

A New Beginning at Hollybrook, Bray

We're excited to welcome four new residents to Hollybrook, Bray, Co. Wicklow, our newest supported home. This milestone reflects our ongoing commitment to providing safe, comfortable, and inclusive housing for all.

96 Hollybrook has been thoughtfully prepared to offer a warm and supportive environment, with modern amenities and easy access to local services.



Inside this issue:

- Tenant Survey Results: What you told us and what we're doing
- Freepost Repairs Feedback: Making it easier to have your say
- Updates from your Housing Team and more!

Thank you for continuing to help us build a community of welcome, warmth and positive change.

Meet the Team

We are delighted to introduce Ciara Quinn, the newest member of our housing association team. Ciara brings enthusiasm and a strong commitment to supporting our community, and we are thrilled to have her on board.



Her goal is simple: to ensure every resident feels supported, heard, and confident in the quality of service we provide. Whether it's addressing concerns, arranging repairs, or assisting with day-to-day matters, Ciara is here to help and make a positive difference.

Ciara encourages all residents to reach out with any questions, suggestions, or concerns. Your feedback is invaluable, and she is committed to handling matters with care, transparency, and professionalism. Together, we will continue to foster a safe, welcoming, and well-maintained community that reflects the highest standards of our housing association.

Contact Ciara:

 Email: Ciara.Quinn@sjog.ie

 Phone: (01) 2239138 or 087 6649470

Repairs Feedback – Ongoing

We ask for feedback after every repair carried out in your home. This helps us keep the repairs service working well.

You will get a short form after each repair. It only takes a minute or two to fill in.

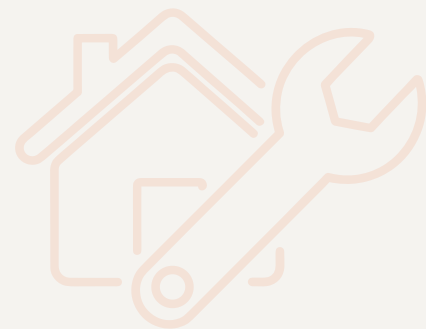
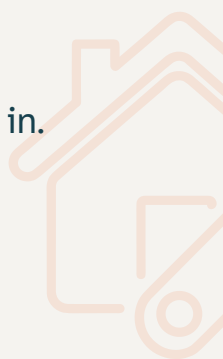
The form asks things like:

- Was the repair done on time?
- Were you happy with the work?
- Was the contractor polite?
- Is there anything we can do better?

You can return the form using our Freepost service, or give it to your Housing Officer. We read every form. Your feedback helps us:

- Fix problems quickly
- Improve the service
- Keep contractors to a good standard

Thank you for taking the time to share your views.



New: Freepost Service

You can now send any letters or documents to St John of God Housing Association without buying a stamp. This new **Freepost** option makes it easier for you to stay in touch and return information to us.

You can use Freepost to send:

- Forms
- Letters
- Requests
- Repairs feedback
- Any other documents you need to return

Just put your letter into an envelope, write our Freepost address below, and put it in any postbox. There is no cost to you. Our Freepost address is:

FREEPOST

ST JOHN OF GOD HOUSING ASSOCIATION

Tessa House, Block D

Gleann na hEorna,

Cookstown Way,

Tallaght, D24 DTN1

If you have any questions about using the Freepost service, please contact the Housing Team.

Making a Complaint

We aim to get things right, but sometimes mistakes happen.

If you're not happy, you might need to make a complaint.

The Government Housing Regulator, the Approved Housing Body Regulatory Authority (AHBRA), sets standards we must follow. These require us to make it easy for you to contact us and file a complaint. We must also keep you informed about what is happening at each stage of the complaint process and make sure you know your rights. To make a complaint, you can get in touch:

Call us on: (01) 2239138

Email: housing@sjog.ie

Write to us at: Tessa House, Block D, Gleann na hEorna,
Cookstown Way, Tallaght, Dublin 24, D24 DTN1.

Visit www.sjoghousingassociation.ie to find out more.



Tenant Survey Results: Your Voice Matters



Thank you to the 98 tenants who took part in our recent survey!

Your feedback helps us understand what's working and where we need to improve.

Who took part?

Liffey Services:
32 Responses

North East Services:
29 Responses

Dublin South East:
15 Responses

Kerry Services:
10 Responses

Tessa House:
8 Responses

Cluain Mhuire:
2 Responses

Key Findings:

- Overall Satisfaction: 71% satisfied, 18% dissatisfied (mainly in Liffey and North East).
- Repairs: 80% had repairs last year; 67% satisfied, 24% dissatisfied. We're formalising reporting to reduce delays.
- Maintenance & Safety: 69% feel homes are well maintained; 74% feel safe.
- Communication: 75% feel informed, but only 64% feel their concerns are acted on.
- Complaints: 28% made complaints; only 46% satisfied with outcomes. We're clarifying the process.
- Communal Areas: 74% have access, but only 55% satisfied. We're working with Community Services to improve this.
- Neighbourhood: 61% agree we contribute positively; 58% satisfied with anti-social behaviour handling, but 35% are unsure.

What's Next?



We're improving how issues and complaints are reported and resolved.
We're working more closely with Community Services on communal areas.
We'll keep you updated with a new "You Said, We Did" section in future newsletters.
Special focus on Liffey and North East Services for targeted improvements.

Thank you for helping us make your home better!