



Tenant Handbook



Cill Dara Housing Association
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Table of Contents

Welcome!	4
About Cill Dara Housing Association (CDHA).....	4
Who Runs Cill Dara Housing Association?	5
Customer Care.....	6
What you can expect from us.....	7
Data protection	7
Chapter 1 – Your Tenancy	9
The Tenancy Agreement and your home	9
CDHA Responsibilities	9
Tenant Responsibilities	9
When we get things wrong.....	10
Transfers	10
Mutual Exchanges.....	10
Moving Out	11
Alterations and Damage	12
Abandonment	12
Running A Business from Your Home	12
Joint Tenancy.....	13
Sole to Joint Tenancy	13
Permission to Reside Application	13
Succession Rights.....	13
Can I buy my Cill Dara Housing Association house or apartment?	14
Can I be placed on the Local Authority Housing waiting list?	14
Chapter 2 - Maintenance	15
Maintenance and Repairs Service	15
Repair categories	16
Repair Responsibilities Chart.....	17
Re-chargeable repairs	20

Welcome!

Your Tenancy

Maintenance

Rent & Service

Home & Community

Safety

Useful Contacts

What if I am not satisfied with the repair service?..... 20

Inspections..... 20

Making alterations to your home..... 21

Can I change the internal decoration? 21

Can I put in an electric shower? 21

What help is there if I become disabled? 21

What if the electricity supply is not working?..... 21

Ventilating Your Home/Eliminating Condensation and Mould Growth 21

Mould Growth..... 22

Wall vents..... 22

Water Leaks..... 22

Frozen pipes 23

Can I plant trees or shrubs? 23

Biodiversity in your garden 23

Open spaces – green areas..... 23

Waste Management 23

Pets 24

Chapter 3 - Rent and Service Charges 24

Your rent and other charges 24

Ways to pay your rent 24

Service Charges..... 25

Chapter 4 – Your Home and Community 26

Communal areas in apartment dwellings..... 26

How to respond to anti-social behaviour..... 26

How will CDHA respond to your complaint..... 26

Chapter 5 - Safety 28

Your home and safety..... 28

Insurance..... 30

Fire prevention..... 30

Dangerous materials/liquids31

Electrical safety.....31

Gas safety31

If you smell gas, immediately follow these steps.....32



Carbon monoxide32

Useful Contacts.....33

Welcome!

On behalf of everyone at Cill Dara Housing Association, welcome to your new home!

The Tenant Handbook has been created to help you settle into your home and neighbourhood and provide key pieces of information, so we hope that you will find it useful.

Your handbook explains the services you can expect from Cill Dara Housing Association as your landlord, and information on your responsibilities as a tenant. We hope this handbook is easy to read and clear. If you think there is anything that we have left out or if you have any questions, comments, or suggestions, please let us know.

From time to time our policies are updated and may change. If you would like a copy of any of the policies referred to in this handbook, please visit our website or contact your Housing Officer.

Please note that this tenant handbook is for information purposes only. It is not intended as a legal interpretation of the rights, responsibilities, and conditions of your Tenancy Agreement.

For a full understanding of the conditions of letting, tenants should consult their own Tenancy Agreement or contact their Housing Officer.

About Cill Dara Housing Association (CDHA)

Cill Dara Housing Association (CDHA) was established in 1993 and we provide housing services for people across County Kildare.

Our vision is to provide quality homes and services for people in housing need we are proud to play a role in supporting the development of safe and sustainable communities where people are proud to live.

Our work is made possible by funding provided by the Department of Housing, Planning and Local Government and we work with our local community and other partners such as Kildare County Council to provide access to affordable, quality homes and promote safe and sustainable communities.

We are an independent voluntary housing association, a legally incorporated company limited by guarantee (CLG) and regulated by the Approved Housing Bodies Regulatory Authority (AHBRA), as well as the Charities Regulatory Authority (Charities Regulator).

We strive to deliver excellent services, and at the heart of our organisation is a strong commitment to Our Values:



Accountable



Respect



Open & Honest



Customer & Community Focussed

Who Runs Cill Dara Housing Association?

Cill Dara Housing Association is governed by a Board of Directors who are all volunteers and therefore receive no payment for the role they play in shaping the strategic direction of the organisation.

The Board of Directors is supported by the Chief Executive who oversees the day-to-day operations of the Association and is supported by a staff team which includes housing, customer service, property management, administration, and finance.

Customer Care

We aim to provide an efficient, responsive service and our team is here to help. We are available from 9am to 5pm, Monday to Friday and are closed on Public Holidays.

We want you to live in a good quality home and to be satisfied with the services we provide. Our Housing and Property Services Teams can help solve your queries and our team is trained to provide an excellent customer focussed service to our tenants.

We regularly review our services and consider ways of improving them. We listen to and welcome your feedback; this helps develop our standards and policies.

Our customer care standards set out how we relate to you. You can find all your formal tenancy rights and responsibilities in your tenancy agreement.

Visit our website

www.cilldarahousing.ie

Email us

info@cilldarahousing.ie

Call us

045 531 622

Write to us

Cill Dara Housing Association,
Unit 16A, Kildare Business Park, Melitta
Road, Kildare Town, County Kildare,
R51 N765.

What you can expect from us

As a tenant you can expect us:

- To treat you with dignity, respect, and courtesy
- To be open and honest with you
- To meet you at the agreed time and inform you if we are delayed
- To respond to your concerns regarding your home as quickly as possible
- To provide helpful and informative responses to your queries
- To efficiently respond to your letters and/or emails within 5 working days
- To respond to phone calls and to return calls within 24 hours
- To treat all complaints seriously and responsively
- To provide you with information and explain documents and procedures
- To meet you in offices which are clean, tidy, and accessible
- To respect your privacy and confidentiality where required.

Data protection

Cill Dara Housing Association is committed to respecting and protecting your privacy. We will always take great care to fulfil our responsibilities under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

At Cill Dara Housing Association, we collect personal information about you and are committed to protecting this information and your privacy. This includes; when accessing our services, signing a tenancy agreement, or visiting our website.

We are the data controller for the purpose of the Data Protection Act 2018 and the General Data Protection Regulation ("GDPR"). This means that we are responsible for deciding how we hold and use personal information about you. Cill Dara Housing Association adheres to all our obligations under the data protection legislation. We will treat all your personal information as private and confidential, however there may be situations where it is necessary for us to share your information with others. For example, to complete necessary maintenance on our properties, or carry out customer surveys.

These include:

- your authorised representatives
- third parties – when you ask us to
- third parties – so that they can carry out duties or services on our behalf

- the local authority
- statutory and regulatory bodies
- Our employees - this will help us provide our services.

A copy of our Privacy Notice is available on our website.

Chapter 1 – Your Tenancy

The Tenancy Agreement and your home

This section of the tenant handbook aims to answer any questions you may have regarding your tenancy with Cill Dara Housing Association.

When you start your tenancy with us, we will ask you to sign a Tenancy Agreement. This is an important legal contract between you and us which details your rights and responsibilities as a tenant. If you are a joint tenant with another person, you both have equal rights and responsibilities as tenants.

When you become a tenant of Cill Dara Housing Association, we give you the right to occupy the property as your home. The property remains in the ownership of Cill Dara Housing Association. Both you and Cill Dara Housing Association are legally obliged to comply with the conditions specified in the Tenancy Agreement.

CDHA Responsibilities

- Provide adequate notice of rent or service charge increases
- To keep the property in good repair and working order
- To carry out repairs within our agreement timescales
- Hold buildings insurance for the property
- Provide adequate notice to quit in line with Residential Tenancies Board requirements.

Tenant Responsibilities

- To pay your rent and any service charges on time
- To live in your home as your main place of residence
- To provide details of your household income every year for rent and assessment
- Declare all persons living at your property
- Maintain the property (and exterior/garden if applicable) and complete repairs which are your responsibility
- Get permission from us before you make any alternations or improvements to your home
- Not pass the occupancy of your home to anyone without the prior consent from us
- Give written notice, as per your tenancy agreement, should you wish to surrender your tenancy and move out
- Not cease to live in the property for more than 4 weeks in any one year without prior approval in writing from CDHA
- Insure your belongings against accidental damage, fire, and theft.

When we get things wrong

We strive to always provide an excellent service, but we know that sometimes things go wrong. We have a complaints policy so that people using our services can tell us when we have not delivered services as we have promised to do so.

Our complaints policy covers all services provided by us and our appointed contractors. We always seek to find a solution that resolves things for you. You can complain in a way that suits you – in person, by email or by phone.

Complaints, along with suggestions and compliments are ways in which we received feedback on our services, and we actively seek to learn from our mistakes. We review all complaints and compliments weekly and use feedback to shape policies and service delivery.

Transfers

If your current home becomes unsuitable, please talk to your Housing Officer as they may have options to avoid you having to move. If that is not possible, they will be able to provide advice on applying for a transfer to another property.

We cannot estimate how long it might take to transfer to another property. It will depend on whether any suitable properties become vacant in the area you wish to move to. The transfer may need to be approved by the relevant local authority. You should also register your transfer request with the local authority to increase your options.

You are eligible to apply for a transfer if:

- You have lived at your current address for at least one year
- You have had no rent arrears for the last six months
- You don't owe any other debt to us
- There has never been any legal action taken against you by Cill Dara Housing Association
- You have maintained your home well and not carried out any unauthorised alterations
- You are not in breach of your tenancy agreement
- You have been accepted onto the local authority waiting list.

Mutual Exchanges

If you wish to move to a different property or area, you can seek a mutual exchange. This is where you can 'swap' homes with another tenant, with the agreement of the local authority.

The exchange can be between two Cill Dara Housing Association tenants or between tenants of other social housing landlords or a local authority in the Republic of Ireland. Both Cill Dara Housing Association and the other landlord and local authority must agree to the exchange. Contact your Housing Officer for more advice and to find out what the conditions and requirements are for a mutual exchange.

Moving Out

If you decide to move out of your Cill Dara Housing Association home, you must give us 28 days' notice in writing.

Please tell your Housing Officer as soon as you know you are planning to move.

They will arrange to visit you, inspect the property, and discuss details of the move. This helps us get the property ready for the next tenant as quickly as possible.

It is important that you:

- Continue to pay your rent until the end of the notice period when your tenancy with us ends
- Ensure that your home is left clean and in a good decorative condition
- Ensure that gas cooker supplies are capped off by a qualified person
- Ensure that open water pipes from washing machines or dishwashers are capped off
- Ensure that electrical appliances are disconnected by a qualified electrician and wiring is left safe
- Carry out any repairs that are your responsibility
- Remove all furniture and other personal belongings and all rubbish before handing back the keys.

On the day of moving, it is important that you:

- Close and secure all windows and doors
- Take the final meter readings from your gas and electricity meters and give these to your supplier along with the date of the move
- Hand all keys and any entry passes or swipe cards to a Cill Dara Housing Association employee
- Complete the surrender form – once this is completed correctly, you will properly have ended your tenancy and your responsibility for the property and rent will cease. Any arrears remain your responsibility to pay.

Alterations and Damage

We may ask you to remove alterations and return the property back to how it was when you first moved in. Your Housing Officer will discuss this with you at their visit.

It is your responsibility to leave the property in an acceptable condition and to complete any repairs that you are responsible for. We may recharge you for anything that you failed to repair or put right or for the removal of any belongings you have left behind.

Abandonment

If you are away from your home for more than 30 days without letting Cill Dara Housing Association staff know, we may consider your property to have been abandoned by you.

We will make all reasonable efforts to contact you and, if you do not respond, we have the right to repossess the property and secure it by changing the locks.

In some cases, we may need to board up the property too. Cill Dara Housing Association will then arrange for the property to be cleared and will store any valuable items that were left behind for a maximum of 28 days. If we cannot contact you or you do not collect your belongings, we will dispose of the items. You will be recharged for the cost associated with storage.

Running A Business from Your Home

If you wish to run a business from your home, you need to ask us for permission in writing, detailing the nature of the business.

Some businesses may also require planning permission or need to be registered with the Local Authority.

We will not unreasonably withhold permission if the accommodation remains residential and there are no adverse effects on the property, your neighbours, the development, or your community.

Permission may be granted at Cill Dara Housing Associations' discretion and will be regularly monitored and reviewed. Permission may be revoked if the business operations cause problems or lead to complaints which we feel are justified.

Joint Tenancy

A joint tenancy is a tenancy shared by any two adults or more who are permanently living in your home. A common example of a joint tenancy is a couple sharing a home. If this couple's situation changes because of separation, divorce or death, the tenancy agreement will be changed too.

In the case of a separation or divorce, one person will have to surrender their right to the tenancy.

Sole to Joint Tenancy

For a sole tenancy to be transferred to a joint tenancy the following will apply:

- The sole tenant and the proposed applicant must apply in writing
- The rent account must not be in arrears
- The property must be the main place of residence
- There have been no breaches of the Tenancy Agreement in the past
- If the tenancy becomes a joint one, then both tenants are jointly responsible for the property, the rent, and any arrears.

Please speak to your Housing Officer if you have questions about joint tenancies.

Permission to Reside Application

You need our permission to add new residents to your household. If you are planning for your partner to move in with you, the best thing to do is contact us first. You will need to decide whether you wish to apply for your partner to join the tenancy agreement or to be listed as a household member. Please ask your Housing Officer for further information.

Succession Rights

The following outlines the basis of potential succession rights.

- Where a sole tenant dies, the tenancy ends too. Cill Dara Housing Association will take back the property and a new tenant will be nominated by Kildare County Council from their housing list. If you have been living with a tenant in their Cill Dara Housing Association home, you may be able to take over the tenancy if the tenant dies. Please contact

your Housing Officer for further information in this event.

- Where there is a joint tenancy, and one tenant dies, the tenancy automatically reverts to the surviving tenant
- CDHA will consider granting a new tenancy to a member of the previous tenants' immediate family where, for example, the family member used the dwelling as their normal place of residence for, at a minimum, the preceding 6 months
- The proposed tenant must have been noted on the Declaration of Income
- Succession is not an automatic right. Each application is considered subject to acceptance of and compliance with the terms and conditions of the Tenancy Agreement. A key factor in this consideration may be the size of the property, whether the property has been specially adapted, and the accommodation needs of those who have requested use of the property.

Can I buy my Cill Dara Housing Association house or apartment?

We are currently required by legislation to keep our properties available for social tenancies. Should the law in this area change Cill Dara Housing Association will review the position.

As a social tenant, you may be eligible for the mortgage allowance scheme if you decide to buy a private property or build a house.

The local authority can provide you with more details and answer any questions you may have about the mortgage allowance scheme and your eligibility.

Can I be placed on the Local Authority Housing waiting list?

While you are a Cill Dara Housing Association tenant you are not eligible to be on the Local Authority waiting list. This is because you are considered adequately housed and therefore not in housing need.

If your housing circumstances have changed, you can apply to your Local Authority for a transfer. Please contact your Housing Officer for more information.

Chapter 2 – Maintenance

Maintenance and Repairs Service

Repairs can be reported online via our website or by calling our office between 9.00am – 5.00pm Monday to Friday on 045-531622.

The 'Out of Hours' emergency repairs number is 087 674 1015. Please ensure that your issue is an emergency before reporting it out of hours. Further information on what constitutes an emergency is available on our website.

Note: *If you employ a contractor directly without contacting Cill Dara Housing Association in advance, you will be liable for the cost of the repair.*

Cill Dara Housing Association aims to provide our tenants with an efficient repairs and maintenance service. From time to time, the Property Services Manager may carry out a post works inspection to ensure that repairs have been completed satisfactorily. Tenants may also receive invitations to a maintenance survey, this gives us feedback on how our repairs service is performing and ways it can be improved.

Repair categories


All reports of repairs are logged when they are received and are categorised under the following headings:

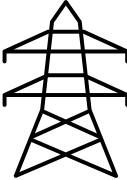


Type of Repair	Timescale	Other Information
Emergency	24 hours	Any follow-on work to be carried out within the relevant timescale.
These repairs are carried out where there could be an immediate danger to people or property such as a faulty electrical board, burst pipes internally, or no heating (November – February) not caused by lack of fuel or credit.		
Urgent	5 working days	Any follow-on work to be carried out within the relevant timescale.
These repairs are carried out where there is a risk of serious damage to the dwelling. Issues like an empty water tank, repairs to heating systems etc.		
Routine	20 working days	Any follow-on work to be carried out within the relevant timescale.
These are repairs that may cause inconvenience such as damaged pathway, fencing or a broken gutter.		
Cyclical Maintenance	Works carried out at regular intervals	Any follow-on work to be carried out within the relevant timescale.
Contractors are chosen on a two-year cycle for all cyclical works and will contact you directly to make an appointment with you for: <ul style="list-style-type: none"> ▪ Gutter cleaning ▪ Chimney cleaning (if applicable) ▪ Annual servicing of your heating system. 		




Repair Responsibilities Chart

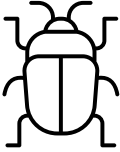

It is important you report repairs as soon as you become aware something is not right. There are some repairs which you must deal with yourself so before contacting us please use this handbook as a guide. If you have questions, please get in touch with the property services team.

When we are scheduled to carry out a repair, we ask that you do not go out and are ready for our arrival. Our repairs team will respect your home but as a precaution please move any easily broken articles out of the way. Extra care will be taken if you have small children or vulnerable people living in your home.

Item	Description	You	Us
 Structural	Structural repairs including foundations, roofs, walls, structural floors, external drains & pipes, boundary walls & fences (if provided by CDHA)		✓
	Chimney repairs (incl. joists, chimney stack, fascia, soffit, flashings)		✓
	Total or partial loss of electric power (not as a result of lack of credit)		✓
	Unsafe power or lighting sockets or electrical fittings		✓

 Electrical	Light bulbs and plug fuses, Electric plugs, electric meter & supply of electricity	✓	
 Heating	Total or partial loss of space or water heating when no alternative heating is available & not caused by lack of fuel/credit		✓
	Boiler maintenance and repair or upgrade		✓
 Plumbing	Underfloor repairs (e.g., leaks, subsidence)		✓
	Repairs to taps and shower heads	✓	
	Replacement of sanitaryware (toilet bowls, baths, sinks) due to fair wear and tear		✓
	Repairs to, or replacement of showers, plugs, toilet seats, cupboards, wardrobes, hinges, handles, locks, catches, and drawers	✓	
	Blockages to drains caused by misuse	✓	

 Safety & Security	External windows, doors or locks which are not secure		✓
	Unsafe access to a path or step		✓
	A loose or detached banister or handrail		✓
	Loss or breakage of keys & any resulting lock change	✓	
	Replacement of broken glass	✓	
	Doorbells, letterboxes, door number plates	✓	
	Repairs to window /door sills & frames		✓
 Internal Decoration	Internal decoration & cleaning, curtain fixings, removing and replacing radiators for decoration	✓	
 Garden Maintenance	Garden Maintenance including gullies, drains and strip of land outside your property	✓	
	Clotheslines, poles, rotary driers	✓	

 Pest Control	Action relating to pest control, including wasps, mice, ants etc.		
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Please note: If a repair that falls under Cill Dara Housing Associations' responsibility is required, but the damage has been caused by the tenant, the tenant will be asked to pay for the repair.

Re-chargeable repairs

We understand that there may be times where a repair is your responsibility but for a particular reason at that time, you are unable to carry out the works. Cill Dara Housing Association may cover the cost of the works and recharge them to you in an affordable manner.

What if I am not satisfied with the repair service?

Please let us know quickly if a repair is not completed within the time specified or if you are not satisfied with the work or the service provided. We will investigate all complaints to ensure the work is carried out to a good standard without delay.

Inspections

Some works will require inspections before repair work can be arranged. For larger repairs, we may seek quotes from various external contractors which requires them to visit your home to provide an estimate.

Post Works Inspections are randomly selected on a weekly basis. Our Property Services Team will be in touch to organise such an inspection from time to time.

Cill Dara Housing Association carries out an annual property condition inspection of your homes. This inspection is undertaken in consultation with the tenant.

Kildare County Council periodically undertake inspections of Cill Dara Housing Association homes. If your property is selected your Housing Officer will contact you to arrange the inspection.

Making alterations to your home

Written permission must be secured from us to carry out any alterations to your home or garden. This permission must be given **before** any work is carried out. Each request will be viewed individually and there may be criteria to meet or planning permission to apply for. Our Property Services team will advise.

Can I change the internal decoration?

Yes. You can decorate the inside of your home.

Can I put in an electric shower?

Yes, you can put in an electric shower. The shower must be installed by a suitably qualified person. We will also check the work undertaken to ensure its safety, and/or request certificate of works.

What help is available if I become disabled?

There may also be financial assistance from the local authority in your area for the required adaptations, such as the Housing Adaptation Grant Scheme for People with a Disability or the Mobility Aids Grant Scheme. Please contact your Housing Officer for assistance and further information on what help is available.

What if the electricity supply is not working?

1. Check the trip switches. Are the trip switches in the right position?
2. Check with your neighbours, if they do not have power, there may be a power cut in the area
3. If there is a burning smell or smoke turn the mains switch off
4. Contact our office and report the problem.

Ventilating Your Home/Eliminating Condensation and Mould Growth

Condensation is the main cause of dampness and mould growth in dwellings. As a result of continuing condensation, walls, ceilings and sometimes floors, become damp, discoloured and unpleasant due to mould growing on them. Condensation occurs when warm moist air meets a cold surface. The moistness of the air and the coldness of the surfaces depend on a range of factors.

In order to prevent or cure condensation problems the following four precautions are **very important**:

1. Minimise moisture production within the dwelling and confine it as far as possible to specific areas e.g., kitchen, bathroom.
2. Keep doors to these areas closed to prevent very moist air spreading to other rooms from the kitchen or bathroom
3. Provide some ventilation by opening windows to all rooms so that moist air can escape
4. Provide adequate level of heating.

Mould Growth

If small black spots appear on the walls or other room surfaces, this is the start of mould growth. Any sign of mould growth indicates the presence of moisture. If the moisture is caused by condensation, it is a sign that the level of moisture in the room needs to be reduced or that the heating, ventilation, or structural insulation, or all three of them, need to be improved. The mould growth spots should be washed off with a suitable product or solution and the affected areas sterilised.

Wall vents

Wall vents should never be blocked or covered as this is a contributing factor to condensation and mould.

Water Leaks

In the event of a burst pipe:

- Look for the source of the water leak
- Turn off the water mains stopcock (when you move in find out where the stopcocks are)
- Switch off the central heating and any other water heating installations at the same time, to avoid further damage
- Try to stop the water leak by wrapping the pipe with towels or placing a basin under the leak if source can be found
- If the flow of water cannot be stopped:
 - Open all the cold taps to drain the system.
- If the leak is on a pipe from the storage tank, turn off the stop valve in the storage tank, and turn on all hot taps to drain the system.
- Turn the heating off / if you have a back boiler, allow the fire to burn out, until the burst pipe has been attended to by a plumber
- Turn off the immersion
- Contact Cill Dara Housing Association to report the problem.

IMPORTANT: If your wiring or any electrical appliances have been affected, **DO NOT** touch them until they have been checked by a qualified electrician. If in

doubt, turn off your electricity at the mains and call us.

Drying out

Leave windows, internal doors, and built-in cupboards open during the day, if possible. Keep affected rooms heated, but do not over-heat them, as this could result in further damage. Store damaged items in a dry place – your own insurance company may want to inspect them.

Frozen pipes

During periods of cold weather tenants may experience problems due to frozen water pipes. The two most common sources of problems are a frozen pipe between the mains and the house or a frozen pipe in the attic. Because of the diverse nature of each case, it is not feasible to issue “one size fits all” advice. Tenants experiencing problems with frozen pipes are advised to contact their own plumber.

Can I plant trees or shrubs?

Yes. You can plant small trees or shrubs that will not cause a nuisance to your neighbours by blocking light. Please avoid invasive species such as Bamboo and Elder.

Biodiversity in your garden

Get involved with local organisations dedicated to the conservation of natural heritage such as the local Tidy Towns Group, Irish Peatland Conservation Council, An Taisce, Crann, Butterfly Conservation Ireland and BirdWatch Ireland. Plant a few native trees and shrubs (e.g., rowan, birch and holly are good for small gardens and for wildlife). Avoid using herbicides, pesticides, and artificial fertilisers.

Open spaces – green areas

The open spaces in an estate may either be the responsibility of the local authority or a management company to maintain by cutting the grass at regular intervals. We will inform you of the situation in the estate you reside in.

Waste Management

The good management of your household waste will be beneficial to you, your neighbours, and neighbourhood, and if done sensibly, like recycling where

possible, it will save you money. Please be aware that under [Kildare County Council Bye-Laws](#), Council Waste Inspectors can ask that you provide proof of safe and legal waste disposal such as a contract with bin company or receipts from a registered dump.

Pets

You have agreed in signing your Tenancy Agreement not to keep any animals on the property without our written consent. If you have any issues with nuisance dogs around your property, please contact the Kildare County Council Dog Warden.

Chapter 3 - Rent and Service Charges

Your rent and other charges

The Tenancy Agreement you signed when you move in sets out the rent you should pay. Your rent is charged weekly and should be paid in advance. We are, however, happy to tailor any payment schedules that suit your household income.

Paying your rent is your responsibility as a tenant. We are a non-profit organisation and use the income generated from your rent towards the cost of managing and maintaining homes and services.

Rents are reviewed each year with any changes taking effect from 1st of July. This will only happen once a year. We will notify you in writing in advance of any changes and if you have any queries about your rent, you can speak with your Housing Officer who will be happy to help. All rent statements are issued quarterly.

Ways to pay your rent

- An Post Household Budget Scheme
- CDHA Lodgement card
- Through our website
- By calling us on 045 531 622

Reminder: Always add your tenancy ID number as the reference on all lodgements (e.g., CDHA321)

Service Charges

Some properties may have service charges which pay for specific services at your home or wider development.

If these costs are applicable to the property that you live in, we will advise you of these charges. They may include such items as grounds maintenance, communal cleaning, and lighting. We aim to keep service charges reasonable while ensuring services are provided at the required standard to keep properties safe and well maintained.

Chapter 4 – Your Home and Community

Communal areas in apartment dwellings

To ensure safety; communal areas must be kept free from obstruction. This includes pushchairs, bicycles, rubbish, household goods, or any belongings.

You are responsible for any damage to communal areas caused by you, a member of your household, or your visitors. This includes graffiti, breaking light fittings, damaging, or setting off fire alarms. You are responsible for the behaviour of your children in communal areas and towards other people.

You must consider your neighbours and abide by the CDHA policy regarding noise. This includes noise in communal areas, from visitors, music, parties etc.

Car parking may be shared and as such you must respect the rights of others. Visitors to your home must also respect the parking rules. Large trucks and vans cannot be parked outside the dwelling. People whose work involves these types of vehicles must park them at an alternative location.

The security of people must be protected. This requires your co-operation. If you share a common entrance, ensure it is secure when you enter or leave the building. Never let a caller you do not know into the building. If the caller is looking for another person, inform them that they will have to return when the person is home. Everybody must abide by the safety procedures put in place by Cill Dara Housing Association.

Smoking or vaping on common stairs or hallways is not permitted.

How to respond to anti-social behaviour

If you are experiencing any form of anti-social behaviour from another tenant, you should contact your Housing Officer and we will offer advice and support regarding what to do in the circumstances and investigate it further. You should contact the Gardaí to report any ASB you may have experienced with other parties.

When reporting an incident, you will need to provide details on exactly when (date/time), what and where it happened, and who was involved, in order for us to investigate and take appropriate action.

How will CDHA respond to your complaint

CDHA will follow all complaints in line with our Complaints, Suggestions and

Compliments policy. A copy of this policy is available on our website.

Chapter 5 - Safety

Your home and safety

We want you and your family to be safe in your home. These are a few simple steps you can take to improve the physical security of your home:

When going out or away:

- Lock windows and doors, even if you are only going out for a few minutes
- Secure any side doors/gates as they allow entry to the back of your house/apartment which is more vulnerable to a break in
- Make sure you do not leave tools lying about in your back garden
- Never leave cash or keys visible and limit the amount of cash in the home
- Ensure all electrical items have been unplugged
- If you are going out at night-time, consider leaving a light on in a room and draw the curtains
- If going away for a period cancel any regular deliveries such as milk/newspapers for the time you are away
- Note serial numbers of valuable equipment and take photographs
- Ask somebody you know to keep an eye on your house/apartment
- Do not post on social media that you are away until you get back
- Seek advice on home security from your local Crime Prevention Officer – contact your local Garda station for this free service.

When someone knocks on the door:

- If you have a door viewer, check to see who it is
- If you have chains keep it on when you open the door
- If you don't know the caller, ask to see their identity card, and check it
- If you are unsure, ask the caller to wait while you phone the organisation and check their identity. They won't mind this if they are genuine.
- If you are in doubt, call us or the Gardaí.

Door entry systems in apartment blocks:

If door entry systems are installed, to maintain security:

- Make sure the door is locked behind you
- Never leave the entrance door propped open
- Try not to allow non-residents to follow you into the building even if they appear genuine. They should press the button for the flat they are visiting
- If the common door entrance is faulty or not closing, report the problem to your management company or CDHA.

Our staff carry ID badges that display their name, job title and photo and will always show this to you when visitor your home. If you are unsure whether a

caller to your home is genuine, please telephone us on 045 531 622.

Insurance

Cill Dara Housing Associations' insurance covers the structure and fixtures of your home. It **does not** cover any contents unless they have been provided by us. You are strongly advised to take out home insurance to cover the replacement of your belongings, personal items, redecoration and making good any damage caused to your home in the event of theft, flood, fire, or an accident.

Fire prevention

Fire Equipment:

- Ensure you have at least two smoke alarms and do not disconnect them. Test them on a weekly basis and if they are faulty report them to CDHA
- If they are not mains connected, check battery on a regular basis
- Keep a fire blanket and a small fire extinguisher in the kitchen area
- **Under no circumstances should smoke alarms or heat sensors be disconnected or have their batteries removed.**

Fireplaces:

- CDHA will arrange for annual chimney cleaning
- Always use a fireguard and do not leave a fire unattended
- Never carry hot coals from one fireplace to another
- Avoid banking fires too high
- Be careful of sparking sticks when lighting
- In the case of a chimney fire, remove carpets and furniture from the vicinity of the fireplace, if possible, close doors and windows to reduce draught and call the fire brigade
 - After a chimney fire contact us to arrange for inspection and assessment of any damage
 - Do NOT use the fire until the chimney is repaired
 - Recharges may apply if the fire was caused as a result of negligence.

Fire safety:

- Never leave matches or lighters accessible to your children
- Never smoke in your bed & ensure cigarettes are put out correctly
- Never leave candles unattended or near curtains or soft furnishings
- Keep your children away from the cooker when you are cooking
- Never leave pans unattended on your cooker
- If your pan catches fire, turn off the cooker and place the fire blanket over the pan, do not remove the pan or fire blanket until at least an hour after it has cooled down
- Have an escape plan, ensure to practise fire drills with all in your home.

In the event of fire:

1. Close the door of the room on fire
2. Alert the household and get everyone out to a safe place
3. Call the fire brigade by dialling 999 or 112 and ask the operator for the Fire Brigade
4. When the fire brigade answers, state clearly the address of the premises where help is needed
5. Know your Eircode & leave it somewhere visible
6. Do not re-enter the house/apartment under any circumstances unless permitted by the Fire Brigade Service
7. Contact us to report the fire.

Dangerous materials/liquids:

- Do not store flammable liquids such as petrol in the house or apartment
- Do not leave poisonous liquids or substances within easy reach of children
- Do not hold onto old medicines – take them to your nearest chemists' shop for disposal
- For further information on any medicines or poisons contact the National Poisons Information Centre of Ireland at www.poisons.ie or 01-8092166.

Electrical safety

Please follow the advice below:

- Never interfere with electrical trip switch boards or sockets
- Unplug any appliances that are not in use
- Don't touch bare wires – turn off the electricity at the trip switch board
- Use the correct fuses in plugs
- Don't overload sockets
- Don't touch any electrical appliance if it is wet or if your hands are wet
- Don't carry out electrical alterations without permission from CDHA.

Gas safety

CDHA will service gas central heating boilers annually. It is important for tenants to allow access for the approved contractor to undertake the servicing of the heating system.

If you use gas cylinders, always store them upright and switch off the regulator when not in use.

If you smell gas, immediately follow these steps:

1. **Do not** smoke, vape, or use your phone
2. Do not switch on electrical equipment or switches (including lights)
3. Turn off gas at meter box
4. Open windows and doors
5. Check all gas appliances are turned off
6. Leave house
7. Contact gas networks emergency number 1800 20 50 50, if you cannot get through ring 999/112, when you are a safe distance from the house
8. Inform direct neighbours
9. Do not return to house until all clear is given.

Carbon monoxide

Carbon monoxide is a colourless, odourless poisonous gas which can kill you.

Early symptoms include nausea, tiredness, and headaches. Carbon monoxide poisoning may arise due to a faulty heating system, from solid fuel burning, a gas boiler not being serviced, and not enough ventilation.

To avoid carbon monoxide poisoning take the following advice:

- Do not block air vents, flues, or chimneys
- Heating appliances must be correctly installed
- Install a Carbon Monoxide alarm. They must be fitted correctly as per the instructions
- Keep rooms well ventilated.

Useful Contacts

Property & Tenant Related Issues

Name	Contact	Details
CDHA Office www.cillardarousing.ie	Tel: 045 531 622 info@cillardarousing.ie Facebook: @cillardaraHA	For all General, Rent, Repairs, Maintenance & Tenancy Queries
Bord Gais	1850 632 632	General Customer Service
Gas Emergency	1850 20 50 50	If you smell gas inside your home or on street
ESB Customer Service	1850 372 372 www.esb.ie	General Customer Service
ESB Emergency	1850 372 999	Electrical Emergency OUTSIDE your home
Airtricity	1850 372 772	For street lighting faults
Irish Water	1850 278 278	For any water or sewer flooding in your area & OUTSIDE your home
Dog Warden	059 8623388	For any dog-related issues
Citizens Information	1890 777 121	
Money Advice Bureau	1890 283 438	helpline@mabs.ie
Department of Social and Family Affairs Enquiries	1890 662 244	www.welfare.ie

Emergency Services

Health Services

Name	Contact	Name	Contact
Medical Centre/GP Service			
Kildare Town Gardaí	045 521 222	Kildare Town	045 521 361
Newbridge Gardaí	045 431 212	Newbridge	045 432 464
Athy Gardaí	059 863 4210	Athy	059 863 3500
Monasterevin Gardaí	045 525 322	Monasterevin	045 536 646
Rathangan Gardaí	045 524 353	Rathangan	045 528 088
Emergency Services	999 / 112	K-Doc (out of hours doctor)	1890 599 362
MY EIRCODE:			



Cill Dara Housing Association,
Unit 16A Kildare Business Park,
Melitta Road, Kildare Town,
County Kildare, R51 N765



045 531 622



info@cillardahousing.ie