



Co-operative Housing News

Summer 2025

Dear Member,

Welcome to the Summer Edition of Co-operative Housing News.

I hope this message finds you well and that you're enjoying the brighter days and longer evenings that summer brings.

It's always a great time to see our estates come to life, with neighbours connecting, gardens thriving, and communities growing stronger together.

The past few months have been full of activity across Co-operative Housing Ireland, from new developments being launched to community events around the country. I'd like to extend a warm welcome to all the new Member Tenants who have recently joined Co-operative Housing Ireland. We're delighted to have you as part of our growing community.

In this edition, you'll find updates on our annual rent review, information on the DRIVE project and how we're supporting safer neighbourhoods, and highlights from celebrations like Easter and Neighbours' Day. Co-operative Housing Ireland's Scholarship Programme is now open for applications, and the Garden Competition has reached the judging stage. We're looking forward to seeing the creativity in your entries.



We were also proud to see our Chairperson, Gerry McDonogh, speaking at the International Social Housing Festival in Dublin which Co-operative Housing Ireland partnered with Housing Europe and the Irish Council for Social Housing to bring to Ireland. Gerry shared our experience of co-operative housing in Ireland on the international stage.

This newsletter also introduces a new section showing how Co-operative Housing Ireland is performing across key service areas. We're committed to sharing this information with you and using it to guide our continued improvement.

As always, if you have a story, photo or update you'd like to share in a future edition, please contact us at members@cooperativehousing.ie. Your input, ideas, and participation help shape the future of Co-operative Housing Ireland.

Wishing you a safe and enjoyable summer.

Kieron Brennan

Chief Executive Officer

Co-operative Housing Ireland

Pictured on the cover:

CHI member tenants from Island Key

Co-operative Housing Ireland in the Spotlight: Chairperson Gerry McDonogh Speaks at Major Event



Cover Story: Housing Ireland Magazine

We're happy to share that Co-operative Housing Ireland's Chairperson, Gerry McDonogh, was featured on the cover of Housing Ireland Magazine in their latest issue, Building Futures. In the interview, Gerry from our Dublin 2 office spoke about the history of co-operative housing in Ireland and its future potential.

Key points from the interview:

- **Historical Impact:** Co-operatives, at their height, delivered up to 5% of all homes annually during the 1970s. They became the third major part of housing delivery alongside public and private sectors.
- **Today's Role:** Co-operative Housing Ireland now provides over 6,000 social-rented homes as a leading Approved Housing Body. Member involvement remains at the heart of our work.
- **Housing Costs:** Housing costs have increased 115% in the past decade, making homeownership unaffordable for many. Co-operative housing could provide a valuable solution.
- **Room for Growth:** The Housing Commission recommends that 20% of housing stock be social and affordable rental. This creates a real opportunity for co-operatives to grow.
- **Global Inspiration:** In Switzerland, Germany, and the Netherlands, co-operative models work well; in Zurich, about one-third of homes are co-operatively owned or managed.
- **Going Green:** Co-operative Housing Ireland's Improving Warmth and Wellbeing programme is retrofitting 200 homes to achieve an A2 energy rating. It has already received several awards, including the 2025 Striving for Sustainability Award.

Gerry Speaks at the International Social Housing Festival

In June, Gerry gave a talk at the International Social Housing Festival at the Convention Centre in Dublin. He spoke to housing professionals from across the world and shared Co-operative Housing Ireland's journey and experience.

Key points from his speech:

- **Our Roots:** Gerry traced our roots back to the Ralahine co-operative in County Clare (1831) and how the modern movement grew through the 1970s-80s. At that time, co-operatives became a lifeline for families who didn't qualify for public housing and couldn't afford the private market.
- **Green Homes:** He explained how our flagship 'Improving Warmth and Wellbeing' programme, launched in 2022, is retrofitting 200 energy-inefficient homes with better insulation and heating systems. member tenants are involved through consultations, workshops and follow-up support.
- **Policy Recommendations:** Drawing from the 2024 Housing Commission Report, Gerry highlighted the need for stronger support for co-operative housing, including better funding options, debt relief for legacy schemes and proper implementation of the Affordable Housing Act 2021.
- **International Lessons:** He pointed to strong co-operative models in Germany, Switzerland, and the Netherlands. These show how resident-led and supported housing works in practice.

Gerry ended his speech with a strong message:

"With strong State support, access to finance and land, Co-operatives can once again thrive. Co-operatives don't just build homes – they build futures. And in a time of crisis, that's exactly what Ireland needs."



Annual Rent Assessment 2025



The first annual rent assessment was carried out online this year. This was a necessary change from the paper-based method we used before.

We would like to thank the many member tenants who used and accepted this new method.

We will review how the process worked this year. There will be lessons we can learn and improvements we can make for next year.

If you have not submitted your documents yet, please do so immediately. Not completing your rent assessment is a breach of your tenancy agreement and may lead to further action.

Complete Your Rent Assessment Online:

You can complete your rent assessment by visiting the following link, scanning the QR code below, or going to this webpage:

<https://app.keyholder.ie/apply/arr/ARR2025/>

There are 3 steps to complete online:

- 1.** Confirm your contact details
- 2.** Confirm who lives in your household
- 3.** Confirm income details for all household members aged 18 and over

Important Notes:



You must complete the rent assessment in one sitting – your progress cannot be saved.

Please have all income documents ready before you begin.

Documents can be uploaded in PDF, JPEG, or PNG format.

You can take a photo or screenshot of your documents using your phone.

What Proof of Income Do I Need to Submit?

If you are employed

Submit either:

- Your 2024 End-of-Year Statement (preferred), or
- Your 3 most recent payslips
- Only submit your net wage, which is your pay after PAYE, PRSI, and USC deductions.

If you receive Social Welfare:

Submit:

- A 2025 payment receipt from An Post, or
- A letter from your Community Welfare Officer, or
- A statement from www.mywelfare.ie
You do not need to include:
- Child Benefit
- Winter Fuel Allowance
- Domiciliary Care Allowance
- Living Alone Allowance

If someone over 18 lives in your home

Submit evidence showing whether they are:

- In full-time education (letter from college or school)
- In employment (payslips)
- Receiving welfare (payment receipt)
- Not receiving income (letter from Social Welfare confirming this)



Need Help?



- Visit your local library or Citizens Information Centre for digital support
- Call CHI on 01 640 3074
- Email technical issues to: rentreview@cooperativehousing.ie
(Include screenshots if possible)
- Watch our step-by-step video at: www.cooperativehousing.ie/members-area

Scan the QR code below to begin your rent assessment now.



Safer Neighbourhood Team Help Us to Help You

If you are concerned about anti-social behaviour in your area, please report it to us. Your information helps us investigate and take action to keep the community safe.

Please remember:

- **Be specific** - Times, dates, and exact locations of incidents are especially helpful.
- **Report it yourself** - Don't assume a neighbour will do it.
- **Confidentiality** - All information shared is treated in strict confidence.
- **Serious concerns** - If something is urgent or dangerous, contact your local Garda Station directly.

Contact us at: sns@cooperativehousing.ie

Together, we can create a safer neighbourhood for everyone.



Understanding the DRIVE Project: Supporting Safer Neighbourhoods



The DRIVE Project (Drug-Related Intimidation & Violence Engagement) is a government-funded initiative that Co-operative Housing Ireland proudly supports. It is part of our commitment to safer neighbourhoods for all our Member Tenants.

DRIVE is an interagency project that provides confidential support and resources to people affected by drug-related intimidation and violence. This could include individuals, families, or entire communities.

The project helps communities across Ireland build the tools to respond to these serious issues. It does this through specialised training, resources, and links to local support services.

What makes DRIVE especially important is its focus on reducing stigma and offering **non-judgemental**, confidential support to anyone affected by drug-related intimidation.

Whether you are directly affected or know someone who is, DRIVE provides a clear pathway to help.

As your housing provider, Co-operative Housing Ireland works with DRIVE and other agencies because we believe everyone deserves to feel safe and secure in their home and community.

To learn more or to access support, visit: <https://driveproject.ie>
Or speak confidentially with our Safer Neighbourhoods Team

Drug related intimidation and violence is a serious and frightening problem that is affecting individuals, families and communities throughout Ireland.

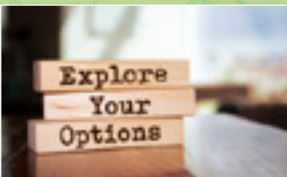
You Have Options

Drug related intimidation and violence is a serious and insidious problem that affects individuals, families and communities throughout the country.

Drug related intimidation occurs when a criminal or criminals allege that a sum of money is owed as a result of a drug debt. Individuals or family members may be subjected to intimidation or the threat of intimidation.

Drug related intimidation can take many forms. Some examples include verbal threats, physical violence, damage to home or property, sexual violence or threats of a sexual nature.

Being intimidated can be a very frightening experience. You may feel you have nowhere to turn or you may worry about what will happen if you seek help.



Free and confidential supports are available in your local area from a range of community, voluntary and statutory services and agencies.

You Are Not Alone

Community Support Services : There are specially trained family support workers and drug and alcohol workers in community based support services in your area who can help you in a safe and confidential way.

These services will:

- Explain the services' approach to the issue of intimidation.
- Explore your personal experience of intimidation.
- Provide details of the range of supports and services available in your local area.
- Advise you of the confidential supports available through An Garda Síochána.
- Discuss all other available supports.



Find Your Local Support Service at:
www.driveproject.ie

There is Help

Drug Related Intimidation Reporting Programme: Throughout the country, and within each Garda Division there are specially trained Garda Inspectors who will:

- Meet you confidentially & safely at a location that suits you.
- Provide practical safety information.
- Listen to your particular experience of intimidation and discuss options available to you.
- Give information on a range of addiction supports available in your local area if required.
- Outline the process if you choose to make a formal complaint to An Garda Síochána.



Find contact details of your local Drug Related Intimidation Inspector at:
www.driveproject.ie

Co-operative Housing Ireland Education Scholarship

Now open for applications

We are delighted to announce that applications are now open for the Co-operative Housing Ireland Education Scholarship.

The scholarship offers €5,000 to support undergraduate students who meet the criteria and live in a Co-operative Housing Ireland home. It is designed to ease the financial pressure of higher education and help you focus on your studies and personal growth.

**Closing date:****Monday, 2nd September at 5:00pm**

Late applications will not be considered.

Now Open: €5000 CHI Scholarship for Undergraduate Students

You can find full details and application criteria by visiting:

www.cooperativehousing.ie

Or email:

scholarship@cooperativehousing.ie

Avondale Office Finds a New Purpose

Earlier this year, Co-operative Housing Ireland moved our Dublin 15 office from Avondale Park to the Generali Building in Blanchardstown Village. While we were sad to say goodbye to the old office, we're pleased it will continue to play an important role in the local community.

The building is now leased to Empower, Fingal's local development company, who are using it as a Child and Family Support Centre. The centre currently offers parenting programmes, play therapy, and advice clinics for local families.

This means the building continues to serve the community, supporting families who need it most and contributing to a stronger, more connected neighbourhood.

As I Am



Co-operative Housing Ireland Hosts Successful Online Workshops with AsIAm

On 22nd April, Co-operative Housing Ireland partnered with AsIAm to run two online workshops:

- Supporting Your Autistic Child
- Supporting Your Autistic Teen

These sessions gave parents and caregivers helpful tools and practical tips to better support their autistic children and teenagers.

The response was very positive. One participant said:

“Thank you so much for organising this talk with AsIAm. It was absolutely full of information, and they really gave the perspective from an autistic point of view, which really helped me understand a lot more.”

The workshops explored topics like:

- Sensory issues
- Puberty and change
- The importance of self-advocacy
- Access to the AsIAm support line

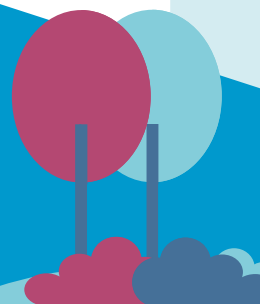
If you would like more information about AsIAm, please email:

members@cooperativehousing.ie

Thank you to everyone who joined. We look forward to running more events like this in the future.

Garden Competition: Thank You!

Thank you to all Members who entered this year's Gardening Competition. We appreciate the passion and effort you've put into your green spaces. The competition is now closed for 2025. Judging has taken place and the winners will be announced shortly on our website and social media.



Neighbourhood Highlights



Spring Clean Season

We'd like to send a big thank you to the wonderful Members across many estates throughout the country who took part in litter picks this spring. Your time, energy, and enthusiasm were clear to see - member tenants came equipped with litter pickers, gloves, and bags.

Some of the participating estates included:

- St Mary's, Meath
- Cois Gallain, Cork
- Riverside, Castleisland, Kerry
- Fruithill Manor, Carlow
- Hunters Green, Wexford
- Coolcotts, Wexford
- Amhrac Muilleann, Limerick
- Inbhear na Sionna, Clare
- Rivercourt, Carlow

If you have organised a litter pick in your estate or want some help on how to set one up in your area, please contact us at members@cooperativehousing.ie.



Testimonial from Coolcotts Member Tenant Association

The newly formed Townspark Members' Association held a fun and successful clean-up day for the estates of Páirc na Dáiré, Cúil na Dáiré, and Páirc na Gréine in Coolcotts, Wexford.

It was a lovely summer day in June, the Members' Association committee was joined by eager children from the estate. The children used litter pickers, black bags, and high-vis vests provided by Wexford County Council.

Working in pairs, they cleared rubbish from the area while adults focused on more difficult spots. At the end, the children received goodie bags and drinks from the Members Association committee as a thank you for their hard work.

Everyone in the estates was amazed by the number of bags filled. Well done to the Townspark Members' Association on organising their first clean-up and a big congratulations to all the children who helped!



Neighbours' Day Celebrations

Bringing Communities Together

Neighbours' Day events organised by members' associations have been taking place in estates right across the country, and it's been heartening to see communities coming together and member tenants celebrating celebrating friendship, fun, and local spirit.

A special mention goes to the **Cascade members' association in Carrigtwohill**, who organised the first Neighbours' Day of the year. Their event had something for everyone. There was face painting for the little ones, a DJ spinning tunes all afternoon, and even a lively dance competition that got everyone moving. The colouring competition brought out some real young artists, and the prizes were absolutely brilliant!

Even when the rain came down and washed away our hopscotch, it didn't dampen the mood. The day continued with delicious hot food and great company. A big thank you to our **Co-operative Housing Ireland Asset Management Property Services team** for supporting the event, and to the **local Community Garda** who let children (and adults!) explore the squad car, a real highlight of the day! It was a wonderful day filled with colour, laughter, and strong community spirit.

Well done to everyone involved. We look forward to seeing more Neighbours' Day celebrations across the country!



Newtown Court Easter Celebration

On 19th April, **Newtown Court** hosted a fun-filled Easter event that brought joy to residents of all ages.

Families enjoyed sweet treats and a surprise visit from the Easter Bunny, which was a big hit with the children! Laughter and happy chatter filled the air as children played and explored the beautiful garden for the much-anticipated Easter egg hunt. It was a fantastic event that left everyone with big smiles and great memories. Thank you to everyone who helped organise this special day.



Flavour, Family and a Voucher



Share Your Favourite Recipe

Do you have a favourite meal or family recipe you'd like to share?

Take part in **Flavours of Home**, an online recipe collection created by Co-operative Housing Ireland to celebrate food, culture and community. Whether it's a dish passed down through generations or something new you've made yourself, we'd love to include it in our recipe collection.

What You Need to Know

To take part, you must:

- Be a Member Tenant of Co-operative Housing Ireland
- Make the dish yourself, or with someone in your household
- You may submit more than one recipe
- By entering, you agree that Co-operative Housing Ireland can use your recipe and photos in future newsletters or on social media

Prize Draw

If you send a full entry, you will be entered into a raffle to win a shopping voucher.

The draw will take place in the last week of September 2025.

How to Enter

Send your recipe to:

members@cooperativehousing.ie

Use the subject line: **Flavours of Home**

- Please include:
- Your name and address
- Your phone number
- The full recipe and method
- Three clear photos of the dish from different angles

Deadline:

24 September 2025

Late entries will not be accepted.



Improving Warmth and Wellbeing

Retrofitting Homes to A2 Standard

In 2022, Co-operative Housing Ireland started the Improving Warmth and Wellbeing programme to make 200 of our least energy-efficient homes warmer, healthier, and more energy-efficient. The goal was to bring each of these homes up to a BER rating of A2.

Why is this important? Cold homes can lead to damp and mould, which may cause or worsen breathing problems and affect mental health. Improving the energy efficiency of homes helps create a safer and healthier environment for everyone living there. As a housing provider, this is an important part of how we support the wellbeing of our member tenants.

This programme also supports Ireland's Climate Action Plan, which aims to reduce greenhouse gas emissions by 51% by 2030. By upgrading homes, we're helping do our part.

The programme has been rolled out in phases across several Co-operative Housing Ireland's estates. The most recent upgrades were completed in Cardy Rock, Balbriggan in April 2025, where 45 homes received major energy improvements.



Cardy Rock is a long-established development, launched in 2000. Many residents have lived there for over 20 years. Before the upgrades, the average BER of homes in the estate was C3.

We worked with Kingdom Installation Ltd, our trusted retrofit contractor and a certified SEAI One-Stop Shop. Their team assessed each home's energy rating and planned the upgrades needed to achieve the best results.

At Cardy Rock, the work included:

- Replacing windows with triple-glazed windows for better insulation
- Installing double-glazed uPVC back doors to reduce heat loss
- Installing air-to-water heat pumps in every home
- Adding high-efficiency radiators and power showers
- Removing old gas boilers

After these works, the average BER rating across the estate improved to A2, which means homes are now much warmer and cheaper to heat. These upgrades will have a big, long-term impact on energy use and comfort for residents.

Introducing Our Performance Dashboard:

Sharing Our Progress With You

As part of our ongoing commitment to transparency and high-quality service, we are pleased to introduce a new section in your quarterly newsletter that shares how we're performing across all our key services: the Performance Dashboard.

We believe that as Co-operative Housing Ireland member tenants you have the right to know how well we're doing in areas that matter most to you, from repairs, maintenance to lettings, anti-social behaviour resolution, and rent collection.

The information is updated by our teams and show real data about the services you experience every day. It helps highlight where we are meeting our targets, and where we need to improve. We will share these updates with you every quarter so you can see how we're doing.

Your feedback through surveys and day-to-day contact continues to help us improve. We encourage you to continue sharing your experiences with us through our regular satisfaction surveys and direct contact with your housing teams.

Thank you for being part of the process.

How We're Performing on Property Services and Repairs This Year

Asset Management & Property Services (Average year-to-date star ratings)
These results are based on a five-star scale:



Star Rating Scale: 1 star = very dissatisfied / 2 stars = dissatisfied / 3 stars = neutral / 4 stars = satisfied / 5 stars = very satisfied

We've used a traffic light system to show our performance against our targets for this year

Arrears as a percentage of Debit in-month figure

1.93% end of June 2025



2025 target: Below or at 2.5%

Arrears as a percentage of Debit rolling 12-month figure

2.08% end of June 2025



2025 target: Below or at 2.5%

Percentage of estate inspections completed

97.7% end of June 2025



2025 target: 95%

Satisfaction with lettings service

100% end of June 2025



2025 target: 95%

Satisfaction with complaint handling

100% end of June 2025



2025 target: 75%

Percentage of anti-social behaviour cases which are closed / being resolved

98% end of June 2025



2025 target: 95%

Satisfaction with anti-social behaviour case handling

94% end of June 2025



2025 target: 85%

Satisfaction with anti-social behaviour case outcome

78% end of June 2025



2025 target: 80%

Traffic Light Key



Green = Target met or exceeded

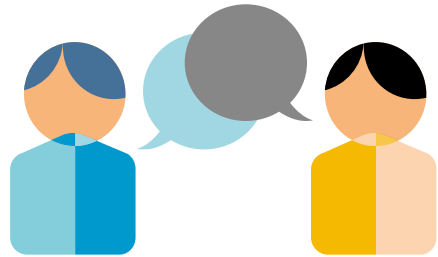
Amber = Marginally off target

Red = Far off target



Members Survey Results 2025

Each year, Co-operative Housing Ireland surveys Member Tenants to understand how we're doing and where we can improve. Here's a summary of this year's results:



Quality of homes provided by Co-operative Housing Ireland:

Condition

90%

describe the quality of their home as being good or very good when moved in

Satisfaction

83.5%

are currently satisfied with the physical quality of their home*



Member Services:

Services

83%

of Members are satisfied with the services provided by Co-operative Housing Ireland*

Community

66%

said there are good opportunities to get involved in their community

Neighbourhood

78%

agree Co-operative Housing Ireland is making their neighbourhood a pleasant place to live*

Communication

85%

are satisfied with the communications they receive from Co-operative Housing Ireland. 84% feel CHI is easy to deal with. 80% are satisfied that CHI listens to their views*

53% said they know their neighbours well or very well

*When neutral or "not applicable" responses are removed

