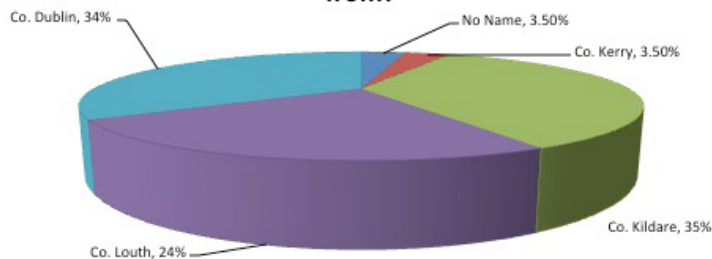
Saint John of God Housing Association conducted a Tenant Satisfaction Survey in May 2019. This was posted to 334 tenants and we received 116 completed surveys, which is equivalent to a 35% response rate.

The survey was the first nationwide appraisal conducted by the Housing Association from which we collected the tenants' views on topics such as rents, management fees, repairs and tenant engagement.

All questions were specifically designed around the services provided and were presented in an easy-to-read format. Questions only required check box responses and only a few asked for comments to enhance their answers.

Only named tenants were asked to complete the survey, and they could ask a staff member to help, if required.

So where did the completed surveys come from?



96% like paying via Direct Debit

93% like paying their rent on a Thursday

75% go through their monthly rent statements

70% were happy with the rent amount per week

92% are happy with the format of communication



60% of tenants do not refer back to the pre-tenancy training

33% have an issue with their communal area condition

30% have an issue with children loitering

69% of tenants were happy with services from their Management Company



Tenant Handbook and Easy-To-Read Guidance Notes

It is with great pleasure that we announce that our new Tenancy Agreement is in circulation since July 2019. With our new Tenancy Agreement, there is an Easy-To-Read Guidance Note to help tenants understand the complexities of the Tenancy Agreement.

Likewise, we have also ensured that a new Tenancy Handbook accompanies the new Tenancy Agreement, and it too has an Easy-To-Read Guidance Note. Eimear, our Housing Officer, will be coming to you to ensure that you receive a copy of the Handbook. In addition, she will play a service user lead video which explains the tenancy handbook. Eimear is looking forward to seeing you soon.

An Opportunity to have your Say – Tenant Forum

We have made a commitment to establish a forum to ensure that the voice of our tenants is heard and considered. We are establishing a Tenant Forum in 2020, which will comprise Saint John of God Housing Association staff and tenants. The forum will deal with the following:

- Improving the services to our tenants
- Tackling issues affecting our tenants
- Involvement in Community events

This is an exciting opportunity for our tenants to have more influence in our operations and we are hoping for a great response!

In the meantime, if you would like to register your interest, please call Eimear on **01-468 6452** or email **housing@sjog.ie**

Lighthouse Fellowship

Vergemount Housing Association (known as Lighthouse Fellowship) was set up as a specialised housing provider. It has two houses for people with specific needs; one in Dublin City Council area and another in Dun Laoghaire-Rathdown County Council area.

Saint John of God Housing Association was approached by the Lighthouse Fellowship to take over the management of the two houses and we agreed to provide their tenants with a continuum of service in their well cared for homes.

We would like to take this opportunity to welcome all of our new tenants from Lighthouse Fellowship to the Saint John of God Housing Association family. We would also like to thank all of the volunteers who carefully looked after their tenants over the years. They can rest assured we will continue to ensure that the tenants are as happy as they were with the Lighthouse Fellowship.



New Staff...

We are delighted to announce that Brian Eyre joined the Housing Association Development Team in October 2019, Brian offers a wealth of skills and knowledge to the Housing Association in his capacity as the new Development Officer.

We would like to take this opportunity to thank Sean Crowley for his massive contribution to the Development Team in Saint John of God Housing Association and we wish him the very best in his new endeavours.



Our new tenants



Hospitality

Compassion - Respect - Justice - Excellence