



# HAIL

Housing Association for Integrated Living



# HAPPENINGS

As we approach the summer months, the staff and Board of HAIL would like to take this opportunity to wish all of our tenants, clients and their families a very happy and sunny Summer.

In this edition of our newsletter, you will find updates from our Peer Support volunteers and the various social groups they run, the Women's Group, our Green Ribbon event to what's been happening in HAIL over the past number of months.

We hope you enjoy this Summer 2019 edition of HAIL Happenings. If you wish to contribute anything to the Autumn 2019 edition, please Email us at [info@hail.ie](mailto:info@hail.ie).



## Rent Payments Reminder!

We would be grateful if you could please use a lodgment card when you are paying your rent. If you don't have one, please contact Mary on **01 671 8444**. If you are using a payment slip in the bank to pay your rent, please put your name on the slip so that we can identify who has made the payment. Thank you.



## Green Ribbon Campaign 2019

Throughout the month of May, as part of the Green Ribbon Campaign 2019, HAIL held two Green Ribbon events. The purpose of these events was to raise awareness of the campaign, bring people together to begin the conversation about mental health and in turn, end the stigma associated with mental ill health.

Our first Green Ribbon event was held Friday 17th May in the LINX Project Ballymun. It was a fantastic turn out with representatives from the local community, HAIL tenants, clients, staff, LINX clients and staff. All attending enjoyed some music, tea, coffee and cake and a small spot prize raffle ! This really was an amazing morning and we would like to thank the LINX centre for catering for everyone and a special thanks to our peer Siobhan Byrne for all her hard work to make the day possible!

Our second event, our annual Neighbours Day BBQ took place in Kilcronan on Friday 24th May. There was a great turn out from the residents in Kilcronan. We also had a number of tenants from Tallaght and some clients from the regional service. Patrick, our peer support volunteer, recited some of his poetry. He invited along 2 of his friends to also recite poetry and to provide music.





## CSR Day With Jansen



On Wednesday 10th April some HAIL staff along with some volunteers from Jansen Sciences came out to our property in Cellbridge. There were also some helping hands from our tenants and the morning was spent transforming the garden with the addition of some summer flowers and a bench for our HAIL tenants to relax in the summer sunshine

## Eolas Project

“The EOLAS project delivers two mental health information and learning programmes, one for service users with a diagnosis of schizophrenia or bipolar disorder and another for their families and friends. The delivery of the EOLAS programmes is unique as they are co-facilitated by a peer facilitator and a clinical facilitator. Clinicians bring their professional expertise and family members and service users are experts by experience. Each perspective is viewed as having equal value and importance in promoting the recovery journey for service users and their families. The expertise the co facilitators bring to the EOLAS programme enables them to be a source of hope and encouragement for participants. The participants learn from each other through engaging in discussions on living with mental health issues and their personal recovery journeys. It is our hope that this learning will assist all participants on their journey to recovery”. More information on the Eolas project can be found at <http://www.eolasproject.ie/>.

## New HAIL Peers



HAIL is very pleased and proud that our third group of peer support volunteers graduated on Thursday 30th May 2019. The group attended an eight week peer support volunteer training course provided by HAIL and our partner, CLAN/Crosscare and all passed with flying colours. Of the eight people graduating, some will be continuing to work with Crosscare and some will come to work with HAIL as peer support volunteers joining our existing group of committed peers to form a strong group to deliver a vital service to HAIL’s tenants and clients.

We are also very happy to announce that Vincent Geoghegan, who was featured in the Winter edition of this newsletter, has successfully completed the Level 8 Certificate in Peer Support and Mental Health at Dublin City University. Many congratulations Vincent!

The peer support service aims to provide much needed social support to people who may be feeling isolated where they are living and who would like to access more local services and opportunities. Peer support volunteers meet up with people in the community on a regular basis and are able to accompany people to parks, galleries, museums or to simply go for a walk and have a tea or coffee. This is in addition to the great groups being provided by our existing peer support volunteers like the football group, the pool group, the women’s group and the walking group.

### 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](mailto:info@hail.ie)



# Social Groups Update

Check out our new website [www.hail.ie](http://www.hail.ie) for all our upcoming events and group outings.

## HAIL United

HAIL United are continuing to grow from strength to strength and are always looking for new players to join the team. The team meet for training sessions every second Wednesday afternoon at 4pm in the Inspire Fitness Centre in Cabra. The team are continuing to organise tournaments and arrange fixtures with other teams on a regular basis. If you are interested in joining the team, contact our Peer Volunteer Patrick on **087 358 1229**.



HAIL United

## Fishing Trip

After the success and fun of last years fishing trip we will be organising this event again towards the end of the summer we will be contacting HAIL tenants in the coming weeks.

## Pool Group

The Pool group meet every Friday afternoon in Ned Kelly's Sports Club on O'Connell Street at 3pm (please note time change!). All welcome. Contact our Peer Volunteer Eric on **087 057 0981**.

## Women's Group

The HAIL women's group is going well, an event is planned for each month. In April the group visited the Chester Beatty Museum. Other events have included cinema trips, lunch and coffee mornings. We are a friendly group, and always welcome new members. If you would like to receive texts about upcoming events, or for more information please contact head office on **01 671 8444**

## Walking Group

The HAIL Walking Group takes place every fortnight. The group decides on the location of the walk after each meet up. This is a fun and enjoyable way to get some fresh air, exercise and meet people. If you are interested in joining the walking group, contact our Peer Volunteer Una on **087 315 7283**.

## Anew

"Whether you are parenting alone, with a partner, or have the support of family members, being a parent can be challenging and you may find it difficult to cope.

Maybe you are finding life with your baby or toddler extremely hard and need some support? You may be a new mother coping on your own and trying to juggle work and childcare? You may wish to return to education. With support, your experience of parenting can be rewarding and satisfying".

### Anew Parenting Programmes

- Intensive one to one therapeutic parenting support
- Parenting workshops using evidence-based parenting programmes
- Bespoke parenting support for families with specific needs such as members of the travelling community
- Skills based training programmes and outreach parenting support

You can find out more information on Anew at <http://anew.ie/index.php/parenting/> or they have a support helpline **1800 281 281**.

# Mental Health Forums

## Be part of your local forum



### What is a mental health forum?

Forums provide a space and opportunity for people to voice their experiences and present their views to improve outcomes for all. Forums are the place to contribute if you have an opinion or experience of the mental health services in your area.

### Who are these for?

Your local mental health forum is for all who have experienced HSE Mental health services in the forum locality and all those friends, carers and family members who support them.

Forums take place all over Dublin. HAIL has two peer support workers who are available to accompany and support anyone who wants to hear more about these forums or who may want to attend.

#### Their contact details are as follows:

Pat Clifford (southside)  
**087 190 3361**

Vincent Geoghegan (northside)  
**087 1848568**



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## Thank you to everyone who completed our tenant's satisfaction survey last year.

Here is a summary of what you said...

### HAIL is performing well on maintenance calls, but there's room for improvement

We set ourselves targets for completing servicing and maintenance calls and we're delighted to say that our performance in 2018 improved significantly from the previous year and that it ranks well above the average in the social housing sector:

	HAIL 2018	HAIL 2017	Sector Average Q1-3 2018
<b>Emergency repairs in target</b> (24 hours)	100%	93%	86%
<b>Urgent repairs in target</b> (7 days)	97%	84%	85%
<b>Routine repairs in target</b> (30 days)	95%	91%	90%

While these are the figures we record on our system there is still a gap between these and the feedback we got from our tenants in the last Tenant Satisfaction Survey where 79% of respondents told us that the repair was carried out on time. We've therefore still some work to do to improve our performance.

Overall though we are pleased that our 2018 Tenant Satisfaction Survey indicated a high level of satisfaction with how we deliver our repairs and maintenance service at 93%, and the standard and quality of the work and the professionalism of the contractor were all ranked above 90%. In 2018 we spent on average €562 per property in maintenance and repairs.

### An opportunity to have a say – Tenant's Forum

We have made a commitment to establish a forum to ensure the voice of our tenants and clients is heard and considered. We are establishing a Tenant Forum in 2019 which will consist of HAIL staff and tenants. The forum will deal with the following:

- Improving HAIL service to tenants
- Tackling issues affecting tenants
- Involvement in Community events
- Input into Processes and Procedures

This is an exciting opportunity for our tenants to have more influence in our operations and we are hoping for a great response when we seek volunteers!

In the meantime, if you require any further information or would like to register your interest please contact Bronagh on **087 3493602** or Head Office on **01 671 8444**.