

Oaklee News

NEW
LOOK

Spring 2017
The newsletter for
Oaklee Housing



Customer Satisfaction Survey The Results are in!



Oaklee Housing
Website
Page 10



Delivering
New Homes
Page 12



Spring and
Summer Heating
Page 13



Community
Grants
Page 20

oaklee 
housing

oaklee.ie
01 400 2650

Planned Maintenance	Page 08
Reporting a Repair	Page 11
Residential Tenancies Act	Page 14
Out and About	Page 23
Gardening Competition	Page 26

A message from our Chief Executive Officer

Sharon Cosgrove



Firstly, thank you to everyone who completed the Tenant Satisfaction Survey. The results were very positive with **90%** of our tenants expressing satisfaction with Oaklee Housing as a landlord and **89%** satisfied with the overall services we provide. We are delighted to hear that sort of feedback!

We are not complacent, and are taking on board the feedback we received about the services that we need to improve upon - including how we handle complaints and how we deal with anti-social behaviour. We will be working with the Tenants' Forum and the team to agree action plans and will update you with progress in our next edition of Oaklee News.

I had the pleasure of awarding prizes to the winners of both the gardening competition and the Satisfaction Survey prize winners. It is always great to meet tenants and to hear first hand what you like about Oaklee Housing and the suggestions that you have for our schemes and estates.

We are pleased to announce the launch of our new website www.oaklee.ie designed with a fresh look, user-friendly navigation and updated with the latest information about our range of housing and services.

Phase two of the website will launch 'MY ACCOUNT' enabling our tenants to securely access their information online to pay rent, report and monitor a repair and contact Oaklee Housing Services Centre all at their fingertips from a phone, tablet or computer!

We hope you find the website easy to navigate and would welcome your feedback on it – either directly or through the Tenants' Forum.

Our development plans are moving ahead with some schemes going through planning, tender process and being constructed on site. The details and some photos of our latest developments are on page 12.



We welcome your input

This is the Oaklee Housing newsletter, Oaklee News, which we will be sending you twice a year. We hope to provide you with a range of interesting and enjoyable articles that provide important information, reports on staff and residents, offer hints and tips about lifestyle and include the occasional competition and quiz.

Please let us know what you think of this initiative and how you feel your newsletter can be improved further. We welcome letters, recipes, photos or other contributions from you to make these publications feel closer to you.

GET IN TOUCH

Oaklee Housing,
132 James's Street,
Dublin
D08 PK25

T: 01 400 2650
E: enquiries@oakleehousing.ie
www.oaklee.ie

Oaklee Customer Satisfaction Survey Winners



The Oaklee Customer Satisfaction Survey closed on 16th December 2016. Thank you to everyone who returned a survey to Millward Brown.

Your views are important to us and we really appreciate you taking the time to give us your feedback. We were encouraged by the response rate and, to thank you for taking part in the

survey all customers who completed and returned a survey were entered into our prize draw to win three fantastic prizes.

Millward Brown randomly selected the winners and Sharon Cosgrove, Chief Executive Officer of Oaklee Housing and Martin Ward, Senior Housing Officer were delighted to present the following tenants with their prizes:



First Prize

Ms Chinvere Oti
42 inch HD Television



Second Prize

Ms Christine O'Keefe
€175 'One for All gift card'



Third Prize

Miss Mary Harte
€90 'One for All gift card'

We will be working with our management team and the Tenants' Forum to develop an improvement action plan. We will report on the outcomes of the action plan in the next edition of Oaklee News.

Oaklee Customer Satisfaction Survey 2016

Our vision is to be a leading provider in customer service and we recognise that to succeed in this we must seek the views of our customers. Over the winter we carried out our Customer Satisfaction Survey to help us identify things that we are doing well, as well as, areas that need some improvement.

We commissioned an independent market research company, Millward Brown to carry out the research and worked with our Tenants' Forum to develop the questionnaire to ensure it included topics that are important to tenants.

We are pleased to report that Millward Brown received 143 completed questionnaires, a response rate of 25%. Thank you again to everyone who took the time to complete the survey, your feedback is really important to us.

We've shared full details of the results with the Tenants' Forum and our management team will be working with the Forum to develop and agree prioritised action plans based on the feedback and results.

In Summary

The results show:

HIGH LEVELS of satisfaction amongst tenants with

- their home
- the area they live in
- maintenance work carried out
- being kept informed about things that affect them
- Oaklee Housing as a landlord
- overall service provided by Oaklee
- value for money on rent

HIGH LEVELS of agreement regarding Oaklee Housing staff in terms of being

- polite
- patient
- understanding
- knowledgeable
- able to deal with queries

AREAS FOR IMPROVEMENT

- efficiency of heating systems
- appearance of communal areas
- our handling of anti-social behaviour, particularly in relation to keeping tenants informed about the progress of their complaint
- the promptness of work being reported and initiated
- listening to tenants' views and acting upon them



OVERALL LEVELS OF SATISFACTION WITH OAKLEE HOUSING



89%

of tenants were satisfied with the overall service provided by Oaklee Housing

90%

of tenants expressed satisfaction with Oaklee Housing as their landlord



HOME

86%

of tenants were satisfied with their home



AREA

82%

of tenants were satisfied with their area as a place to live

SHELTERED SERVICES



Sheltered tenants expressed high levels of satisfaction across most of the services provided



RENT



89%

of tenants were satisfied with the value for money they received from their rent

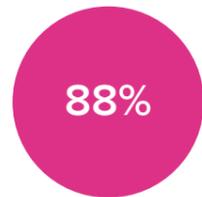
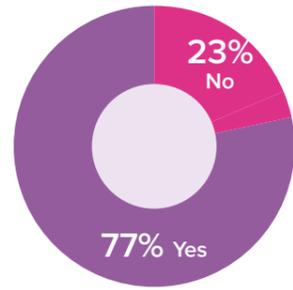
85%

of tenants were satisfied with the value for money they received from their service charges

REPAIRS

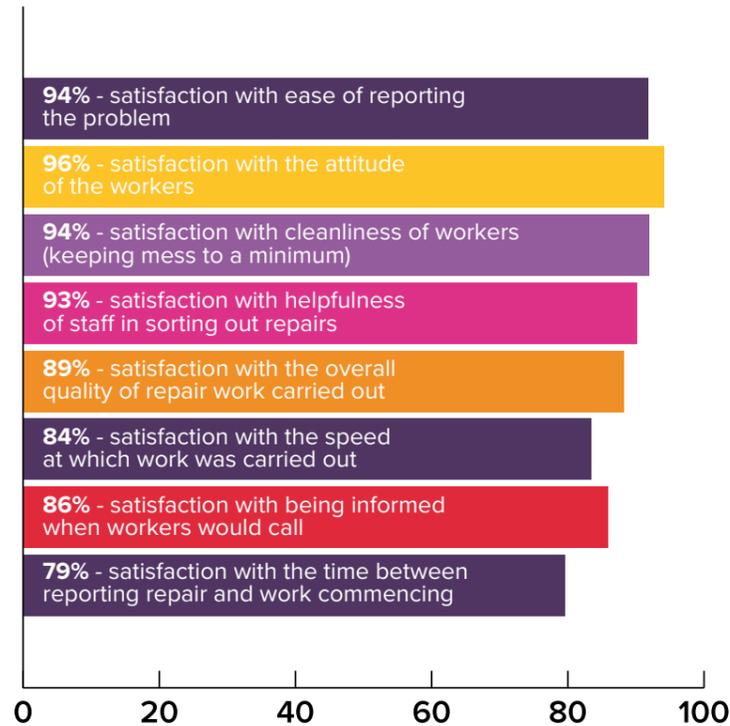


Over 4 in 5 tenants homes have had repairs carried out (77%).



Almost 9 in 10 tenants expressed some level of satisfaction with Oaklee's repair service

Thinking of the last repair carried out, tenants expressed high levels of satisfaction related to repairs & maintenance



INFORMATION AND INVOLVEMENT



of tenants believed that Oaklee Housing were good at keeping tenants informed



9 in 10 tenants found Oaklee News useful

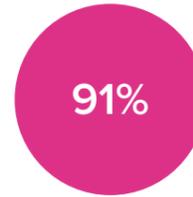


of tenants were satisfied that Oaklee Housing gave them the opportunity to make their views known

CONTACT WITH OAKLEE HOUSING



of tenants were satisfied with the range of methods available for contacting Oaklee Housing



of tenants described Oaklee Housing staff members as helpful



of tenants were satisfied with the outcome of their last contact with Oaklee Housing

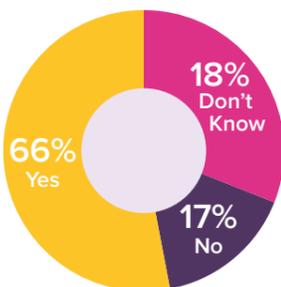
There were high levels of agreement amongst tenants that Oaklee Housing staff are:

Polite and friendly	95%
Patient	92%
Understanding	92%
Knowledgable	92%
Able to deal with your query	90%

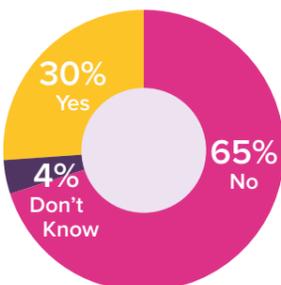
COMPLAINTS



Over half of tenants (66%) were aware of Oaklee Housing's complaints policy and procedures

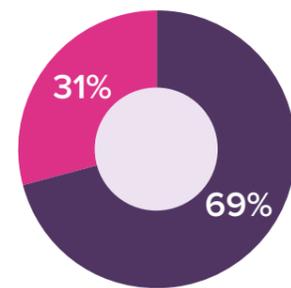


Over a quarter of tenants (30%) had made a complaint



ANTI-SOCIAL BEHAVIOUR

Over 3 in 10 tenants (31%) had been affected by anti-social behaviour



Almost 3 in 5 anti-social behaviour issues that were reported were resolved (58%) **59%**

Next steps

Whilst there are many areas where our service is clearly meeting or exceeding your expectations, there is scope for improvement in others. We will be working with focus groups and the Tenants' Forum to agree prioritised action plans and will update tenants with progress. We will be holding focus groups throughout the year and would encourage tenants to contact us if you would like to become involved in a focus group for helping us to improve services.

If you would like to become involved you can contact us on:
T: 01 400 2650 / enquiries@oakleehousing.ie / oaklee.ie

We're investing €500,000 in your homes

Our Property Services department is responsible for the maintenance of all Oaklee Housing properties.

The Maintenance service provided can be divided into three main categories:

- **Response Maintenance** where minor day-to-day repairs are required in or around your home or communal areas. Your Repairs Handbook will contain further information on repair types and how to report these to us.
- **Cyclical Maintenance** such as servicing of boilers, lifts and grounds maintenance.
- **Planned Maintenance** where larger scale works are required having been identified in advance. Works are usually grouped to ensure value for money.

What is a Planned Maintenance Programme?

- **Planned Maintenance** is work that has been identified in advance, is carefully planned and delivered in a controlled way throughout the financial year (from April to March) in an agreed programme.
- The programme of work is targeted to address specific issues that we have identified within our properties and based on information we hold such as surveys and known component like-cycles.
- In some instances you may not even realise that any works are required. One of the aims of this type of maintenance is to pick up any problems that you might not have noticed or reported to us.

We recognise that planned maintenance is more cost effective. It also helps to ensure individual components such as boilers last as long as possible and operate as efficiently as possible thus reducing fuel costs.

- Well maintained components are less likely to break down resulting in less inconvenience to you.



What is happening this year?

Oaklee Housing plan to spend €500,000 on planned maintenance this financial year.

The Association is currently carrying out full scale stock condition surveys of all properties to inform future planned maintenance programmes.

Oaklee Housing have just recently established a new Asset Management Strategy, which sets key performance targets for the next three years.

The team are also carrying out a full signage replacement programme, which will incorporate our new branding.

How will you know if your home is included in the Planned Maintenance Programme?

The Planned Maintenance Programme will give you information about the type and location of works each year.

If work is planned for your home, we will advise you in advance by letter, through tenant meetings and notices where appropriate.

What type of work is included in the Planned Maintenance Programme?

The type of works in the planned programme include installation of double glazed windows, kitchen and bathroom refurbishments, heating upgrades, internal and external decoration and lift refurbishments.

The length of time taken to complete works in each home will vary slightly from property to property. Our staff will provide you with a specific timescale for the works to your home after our contractors have completed their detailed survey.

What choices will you have?

Depending on the type of works carried out and the choices you have will vary, but for the major areas the following options are available:

- Kitchens – range of cabinets, door finishes, handles, tiling, flooring and worktops.
- External door installation – colour and style of composite pre finished door

If you have individual needs not met by a standard installation, if you are currently experiencing problems around your home and can no longer use standard items like window handles, kitchen units, taps, baths etc. because of reduced mobility or a disability, we have an Aids & Adaptations Service that may be able to help you – For more information about this service please contact the Oaklee Housing Services Centre on 01 400 2650.

Preparing for the works to start

Having planned maintenance works carried out to your home will inevitably cause a degree of disruption. To try to reduce the impact of the work we will ensure our contractors:

- Keep you informed about progress during the work
- Do not start work before 8am or work after 6pm
- Minimise draughts by keeping doors shut where possible
- Do not use audio equipment while in your home
- Do not smoke in your home
- Use dust sheets
- Clean up after themselves
- Have photographic ID with them at all times
- Be polite, respectful and courteous at all times

To help us to help you to be safe during the work and to keep the disruption to a minimum there are a few things we need you to do:

- Please try to keep any appointments made with you at your home or contact us to rearrange as soon as possible but always at least 24 hours before the appointment is due
- Empty cupboards, move furniture if requested, put away anything which is fragile or of great sentimental or financial value
- Clean and tidy any areas that the workmen will need access to before they arrive
- Keep away from the areas that the workmen are working in
- If possible arrange for a neighbour or friend to look after your pets during the working day
- Please keep children well away from the areas that we are working in at all times. Children under the age of 18 must not be left unsupervised in your home while work is taking place
- Do not fill any skips with household rubbish
- Do not be abusive, threatening or use discriminatory language or behaviour towards our staff or contractors

Completion of the work

When the planned maintenance work is complete an inspection will be carried out. At this time you will also receive a customer satisfaction form to fill out to let us know how you feel the works have gone and how happy you are with the finished job.

Oaklee Housing Website New Home, New look



Oaklee Housing are pleased to announce the launch of our new website, designed with a fresh new look, user-friendly navigation and updated with the latest information about our range of housing and services. Visit us at www.oaklee.ie

At Oaklee Housing our focus is on delivering more homes, better services and stronger inclusive communities. We have developed our new 'Find a Home' page, which has all the information our customers need on how to apply for housing and get the right support they need.

Visitors to the site can also learn about our many partners who are instrumental in delivering effective support services for our customers with complex needs.

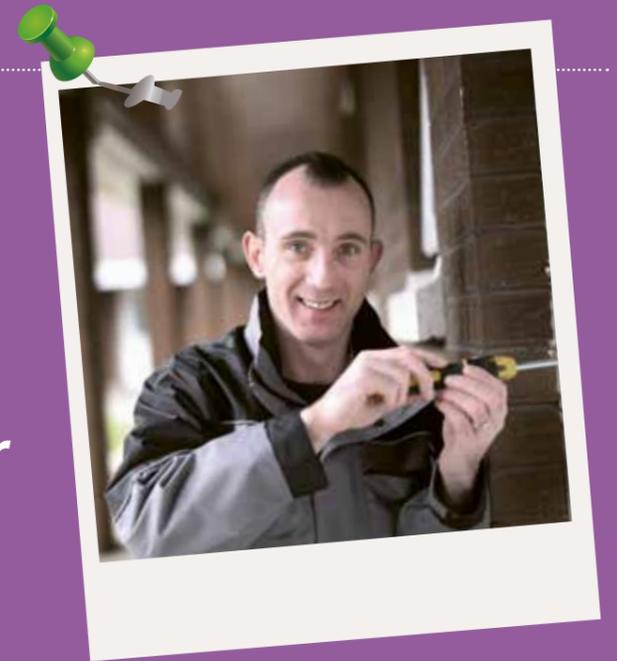
We built the website with our customers in mind to ensure that the new website is more agile, interactive, and is easier to navigate, enabling our customers to find what they need quickly. You'll find our new site has a number of easy to use tools for our customers to pay rent, report a repair, and join our Tenants' Forum.

We will continue to improve and update our website and phase two will launch 'MY ACCOUNT' enabling our customers to access their account information online to pay rent, report and monitor a repair and contact Oaklee Housing Services Centre all at their fingertips from a phone, tablet or computer!

We hope you will enjoy browsing our new site! If you have any questions, comments or suggestions please send them to enquiries@oakleehousing.ie

Reporting a Repair

You can report a repair by contacting our **Services Centre on:**



Call

01 400 2650



Email:

repairs@oakleehousing.ie

Oaklee Housing Services Centre deal with all your property repair needs, from logging the repair through to following up with our contractors to ensure that the work is done in a timely fashion.

Oaklee Housing also operates an emergency repair helpline through Fold Telecare for tenants who have an emergency repair outside normal office hours. To access this service you can call the Helpline on 01 400 2650.

All repairs are categorised as emergency, urgent or routine; each with a time frame within which the repair will be completed.

Repair Inspections

To ensure that your repair is completed to the highest standard, we may have a skilled Property Services Officer contact you to inspect or assess your repair request.

Delivering New Homes: Responding to Housing Need

As everyone will know from the reports in the media, there is unprecedented housing need in Ireland that has resulted in almost 140,000 people joining housing waiting lists and over 6,000 people currently experiencing homelessness.

Oaklee Housing are taking the opportunity to make a significant impact on increasing the supply of housing through an ambitious development programme which includes acquiring and bringing into management unused housing in development throughout Ireland.

Since the last edition of our newsletter a number of developments have been handed over and tenants have been able to move into their new homes.

These new projects have been funded via the Department of Environment Community and Local Government's Capital Advance Leasing Facility, Long Term Leasing with the County Council's and private finance from the Housing Finance Agency.

Completed
September
2016



Mill Lane Court, Navan

In September 2016, 20, two bedroom apartments at Mill Lane Court in Navan were handed over to our new tenants. The development is situated in the centre of Navan and is convenient to all amenities. High demand for single person accommodation in Navan town centre had been identified, therefore Oaklee Housing worked closely with Meath County Council to rehouse single applicants from their housing waiting list.

As the development had been previously vacant for a number of years, Oaklee Housing carried out extensive work on the apartments to bring the properties up to a lettable standard. Upgrading work is also ongoing in the communal areas of the development.

Since the last edition of our newsletter a number of developments have been handed over and tenants have been able to move into their new homes.

Station Court, Gorey, Co Wexford

In December 2016, 14, two and 3 bedroom properties were handed over to tenants in Station Court, Gorey. The properties are part of a large private development in Gorey town centre. A number of the properties had been vacant for some time.

14 families from Wexford County Council's housing waiting list were rehoused, thanks to a partnership between, the National Asset Management Agency (NAMA), Wexford County Council and Oaklee Housing.



Completed
December
2016

oaklee
housing



**POWERING
Positive
Change**

Spring and Summer Heating

Save energy, money and the environment

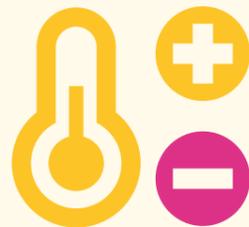
Energy costs can be one of the more expensive elements of any tenant's service charge.

Oaklee Housing are committed to reducing energy costs, saving money for our tenants and reducing our impact on the environment.

We plan to start reducing the level of heating at schemes where possible during the spring and summer months. The main reason for making changes is to help to

reduce the amount of oil, gas or electricity being used during this period, which will bring financial savings for our tenants. These changes will also create a more pleasant living environment during warmer weather.

Any changes are anticipated to take place between April and September and will only affect heating. Hot water availability will not be affected.



Get in touch [f](#) [t](#)

We would welcome any feedback on this proposal and should you wish to comment we would ask you to contact us:

T: 01 400 2650 | energy@oakleehousing.ie

The Energy Officer, Oaklee Housing
132 James's Street, Dublin, D08 PK25

The Residential Tenancies Act

A Guide To The Residential Tenancies Act 2015 & The Planning and Development (Housing) and Residential Tenancies Act 2016 and Changes to your tenancy.

In previous editions of Oaklee News we have provided tenants with a guide to The Residential Tenancies Act 2015 and the changes to your tenancy.

A condition of the Residential Tenancies Act is that the Association is required to register your tenancy with the Residential Tenancies Board before 4th April 2017.

These registrations have taken place and you may receive written confirmation from the Residential Tenancies Board that your tenancy has been registered.

What is the Residential Tenancies Board and what do they do?

The Residential Tenancies Board (RTB) is an organisation set up by the Government. It operates a national tenancy registration system and will assist tenants and landlords to resolve disputes. It operates a dispute resolution service which replaces the need to take a case to court in relation to the majority of landlord and tenant disputes.

The Planning and Development (Housing) and Residential Tenancies Act 2016

In December 2016 the Government made a number of changes to the Residential Tenancies Act, through the introduction of The Planning and Development (Housing) and Residential Tenancies Act 2016

The key provisions of this Act which affect Oaklee Housing tenancies include;

- The extension of Part 4 tenancies from four years to six years

Under the current Part 4 tenancy, once a tenant is resident in a dwelling for 6 months, they acquire security of tenure for a further 3.5 years. The first 6 months of a tenancy is essentially a probationary period.

Under the new Act, tenancies created on or from 24th December 2016 have had the "Part 4 tenancy" increased from four years to six years, so that if a tenant has been in occupation of a property for six months, the tenant is now entitled to remain in the property for a further five and a half years.



- Terminating a Tenancy within the first 6 months of a further Part 4 Tenancy

Under the new Act, after the first 4 years of existing tenancies created before 24th December 2016, Oaklee Housing can only terminate a 'further' Part 4 tenancy within the first six months by making reference to one of the termination grounds set out in the tenancy agreement.

Issuing of New Tenancy Agreements

In the near future Oaklee Housing staff will be making contact with all tenants to issue new Tenancy Agreements, which reflect the recent changes in legislation and tenant and landlord rights and obligations. Please be assured that the issuing of new tenancy agreements will not affect your security of tenure. New Tenant Handbooks will also be issued shortly. If you would like any additional information regarding the changes to your Tenancy Agreement please contact **Oaklee Housing Services Centre**

Tel: 01 400 2650.

Further information and tenant guide can be found on the Residential Tenancies Board website: www.prtb.ie

or contact by phone:
081 830 3037
(9:00am to 5:00pm
Mon to Fri)



Different Ways to Pay Your Rent

There are a number of methods which are available to pay your rent including;

Payment Card

The payment card can be used at any PostPoint outlet in Ireland displaying one of the PostPoint signs below or it can be used at any Post Office.

Household Budget

Rent can be deducted from Welfare Benefits via the Household Budget Scheme, administered by An Post. A deduction form can be downloaded from www.anpost.ie or call 1800 707172 or contact our Services Centre on 01 400 2650.



Standing Order

A standing order can be set up to pay rent via your bank or you can use your internet online banking facility. Further details are available from Oaklee Housing Services Centre - T: 01 400 2650.

mybills.ie

mybills.ie is a free service from An Post providing a 'one-stop-shop' for paying bills online including your weekly rental payment. Tenants can also set up payments to pay a regular amount automatically.

Coming Soon!

We are currently setting up a Direct Debit payment facility for tenants to pay rent. Further details will be made available at a later date.

Problems Paying your Rent

If you are having difficulties paying your rent, please do not ignore the problem – contact your Housing Officer to discuss the issues. We can provide assistance and advice regarding debt management and budgeting.
Tel: 01 400 2650.

Changes in Circumstances

If your rent is calculated on the basis of your income. You must advise the Association of any changes in your circumstances as soon as they occur, including;

- changes to household income (including additional income from training schemes or increases in welfare benefits)
- if anyone moves in or out of your property
- if additional children join the household.

Oaklee Housing Tenants' Forum

Oaklee Housing Tenants' Forum held their AGM on 18th October when the election of both Chair and Vice Chair of The Tenants' Forum took place. Bill Cusack was duly elected for the position of Chair and Anton Mahon for Vice Chair, both tenants reside at Hawthorn Court in Celbridge and will serve in these positions for 3 years.

The Tenants' Forum have a number of objectives but their main one is to encourage more tenants to get involved and have their voice heard.

Bill Cusack accepted his position with enthusiasm and looks forward to developing The Forum. Bill said "over the past year Oaklee Tenants' Forum has become a more proactive group, with the help of staff, we have been involved in Estate Walkabouts and The Tenant Satisfaction Survey and we want to build on that. We want to visit different localities in 2017 with the staff, promote Tenant Involvement and highlight how by getting involved tenants really do make a difference."

Bill expressed his thanks and appreciation to Anne Jordan the outgoing Acting Chair for her contribution. The group were indeed very grateful for Anne's work over the past number of years. Bill, by virtue of his position as Chair of The Tenants' Forum, also sits on the Board of Oaklee Housing. The Tenants' Forum meet four times throughout the year at our offices in James's Street, Dublin.



John Hewitt International Summer School 2016 Bursary

We are delighted that after winning a bursary from Oaklee Housing, Erney McGuire from Cluain Darach, Tullamore, Co. Offaly attended the John Hewitt Summer School in Armagh.

Ernest has long harboured an ambition to develop his writing skills, but the demands of a large family and a busy life, meant that he had to prioritise other things. During the week long residential course, Erney was surrounded by his peers as he immersed himself in all things creative. Erney has written about his experience and shared some of his writings with us.

We would like to take this opportunity to congratulate Ernest and wish him the best of luck in his new chapter as a writer.

Erney said: "This is something I know I really should have done a long time ago now that I have done it. A dream for me or maybe a hopeful wish would describe it better but one that you have to make come true yourself.

So upon receiving this bursary, for which I am very grateful, and having attended the course, a new me has emerged. This experience was so much more than I ever expected or imagined.

Although I seized this opportunity with plenty of enthusiasm and optimism, I was a little bit nervous at going back to school! It's been a long time since the Christian Brothers and me last parted company.

I needn't have worried as upon arrival at my accommodation in the Armagh Royal School I shown around and immediately I felt right at home. I met incredibly interesting people and the days and evenings were filled with stories and the many people who shared their different talents, whether it was debating, poetry, reading, discussions. The honesty with which the other students spoke impressed me the most.

All of the people from the John Hewitt Society were most helpful and supportive throughout the week and this I appreciated very much.

One of my stories was picked out of the hat for a reading at the Lord Mayor's Reception Dinner on the last night. I did the reading myself and it was warmly received by the audience getting a solid applause. Honestly, it felt very good, with several people coming up to me afterwards and asking about my story, they told me how they had been affected or how they felt about my writing. So lots of curiosity and questions already and I have just started so that's a good positive beginning to my new career as a writer".

Erney McGuire

Coming Home – by Erney McGuire

My Dad was standing at the front door when we pulled up that eerily chilly October morning in 81... I was flying in from New York after a few years away from home.

The Sky was just starting to brighten up so whatever time it was, I don't remember. I was still on U.S. time... anyways I hadn't slept in days, my eyes felt like they were glued open. I just wondered – how long has it been since I blinked never mind slept... but I was so alert, wide awake... it made me do the math – I started counting, Sat night... Sunday... Monday night...

It was Tuesday morning! What the hell I didn't care, I was so mixed up... I didn't know how I felt, so many mixed emotions...

"Just how is it possible?" I say to myself... I answer myself too... I say "Man sort yourself out, you're home its real". All right... then I mentally adjust and remind myself again why I am home...

The next thing I remember is the face of my Father... So happy to see me and yet so sad to see me... kinda how I was feeling myself right then... I seemed to understand my own emotions so much better... almost instantly upon seeing my Fathers face...

I had learned so much from my Dad down the years we all had... but I wasn't looking forward to learning this lesson...

He had his usual warm smile for me his face lit up as I know mine did... we hugged, we kissed... I told my Dad I loved him, at the front door of our house... My God what is going? on I never told my Dad in my entire life that I loved him, what's happening to me?... I can feel the bristle of his unshaved face rubbing up against mine...

My mouth starts to taste very salty and watery then I realise my Dad and me are crying so deeply that my mouth is filling up with tears both his and mine...

Support for Managing Debt & Budgeting your Finances

It is well known that it is all too easy to get into difficulty with money – from falling behind with your rent or paying loans back. Financial challenges can affect everyone, from people on low incomes to high-income earners. It can have an impact on people's mental health and overall wellbeing.

Money difficulties can arise for various reasons, such as illness, unemployment, relationship breakdown, a drop in income, or increased expenditure due to lifestyle spending.

Dealing with mortgage and rent arrears is particularly important because you could lose your home if you do not keep up your payments.



Accessing Advice and Support

Sometimes we need advice and support to sort our financial problems out - sharing your concerns can help – it may be the kick-start you need to sort out your money problems and get back on an even keel.

In relation to managing rent arrears, Oaklee Housing staff are available to provide assistance and support and agree a realistic payment agreement to help you clear arrears if you fall behind. Please always contact Oaklee Housing if you are finding it difficult to pay your rent.

When you require additional assistance in relation to financial difficulties, we will refer you to the Money Advice and Budgeting Service (MABS).

What is MABS?

The Money Advice and Budgeting Service (MABS), is a free money and debt advice service. MABS work with all kinds of people, who may have all kinds of personal debt. The service is independent, with no links to any banks or credit unions, and all dealings with MABS are

confidential. With more than sixty offices all around the country, MABS are available in every county. They also have a website – www.mabs.ie and their Helpline can be contacted Monday to Friday, 9am to 8pm - T: 0761 07 2000.

How can MABS assist?

MABS works with people who may be struggling with debt or who need help in managing their money. They also talk to government and lenders to find better solutions for those who have money problems, as well as developing tools and resources to help people avoid getting in over their heads.

MABS does not give out any money – instead, they work with clients to ensure that they are getting all income they are entitled to, that they are getting the best value out of this income, and in working out sustainable payment plans with creditors, where debt becomes a problem.

How to use MAB services

There are three ways of getting support from MABS

1. MABS Website

www.mabs.ie

You'll find easy to use advice and tips on this site, with lots of resources to help you to help yourself. The website offers lots of tools for managing your money.

2. The MABS Helpline

The MABS Helpline is open Monday to Friday, 9am to 8pm, and can be reached on 0761 07 2000. Helpline Advisers will ask some initial questions to work out the nature of your problem, and determine how best to assist you. You might use this service because you have received a letter or a call from a creditor, or maybe you've missed a payment and are unsure what to do next. In some cases, the Adviser may believe that you would benefit from meeting face -to-face with one of the advisors in the MABS offices.

3. MABS Local Offices

MABS Local Offices operates a network of 65 offices all around the country. Each office is staffed by a team of Money Advisers and Administrators, all trained and highly skilled in their work.

Contact Oaklee Housing if you are finding it difficult to pay your rent.

If you experiencing financial difficulties, or if you have fallen behind with your rent or other payments , then get in touch with Oaklee Housing staff

Tel: 01 400 2650,
alternatively you can get independent advice from MABS
Tel: 0761 07 2000,
www.mabs.ie

The Money Advice Process

Following your first appointment, the MABS Adviser will develop a plan to work with you. The adviser will try to achieve two things through the money advice process:

- Firstly, to support you in finding a sustainable solution to your problem debt
- Secondly, help you develop your skill and knowledge so you can have better control over your money

The Money Adviser will work with you to prepare a budget and a financial statement; this will form the basis of any negotiation undertaken with any creditor.

Once a negotiation has been completed, the Money Adviser will assist you in setting up a payment system to keep to that new agreement. You will be supported for as long as you need, post-agreement, and MABS will continue to provide assistance as your circumstances change.



Community Grants Scheme

Empowering and supporting our communities to help themselves.



The Oaklee Housing community grant is available to fund projects that involve tenants in their developments.

We believe that by supporting communities and Residents' Groups, tenants will be capable of delivering creative solutions to community issues that enhance the place where they live, particularly when they work together. Examples of past projects include; social events, kids clubs and community arts projects.

The initiatives we support strengthen communities and deliver direct benefits to our tenants, their families and communities, helping to contribute to our overall vision of creating places where people are proud to live.

A formal Residents' Group does not need to be set up initially to avail of a grant but a Residents' Group will need to be established for ongoing funding.

Applications for projects can be made throughout the year.

1 Residents' Group Start Up Grant

A start up grant up to a maximum of **€150.00** per group will be made available to help fund the start up of projects and the formation of a Residents' Group.

A group of tenants with a creative idea can apply for funding. The group will have to demonstrate an ability to deliver the proposed project which they wish to have funded.

2 Residents' Group Ongoing Project Funding

An annual grant up to a maximum of **€500.00** per group will be made available to help fund ongoing projects.

To avail of ongoing project grant funding, a formal Residents' Group should be in place. The group should have the following; a constitution, group structure and confirmation that an AGM has been held, copies of financial accounts and bank statements to show how the grant has been spent and evaluation of the success of projects.

Groups that have Benefitted from Community Grants



Rowantree Court Gardening Group

Rowantree Court Gardening Group have recently received start up grant funding to purchase paint, to refurbish garden furniture, sheds and additional equipment and plants to brighten up the patio area in the scheme. The project has brought tenants from different backgrounds together and has created a great community spirit!

Hawthorn Court Residents' Association

Hawthorn Court Residents' Association have received on going grant funding for gardening projects within their development for a number of years. The funding has allowed them to purchase a poly tunnel, green house and equipment which allows the keen gardeners in the scheme to grow flowers and vegetables from seed.

The project has given tenants, their friends and family the opportunity to socialise, create a community spirit and chat about something really positive. This community spirit has benefited tenants by reducing social isolation and has improved the environment greatly for the tenants some of whom are unable to get out an about.



If you are interested in setting up a group in your development and you have a project in mind, please contact Oaklee Housing for information and an application form:

Oaklee Housing, 132 James's Street, Dublin, D08 PK25.
Tel: 01 400 2650
E-mail: enquiries@oakleehousing.ie

How to apply...

An application form should be completed and returned to **Oaklee Housing, 132 James's Street, Dublin, D08 PK25.**

The application should include the following information:

- Details of the tenants' group
- Details of the proposed project to be funded
- Proposed costings for the project
- Evidence that all relevant tenants / communities have been consulted and invited to take part
- Details of how the group intends to monitor and evaluate the success of the project



How we're performing

Oaklee Housing are at the forefront in the provision of social housing and are committed to delivering quality housing and excellent customer services that enhance the lives of customers and communities.

It is important that your voice, in relation to our services, is heard as the feedback that we receive is vital for Oaklee Housing to identify and correct any problems within our service delivery and to ensure that we meet the needs of all our customers.

It is important that your voice, in relation to our services, is heard.

Customer Enquiries



of enquiries resolved at first point of contact



of customers satisfaction rating of Oaklee Housing Services Centre



average working days to respond to stage 1 complaints

Customer Services



Call Advisor Call Quality

Gas Safety



100% of gas boilers were serviced within a year

Human Resources



1.7% overall sickness absence in the year

Repairs



91% Emergency repairs completed within 24 Hours



87% Urgent repairs completed within 4 working days



92% Routine repairs completed within 20 working days

The performance figures are for the period April 2016 - February 2017

Out & About

Photo: Sharon Cosgrove CEO and John Buckley, Oaklee Housing Board Member present a cheque for €300.00 and race participant t-shirts to the staff and tenants of Abbey Village.



Friends of Abbey Village – 5K Road Race!

Oaklee Housing has a close association with the Health Service Executive in County Donegal. Within Abbey Village in Kilmacrennan, tenants who are supported by the HSE live in 3 group homes and 18 apartments within the development. Due to the rural location of Abbey Village the tenants find it difficult to access suitable transport to get out and about. A group has now set up a committee to raise funds for the purchase of disabled access transport for the tenants in Abbey village.

The first fundraising event was a 5k road race. Oaklee Housing was pleased to support the event by providing sponsorship of €300.00 plus printed tee-shirts for all the competitors. There was a great turn out at the race with just under 200 runners. The participants managed to raise €5250 for the wheelchair accessible bus for the tenants of Abbey Village.

Abbey Village has also been selected as the nominated charity for this year's North West 10k race which is a massive event in County Donegal. The committee are very busy preparing events in conjunction with the 10k event. It is hoped that the committee will have enough funds to purchase the bus in June of this year. We wish the group well in their fundraising efforts going forward.



Almost 200 runners!



Hawthorn Court Christmas Celebrations

Tenants, their friends, relatives and staff got together for their annual Christmas party. There was a great turn out and everyone danced and sang into the wee hours!



Winner of the Annual Works Order Draw

Pictured is Margaret Ryan, Rowantree Court, the winner of the works order prize draw receiving her prize of €300.00 from Kieran McCann, Housing Officer.



Denni's got talent!

Estate Walkabouts

Come join us, help make your home a better place to live!

If you would like to receive further information contact us **01 400 2650** or via email: enquiries@oakleehousing.ie



An area of concern highlighted by tenants in the recent Customer Satisfaction Survey was the appearance of the communal areas within their development.

Oaklee Housing believes that Estate Walkabouts are an effective way for tenants to participate in improving the areas where they live.

Local tenants, Tenants' Forum members, when available, and Oaklee Housing staff walk around a development to review and record the condition of the development and agree an action plan to address issues of concern and ideas to enhance the area for all residents.

Oaklee Housing rolled out a programme of Estate Walkabouts for all developments, including our directly owned developments and those where there are management companies during 2016.

Tenants who participated in these Estate Walkabouts found that it was a positive experience. They felt that it was good to have the opportunity to meet Oaklee Housing staff in their community and enjoyed the face to face contact. Tenants also felt that it was important for Oaklee Housing to get to know tenants and to demonstrate an interest in the schemes were tenants live.

Oaklee Housing now plans to roll out a programme of Estate Walkabouts for all developments including those directly owned and those where there are management companies over the next number of months.

Proposed dates for Estate Walkabouts in your area are in the table opposite, these dates may be subject to change. All tenants will be sent confirmation of the Estate Walkabout for their development in advance of the proposed date.

We're enabling communities to grow and thrive together

Save the date!

DEVELOPMENT	Proposed Date	Proposed Time
Maple Close, Cavan	07/06/2017	10.00am
Mac Uilliam, Tallaght	26/06/2017	10.00am
Millrace, Saggart	26/06/2017	11.30am
Pairc Na Greine, Tallaght	26/06/2017	13.00pm
Hawthorn Court, Celbridge	03/07/2017	10.00am
Kilcleigh, Celbridge	03/07/2017	12.00 noon
Cluain Darach, Tullamore	10/07/2017	10.30am
Church Hill, Tullamore	10/07/2017	13.30pm
College View, Mountmellick	10/07/2017	15.00pm
Barley House, Cork Street, Dublin 8	12/07/2017	10.00am
James's Street, Dublin 8	12/07/2017	12.00 noon
Station Court, Gorey	17/07/2017	11.00am
Bishops Court, Kilkenny	24/07/2017	11.00am
Primrose Square, Naas	24/07/2017	13.30pm
Mill Lane Court, Navan	06/09/2017	10.00am
Abbey Village, Kilmacrennan	12/09/2017	11.00am



2016 Gardening Competition Winners

Thank you to everyone who participated and congratulations to the winners. If you are a keen gardener, you too can enter this year's competition, simply send in your entries to be in with a chance of winning!

Best communal garden where residents work together

Gardening Club
Rowantree Court, Monaghan

We would like to congratulate the tenants in Rowantree Court who have worked together to brighten up the communal areas in the scheme and in doing so have developed a great community spirit in the sheltered living scheme.



Best front/back garden

Robert & Esther Tia Mangan
Pairc na Greine, Tallaght

Although they have a relatively small area to work in, Robert and Esther have made the most of the space and have created a beautiful sanctuary for the family to enjoy.



Best balcony/window sill display

Trish McMahon
James's Street, Dublin

Trish is a very enthusiastic gardener, even though she has only a small balcony in her apartment she has made the most of the area with numerous plants to create an array of colour and scent. Trish is also very active within her development and she is responsible for the planting in the communal areas throughout the year, the colour that the flowers bring to the development greatly enhances the communal areas and her efforts are greatly appreciated by tenants and Oaklee Housing.



Gardening Competition 2017

Green-fingered tenants are being urged to 'grow for it' as part of Oaklee Housing's annual gardening competition.

Gardening is the ideal way of putting colour into summer with a range of categories to suit any outdoor space – be it a large garden, balcony or window sill. Tenants will have the opportunity to win €50 of gardening vouchers.

Gardeners can send their entries and photographs of their gardens when they are in full bloom.

The competition is open to all tenants. Entries can be made by completing the form below or can be sent by email to the **Oaklee Housing Services Centre at enquiries@oakleehousing.ie**.

All entries can be returned by post to our offices at 132 James's Street, Dublin by **Friday 25th August 2017**.

Competition Categories

- + Best front/back garden
- + Best balcony/window sill display
- + Best communal garden where residents work together

Staff will contact you during the month of September to arrange a visit by the judges. The Rules of the competition will be made available on request. If you have any questions, please do not hesitate to call us on **01 400 2650**.

Gardening Competition 2017



My details

I would like to enter in the following categories (you can choose more than one)

- Best front/back garden
- Best balcony/window sill display
- Best communal garden where residents work together

Name:

Address:

Telephone No:

Email:

My fellow tenant's details

I would like to nominate a fellow tenant in the following categories (you can choose more than one)

- Best front/back garden
- Best balcony/window sill display
- Best communal garden where residents work together

Name:

Address:

Telephone No:

Email:

I have no objection to a member of the Association's staff visiting to judge and take photographs of (a) my or (b) my neighbours/friends competition entry (please delete as appropriate).

Colouring Competition

It's really easy to enter, just pull out this page and colour it in anyway you like! Then pop it in the post along with your name, age, address and telephone number in the reply slip below to The Editor, Oaklee Housing (News), 132 James's Street, Dublin, D08 PK25. One lucky winner will receive this great prize! Entries must be received by 30/06/17. *(Please note that the parent must be a tenant of Oaklee Housing).*

Hey kids this is your chance to show-off your colouring skills

Win a family Cinema Pass!



Name

Age

Address

Daytime Telephone

Evening Telephone