circle VOLUNTARY HOUSING ASSOCIATION

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Welcome

Welcome to the latest edition of our tenant newsletter.

As we move into autumn, there is plenty happening across Circle communities. In this edition, you can learn about our upcoming **Tenant Conference**, ways to **get involved and have your say**, and some of the activities taking place in our communities.

We also have practical information to help you prepare your home for the colder months, information about repairs, our new **Directory of Tenant Supports,** and details on how you can get your own free **JAM Card.**

You can also read an update on this year's **Tenant Education Bursary,** find out what's happening around the country and, for our younger readers, enter our Halloween **Scary House Competition.**

WE HOPE YOU ENJOY THIS EDITION!

Around Our **Communities**

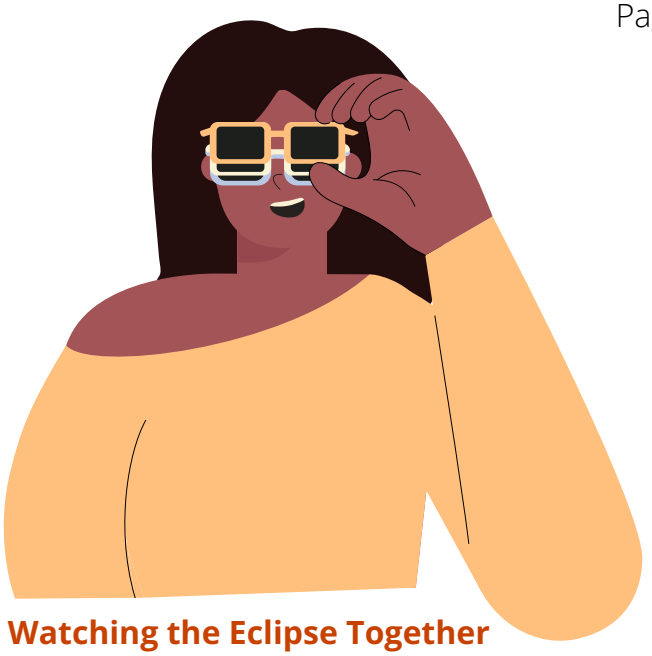
Fearach Cnoic, Wexford is Fully Tenanted!

We're delighted to share that, as of August 2026, Fearach Cnoic is now fully tenanted. Since the first homes were handed over in December 2024, the development has been completed across three phases. Today, every home is occupied, with families and individuals settling into their new community and beginning a new chapter.

This milestone wouldn't have been possible without the support of our staff and the strong collaboration with our partner agencies throughout the project. Thank you to everyone who helped make Fearach Cnoic a success, and best wishes to all of our new residents in their homes.

"On the Beat in Fearach Cnoic"

It was great to be out and about in Fearach Cnoic Wexford with Community Garda Richenda from Enniscorthy Garda Station, alongside Circle staff, Corina and Sinead. We enjoyed meeting members of the local community, having a chat and hearing about life in the area. A lovely opportunity to connect, build relationships and strengthen community links.



Watching the Eclipse Together at Richmond Place, Inchicore, Dublin 8

Sometimes the best community moments are the ones that aren't planned! When Teri and her mother Ailish went outside at Richmond Place to watch the eclipse, they spotted a few neighbours already gathered together and decided to join them.
Before long, more residents joined the impromptu watch party, sharing eclipse glasses and watching together, Teri captured this fantastic photo of their shadows as they watched the eclipse – shadows watching a shadow move across the sun.

A lovely moment of neighbours coming together at Richmond Place.












Coffee, Conversation and Community at Fontenoy

Tenants at Fontenoy in Bray, Co. Wicklow, came together recently for a Saturday morning coffee morning. It was a relaxed morning with plenty of conversation and an opportunity for neighbours to get to know each other. There were activities and lucky bags for the children, giving them a chance to meet and make new friends too.

There were also some treats to share! Eriko, a Fontenoy tenant, brought along a taste from home, while Sarah brought some homemade Irish soda bread.

Eriko has also offered to share her recipe for our Our Food, Our Stories project, which will bring together recipes and stories from tenants from different cultures and communities. Thanks to everyone who came along and helped make it such an enjoyable morning.



Celebrating Moldovan Independence Day

Tenants at Richmond Place, Inchicore, Dublin 8 came together to celebrate Moldovan Independence Day and the 35th anniversary of Moldova's independence.

Circle tenants Fidor and Nona organised the celebration and shared some of their culture and traditions with neighbours and staff.

Tenants enjoyed traditional Moldovan food and learned more about the country's customs and heritage. Fidor and Nona also wore traditional Moldovan clothing as part of the celebration. It was a lovely opportunity for neighbours to come together, share food and stories, and celebrate the different cultures that make up the Richmond Place community.

A big thank you to Fidor and Nona for bringing everyone together and sharing their culture with their neighbours.

LA MULȚI ANI DE ZIUA INDEPENDENȚEI!
HAPPY MOLDOVAN INDEPENDENCE DAY!

















Your **Voice**

Join our Tenant Advisory Group



WOULD YOU LIKE TO HAVE YOUR SAY AND HELP SHAPE THE SERVICES CIRCLE PROVIDES?

We are looking for tenants to join our Tenant Advisory Group (TAG). TAG gives tenants an opportunity to share their views, raise issues that matter to tenants and provide feedback on Circle's services.

You don't need any previous experience to get involved. We are looking for tenants who are interested in sharing their views and working with other tenants and staff.

Interested in joining?
Email **TES@circlevha.ie** or
WhatsApp **086 103 48 33** to find out more.



Circle Tenant Conference 2026

Wednesday, 14 October 2026

We are looking forward to welcoming tenants to our 2026 Tenant Conference this October.

The conference is a chance to meet other Circle tenants, hear from guest speakers, take part in discussions and find out more about how you can get involved with Circle. There will also be a choice of smaller breakout sessions during the day, covering topics including getting involved, what happens when your housing needs change, and complaints.We will also celebrate the contributions tenants make to their communities through our Tenant Contribution Awards. More information about the day, including the full programme, will be shared with tenants soon.

Interested in attending?
Email **TES@circlevha.ie** or
WhatsApp **086 103 48 33** to find out more.

Tenant **Satisfaction**

Tenant Satisfaction Survey – 2026 Results

As we're closing into the winter months, we are now able to share some highlights from our survey results from Q1 and Q2 of 2026 and compare them to previous years. We'll be continuing to run our tenant satisfaction surveys throughout the rest of 2026, on either a monthly, quarterly, or bi-annual basis. So far in 2026, **88%** of tenants are satisfied with the overall service provided by Circle, while **86%** of tenants are satisfied that Circle provides a safe and secure home.

We're also pleased to share some other positive results from our 2026 tenant survey. **80%** of tenants said they were satisfied with the helpfulness of Circle's staff, while **81%** said they would recommend Circle to others. We're also pleased that **75%** of tenants who had reported a repair were satisfied with the service they received. Below you can see how these figures compare to our previous year's results.

Survey Question	2026	2025	2024
Throughout 2026, most tenants were satisfied with the helpfulness of Circle's Staff.	80%	87%	90%
When asked how likely they would be to recommend Circle to others on a scale of 1-10, more than four out of five tenants gave a score of 6 or higher.	81%	85%	85%
So far in 2026, where tenants had contacted Circle, the majority found Circle easy to deal with.	81%	89%	90%

While there is always room to improve, these results show that the majority of our tenants continue to have positive experiences with Circle. Thank you to everyone who took the time to share their feedback, your views help us understand what we're doing well and where we can do better.

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.



Your Feedback **Matters**

Tenant feedback helps Circle understand what is working well and where we need to improve our services.

Throughout the year, we ask tenants to take part in different surveys, including our Repairs, Anti-Social Behaviour, Education Bursary, STAR and Lettings surveys, as well as our Social Impact Research Survey. We use the information collected for the purpose of the survey and in line with data protection requirements. If you do not wish to be contacted to take part in surveys, you can let us know.

What happens to your feedback?
Circle teams review survey results to identify areas where services are working well and where improvements may be needed. We then agree actions based on what we learn from tenant feedback.

We also publish our Tenant Satisfaction Survey reports on the Circle website so tenants can see the results. We published our latest Q1 and Q2 2026 Tenant Satisfaction Survey Report in September, and it's available to read online.
Thank you to everyone who takes the time to complete our surveys – your feedback helps us understand tenants' experiences and improve our services.



Health & **Wellbeing**

Stay Connected This Autumn
As the days get shorter and the weather gets colder, we can all find ourselves spending a little more time at home.

Staying connected can make a difference. A phone call with a friend or family member, meeting someone for a coffee, getting involved in a local group or simply getting out for a walk can all help us stay connected with the people and communities around us.

Looking for something to get involved in?
Take a look at the What's Happening in Your Area section of this newsletter for activities and events taking place in Circle communities.

You can also contact the Tenant Engagement team to find out about ways to get involved with Circle.

Email **TES@circlevha.ie** or WhatsApp **086 103 48 33.**

Looking for support?
Did you know Circle now has an online Directory of Tenant Supports?

The directory brings together information on a wide range of services and supports available to tenants, from health and wellbeing to money, family, employment and community supports.

EXPLORE THE DIRECTORY OF TENANT SUPPORTS



Ask **Circle**



HOW DO I KNOW IF A REPAIR IS MY RESPONSIBILITY OR CIRCLE'S?

Circle is responsible for many repairs to your home, but there are also repairs and maintenance that tenants are responsible for. For example, tenants are responsible for things such as unblocking sinks, toilets and baths and some general maintenance around the home. You can check the Repairs and Maintenance Guide, or your Tenant Handbook, if you are unsure.



HOW LONG WILL I HAVE TO WAIT FOR A REPAIR?

It depends on how urgent the repair is. Repairs are given a priority when they are reported:

- **Emergency repairs:** within **24 hours**
- **Urgent repairs:** within **5 working days**
- **Routine repairs:** within **20 working days**

An emergency is something that could put your health, safety or security at risk, or cause serious damage to your home.



WHAT CAN I DO TO HELP GET MY REPAIR FIXED?

Give as much information as you can when reporting the problem. Photos can also help Circle understand what is wrong. If an appointment is arranged, please make sure someone over the age of 18 is at home to give the contractor access. If you cannot keep an appointment, let Circle know as soon as possible.

Tenant **Toolbox**

YOUR 5-MINUTE WINTER CHECK

- [ ] **Test your heating**
The colder months are on the way, so now is a good time to give your home a quick check before winter arrives. If there's a problem, let us know.

- [ ] **Check your vents and extractor fans**
Keep vents open and use extractor fans where provided. Good ventilation helps to reduce condensation in your home.

- [ ] **Keep an eye on condensation**
Wipe away condensation when you see it. If you are concerned about damp, a leak or water getting into your home, let Circle know.

- [ ] **Report repairs early**
If you notice a repair that is Circle's responsibility, report it as soon as possible. Dealing with problems early can help prevent further damage.

- [ ] **Know where to get help**
Visit the Repairs and Maintenance section of the Circle website for information on repairs, reporting a problem and what to do in an emergency.

TENANT TOOLBOX TIP

DON'T WAIT FOR THE FIRST COLD NIGHT TO TEST YOUR HEATING, GIVE IT A QUICK CHECK NOW!



Did You **know?**



A LITTLE EXTRA TIME CAN MAKE A BIG DIFFERENCE

Did you know that you can get your own **JAM Card for free?**

JAM stands for **Just A Minute.** The card is a simple and discreet way for people with hidden disabilities or communication difficulties to let someone know that they may need a little extra time, patience or support.

You can choose a physical JAM Card or use the free JAM Card app on your phone. Circle is now JAM Card Friendly, and our staff have completed training to help them recognise the JAM Card and better support people who may need a little extra time or help when communicating with us. You can use your JAM Card when contacting Circle and with other JAM Card Friendly organisations and services.

Want to get your own JAM Card?
Visit the JAM Card website to find out more and order your free card or download the app.



Tenant Education **Bursary 2026**

Thank you to everyone who applied for the 2026 Tenant Education Bursary.

This year we received 35 applications from tenants pursuing a wide range of education and training opportunities, including courses in law, IT, health and beauty, and many other areas.

Following the assessment process, **14 bursary awards** of **€675** each were awarded to support tenants with the cost of their education.

We would like to thank everyone who took the time to apply and our tenant and staff panel members who gave their time to review the applications.

WE WISH ALL OF OUR APPLICANTS EVERY SUCCESS WITH THEIR STUDIES AND TRAINING.



Kids Zone



Design a

Scary House!



Get your pencils, crayons and markers ready we want you to design the scariest house you can imagine!

It could have **ghosts at the windows, bats on the roof, creepy pumpkins in the garden**, or something completely different.

Use your imagination!

Send us a photo or scan of your scary house drawing for your chance to win a €50 One4all voucher!
Closing date: **Sunday, 1st November 2026**
A parent or guardian can send the drawing to **TES@circlevha.ie** or WhatsApp **086 103 48 33**.
Please include the child's **first name and age and address** with the entry.

Pets **Corner**

Pets can bring companionship and happiness to our homes, but having a pet also comes with responsibilities.

If you have a pet, remember the basics:

	provide fresh water and suitable food
	give them regular exercise
	keep their living space clean
	When using shared or common areas, always clean up after your dog and be considerate of your neighbours.

Thinking about getting a pet?
Before bringing a pet home, you must get permission from Circle. Contact your Tenancy Services Officer and complete a Pet Application Form, which is available on the Circle website.

Some homes may not be suitable for certain pets, and restrictions may also apply depending on the property, type of pet or Management Company rules. It is always best to check first.

Responsible pet ownership helps keep pets happy, homes comfortable and communities enjoyable for everyone.



What's Happening **in Your Area?**

Looking for something to do over the coming weeks?
Here are three ideas from around the country.

Event	Where	When	Type of event
Bram Stoker Festival	Dublin	October 2026	Dublin celebrates the creator of Dracula with the Bram Stoker Festival, bringing Halloween-inspired events, performances and activities to the city. Check the festival programme to see what's happening near you.
Winterval	Waterford	13 November – 23 December 2026	Winterval returns to Waterford with Christmas markets, lights, entertainment and activities for all ages. There is a mix of free and ticketed events throughout the festival. Click for more information.
Dragon of Shandon	Cork	31 October 2026	Cork City Council's current calendar confirms the Dragon of Shandon. It's Cork's big Halloween street spectacle. To find out more click here

Remember: Dates and event details can change, so check with the organiser before travelling.



Activities happening **in your Area**

Activity	Date	Time	Scheme	Area	TSO/Rent Officer
Baby Massage Classes	07-Oct		Deerpark/Cushlawn	Tallaght, Dublin 24	Sinead
Tenant Clinic	07-Oct	11 – 1 PM	Thornton Heights	Inchicore, Dublin 8	Carol
Consultation	21-Oct	5 – 7 PM	Circle D8 Community	Inchicore, Dublin 8	Corina
Rent Clinic	26-Nov	12 – 2 PM	Deerpark/Cushlawn	Tallaght, Dublin 24	Tara
Christmas Activity	08-Dec	3 – 5pm	Racecourse	Dundalk, Co. Louth	Grace
Christmas Activity	TBC	3 – 5pm	Camac	Bluebell, Dublin 12	Debbie



Contacting **Circle**

We know that some tenants have experienced longer waiting times when calling us or reporting a repair recently.

Thank you for your patience while our team works through calls, emails and repair requests as quickly as possible.

Reporting A Repair

You can report a repair through the Circle website, by email, or by calling us on **01 407 2110.** If your repair is not an emergency, using our online service or email may help you avoid waiting on the phone.

Repairs are prioritised depending on how urgent they are:

Emergency – within **24 hours**
A repair where there is a danger to health, safety or security, or a risk of significant damage to your home.

Urgent – within **5 working days**
A repair that needs attention quickly but is not an emergency.

Routine – within **20 working days**
A non-urgent repair that does not pose an immediate risk.

What is an emergency?

If you have a major emergency, please call **01 407 2110.**

Not every loss of heating or hot water is classed as an emergency. This will depend on the circumstances, including the time of year and whether there is a risk to the health or safety of someone in the home.

Thank you for your patience and understanding while our Customer Services Team works to respond to tenants as quickly as possible.

Thank you!