

Member Spotlight

March 2026





Tuath Housing

We asked Margaret Hanrahan from Tuath Housing to share some of the work they are currently doing. If you'd like to contact Margaret about any of the below, click [here](#).

Give us a little known fact about your organisation.

A little known fact about Tuath's tenant engagement journey is that it's very new. It began in 2018, when tenant engagement was introduced into the Irish housing sector for the first time. Tuath was one of the first Approved Housing Bodies (AHB) to introduce tenant engagement, starting at a time when the organisation managed 4,000 homes. Since then, Tuath has grown rapidly and now is the largest AHB in Ireland providing homes to more than 17,500 households and over 40,000 residents nationwide.

A major step forward came in early 2022, when Tuath commissioned and published a research report called "Embedding a Culture of Tenant Engagement in Ireland". This study explored best practice and set out a clear direction for the future of tenant voice in Irish social housing. Its findings directly informed Tuath's first Tenant Engagement Strategy 2022-2026, launched later that year, a significant milestone in strengthening resident participation and embedding a culture of engagement across the organisation.

Tell us about a time that engagement has made a difference to your services or communities?

As we reach the end of our first Tenant Engagement Strategy (2022–2025), resident engagement has made a meaningful and measurable difference across our services and communities. Over the past three years, engagement has driven real change from completing or progressing 94% of our strategic objectives set out in the strategy to in 2025 launching the "Building Brighter Futures" Tuath Foundation, which now supports residents through five dedicated funds in Education, Community, Digital Support, Climate Action and Social Inclusion and Diversity.

Residents shape improvements in services through our four national resident feedback panels, while 20 resident led residents' groups strengthen local connection and shared decision making. Ongoing data insight through national satisfaction surveys and the production of Social Impact reports shows the positive outcomes of tenant participation. We also were proud to secure an Age Friendly Business Accreditation in 2023 from Age Friendly Ireland, achieved by resident and staff input.

Together, these milestones show how engagement has become a powerful driver of better services, stronger communities, and a more resident centred Tuath.



What are you currently working on when it comes to engagement?

Tuath will soon launch its Resident Engagement Strategy 2026-2029. The next strategy is built on the foundation of our previous commitments, taking what worked well and strengthening it further. It continues the progress we have already made, while adding new ideas and actions to support residents in an even more meaningful way.

In 2025, we formed a new strategy writing group made up of residents from across the country and staff from every service department. We also carried out a national consultation survey, receiving over 2,300 responses from Tuath households, which played a key role in shaping our priorities for the years ahead. This ensured the strategy is grounded in lived experience, organisational insight, and a shared vision for stronger, more connected communities.

Why did you decide to join Tpas?

In 2025, Tuath's Housing Department underwent a significant restructure. Under our new operating model, the Tenant Engagement team evolved into two dedicated functions Community Engagement and Customer Engagement creating the space for resident engagement to grow, specialise and develop further.

We have been working with tenant engagement organisations in Ireland, including Supporting Communities, since 2018. As Tuath has expanded in recent years, we are now broadening our networking and learning opportunities by connecting with Tpas and its members. We believe that continued membership of both organisations will be hugely beneficial for Tuath and for staff development.

What is your top engagement tip?

We've learned that there's no single 'right or wrong way' to do engagement. Every resident and every community is unique whether in rural or urban communities, across older and younger persons, families and individuals, and those who prefer to engage in person or digitally. Every approach must be tailored to ensure accessibility, diversity and inclusiveness for all.

Our tip would be to keep listening and learning from residents' experiences and from colleagues across the engagement sector. As we grow, we continue to refine and adapt our methods so we can offer a wide and meaningful range of ways for residents to have their say.

What is the one thing you are really proud of when it comes to engagement?

One thing we're especially proud of is how resident engagement has become part of Tuath's culture. Even though we're still relatively new to tenant engagement it has already grown into a shared responsibility across the organisation. What started as a small, emerging area has now become something every team contributes to, whether through listening to residents, acting on feedback, or helping shape services in a more responsive way.



We're still at the early stages of our engagement journey, but the cultural shift we've seen is significant. Engagement is not just one team's role, it's embedded in how we work, how we make decisions, and how we build relationships with residents. That cultural change is something we're genuinely proud of, and it continues to guide how we grow and improve our tenancy services now and into the future.

