

TENANT OPPORTUNITIES

PROVIDING HOMES, TENANCY SUPPORT
AND INTEGRATED COMMUNITY LIVING



As part of HAIL's Tenant Engagement Strategy, we have introduced various ways for our tenants to get involved with us to enhance service delivery, their surroundings and the communities which they live in. Please see below our Tenant Opportunities where you can give a little something back for future tenants.



Tenant Engagement Register

This is a register of tenants who have expressed an interest in volunteering with HAIL to assist us in shaping and improving the service they receive.

Satisfaction Surveys

HAIL will continue to carry out tenant satisfaction surveys to establish the satisfaction level of our tenants with HAIL and with specific services. These surveys are issued to our tenants and the results will be published.

Estate Walkabouts

This is a pre-arranged time during which tenants can meet with their Housing Officer, Tenancy Sustainment Officer and maintenance provider on site. This will allow open discussion on issues affecting the estate and locality.

Communications Panel

This panel reviews and makes recommendations to staff on HAIL publications before they are issued to tenants.

Tenant Champions

These are tenants in our communities who have been identified to represent their community. They are an essential link between HAIL and our tenants keeping us informed on issues that matter with a view to improving the service they receive.

Tenant Mystery Shoppers

This is a panel of tenants to look critically at the services received by our tenants with a view to suggesting improvements and feedback.

Tenant Forum

HAIL's Tenant Forum has been established with Terms of Reference to ensure vital topics are discussed throughout the Forum's monthly meeting. Various tenant projects will arise from this Forum. For example; a gardening project or a review of the HAIL Customer Charter.



Tenant Journey Mapping

HAIL customer journey mapping will monitor the satisfaction and experiences of tenants throughout their tenancy to give a real insight into our interactions with them on various issues. Results will be published annually and incentives provided for those tenants who get involved.

Tenant Translator

Tenants with language skills in addition to English are invited to help with the translation of HAIL documents for the benefit of our non-English speaking tenants. If you need a document translated from English for yourself, this can also be completed via this route.

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If you would like further information on our Tenant Opportunities or would like to get involved, please contact us on: +353 1 6718444
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