



TENANT HANDBOOK

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MOVING IN

It is up to you to notify relevant people of your new address:

ESB

Eircom

An Post

Social Welfare

Bank

Revenue

Cablelink –there is a restriction on satellite dishes – check with Fold Staff.

You are responsible for insuring your household contents and personal property against accidental damage, theft and fire. Shop around for best quotes from your current providers, Credit Union, or bank.

Extra costs with your move:

- Furniture removal
- Buying furniture/electrical goods
- Connection charges to Eircom, cooker, washing machine etc.
- Deposits
- Redirection of post
- Contents insurance

If you need advice on managing your money, contact your local MABS (Money Advice and Budgeting Service). They provide a free and confidential service.

YOUR HOME

Safety and Security in your apartment block.

Make sure the entrance door is always closed behind you.

Never leave the entrance door open or jammed open.

Don't let people follow you inside. Make sure never to block entrances, landing and stairwells with bicycles, buggies or other items so there is a safe exit for emergencies.

Safety and Security in your home

Make sure windows and door are locked when you go out

Leave alight on at night

Don't leave keys under the mat or anywhere easily found by another person.

Change your locks if your keys are lost or stolen.

All new properties will have some small outstanding problems and repairs. These are known as defects or snags, and will be fixed by the Builder within an agreed time frame. Please be patient as all repairs will be completed within the defect period.

Fold Staff will provide you with a Snag Sheet at handover.

Please record all small and non urgent repairs on the Snag Sheet which will be collected by Fold Staff after a 6/8 week period.

Emergency/urgent repairs should be reported immediately to the Fold Office.

You must allow access to Fold staff and/or contractors to carry out repairs and inspections. Please let us know if a repair has not been carried out satisfactorily.

Please note non urgent repairs may not be dealt with immediately.

Repair Priorities

As your landlord Fold has a duty to carry out certain repairs.

We carry out response repairs for Tenants under 4 main categories as follows:-

<u>Type</u>	<u>Timescale</u>
Emergency	To complete works within 24 hours.
Urgent	To complete works within 4 working days.
Normal	To complete works within 1 month.
Long Term	To complete works within 3 months.

We also carry out programmed works of Major Repairs and Planned Maintenance.

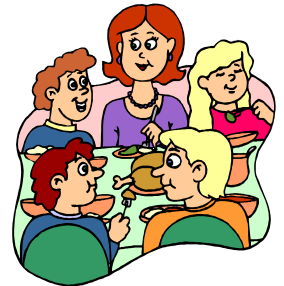


REPAIR RESPONSIBILITIES

WHO IS RESPONSIBLE FOR REPAIRS?

As your Landlord, we have a legal duty to carry out certain repairs when these are needed. As legislation changes, the responsibility for specific repairs may also change. This means that there may be times when we have carried out certain repairs in the past, but because of changes in the law, a specific repair may become your responsibility, or vice versa.

We expect that as time passes, normal wear and tear will occur to your accommodation. However, should your accommodation need a repair because of either neglect or damage either by you or your family or visitors, we expect you to carry out any necessary repairs.



If a repair is needed because of your neglect or damage, we may serve a notice on you for you to repair it and we will inspect that you have done the works to a safe standard.



In some cases we may carry out the repair on your behalf and then charge you for the cost.
(These are RECHARGEABLE REPAIRS).

There may, however, be some occasions when we will carry out a repair for which we are not generally responsible. This will usually depend on particular circumstances, and these are known as discretionary repairs and will only be carried out following approval by the Housing Officer.

The sections below give advice on which repairs are our responsibility, and which are yours. If you still have queries about whose responsibility a specific repair is then ask your Housing Officer.

TENANT RESPONSIBILITIES

You are responsible for keeping your accommodation in a reasonable condition and for attempting to solve minor problems.

Note: You are expected to take reasonable precautions to prevent damage to the accommodation by fire, frost, the bursting of water pipes or the blocking of drains and sinks.

We rely on you to report any faults promptly and to provide access to our staff to inspect repair items and to Contractors to ensure that the repair can be undertaken within our agreed timescales.

Finally, remember that someone else will be moving into your accommodation if you ever decide to leave. Please make sure that the property is clean, tidy, reasonably decorated and that all your unwanted belongings have been cleared, including any in the roof space.

FOLD'S RESPONSIBILITIES

We are obliged to keep the structure and exterior of your accommodation and the building in which it is situated in good repair.

We also undertake to keep in good repair and proper working order installations for the supply of water, gas and electricity, for toilet and bathroom facilities and for room and water heating.

In the case of flats in block buildings, we will take reasonable care to keep all communal areas including: entrances, corridors, stairways, lifts, refuse rooms and any other common parts in reasonable repair.

Please see the following pages as to Who Fixes What.



WHO FIXES WHAT?

REPAIR		Responsibility	
		Fold	Tenant
Bath	Bath Unit	√	
	Baths Wastes including blockages	√	
	Bath taps including new washers	√	
	Plug and chain		√
Bathroom fixtures and fittings	Except wc seats, towel rails and toilet roll holders	√	
Chimneys		√	
Communal areas		√	
Decoration	External	√	
Decoration	Internal		√
Domestic appliances	Such as cookers, fridges, washing machines, dishwashers		√
Doors	Internal and external including frames, hinges, locks, door jambs and thresholds and handles	√	
Downspouts		√	
Floor covering	Including adapting doors to accommodate carpets		√
Fences & gates		√	
Fire grates and surrounds		√	
Fixture & fittings	Such as coat hooks, curtains, curtain rails		√
Garages	Including doors, but only after inspection	√	
Garden Maintenance	Including dustbins and the supply of replacement dustbins and refuse areas		√
Gas	Leak	√	
REPAIR		Responsibility	
		Fold	Tenant
Glazing	If broken into you must obtain a report number from the Garda. You must also provide the name of the investigating Garda and the name of the Garda Station. Note: We will only carry out a temporary board up. Reglazing is a tenant responsibility item unless extenuating circumstances exist.		√
Guttering		√	
Handrails	Where fitted by Fold	√	

Heating	Including storage heaters and fitted electric fires. (Except bleeding radiators. This is your responsibility)	√	
Hot water cylinders	Including cylinder insulation	√	
Infestations	By ants, wasps, bees, cockroaches, mice, silverfish, rats, bedbugs or flies		√
Immersion heaters		√	
Kitchens	Wall cupboards, resecure	√	
	Wall cupboards, refit doors (but only after inspection)	√	
	Worktops, including burns, scratches, chipped melamine		√
	Base unit doors, (but only after inspection)	√	
	Base unit,(but only after inspection)	√	
	Drawers,(but only after inspection)	√	
	Extractor fan, excluding filter	√	
	Shelves to units	√	
Letter boxes			√
Light fittings	Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters and non standard light fittings fitted by tenant	√	
Locks	External doors	√	
	Internal doors to dwelling		√
Loss of keys	Including repairs to force entry if you get locked out and including broken keys in lock		√
Out buildings	Only if provided by us	√	
Over bath showers	If fitted by tenant		√
Paths	Including steps, footpaths and ramps	√	
Plastering	Internal and external after inspection	√	
Plumbing repairs and leaks	Except for washing machine, dishwasher and bleeding radiators	√	
Porches		√	
Rain water gullies			√
Re-lighting gas pilot lights	Including resetting of any heating controls or programmes		√
Roofs		√	

Exchanges

You must seek approval from the Association if you wish to exchange with another tenant.

An exchange is changing your property with another tenant living in Fold accommodation or with another landlord thereby meeting the needs of both tenants. You will be required to sign an agreement to accept the property in its present condition. The exchange will not take place without the consent of both landlords. If we do not approve the exchange you will be informed of the reason. Introductory tenants will not normally be considered for an exchange. The policy applies to secure tenants.

Transfers

Applications can be obtained from your local Fold office. Fold will consider all applications for transfer within its housing schemes on receipt of a completed Transfer Application Form. In considering such applications the following criteria will apply:-

- ❖ Where a tenant has been subject to harassment or intimidation on the grounds of religion, politics, race, sex or disability (a letter of confirmation of intimidation or harassment must be supplied by the Garda)
- ❖ Where a tenant wishes to move to smaller or larger accommodation for reasons of overcrowding or underoccupation.
- ❖ If there are serious medical or social reasons

We do not normally consider transfers unless your **Tenancy is 2 years old**. Should we offer you a transfer, you are obliged to allow prospective tenants to view the property. If we cannot offer a transfer we will write to you explaining the reasons.

IMPROVEMENTS AND ALTERATIONS BY TENANTS

Before you make any alterations to your accommodation you **must** write to us to obtain permission. We have to ensure that your accommodation is not damaged or made unsafe. In some cases you will also have to obtain Planning Permission or Building Regulations Approval from the local council. An alteration is anything which is an addition or change to your accommodation or its gas, oil, electrical or water supply.

Examples of the most common alterations are:

- Moving/removing fitted units or doors.
- Modifications to central heating.
- Fitting different light switches and sockets (eg. dimmer switches or decorative effect)
- Adding or moving electric sockets.
- Plumbing in washing machines or other appliances. (This includes bottled gas operated fires).



- Building patios.
- Knocking down walls.
- Double glazing.
- Fitting a gas fire or building a feature fireplace.
- Enclosing or building porches.
- Extensions.
- Additional fencing, gates or railings to front, back or side gardens.
- Satellite dishes.
- Building garages or sheds.

Your rent will not increase as a result of any improvements you make, but you will be responsible for repairs to the improvement. If you do not obtain permission before doing such works you may be recharged by us to repair or restore your accommodation to its original condition.

Note:

We try to consider reasonably all requests for alterations and in all cases seek to take account of the Health & Safety implications of such works on you, your family and neighbours.

Where we give approval we will inspect the works and require that works are done by competent qualified people. We may impose conditions attached to our approval (Eg. if electrical works are involved then we will need to see a copy of a RECI or equivalent Certificate, issued by a qualified Electrician).

QUALITY CONTROL

We inspect a proportion of repairs when they are completed, and will tell Contractors to remedy any unfinished or poor quality work.

ACCESS

Access to your accommodation may be essential to carry out repairs to the heating installation, to service pipes and electrical wiring where they are the responsibility of the Association. It is often difficult for FOLD to be specific about when a Contractor will call. Therefore, the more flexible you can be about access times the more speedily we are likely to be able to have a repair carried out. Should there be an emergency and you are absent from your accommodation FOLD may have to enter your accommodation to deal with the repair.



If a Contractor calls and you are out, then they will leave a calling card for you to contact them. Access may also be required by Fold Staff to inspect repair items in your home as highlighted in your Tenancy Agreement.

YOU AND YOUR NEIGHBOURS

Getting on with your neighbours is your responsibility. Generally Fold has a reasonable expectation that people will make an effort to get on with each other and does not get involved with neighbour disputes. However, there can be occasions when difficulties arise between neighbours. Consider the following to help ensure a good neighbourly environment and avoid unnecessary difficulties.

- Residents respect each others right to live in peace.
- Residents do not engage in actions that offend or upset others.
- Residents look after their home, balcony and surrounding area.
- Residents and/or visitors park their cars in a way that does not interfere with others.
- Residents keep an eye on each others property.
- Residents are responsible for the behaviour of their guests and visitors.
- Residents of mindful of noise, especially at night, and early in the morning.

Anti Social Behaviour

If you are experiencing or witness anti social behaviour you should report it immediately to the Gardai and your Housing Officer. Reported complaints with substantiated information will be investigated by Fold to ensure the situation is dealt with effectively. When reporting an incident you must give a reliable account and full details:

Exact time and date

The location

What happened

Names of those involved (if known)

Name of Garda who attended

Log the details

YOUR RENT AND OTHER CHARGES

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

Generally rent is charged on a differential basis which will be calculated based on your income and will be explained to you by your Housing Officer. Other schemes will have a fixed rent; all rent charges will be assessed at the beginning of your tenancy and then re assessed periodically.

Normally, rent is paid through a Standing Order (set up from your Bank Account)

When you sign a Tenancy Agreement you make a legal commitment to pay rent regularly and in advance. Failure to pay rent will result in legal action.

If you miss a payment and fall into arrears a repayment programme will be negotiated with your Housing Officer, failure to adhere to an agreement will result in re possession of your home, and in some cases a debt judgment will be taken against you, which will damage your credit rating for future borrowing.

MABS will assist you with budgeting and managing your debts. It is a free and confidential service.

In some schemes service charges will be applied which are unique to that particular scheme and are dependent on services provided. Services covered may include:

- Additional staff such as caretaking or wardens.
- Additional cleaning services in apartment blocks.
- Management Agency fees.
- Car parking fees.
- Refuse collection.
- Security.
- Heating, lighting of lobbies and other common areas.
- Lifts, door entry systems, fire alarms.