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A Message from Ken

Welcome to our first tenant newsletter of 2026. Over the past few months, our Tenancy Services Officers have been hosting coffee mornings, advice clinics and local activities in schemes across the country. These visits bring together staff from different teams, including Tenancy Services, Income Management, Customer Service and Assets & Repairs, giving tenants the opportunity to ask questions, get advice and raise any issues face to face. This year, we're building towards something special. Planning is underway for Circle's first **Tenant Conference**, a new event that will celebrate community, participation and the many ways tenants contribute to where they live.

We're also launching **Our Food, Our Stories**, a multicultural community cookbook celebrating the dishes and traditions that make our communities unique. If you have a favourite recipe with a story behind it, I'd love to hear from you.

Finally, we're inviting tenants to help design a new "**Get Involved**" symbol that will represent the different ways tenants can take part in Circle. The winning design will receive a €100 voucher, and I look forward to seeing the creative ideas our tenants come up with. Thank you to everyone who continues to share ideas and help shape our communities.

Ken

Tenant Engagement Coordinator



Tenant Approved

Community News

Highlights

New Homes, New Beginnings

It has been a busy and exciting few months across a number of Circle developments, with new tenants moving into their homes and new communities beginning to take shape.

Ardview, Rathdrum, Co. Wicklow

In February, we reached an important milestone at Ardview in Rathdrum, Co. Wicklow, when the final homes in Phase 1 were fully tenanted. The last households moved in on the 16th of February, completing the first phase of this beautiful development. The homes are located on an elevated site overlooking Rathdrum and the surrounding valley, offering a lovely setting for tenants beginning the next chapter of their lives. Move-in day was a special occasion, with tenants delighted to receive their keys and start settling into the community.



Fontenoy Place, Bray, Co. Wicklow

Back in December, we also welcomed tenants to their new homes at Fontenoy Place in Bray, our new Cost Rental development. Move-in days took place over two days and marked the end of a detailed application process. Cost Rental homes involve careful assessments and coordination across several teams within Circle to ensure everything runs smoothly. For everyone involved, the highlight is always handing over the keys and seeing tenants move into their new homes. It was wonderful to see the excitement and happiness of people as they started this new chapter and met their neighbours for the first time.

Across both developments, move-in days are always special moments, not just for tenants receiving their keys, but for the teams who work behind the scenes to help make it happen. We wish all our new tenants every happiness as they settle into their homes and communities.



Richmond Place Launch, A New Way of Living in Inchicore, Dublin 8

In February, Richmond Place in Inchicore, Dublin 8, was officially opened as Ireland's first fully collaborative Housing with Support scheme for older people.

Richmond Place is the result of a partnership between Circle Voluntary Housing Association (VHA), Dublin City Council, Age Friendly Ireland, the HSE, ALONE and government departments. This collaboration brings housing and support services together in one place, helping tenants live with dignity and connection rather than relying on hospital or nursing home care.

With 52 fully accessible apartments that are designed to adapt as people's needs change, Richmond Place offers shared indoor and outdoor communal spaces that encourage social connection and wellbeing. This new development

provides modern, lifetime-adaptable homes for more than 60 tenants, bringing together housing and round the clock on-site support services to help our tenants live independently for longer.

The launch was marked by a celebration with tenants, supporters and key partners. We were joined by Lord Mayor of Dublin, Councillor Ray McAdam, Minister for Housing, Local Government and Heritage, James Browne TD, e, alongside Minister of State for Older People and Housing, Kieran O'Donnell TD,. Their presence highlighted the importance of this new housing model in helping older people stay rooted in their communities.

Richmond Place shows what can be achieved when housing and support services work together. It's a positive step for older people who want to remain independent while staying connected to their community.

One of Richmond Place's new tenants, Theresa, shared what her experience has been like since moving in:

"We moved from our home in Ballyfermot into Richmond Place through the rightsizing initiative. We find it very comfortable here, and we feel very safe. The staff from Circle and ALONE are absolutely brilliant. If ever we need anything, we always know we can turn to them for help. We love living at Richmond Place."



Tenant Voice

Meet Paul, Our Newest TAG Member

Paul joined the Tenant Advisory Group (TAG) late last year and has already attended two meetings. We caught up with him to hear about his experience so far.



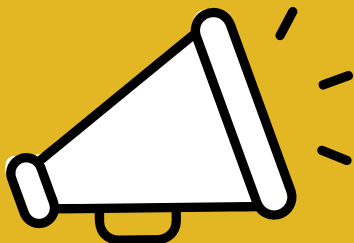
Were you unsure about joining at first?

At first, I was unsure; I didn't know whether I had any relevant experience for the group, and I was also worried about time constraints due to my busy job. After I thought about it, I realised being a tenant is all the relevant experience I needed, and that it's mainly a 2-hour meeting every 3 months, so it easily fits into my schedule.



Do you feel your voice is heard?

Yes, not only do we feel like our voices are heard, but we also have a strong sense that our group helps identify service improvements and provides a valued "lived experience" for service delivery.



What made you decide to join TAG?

Because my experience with Circle was so positive, I wanted to give back a bit. Before I was a Circle tenant, I was constantly stressed by the uncertainty of renting in the private market, unscheduled rent hikes, fear of being moved on by landlords, and the high percentage of my weekly income I paid in rent.



What has surprised you most about TAG so far?

How warm and welcoming everyone is, and the relaxed and pleasant atmosphere in the meetings.



What would you say to someone thinking about getting involved?

Everyone's voice is important, and your personal input can help improve conditions and policies in your community.

If reading Paul's story has sparked your interest and you would like to learn more about the Tenant Advisory Group (TAG), please speak with your Tenancy Services Officer or email TES@circlevha.ie

Tenant Satisfaction Surveys January – 2025 Recap

Your Input is Valuable to Circle – Thank You, and Please Continue to Take Part

Our tenant satisfaction surveys are still running on both a monthly and quarterly basis. We continue to use this information to better understand where improvements can be made and where we are performing well.

With the conclusion of our 2025 surveys, we are now able to share our results from the year as a whole, and compare them to the results from previous years. To see the survey results in greater detail, you can find our survey reports within the 'About Us' section of our website, under 'Publications' (<https://circlevha.ie/about-us/our-publications/>). Please have a look and let us know what you think!

As an example, some of our results include the following:



Survey Question		2025	2024	2023
✓	Almost nine out of ten tenants are satisfied with the quality of the home that Circle provides.	86%	85%	85%
✓	The majority of tenants are satisfied with the waste collection services provided by Circle.	87%	80%	86%
✓	Nearly all tenants are satisfied with the helpfulness of Circle's staff.	87%	90%	84%
✓	Since the beginning of 2025, where tenants had reported a responsive repair, the majority were satisfied with the repairs service they received.	88%	90%	89%

The feedback you are providing us through these surveys is vitally important and is something we are listening to and taking on board. We are making real progress across the teams in terms of studying the responses being received and implementing changes based on the survey responses, to ultimately improve the services we're providing you. As the surveys continue, we would encourage all tenants, if they are happy to do so, to please take part.

If you have call display on your phone, the call display will show the number 01 699 4503. We would encourage you to save this number to your phone so you recognise Acuity when they call. There is no cost to you for accepting this call.



Bringing Our Service to You, Community Clinics

Over the past few months, we've been holding local clinics in several schemes, bringing different Circle teams directly into the community. So, instead of tenants having to call or email, we brought the service to you.

At these clinics, members of the Tenancy Services, Rents and Repairs teams were available to meet tenants face-to-face. It gave tenants the chance to ask questions, get updates on repairs, discuss rent queries, and even have forms stamped and completed on the spot. The feedback has been very positive, with many tenants saying they appreciated being able to speak to staff directly and get answers there and then.

For us, the focus is simple: meeting our tenants where they are. Clinics allow us to listen, respond, and follow up more efficiently, while also strengthening connections within each scheme.

We're keen to continue holding these clinics in other areas.

Would you like a clinic to be held in your scheme?

If so, please contact: **TES@circlevha.ie**.

Let us know your interest, and we will work with the team to arrange a suitable date.

Upcoming Clinics and activities

Date	Time	Activity	Location	Schemes	Tenancy Services Officer	Income Management Officer	Other
1st April 2026	10 -2 PM	Multi Departmental Drop In clinic	Castletroy Park Hotel Co Limerick	The Mills and Woodhaven, Castletroy Co Limerick	Conan/Helena	Titi	
9th April 2026	12 -3 PM	Multi Departmental Drop In clinic	Loughlinstown Community Room	Clarence Place, Co Dublin Rathdown Hall, Co Dublin Abbey View, Co Dublin Tullyvale, Co Dublin Ridge Hall, Co Dublin Egremont, Co Dublin	Carol/Corina	Comfort	
25th April		Memorial Tree Planting		Cromwellsfort Road, Dublin 12	Sophie		
30th April	11AM	Coffee Morning	Community Space	Richmond Place, Dublin 8			TEC
12th May	4 - 6:30 PM	Multi Departmental Drop In clinic	The Imaal Hall, Dunlavin, Co Wicklow	Fairgreen, Dunlavin Co Wicklow	Sarah	Alisha	
20th May 2026	11 - 1 PM	Multi Departmental Drop In clinic		Lanestown Donabate Co Dublin	Grace	Titi	
26th May	2 PM	Rent CIS Clinic	Communal Space	Thornton Heights, Dublin 8	Carol	Tara	
28th May	11AM	Coffee Morning	Community Space	Richmond Place, Dublin 8			TEC
TBC	TBC	Garda Drop-in Clinic / Bike markings	Community Space	Peadar Kearney, Railway, Sean Tracey House Dublin 2	Mary/Debbie		

Building Inclusive Communities

Equality, Diversity and Inclusion Update

Circle is committed to building communities where everyone feels welcome, respected and included. As part of this work, our Quality in Our Diversity (QID) team recently hosted an online information session to share the findings of an inquiry conducted by independent researcher, Peter Dorman. The session was attended by both tenants and staff and focused on the Inquiry's findings, areas for improvement, and the steps Circle will take next to support stronger intercultural inclusion across our communities.

We would love to hear from any tenants who would like to be involved in this work. If you are interested in learning more or sharing your ideas, Marie Corr, our Intercultural and Diversity Coordinator, would be happy to speak with you. mcorr@circlevha.ie 0861075089

Through Circle's Intercultural and Inclusion Teams channel we highlighted some important events during the months of February and March. The team took time to read and learn a little about the following observances:

Lunar New Year

The 17th of February marks the beginning of the Lunar New Year - welcome to the year of the Horse! The Horse is known for being energetic, driven and independent. It's said to be a year that rewards hard work and bold thinking. Sounds promising!

Were you born in a Horse year?

1918		1930	
1942		1954	
1966		1978	
1990		2002	
2014		2026	



World Day of Social Justice

This happens every year on the 20th of February. It is a day marked by the United Nations to promote fairness, equality, and dignity for everyone.

It was officially established by the UN General Assembly in 2007 and first celebrated in 2009 to focus global attention on key issues such as poverty, unemployment, social exclusion, and inequality.

Ramadan

During Ramadan, Muslim people fast from sunrise to sunset, meaning no food or drink during daylight hours. The focus of the month is not only fasting, but also reflection, kindness, patience, and helping others. People continue with work and daily life as normal, though some may feel a little more tired during the day, particularly towards the end of the month. Evenings are often spent with family and friends, sharing food and time together.



The Tenant Conference 2026

A celebration of community, connection and shared experiences.

This October, we will host our very first Tenant Conference, bringing tenants from across our communities together for a day of celebration and connection.

The conference will include a panel discussion, interactive group sessions and time to meet and connect with others in a welcoming setting. It will be an opportunity to share ideas, reflect on what makes our communities strong and celebrate the positive impact happening every day.

One of the highlights of the day will be our Community Awards, where we will recognise:

Best Place to Live
Good Neighbour Award
Best Community Project

These awards celebrate the people, projects and communities that help make where we live a positive place to call home.

We are also planning to launch our multicultural cookbook, **Our Food, Our Stories**, at the conference, showcasing the recipes and stories shared by tenants across our schemes.

We are encouraging tenants to start thinking now about how they might take part.

Could your scheme enter **Best Place to Live?** Is there someone in your community who deserves to be recognised as a **Good Neighbour?** Or, is there a project you could start, or build on, that could be entered for **Best Community Project?** Now is the time to come together, share ideas and begin shaping your entry.

If you would like to get involved, speak to your Tenancy Services Officer and start the conversation in your scheme. This is an opportunity to celebrate what makes your community special, and we would love to see as many schemes as possible taking part.

More details on nominations will be shared in the coming months.

We believe the best ideas come from the people who live in our homes. That's why we're inviting tenants to join our Tenant Policy Review Group.

Have Your Say:
 Join Our Tenant
 Policy Review
 Group

Members of this group work with us to review and shape the policies that affect your homes and communities. Your experiences and ideas can help make sure our policies work better for everyone.

By joining the group, you will:

- **Share your views on policies before they are finalised**
- **Help improve services for tenants across our communities**
- **Work alongside staff and other tenants to influence real change** You don't need any previous experience—just a willingness to share your perspective and take part in constructive discussions. Meetings will be friendly, supportive, and designed to make sure everyone has a chance to contribute.

If you'd like to get involved and help shape the future of our services, we'd love to hear from you. To express your interest or find out more, please contact us at TES@cirlevha.ie or speak to your Tenancy Services Officer. Being involved does not take much time (no more than a handful of online meetings each year), but it makes a big difference, and it's a great way to meet others, build confidence, and make sure tenants are heard.

Help Us Design Our New “Get Involved” Symbol

We are launching our new Get Involved leaflet, which sets out the different ways tenants can take part across our communities.

We’ve streamlined our approach so it’s easier to see the options available and how they connect.

There are 8 ways to Get Involved:

- **Tenant Advisory Group (TAG)**
- **Tenant First Link (TFL)**
- **Tenant Surveys**
- **Tenant Editorial Group**
- **Community Walkabout**
- **Tenant Project Group**
- **Tenant Mystery Shoppers**
- **Tenant Policy Review Group**

Each of these ways to get involved is different, but they are all connected. At the center of it all is you, the tenant.

We are now looking for a simple symbol that shows:

- The tenant at the center
- The 8 ways surrounding them
- How everything connects
- Connecting the tenant voice to The Board and Circle staff (showing the tenant voice impacts all areas of Circle)

This does not need to be a professional design. A simple drawing or sketch is perfect. What matters most is the idea behind it.

You might think about:

- Circles linked together
- A wheel
- A pathway
- A tree with branches
- Or something completely different

Be creative; there is no right or wrong answer. The winning design will help shape how we present tenant involvement in our leaflets and communications going forward.

The winner will receive a €100 voucher.

To take part, send your drawing or idea to:
TES@circlevha.ie.



**WE LOOK
FORWARD TO
SEEING YOUR
IDEAS.**

Our Food, Our Stories

A community cookbook celebrating culture, tradition and the dishes that mean the most to us.

Food is more than what we eat. It carries memories, traditions and connections to family and heritage. Across our communities, there are so many cultures and backgrounds and every home has a dish that tells a story.

This year, we are creating a multicultural community cookbook titled *Our Food, Our Stories*. It will bring together recipes from across our schemes, along with the personal stories behind them. We hope to launch the cookbook at the Tenant Conference.

We are inviting tenants to share:

A favourite family recipe
The story behind the dish
Why is it special to you

It might be something passed down through generations, something that reminds you of home, or a meal you cook to bring family together. Simple or traditional, every dish is welcome.

If you would like to take part, please email:
TES@circlevha.ie

Where possible, we will arrange a visit to meet you, take photos and help write up your recipe and story. If you prefer, you can simply email your recipe, and I will follow up from there. This cookbook is about celebrating the diversity, pride and shared experiences within our communities. We look forward to sharing your food and your stories.

Meet **The Team**

Meet the Team Behind Your Homes

The people who help keep Circle homes safe, maintained and running smoothly. Many tenants will have met members of Circle's Assets and Repairs team when maintenance or repairs work is being carried out in their scheme. Behind the scenes, this team works every day to keep homes safe, well-maintained and comfortable for tenants. From managing building works to coordinating repairs and maintaining shared spaces, the team plays an important role in caring for Circle homes and schemes.

Looking After Our Homes

The team is led by Colin Keating, Director of Asset Management, who brings over 20 years' experience in construction and property management. Working alongside Colin are colleagues, Kieran Corcoran, Margaret Spinda, Gemma Mackle, Karen Dowling and Sydney Arthurs, who oversee property management, compliance, planned maintenance and contractor coordination across Circle developments. We also recently welcomed Liz O'Connor to the team. Liz previously worked in Tenancy Services and brings over ten years' experience in housing, giving her a strong understanding of tenants and communities.

Repairs and Maintenance

When repairs are needed, the team works to ensure issues are addressed as quickly as possible. Damien Sheridan oversees repairs, upgrade works and empty homes, supported by colleagues Robyn Howarth, one of the newest Asset and Repairs Officers, along with Richard Stenson and Paul Brickley, who bring extensive experience in construction and housing maintenance.

On the Ground in Our Schemes

Our Mobile Maintenance Officers (MMOs) are often the team members tenants see most around their schemes. They help maintain common areas, support contractors and respond to day-to-day maintenance issues. The MMO team includes Greg, Anthony, and new members Sally, Pádraig, Patrick, and Richard, who work across Circle schemes to help keep things running smoothly.

Working Together

The Assets and Maintenance team works closely with Tenancy Services and Customer Service teams to ensure homes and shared spaces are safe, well-maintained, and cared for. You may see members of the team around your scheme from time to time. They're always happy to say hello and help where they can!



Get Involved

Have Your Voice Heard, Get Involved at Circle

At Circle, we believe tenants should have a real say in the services they receive and communities they live in.

There are many ways to get involved, from sharing your views through surveys and activities to joining tenant groups that help shape how services are delivered.

One of the main ways tenants can get involved is through our Tenant Advisory Group (TAG). TAG members meet regularly with Circle staff to discuss issues that matter to tenants and help influence decisions across the organisation.

There are also opportunities to take part in policy review groups, community activities, consultations and events throughout the year. Getting involved doesn't require much time, and every voice helps us improve the services we provide.

If you would like to find out more about getting involved, please speak with your Tenancy Services Officer, or email TES@circlevha.ie

How to get involved...



Complete our surveys



Share your opinions



Join tenant groups



Participate where you can



How to Contact Circle

If you need support, have a question, or want to report an issue, you can contact Circle in two ways:

1. Phone our Customer Services Team

2. Use the online contact form, which is checked daily by our Customer Services Team (circlevha.ie/contact).

When You Call

You will hear a menu with the following options:

Option 1 - Income

For questions about your rent account, rent assessment, paying rent, or getting help with arrears.

Option 2 - Tenancy

For tenancy queries, including reporting anti-social behaviour, transfer requests, changes to your tenancy, or pet applications.

Option 3 - Accounts

For invoice or payment queries (mainly for suppliers).

Option 4 - Facilities

For issues in communal areas if Circle is your management company.

Option 5 - Customer Service

For repairs inside your home and any general queries.

Circle Head Office

Phoenix House,

32-34 Castle Street, Dublin 2

Phone: 01 407 2110

Email: info@circlevha.ie

Website: circlevha.ie/contact



Use the online contact form, which is checked daily by our Customer Services Team

