



**HAIL**

Housing Association for Integrated Living



# HAIL HAPPENINGS

## Questions about your new rent statement?



**A**s you may be aware, a new layout of your rent statement was sent to you in May 2020. We've enclosed an information leaflet on the new layout with HAIL Happenings, to help you understand it and explain what all the different figures mean. We hope you find it useful. Understanding your rent statement should help you to have a clear rent account.

In order to have a clear rent account you must pay your rent one week in advance. If there are any minus (-) signs on your rent statement, this means that your rent account is in arrears and you should contact your Housing Officer to discuss payment. Likewise, if you receive a monthly payment from the Local Authority (i.e. RAS) and this has not been allocated to your rent account before the rent statement has been issued, this may also show as an arrear to your rent account.

Please make sure you go through your rent statement to make sure all of the payments you have made have been allocated to your rent account. If there are any issues, please contact your Housing Officer as soon as possible.

**W**elcome to our Summer edition of HAIL Happenings. We've missed seeing so many of you in person over the past few months. HAIL staff are nearly all working remotely as we adapt to living with social distancing guidelines. For many of us, the gradual easing of restrictions is very welcome, as we may over the summer and in line with government guidelines, be able to see friends and family in person, play sport or return to more 'normal' working arrangements. But it may also cause worry about how to keep ourselves and loved ones safe from coronavirus. In this edition, you will find some tips for minding your mental health as we come out of lockdown, as well as some HAIL news, puzzles and recipes. We also announce the winner of the HAIL New Year Prize Draw.

If you have any comments or suggestions or would like to contribute to the next newsletter, contact Tressan at **(01) 671 844**.

Follow us on twitter



@HAILHousing

## New Mental Health Tenancy Support Service for Wicklow



HAIL is delighted to announce a new mental health tenancy sustainment service for the Wicklow Area (CHO Area 6) funded by and in partnership with the HSE and Wicklow County Council. The service is now operating in Wicklow between 9am and 5pm Monday to Friday. Call 01 671 8444 or visit [www.hail.ie](http://www.hail.ie) for more information.

Nerissa, Project Leader for the Regional Visiting Support Service, decorated her balcony in HAIL colours during the lockdown. She really missed the office!



## Looking after your mental health as we come out of lockdown

Infectious diseases like coronavirus (COVID-19), can be worrying. This can affect your mental health. You may notice yourself feeling stressed, anxious or depressed. Try not to worry. Remember medical, scientific and public health experts are working hard to contain the virus. Please call us if you would like to speak with a Support Worker or Housing Officer about how you are feeling. Did you know we have some great tools, online resources and information that may help you? There are also many things you can do to mind your mental health during times like this. Here are some tips from the HSE on minding your mental health;

- Stay informed but set limits for news and social media.**  
 Use reliable sources for news and set a limit for how much media you consume in a day.
- Keep up your healthy routines.**  
 Try to eat healthily and regularly. Keep a regular sleep routine, going to bed and getting up at the same time each day.
- Exercise regularly.**  
 Walking is especially good as it is outdoors, doesn't cost anything and you don't need any equipment. You could try some online classes for extra motivation and ideas on how to stay active indoors.
- Maintain social contact.**  
 Family and friends can be a good source of support during times of stress. Use email, phone, text or apps to stay in touch.
- Wash your hands regularly with soap.**  
 It's an easy and effective way to protect yourself and others from the virus.



### The HAIL Staying Well Word Search!

M J N K S G P E R O U T I N E  
 U M Z U U U A G X K J Z R N V  
 S S N H T C P R V E R X W D V  
 I A R O O R J P D J R I E G X  
 C N E B X E I D O E T C M V R  
 C I L B K A U T Y R N E I Y K  
 J T A I I T I W I F T I K S Z  
 H I X E T I P A O O I O N M E  
 L S A S G V M S F U N N C G B  
 G E B R C I A H R X H D A O V  
 L R R E Y T S H I G F X R G A  
 X Z E A M Y K A E L H V T O C  
 K D E D T L A N N V N Z E C D  
 W U E E N D P D D O P E W K Z  
 R O M S Z Q Q S S F X V K E Q

creativity	washhands	gardening	nutrition
friends	sanitiser	routine	support
exercise	hobbies	music	mask
relax	read	art	

In these strange times, it's important that we follow the advice of the HSE and actively take care of our well-being. Having some fun and keeping busy are important too! Here is a fun word search where you can FIND some other ideas for keeping yourself safe and well! Enjoy!



## HAIL Covid-19 response in pictures



We're continuing to provide housing and support services to our tenants and clients throughout the COVID-19 crisis. Picture here is Jade and her partner as they move into their first HAIL home just over a month ago.



HAIL Tenancy Support worker Orla has been giving cooking lessons to tenants over the phone and internet.



HAIL Support Worker John delivering hot meals prepared by EVE in Finglas.

## The HAIL Tenant Forum – Listening, Acting, Improving!



Members of the HAIL Tenant Forum at their last meeting in March where they discussed ways to improve recycling, the management of common areas, gardening suggestions and plans for future social events. They also came up with a new tagline for the group – *Listening, Acting, Improving*. We can't wait for the restrictions to ease so this group can get back to work.

## Lucky winner of One4all voucher



Congratulations to Rita Lawlor, winner of the HAIL New Year Prize Draw. All tenants with a clear rent account at the end of December 2019 were automatically entered into the draw. The winner was randomly selected from the HAIL rents database. A €50 One4All voucher is on its way to Rita.



Congratulations Rita!

## Reader's Own

### Praise for courses run by the Recovery College

*HAIL Peer Support Volunteer and regular HAIL Happenings contributor Vincent Geoghegan shares his experience of completing a course at the Recovery College in North Dublin.*



**The Dublin North North East Recovery College provides empowering transformative recovery-based education for people with an interest in mental health recovery. It is based in the Healthy Living Centre in DCU in Glasnevin, Dublin 9. Courses are open to everyone in the Dublin North, Louth and Meath area.**

The Recovery College runs short courses throughout the year on different topics related to mental health. They usually involve group work and a lot of fun. The courses are not academic and a certificate of completion is awarded to each person who takes part. Everyone is encouraged to contribute towards the learning in class. Classes can be great fun with grounding exercises and ice-breakers. There can be a lot of learning when like-minded people get together and share their knowledge. Everyone signs up to a code of conduct at the start where we all agree to respect each other, no matter what their background, life experience or life choices are.

The room where the courses take place is very comfortable. There is a friendly atmosphere. Usually there is a contribution towards tea or coffee of €10 but this can be waived and there is normally biscuits or fruit available.

I would recommend to any HAIL Tenant or any Peer Support Volunteers to do a course with the Recovery College. You will learn new tools to use in your life journey and you may even make connections which could lead to a more positive and outgoing mind set.

For more information on the Recovery College Tel: (01) 700 887 or email [recoverycollege@dcu.ie](mailto:recoverycollege@dcu.ie) or visit [www.recoverycollege.ie](http://www.recoverycollege.ie). For informal queries contact Vincent PSV on 087 184 8568 or speak to your support worker.

**To facilitate social distancing learning the college is offering summer courses online including: "Self-love programme", "My home, My sanctuary", "Healthy relationships with food", "Building confidence and self-esteem" and "Understanding trauma and how it impacts us".**

## New book 'Miracles of Life' by Patrick Clifford published

**A**uthor and HAIL Peer Support Volunteer, Patrick Clifford, has published a new book called, 'Miracles of life'.

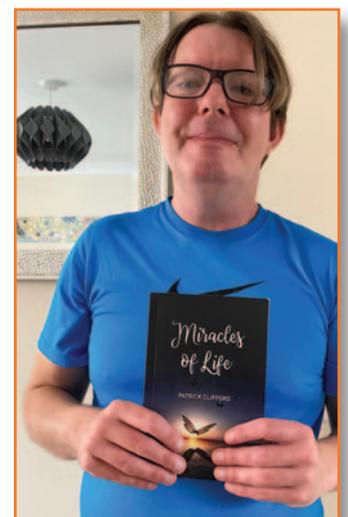
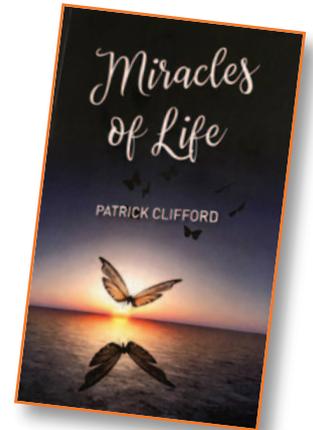
Speaking about the book, Patrick said, "This is the third book I have published in the past three years. I write about society and issues that affect our lives. The poems reflect on addiction, homelessness, mental health and how the simple things in life can also be miracles of life."

"The book also talks about my own experiences and struggles. I've tried to use different styles of poetry and metaphors to describe these ailments. I hope this book will inspire readers and that they can relate to and enjoy this book."

Congratulations from HAIL Patrick and best of luck with your new book.

To purchase a copy of 'Miracles of Life' email [patcliff416@outlook.com](mailto:patcliff416@outlook.com)

The cost is €10.



Housing Association for Integrated Living

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

Tel: **01 671 8444**

Email: [info@hail.ie](mailto:info@hail.ie) Website: [www.hail.ie](http://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.



## Repairs and maintenance service getting back to normal

**A**s most of you may know, we had to suspend our repairs and maintenance service for all non-emergency repairs due to the Covid-19 pandemic. However, as the country is now beginning to open up, our contractors are getting back to work. We are now encouraging tenants to report any repair issues to the main office on **(01) 671 8444**.

If you reported a repair during the 'lock down', we have made a record of this. You do not need to report the repair a second time. Rest assured a contractor will be sent out in due course. We are assessing repair requests as we receive them. This may mean a longer wait in order to get your repair completed, but we will of course send out our contractors and our maintenance operative, when we feel it is safe and secure for everyone to do so.

Please also be advised that our contractors and maintenance operative will not enter your home without your express permission to do so and that we have safety protocols in place should you need a repair completed in your home.

### 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 [tressan@hail.ie](mailto:tressan@hail.ie)

## Peer support to run evenings and weekends, once restrictions allow



The HAIL breakers, taking a break from music practice. We can't wait for the peer run social groups to get back running once restrictions ease.

Plans are underway for the HAIL Peer Support Service to run in the evenings and weekends from Autumn, government guidelines around Covid-19 permitting. The peer support service offers one to one support and social groups for HAIL tenants and clients. The service typically runs on weekdays between 9am and 5pm.

"We want to extend the peer support service to evening and weekends so as to help counter some of the loneliness and isolation some people may feel outside of office hours when there are far fewer support services available" explained Steven.

"We're also hoping to return to running our usual HAIL social groups as soon as we can, but will obviously continue to follow government advice and safety guidelines" says Steven O' Riordan, Peer Support Coordinator in HAIL. HAIL volunteers typically run a pool, football, walking group, women's group, book club and music group. However, the groups have not been meeting since mid-March due to the Coronavirus pandemic.

Information on what peer services are currently on offer can be obtained from your support worker if you have one, or from the HAIL office.

Looking back on the past few months, Steven said, "Although peers have missed the direct one to one peer support work and fun of the social groups, they have been providing essential befriending support by phone call and text to HAIL clients and tenants. They've really demonstrated a strong commitment to HAIL clients and tenants during these challenging times."

The Peer Support Service has also been busy developing a new Peer Support Volunteer Training Programme, which will be delivered online to new volunteers throughout June and July.

*If you are interested in befriending from a Peer Support Volunteer or you would like to join a social group once the Covid-19 restrictions allow us to meet safely, please contact Steven O' Riordan, Peer Support Coordinator in HAIL on 087 096 9707 . Alternatively email [steven@hail.ie](mailto:steven@hail.ie) or speak to your HAIL Support Worker.*

## Recipe Box



### Banana Muffins

These banana muffins are delicious. They're great for an easy breakfast or a snack on the go. Allow about 15 minutes to make and about 20-25 minutes cooking time. Warning, these muffins taste even better if eaten outside in a park or garden with a cup of tea.

#### Ingredients:

- 250g self-raising flour
- 1 tsp baking powder
- ½ tsp bicarbonate of soda
- 110g caster sugar
- 75g butter, melted
- 1 tsp vanilla extract
- 2 eggs
- 2 large ripe bananas, mashed
- 125ml buttermilk (or add 1 tsp of lemon juice to milk and leave for 20 mins)
- 50g pecans, chopped, plus extra to decorate (optional. If you don't have any nuts, don't worry you can still make these muffins without them)

#### Method:

- Heat the oven to 190C/170C or Fan/gas 5.
- Line a 12-hole muffin tin with paper cases or grease a muffin tray if you have one.
- Sift together the flour, baking powder, bicarbonate of soda and caster sugar with a big pinch of salt.
- In a separate bowl mix the melted butter, vanilla extract, eggs, mashed bananas and buttermilk.
- Make a well in the centre of the dry ingredients and pour the wet ingredients in.
- Roughly mix together with a fork, being careful not to over-mix.
- Scatter in the chopped pecans, if using, then spoon the mixture into the muffin cases.
- Top with pecan halves, then bake for 20-25 mins, until golden brown. Cool on a wire rack.

**Enjoy!**

## New staff join HAIL

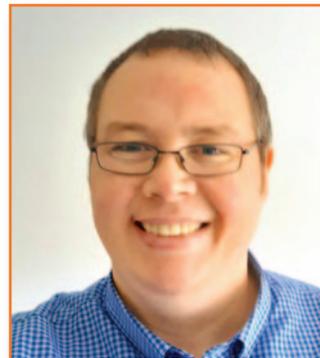
**A big welcome to three new staff members who have joined the HAIL team.**



**Eiméar O'Hagan**

### Eiméar O'Hagan

Eimear is our new Head of Housing & Property. She has over 13 years of experience of the housing sector. She previously worked with the Saint John of God Housing Association, North & East Housing Association, Sue Ryder Foundation and Clúid. Eiméar will be mainly based in the head office, but she can't wait to get out and about to meet all of the tenants.



**Vincent Murrinan**

### Vincent Murrinan

Vincent is our Mental Health Housing Support Worker in Limerick. He has worked with the housing and Mental Health Support services since 2016 and has experience in supporting people in both community and residential based settings.



**Sinead Byrne**

### Sinead Byrne

Sinead is our latest recruit and joins the team as a Mental Health Tenancy Sustainment Worker for our new service in Wicklow. She previously worked in the homeless sector in Dublin in Emergency Accommodation, the Housing First Intake Team and the Migrant Homeless Action Team. At the weekend, she can be found hiking with a women's group based in Wicklow.