

Winter 2020

HAIL

Housing Association for Integrated Living

HAPPENINGS



Thought for the Day

"It's okay if every weekend doesn't lead to big moments and campfires and laughter that carries on for hours and hours. Some weekends might be quiet, still, with plenty of room to contemplate. And in that contemplation room, there is room to grow. So hold those weekends dear. Don't see them as less or as threats to the more exciting times. There is beauty and truth even in the seemingly mundane."

Morgan Harper Nichols

Welcome to the winter edition of HAIL Happenings. The staff and Board of HAIL would like to wish all our tenants, clients and their families a very happy Christmas and a peaceful New Year. Undoubtedly, this Christmas will be different with fewer festive events and perhaps less time spent with family and friends. However, the most important thing is that we all keep safe and well.

We are pleased that despite COVID-19, we have been able to continue the majority of our services. We would like to give a big THANK YOU to all of you for your understanding and co-operation throughout this pandemic. We have all had to change and adapt to a new way of doing things. It hasn't always been easy and we really do appreciate your support.

In this issue, we encourage you to try and get online and take part in our Zoom social group activities. It's important we stay connected. We've included a guide on how to do this and your support worker can also help you. We hope you enjoy this edition of HAIL Happenings. If you have any comments or suggestions or would like to contribute to the next newsletter, please contact info@hail.ie or call head office.

Follow us on twitter



@HAILHousing

CHRISTMAS PARTY CANCELLED but we'll get together once Covid-19 guidelines allow!

As we are sure you're aware, the coronavirus pandemic means that we need to socially distance ourselves to help prevent spreading the virus. For this reason, we've made the difficult decision to cancel the HAIL Christmas party. While, we know this will be very disappointing for many of you, it is necessary to keep each other safe.

But we have some good news! Once Government guidelines allow, we will host a big party for all our tenants. We're already looking forward to when we can all get together and enjoy some good food, music and company.





HAIL Peer Support Service now online

Our Peer Support Volunteers (PSVs) are running a series of regular online groups for HAIL tenants and clients. Although we can't always meet in person due to coronavirus restrictions, we can still stay in touch.

If you would like to join a Zoom event but don't know how, just ask a PSV or your Support Worker. They are happy to help you. The weekly groups are small, friendly and open to everyone.

Mondays

Music Group – 2pm-3.30pm

Our Music Group, the HAIL Breakers meet to play a few tunes together and have a catch up.

Let's Talk Mental Health – A Wellness, Recovery and Action Planning Group, 4pm-5pm

We chat about wellness, recovery and mental health. We're a relaxed group supporting each other as we manage our mental health.

Tuesdays

Dream & Meditation Group, 10am-11.30am

Discussing our dreams in a group setting opens up all kinds of conversations and gets us thinking about our blind spots. This session starts with a relaxing grounding exercise, before we talk about our dreams and what we might learn from them. We close the group with a healing and relaxing meditation.

Fridays

Get Up to Catch Up, a drop-in group around mental health recovery & self-care, 10.30am-12pm

A Friday morning chat about how our week has been and what steps we have taken to look after ourselves and our recovery. Each session starts with some mindful breathwork and closes with a calming, healing meditation.

Social & Cultural Group, 4pm-5pm

An hour to kick back and enjoy ourselves. Here we watch live clips of music, theatre and all kinds of performances and have a chat. It might also be a quiz or games hour so come along and give it a try.



Barra playing a tune while on Zoom with the HAIL music group. The group meet online every Monday.

Ground rules for Zoom events

- We ask that each person respects and maintains the confidentiality of the group. What is said in the group is not to be repeated or discussed at any other time or place. We try to give everyone an opportunity to share and to try avoid interrupting. We share feelings and experiences just as they are. There are no right or wrong statements.
- Everyone's presence is appreciated and can be a source of healing for others. No one is required to speak during the meeting. Listening is a gift, too. At times there may be silence during the meeting. This provides a moment to reflect on what has been shared. No one needs to feel anxious or responsible to break the silence.

If you would like to join a group or have suggestions for groups or events that you would like to see HAIL running, please feel free to contact our Mental Health Recovery Co-ordinator, Naoise Cunningham, at naoise@hail.ie or by phone on 01 671 8444.



About Peer Support

Peer Support Volunteers (PSVs) have been offering social, emotional and practical support to HAIL tenants and clients in the community since 2016. Despite COVID, the service is continuing to grow and develop.

At HAIL, we believe in the value of sharing and lived experience in supporting one another's mental health. Our PSVs are fully trained and complement our support services. They offer one-to-one support and help run our many social groups

including the HAIL United football team, a music group, book club, pool group, a walking group and a women's group.

PSV's have gone through a process of recovery and wish to use this experience in a positive way to support other people with mental health issues as part of their recovery process. We support our peers to live a meaningful and satisfying life, as defined by each person, in the presence or absence of symptoms.

- Our PSVs are available to connect with you on a one to one basis or within a group.
- Our PSVs are available 7 days a week during the day and in the evenings.
- Peer support is available to HAIL tenants and external clients.



Our qualified Peer Support Volunteers offer social, emotional and practical support to HAIL tenants and clients.

Meet some of your new Peer Support Volunteers (PSVs)

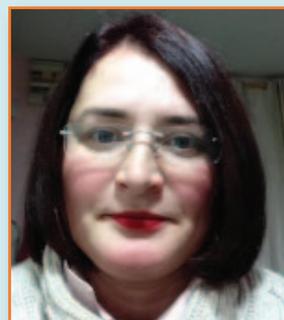
We are delighted to welcome nine new PSVs to the HAIL team this year. In addition to HAIL training, many study for the Certificate in Peer Support in Mental Health from Dublin City University. We wish them the very best in their new roles.



Christy



Daniela



Izabella



John



Eric



Kim



Richie



Lockdown 2020

By Brid Fitzpatrick

A tiptoe into the day
as the virus shifts
and changes its invisible
breath into the common
place of being.
We wonder will the
pulse of life stop, start,
and stop again, as the virus
spreads its veil over
the eyes of humanity?

Brid Fitzpatrick is a Wordsmith – Writer, Poet, Lyricist and Librarian. Her most recent book 'Poem Drops' is a collection of poems about spirituality and nature. It can be bought from www.kennys.ie

Have a Safe Christmas

Please keep your home and family safe from fire this Christmas. Here are some typical risks at Christmas to be aware of:

- Never place candles near your Christmas tree or furnishings. Don't leave them burning unattended.
- Decorations can burn easily – be careful not to attach them to lights, heaters or fireplaces.
- Don't overload electrical sockets and ensure that Christmas lights are in good condition and of good quality.



'Garden project made lockdown fly by', says HAIL Tenant



Stephen enjoying his new decking area.
Perfect for a morning coffee.

HAIL tenant, Stephen moved into his beautiful new home last year. He had been saving to attend a family wedding in Italy but unfortunately, he had to cancel his holiday due to Covid-19 restrictions.

"I decided put the money towards something for the house instead" says Stephen. "I put down a lovely decking area in the back garden and picked up some gorgeous plants and flowers to brighten the place up."

"The garden is my favourite part of the house now. I love sitting out in the mornings and enjoying the sounds of the birds and the canal" added Stephen. "Having a project to keep me busy during lockdown made the time fly by. My next step is to lay some artificial grass!"

Well done Stephen!

HAIL Christmas Opening Hours 2020-21

The **HAIL Head Office** (Dame Court) and all **HAIL local offices** (Kilcronan, Tallaght, Ballymun and Avondale) will close for the Christmas holidays on **Wednesday 23rd December 2020** and will re-open on **Monday 4th January 2021**.

Please note that while our offices are open, we still ask that you only contact us by phone, email or through our website. See our contact details on page 7.



Reader's Own



What It Means to be a 'HAIL' Tenant by Anthony Burgess



To us it means care, security, peace of mind, support, friendship, well-being, pride and contentment. Let us explain.

We are now in our 80s and married almost 60 years. We came to know of HAIL twelve years ago. We were attracted by HAIL's caring philosophy that was similar to ours, that people are important including the vulnerable. Because accommodation is based on income or ability to pay, rather than the maximum commercial rent possible, you have a feeling of security and peace of mind.

Of course, a good tenant/landlord relationship is a two-way thing. A good landlord looks after good tenants and good tenants show appreciation by caring for the property as if it were their own. After all, the tenancy is for life if we choose to stay. The Tenant Handbook lists the responsibilities of each so there is no uncertainty of expectations. It's good to read it from time to time as a reminder.

We have seen HAIL grow as a respected housing association in the years we have been together, yet we have experienced the same individual care and support from them. HAIL staff are our friends and carry the organisation's ethos forward.

Being able to get outside our home to tend lawns, balconies, planters and flower boxes has been a blessing, especially during cocooning. We are grateful for our outside space. We take pride in our home and environment. Several neighbours share in litter collection on the estate. We love where we live.

So, this is what being a HAIL tenant means to us and indeed much more. Thank you, thank you HAIL for being who you are!

The HAIL Tenant Forum – Listening, Acting, Improving



Tony and Sheila are members of the HAIL Tenant Forum and keen gardeners.

The HAIL Tenant Forum is a space for you to raise issues and make recommendations to HAIL staff about how things are done. The group meet monthly and discuss issues such as how properties are managed, anti-social behaviour, how to improve common areas, community development ideas etc. If you would like to get involved, call head office or talk to your support worker today.

Studying the Science of God

by Vincent Geoghan,
Peer Support Volunteer

Vincent is currently undertaking an honours degree in theology at The Priory Institute, Tallaght. The Academic Award is given by Technology University Dublin.

Theology is the study of the Science of God. I know that religion is not everyone's favourite subject but I have been interested in world religions for the last 23 years. We mostly study Christianity and Judaism but also other world religions such as Hinduism, Buddhism and Islam. And we look at how the church has changed over the years since The Second Vatican Council.

I'm currently using the distant learning method of study where you usually have the option to attend Study Days and Tutorial Days in person or remotely by watching a recording of the class held. I would recommend this to anyone who does not want to attend class every week and is looking for a recognised academic award in a more relaxed manner.

To do this course access to a computer is essential. You need one to type assignments, do exams and attend classes remotely. Overall, I've found studying at The Priory a delight. Although, you do have to be very open minded when it comes to the subject of Religion. I hope to continue studying here until Master's Degree level.



'I have been interested in world religions for the last 23 years' says theology student Vincent Geoghan.



Recipe Box



Christmas Cookies

Ingredients:

Makes: 4 dozen cookies

- 470g plain flour
- 1 teaspoon baking powder
- 1/2 teaspoon salt
- 225g butter or cooking margarine
- 300g caster sugar
- 2 eggs
- 2 teaspoons vanilla extract

Method:

Prep: 20 min Cook: 8 min Ready in: 28 min

1. Preheat oven to 200 C / Gas 6 and lightly grease two baking trays or line with parchment.
2. Sift flour, baking powder and salt together; set aside.
3. In a large bowl, cream together the butter or margarine and sugar until light and fluffy. Beat in the eggs one at a time, then stir in the vanilla. Gradually blend in the sifted flour until evenly mixed. Cover dough, and refrigerate for 2 hours.
4. On a floured surface, roll out portions of dough to 5mm thickness. Cut out a tree shape using a knife or use a variety of Christmas cookie cutters.
5. Bake for 6 to 8 minutes in the preheated oven, or until edges are barely brown. Transfer from baking tray to wire cooling racks. Decorate with icing when completely cool.



New staff join HAIL

A big welcome to three new staff members who have joined the HAIL team.



Naoise Cunningham

Naoise Cunningham

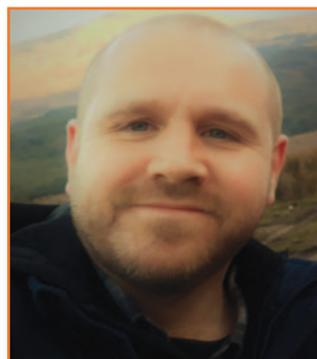
Naoise is our new Community Living Mental Health Recovery Co-ordinator. She looks after our Peer Support Volunteer Programme and helps run our social groups and events.



Róisín Byrne

Róisín Byrne

Róisín is our new Clerical Officer and is based in head office. She'll answer your call if you ring the office with a query. A good woman to know!



Brian Riordan

Brian Riordan

Brian joins the Inhouse Team as a Mental Health Tenancy Support Worker. He's looking forward to meeting as many of you as possible in the coming weeks and months.



Don't forget your name when paying rent!

Please remember to include your name when paying rent at the bank. If you don't, we won't be able to allocate the money correctly.

It's best to use a HAIL lodgment card when making rent payments. If you don't have one, just contact the head office and we'll post you one.

Want to win €50

New Years Prize Draw

One4all
Gift Cards

All HAIL tenants who have a clear rent account on **31st December 2020** will be automatically entered into the HAIL prize draw to win a **€50 One-4-All Gift Voucher**.

If your rent account is even **€1** in arrears, unfortunately you will not qualify. So make sure you pay your rent in advance and on time over the holidays! The winner of our prize draw will be announced in the next edition of HAIL Happenings.

Good Luck!

Are you on Email?

Would you prefer to receive HAIL Happenings by Email? Receiving news by email is better for the planet as it saves on paper, printing and postage. If you have an Email address and would like to receive HAIL Happenings electronically, please let us know by contacting info@hail.ie or calling **Head Office**.



Housing Association for Integrated Living

Second Floor, Central Hotel Chambers, 7-9 Dame Court, Dublin 2.

Tel: **01 671 8444**

Email: info@hail.ie

Website: www.hail.ie

HAIL is a registered trade name of Housing Association for Integrated Living, a company limited by guarantee and not having a share capital.

Registered in Ireland No. 109465, CHY No. 6796,
Registered Office: Second Floor,
Central Hotel Chambers, 7-9 Dame Court,
Dublin 2.

Useful Numbers – Keep these handy

**HAIL Emergency (Out of Hours)
Maintenance Helpline**
01 536 9607

Bord Gáis
Emergency Tel: 1850 20 50 50
Customer Service Tel: 1850 632 632
www.bordgais.ie

Electric Ireland
Emergency Tel: 1850 372 999
Customer Service Tel: 1850 372 372
www.electricireland.ie

Irish Water
Tel: 1850 448 448
Emergency Tel: 1850 278 278
www.water.ie
Local Authorities:

Dublin City Council
Tel: 01 222 2222

www.dublincity.ie

**Dun Laoghaire/
Rathdown County Council**
Tel: 01 205 4700
www.dlrcoco.ie

Fingal County Council
Tel: 01 890 5000
www.fingal.ie

Kildare County Council
Tel: 045 980 200
Email: customercare@kildarecoco.ie
www.kildarecountycouncil.ie

South Dublin County Council
Tel: 01 414 9000
www.sdcc.ie

Opt Out?

If you would prefer not to receive future copies of HAIL Happenings, please let us know by contacting the head office on **01 671 8444** or
Email: info@hail.ie



Out of Hours Emergency Number



To report an **emergency maintenance problem** over the holidays, please contact the **24-Hour Call Centre Emergency Number on (01) 536 9607.**

You must **ONLY** use this number in the case of a maintenance emergency, for example;

- Imminent threat of flooding
- Total failure of the electricity supply/ electrical fault
- Gas leak or boiler not working
- Serious risk to life or health as result of a fire

If the problem does not fall into any of the above categories, report the problem as soon as possible to the HAIL office on the next working day.

In the case of a personal emergency, please contact your Local Community Mental Health Team, your GP, sponsor or attend the emergency department of your local hospital.

Joke Corner!!

Q. What do you get if you cross Santa Claus with a duck?

A. A Christmas quacker!

Q. What did Adam say on the day before Christmas?

A. It's Christmas, Eve!

Q. What song do you sing at a snowman's birthday party?

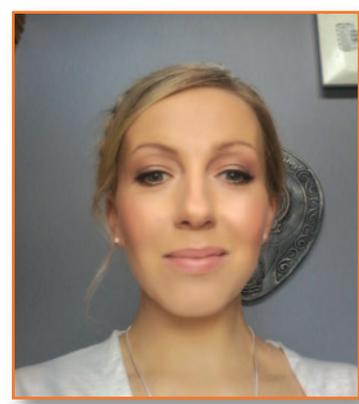
A. Freeze a jolly good fellow!



Meet your new Housing Officers

Introducing our new Housing Officers, **Katie Madden** and **Linda Magee.**

Housing Officers have responsibility for ensuring that all of the rent accounts are up to date and that tenants know the different ways that they can pay rent. They also ensure that your Tenancy Agreement is being kept and if necessary will liaise with Management Companies on your behalf.



**Katie Madden,
Housing Officer**

Housing Officers ensure that all new tenants are fully aware of the responsibilities of both landlord and tenants as outlined in Tenancy Agreements. They also make sure that necessary repairs are carried out in your home.

Katie and Linda are looking forwards to meeting all their tenants in the new year, once coronavirus restrictions have been lifted.

Open Mic Evening Friday 11th December

You are invited to an open mic night on Zoom on **Friday December 11th from 4 to 5pm.**

Our PSVs will host an online gathering of lively music, song, spoken word poetry, comedy, and storytelling.

Contact your support worker or head office to let them know you're coming. Login details will then be sent to you.

See you there!

