



Co-operative Housing News

Autumn 2025

Dear Member,

Welcome to the Autumn Edition of Co-operative Housing News



As the evenings draw in and we approach the festive season, it's a great time to look back on the community activities that have taken place over the summer months - and look ahead to what's coming next.

This edition celebrates the incredible community spirit across our estates, from the joyful moving-in celebration in Charleville, Co. Cork, to creative art classes at Crofters Quarter in Deansgrange, Co. Dublin. You will also find important updates on rent reviews, fire safety, and how to nominate someone for our Community Champion Awards.

Thank you to all members who help make Co-operative Housing Ireland communities vibrant, welcoming places to live. Your participation in events, committees, local projects truly makes a difference.

If you have a story to share or would like to get involved in your local community, please email us at communications@cooperativehousing.ie.

Wishing you a safe and enjoyable autumn season,

A handwritten signature in dark blue ink, reading "Kieron".

Kieron Brennan

Chief Executive Officer

Co-operative Housing Ireland

Pictured on the cover:

Peter Harding-Downes, Hazelbrook, Co. Wicklow

Important Updates

Why You Should Have 'Contents Insurance' for your belongings



When you rent a home with Co-operative Housing Ireland, the building itself - including the structure, roof, walls, and shared areas - is insured by us. This means that if there's a fire, flood or damage to the structure, the building itself is protected.

However, this insurance doesn't cover your personal belongings. Everything you bring into your home - furniture, clothing, electronics, jewellery or household appliances - is up to you to protect. That's why having contents insurance is so important.

Contents insurance protects your possessions against risks such as fire, flood, theft, vandalism or accidental damage. For example, if there is a fire or a break-in, Co-operative Housing Ireland's insurance

will repair the building but won't replace your personal belongings. Without contents insurance, you could face big costs and unnecessary stress.

What does contents insurance usually cover?

- Fire, flood and storm damage
- Theft and burglary
- Accidental damage (depending on the policy)

The good news is many policies are affordable and flexible, so you can choose the level of cover that fits your needs and budget. For Member Tenants, this small monthly payment can give you peace of mind, knowing that you're protected if the unexpected happens. You can easily buy contents insurance online or from your local insurance broker.

Top Tip:

Take photos of your important items and keep receipts where you can. This can make a claim easier and faster if you ever need to use your insurance. It's also worth reviewing your policy every year to make sure your cover meets your needs.

While Co-operative Housing Ireland ensures the building itself, it's up to you to protect your belongings and contents insurance is the best way to do that.



Fire Safety: Your Responsibility, Our Priority

Fire safety is everyone's responsibility, and we take it very seriously at Co-operative Housing Ireland. Whether you live in a flat, apartment, or house, following simple fire-safety habits can save lives.



Prevent Fire in Your Home

Small everyday actions can greatly reduce the risk of fire:

- **Never smoke in bed** or when you're tired or taking medication
- **Unplug electrical appliances** before bed - except the fridge and freezer
- **Don't overload sockets:** one socket, one plug
- **Keep your fire blanket** in the kitchen, close to the cooker
- **Never leave candles unattended** and always blow them out before you go to sleep

Know Your Escape Plan

In apartment blocks, the shared fire-alarm and detection system gives an early warning if there is a fire. Your apartment also has standalone smoke and heat detectors.

Here are some essential fire safety steps:

- Test your smoke alarms every week
- Change batteries once a year, or when you hear a warning beep
- Know where your fire-assembly areas are
- Keep at least two escape routes clear at all times
- Keep door keys in a place everyone can reach quickly
- Keep your mobile phone nearby, especially at night

If You Hear the Fire Alarm

- If you hear the fire alarm, leave the building straight away
- Check closed doors with the back of your hand before opening
- If the door feels hot, do not open it - the fire may be on the other side
- Do not use the lift if your building has one

- If there is smoke, hunker down and block your mouth from smoke with a scarf or wet towel and stay close to the wall if you can't see properly
- If you can't get out safely, go to a room with a window, close the door, and block the bottom with towels to keep smoke out
- Call 999 or 112 and stay by the window until help arrives

Report Issues Immediately

Please phone the Members' Services Hub at **01 640 3074** if you notice:

- any fire safety breaches
- faulty fire alarms or smoke detectors
- items blocking corridors, landing or escape routes



Remember:



Never store rubbish, bikes, or any other items in shared corridors or landings - these are your escape routes and must stay clear at all times. Fire safety information is displayed on the back of your apartment or house door. Take a few minutes to read it and practise your escape plan with everyone in your home.

Lettings & Allocations

2025 has been a very busy year for our Neighbourhood Team. So far, we've completed almost **550 lettings**, and we're delighted to welcome all our new Member Tenants to Co-operative Housing Ireland. We wish you many happy years in your new homes.

Providing excellent customer service is central to everything we do. Our teams take great care



in supporting tenants throughout the pre-tenancy process. Over the past few weeks, pre-tenancy meetings have taken place across the country, and many more individuals and families will be welcomed into their local co-ops before the end of the year.

Looking Ahead

Preparing for Winter

As we move into the colder months, it's a good time to make sure your home is ready for the winter. Here are a few things you can do that can make a big difference:

Check your heating: Inspect your heat pump for damage. Clear the condensation drain. Make sure there is no debris or obstructions. Inspect and clean the coils. Make sure your system is working properly, and if it's not, please let us know straightaway.

Thermostats: Best practice is to set your thermostat at 20 degrees and adjust up and down by one degree until you are comfortable

Boiler: Check your pressure. Contact us if you don't know how to do this.

Prepay Gas Meter: Check you have enough credit loaded. Co-operative Housing Ireland can't help with issues on your meter so please contact your Gas Network Provider.

Prevent frozen pipes: To stop pipes from freezing, keep your heating on low if you're away and make sure you know where your stopcock is.

Clear gutters and drains: If you are responsible for your gutters or drains, make sure they're clear of leaves and debris.

Report issues early: If you notice anything that needs attention, please let us know - it is much easier to fix small problems before the weather turns bad.



If you are worried about getting your home ready for winter or need help, please contact your Neighbourhood Specialist or the Member Services' Hub on 01 640 3074 - we are here to help you.



Rent Review 2025: Have you sent in your documents yet?



PLEASE NOTE:
If you signed a tenancy agreement with us on or after 1 July 2024, you don't need to take part in this year's annual rent assessment.

As part of our Annual Rent Review process, the Income Team would like to thank all members who have already sent in their 2025 documents. If you haven't had a chance to return yours yet, this is a reminder to do so soon.

It's important that all outstanding documents are returned as soon as possible. We are working with the Residential Tenancies Board (RTB) to help us make sure the process is fair and completed in line with housing regulations.

To send in your details, please log in to the Keyholder app and upload your documents there. This is the official and secure platform to share rent information with us.

If you're finding it hard to use Keyholder, gather documents, or manage rent payments, please get in touch with your Income Specialist. We're here to help and support you every step of the way.

Contact:

Email: rentreview@cooperativehousing.ie

Phone: 01 640 3074

External Supports

If you are struggling, you are not alone. These organisations offer free, confidential advice and support:

MABS (Money Advice and Budgeting Service)

Tel: 0818 07 2000

Web: www.mabs.ie

St Vincent de Paul

Tel: 01 884 8200

Web: www.svp.ie/request-help/

Lions Clubs Ireland

Web: www.lionsclubs.ie

Department of Social Protection

Web: www.gov.ie

Pieta (support for people in suicidal distress, self-harm, and those bereaved by suicide)

Tel: 1800 247 247 (24/7)

Text: HELP to 51444

Web: www.pieta.ie

If you or someone else is in immediate danger, call **999** or **112**. Please reach out – there are always options, people to listen, and supports available.

Community Highlights

Charleville's Moving-in Celebration: A Day to Remember

One of this year's highlights was the moving-in celebration in Charleville, Co. Cork - a joyful event that brought neighbours, families and our teams together. From the very beginning, this was a shared effort between the local community and our Community Engagement and Neighbourhood teams. The day was planned with care, listening, and respect for everyone involved.

The day was full of colour, laughter and connection. Over 60 adults and 30 children came together to celebrate, and the atmosphere was buzzing with excitement. The potluck table overflowed with homemade treats, cakes, sandwiches and even a cake-decorating station! Mirabella's Creations added sparkle with face painting, while Tony Baloney and Leroy the Talking Dog kept everyone entertained. Topsy Tacos served delicious hot food, adding to the festive feel.

We were also joined by a local Community Garda, along with the Income, Safer Neighbourhoods and AMPS teams from Co-operative Housing Ireland, all of whom helped make the day extra special.

It truly showed the community spirit that makes Charleville so special. We were delighted with the turnout and the sense of togetherness across the estate.

A huge thank you to everyone who contributed, joined in or helped make this day such a success. Here's to many more celebrations like this!



Congratulations to the Newtown Court Gardening Group

We are thrilled to share some exciting news from our local green thumbs. The Gardening Group at Newtown Court, Co. Dublin, has just scooped up first place! Their hard work, creativity and dedication to beautifying their community have truly paid off. Even better, this



win means they are heading to the grand finals at the end of October. Let's all cheer them on!

Best of luck to all who are involved, we are rooting for you every step of the way!

Creativity at Crofters Quarter

We had a wonderful time at Crofters Quarters' recent art classes! Over three fun-filled two-hour sessions, the kids got creative, made new friends and enjoyed every moment. The weather was perfect, the atmosphere was lively, and the artwork was fantastic. Everyone left with big smiles and plenty of colourful creations to show off!



We would like to thank Dún Laoghaire-Rathdown County Council for providing funding, the classes wouldn't have been possible without their support.



Estate Management

As autumn arrives, we're continuing to look after shared areas where Co-operative Housing Ireland is responsible - grass cutting, hedge trimming, cleaning of stairwells and caring for trees. In the weeks ahead, our team will be finishing the 2025 tree-maintenance programme, with many estates scheduled for tidy-ups before winter.

So far in 2025, we have completed several improvement projects to keep our estates well cared for and welcoming places to live. Here are a few examples:

Power Washing & Grass Cutting

Recent works include power washing paths and shared spaces, along with regular grass cutting to keep estates tidy and pleasant for everyone.



Bin Store Upgrades

Ensuring high living standards for tenants is a key priority for us. During 2024, we began upgrading bin-store areas to make them safer, cleaner and easier to use. In several estates, old bin stores have been removed and replaced with new, secure areas that will last for years to come.



You Said, We Did

In Slí na Rí, Co. Carlow, our member tenants let us know about an unsafe area that children wanted to play in. Working together, our Housing Services, Community Engagement and Asset Management Teams secured the area - it is now a safer space for children.



At The Glen, Co. Laois, there was a build-up of rubbish in bin stores. Our contractor has cleared and cleaned the area, and we will keep an eye on it to make sure it stays that way. This highlights the importance of estate visits by our Neighbourhood Specialists.

We always welcome feedback (both good and bad) from our members about how our estates are managed. If there is anything we can do to support you or improve your estate please get in touch.

Email: complaints@cooperativehousing.ie

Phone: **01 640 3074**

Halliday Mills Maintenance Clinic:

Connecting Members with the AMPS Team



The Co-operative Housing Ireland Asset Management and Property Services (AMPS) team recently held a repairs clinic at Halliday

Mills in Dundalk, as part of an ongoing series of drop-in clinics taking place at our estates around the country.

These clinics are a great chance for members to meet the AMPS team in person, chat about any maintenance issues, and learn how to report repairs quickly and easily. We also had members of the Safer Neighbourhood Teams, Neighbourhood Specialists as well as our Communications Team. Following successful clinics at other estates, the team continues to bring this service to communities across Ireland.

We always let members know in advance when a clinic is planned. If you would like to report a repair or request a clinic for your estate, you can send a request at:

www.cooperativehousing.ie/members-area

New Staff Welcome

We are delighted to welcome two new members to our Neighbourhood Team - Catherine Byrne and Diarmuid Ó Nualláin. They have both joined as Neighbourhood Specialists. We wish them every success in their new roles and look forward to the support they'll bring to our Member Tenants and communities in the years ahead.



Get Involved: Community Champion Awards 2025

Call for Nominations

Do you know someone in your estate who always lends a hand, looks out for neighbours, or gives their time to help others? Maybe it's a young person who volunteers, or a group who makes your community stronger.

We want to celebrate them through our Community Champion Awards 2025!

Who can be nominated?

Anyone who lives in a Co-operative Housing Ireland home can be nominated as an individual or part of a group. (You cannot nominate yourself.)



Award Categories



Community Champion Award

For an individual over 25 who makes a difference by giving up their time to help their neighbours and local community.



Group Champion Award

For a group of people who make a difference by giving up their time and energy to support their neighbours or local projects.



Young Community Champion Award

For someone aged 25 or under who makes a positive impact with their neighbours and local community.

How to nominate

It's easy! Email members@cooperativehousing.ie and we will send you the short online nomination form. Please make sure you have the permission of the individual or group you are nominating before you nominate them.



Deadline: Sunday, 7th December.



Winners will be announced in January 2026 with prizes to follow!

Creative Writing for Creative Wellbeing

With writer and facilitator **Aoibh Johnson**



Are you looking for a gentle, creative outlet – a way to relax, reconnect with yourself, and try something new?

Join writer and facilitator **Aoibh Johnson** for six weeks of friendly online creative-writing workshops. These sessions are designed to boost wellbeing, encourage self-expression, and help you explore your own stories in a safe and supportive space.

What to Expect:

- A calm, welcoming, **safe, supportive space** to write, reflect and share (only if you want to!)
- Weekly **guided meditations, inspiring writing prompts** and **shared readings**
- A chance to explore your story, your senses and your body as sources of creative inspiration
- **No pressure** to read aloud or worry about spelling and grammar; this is about expression, not perfection
- Personal support and feedback from Aoibh

Whether you've written before or are completely new to it, this course is for everyone. Weekly themes may include personal storytelling, sensory writing, body awareness, and reflective journaling.

With over a decade of experience facilitating creative wellbeing workshops, Aoibh brings deep care, insight and passion to every

session. Her approach is gentle, inclusive and empowering – perfect for anyone looking to explore writing as a tool for healing and self-discovery.

Course Details:

- **Start Date:** Thursday, 6th November 2025
- **Duration:** 6 weeks (2 hours per session)
- **Platform:** Zoom (link provided after registration)
- **Accessibility:** Open to all abilities. No writing experience required
- **Cost:** Free for Co-operative Housing Ireland Members

How to Register:

Complete the registration form [here](#).



Connect & Learn More:

Instagram: [@aoibhjohnsoncreative](#)

Website: www.aoibhjohnson.com

Come as you are. Leave feeling inspired.
We can't wait to write with you.

Gardening Competition 2025 – The Results Are In!

A huge thank you to everyone who entered our first national **Co-operative Housing Ireland Gardening Competition**.

We received **40 entries across 13 counties**, and the standard was incredibly high. Our judges were amazed by the creativity, colour, and care that went into each garden.

Each shortlisted entrant received a garden-centre voucher and a certificate. Here are the winners and runners-up in each category:

- **Overall Best-Kept Garden** 
 -  **Winner:** Melissa Fitzgerald, Baunaclocka Heights, Limerick
 -  **1st Runner-Up:** Sara Cooper & Kenneth Butler, The Maples, Kerry
 -  **2nd Runner-Up:** Lidiya Dvorakovska, Moinear Ros Leamhain, Clare



Melissa Fitzgerald

- **Best Flower or Food Garden** 
 -  **Winner:** Diana & Vasile Neghina, Graigue na hAbhainn, Laois
 -  **1st Runner-Up:** Damien Gillick & Johanna Estrada, Mill Heights, Wexford
 -  **2nd Runner-Up:** Andzelika Bieliene, Pairc na Dara, Wexford



Diana & Vasile Neghina

- **Best Hanging Basket or Container**
 -  **Winner:** Peter Harding-Downes, Hazelbrook, Wicklow
 -  **1st Runner-Up:** Mirjana Cale, Graigue na hAbhainn, Carlow
 -  **2nd Runner-Up:** Gerard O'Donovan, Amhrac Muilleann, Limerick



Peter Harding-Downes

● **Best Use of Small Space**



Winner: Elaine Chapman,
Palmers Gate, Dublin



1st Runner-Up: Maruta Kaire,
Townsend Street, Dublin



2nd Runner-Up: Annette Williamson,
Downview, Cork



Congratulations to all our winners and to everyone who entered. You've helped brighten up our communities and shown what co-operation and creativity can achieve.



Elaine Chapman

Sunshine & Smiles at Newtown Court's Summer Party

A fantastic day was had at the summer party at Newtown Court, Co. Dublin. The sun was shining, the music was lively, and there was laughter and fun around every corner.

A huge thanks to the committee for organising such a memorable event. The day ran so smoothly and everyone had an amazing time. From the games to the music and great company, it was a day to remember.

A special shout-out goes to Darren, whose incredible photography captured every wonderful moment. Your talent and dedication never fail to impress. Thank you for helping us preserve these memories!



Neighbours' Day at Hunters Green

By Grace O'Reilly

Hunters Green Neighbours' Day was a success with thanks to the hard work of the Member Tenants and the Community Engagement Team. We had a seeds stall, there were hot and cold foods, sweet and savoury options as well as vegetarian choices, teas, coffees and cordial. The Saturday sunshine warmed the community spirits of those who attended.

There was a children's entertainer, as well as games, prizes and face painting. Well done to all the residents, Nikki, Gosia, Simon, Cinnamon, Grace and Tracey who helped prepare, set up, and run the event.

Preparations are already in full swing for spooky season, with a spooky Halloween Party planned to take place for the school's mid-term break. Keep an eye out for low-flying witches!



Have a story or an opinion? Get in touch!



We want our updates to reflect real life in our estates what matters to you and what's happening where you live. If you've views on our newsletters and updates, or a good-news story to share, we'd love to hear it.

We're also getting to know our communities in a new way. **In the new year, we'll run small focus groups** to hear your opinions on how the **co-operative** communicates what works, what doesn't, and how we can make it clearer and more useful. Tell us if you'd like to take part.

What to send

- A short note (3-5 lines) telling the story - first weeks/first Christmas in your new home, a bit of neighbourly kindness, a local project, a hobby or achievement, or even a nice result from your balcony/window boxes or allotment
- Photos (landscape if possible) or a short phone video (10-30 seconds)
- Your name, estate, and a simple caption (who/what/when)

How to share

communications@cooperativehousing.ie

WhatsApp / Call Jennifer: **086 440 2352**

We're keen to grow the co-operative spirit and share more member stories across the **co-operative**. If you'd like to speak to the Communications Team, we'd love to hear from you.



We'll always ask your permission before publishing anything, and we'll agree the final text, photos, or videos with you first.

Performance Dashboard

How We Are Doing – 2025 Performance Snapshot 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:

Co-operative Housing Ireland measures how we’re performing across key areas like property repairs, estate inspections, rent management, and member satisfaction.



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

2.07% end of September 2025	○ ● ●	2025 target: Below or at 2.5%
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Arrears as a percentage of Debit rolling 12-month figure

2.28% end of September 2025	○ ● ●	2025 target: Below or at 2.5%
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Percentage of estate inspections completed

98.10% end of September 2025



2025 target: 95%

Satisfaction with lettings service

99% end of September 2025



2025 target: 95%

Satisfaction with complaint handling

78% end of September 2025



2025 target: 75%

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

98% end of September 2025



2025 target: 95%

Satisfaction with anti-social behaviour case handling

93% end of September 2025



2025 target: 85%

Satisfaction with anti-social behaviour case outcome

78% end of September 2025



2025 target: 80%

Traffic Light Key

-    **Green** = Target met or exceeded
-    **Amber** = Marginally off target
-    **Red** = Far off target



We use this information to keep improving how we serve you - our members - and to make sure every community is safe, well-maintained, and supported.

Contact Us

We're here to help.

Member Services Hub: 01 640 3074

Email: members@cooperativehousing.ie

Website: www.cooperativehousing.ie



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