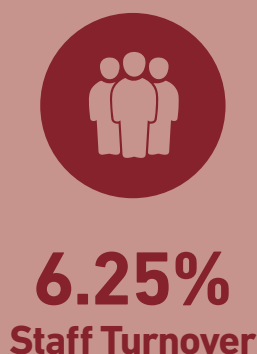




Annual Review & Accounts 2018

2018 FOLD Ireland Highlights

The last 12 months have been very successful for FOLD Ireland.



Our Mission

Our mission is to provide the best housing, care and support to those in need of such services.

REGISTERED OFFICE

FOLD Ireland
Suite C
Ashtown Business Centre
Navan Road
Dublin 15

BANKER

Bank of Ireland
Baggot Street
Dublin 2

SOLICITOR

Eugene F. Collins
Temple Chambers
3 Burlington Road
Dublin 4

INTERNAL AUDITOR

PricewaterhouseCoopers
Waterfront Plaza
8 Laganbank Road
Belfast
BT1 3BN

EXTERNAL AUDITOR

Crowleys DFK
16/17 College Green
Dublin 2

REGISTRATIONS, AFFILIATIONS & MEMBERSHIPS

- Approved Housing Body (AHB) in Ireland with charitable status. CHY. No. 15142
- Tier 3 Registration with the Department of Housing, Planning, Community and Local Government (DHPCLG)
- HIQA Registration
- A Member of the Irish Council for Social Housing
- Company Registration 357889
- Certified Body Status with Housing Finance Agency (HFA)

Foreword

At FOLD Ireland we strive to provide the best housing, care and support for communities and individuals, as well as safe, secure and good quality homes. We have been carefully leveraging our treasury capacity to maximise new social housing development opportunities.

We have exceptional staff working throughout our organisation, meeting housing needs, helping to sustain tenancies and expertly supporting vulnerable older people.

2018 was a pivotal year for FOLD Ireland as we moved towards full operational autonomy. Since its establishment, FOLD Ireland has benefited from its strategic partnership with Radius Housing, formerly Fold Northern Ireland. It was always our intention that FOLD Ireland would become fully self-sufficient. A transitional programme commenced in 2017 and will complete in September 2019. The management team, under the guidance of a Transition Committee, have overseen all aspects of the change process which is on target to complete before the end of 2019.

In 2018, we had 223 homes under construction across 5 sites in Dublin. At the same time we took 22 new homes into management. All while negotiating for up to 196 additional starts for 2019. 2018 was a record year of growth for FOLD Ireland. We were always conscious of the need to balance our growth ambitions with sound finance and risk management. To this end, we enhanced our governance and reporting systems with the assistance of treasury consultants Centrus. They have provided invaluable independent advice and added financial assurance.

We were reminded of the pressures facing local builders when a partner on a strategically important contract went into examinership. We managed to restart the project after a short delay with a minimal rise in costs. We are appreciative of the hard work and commitment of our development team and all our business partners in ensuring this vital housing project remains on track.

Our Cherryfields and Anam Cara Housing with Care Schemes provide vital housing and daycare facilities for frail older people and those with dementia. We continued to receive very positive HIQA reports throughout 2018. These confirm the highest levels of personal care for residents, good governance and sound financial management. These findings are consistent with surveys of residents and their families. We are delighted to highlight the list of activities and events for residents sponsored and in some cases delivered by businesses, charities, sports clubs and churches. It is said that communities should be judged by how they look after their most vulnerable. We are pleased to confirm that corporate social responsibility is alive and well in Dublin City and Fingal County Council areas. Our residents are truly grateful of all such support.

FOLD Ireland is regulated by the Charities Regulator, HIQA, the HSE and the Housing Regulator Ireland. We are also annually assessed by the HFA in relation to our borrowings capacity. We are pleased to report that FOLD Ireland received favourable reports in all cases.

We delivered a €108k surplus in the year, marginally better than budget. As FOLD Ireland increases its development programme so we have seen fixed assets and loans increase markedly at the same time. This trend will continue through 2019. Our reserves for future repairs and contingency grew to €3.6m. Meanwhile, we continued to manage our cash through proactive arrears and voids management.

We instructed Asset Management Consultants RAND to survey a sample of our properties during 2018. RAND's projections confirm that our asset investment programme is adequately covered under our current reserves provision. The repairs and servicing performance of our two maintenance contractors were within target.

During 2018 Alice Quinn, Pat Farrell and Martha de Buitelir resigned from the Board, having completed many years of dedicated service. Their contribution to our success and the welfare of tenants and residents is greatly appreciated. We commend the exceptional work of our voluntary Board who remain fully committed to good governance. We also welcomed John Lumsden onto our Board and look forward to more new members joining in 2019.

We thank our partners, our funders and our staff for the crucial role they have played in delivering very positive results this year for FOLD Ireland. Their commitment and buy-in to FOLD Ireland's vision and values enables us to achieve our aims. We are especially grateful for the support of our tenants and residents who put their trust in us.

We have exciting plans for 2019. We intend to commence 119 new homes on site and to complete our signature projects at St Agnes and Dolphin Park. This will see a further 200 new homes come into management. We have plans to develop a new Treasury and Asset Management Strategies and commission our new Advance HR IT system.

We are confident that FOLD Ireland will continue to meet, and where possible, exceed its responsibilities to tenants and residents, influence our sector and address the housing crisis.



Peter Ayton
Chairperson



John McLean
Chief Executive



My name is James Kirk and I work as a Clerk of Works for FOLD Ireland.

I recently relocated from Vancouver, Canada back to Ireland. My previous role was a Local Authority Inspector for the City of New Westminster for the last 6 years.

I started with FOLD in January 2019 and I have settled into my new role very well. I have enjoyed embracing new challenges and building new relationships with colleagues, contractors and tenants.

FOLD is experiencing a dynamic period of change and growth which I'm looking forward to being a part of.

The highlight so far has been the successful completion of our project Wellview House, Tonleegge Road. It was great to be involved in helping 47 older persons move into high quality accommodation. Having been involved in development for the last 20 years, social housing is a new venture for me.

Meeting and helping tenants settle into their new homes is very rewarding, making me feel part of something positive.

Board and Governance

FOLD Ireland's Mission Statement is 'to provide the best housing, care and support to those in need of such services'.

The Board sets the strategic direction of FOLD Ireland. They support and challenge management and ensure a robust system of assurance and controls is in place and being followed.

Corporate Strategy for 2017 to 2021

We embarked on the second year of our fourth corporate planning cycle. The new Corporate Plan commenced amid exceptionally high growth expectations of Government, as set out in their 'Rebuilding Ireland' plan. Over the next 5 years we plan to play our part in helping to deliver the strategy by nearly trebling our housing stock and commencing on site close to 450 new starts.

At the same time we will seek to enhance our Housing with Care (HWC) offering, seek further efficiencies and to negotiate an appropriate care rate with the HSE. All while providing the best possible services for our residents as well as more 'Dementia Friendly Communities' around our schemes.

As we achieve our growth expectations so we expect our borrowings to exceed €100 m. Key ratios such as interest cover, gearing and debt per unit are now being monitored periodically through the business year. Stress and scenario testing are performed to ensure that growth plans are achievable and risks are being appropriately managed. The Board reviewed FOLD Ireland's borrowing capacity, increasing it to €75m. On top of this extra assurance we regularly monitor cash flow and progress across our development sites. In addition, FOLD Ireland engaged treasury consultants, Centrus, in 2018, to independently review FOLD Ireland's treasury assumptions and borrowing capacity. They will assist us with our treasury strategy in 2019.

Board of Management and their Interests

The company is limited by guarantee and does not have any share capital. We confirm that the Board of Management who served during the year did not have a beneficial interest in the company.

All Board members serve in a voluntary capacity and do not receive remuneration for their services to FOLD Ireland. FOLD Ireland annually reviews its skills base as part of its Annual Appraisal. Prospective board members are invited to join the Board and provide leadership on the basis they have no conflicts of interest and will abide by the Rules of the Approved Housing Body and its Code of Governance. Members annually declare their interests and restate their acceptance of FOLD Ireland's Code of Conduct. Members are invited to declare any interests at the commencement of all board meetings.

Board members support the management team through their leadership and challenge function. Members attend conferences and seminars and participate in meetings with stakeholders and business partners. FOLD Ireland submit Lobbying Returns in accordance with statutory requirements.

	Fold Ireland Board	COMMITTEES		
		Development	Audit & Risk	Operations
Peter Ayton	Chair	•	•	•
Mary Walsh	Vice Chair		•	•
John Campion	Secretary			Chair
Alan Bradley	•	Chair		
Pat Farrell	•			
Peter Gibson	•		Chair	
John Lumsden	•			
Máire Cunningham	•	•	•	
Martha De Buitléir	•			•
Noel Mulvihill	•			
Ciaran O'Donoghue			•	

Key • attends the Committee

Board of Management

Peter Ayton – Chairperson

Peter was an Executive Manager with Dublin City Council. During his career he worked at management level in the Finance and Housing Departments. He has extensive experience of social housing construction, development and policy.



Martha de Buitléir

Martha de Buitléir has 20 years experience as a nurse in a variety of roles in Ireland, UK and Australia. She is a specialist in palliative care and has worked on the home care team and is a Clinical Education Facilitator in Our Lady's Hospice. She is a Past President of Junior Chamber Dublin.



Mary Walsh

Mary Walsh is a chartered accountant. She is an independent member of the National Economic & Social Council and serves on the board of a number of public sector, not for profit and private companies. She was formerly a tax partner with PricewaterhouseCoopers, Dublin.



Peter Gibson

Peter is a retired social worker. Previously he was Deputy Director of Social Services for the Health and Social Services Board. His responsibilities included commissioning services for older people, people with mental health needs and people with learning and physical disabilities.



John Campion

John Campion is a HR/Change Management Consultant and Executive Coach. John was formerly Executive Director of Sustainability and HR at ESB. John is a Fellow of Engineers Ireland and is also a Fellow of the Chartered Institute of Personnel Development.



Alan Bradley

Alan Bradley is a Chartered Surveyor (fellow of the Royal Institution of Chartered Surveyors) and former International Director of Jones Lang LaSalle before retiring in 2001. He is currently a Trustee of the Iveagh Trust and Consultant of the Clancourt Group.



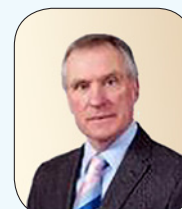
Pat Farrell

Pat is Group Head of Communications with Bank of Ireland. Pat has served as CEO of the Irish Banking Federation, and is Chairman of Sightsavers Ireland.



John Lumsden

John is an economics graduate of Trinity College Dublin and a former employee of the Civil Service with the Department of Transport. He has held senior positions in that Department with the responsibility for road, rail, maritime and aviation matters.



Noel Mulvihill

Noel is currently CEO of the TLC Group of Nursing Homes in Santry, Maynooth and City West. His background is in General and Psychiatric Nursing. He previously worked in the Public Health sector.



Máire Cunningham

Máire is a member of the Business Law Committee of the Law Society of Ireland and has been a partner at Beauchamps since 2006. Beauchamps is one of Ireland's leading full service law firms.



Growth

Development and Housing Management

FOLD Ireland seeks to develop sustainable and thriving communities in partnership with local people, political representatives and other key stakeholders. We have a track record in regenerating neighbourhoods through effective consultation whereby our design and planning teams engage in meaningful dialogue. The resultant developments are sympathetic to their surroundings and the environment as well as being much sought after places to live.

During 2018, we took 22 new homes into management while commencing a further 223 new homes on site. At the same time we increased our pipeline of development prospects, identifying a further 196 homes. Our development team continue to engage with developers, local authorities and investors on additional new projects according to our Corporate Strategy development target.

FOLD Ireland is seen by many as the partner of choice on new Part V developments. We are able to provide expert advice on design and tenant requirements for apartments and houses for the over 55's. Our development, project management and clerk of works staff can offer practical guidance on design specifications, programme management, conveyancing contracts and planning obligations. Our housing teams can assist with the allocation of tenants, community safety, the management of anti-social behaviour and the setting up of community management companies.

At FOLD Ireland, we understand the importance of supporting tenants through effective housing and asset management. We seek to assist our tenants through proactive arrears management and the avoidance of unsustainable personal debt. Staff are trained in the efficient letting of properties. They have experience in managing neighbourhood disputes and in engaging social services and the Garda should the need arise.

We undertake continuous and rigorous assessment of our housing stock by way of annual RTB home inspections and FOLD Ireland's Annual Stock Survey with partners RAND. Planned, cyclical, repairs and servicing programmes are delivered annually to ensure homes remain safe, secure and well presented. We also undertake fire risk assessments and other statutory compliance checks in our role as an approved housing body and social landlord.

FOLD Ireland's development programme on site during 2018:

Name of Scheme	Units
Dolphin Park	43
St Agnes, Crumlin	97
Phoenix Park, Dublin	31
Tonlegee Rd, Raheny	47
Carrickmines	5
TOTAL	223

Dolphin Park

Following on in the theme of regenerated neighbourhoods, we were pleased to be appointed by DCC to the Dolphin's Barn Regeneration Project, to provide 43 apartments for active older people. We have invested time and effort in engaging with the local community to ensure we develop the most sustainable housing solution for this historic city neighbourhood. Following a lengthy consultation process we successfully achieved planning permission for the new development and procured a contractor for the project.



302
Owned and Managed



223
Site under Construction



196
Advanced Negotiation

Grange Abbey Monkstown

The Part V Development at Monkstown is located on St Fintan's Park, Abbey Road in Dún Laoghaire. This was the first development for FOLD with Dún Laoghaire Rathdown County Council. Dublin based Reddy Architecture and Urbanism designed the development. Greenleaf Homes constructed the family homes. The project was completed at the beginning of 2018.

Marianella

Marianella is located off Orwell Road on the South Side of Dublin, close to Rathgar Village. The 19 spacious apartments comprise 17 one-bed and 2 two-bed apartments over 4 floors. Each apartment has a glazed balcony, secure underground car park, high spec security and access control, including video link to the main entrance. Residents are close to Rathgar Village, bus routes and the Luas.

A key aspect of Marianella is the outdoor space connecting each apartment building. Every architectural detail has been meticulously considered to create a harmonious environment. Marianella is set within parkland with features such as a play area, a small outdoor gym and extensive outdoor seating.



FOLD Ireland Housing Schemes



Cherryfields HWC
2D Cherryfields Lawn, Hartstown, Dublin 15



Anam Cara HWC
St. Canices Road, Glasnevin, Dublin 11



Ballygall Road East
Glasnevin, Dublin 11



New Seskin Court, Tallaght
Block C3, New Seskin Court, Whitestown Way, Tallaght, Dublin 24



Farmleigh Woods, Castleknock
Chestnut Lodge, Farmleigh Woods, Whites Road, Castleknock, Dublin 15



Dunboyne,
Co. Meath



Fortfield Square, Terenure
Block 1, The Courtyard, Fortfield Square, College Drive, Terenure, Dublin 6W



Rathborne Court
Rathborne Court, Earlswood, Rathborne, Ashtown, Dublin 15



Phibblestown Woods
Ongar, Dublin 15



Latchford, Clonee
Hansfield, Castaheany, Dublin 15



Marianella
Orwell Grove, Orwell Road, Rathgar, Dublin 6



Monkstown
Grange Abbey, Abbey Road, Monkstown, Co. Dublin

Value for Money

For FOLD, value for money is about being effective in how we plan, manage and operate our business.

At FOLD Ireland we seek to achieve VFM by utilising our assets and resources as much as possible, in order to meet the needs of current and future tenants and residents. We consider economy, efficiency and effectiveness in all that we do whilst having regard for safety and quality of service.

We are committed to continuous improvement through the training and development of our staff and our investment in systems and processes. Our staff are empowered and enabled to deliver VFM solutions and business improvements. These benefit our customers, funders and delivery partners.

We have sought to maximise our development output within the confines of a sound treasury strategy. At the same time we have carefully grown our delivery capability with a firm focus on controlling indirect costs. Our procurement and asset investment strategies advocate competitive tendering, life-time costing and customer satisfaction. As a responsible business we seek solutions with minimal impact on the community.

We regularly survey our customers to assess the relevance, quality and value of our services. We positively engage with our regulators, funders and public representatives in our development and day to day housing and care activities. Such valued feedback over the years has helped to shape our offering and improve our business.

Examples of VFM within FOLD Ireland include:

- 22 new homes handed over in 2018
- 223 further homes under construction
- Investment in new Housing, Finance and HR IT Systems
- Staff absence of 1.6%, well within target of 2.5%
- Staff turnover of 6.25%, well within target of 10%

- 111 individual and 38 group staff training and development sessions
- Over 35 major entertainment events for HWC residents delivered with community groups, charities and partners
- Competitive pricing of design, project management, maintenance, servicing and building services

Tenant Testimonials

"I love it here, I feel like I won the lottery. The neighbours are all very nice, and FOLD Ireland were really supportive to me, especially when setting up my new home."

Dave, a tenant at St Finian's Park, Monkstown

"The full impact of living in our new home cannot be described accurately in words. It has changed each of our lives immensely. Our quality of life has dramatically changed and it brings a sense of well being, happiness and contentment like never before. We will never forget the support and professionalism of the FOLD Ireland staff. We are so very grateful for our new home".

Patricia, tenant at Marianella, Oldwell Road.

Finance & Performance

2018 was a pivotal year for FOLD Ireland in terms of growth and the financing of new developments. At the same time all financial transactions and reporting were centralised within the Dublin Head Office.

We assess financial and operational risks around all new business development opportunities. This is in addition to periodic reviews of the financial capacity of the organisation. FOLD Ireland's total private borrowings rose to €6.7m by 31 December 2018. We had a further €9.6m in CALF loans with the DHPCLG. We conduct stress tests of our business model against rising interest rates, costs and unfavourable rent settlements. In 2018 we engaged Treasury Specialists, to independently review our cash flow projections and future financial ratio assumptions. We anticipate continued marked increases in borrowing and received further assurance regarding the adequacy of our capacity and reserves.

In terms of housing management, our void levels in HWC and non-care housing at year end were 1.4% and 0.4% respectively against targets of 3%.

FOLD Ireland finished 2018 with a moderate surplus of €108k. During this year of rapid growth we continued to carefully manage costs and protect income. Our fixed assets as of 31 December 2018 were €50m (net of depreciation). FOLD Ireland's total reserves rose to €3.6m.



INCOME AND EXPENDITURE ACCOUNT FOR THE FINANCIAL YEAR ENDED 31ST DECEMBER 2018

	2018 €	2017 €
Income	<u>6,091,285</u>	<u>5,994,796</u>
Direct costs	<u>(4,956,916)</u>	<u>(4,795,894)</u>
Gross surplus	<u>1,134,369</u>	<u>1,198,902</u>
Administrative expenses	<u>(713,095)</u>	<u>(523,763)</u>
Operating surplus	<u>421,274</u>	<u>675,139</u>
Interest Receivable	<u>49</u>	<u>696</u>
Interest payable and financing costs	<u>(313,392)</u>	<u>(211,336)</u>
Surplus for the year	<u>107,931</u>	<u>464,499</u>

BALANCE SHEET AS AT 31ST DECEMBER 2018

	2018 €	2017 €
Fixed assets		
Tangible assets	<u>50,074,883</u>	<u>40,985,985</u>
	<u>50,074,883</u>	<u>40,985,985</u>
Current assets		
Debtors: amounts falling due within one year	396,185	365,030
Cash at bank and in hand	<u>3,620,341</u>	<u>1,782,514</u>
	4,016,526	2,147,544
Creditors: Amounts falling due within one year	<u>(1,631,236)</u>	<u>(1,717,311)</u>
Net current assets	<u>2,385,290</u>	<u>430,233</u>
Total assets less current liabilities	<u>52,460,173</u>	<u>41,416,218</u>
Creditors: Amounts falling due after more than one year	<u>(48,835,831)</u>	<u>(37,899,807)</u>
Net assets	<u>3,624,342</u>	<u>3,516,411</u>
Reserves		
Income and expenditure reserve	<u>3,624,342</u>	<u>3,516,411</u>
Total reserves	<u>3,624,342</u>	<u>3,516,411</u>



Housing with Care

Placing our residents in the heart of the community.

FOLD Ireland currently operates two Housing with Care schemes, Cherryfields, in Hartstown and Anam Cara, in Glasnevin. Both schemes have 56 apartments providing accommodation and care for older people including those with dementia and physical disability. We provide 24hr residential care and support in agreement with the resident, their family and the health and social care professionals. One of our key aims is to promote each resident's independence.

We offer a person centred care plan for each resident. The care plan is agreed initially with the resident. It is then regularly reviewed and evaluated to ensure the support continues to meet the needs of the resident. HIQA conducts announced and unannounced inspections.

Relative's meetings are held twice a year and resident's families are encouraged to attend. We receive invaluable feedback on the care and support we provide. Minutes of these meetings are displayed on the notice board. Examples of key agenda items include:

- Food quality and choice
- Activities within the schemes and outings to the community
- Staff changes & updates
- New policies and procedures
- HIQA inspections

Activity calendars are also displayed within each scheme.

We encourage all our residents to participate in activities. Some of the highlights of 2018 include:

- A Valentine's Day tea dance in collaboration with Dublin City Council's Active Age Group
- Mother's Day trips to local pubs for dinner
- Trips to Farmleigh, The Guinness Storehouse, Malahide Castle and the Botanic Gardens
- Collaboration with local nursing and day centres for Neighbours Day in May and Alzheimer's month in September
- Our Annual Mass for former residents held in November for staff, residents, family and friends
- Bank holiday weekend musical entertainment
- Summer BBQs with families and friends
- The Dublin Gospel Choir attending the lighting of our Christmas tree

We regularly hold Sonas sensory events for residents. We introduced Tai Chi classes in 2018 for all residents achieving high participation levels. Reminiscence therapy is available at all times in our sensory rooms.

During the year we introduced weekly exercise classes in collaboration with Siel Bleu. They offer group exercise programmes for the elderly. Their expert physical trainers gauge the ability of each participant and tailor classes to meet the group needs. Together these provide physical, social and psychological benefits for residents. Our hairdresser visits each scheme once a week.

In 2018 we established a Dementia Friendly Local Engagement Programme aimed at building awareness of Dementia in the community. We invited children and teaching staff from local schools to visit our schemes and to meet with our residents. In return, our staff will visit the schools and deliver informative dementia training programmes for the students. We expect the programme to fundamentally change views on dementia and to improve communications between our residents and their neighbours in the community.



General Needs Housing

Giving our tenants and residents a meaningful say in how we run our business

In 2018 we developed our latest Tenant Engagement Strategy aimed at giving our tenants and residents a meaningful say in how we run our business. The strategy will be rolled out in 2019; commencing with our recent development at Tonleegge Road. We aim for tenants to become involved in decision and policy making and issues which affect their tenancy, their home and their community. They can inform us on practical ways of improving service delivery. Our intention is to roll out our strategy across all housing projects.

Community development is an integral part of FOLD's mission. We seek to be an advocate for community integration and we pride ourselves as being deeply rooted in the local communities. We encourage intergenerational exchange and facilitate the learning experience.

We support outreach services, especially on health, community safety and wellbeing matters. We assess local interest for: chiropody; optical services; dentistry; hairdressing; podiatry; exercise and education classes; massage and beauty therapies. These interventions help older people to remain independent for as long as possible.

FOLD Ireland is a community based housing provider. We encourage integration and the respect of diversity. From our initial consultations to pre-tenancy engagement we encourage two-way dialogue. We want people of different cultures, generations and perspectives to be able to celebrate their culture, while contributing to wider community development.

FOLD Ireland Housing Projects

Name of Scheme	Location	Units	LA
Cherryfields	Hartstown, Dublin 15	59	FCC
Anam Cara	Glasnevin, Dublin 11	56	DCC
Whitestown Way	Tallaght, Dublin 24	35	SDCC
Farmleigh Woods	Castleknock, Dublin 15	12	FCC
Fortfield Square	Terenure, Dublin 6	23	SDCC
Phibblestown Woods	Ongar, Dublin 15	9	FCC
Rathborne Court	Ashtown, Dublin 15	8	DCC
Latchford	Castaheany, Dublin 15	15	FCC
Ballygall Road East	Glasnevin, Dublin 11	50	DCC
Dunboyne Castle	Dunboyne, Co. Meath	13	MCC
Marianella	Rathgar, Dublin 6	19	DCC
Grange Abbey	Monkstown, Co. Dublin	3	DLR
Total		302	



Staff & Communications

We enable and empower our staff through person centred training and development and the investment in new IT systems.

Staff Engagement

We greatly value the professionalism and dedication of all our staff. Their partnership with residents' friends and family, district nurses, local authority staff, the Department, the Housing Agency, Gp's and other delivery partners ensures our tenants and residents sustain their tenancies and achieve the best possible quality of life. Staff turnover at 6.25% and absence levels at 1.6% were well within our targets of 10% and 2.5% respectively and compare very favourably with our sector. Many mandatory training courses were delivered within the year. In total we had 58 training programmes over the 12 months with almost 100% attendance levels. This broke down to 23 mandatory and 35 specialist training events. Training included Epilepsy Awareness, Managing Responsive Behaviour and Dementia Education, Person Centred Language, and Safeguarding of Vulnerable People amongst others.



Staff Turnover at
6.25%
Target 10%



Absence levels at
1.6%
Target 2.5%



149
Training
Courses

Communications

We reviewed our Marketing and Communications strategy in 2018 and our promotional resources. We use social media to highlight the positive experiences of our residents and to educate the public on the breadth and diversity of our homes and services. We have active Twitter and Facebook sites. Our website provides key information on our services and our housing projects. We distribute a quarterly newsletter at each housing with care scheme.

ICSH Representation

Our managers continue to represent the interests of tenants, residents and the organisation through participation on a number of working groups within the ICSH. Tina Donaghy, our Director of Development sits on the Board and the Council of the ICSH. She also represents the organisation on the Tier 3 working group and the Development committee. Martina Conroy, our Director of Housing and Care Services sits on the Special Needs Committee of the ICSH and Urs Lanz, Director of Finance and Corporate Services, represents the organisation on the Finance Committee of the ICSH. Our staff are regular attendees of IBEC training events and attend various seminars relevant to the Housing and Care Sectors.



Key Contacts



John McLean

Chief Executive

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Director of Care Services

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Corporate Services

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Martina Conroy

Director of Housing and Care
Services

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Tina Donaghy

Director of Development

tina.donaghy@foldireland.ie



Catherine and Charlie both grew up in Dublin. They moved into a FOLD development at Wellview House, Tonlegree in March this year. They had lived previously in Darndale for 20 years before deciding to “right-size” at this stage in their lives.

Catherine looks after her brother’s children and is part of The Sea of Change Choir who have raised over half a million for the charity Aoibheann’s Pink Tie. Charlie works part-time doing gardening and helping in the local community centre.

When the tenancy process commenced, Catherine says she envisioned herself on the balcony and once they were handed the keys to the apartment, she instantly fell in love with their new home: “When I opened that door I just felt I was home, like this is where I should be”.

Although Catherine and Charlie initially felt nervous about the move, the nerves quickly faded. Catherine tells us how, in their previous home, she enjoyed sitting in the kitchen reading a book whereas Charlie enjoyed watching the TV in the living room. Catherine reveals that as they had both become used to this routine, the change of “right-sizing” worried her. However, since moving into their new apartment, she and Charlie are closer than ever: “We get on so well. We sit on the balcony and have our tea.

We don’t even turn the telly on if we are here during the day - we are much better off here”.



Catherine explains what a positive experience she and her husband have had with FOLD, with Charlie adding: “Anyone we’ve met so far seems just like ourselves, down to earth”. Catherine and Charlie are looking forward to their future in Wellview: “It’s nicer to come home here for some reason. Imagine coming home from the holidays, it would be lovely”. Reflecting how happy they are in their new apartment, Catherine jokes how Charlie would never move out, even if he won the lotto!



FOLD Ireland

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Ashtown Business Centre
Navan Road
Dublin 15

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