

HAIL HAPPENINGS

Autumn 2011

Welcome

In this autumn 2011 edition of HAIL Happenings we will bring you up to date on what's been happening in HAIL over the summer, including feedback on the recent Tenant Satisfaction Survey and our AGM in May, at which our Chairman John D Carroll and long standing board member Bernard Thompson retired. We also bring you information on what's happening in your locality and some news from Housing Management. We hope that you enjoy this edition of HAIL Happenings. If there is anything that you would like to contribute to the next edition, please contact Karolyn on (01) 883 2179 or Dave on (01) 671 8444. Enjoy.



Karolyn Ward, *Editor*

HAIL Bids Farewell to Two Long Standing Board Members at the 2011 A.G.M.

On the 3rd May, HAIL held its Annual General Meeting in the Harcourt Hotel in Dublin city centre. HAIL board and staff were delighted to see a number of tenants from across our organisation present on the evening, many of whom stayed for refreshments and a chat afterwards! After the standard agenda items were addressed, HAIL board members and staff bid farewell to Mr John D. Carroll and Mr Bernard Thompson, who had both been long standing members of the Board of HAIL. They were both presented with a parting gift as a thank you for their hard work and dedication to HAIL. On behalf of HAIL staff and tenants, we would like to wish both John and Bernard the best of luck for the future.



Left to Right: Patricia Cleary, Executive Director, HAIL; Bernard Thompson; John D Carroll; Éanna McHugh, HAIL's New Chairperson.

North Dublin Befriending Service comes to Suaimehneas

North Dublin Befriending service is an organisation offering one-to-one companionship and support to those who have mental health difficulties. The aim of the service is to foster independence, self-empowerment and reduce the social isolation felt by those with mental health difficulties.

On Wednesday 16th August they launched a new social club in Suaimehneas Clubhouse which allows individuals to participate in social activities, widen their social networks, make friends and even get away from it all with group trips which are organised a couple of times a year.

The service is open to Suaimehneas members and **anyone from the local community** who feels that they could benefit from it – **all welcome!**

Where: Suaimehneas Clubhouse

When: Every Wednesday from 7 pm until 9 pm.

For more information contact:

North Dublin Befriending Service –

Ann 086 8385 576 or

Helen 086 8385 582.

Suaimehneas Clubhouse,

Unit 103, Malahide Road Business Park, Coolock, Dublin 17.

Tel: 01 84799 11.

Karolyn Ward,

Support Worker, HAIL – 01 883 2179 / 086 3854 036.



North Dublin
Befriending Service

The Irish Council for Social Housing Community Housing Awards 2011

The Irish Council for Social Housing highlights best practice among Approved Housing Bodies through its biennial Community Housing Awards sponsored by Allianz.

There are two new categories this year. One is Collaboration Initiatives between Housing Bodies.

Block P5 in Belmayne is an example of collaboration between HAIL, Clúid, Sonas Housing Associations, Dublin City Council and Belmayne Developments Ltd.

From Tenant Satisfaction Surveys carried out in the last year it is clear that the tenants in P5 are very satisfied with their homes and this prompted HAIL to submit an entry. Belmayne presents many features of good efficient and effective housing management as well as flexible support in housing attributable to the collaboration between partner associations. The partner associations plan to continue to collaborate in the development and management of P5 and in the ongoing planning for the completion and improvement of the whole area, so that the Northern fringe becomes all that was envisaged for it.

Our entry has been very well received, is short listed for an award and we have made our presentation to the adjudicators. Winners will be announced at the ICSH Conference in late September so let's keep our fingers crossed.



Housing Association
For Integrated Living



Reader's Own!!

Whitest Beauty

She swiftly looms
From a windswept lake
And flies to the skies
Top the clouds overtake
A beauty circling
Her heavens call
With God her friend
She will never fall
For her dream is good
And she will go on
Because she is beauty
Whitest beauty circling on.

By Eddie Keegan

If you would like to see your article / poem / photos etc included in the "Reader's Own" section of our newsletter please contact Karolyn on (01) 883 2179 or Dave on (01) 671 8444.

Tenant Satisfaction Survey – Results are in!

We would like to thank all of those who took part in the HAIL Tenant Satisfaction Survey and also the tenant focus groups. This process takes place once every five years and is a vital part of our strategic plan for the future direction of HAIL.

Well the results are in and they are very positive. Below are just a few of the results:

- 60% of tenants responded to the survey, and
- There was a 92% overall satisfaction with Hail's housing and support service. This is a 10% increase in satisfaction since the previous survey which took place in 2006.
- 88% overall satisfaction with the maintenance service
- 89% overall satisfaction with the support service

Some of the changes that will take place as a result of survey are mentioned below:

- Information days for tenants on all aspects of HAIL's work
- Additional pre-support meetings before 'Move-in'
- Review arrears letters
- Ensure heating, plumbing, doors and windows are all working before a tenant moves in.
- Monitor maintenance contractors work (see separate note on this in Happenings).
- Keep producing 'HAIL Happenings' and use it for up-to-date information on HAIL.

Again thank you all for your participation. We would also like to congratulate the three winners of the €200 Prize Nicola Collins; Rita Tierney and Siobhan Ni Giolla Rua.

New HAIL Office – Ballymun



The HAIL office in Ballymun has moved! We are now based in the **Axis Centre, Main Street, Ballymun, Dublin 9**. All callers to the office must check in at reception, where you will be directed to our office on the 3rd floor. We also have new phone numbers and they are as follows:

Angela Lynch – Housing Officer – (01) 883 2178
Karolyn Ward – Support Worker – (01) 883 2179
Fax – (01) 883 2180

Reminder!!

When you call in a works order/maintenance request we send you out a **Tenants Information Sheet**. It is important that you return it to us as it helps us monitor our contractors' performance which in turn helps us to continue to improve our service to you.

We include a stamped self addressed envelope to make it easier for you to send it back to us!!

We really love to receive them!! Thanks!

European neighbours' day



HAIL Housing in partnership with Sonas Housing celebrated European Neighbours Day in Kilcronan, Clondalkin by hosting a BBQ on the Friday 27th May.

The day turned out to be a great success and there was a really good turn out in spite of some bad weather on the day. However all involved persevered and the BBQ was taken indoors after the rain began to fall, to the community building, where it continued. There were tenants from both HAIL Housing and Sonas Housing all living in the Clondalkin area.

This years Neighbours Day was supported by more than 1200 partners (city councils, housing organizations and local associations) in more than 30 countries!



HAIL tenants in Stepside and Terenure took part in Street Feast (www.streetfeast.ie for more info). Street Feast is a day of local lunches across Ireland held on the 28th of August, hosted by and for neighbours. They can be anywhere really — out on the street, in a local park or in your front garden.

Street Feast is an excuse to get out, share food and conversation and help build stronger communities. We held a BBQ but once again the Irish weather interrupted us on a number of occasions but being HAIL tenants while the weather was dampened the mood was not!!!



Recipe Box

Colourful Root Vegetable Soup with Lentils (Gluten Free and Diabetes Friendly!)

Serves 4

- 2 carrots, pared
- 2 potatoes, peeled
- 2 sticks celery
- 1 parsnip, peeled
- 1 leek, well washed
- 1 clove of garlic
- 2 tbsp oil
- 1 tin chopped tomatoes
- 1 litre/4 cups vegetable stock
(for gluten-free soup use home-made or gluten-free stock cubes)
- 150g/10tbsp red lentils
- Salt and pepper
- 1-2 tsp chopped thyme, cress or parsley, chopped



Instructions:

1. Cut the carrots, potatoes, celery and parsnip into pieces and slice the leek. Chop or crush the garlic.
2. Heat the oil in a heavy saucepan, add the vegetables and cook slowly until they are fairly soft but not coloured, stirring frequently. Add the tomatoes and half the stock.
3. Simmer for about 20 minutes until the vegetables are completely soft. Meanwhile rinse the lentils well and drain. Put them in a pot with the remaining stock and cook for about 10 minutes or until soft.
4. Mash the cooked vegetables with a potato masher or a whisk, or puree the mixture in a food processor if you prefer a smooth soup. Combine with the lentil mixture, adding more stock or water if the soup is too thick.
5. Season to taste with thyme, freshly ground pepper and a little salt if necessary. Sprinkle with the chopped cress or parsley. Serve with some wholemeal or black bread.

Damaged Meter Boxes

Several meter box doors have been noted as missing or hanging off in HAIL's Raheny and Tallaght properties. Damaged meter boxes look unsightly and place your utility meters at risk.

Tenants are responsible for ensuring that their meter boxes are in a good state of repair. Usually repairs are carried out **free of charge** by the utility supplier (ESB, Bord Gais, NTL etc.). HAIL is unable to directly talk to your supplier on your behalf. If you have meter doors missing or damaged please contact your utility supplier and arrange for them to be repaired/replaced before the end of October.

Contact numbers for suppliers are available in your **Tenancy Handbook**; please phone us if you require another copy.

HAIL *What's happening in your locality*

Gardening Project Takes Place in Woodhazel, Ballymun

G.A.P. Ballymun, along with HAIL tenants participated in a gardening project in Woodhazel Close and Woodhazel Terrace during the summer. A number of tenants joined in and with support from G.A.P. and members of the Jobs Centre, weeded and dug up the large flower beds on Woodhazel Close. These flower beds were then planted up with plants that are hardy and can withstand most conditions. The tenants who supported the project and helped with the planting were consulted on what plants would be used. The small green areas around the parking spaces were also cleaned and tidied up. The tenants on Woodhazel Terrace also joined in and cleared and planted up around the trees. Both G.A.P. and HAIL contributed toward the cost of the project. It is hoped that all tenants on Woodhazel Close and Terrace will help to maintain the newly planted beds and green areas and co-operate in keeping them clean of litter and weeds.



Change of E-Mail!

Please note that the following e-mail addresses have changed:
housing@hail.ie is now **angela@hail.ie**
support@hail.ie is now **sean@hail.ie**

Ballymun Tidy Towns!

The Ballymun Tidy Towns Awards Ceremony will take place in the Civic Centre Atrium on the evening of Tuesday 27th September 2011 from 5.30 – 7.30 pm. This event is all about celebrating and recognising the great work that residents both young and old are doing within their community and encouraging others to become part of this very worthwhile activity.

There will be light refreshments and music provided (following awards). It is hoped that this will allow time for people to talk to judges and groups, to help develop the great work that groups and individuals are doing to improve their surroundings.

"This is the Year to Volunteer!!"

As part of the European Year of Volunteering 2011 the Dublin City North Volunteer Centre will host a public talk, 'This is the year to Volunteer!', in the Ballymun Library on 28th September 2011 from 7 pm – 8 pm. Participants will be able to find out what are the current volunteering opportunities in the city centre and north of Dublin area, and ask all the possible questions! All are welcome and no RSVP is requested.

Do something for yourself....Volunteer!

For more information please contact Kasia on 01 872 2622 or kasia@volunteerdublincitynorth.ie

Demolition of the Coultry Block

The Coultry block of flats behind Woodhazel Close is now empty and will shortly be handed over to the contractor for demolition. HAIL will be in touch with all Woodhazel residents in the coming weeks with further information.

Home Contents Insurance



HAIL only insures fixtures and structure of your home; therefore we would strongly recommend that you insure your **household contents and personal items**. For example, if there is a flood, fire or theft in your property – your furniture, flooring, internal decoration and personal property are not covered by HAIL's insurance.

BHP Insurance offers an exclusive household insurance facility for tenants of HAIL Housing to cover contents and personal belongings. In order to avail of a hassle free, no obligation quote, call BHP directly on **1890 202030**.

Tyrellstown nearing Completion

Our new development in Tyrellstown is near completion! It is hoped that the tenants can move into their new homes in October 2011!

Swimming Lessons

9 WEEK SWIMMING LESSONS
Children €72 Adults €90

Monday to Sunday
CHILDREN'S CLASSES
Beginners, Improvers, Swimmers,
& Advanced Classes

Monday, Tuesday & Thursday
ADULT'S CLASSES
Ladies, Gents & Mixed Classes
Beginners, Improvers & Swimmers.



Swimming Lessons at reasonable prices at the Clondalkin Leisure Centre – Tel: (01) 457 4858.