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Welcome to the Summer Edition of Circle Newsletter

It's been a busy few months across our communities, with new developments opening, local events taking place, and exciting projects getting underway. In this edition, we're sharing some of the great things happening in your neighbourhood, from tenant-led events and staff updates to important rent advice and practical tips for your home.

We're also excited to introduce our new Education Bursary and a brand-new competition designed for Circle tenants, with some vouchers up for grabs! Don't miss your chance to take part.

Thanks for reading the summer edition, and as always, we would love to hear from you.



Community News

Highlights

March 2025 New Homes Delivered in Killiney!

Circle proudly handed over keys to a number of A-rated homes comprising of 2-bed ground floor apartments at Egremont, Killiney, giving families a place to call home. This delivery was made possible in partnership with Dún Laoghaire-Rathdown County Council, developed by Durkan New Homes, and funded by the Housing Finance Agency plc.

A huge thank you to everyone who played a role in making this happen.



Richmond Place Welcomes Its First Tenants

We are proud to share that Richmond Place, our brand-new Housing with Supports development in Dublin 8, has now officially opened and tenants have already begun moving in.

This is a major milestone for Circle and for the wider community.

Located in the heart of Inchicore, Dublin 8, Richmond Place offers high-quality, accessible homes for people aged 55 and over who want to live independently, with support available when needed.

Richmond Place is not just a new housing scheme, it is a new way of thinking about how we age in our communities. It supports people to live well, stay connected, and remain independent in a home that can adapt to their needs.

This is Ireland's first demonstration project under the "Housing with Support" model, and we are proud to be leading the way.

Circle would like to warmly welcome all new tenants to Richmond Place and thank everyone involved in making this project a reality.

It includes:



52 lifetime-adaptable apartments (1.5 and 2 beds).



On-site supportsdelivered by our partners
ALONE and the HSE.



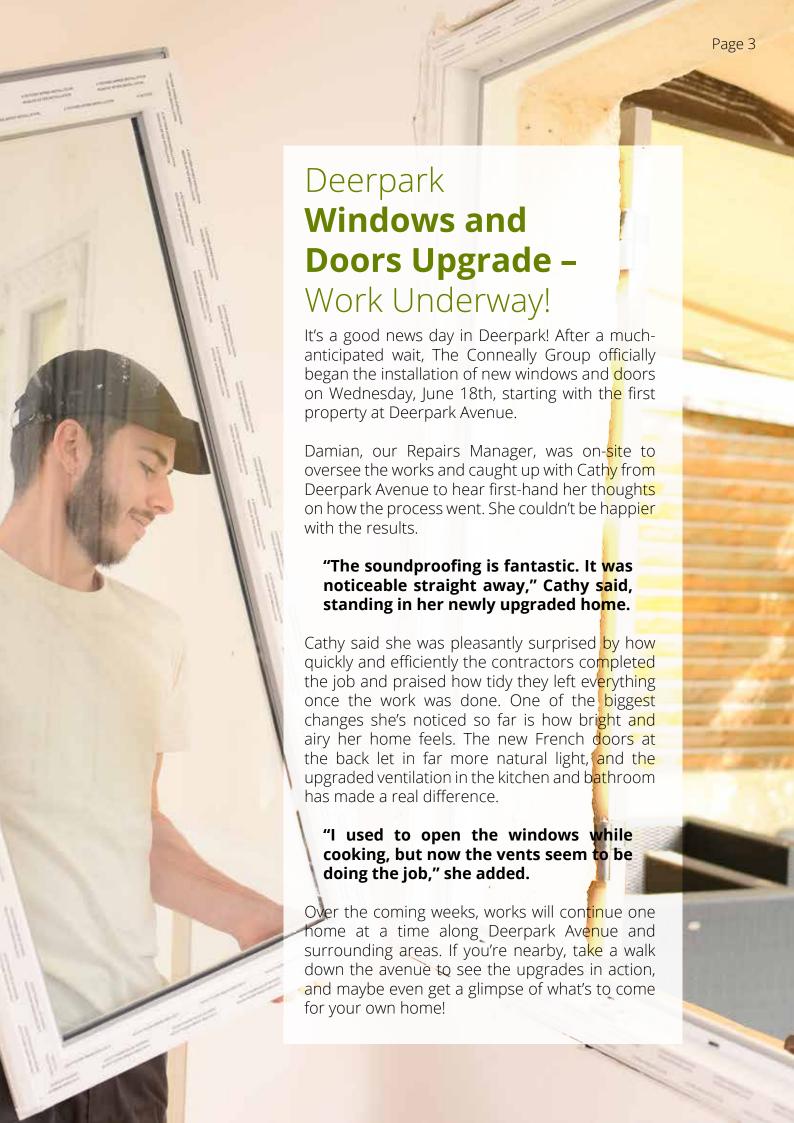
A shared tearoom, therapy room, and beautiful landscaped courtyard



A strong focus on community, safety, and dignity as people age



Richmond Place welcoming its new tenants



News

Coming Soon:

The Fr. Patsy Carolan Education Bursary

We are excited to let you know that a new education bursary will be launching at the end of August – just in time for the new academic year!

The Fr. Patsy Carolan Education Bursary is being established by Circle to support tenants who want to return to learning. Whether it's a short course, night class, or a qualification to help with employment, this new bursary is designed to break down some of the financial barriers people face when trying to upskill.

Why are we doing this?

We know that:

- Education can open doors to better job opportunities.
- Gaining new skills can boost confidence and wellbeing.
- Many tenants want to learn, but cost often gets in the way.

This bursary is about giving our tenants a fair chance to follow their goals, no matter their age or background. We will be sharing full details at the official launch in August, including who can apply, how to apply, and what support is available.

This bursary is named in honor of Fr. Patsy Carolan, one of the founders of Circle and a long-standing supporter of tenant empowerment and education. We are proud to carry on his legacy through this new initiative.

Would you like to be on the judging panel? Contact us now by emailing **TES@circlevha.ie**

Keep an eye on your newsletter and text messaging (SMS) updates, more info coming soon!



Railway Court Continues to Receive Recognition

Railway Court, our flagship scheme on Railway Street in Dublin 1, continues to attract national recognition for its design and community focus.

Following its official opening in late 2024, Railway Court has already been named Best Social Housing Development at the National Property Awards 2025, a major achievement for Circle and everyone involved in delivering the project. This was Circle's first direct construction development, delivering 47 high-quality, A-rated homes in the heart of Dublin, made possible through an innovative €20 million funding partnership with AIB.

Recently, Railway Court received further attention when the judging panel from the Royal Institute of the Architects of Ireland (RIAI) visited the scheme as part of the national design awards process. During the visit, two of our tenants, Christy and Tina, kindly opened their homes and welcomed the judges, showcasing how they have made the properties their own. The judges were very impressed with both the design of the scheme and the personal touches added by tenants.

A special thank you also to Debbie, our Tenancy Services Officer, who worked closely with tenants to coordinate the visit and support the process on the day. Railway Court continues to stand as an example of innovation, partnership, and Circle's commitment to delivering homes and building strong communities. We look forward to hearing the outcome of the RIAI awards in due course.

Meet Our Newest **Team Members**

We're delighted to welcome two new members to the Circle team, Adam and Siobhán! To help tenants get to know them a little better, we asked them a few questions about their background, their roles, and what they're most looking forward to in their new positions. Have a read and say hello if you see them out and about!



Siobhán

Can you tell us a little about your role as HR Manager and what it involves at Circle?

As the HR Manager at Circle, my role is comprehensive. I'm responsible for everything from recruitment and onboarding, to making sure we bring in the best talent and get them settled, to employee relations, performance management, and learning and development. A huge part of it is also ensuring we have robust HR policies and procedures in place that support our team and comply with all the regulations. Ultimately, it's about creating and maintaining a positive and productive work environment where everyone feels valued and can thrive.

What drew you to work in housing, and what attracted you to Circle?

What drew me to housing was the profound impact it has on people's lives. Everyone deserves a safe, affordable place to call home, and being part of an organisation that helps provide that is incredibly rewarding. I was attracted to Circle specifically because of its strong reputation for making a real difference in communities and its clear commitment to its social mission. It felt like a place where my skills could contribute to something truly meaningful.

What do you think makes a workplace great for staff, and how does that benefit tenants?

For me, a great workplace is all about culture. It's where staff feel supported, respected, and empowered. That means fostering open

communication, offering opportunities for growth and development, and genuinely caring about employee well-being. When staff feel happy and engaged, they're more productive, more innovative, and more committed. **How does that benefit tenants?** Simple: happy and motivated staff provide better service.

How do you see HR playing a role in supporting the wider mission of tenant engagement and community building?

HR plays a crucial role in supporting tenant engagement and community building by ensuring we have the right people with the right values and skills. We can recruit individuals who are naturally empathetic and community-focused, provide training that emphasises tenant-centric approaches, and foster a culture where staff feel empowered to connect with and support our tenants. Ultimately, by building a strong, valuesdriven team, HR directly contributes to a more positive and engaging experience for our tenants.

You've been with Circle a short while, what has stood out to you so far?

Even though I've only been with Circle a short while, what has really stood out to me is the dedication and passion of the team. Everyone here is incredibly committed to our mission and to making a real difference in the lives of our tenants. There's a strong sense of camaraderie and a genuine willingness to support each other. It's clear that everyone truly believes in what Circle stands for, and that's something you can really feel.



"Be kind, curious, be courageous."

Siobhán

What are your hopes for your first year here?

My main hope for my first year is to build strong relationships across the organisation, to really understand the needs of our staff, and to implement HR initiatives that genuinely enhance their experience and support our strategic goals. I want to contribute to an even more positive and productive work environment.

Circle's staff often meet tenants at events, can we expect to see you at any tenant days or community activities?

Absolutely! I'm keen to get out and about. While my role is primarily internal, I understand the importance of connecting with our tenants and seeing the impact of our work firsthand. You can expect to see me at tenant days or community activities when the opportunity arises. I believe it's vital for all staff to engage with the communities we support.

When you're not working, how do you like to spend your time?

When I'm not at work, my new puppy Molly definitely keeps me busy, she's a lively one! I also really enjoy reading and getting lost in a good book. You'll often find me pottering about on the balcony looking after my plants, usually with one eye on Molly to make sure she's not trying to eat them! And, of course, spending quality time with friends and family is always a priority.

Is there a motto or value that you try to live by, personally or professionally?

A motto I try to live by, both personally and professionally, is "Be kind, curious, be courageous." I believe kindness is fundamental, curiosity drives learning and growth, and courage is essential for tackling challenges and making a positive difference.

And finally... tea or coffee, and what's your go-to biscuit for a tea break?

Definitely coffee for me! And my go to biscuit for a tea break would have to be a chocolate digestive. Can't beat it!

Adam

What's the first thing you thought when you walked through the doors at Circle on your first day?

When I first walked through the door at Circle, my first thought was about how friendly everyone seemed in the office.

Tell us a bit about your role, what does a HR Generalist actually do?

In short, an HR Generalist is someone who handles a wide variety of tasks related to people and workplace operations. They support both employees and managers by managing hiring processes, helping with onboarding, coordinating benefits and payroll, addressing employee concerns, ensuring company policies are followed, and keeping everything aligned with employment laws. I would be the go-to person who helps everyone keep in line with day-to-day HR operations.

You started on the same day as your manager, Siobhán. What was that like?

It's not the first time that I have started at the same time as my direct manager. Personally, I believe that it can often be a stronger relationship than if someone has more company seniority than the other, as we get the opportunity to learn and grow together with fresh perspectives and ideas.

What kind of work do you enjoy most, helping with recruitment, supporting staff, training...?

My favorite part of my role is streamlining processes and procedures. I'm a big believer in making things as simple and accessible as possible for everyone. Few things in my career have given me more satisfaction than boiling down a needlessly complex process into a simple and fun task.





Adam

I would describe Circle as the perfect balance between hard work and fun

Was housing a new sector for you, or had you any experience with it before?

I am completely new to the housing sector, but I do have a very wide range of experience in many different industries such as private healthcare, pharmaceuticals, logistics and even animation, but in my experience, people are people no matter where you go.

How would you describe Circle to someone who's never heard of it?

I would describe Circle as the perfect balance between hard work and fun, in my few weeks with Circle, I can see the passion and drive in every person to do the absolute best work possible but also will not hesitate to pull out puppy pictures at all appropriate opportunity's.

What's something small you think can make a big difference to tenants?

I'm still new to Circle and from what I've seen Circle really values tenants' opinions and feelings, but one small thing that I feel would make a big difference is to continue to listen to the tenants and be open to hearing feedback.

If you could bring one new staff initiative into Circle, what would it be and why?

I would like to bring in a future leader's initiative into Circle. I believe that the smartest investment that any company can make is in its people and opening up a leadership initiative for staff would set clear paths for their future in Circle.

When you're not working, where would we find you, any hobbies, hidden talents, or guilty pleasures?

In my free time I have a few different passions in video games, trading card games, basketball and the gym.

And just for fun... what's the most unusual job you've ever had?

While I was in college, I was working in an escape room and between hen/stag party's, awkward first dates and creative thinkers I have no shortage of funny and odd stories.

Tenant Voice at the **Heart of Recruitment**

As part of our commitment to ensuring that tenants have a strong voice in Circle's operations, Lorraine, a Circle tenant, and active member of our Tenant First Link Committee (TFL), recently took part in the interview panel for our new Director of Asset Management.

Lorraine joined a panel of four people, which included our Chair, Gemma Kavanagh, our Chief Executive Officer, John Hannigan, and an external expert. Together, they interviewed three final applicants for this important role.

Throughout the interviews, Lorraine brought the tenant's perspective into the conversation. She asked thoughtful questions and follow-up questions, making sure that the views and concerns of tenants were part of the decision-making process. Her involvement ensured that the tenant's perspective remained central to the discussion. John described Lorraine as "a star for the day" and thanked her for her excellent contribution. Lorraine's participation is a great example of how tenants are actively involved in shaping decisions that affect their homes and and communities.

If you would like to learn more about the Tenant Advisory Group (TAG) or are interested in getting involved, you can contact our Tenant Engagement Coordinator by emailing



Get Involved Your Voice Matters

At Circle, we believe the best ideas come from the people who live in our homes. That's why we're inviting more tenants to get involved and help shape the decisions that affect our communities.

We're currently recruiting for tenants to join:

• The Education Bursary Panel:

Help us review applications for the new Fr. Patsy Carolan Education Bursary. It's a simple process, and full support will be given. Your perspective can help others take the next step in their education journey.

• Policy Review Group:

Work with us to develop and review our policies. Our policies guide how we work and provide services to you, our tenants, so having your input to help shape them is really important! The time commitment will be ad hoc, but it is anticipated to be no more than a handful of meetings each year, and these can be held online.

The Tenant Advisory Group (TAG)

TAG gives tenants a voice at the heart of Circle. The group meets six times a year to discuss services, share ideas, and influence real change. Whether you're new to this or have experience, your input is welcome.

Interested?

To find out more or express your interest, contact us at **TES@circlevha.ie** or speak to your Tenancy Services Officer. Being involved does not take much time, but it makes a big difference, and it's a great way to meet others, build confidence, and make sure tenants are heard.



Our Communities

Looking Back on a Busy and Bright Spring!

Over the past few months, we have had the pleasure of organising and supporting a wide range of tenant events across the country, bringing communities together, encouraging connections, and having a bit of fun along the way!

We kicked things off with an Easter Family Fun Day in **Fairgreen Manor**, **Co. Wicklow**, where children enjoyed football and outdoor games organised by Tenancy Services Officer (TSO), Philip. Every child went home with an Easter egg and a big smile.

There was no shortage of green thumbs this season either! TSO Cónan hosted two well-attended planting days, one in **Kilkishen**, **Co. Clare**, and another in **Castletroy**, **Co. Limerick**, helping tenants come together to brighten up their communal spaces.

Our Easter celebrations continued in several areas, including **Railway Street**, **Dublin 1** and

Lanestown, Co. Dublin. At Railway Street, tenants led the way with fantastic support from TSO Debbie and even welcomed a special visitor, the Easter Bunny, who handed out Easter eggs to delighted children. TSO Carol ensured Lanestown's event was equally well attended and full of fun.

We also took time to listen and connect. In **Parknoe, Dublin 8**, tenants joined us for a relaxed coffee morning, while in **Butterfield, Co. Waterford**, TSO Helena organised an estate walkabout, where tenants showed us areas for improvement and shared ideas for future events.

At Rafters Court, Dublin 12, TSO Mary hosted a lovely coffee morning, giving tenants a chance to connect with her. Mary made sure no one was left out by visiting tenants who could not make it to the courtyard, stopping by for a friendly chat.



















Finally, in **Castletroy, Co. Limerick**, Cónan brought the community together once again for a litter pick, helping to prepare the area for the Food Feast event. Children who joined in were entered into a fun raffle, a great way to reward their efforts and encourage pride in their area.

At the end of June, we held a Food Feast in **Castletroy, Co. Limerick**, and what a day it was! Tenants and staff came together to share delicious dishes from their home countries, creating a vibrant mix of flavours and stories. From traditional dishes to homemade sweets, every dish came with a story, and it was a joy to see neighbours learning about each other's cultures through food. The kids had a great time too, with games and activities keeping them entertained throughout the day. We were also joined by Prepay Power, who offered a helpful energy clinic, sharing tips with tenants on how to manage their electricity use and cut down on bills.

These events are all part of our ongoing tenant engagement programme, aimed at building stronger communities and ensuring tenants have opportunities to be heard, get involved, and enjoy where they live. A big thank you to all the TSOs, tenant leaders, and community partners who helped make these events a success!

Want to get involved?

We are always looking for tenants who would like to help shape events in their area, share ideas, or even lend a hand on the day. Whether it is a coffee morning, planting project, or fun day for families, your voice and input can make a big difference.
If you are interested in getting involved, speak to your Tenancy Services Officer or contact our Tenant Engagement team at TES@circlevha.ie.

What's Coming Up

There's lots happening

We have a busy few months ahead with lots of tenant engagement events planned, from Street Feasts and family fun days to estate cleanups and waste education events.

These are great opportunities to connect with neighbours, learn something new, and help make your community even better. Keep an eye out for invites, we'd love to see you there!



Event	Address	County	Date	Time	Tenancy Services Officer
Drop-in Clinic	Peadar Kearny House	Dublin	07/08/25	12 – 2PM	Mary
Meet Your Neighbours Day	Brickfield Square	Dublin	13/08/25	11 – 1 PM	Debbie
Estate Litter pick with refreshments after	Butterfield	Waterford	14/08/25	11 – 1 PM	Helena
Consultation Coffee morning	Bellewsbridge Place	Louth	28/08/25	11:30 – 1 PM	Carole
Cromwellsfort Meet and Greet	Cromwellsfort Place	Dublin	23/09/25	12 - 2PM	Sophie
Recycling seminar	Castletroy	Limerick	25/09/25	11am – 1 PM	Cónan
Coffee Morning	Richmond Place	Dublin	29/07/25	12 – 2 PM	
Lanestown Food Feast / Street Feast	Lanestown View, Donabate	Dublin	31/07/25	1 – 3 PM	
Coffee Morning / Consultation	Lambda Apartments	Dublin	06/08/25	11 – 1 PM	
Butterfield Food Feast / Street Feast	Butterfield	Waterford	21/08/25	1 – 3 PM	

What's On in **Dublin 8 This Summer**



If you're living in or around Inchicore/Kilmainham, or the surrounding area of Dublin 8, there's plenty happening locally over the next few weeks. From seasonal fairs and estate clean-ups to free workshops, there are great opportunities to get involved, meet others, and enjoy what the community has to offer.

Highlights include:

- Local events at Richmond Barracks.
- Upcycling fairs, art workshops, and family-friendly activities.
- Community-led projects supported by Dublin City Council.

You can find full details, dates, and how to take part by clicking the link below:

What's On in Kilmainham and Inchicore for a full list of events.

Why not check it out and see what's happening on your doorstep?

Pride Month 2025,

A Moment of Reflection

Pride Month took place in June, offering a time to reflect on equality, inclusion, and the importance of safe, welcoming communities for everyone. At Circle, we're committed to continuing that work all year round, not just during Pride.

This year, our staff took part in learning sessions about the history of Pride, the meaning behind the Pride flag, and how we can better support the LGBTQ+ community in our work. While this was an internal activity, it's part of our wider goal to build a culture of respect and belonging for everyone.

We're looking forward to finding more ways to reflect these values more publicly in the future, and we welcome ideas from tenants on how we can mark occasions like Pride together.



equality, inclusion, and the importance of safe, welcoming communities for everyone



The 16th-22nd June marks Refugee Weekin Ireland, a time dedicated to celebrating the strength, resilience, and rich cultural contributions of those who have sought refuge in our communities. The theme for Refugee Week 2025 is **Community as a Superpower.**

When we think of superpowers, we often picture flying or invisibility. But in real life, one of the greatest superpowers we have is something much simpler — community.

Community means people coming together, looking out for one another, and offering support when it's needed most. For refugees individuals and families who have been forced to flee their homes, this sense of community can be life changing.

Refugees often arrive in Ireland with little more than hope. They face the challenge of starting from scratch, in a new country, often without family, and often with limited English. What they need isn't just a roof over their heads. They need to feel welcome, seen, and supported. Community is what turns a house into a home and a stranger into a neighbour. A smile, a helping hand, or a friendly chat can make a world of difference. Many Irish communities have opened their arms to refugees with kindness, sharing food, helping with school runs, or simply checking in.

These small acts of care build trust. They help people feel they belong. And when people feel included, they thrive, learning, working, contributing, and becoming part of the wider community. You don't need to be part of a big organisation to make a difference. Every small action counts. Across Ireland, individuals and local groups have shown what's possible when we lead with compassion. Local housing groups, community volunteers, and neighbours have all played their part, quietly and powerfully.

Here are a few ways we can engage during Refugee Week:

- Learn and Share: Take a moment to chat with neighbours from different backgrounds, ask about their traditions, favourite dishes, or cultural celebrations. We encourage everyone to watch the movie **The Swimmers** on Netflix if you get a chance. The Swimmers is based on the true story of two sisters fleeing war-torn Syria, their journey to Germany and on to the Rio 2016 Olympics.
- Participate: Look out for Refugee Week events in your local area or online — from cultural exhibitions to storytelling sessions, there's so much to experience. You can find out more about events happening near you here by visiting Refugeeweek.ie

Ireland has a proud tradition of welcome. Our strength lies not just in our resources, but in our people, in how we come together during hard times and how we open our hearts to others. Community is, and always has been, our superpower.



Quick and Easy! Tenant Feedback on Using the Circle Engage Portal

We recently received some lovely feedback from one of our tenants who used the Circle Engage Tenant Portal to log a repair request. It is always great to hear how small changes can make everyday tasks that bit easier.

"I had forgotten about the portal and was rushing out the door with no time to call. It was so easy and simple to use and meant I could get the repair logged there and then and not have to wait to call it in!"

The Circle Engage portal is designed to be simple, fast, and convenient, especially for busy tenants who may not always have time to call during office hours.

If you have not registered yet, it only takes a minute to sign up. Just visit www.circlevha.ie, go to the My Home section, and click on Circle Engage Tenant Portal to get started.

If you need any help registering, our **Customer Services team** is happy to assist, just give them a call on **01 407 2110**.

Are You Paying the Right Rent?

You could be entitled to a rent refund, or you might be overpaying without realising it. To make sure your rent is accurate, it is important to submit your Confidential Income Statement (CIS) and proof of income.

Once we receive your CIS, our Income Team will review your details and update your rent

accordingly. If a refund is owed, we will request your bank details and arrange for the Finance Team to process it. Submitting your CIS on time helps you avoid backdated charges, keep your household details up to date, and ensure you are paying the correct rent based on your current circumstances.

Struggling with Rent? We Can Help

If you are finding it hard to keep up with your rent payments, talk to your Income Management Officer (IMO) as soon as possible. They are here to help and can set up a payment plan that works for you.

For example, if your rent is €50 per week and you owe €300, we might agree to pay an extra €15 per week to gradually clear the arrears. With consistent payments, your balance could be cleared in 20 weeks.

Need Support?

If you need help completing your CIS or setting up a payment plan, contact the Income Team or your Income Management Officer on 01 407 2110 or rent@circlevha.ie.

Free, independent advice is also available from:

Residential Tenancies Board:

www.rtb.ie / 0818 30 30 37

MABS (Money Advice):

www.mabs.ie / 0761 07 2000

Threshold:

www.threshold.ie / 1800 454 454

Handy Tips

Think Before You Flush!

Wipes and grease are blocking pipes, and it is costing us all. We are seeing more blocked drains caused by things being flushed that do not belong in the toilet. These blockages can lead to bad smells, backups, and expensive repairs.

In some buildings, the pipes are all linked. So, if something gets stuck in one home, it can block drains in others too. If something you've flushed causes a blockage, you could be responsible for the cost of repairs resulting in a recharge.

Do NOT Flush These Items

- ✓ Even if packaging says "flushable," they do not break down properly.
- Baby wipes (including "flushable" wipes).
- Cleaning wipes.
- Kitchen roll or blue roll.
- Cotton pads or buds.
- Sanitary products.
- Nappies.
- Grease or cooking oil.

Only Flush the 3-P's

✓ Pee.

✓ Poo.

√(Toilet) Paper.

Everything else goes in the bin.

Blocked Drains? Don't Ignore the Signs

If you notice water draining slowly, gurgling sounds from your sinks or toilets, or a bad smell around the drains, it could mean a blockage. Please report it to our repairs team as soon as possible. The earlier it's dealt with, the less damage it can cause.

Help Keep Our Drains Clear

Flushing wipes or other waste down the toilet can block shared drains quickly. Even small items can cause big problems for your home and your neighbours.

Let's all do our bit: bin it, don't flush it.





You might occasionally spot a small, silvery insect in your bathroom or kitchen, these are called silverfish. They are quite common in homes across Ireland and, thankfully, they are harmless to people. Silverfish love damp, warm places and tend to come out at night. You will usually find them in bathrooms, kitchens, or near skirting boards

How to Help Keep Them Away:

- Keep bathrooms and kitchens well-ventilated.
- Wipe down wet surfaces and fix any small leaks.
- Declutter storage areas, especially cardboard and paper.
- Hoover regularly around corners and along walls.

Can I Deal with Them Myself?

Yes, in most cases, you can take simple steps at home:

- Use natural repellents like baking soda or cinnamon in corners.
- Try silverfish traps, available in most supermarkets or hardware shops.
- Keep the area dry. Moisture is what they are looking for.

If you do spot the odd silverfish, it is not usually a cause for concern. However, if you see a lot of them or notice damp patches or leaks, please contact our repairs team so we can check it out. Let's keep our homes fresh, dry, and pest-free!

Simple... Think Before You Flush!



Do you have a favourite view from your home? A beautiful garden? Or a moment that captures the spirit of your community?

We are inviting all Circle tenants to enter our 'Summer in My Neighbourhood' photo competition. Whether it's a quiet corner, a sunny day, or something that makes you proud of where you live, we would love to see it.

How to enter:

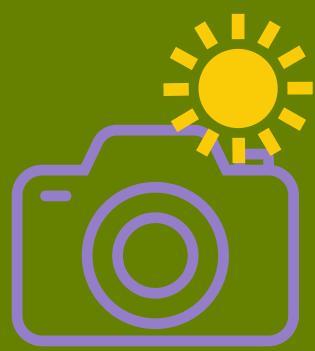
Send your photo to **TES@circlevha.ie** with your name, address, and a short description of the photo (just a line or two is fine).

Prizes:

We will pick three winners who will each receive a €25 One4All voucher.

Deadline to enter: Friday, 31st August 2025.

Winning entries may be featured in our next newsletter or on our website (with permission).



TENANT PHOTO COMPETITION
Summer in
My Neighbourhood

