

# Co-operative Housing Ireland News

Summer 2026

A photograph of a young woman with long brown hair and glasses, wearing a black and white striped t-shirt, and a young man with a beard and a dark blue shirt, both smiling and posing on a balcony with a metal railing. The background shows a clear blue sky and some greenery.

Apply for Our  
**Education  
Scholarships  
Today**

**Hunter's  
Green**

Pollinator-Friendly  
Project

Join us:  
**Estate  
Walkabout**

Tips on E-Scooter  
and E-Bike Safety

The logo for Co-operative housing Ireland, featuring a stylized house icon composed of four colored squares (blue, red, green, and yellow) arranged in a 2x2 grid.

Co-operative  
**housing**  
Ireland

# Dear Member,



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

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As summer arrives, it's a wonderful time to celebrate everything that makes our communities such special places to live, and to look ahead to what's coming up across our estates.

This edition is full of inspiring stories. You'll hear from Member Tenants who took part in our International Women's Day events, sharing powerful reflections on community, collaboration, and lived experience. You'll also read about a fantastic biodiversity project in Hunters' Green, the latest Creative Writing for Wellbeing reflections, and updates on the Community Fund and our Education Scholarship.

There's also important information from the neighbourhood, income, and asset management teams to help you get the most from your home and community.

Thank you for everything you bring to your communities. It genuinely makes a difference. If you have a story to share, we'd love to hear from you at [communications@cooperativehousing.ie](mailto:communications@cooperativehousing.ie).

Wishing you a safe and enjoyable summer.



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## **Kieron Brennan**

Chief Executive Officer  
Co-operative Housing Ireland

**Cover photo:** Member Tenants  
Shannon and Gavin in their new home.

## Community News

# Hunter's Green Pollinator-Friendly Project



Hunter's Green in Gorey, Co. Wexford is now home to two pollinator-friendly spaces, supporting local biodiversity and creating a more vibrant shared environment for Member Tenants.



In 2025, Members worked in partnership with Co-operative Housing Ireland's Housing Services and Community Engagement Team to identify and designate areas within the estate that could be managed with pollinators in mind. As part of this initiative, a selected grass area will be left uncut during the summer months, providing an important source of nectar and pollen to support Ireland's bee and pollinator populations.

This April, Member Tenants came together to seed and plant two native wildflower beds and to install two bee hotels, creating safe habitats for a variety of species. These spaces are clearly marked with signage provided by Wexford County Council's Biodiversity Officer, helping to raise awareness and encourage wider community engagement.

# Creative Writing for Wellbeing: Member Tenant Reflections



Our second Creative Writing course finished in March, and we are delighted to highlight another participant's experience.

These groups continue to inspire us with their creativity, courage, and willingness to try something new.

## Sinead's Reflection

I would have never considered myself a writer, I enjoyed journaling and reading meaningful words, the occasional meme. That's as far as it went for me.

I was nervous doing this course because I knew I would have to read what I wrote and of course, the self doubt kicked in: "*Will I be the worst in the class?*" "*Will I be able to keep up?*" However, it turned out to be a positive experience. The facilitator, Aoibh, was lovely and an excellent writer. As well as Michelle and Ciara, who were welcoming and easy to connect with. Maybe I got lucky with the group because everyone

was encouraging and always keen to support one another.

Each person wrote beautiful pieces and I felt comfortable sharing my own writing. It pushed me out of my comfort zone and I am thankful for it, because I needed it! Now, I feel confident to share my writing and it has helped me realise that I don't journal, I WRITE!

## Member Testimonial

"I really enjoyed the creative writing course. I learned a lot and pushed myself out of my comfort zone. Now, I am more confident and a better writer."

## Next Creative Writing Group: Autumn 2026

Our next Creative Writing Group will run in October **2026**. Places are expected to fill quickly.

**Starting October 2026 | 6 Weeks | 2-Hour Sessions, 6pm-8pm | Zoom Free for Co-operative Housing Ireland Member Tenants**

To join the **waiting list**, email: [members@cooperativehousing.ie](mailto:members@cooperativehousing.ie)

# Education Scholarship 2026 – Key Information

## Applications Open



## Closing Date

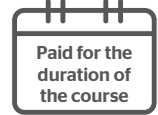


## Award



**Per academic year**  
paid in two instalments

## Duration



subject to  
continuing eligibility



## Who Can Apply:

- Member Tenants living in a Co-operative Housing Ireland home
- In receipt of the SUSI Special Rate of Maintenance Grant
- New entrants to undergraduate education for the first time
- Members of at least one identified priority group

## How to Apply:

- **Complete the application form** (available on the Co-operative Housing Ireland website from 13 July 2026), including a 500 word essay on **“Why you have chosen your college course”**
- **Email proof of eligibility** (SUSI Special Rate of Maintenance Grant award letter or email) to **[scholarship@cooperativehousing.ie](mailto:scholarship@cooperativehousing.ie)**
- Successful applicants will be required to submit official notification of acceptance into their chosen college course

## Further Information:

Further details, including priority group information and Frequently Asked Questions (FAQs), are available on the Co-operative Housing Ireland website in the Member Tenant News section.

## Queries:

[scholarship@cooperativehousing.ie](mailto:scholarship@cooperativehousing.ie)



Co-operative  
**housing**  
Ireland

INTERNATIONAL  
*Women's Day*  
2026



# Give to Gain: The Power of Collaboration

The Community Engagement Team held a series of events to celebrate International Women's Day 2026 in collaboration with Member Tenants.

Throughout March, Co-operative Housing Ireland Member Tenants took part in a range of online and in-person events to celebrate International Women's Day 2026. This year's theme, "Give to Gain: The Power of Collaboration," highlighted how when women thrive, the positive impact extends across communities and wider society.

To mark the occasion, coffee mornings were held on five of our estates nationwide,

alongside an online talk celebrating the role of women in Irish history and an online Member Tenant panel discussion. The panel provided women from our communities with a platform to share their lived experiences, reflections, and insights.

You can listen to the Member Tenant Panel here:



*'We were told we were too ambitious... but if we had listened to that, Shannon's Hopeline wouldn't exist today'*

Lisa spoke about the theme of **Give to Gain** through her experience co-founding Shannon's Hopeline following the death of her niece, Shannon. She described how the charity began with no funding, limited experience, and a great deal of uncertainty, yet grew through community generosity - particularly the support of women who fundraised and showed up in solidarity.



Lisa Kelleher,  
Member Tenant  
from South Earl  
Street, Dublin

Lisa reflected on how this collective giving not only enabled the charity to exist, but also gave those involved a strong sense of purpose and shared meaning. She highlighted the importance of women supporting women, noting the advice, mentorship, and encouragement she received while learning governance, fundraising, and leadership skills. Lisa also spoke openly about how difficult she initially found asking for help, and how reframing

this as advocacy for children and families helped her overcome that challenge. She addressed the barriers faced by grassroots charities, including scepticism and lack of funding, despite clear need reflected in long waiting lists for mental health services. Lisa emphasised the value of lived experience alongside professional knowledge, the importance of perseverance, and encouraged women to believe in themselves, share what they have learned, and support one another through small but meaningful actions that create lasting impact.

*'If you're finding it hard, ask for help'*

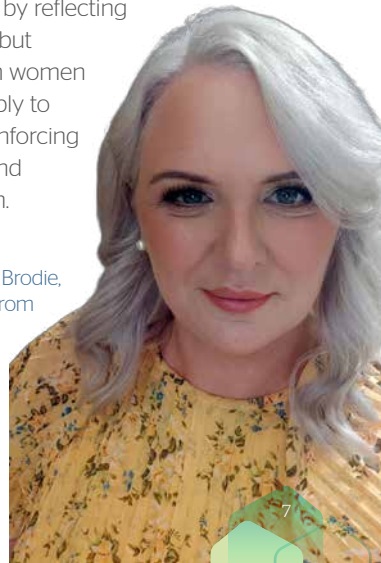


Amanda spoke about her experiences as a mother, carer, and long-standing community volunteer. She described how her giving is not motivated by physical or financial gain, but by the emotional fulfilment that comes from supporting others and creating positive change in her community. For Amanda, giving time and energy brings a strong sense of purpose and achievement.

She shared personal experiences of parenting a child with a congenital heart condition, describing the trauma of early hospital stays and the importance of connecting with other mothers who understood both the medical and emotional challenges involved. These connections grew into lasting friendships and informal support networks, helping families navigate complex health systems and share practical advice. Amanda noted that collaboration among women often happens naturally through shared experience and empathy.

Amanda also spoke about her involvement in charity fundraising and community sport, highlighting the role women play in creating safe, supportive spaces that bring people together. While acknowledging that asking for help and sponsorship can be difficult, she stressed that seeking support is essential. She concluded by reflecting that one small, but powerful action women can take is simply to ask for help, reinforcing collaboration and shared strength.

Amanda Bedford Brodie,  
Member Tenant from  
Baunaclocka  
Heights,  
Limerick



*'I was very lucky - I gained a lot more perhaps than I gave'*

Alma reflected on a lifetime of learning, teaching, and collaboration across different cultures. She spoke about her many years living and working in Spain, where she taught English in schools and community settings, and described how work she loved gave her far more than a pay cheque. For Alma, giving time, care and effort to her students and colleagues resulted in deep fulfilment and personal growth.

She shared how collaboration with other women played a defining role in her life, particularly when a female colleague offered her a teaching opportunity that transformed

her career. Alma highlighted how working in multicultural and multilingual environments required openness, adaptability, and mutual support, and how women often created welcoming, collaborative spaces where everyone could thrive.

Alma also spoke about the importance of everyday connection, kindness, and positive energy, noting how small actions - such as being open to conversation or offering encouragement - can strengthen relationships and reduce isolation. She emphasised that caring for oneself enables people to give more to others and highlighted the quiet but powerful role women play in sustaining community and collaboration across generations.



Alma Whitla, Member Tenant from Kilruddery Glen, Wicklow

*'I got great help from women in my life... who were determined that having a mental health issue didn't mean the end of your hopes or ambitions'*

Geraldine spoke about the theme of **Give to Gain** through her personal journey as a visual artist and her experiences of community, collaboration, and mental health recovery. She reflected on how relationships with other women shaped her creative confidence, beginning with early encouragement from fellow artists and continuing through her involvement in local artist collectives.

Geraldine Martin, Member Tenant from Halliday Mills, Dundalk



These networks provided opportunities to exhibit and develop her practice, while also offering reassurance and belief at moments of self-doubt. Geraldine shared a particularly meaningful example of collaboration when a fellow artist supported her as she prepared for her first solo exhibition - encouragement that helped her fully step into her identity as an artist.

She also spoke openly about her mental health journey and the role women played in supporting her recovery. Through therapy, recovery training and women-led spaces in community and arts settings, Geraldine regained confidence and purpose. She emphasised that recovery

does not mean abandoning ambition but rather finding new ways to pursue meaningful work. Geraldine concluded by highlighting how shared experience, patience and support among women can help individuals rediscover their potential and build fulfilling lives rooted in creativity and community.

**The event marked the fourth year that Co-operative Housing Ireland has celebrated International Women's Day, continuing to recognise and amplify the voices, experiences, and contributions of women across our communities.**



## International Women's Day Coffee Mornings

To celebrate International Women's Day 2026, the Community Engagement Team, with assistance from Events Clinic, held a series of coffee mornings across five of our estates nationwide. Member Tenants in Lawlor's Hill, Crofter's Quarter, St Canice's Hall, and Clonmacken came together throughout the month of March to share coffee, cake, and to celebrate the women of their communities.

In Wexford, the team hosted a crafting morning in partnership with Women's Collective Ireland Wexford Branch in Coolcotts Community Centre on 25 March. Cool Beans Coffee kept the hot drinks and sweet treats flowing while the Women's Collective Ireland project coordinator guided the group through a fabric wreath-making workshop. Member Tenants got to know each other better, while chatting about shared experiences and learning about the Women's Collective Ireland programmes available to women in Wexford. It was an uplifting morning with a wonderful gathering of women sharing their stories, experiences and getting to

know each other. Women's Collective Ireland is a national organisation with branches across the country that supports women's empowerment through a variety of programmes and courses.

These were hosted alongside an online talk celebrating the role of women in Irish history and an online Member Tenant panel discussion, exploring this year's theme, "Give to Gain: The Power of Collaboration."

The events marked the fourth year that Co-operative Housing Ireland has celebrated International Women's Day, continuing to recognise and amplify the voices, experiences, and contributions of women across our communities.





# Start Your Own Business Course with Inner City Enterprise

Have you ever thought about becoming your own boss and running your own business?

Co-operative Housing Ireland, in collaboration with Inner City Enterprise (ICE), will run a series of four introductory online workshops on 'How to Start Your Own Business'. This training is open to all Co-operative Housing Ireland Member Tenants who are interested.

## The Workshops Will Cover:

- Developing your business idea
- Skills and traits needed to run a business
- Steps to setting up your own business
- How to market your own business

This course will take place in August and September via Zoom one evening per week. Exact times and dates will be confirmed.

Member Tenants who completed the training last year found the training very informative and valued the ongoing support from the Inner City Enterprise team.

If you have a business or an idea for a business and don't know where to start, this training is for you!

## Be Your Own Boss Registration 2026



Sign up below by scanning the QR code or email

[members@cooperativehousing.ie](mailto:members@cooperativehousing.ie) for the link to the sign-up form



# Community Fund

## Now Open

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Do you have an idea to bring your community together or improve your estate? The Co-operative Housing Ireland Community Fund supports Member Tenants to deliver local projects, from community events and activities to enhancements of shared or green spaces.

The fund is open to Member Associations, as well as individuals or groups of tenants where no association exists, with support available from the Community Engagement Team throughout the process.

You're also encouraged to have a chat with your neighbours and gather their ideas

and support as you shape your proposal.

**Remember to apply 8-12 weeks in advance of your project or event.**

The guidelines for this can be found in the **Member Tenant area** of the Co-operative Housing Ireland website under **Community Engagement Resources**.

**Alternatively, you can scan this QR code to review the guidelines.**



If you would like to explore how your community can get involved, please email

**members@cooperativehousing.ie**

to contact your Community Engagement Specialist.

## Have a Story or an Opinion?

### Get in Touch!

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✉ [communications@cooperativehousing.ie](mailto:communications@cooperativehousing.ie)

📞 **WhatsApp / Call Erin: 086 836 1532**

## Communications in Co-operative Housing:

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- The Communications Team shares important updates with Member Tenants, including letters, newsletters, surveys and service information.
- We work to make sure information is clear, accessible and easy to understand.



**If you have feedback on how we communicate, or suggestions on how we can improve we'd love to hear from you.**

# 2026 Gardening and Art Competitions

We're delighted to announce that two of our favourite annual competitions are now open for entries: the **Gardening Competition** and the **Art Competition**. Whether you've got green fingers, a creative streak, or both, we'd love to see what you've been up to!

## Extended Deadline: Friday 26th June

Full details and entry requirements are available in the Member Tenant area of the Co-operative Housing Ireland website.

## Gardening Competition

### Four categories to enter:

- Best Flower Garden
- Best Food Garden
- Best Hanging Basket / Container
- Best Use of Small Space

Submit 5 clear photos plus up to 250 words or a 1-minute video telling the story of your garden.

### Prizes (per category):

- 1st €100
- 2nd €75
- 3rd €50 garden shop vouchers

## Art Competition: Theme "Home Is..."

Open to all ages and all styles. Share what home means to you through drawing, painting, collage, sculpture, mixed media, or textile arts.

**Age categories:** Under 12s, 13-17, 18-64, Over 65s

Submit 3 clear photos of your artwork plus up to 250 words or a 1-minute video.

### Prizes (per category):

- 1st €100
- 2nd €75
- 3rd €50 art supply vouchers

### To Enter:

Email [members@cooperativehousing.ie](mailto:members@cooperativehousing.ie) with the subject line **Gardening Competition** or **Art Competition**, and include your name, address, phone number, and chosen category.

# About the Newsletter

The Member Tenant newsletter is released four times a year. We send each Member Tenant a paper copy in the post as well as a digital copy to your email.

Scan the QR Code to Share Your Thoughts!



If you'd like to opt out of receiving the newsletter or update your email address, please email **communications@cooperativehousing.ie** with your name, address, and a short message.



## Tell Us What You Think

This newsletter is for you, so we want to know what you'd like to see in it.

# Repairs and Maintenance News

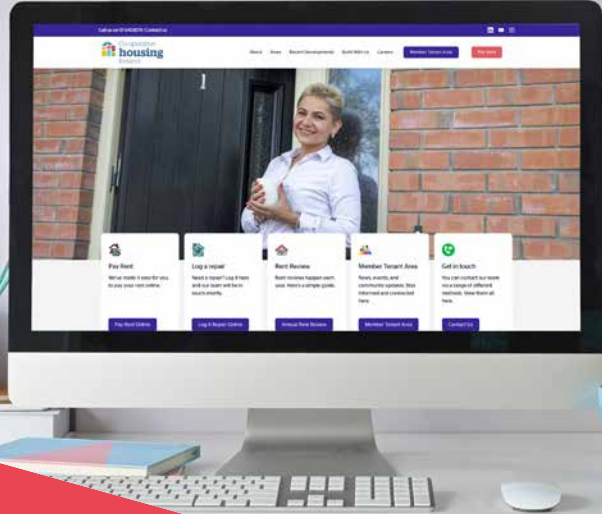
The Asset Management Property Services (AMPS) Department have begun the phase 1 of the boiler replacement programme in Avondale Park in Mulhuddart. The aim is to complete the first phase by the end of the summer. Our Member Tenants are already benefitting from new high efficiency condensing boilers which is good news for both energy bills and the environment.



Co-operative Housing Ireland have also expanded the Energy Cloud programme to all homes that have an immersion heater. This is a major leap forward for those homes, which will begin to receive free hot water from excess wind energy created across the National grid. We encourage all Member Tenants to sign up to this programme, as it is an opt-in offer.

## Online Services

# Member Services Hub



## Using Our Online Services

Some services, such as logging repairs or updating your details, can be accessed through the Co-operative Housing Ireland website.

If you don't use online services, you can still access everything by phone or post. Just contact the Member Services Hub and the team will help.

## Asset Management / Planned Works

Some work is classed as a repair, while other work is part of planned programmes such as upgrades or retrofits.

Planned works may take longer to schedule but help improve homes over the long term.

The Member Services Hub can explain what applies to your home.

## How to Log a Repair

All repair issues must be logged with the Member Services Hub. You can do this in one of three ways:

- Call 01 640 3074
- Log your repair on the Co-operative Housing Ireland website: <https://www.cooperativehousing.ie/members-area> under "Log a repair"
- Email [repairs@cooperativehousing.ie](mailto:repairs@cooperativehousing.ie)

## Repairs Are Prioritised Based on Urgency

- **Emergency repairs** are dealt with as quickly as possible
- **Urgent and routine repairs** are scheduled based on priority and availability

## Response Times

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- Reporting repairs through the Member Services Hub helps us record, prioritise and respond to issues properly.
- Issues need to be received, logged and shared with the Asset Management Property Services (AMPS) Department. Reporting repairs by any other means,

such as with your Neighbourhood Specialist or regional office, or with a third-party contractor, may delay the response or repair.

- Report through the correct channel – **repairs@cooperativehousing.ie**.
- Issues are prioritised based on urgency.

## Important Notice for People Living in Apartments:

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It is important to take precautions if having works done in your apartment, whether DIY or by a contractor.

Any dust created can set off the fire alarm in the entire block, leading to the annoyance of other tenants and the lift becoming unusable. It also leads to call-out costs for Apex Fire, the lift company, and possibly the fire brigade if they attend. Fire safety systems, including smoke detectors, are in place to protect everyone in the building and must not be interfered with.

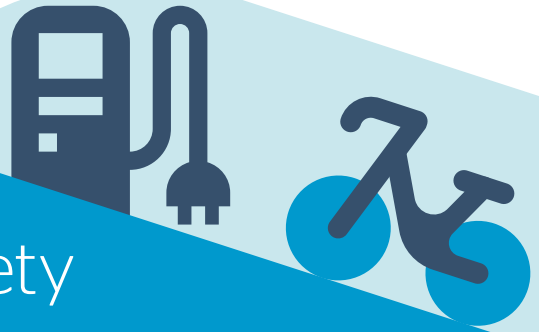
## Contractors / DIYers Should:

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- Open windows and doors to promote air circulation
- Use dust suppression systems where possible (e.g. vacuum connected to cutting equipment)
- Where it is unavoidable that dust will be created, please let us know and we can advise on how the work can be carried out safely

Under no circumstances should smoke detector heads be covered, removed or tampered with in any way.





# E-Scooter and E-Bike Safety

E-scooters and e-bikes are becoming a more regular sight on our streets. They are a fantastic technology; however, they create fire safety risks. The tips below can help you choose and charge your e-scooter or e-bike safely and avoid a fire.



Buy from reputable retailer.



If you are buying second-hand, you will not know the product's history and should have the device checked by a reputable technician.



Check the packaging for traceable information e.g., name and contact details of manufacturer.



Make sure the e-scooter or e-bicycle has a genuine CE mark. Information on identifying genuine or counterfeit CE marks can be found on:

[www.cpc.ie/consumers/product-safety/product-safety](http://www.cpc.ie/consumers/product-safety/product-safety)



If the instruction manual is missing, not in English, or has spelling/grammar mistakes, you should return the product.

## Charging and Battery Safety

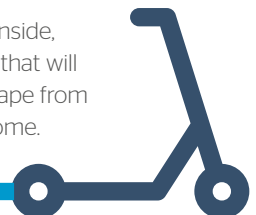
Lithium-ion batteries/li-ion batteries (sometimes called LIBs) are the lightweight batteries that power e-scooters and e-bicycles. They are safe when used properly but present a risk if they are over-charged, short-circuited, submerged in water or damaged.

Use the charger that came with the product to charge it. If you need a replacement, source a

genuine charger from the manufacturer or retailer. Charge outside if possible.

NEVER charge in the communal space of an apartment block. This is a protected escape route.

If you must charge inside, charge in a location that will still allow you to escape from any room in your home.



For example, do not charge it in the hallway. Plan your escape routes in advance.

Charge only for as long as it takes to reach a full charge. Do not charge overnight.

Unplug the charger if you are leaving your home, even for a short while.

Never cover the e-scooters, e-bicycle or hoverboards with insulators, such as coats or jumpers. The battery will heat up during use and charging, this heat needs to dissipate.



Join us  
for an

**Estate  
Walkabout**

Keeping our estates clean, safe, and well looked after is a key priority for us, and we know it matters to you, too. If you are interested in taking part in an **estate walkabout**, we encourage you to contact your Neighbourhood Specialist. These walkabouts can take place during our monthly estate visits and provide a great opportunity to engage with staff and fellow Member Tenants.

Improving the management and upkeep of common areas remains an important focus for Co-operative Housing Ireland. As part of our ongoing development,

we recently asked Member Tenants for their views on our grounds maintenance service. We would like to thank everyone who participated in the survey. Your feedback provides valuable insights that will help us enhance our services.

As always, if you have any concerns relating to estate management or fire safety, please contact your Neighbourhood Specialist.

# Need to Adapt Your Home?



## A Guide to Co-operative Housing Ireland's Adaptations Procedure

### **What Is an Adaptation?**

An adaptation is any structural change to your home beyond normal decoration, including:

- Changes recommended by an Occupational Therapist or health professional
- Bathroom or en-suite alterations
- Room conversions (e.g. living room to bedroom, garage to bedroom)
- Attic conversions
- Removing or altering walls, partitions, windows, or doors
- Replacing Co-operative Housing Ireland-supplied fixtures (kitchens, bathrooms, boilers, pumps)
- Adding structures requiring foundations or attached to the house or boundary wall
- Concreting or paving over your garden

This list is not exhaustive. If you're unsure, please check with us before starting any work.

### **Getting Started**

Application forms are available through:

- Member Services Hub
- Regional Asset Management Team
- Your Neighbourhood Specialist

If you don't use email or online services, you can still access all Co-operative Housing Ireland services by phone or post. Please contact the Member Services Hub and we will help.

### **When You Don't Need Permission**

Freestanding garden sheds that:

- Are no larger than 15m<sup>2</sup>
- Are no higher than 2.5m
- Leave at least 25m<sup>2</sup> of garden space once the shed is in position

Minor works that do not affect the structure or fixtures.

## What You'll Need for an Application

- Report from a qualified medical professional (if for medical reasons)
- Scope of works and drawings from a qualified contractor, architect, engineer, or surveyor
- Contractor's valid public liability insurance
- Relevant trade certificates for electrical or plumbing works (e.g. Safe Electric, RGII)

## Important:

Work may only begin once written approval has been given by the Regional Asset Manager. Completed works may be inspected by Co-operative Housing Ireland.

Send completed applications to [adaptations@cooperativehousing.ie](mailto:adaptations@cooperativehousing.ie) or contact the Member Services Hub at **01 640 3074**

If you are an older member, have a disability, or need extra support, Co-operative Housing Ireland staff can assist you with the application process.

## Member Tenant Satisfaction with Repairs and Member Services Hub

As of Jan - Mar 2026

Question	Average Score
How would you rate the contractor courtesy?	4.2
Thinking about your repair, overall, how satisfied or dissatisfied are you with the Co-operative Housing Ireland repair service?	4.8
How satisfied are you with the assistance provided by our customer service team?	4.4
How would you rate the quality of work?	4.1
How would you rate the time to complete the repair?	4.1
How would you rate the response from Co-operative Housing Ireland?	4.3

# Welcome to Our New Member Tenants!



Member Tenant, Paul, from Silverbrook in Tullamore Co. Offaly with Co-operative Housing Ireland Neighbourhood Delivery Manager, Niamh Lynch.

As of April 2026, over 400 homes have been let by Co-operative Housing Ireland across the country. A very warm welcome to all our new Member Tenants as you settle into your homes and communities over the coming months and years.

If you've just joined the Co-operative Housing Ireland community, the Neighbourhoods Team can help with any questions about your estate or tenancy.

## What Your Neighbourhood Specialist Does



Your Neighbourhood Specialist supports estate living and community issues.

They can help with:

- estate concerns
- shared spaces
- neighbour or community issues

Our Neighbourhood Specialists visit most schemes weekly - if you see them around, say hello and share any ideas or concerns you may have.

### **Not Sure Who Your Neighbourhood Specialist Is?**

Call Member Services on **01 640 3074**

In 2025, we resolved over 250 estate concerns, ranging from illegal dumping to pest control. Rodents have been a concern in some areas, but we continue to act, working with Member Tenants, neighbours, and local partners.

If you have any estate concerns, contact your Neighbourhood Specialist.

<b>Neighbourhood Team Performance Indicators 2026</b> (Lettings times are compiled quarterly by our partner AHBs and the Housing Agency)	<b>2026 Target</b>	<b>2026 Year to date figure</b>	<b>Target Achieved Yes/No</b>
Time taken for Co-operative Housing Ireland to re-let existing empty homes after receiving a nomination from the local authority	40 Days	31 Days	<b>GREEN</b>
Time taken for Co-operative Housing Ireland to let new homes after receiving a nomination from the local authority	25 Days	40 Days	<b>AMBER</b>
Empty Homes as a Percentage of stock	Keep below 5%	3.14%	<b>GREEN</b>
Percentage of Estate Inspections Completed	95%	100%	<b>GREEN</b>
Satisfaction with Lettings Service	95%	99.00%	<b>GREEN</b>
Satisfaction with Complaint Handling	75%	57%	<b>AMBER</b>

## Traffic Light Key

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

In 2025 we closed 200 tenancy queries from Member Tenants. Topics included abandoned cars, neglected gardens and concerns about restricted dog breeds.



## Reminder:

Restricted dog breeds, including their strains or crosses, are not allowed on any Co-operative Housing Ireland estate. If you're concerned about a possible restricted dog breed in your area, please let both your Neighbourhood Specialist and the local dog warden know.

## Complaints and Feedback



# How to Share Complaints, Suggestions and Compliments

Help us to provide the best service to our Member Tenants by sharing a complaint, suggestion, or compliment by email to **complaints@cooperativehousing.ie**.

### What Happens After You Contact Us

When you contact us with a complaint, suggestion or compliment, we will:

- acknowledge your message
- review the issue fairly
- keep you informed about what happens next

Our aim is to resolve issues as quickly and fairly as possible.

Please note, we do **not** treat the following as complaints:

- Anti-social behaviour (covered under our antisocial behaviour policy)
- Repairs (covered under our repairs policy)
- Services not provided by Co-operative Housing Ireland (e.g., bin collections)

### Privacy & Data Reassurance

#### Your Information

We take your privacy seriously. Any personal information you share with us is handled carefully and used only to provide services and support.

## **Safer Neighbourhood Team - Confidential Support**

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The Safer Neighbourhood Team handles anti-social behaviour reports confidentially. If something isn't reported, we can't act - so please let us know if you have concerns. If you are experiencing domestic abuse or feel unsafe, support is available. You can contact the Safer Neighbourhood Team in confidence, and we can help signpost you to local support services.

## **In an Emergency**

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If there is immediate danger to life or property, contact the emergency services first. Then let Co-operative Housing Ireland know as soon as it is safe to do so.

## **How to Report Anti-Social Behaviour**

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### **Help Us to Help You**

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We expect everyone living in Co-operative Housing Ireland homes to treat neighbours and staff with respect. Discrimination, harassment or intimidation is not acceptable. If you notice anti-social behaviour in your estate, let the Safer Neighbourhood Team know. We cannot act if we don't know what's happening. When reporting, please include dates and times if possible. You can contact the Safer Neighbourhood Team confidentially. We can listen, offer support and help signpost you to local services.

## **Contact Us:**

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- [sns@cooperativehousing.ie](mailto:sns@cooperativehousing.ie)

## **Examples of Anti-Social Behaviour:**

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- Criminal activity
- Harassment or intimidation
- Threatening behaviour
- Domestic abuse
- Drug misuse or drug dealing
- Excessive noise or parties
- Vandalism or property damage

If a crime is happening, contact the Gardaí immediately and let the Safer Neighbourhood Team know. Don't assume a neighbour will call.

## **Have You Changed Your Number or Email? Let Us Know!**

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Call or email the Member Services Hub to inform them that your contact details have changed. This ensures you're staying connected with our team.

### **Have a Question?**

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Visit our [FAQ page](#)



## **Or Contact Our Member Services Hub:**

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- **01 640 3074**
- [info@cooperativehousing.ie](mailto:info@cooperativehousing.ie)



## Income and Rent Team

# Keeping You Informed and Supported

The Income Team at Co-operative Housing Ireland is here to support Member Tenants and help make managing rent as simple as possible.

### How to Pay Rent

Pay online at [www.cooperativehousing.ie](http://www.cooperativehousing.ie). Please ensure you know your rent account number. The account number can be found on the back of your rent card or on a previous rent statement. If you do not have this, please phone 01 640 3074, where our Member Services staff will be happy to help you.

If the correct rent account number is not used, your payment may not be allocated to your rent account.

You can pay by standing order. Please ensure you include your rent account number. The Co-operative Housing Ireland rent account details are as follows:

- Co-operative Housing Ireland Sort Code: **90-00-84**
- Co-operative Housing Ireland Account No: **28414299**
- IBAN: **IE17 BOFI 9000 8428 4142 99**
- BIC: **BOFIE2D**

If you receive a Social Welfare payment through An Post and collect your payment

at the post office, you can pay your rent using Household Budget. Please advise the Income Team if you wish to use this method so they may help you set this up. You can also use your rent payment card in any post office.

### **If I Am in Arrears (Owe Rent) - What Can I Do?**

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You must arrange to pay what you owe by paying more than your weekly rent each week. It is important that you make an agreement with the Income Team about how to pay rent owed in this way – and that you stick to this agreement.

If you are in arrears, the sooner you tackle the problem, the better. If you get into difficulty paying your rent, or think you might get into difficulty, please contact us immediately. We're here to help you.

- Phone: **01 640 3074** (Income Team)
- Email: **rentreview@cooperativehousing.ie**

You can also contact the Money Advice and Budgeting Service (MABS) for independent advice:

- **0818 07 2000**
- **Monday to Friday, 9am to 8pm**

### **We're Here to Help**

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If you are worried about your rent or experiencing financial difficulty, please contact the Income Team as early as possible.

Getting in touch early helps us support you and does not affect your tenancy. All discussions are handled respectfully and confidentially.

Contact us by emailing **rentreview@cooperativehousing.ie** or by phoning **01 640 3074**. Meetings with a member of the team are by appointment only.

### **Financial Support and Inclusion**

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We know managing finances can be difficult at times. Financial inclusion is very important to us. If you are experiencing money worries or difficulty paying your rent, please contact the Income Team as early as possible. We can offer advice, support, and help connect you with other services if needed.

Our goal is to work with you to help you maintain your tenancy and feel supported in your home.

**Kid's Corner**



# We'd love to see your art!

For a chance to feature on our social channels, please send your Kid's Corner artwork to:

**Co-operative Housing Ireland, 11/12 Warrington Pl, Dublin 2, D02 E221, Ireland**

Alternatively, you can also send a clear photo of your masterpiece to the Communications Team at **communications@cooperativehousing.ie**.

## Who to Contact

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### Repairs

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Report repairs through the **Member Services Hub**

- 01 640 3074
- repairs@cooperativehousing.ie

### Rent or Payments

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For rent queries, payments, or if you are struggling to pay, contact the **Income Team**

- 01 640 3074
- rentreview@cooperativehousing.ie

### Estate or Neighbourhood Issues

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For issues affecting your estate or shared areas, contact your **Neighbourhood Specialist**

- 01 640 3074 (Member Services Hub can direct your query)

### Anti-Social Behaviour

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To report concerns confidentially, contact the **Safer Neighbourhood Team**

- 01 640 3074
- sns@cooperativehousing.ie

### Complaints, Suggestions or Compliments

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- complaints@cooperativehousing.ie

### General Questions or If You're Unsure

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If you're not sure who to contact, the **Member Services Hub** can help direct your query

- 01 640 3074
- info@cooperativehousing.ie

### Not Online?

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If you don't use email or online services, you can access all services by phone. Call the Member Services Hub on 01 640 3074 and the team will help.

**Tel:** 01 640 3074

**Email:** [info@cooperativehousing.ie](mailto:info@cooperativehousing.ie)

**[www.cooperativehousing.ie](http://www.cooperativehousing.ie)**



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Ireland

