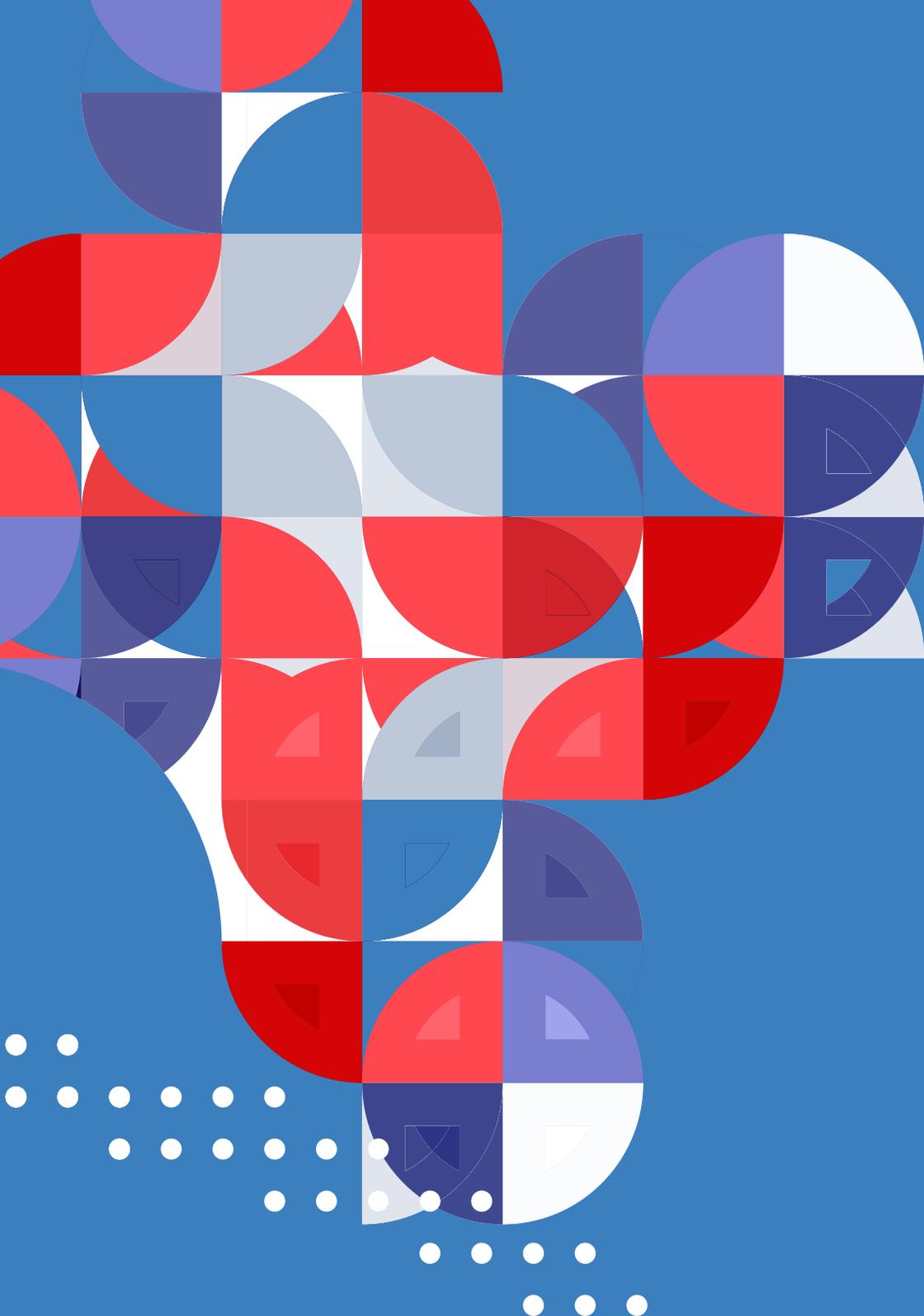


TENANT  
**HANDBOOK**



Welcome to the 2022 edition of the Tinteán Tenant Handbook. This handbook is a useful resource for all Tinteán tenants and in particular is an essential guide for new tenants of the Association.

Your handbook has been written and designed with your tenant needs in mind and will allow you make the most of your tenancy.

It contains basic information about Tinteán and provides most of the answers to questions we are most commonly asked by our tenants.

Our aim is to provide an easy to read and user-friendly guide to the housing and support services we provide for our tenants.

This handbook will inform you of the full range of services available to you as a Tinteán tenant. It will help you get to know more about Tinteán and will provide you with important information about your tenancy.

We hope that you find this Tenant Handbook helpful and suggest that you use it as a reference for any queries or problems that you may have during your Tinteán tenancy.

This Handbook forms no part of your Tenancy Agreement and it is intended only as a general guide to allow you obtain information on your tenancy.



**01 ABOUT  
TINTEÁN**

## WHO WE ARE

Tinteán, founded in 1993, is an Approved Housing Body (AHB), which operates in the South Leinster Region. It was established to assist in the provision of social housing with an emphasis on groups and individuals not catered for in mainstream social housing provision.

Tinteán aims to build and provide dwellings but more importantly, Homes and Communities.

The old Irish seanfhocail or saying, 'níl aon tinteán mar do thinteán féin' translates as 'there is no fireside like your own fireside'. In other words, there is no place like home! That's where we take our name from.

Tenants are drawn from the waiting lists of the local Authorities in the areas we operate. We provide housing for people with special needs, the elderly and low-income families.

## WHO IS INVOLVED IN TINTEÁN HOUSING.

Tinteán is made up of a Voluntary Board of Directors, who together with the Chief Executive Officer and the Housing Executive, manage the day to day running of the organisation.

The Office Administrator is the person with whom you will have most contact and it is to this member of staff that you should report all problems of repairs and maintenance.

## HOW YOU CAN CONTACT US

Our phone no is **059 913 5934**.

Our email address is:

**admin@tinteanhousing.com**

Our opening hours are 9am - 5pm, Monday to Thursday and 9am – 4pm Friday.

## TINTEÁN COILLE COMMUNITY CENTRE

Our Office is located in the Tinteán Coille Community Centre, Pollerton, Carlow.

The Community Centre also contains two large meeting / training rooms, a kitchen, offices and a Board Room.

**Contact our office for further details.**



# 02 TENANCY CONDITIONS

When you become a tenant of Tinteán we give you the right to occupy the property as your own home.

Every Tenant is required to sign a Tenancy Agreement when allocated a Tinteán home. The Tenancy Agreement is then registered by Tinteán with the Residential Tenancies Board (RTB).

This tenancy agreement sets out the terms on which you occupy the property. In signing the agreement both you and Tinteán have obligations to each other and to the other residents on the estate or in the property.

Those living in apartment complexes must also comply with the Management Company Rules.

These will be explained to you before you move in. The tenancy agreement is our promise to each other that both tenant (you) and landlord (Tinteán) honour their obligations. But of equal importance are your obligations to each other as neighbours.

In signing the agreement, you make commitments to your neighbours. Respecting and fulfilling those commitments are your responsibility.

By signing this agreement, you are agreeing to become a Tinteán tenant and be bound by the conditions of the agreement. Your neighbours will have exactly the same rights and responsibilities as you.

Your responsibilities apply to you, your friends and relatives, and any other person living in or visiting your home, including your children.

The tenancy agreement is a legally binding document. If the agreement is not kept, it can result in Tinteán taking action which can lead to eviction.

It's important that you understand what you are committing to. If you want to ask any questions about your rights and responsibilities, you should contact our Office.

As a non-profit making Housing Association, we are currently obliged by legislation to keep our properties within the rental sector, therefore a tenant cannot purchase their home.

The property remains in the ownership of Tinteán. However, as a Tinteán tenant you may be eligible for the mortgage allowance scheme, if you decide you want to buy a private property or build a house and return your property to Tinteán.

Contact your Local Authority for more information on the scheme. The conditions of your tenancy are fully stated in your Tenancy Agreement which is explained to when the Agreement is about to be signed. Please remember to keep your copy of the agreement in a safe place.

THE FOLLOWING IS A BRIEF OUTLINE OF THE KEY CONDITIONS OF YOUR TENANCY.

## THE FOLLOWING LISTS YOUR MAIN RESPONSIBILITIES AS A TINTEÁN TENANT:

- Your rent is to be paid weekly. Failure to keep your rent up to date will result in the ending of your tenancy.
- You must live in the dwelling full time. You may not give the tenancy of the dwelling to anyone else. You may not take lodgers or sub-let.
- You must seek written permission for another adult to move into your household and if permission is given this will affect the amount of rent due.
- You cannot use your dwelling, out buildings or garden for any business.
- Large trucks or vans cannot be parked outside a Tinteán dwelling. Tenants whose work involves the use of these types of vehicles must park them at an alternative location.
- You cannot keep any animals or pets in the Dwelling without the prior written consent of Tinteán and compliance with the terms of the consent.
- You must keep your dwelling in good decorative order and attend to any repairs that are your responsibility.
- Report all other repairs to Tinteán immediately you are aware of them.
- You are also responsible for keeping the outside of your home including the gardens in a neat and tidy condition.
- You must get written permission from Tinteán before making any alterations or additions to your home including the garden areas.
- You must make use of a covered bin and not allow rubbish to collect around your dwelling. You must arrange for the disposal of your refuse regularly.
- You must make sure that all members of your household or any visitors to your home behave in a reasonable way and do not cause any annoyance to any other tenant.
- You must give Notice if you wish to surrender your tenancy and leave the dwelling in good condition.

# TINTEÁN HAVE THE RIGHT TO:

**Make necessary rent changes** – Any such amendments will be notified to you at least four weeks before any change.

**To be allowed into your home** to carry out annual Inspections or repairs. These visits will be notified to you (unless it is an emergency). Maintenance work will be carried out either by our Maintenance Officer or sub-contractors and they must be allowed access to complete works.

## **Seek Possession of a Home**

We hope that when providing our tenants with quality homes they settle into our communities and enjoy living in there for many years. We work with all our tenants to achieve this. A Tinteán tenancy provides security of tenure for tenants. Unfortunately, circumstances can arise where it is necessary for Tinteán to end a tenancy. Tinteán must comply with legislative requirements concerning the reasons for ending a tenancy and the notice period we must give to a tenant. The notice periods for issuing a Notice of Termination are outlined in your tenancy agreement.

Tenancies can be terminated on a number of grounds as follows:

- 1.** Breach of tenancy – failure to pay rent, anti-social behaviour, failure to maintain areas of the property for which the tenant is responsible for, damage to the property or fittings, providing false or misleading information, not providing information requested, subletting the property and failure to use the property as your home or using it for other purposes.
- 2.** The dwelling is no longer suitable to the accommodation needs of the tenant.
- 3.** Tinteán is carrying out major refurbishment works. This may make it dangerous or unsafe to live in the property. Alternative accommodation would be provided and you will have the option to return to the property if it is available within 6 months.



# 03 RENT

Rent makes up the bulk of our income and pays for the ongoing maintenance of your home as well as the running costs of Tinteán.

Rents can be paid by Household Budget, Standing Order, or bank transfer.

Deductions by Household budget can be availed of if a tenant is in receipt of a social welfare payment through the Post office.

Standing Order is also a convenient option; it takes little time to set up and is a hassle-free way of paying rent from then on. Cash payments are being phased out.

All your rent payments are recorded in our computerised rent accounts. A receipt is issued for any cash payments. We issue rent statements every quarter. These are posted to your address and any queries can be taken up with our Finance Officer in the Community Centre.

## RENT ASSESSMENT

Tinteán is committed to maintaining affordable rents for people on low incomes. Rents are in the main, set by one of the following schemes:

### Capital Assistance Scheme

Rent is determined by Tinteán with a view to the cost of providing and maintaining the dwelling and the household size. Rent will be based with regard to running costs, costs of additional services, provision for sinking fund, voids/bad debt etc.

Rent Supplement (RAS) is payable to those eligible tenants who satisfy a means

test under the Supplementary Welfare Allowance Scheme administered by the Department of Social Protection.

Maximum rent supplement levels are laid down in the Social Welfare (Consolidated Supplementary Welfare Allowance) (Amendment) (no.2) (rent Supplement) Regulations 2007.

Tenants occupying accommodation provided under the Capital Assistance Scheme pay a fixed weekly rent.

## TINTEÁN DIFFERENTIAL RENT SCHEME

Rent is calculated on eligible gross income in the previous Tax Year. You will be required to provide evidence of this income. If your income decreases you may apply to have your rent assessed based on current income and again you will need to provide documented evidence of this.

The formula for calculating rent under the scheme is as follows:

### Principal Earner

The principal earner is defined as the person (tenant or other resident) who is in receipt of the highest assessable income. For couples whether married or common law, partner, joint tenants, etc, both incomes will be added together for principal earner purposes, i.e., spouses/partners will not be classed as subsidiary earners.

## Subsidiary Earner

A subsidiary earner is defined as a member of the household, other than the principal earner with an assessable income.

## Rent Calculation

### Principal Earner

Rent is assessed using the following standard formula taking into account the gross eligible household income and composition.

€6.35 for the first €102 of gross income and 18% of the gross income over €102 per week.

Income is based upon the eligible gross income for the previous tax year, that is from January 1<sup>st</sup> to end of December of the previous year, unless this differs from the current year's income, in which case the most up-to-date income will be assessed.

Rent set operates for the entire year until the next assessment.

It is at the discretion of Tinteán to review the minimum and maximum levels of rent in line with Carlow Co Council differential rent scheme.

Any changes in the rent calculation will be implemented at the time of the annual rent assessment and at least 4 weeks advance notice will be given to tenants.

## Subsidiary Earner

A subsidiary earner is defined as a member of the household, other than the principal earner with an assessable income.

### The formula for Subsidiary Earner income:

Up to the first €102 is disregarded.

18% of any amount over €102 per week subject to a maximum of €25.39 per week.

## Deduction for Dependent Children

A deduction of €1.27 is made for each dependent child up to age of 23 if in full time education & without a source of income.

## Maximum Rents

The maximum rent is €180 per week for the principal tenant(s). Tinteán will review the maximum rent from time to time.

## Minimum Rents

Minimum rent is set at €27.

# LOCAL AUTHORITY (LA) DIFFERENTIAL RENT SCHEMES

In some schemes, rents are calculated according to the LA Differential Rent Scheme. A similar scheme applies to that detailed in Tinteán's Differential Rent Scheme above, however the formula used and review times may vary between LA areas.

### **“What happens if my income changes?”**

If your income increases or decreases you should immediately contact our Office. This may lead to the weekly rent being re-assessed (except for CAS Rent Scheme).

Failure to notify us promptly about a change in circumstances may lead to a rent arrears accruing from the date of the change of income.

Should you fail to notify us promptly of a decrease in income, Tinteán is under no obligation to back date rent from the effective period. Maximum period we will consider back-dating rent will be 3 months.

### **“What will happen if I do not pay rent?”**

Rent must be paid weekly. Not paying rent can lead to you losing your home with us and prevent you from accessing the Housing List.

### **“What if I have problems paying my rent?”**

You must contact us immediately. Staff will work with you to provide advice and support to prevent you falling further into debt. It is essential that you do not ignore any calls or correspondence sent to you about your rent.

### **“What happens if I get into rent arrears?”**

We will immediately notify you if you go into arrears and give you a minimum

period of 14 days to remedy the arrears.

We will offer advice on how to manage your debt or refer you to MABS, money advice centre.

We will ask to meet with you and reach a written agreement to repay the arrears over a specified period of time. During this period, you will continue to pay the weekly rent to prevent a further increase in arrears.

Provided you keep to the agreement, no further action will be taken.

Should you fail to comply with the agreement, a Notice of Termination may be issued.

The matter may be referred to the Residential Tenancies Board and you may be asked to attend a hearing which could lead to the loss of your home.

You may also incur legal costs, you will not be eligible to access the Housing List for a period of years and your credit rating could be adversely affected, making it difficult for you to obtain credit in the future.

At all times in this process our staff will work with you to help you resolve your arrears difficulties.



# 04 REPAIRS AND MAINTENANCE

If you encounter a problem in the dwelling you must in the first instance determine if the work required is the tenant's or the Association's responsibility.

Please refer to your tenancy agreement.

All repairs and maintenance requests should be reported to the Tinteán Office number **059 913 5934** only.

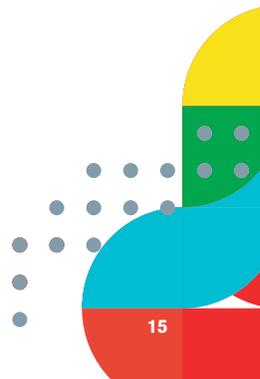
Any work which is the responsibility of the Association will be carried out in order of priority and according to the level of urgency.

The carrying out of all work is subject to the availability of the necessary funding.

**Contact Details**

Office Phone Number **059 913 5934**

Email: **admin@tinteanhousing.com**



## Opening Hours

Mon – Thurs 9am - 5pm

Fri 9am - 4pm

### EMERGENCY REPAIRS:

Tinteán provides an emergency repair service when our office is closed.

Tenants must only use this number in cases of actual emergencies. For example, risk to life, threat of flooding, failure of electricity supply or a risk to significant damage to the property.

To report an emergency repair call **087 1931416**.

## Communal spaces and gardens

contribute greatly to making an estate an attractive and pleasant place to live. Tinteán is responsible for the maintenance of communal spaces. Litter and refuse must be cleared from the gardens and communal spaces regularly and children should be encouraged to be “litter aware”.

## Who is Responsible for Repairs?

| Repair  | Responsible |         |
|---|-------------|---------|
|   | Tenant      | Tinteán |
| Baths   |             | ✓       |
| Bleeding Radiators                                | ✓           |         |
| Blocked drainage inside dwelling                  | ✓           |         |
| Blocked drain outside house & into street         |             | ✓       |
| Boilers & Hot water tanks                         |             | ✓       |
| Broken Glazing in dwelling                        | ✓           |         |
| Broken glazing – communal                         |             | ✓       |
| Burglary/ASB                                      | ✓           |         |
| Upkeep of gardens & hedges – individual dwellings | ✓           |         |
| Upkeep of gardens & hedges – communal areas       |             | ✓       |
| Central heating, timers etc                       |             | ✓       |
| Damaged chimney stacks/pots and cowl              |             | ✓       |

|  |   |   |
|--|---|---|
| Sweeping chimneys  |   | ✓ |
| Cleaning of gully traps  | ✓ |   |
| Cleaning repairs of gutters and down pipes                                     |   | ✓ |
| Doors, frames & handles, locks and hinges, door bells                          |   | ✓ |
| Electrical wiring, sockets & switches  |   | ✓ |
| Extract fans, cooker hoods   |   | ✓ |
| Light bulbs  | ✓ |   |
| Fuses, trip switches   | ✓ |   |
| Garden paths, walls, fences, gates   |   | ✓ |
| Gas boilers  |   | ✓ |
| Immersion heaters  |   | ✓ |
| Internal & external door frames  |   | ✓ |
| Internal redecoration  | ✓ |   |
| Kitchen cupboards & work tops  |   | ✓ |
| Lost keys / fobs   | ✓ |   |
| Communal landscapes  |   | ✓ |
| Oil boilers  |   | ✓ |
| Pest control individual dwelling   | ✓ |   |
| Pest control communal areas  |   | ✓ |
| Radiators  |   | ✓ |
| Bleeding air locked radiators after boiler fault                               |   | ✓ |
| Repairs to solid fuel fires/stoves and surrounds and tiles provided by Tinteán |   | ✓ |
| Roof repairs   |   | ✓ |
| Shower curtains, poles and fittings  | ✓ |   |
| Smoke/heat detectors (mains operated provided by Tinteán)                      |   | ✓ |
| Smoke alarm batteries  | ✓ |   |

|   |   |
|---|---|
| Taps  | ✓ |
| Toilet bowl & cistern   | ✓ |
| TV reception equipment  | ✓ |
| Wash hand basins  | ✓ |
| Washing lines, rotary dryers  | ✓ |
| Windows, frames and handles, locks and hinges in individual dwellings | ✓ |
| Fire Blankets   | ✓ |

**Where any repair works are due to tenant misuse the cost of the repair will be re-charged to tenants.**

### **Making changes and alterations**

From time to time you may want to make changes and alterations to suit your own tastes and make the property your home. This is natural, and we encourage it. But we must make sure that the alterations are safe and will not detract from the property and the estate. That's why you must formally request permission for any changes before any work begins. You must put your request in writing. Tinteán will allow most reasonable alterations to properties.

Each request will be looked at individually but in general the following guidelines apply:

No structural changes may be made, e.g. knocking through or removing walls.

No changes/alterations will be allowed to fencing standards, walls around the front gardens.

No fencing or walls will be allowed at the front of residents' homes if these were designed as open plan.

You are not permitted to paint the outside of your home.

External structures, (such as sheds or extensions), will only be permitted by Tinteán if you have appropriate planning permission, have consulted your neighbours and satisfy any other statutory regulations. You must seek our approval in the first instance.

There are also a number of other conditions:

Tinteán insists that qualified tradesmen are used in any work carried out to property e.g. qualified gas fitters and

electricians. We will look for test certificates when the work is completed.

The tradesmen you employ must have adequate insurance cover.

If you are not sure how to go about organising repairs or alterations please contact our office for guidance.

Please do not commence any works until we have given you permission in writing.

No alterations should be made during the defects period, i.e. in the first year of a new property.

Tinteán will not repair or maintain any changes or additions you have made.

For example, if you install an electrical shower without our permission, you will be responsible for any repairs to that shower afterwards.

Tinteán will not compensate you for any alterations or improvements you have made if you leave.

If you decide to leave the property and wish to remove any alterations or improvements made during your tenancy you must reinstate the original item(s) and they must be in reasonable condition, e.g., kitchen units, doors.

We may also ask you to reinstate the original features before you move out if your alterations are of lesser quality or do

not comply with our design.

## Internal Decoration

You can decorate the inside of your home. If you are moving into a new property, please do not hang wallpaper in the first year as Tinteán needs to monitor any settlement cracks or stains that may appear. After the first year it is not a problem. If you want to paint the walls in the first year of a new property, remember that repairs on minor cracks in the plaster work may be needed during this time. Tinteán. is not responsible for matching any new paint colours you may have used, so if you are re-decorating, remember to keep some of the paint.



# 05 MOVING IN & MOVING OUT

## **Moving In**

Before moving in you will have an opportunity to view the property and to meet with our Staff, who will explain your tenancy agreement and discuss any questions you may have about your new home.

The following are some practical suggestions and reminders to help in the initial period of a new tenancy.

It is your responsibility to ensure that accounts with utility companies are in your name.

## **Electric / Gas Supply:**

Contact the relevant suppliers to register and to ensure that everything is in order for your new home.

## **Phone / TV:**

You will need to arrange connection with a telephone/Cable TV Supplier.

## **Services:**

You are responsible for ensuring that all services are in your name.

There are some very obvious costs involved in moving dwelling such as: -

## **Heating – oil, gas, fuel**

Bord Gais/ESB sometimes require a deposit before setting up an account if you are a new customer.

Prioritise what is essential and shop around and compare costs.

## **Transport Removal costs.**

**New Address:** Notify relevant people and organisations such as An Post of your new address.

**Refuse Collection:** Organise collection of your household refuse; this may be individual or communal waste collection.

## **Register with Medical Services:**

Notify your Doctor/Medical Services of your change of address and if necessary, register with new doctor.

## **Seniors Alert Scheme:**

Tenants in elderly housing schemes are encourage to sign up for the Seniors Alert Scheme which is administered by Pobal, a not-for-profit company that manages programmes on behalf of the Irish Government and the EU. Or avail of private schemes.

## **Insurance:**

Tinteán insures the building structure of the dwelling but each tenant is responsible for insuring household contents.

## **We advise that you insure your possessions against accidental damage, fire and theft.**

Contents insurance can be arranged through an insurance company, Credit Union or bank. We recommend you shop around for the best options.

## Moving Out

If you wish to end your tenancy you must provide a Surrender of Tenancy in writing.

The length of notice depends on how long you have lived in your home as follows:

| Length of Tenancy                     | Notice Period Required |
|---------------------------------------|------------------------|
| Less than 6 months                    | 28 days                |
| 6 months or more but less than 1 year | 35 days                |
| 1 year or more but less than 2 years  | 42 days                |
| 2 years or more but less than 4 years | 84 days                |
| 4 years or more but less than 8 years | 112 days               |

The day after the date of the notice counts as the first day. Your tenancy will end on a Friday.

Tinteán will arrange an appointment to complete an end of tenancy inspection before you vacate the premises. You will be provided with the details of any matters you must address before leaving, such as repairs, cleaning, meter readings, removal of all furniture and personal possessions etc.

You will need to provide a forwarding address.

If you leave any furniture or belongings, you will be responsible for the cost of removal or disposal.

Tinteán will accept no responsibility for anything you leave in the property after you move out.

You should return the keys to a staff member and facilitate a final inspection. Your tenancy will not terminate until keys returned and you will continue to be charged rent even though you no longer occupy the property. All persons must vacate the property as Tinteán will take legal action to evict them because they will be living there illegally.

You will be asked to sign a Surrender Form which confirms that you are giving up any rights or entitlements to continue to occupy the dwelling.

You will be required to surrender the keys to the property.

# WHAT TO DO IF YOU ARE HELPING WITH THE AFFAIRS OF A TENANT WHO HAS DIED

The death of a friend or relative is a traumatic time and it can be very difficult if the deceased has not made any plans for dealing with their affairs after their death.

The following steps should help you deal with any issues relating to the property and the tenancy:

1. Inform us in writing and send a copy of the death certificate if available.
2. Tell us when you want to end the tenancy.
3. Notify utility providers to close off their accounts.

4. Make arrangements to clear all the belongings and furniture of the deceased from the property. You must inform us in writing that Tinteán can remove any items that are left.
5. Return all keys to Tinteán.
6. Advise us if there is a solicitor dealing with the tenant's will in order for any overpaid or outstanding rent to be settled.

The readings for the electric and gas meters will be agreed with you and you will be responsible to pay for these up to the time you vacate the dwelling.



**06** **TENANT  
TRANSFER**

## CAN I APPLY FOR A TRANSFER OR AN EXCHANGE?

Tinteán may be able to arrange a transfer for you if you have been a tenant for at least two years.

Transfers are not an automatic right.

They usually arise as a result of changing personal or family circumstances such as overcrowding, moving away from an area for work etc.

Transfers can sometimes occur to a property owned by the Council or another Housing Association.

### **You will not be considered for a transfer if:**

- You have rent arrears
- Your home is not in a satisfactory condition due to damage or neglect.
- You or others in your household have engaged in anti-social behaviour or are under investigation for same.
- Tinteán are not taking action against you for a breach of your tenancy agreement.

Exchanges can happen subject to the approval of the Local Authority, the other AHB but are again not an automatic right. All the criteria above apply.



**07 ANTI-SOCIAL  
BEHAVIOUR  
(ASB)**

ASB can have a devastating effect on the quality of life of our residents and neighbours.

Tinteán will not tolerate ASB and is committed to preventing and addressing ASB in our tenancies. We will investigate and endeavour to resolve all complaints of ASB made to us. In order to take effective action against people who cause ASB we need to receive reliable accounts from residents affected.

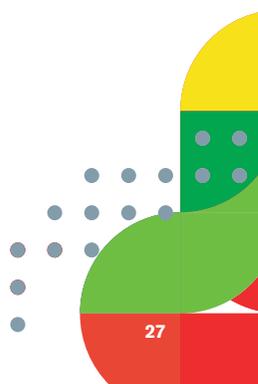
As a tenant you are responsible for your own behaviour, that of all members of your household or the general public.

**Anti-Social Behaviour is any behaviour that falls into the following categories:**

1. constitutes the commission of an offence, being an offence the commission of which is reasonably likely to affect directly the well-being or welfare of others; or,
2. to engage in behaviour that causes or could cause fear, danger, injury, damage or loss to any a member of your household, any person contracted by Tinteán, neighbours or a member of the public.
3. to engage, persistently, in behaviour that prevents or interferes with the peaceful occupation by a member of your household or neighbours.

**Examples of Anti-Social behaviour include:**

- Drug Dealing – including, sale, supply or possession of an illegal drug.
- Illegal drinking or prostitution
- Harassment on the basis of religion, ethnicity, disability, community background or sexual orientation or any other reason.
- Activity that causes a danger, injury or fear to any person in the vicinity.
- Excessive noise or loud music.
- Keeping breeds of dog that are not permitted.
- Breeding dogs.
- Uncontrolled animals.
- Dumping of rubbish or damage to property including graffiti.
- Unruly children.
- Domestic violence
- Non-compliance with Management Company rules in Apartment Complexes.



## What to do if you witness or experience ASB?

- Try to resolve the issue with your neighbours.
- Inform our Office.
- If discussion with your neighbour has not resolved the issue, put your complaint in writing giving all the details, including, dates, times and location.
- Supporting evidence from another source, details of any witnesses.

## We will agree a plan of action which may involve the following:

- Agreement to discuss the issue with the other tenant.
- Obtaining statements from witnesses.
- Seeking supporting evidence from other agencies.
- Advising you to report the matter to Gardaí.

We will provide, help, advice and take appropriate action against the offending person(s) where it is in our control to do so.

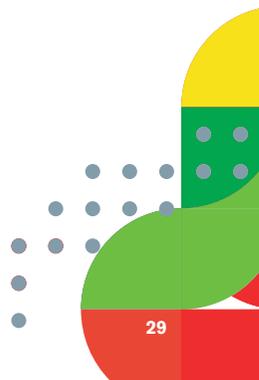
Any complaint of ASB will be treated in confidence.

It is not always within our control to deal with incidents of ASB and it may have to be referred to Gardaí or other agencies. However, we will aim to support victims of ASB and always attempt to find a resolution.

## This may involve:

- Speaking directly with the perpetrator to reach agreement to cease the behaviour.
- Where the issue is a dispute between tenants, we may assist in accessing mediation to resolve the issue.
- Depending on the seriousness of the issue, it may be necessary to report the issue to the Gardaí and we will support you in doing so.
- Participating in ASB is a breach of tenancy and we may take action up to termination of a tenancy. In the event of serious anti-social behaviour, Tintean may, without warning, serve a 7 Day Notice of Termination and seek possession of the property. In other cases,

Tinteán may write to the perpetrator notifying them of the breach and allowing a reasonable time period for the behaviour to cease. If the behaviour continues Tinteán may then serve a 28 Day Notice of Termination to bring the tenancy to an end.





**08 YOUR  
NEIGHBOURHOOD  
& BEING A GOOD  
NEIGHBOUR**

## Your Estate

The upkeep of communal areas and the overall tidiness of the estate says a lot about how people feel about living there.

It's you and your neighbours who determine how your neighbourhood develops. Whether or not you become actively involved in a resident's group, you still contribute to the development of your area in a number of ways:

*How you keep your home or garden.*

*How you get on with your neighbours.*

*How you resolve difficulties with your neighbours.*

*Whether you support local activities such as clean-ups, residents' meetings etc.*

## You and your neighbours

Getting on with your neighbours is your responsibility and common sense plays a large part in making this happen such as the following:

- Residents respect each other's right to live peacefully. Residents do not engage in behaviour that offends or upsets others.
- Residents look after their homes and gardens.
- Residents are vigilant when their children are playing in communal areas.
- Not getting involved in disagreements between children.
- Residents drive and park their cars in a way that doesn't endanger or interfere with others and not parking commercial vehicles, caravans, camper vans, trailers in or around the property.
- Residents take responsibility for their pets.

- Residents keep an eye on each other's property.
- Residents are responsible for the behaviour of their visitors.
- Residents are mindful of noise, especially at night and early in the morning.

These are reasonable expectations of what people can hope for from each other.

### **What should I do when difficulties arise?**

There will be occasions when difficulties arise between neighbours. Before approaching your neighbour, stop and ask yourself:

- Are you being reasonable? Do you have all the facts? Are you willing to listen to what they have to say?
- Explain to your neighbour how their behaviour is affecting you.
- Try to resolve the problem yourselves and don't get other neighbours involved if they are unaffected.
- Tinteán does not normally become involved in neighbour disputes but we can recommend mediation services if you are experiencing difficulties with your neighbours.

If the problem persists and interferes with your peace and quiet then contact the Tinteán office and they will suggest a course of action which may involve a third party such as a mediation service.

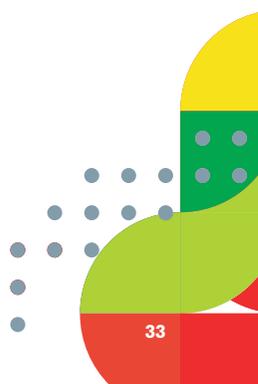
A very small number of incidents may be considered anti-social behaviour and these cases will be dealt with by the Gardai and ourselves.

### **Noise**

Adjacent houses cannot be completely soundproofed and so noise can be heard easily

enough in neighbouring properties. We expect neighbours to be tolerant and to show each other respect. Keep the noise you make at a reasonable level, particularly the sound of TV, radio and music systems.

Talk to your neighbour if you are troubled by noise.





**09 SAFETY IN YOUR  
HOME**

You can reduce the risk of your home being broken into by taking the following advice:

- Make sure that doors and windows are locked when you go out.
- Leave a light on if you go out at night. Ensure broken windows are fixed as soon as possible. Don't leave your keys under the doormat or anywhere burglars are likely to find them. Change your locks if your keys are lost or stolen and advise the Project Administrator
- Put a security mark on your electrical goods with a UV-pen or get them security-etched.
- Ask a trusted neighbour to keep an eye on the property if you're going away, e.g. they could park a car in your driveway or turn on lights at night.
- Secure garden sheds and side gates with locks.
- Let our Office know if you are going away for any length of time and arrange a contact in case of an emergency.

You can get more advice on home security by calling your local Garda Crime Prevention Officer or have a look at the Garda Síochána website ([www.garda.ie](http://www.garda.ie)).

## PREVENTING CARBON MONOXIDE FUMES

Carbon monoxide poisoning can arise in a number of different ways. You cannot see or smell it, but it can kill. Early symptoms include tiredness, headaches, nausea and pains in the chest. There is a risk of carbon monoxide poisoning:

- If your gas or oil appliance is not working properly.
- Your boiler or fires have not been serviced regularly.
- There is not enough ventilation.
- Your chimney has not been swept regularly.
- Tinteán carries out a gas safety check on all appliances installed by us once a year.
- You must allow us into your home to do this check.

If you have your own gas appliances, you must use a registered gas installer to fit them and must get them serviced regularly.

### Also follow this advice:

- Keep rooms well ventilated.
- Never block or close vents.
- Sweep chimneys at least once a year if they are used for wood or coal fires.

## ELECTRICAL SAFETY

Electrical installations can be dangerous, so please follow this advice:

- *Unplug any appliances that are not in use*
- *Use the correct fuses in plugs*
- *Don't touch bare wires - turn off the electricity at the consumer unit, (fuse box)*
- *Don't touch any electrical appliance if it is wet or if your hands are wet - turn off the electricity at the fuse box and don't use the appliance again until it is dry*
- *Don't overload sockets*
- *Don't carry out any electrical alterations or improvements without our permission*
- *Don't put nails or fittings in a wall near a socket, switch or light fitting or around the edge of the wall as this is usually where electrical wires are put behind plaster.*

## GAS SAFETY

*Tinteán. will service gas central heating boilers regularly and any other gas appliances supplied by us. Tenants have to allow access for the contractor.*

## BURST PIPES / WATER LEAKS

*Know where your stop valves are located. If you have a leak, immediately switch off the water supply to the property at the stop valve (internally usually under the kitchen sink)*

- *Drain the system by running taps.*
- *Turn off heating.*
- *Look for the leak and try to stop it initially by wrapping towels around it.*
- *Contact Tinteán immediately.*

## FIRE SAFETY

Here is some advice on how to prevent fires and how to protect yourself and your family in case of a fire.

If you smell gas, immediately follow these steps:

- *Turn off the mains.*
- *Open windows and doors.*
- *Extinguish flames.*
- *Do not switch on electrical equipment or switches.*
- *Contact the gas company immediately – 1850 20 50 50.*

Tenants are responsible for carrying out inspections of their firefighting equipment

on a regular basis as follows:

- Fire Blankets are fitted in a designated place in the kitchen.
- Access or visibility of the Fire Blanket is not obstructed.
- Test each smoke alarm every week by pressing and holding the test button until the alarm sounds.
- Replace the backup battery every year or when the alarm starts to bleep.
- If a smoke alarm is damaged or doesn't sound when tested, please contact our Office immediately.

We will carry out annual safety checks on smoke alarms – detectors fitted by Tinteán.

- Keep children away from the cooker unit when cooking.
- Never leave pans unattended and keep the handles turned in over the work surface to avoid adults or children knocking or pulling them off the cooker.
- Keep cables from kettles, toasters etc. away from the cooker and don't let them hang off worktops
- If you deep fry food, use a proper electric deep fat fryer instead of a chip pan. Chip pans are highly dangerous.

- If a pan catches fire, turn off the cooker, use the fire blanket provided or soak a tea towel under the tap and wring it out.
- Do not remove the fire blanket/tea towel or move the pan for at least 1 hour until it has cooled down.
- Never throw water onto a pan fire!!

Both cigarettes or candles be dangerous and can start fires very quickly if you are not careful.

- Never smoke in bed.
- Don't smoke when you are tired or when you have had alcohol.
- Make sure you put out cigarettes fully when you are finished.
- Never leave lit candles unattended or near anything that could catch fire, especially curtains.
- Always put candles out when you leave the property and when going to bed.
- Always use a proper holder for candles and never put them on plastic surfaces like televisions.

It's a good routine to check the home every night before going to bed.

- Check you have put out all cigarettes.
- Check all candles are out.
- Unplug all electrical appliances, especially televisions, dryers and washing machines.
- Check the cooker is off.
- Put the guard up to the fire.
- Close the door to each room. This will help stop smoke and flames spreading if there is a fire.

It's also a good idea to plan ahead, so that your family members are prepared for an emergency.

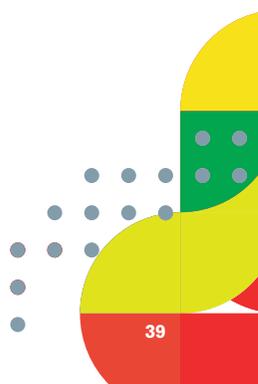
- Make sure all your family know what to do if there is a fire.

- Plan your escape route and keep all exit routes clear, keep door and window keys handy.
- Make sure you know where to meet outside of the dwelling and account for everyone that was in the dwelling.
- If there is smoke, keep low where the air is cleaner
- Get everyone out as quickly as possible, don't waste time investigating the fire or stopping to collect valuables.
- Call the fire brigade **999** or **112** - try to stay calm and give them your address and other details they need.

- Don't go back into the dwelling or apartment for anything, wait for the fire brigade.

## **IF CLOTHES CATCH FIRE:**

Don't run. Lie down and roll around. Smother the flames with a heavy material, like a coat, blanket or a fire blanket if there is one near.





# 10 CUSTOMER CARE & COMPLAINTS

Tinteán is committed to providing high quality housing and support services. While we strive to reach these standards, we may not always meet your expectations.

You have an entitlement to voice your dissatisfaction with any areas of our service provision.

**In cases where:**

- We have not carried out a repair in a satisfactory manner or within the target time set.
- We have not dealt with a particular problem satisfactorily.
- You feel a member of staff, or a contractor, has not been respectful towards you.

Tinteán will treat all complaints seriously. Should our service fall below the standard or we have made a mistake, we will apologise and make an effort to sort the issue as quickly as possible.

A complaint can be made over the phone, face to face, or in writing by letter or email.

- Speak with the member of staff you normally deal with. We will try to resolve the matter for you straight away, however, where it requires further investigation, we will respond within 10 working days.

- If you are unhappy with the response, you can contact the CEO. The CEO will review the matter and a reply will be sent within 10 working days.
- You are entitled to refer a complaint to the Residential Tenancies Board's (RTB) Dispute Resolution Service if you are not satisfied with the way in which your complaint has been handled. We do ask that you give us the opportunity to resolve the matter before referring the matter on to the RTB. Further information can be found at <http://www.prtb.ie/dispute-resolution>.



# 11 USEFUL CONTACTS

| Service                       | Number   | Website / Email  |
|-------------------------------|--|--|
| Ambulance/Fire/ Brigade/Garda | 999 or 112   | -  |
| Bord Gais                     | Emergency 1850 20 50 50<br>Customer Service 1850 632 632 | <a href="http://www.bordgais.ie">www.bordgais.ie</a>                                 |
| Airtricity                    | Customer Service<br>1850 81 2220                         | <a href="http://www.airtricity.com">www.airtricity.com</a>                           |
| ESB                           | Emergency 1850 372 999<br>Customer Service 1850 372 372  | <a href="http://www.esb.ie">www.esb.ie</a>   |
| Citizens Information Service  | 180 777 121  | <a href="http://www.citizensinformation.ie">www.citizensinformation.ie</a>           |
| Tinteán                       | 059 9135934<br>087 6379414                               | admin@<br><a href="http://carlowvoluntaryhousing.com">carlowvoluntaryhousing.com</a> |
| Garda Confidential            | 1800 666 111   | <a href="http://www.garda.ie">www.garda.ie</a>                                       |
| Crime Stoppers                | 1800 250 025   | <a href="http://www.garda.ie">www.garda.ie</a>                                       |
| St Vincent de Paul            |  | info@svp.ie  |
| MABS                          | 081 807 2000<br>WhatsApp 086 035 3141                    | -  |



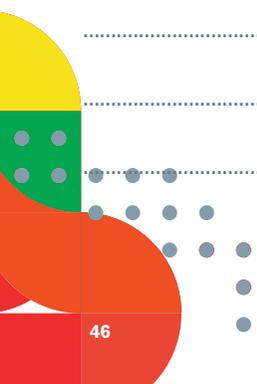
# 12 NOTES

|   |  |
|---|--|
| <b>Tenants Name</b>                         |  |
| <b>Tenants Address</b>                      |  |
| <b>Tenants Contact Numbers</b>              |  |
| <b>MPRN</b>                                 |  |
| <b>Electricity Account Number</b>           |  |
| <b>Gas Account Number</b>                   |  |
| <b>Telephone / Broadband Account Number</b> |  |
| <b>TV Supplier Account Number</b>           |  |
| <b>Doctor's Name</b>                        |  |
| <b>In case of emergency contact number</b>  |  |



# NOTES

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**REGISTERED ADDRESS**

Tinteán Coille Community Centre,  
Tinteán Coille, Pollerton, Carlow.

**T:** 059 913 5934

**E:** [admin@tinteanhousing.com](mailto:admin@tinteanhousing.com)

**SOLICITORS**

AB Jordan Solicitors  
College Street, Carlow

**AUDITORS**

Harney Nolan Business Advisors  
Equity House, Dublin Road, Carlow.

**COMPANY REGISTRATION NO.**

198339

**TAX REFERENCE NO.**

65983391

**CHARITABLE RECOGNITION NO.**

CHY10914

