



TENANT HANDBOOK- Captain's Place

WELCOME HOME

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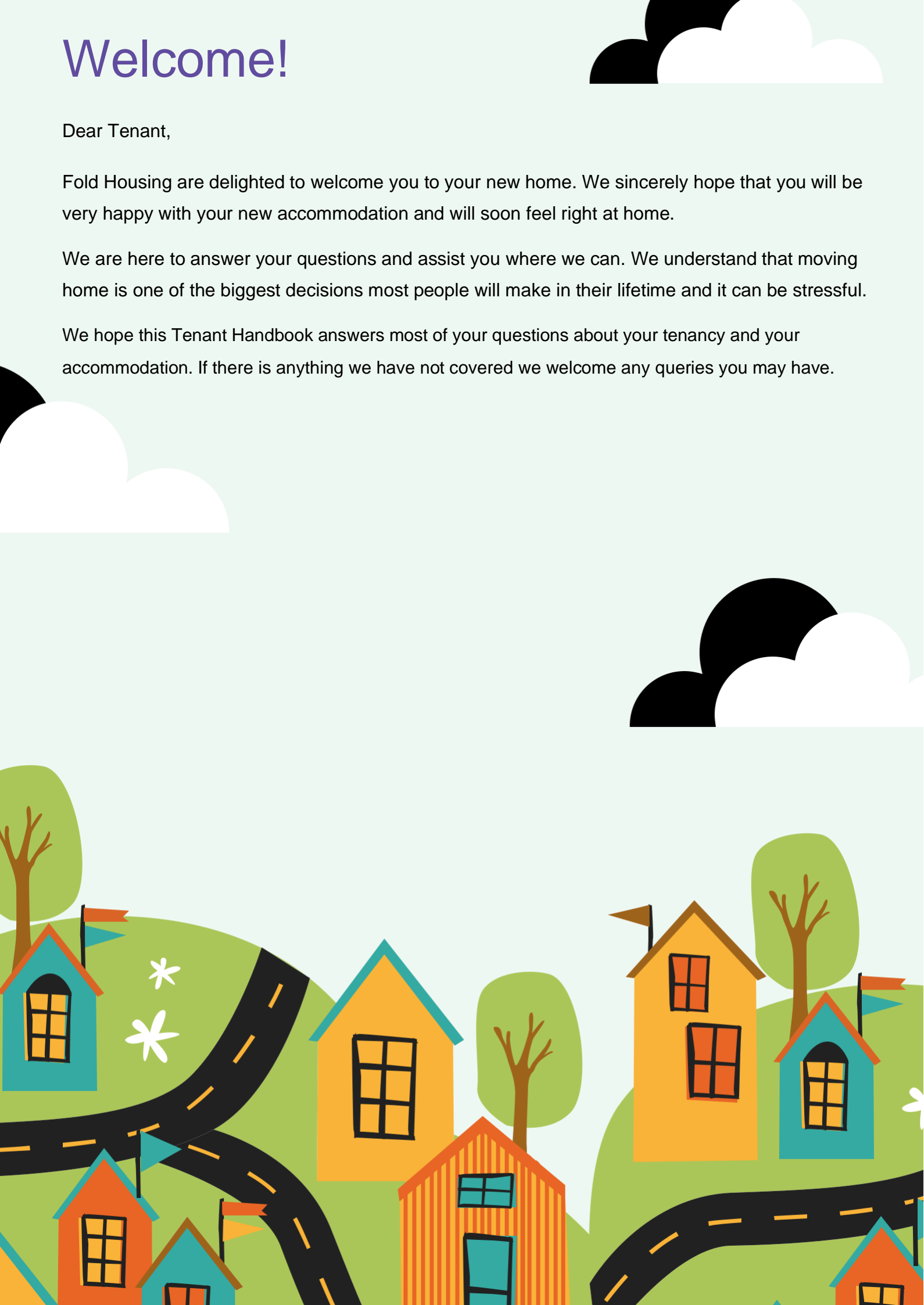
Welcome!

Dear Tenant,

Fold Housing are delighted to welcome you to your new home. We sincerely hope that you will be very happy with your new accommodation and will soon feel right at home.

We are here to answer your questions and assist you where we can. We understand that moving home is one of the biggest decisions most people will make in their lifetime and it can be stressful.

We hope this Tenant Handbook answers most of your questions about your tenancy and your accommodation. If there is anything we have not covered we welcome any queries you may have.



Fold Contact Information

Fold Housing provides apartments and houses for older people and families. In addition, the Association provides supported housing with 24 hour care for frail and older people. Fold Housing enhances the quality of life for many people in the community by providing a unique combination of accommodation and associated service options. These include: Housing-with-Care and day care for frail older people and people with dementia, sheltered housing, and general needs accommodation for families.

The office of Fold Housing is located at:
Suite C,
Ashtown Business Centre,
Navan Road,
Dublin 15.
D15K6WK

T: 00353 (01) 8228804
(Our opening hours are 9am-5pm Mon-Thurs, 9:00-4:30 Fri)
E: enquiries@foldireland.ie
W: www.foldireland.ie

If tenants wish to raise any issue in relation to their property or have suggestions/feedback please see the below contact information

Housing Officer: Joan Clifford

Estates Officer: Susan Taylor

Director of Housing and Care Services: Martina Conroy

Opening Hours: Mon-Thurs 9:00am-5:00pm Fri 9:00am-4:30pm

Out of office hours: Please contact Telecare on 048-90421010 in the case of an emergency

Emergency Contact Information

Fold Connect 24 provide a range of Connect 24 solutions to Fold Housing's residents who can access help and support 24 hours a day by linking them directly to a member of staff or by contacting Fold Connect 24's Response Centre.

We will provide an alarm unit and portable personal pendant, linked via the ordinary telephone line to Fold's 24/7 Connect 24 monitoring centre. By pressing the pendant, an emergency call is placed through to a Fold Connect 24 Call Advisor who will offer immediate reassurance and support and arrange for whatever additional help is needed e.g ambulance or fire service.

If you would like more information of the Connect 24 service please phone: 01 670 4114.

If you smell gas: Contact Bord Gais on 1850 20 50 50 (24-hour service) and ring 999 (Use Radius connect 24)

Water Issues: Call Irish Water on 1850 278 278. (24-hour service)

Electricity issues: ESB on 1850 372 757 (Mon-Fri 8:30am-6pm and Sat 8:30am-1:30pm)

Emergency services: 999 (Use your Radius Connect 24)

Homeless Freephone Helpline: 1800 707 707



Your Tenancy

Your tenancy agreement explained

Your tenancy agreement is a legal document and when signed forms a contract between you and Fold Housing. It defines both your own and Fold Housing's obligations and responsibilities in terms of:

- Probationary period.
- Rent payment and charges.
- The upkeep of your home.
- Your behavior and that of your guests, both in your home and your community.
- Matters that require written permission.
- Grounds for possession.

If the terms of this contract are broken it could result in Fold Housing seeking possession of the property. Your Housing Officer will be happy to answer any question you might have in relation to your agreement.

Probationary Period

Under a 'Part 4' Tenancy, your tenancy can be terminated at any time during the first six months if Fold Housing finds that the terms of your tenancy agreement have been breached. The agreement clearly sets out your responsibilities regarding rent payments, anti-social behaviour, care of the property and property management.

After 6 months of unbroken tenancy and if your tenancy has not been terminated by Fold Housing, you are deemed to have security of tenure. This means that you as a tenant have the right to continue to live in the property as laid out in the agreement. Recent changes in the legislation gives you the right to remain in the property for a further five and a half years. However, Fold Housing can take still seek to terminate the agreement should you persistently breach the tenancy agreement. You can register online for further information at www.rtb.ie.

Joint Tenancy Agreement

A joint tenancy can be between two or more parties who permanently reside in the dwelling. The most common of which are signed by couples. In the event of a separation, divorce or death, the joint tenancy agreement can change. In the case of separation or divorce one party may opt to surrender their right to the tenancy.

Single Tenancy Agreement

Can my partner move in? If you signed a Single tenancy agreement and now want your partner to move in you must first talk to your Housing Officer. Your agreement states that you must seek permission if you intend to increase the size of your household.

Can I buy my Fold Housing home?

As an approved housing body, Fold Housing properties are not for sale. We are a not-for-profit limited company. Our properties meet the needs of older more frail people, those with special needs and those families and individuals who do not have the financial resources to purchase their own home. It is our intention to continue to grow our housing stock with the aim of ensuring that everyone can live in a comfortable home regardless of their age, health condition or financial situation. Selling properties would not meet that aim.

Can I keep a pet?

Tenants living in apartment blocks are not permitted to keep pets.

Can my children inherit the tenancy?

Inheritance of a property by a surviving child is at the discretion of Fold Housing. In such situations the child must be over 18 and can prove that they normally reside in this property. However if the accommodation is more suitable for a larger family or is more appropriate to meet the needs of a disabled person Fold Housing may exercise their right to take back the property. Should you have any queries about property inheritance please talk to you Housing Officer.

What are my responsibilities as a tenant?

- Keep the terms of the tenancy agreement.
- Pay your rent in full and on time.
- Maintain the property and report any defects which are the responsibility of Fold Housing in a timely manner.
- Allow Fold Housing access to carry out inspections and necessary repairs. Insure your contents against accidental damage or theft.
- Ensure that you, your household or your guests do not interfere with your neighbours peaceful enjoyment of the estate.
- Do not make any structural alteration to the property without written permission from Fold Housing.
- If you have a garden you are required to maintain it in good order.

What are Folds responsibilities to me?

- Keep the terms of the Tenancy Agreement.
- Notify you 4 weeks in advance of any changes to rents or other charges.
- Adhere to Fold policy regarding management of rent arrears.
- Send you a quarterly rent statement.
- Carry out general, cyclical and major repairs and maintenance.
- Keep the structure of the accommodation insured (not the contents).
- Provide adequate notice in line with legislation if it becomes necessary to end your tenancy.

How do I make a complaint?

You can make a complaint in a number of ways including:

- On the telephone 01 8228804.
- In person at our office at Fold Housing, Ashtown Business Centre, Navan Road, Dublin 15.
- By email to info@foldireland.ie
- Through a third party – a relative, councillor, TD or RTB services.
- In writing to your housing officer or any Fold Housing staff member at the above address.

Confidentiality and General Data Protection (GDPR)

GDPR is a regulation that requires businesses to protect the personal data and privacy of EU citizens. Fold Housing is GDPR compliant, which means that all information kept on file about you either in paper form or electronically is confidential and will not be shared with third parties without your permission. Your information is securely stored and kept only for such time as it is needed. It is then disposed of as per regulations. Fold Housing exercise precautions required by law to protect your information.

However, there may be some circumstances where we might be required to disclose information for example:

- If your information was required by An Garda Siochana during the investigation of a serious crime.
- Where a child might be at serious risk, the best interest of the child supersedes your right to privacy.
- If your life was in danger and information was required by emergency services.



Making The Move

Heating, Gas, TV and Electric

It is up to you to notify relevant services and others of your change of address such as: ESB, An Post, Social Welfare, Bank, Revenue etc. Satellite dishes are not allowed in your new accommodation. This will be covered in the Pre Tenancy Course. Check before you sign up with a TV and broadband company. You will be given your new GPRN and MPRN numbers and meter readings for your gas and electricity when you sign your tenancy agreement or when the keys to your new accommodation are handed over to you. You then need to change the account into your own name. You are then free to choose your own service supplier unless otherwise informed.

Do I need furniture and appliances?

You will need to provide your own furniture and electrical goods. It is up to you to arrange to have your electrical appliances installed. Only use an electrician who can certify his work.

Moving home can be costly. If you need advice on managing your money contact your local MABS (Money Advice and Budgeting Service). The number for MABS Crumlin is 0761072500 and are located on at 2 Inismore Housing Estate, Crumlin Village. They provide a free and confidential service. Alternatively you can apply to the local Community Welfare Officer for help and advice on what grants are available to you.

Insurance

It is essential to keep your contents insured against accidental damage, flood, fire and theft. Fold Housing are not liable for any tenant contents, regardless of the cause of the damage or loss. It is our responsibility to keep the structure of the dwelling insured.

Waste Management and Bin Charges

Depending on the scheme you may be responsible for your own bin charges. However if you live in an apartment building you will have a shared bins and therefore you will share the cost. This cost varies from scheme to scheme and will be discussed at your Pre-Tenancy Training Course. Talk to your Housing Officer before signing your Tenancy agreement if you are in doubt about charges.

Rent and Reoccurring Charges

How is my rent calculated

Most Fold Housing property rents are calculated on the household income. This is known as 'differential rent'. Those on lower incomes pay lower rent thus ensuring an equal quality of living for all tenants throughout the scheme.

There may be service charges added to the rent depending on the scheme. The extra charge may be for waste collection, cleaning of common areas, boiler services or management fees. As discussed in your pre-tenancy there will be a weekly add on of 3 euro for these service charges. This charge is included in your rent assessment.. If you are in any doubt about what charges you are required to pay please speak to your Housing Officer.

Will my rent and charges stay the same?

Because your rent is assessed on the basis of your income all tenants are required to notify Fold Housing promptly of any change in their income. A rent assessment is carried out annually. This usually happens in January. You will be asked to provide proof of income and your rent may be adjusted at this stage. Fold Housing will inform you of any changes in rent charges in writing giving you a minimum of four weeks' notice.

Failure to comply with requests for proof of income will be considered a breach of the tenancy agreement and could lead to the termination of the tenancy.

Will I get a book or a statement?

Fold Housing will issue a quarterly rent statement. If you require a statement one can be issued at any time on request. We do not issue rent books.

What if I miss a payment ?

If you miss a payment it is important to act quickly to ensure you don't fall into arrears which might become difficult to manage. It is your responsibility to contact your Housing Officer to explain why the payment was missed and discuss a strategy for repayment.

Fold follows a strict Rent Arrears Policy and Procedure. We will contact you when the payment has been missed and work with you to sustain your tenancy and propose a repayment agreement. The procedure for rent arrears recovery is thus:

Stage 1 (week 1) - We will contact you about your missing payment usually via text.

Stage 2 (week 2) - If your balance is not reducing we will write to you.

Stage 3 (week 3) - Your Housing Officer will contact you by telephone.

Stage 4 (week 4) - We will write you a warning letter.

Stage 5 (week 5) - You will be invited to a meeting with your Housing Officer in our head office.

Stage 6 (week 6) - We will write you a final warning letter.

Stage 7 (week 7) - Issue of a Notice of Termination.

Persistent non-payment of rent will result in you losing your home.

Maintenance

Tenants have the responsibility to notice and report any breakdowns or failures of any part of their home, either internally or externally. This includes all fixtures, fittings and overall structure of the building.

When you notice a fault contact your Housing Officer. Be specific about the nature of the problem. We aim to carry out all repairs as speedily as possible. Our schedule for carrying out repairs is as follows:

Emergency: Usually completed within 24 hours of report being received by Fold Housing staff for example blocked toilets, complete failure of heating system.

Urgent: Usually completed within 4 working days of report being received by Fold Housing staff for example restoration of hot water supplies,

Normal: Usually completed within 1 month of report being received by Fold Housing for example repairs to wall tiling, minor building repair.

Non-Urgent: Usually completed within 3 months of report being received by the Property Service Office for example cosmetic repairs, minor adaptation works.

Will I be charged for repairs and maintenance ?

Certain repairs are regarded as “Rechargeable Repairs” for example; you must pay Fold any costs we incur in repairing damage caused by you or as a result of you failing to carry out repairs you are responsible for. You may also be charged if we incur unnecessary call out costs, e.g. If we could not gain access to the property to carry out maintenance, repairs or inspections at the time we agreed with you. It is always a good idea to check before you call to report a fault as you might be liable for cost e.g. if you report that your light does not work and an electrician is sent out only to find that a light bulb needs to be replaced you will be charged for the call out.

Take a fault finding approach to faults. Sometimes the solution is simple and you may be able to deal with it yourself. Consult any manuals you have before contacting us to report. For example know where the water shut off valve is and turn it off as soon as possible if you have a flood. This will greatly decrease the damage to your home and contents. Likewise if some or all of your electrical appliances won't work check the fuse box and make sure the switches are all in the correct position.

Protect your home from mould and condensation

It is important to find the right balance between heat and ventilation. Extractor fans are provided in kitchens and bathrooms to help deal with this but there is no substitution for good ventilation; open windows when you can. Do not block up air vents.

If you find mould, wipe it away with a cloth and water or use a product specifically for mould removal. Follow the manufacturer's instructions. If the problem persists contact your Housing Officer.

Monitoring the quality of your repairs

Fold staff will inspect a sample of completed repairs to ensure that all contractors are carrying out work to an acceptable standard and are providing value for money.

Tenants will be asked to sign a Maintenance Check Sheet confirming that the work has been carried out. A member of Fold Housing will carry out a telephone survey with you to check the quality of the work and your satisfaction with the repair.

Can I erect a satellite dish?

You are not permitted to erect satellite dishes on the outside of the building. TV aerials are not provided by Fold Housing. Cabling from main TV sockets and telephone lines are all located in the property. Check with your provider prior to moving in and ask for advice before you renew your subscription with them. There are a number of providers who operate without the use of satellite dishes including Virgin and Eir. Check with your Housing Officer if you are in any doubt.

Can I make alterations to my property?

No alterations can be made without written permission from Fold Housing. You can of course paint and decorate the interior to your own taste but you cannot paint the outside of your property.

Garden

If you are in a house with a garden the upkeep of the garden is your responsibility however, if you want to erect a fence or wall to separate your garden from your neighbours you must first contact Fold Housing for written permission to carry out any outside work of that nature. If you commence work without the proper permission you will be asked to return the property to its original state

Tradesperson

Any tradesperson you employ to carry out work on your home must be qualified and appropriately insured, Fold Housing will look for certification and carry out an inspection when the work is completed. If your property is less than a year old it is still in the defects period which means that the contractor is liable to put right certain defects. No alterations can be carried out during the defects period. Always check with your Housing Officer if there is any doubt about changes or alterations to the property.

Balcony

If you have a balcony you can decorate it with patio furniture and or plants. You cannot hang washing over the balcony railing or use the balcony to store buggies and bicycles or other bulky items. For Health and Safety reasons you cannot use barbeques or anything which is fuelled by a gas cylinder on your balcony.

Safety and Security in your home

Security

We all want to feel safe and secure in our own home and we can reduce the risk of break-ins and theft by taking a few simple precautions:

Lock your doors and windows when you go out, even it's only for a short trip.

- Don't leave your key under the mat or in a secret hiding place.
- If you have spy hole fitted to your door use it.
- Consider having a chain lock fitted to your front door.
- If you lose your keys or think they may have been stolen contact your Housing Officer for advice on who to contact to replace the locks. Your keys may be security keys and may need a specialist locksmith.
- If you know you will be away from your home for more than 4 weeks contact Fold so that we can keep an eye on the property for you.
- If you live in an apartment building don't wedge outside doors open where non-residents can gain access. And always make sure the door closes behind you when you enter or leave.
- Don't buzz anyone into the building if you do not know who they are. They should be advised to press the buzzer for the apartment they are visiting. Don't leave gates to bin areas open.
- If you feel safer leaving a key with a relative or friend in case of emergency please give the key holder information to your Housing Officer.

Safety

Gas Safety

Fold Housing will service your gas boiler on an annual basis. We will contact you in writing beforehand. It is essential their access is available. If gas or electricity supply is cut off due to non payment the tenant is liable for re-connection fees.

If you smell gas:

- Turn off the gas at the mains.
- Open windows and doors.
- Do not smoke or use a lighter.
- Do not switch on or off electrical equipment or lights.
- Contact Bord Gais (NOT your gas supplier- Bord Gais emergency number 1850 20 50 50).

Electrical Safety

In the kitchen

Take extra care with electricity in the kitchen with these important tips:

- Never use switches or equipment when your hands are wet.
- Don't wrap cables around appliances that are still warm, such as irons or food processors.
- Keep your oven and grill clean. Not only will this help them perform more efficiently, but it reduces the risk of fire.
- Don't store objects on top of appliances, such as microwaves, as this can block ventilation.
- Keep flammable items away from sources of heat, so store cleaning equipment away from washing machines, for example.
- Test your smoke alarm regularly.
- Don't overload multi-sockets.
- When decorating and hanging pictures check where wires might be hidden in the wall e.g never put a nail in a wall directly above a light switch, you may hit a wire.

In the Bathroom

In the bathroom electricity and water can be a deadly combination, so take special care if using appliances such as hairdryers or radios in this room. Avoid bringing them in altogether.

For more information see <https://www.ovoenergy.com/guides/energy-guides/the-ultimate-guide-to-electrical-safety-around-the-home.html>.

Fire Safety

- Your home has been fitted with carbon monoxide, smoke/heat detectors, and a fire blanket.
- Read the manuals and get to know how to use them.
- Keep the items where you can reach them in the event of a fire. Don't hide them away in a storage press. Think ahead- If your cooker was on fire and your kitchen was filled with smoke where would you want to locate your fire blanket?
- Check your smoke alarm regularly.
- Have an escape plan in case of fire and practice it.
- Have a routine for checking everything is in order (ashtrays emptied, appliances unplugged etc.) for last thing at night and commit to it.
- Never leave candles unattended. Blow them out when you go out and especially when you go to bed.
- Don't smoke in bed at night or sitting in a comfortable chair where you are liable to relax and snooze.
- If you smoke make sure you always use an ashtray and extinguish cigarettes properly. Empty ashtrays before bed making sure there are no smouldering cigarettes or debris in the ashtray. Always use the back rings of the cooker first and keep handles turned in.
- Never block exit routes. If you live in an apartment building and notice that a fire exit is blocked don't ignore it, report it, move it or get help to move it. It could save lives.
- Keep your door keys in the same place and close to your door so if there is a fire you won't waste time looking for them.
- In case of a fire – get out and stay out.
- Do not re-enter the building for any reason. Dial 999 or 112

Your Neighbourhood

We hope that you will be happy in your new home and that you will get to know your neighbours over time. We feel certain that you will be proud of your new accommodation and want to keep the grounds and the common areas looking nice so all tenants can enjoy these areas together. Communities thrive when people respect each other and interact in a spirit of friendship and partnership.

Fold Housing is responsible for the upkeep of common areas in your building and estate but we also depend on your co-operation in this regard. Setting a standard of behaviour regarding litter and the accumulation and storage of bikes, buggies and other bulky items in common areas is up to all tenants. Behind every well-kept estate is a committee of residents who take pride in ensuring its upkeep. You might consider joining or starting a residents association in your area to ensure you have a say in decision making for the future development of amenities in your building or estate. Apart from helping to shape your area it is a good way to get to know your neighbours if you have just moved.

Anti-Social Behaviour

We want all our tenants to live in peace and comfort in all of our estates. To ensure this we have a strict Anti-Social policy. Anti-Social behaviour can have a negative effect on the emotional, psychological and physical wellbeing of others. We define Anti-Social behaviour as:

- Behaviour that causes or could cause fear, danger, injury, damage or loss to any person living or working in the dwelling. These behaviours include violence, intimidation, coercion, harassment, or threats.
- Behaviour towards another person or tenant that persistently prevents or interferes with the peaceful occupation by any other person residing in the dwelling or estate concerned. This includes the transmission of loud noise or music, or any other behaviour, which would be a source of inconvenience to occupants of this dwelling or any neighbouring dwellings or properties. Anti-social
- behaviour also includes drug dealing.
- Racist comments and intimidation.
- Damaging property, illegal dumping of rubbish and graffiti.

How can I be a good neighbour?

If a behaviour or action of another could annoy or offend or threaten you then it is likely that they might feel the same way if the behaviour was directed towards them.

- Keep noise levels down especially early morning and late at night.
- Look after your home, garden or balcony area. How your home looks reflects on the surrounding properties.
- Don't park unused or broken down vehicles on the estate and stick to your designated parking area.
- Don't block up escape routes with personal items and leave litter or rubbish in the common areas.
- If you have visitors ensure that they are respectful of other residents.
- Refrain from behaviours that you know will upset others.

What if my neighbour is troublesome?

First, be reasonable. Is the behaviour persistent or just a once off? Do you feel comfortable approaching your neighbour? Talking things out and reaching an agreement is always better than making an official complaint. Perhaps your neighbour doesn't realise that there is a problem! However, if that approach doesn't work or you don't feel comfortable taking that route you should contact your Housing Officer for advice on how you might proceed.

Mediation might be the answer. Sitting down with a neutral third party may well resolve the issue. It is usually only in extreme cases and in a small number of cases that anti-social behaviour needs to be brought to the attention of An Garda Síochána.

It is not the policy of Fold Housing to interfere in the affairs of our tenants, however if the anti-social behaviour is extreme and other avenues have been exhausted you may be advised to make a complaint to the Gardai. It is always advisable to log the activity and to have a full description of the incident/s, who was involved, when the incident happened, where it happened and how often. We will investigate complaints which are of a serious nature and will look for evidence to corroborate the description of the incident/s.

If a person is found to be engaging in Anti-social behavior they will be deemed to be in breach of their Tenancy Agreement and may be served notice to terminate their tenancy.

Tenant Involvement

The most common way to get involved in your building or estate is to join a Tenant Association. If the estate is new and none exists you might like to take the initiative and form one with other like-minded people. If you are a novice and don't know where to begin why not contact an established association from a nearby area for advice and training.

Tenant associations have been successfully set and run by local residents for decades and are an excellent way to ensure you have your say in decision that will affect your quality of life while living in the area. It is also a great way to get to know people in your area.

What function does a tenants association fill?

There are a wide range of functions that a tenant association fulfils for example:

- Organising a news letter informing tenants of what's going on in the area.
- Organising clean ups.
- Organising builder skips bi-annually or annually to dispose of bulky items of rubbish like mattresses or bikes or unwanted broken furniture.
- Organising focus groups to explore how you can enhance or improve your area in general.
- Organise training for members on the most effective ways to deal with vandalism or Anti-Social behaviour.
- Traffic calming and signage in your area.
- Canvass and survey tenants on what they would like to see happening in their area.





Health Care

Bradley Pharmacy

(Open everyday)
2 Fortfield Rd,
Terenure,
D6WKP98.
01 490 8098

Boots Pharmacy

Unit A Road Retail,
Centre 12,
Drimnagh Rd.
01 4651852

Children's Health Ireland at Crumlin

Cooley Rd,
Crumlin,
D12N512.
01 4096100

Coombe Women's Hospital

Cork St,
Merchants Quay,
D08XW7X.
01 4085200

Late Night Pharmacy

251 Crumlin Rd,
Crumlin.
01 4560019

Managan's CarePlus Pharmacy

12 Armagh Rd,
Crumlin,
D12V6RK.
01 4555081

St Luke's Hospital

Highfield Rd,
Rathfarnham,
Dublin 6.
01 4065000

Primary Care Centre

12 Armagh Rd,
Crumlin,
D12V6RK.
01 9213801

Royal Victoria Eye & Ear Hospital

Adelaide Rd,
D02XK5.
01 6644600



Shopping

Ashleaf Shopping Centre

Cromwellsfort Rd,
Crumlin.

01 4059046

Browns Family Butchers

142 Old Country Rd,
Crumlin.

01 4541659

Dunnes Stores

Crumlin Shopping Centre,
Crumlin Rd,

D12DRP4.

KCR Estate

19 Ravensdale Park,
Kimmage,

D12FX39.

O'Briens Newsagents

Old Country Rd,
Crumlin.

Lidl

18 Rathfarnham Rd,
Terenure.

1800 347447

Rathfarnham Shopping Centre

Butterfield ave,
Templeogue Village.

01 5135382

Supervalu

Sundrive Shopping Centre,
Sundrive Rd,
Kimmage,
D12NA09.

01 4921844

Swan Shopping Centre & Cinema

6 Rathmines Rd Lower,
Rathmines.

01 4964566

Tesco Express

St Agnes Rd,
Crumlin.

1890 928430

Tracy's Walkaround

Sundrive Rd,
Kimmage.



Food and Drink

Aussie Tucker

43 Ravensdale Park,
Kimmage,
D12XD52.
01 4991582

Borza Takeaway

181 Kimmage Rd
Lower,
Kimmage,
D6WXK57.
01 4991599

Capri Takeaway

40 Sundrive Rd,
Kimmage,
D12NX93.
01 4926777

Craft Restaurant

208 Harold's Cross Rd,
Terenure,
DO6A4P0.
01 4978632

Deli-Licious

3 Lisle Rd, Crumlin,
D12VN1F.
01 4559494

Fish Bar

148 Sundrive Rd,
Kimmage,
D12HF72.
01 4540694

Green Masala

Indian Takeaway
187A Kimmage Rd W,
Kimmage,
D12WD27.
01 4650067

Honkaku Sushi & Thai Restaurant

189 Kimmage Rd,
Terenure,
D6WTY02.
01 4925037

KCR House Pub

326 Kimmage Rd
Lower,
Kimmage,
Terenure,
D6WCF38.
01 4902530

Matt The Rasher

29 Sundrive Rd,
Kimmage,
D12V060.
01 4927001

McGarry's Bar

236, 238 Harold's
Cross Rd,
Terenure
D6WRF44.
01 4066936

Ocean Garden

253 Crumlin Rd,
Crumlin,
D12N2KH.
01 4652738

Rea's Bistro

Sundrive Shopping
Centre,
D12H516.
01 4927684

Silvios Takeway

66 st Agnes Park,
D12P9CV.
01 4651944

Tech Pizza

118 Sundrive Rd,
Crumlin,
D12W5FY.
01 5374999

The Hub

4 St Agnes Rd,
Crumlin,
D12NT93.
01 4555233

The Hungry Duck

189 Kimmage Rd,
D12PH02.
01 4651944

The Two Sisters

Terenure,
Dublin 6 W.
01 4900166

Victoria Takeaway

8 Lisle Rd, Crumlin,
D12Y6Y6.
01 4559653

Vintage Cafe

Armagh Road
Crumlin.



Transport

Dublin Bus Stops for 17, 17d, 18,83, 83a

- Scoil Colm
- St Agnes Primary School
- Armagh Road

Stops for the Luas Red line

- Bluebell
 - Blackhorse
 - Kylemore

Nearest Train

Station: Heuston
St John's Road West

Halfway Cabs

01 4551122

Taxi 24/7

01 4922233

DRC Taxis

01 4250000



Recreational

Ben Dunne Gym
52-54 Kimmae Rd,
Terenure,
D12X379.
01 4654040

Crumlin and District
Active Retirement
Association
St Agnes Parish Hall
01 4555368

Crumlin Bowling
Club
11 St Marys Rd,
Walkinstown,
D12V3P8
01 4558142

Crumlin Community Choir
St Agnes Community
Center for Music and Arts
Armagh Road,
Crumlin.
01 456 2926

Eamonn Ceannt Park
237 Clogher Rd,
Crumlin,
D12DP78.
01 4540799

Lorcan O'Toole Day
Center
Kimmage Road West
455 4532
01 4555368

Omniplex Cinema
210 Rathmines Rd Lower,
D06N1F1.
01 4851298

Star Bingo
Kildare Rd, Crumlin
01 4559659

Walkinstown Library
Percy French Rd,
Walkinstown.
01 4558159

Your Fitness Gym
220 Harold'd Cross Rd,
Terenure.
01 5513708



Emergency Contacts

Crumlin Garda Station

23 St Agnes Road, Crumlin,
D12C588.
01 6666200

Dolphin's Barn Fire Station

Parnell Rd,
Drimnagh.
D12C520

Dublin 12 Domestic Violence Service

01 4563126

Seniors Support Information Helpline

101 Cashel Rd
01 4563119
01 4563259

Dublin 12 Women's Action Group

087 2419204

Men's Aid Ireland

01 5543811



Petrol Stations

Applegreen

St Agnes Rd,
Kimmage,
D12WF63.
01 4059945

Applegreen

Kimmage Rd Lower,
D6WP796.
01 4928736

Maxol

Cromwells Road
01 4557985

Petrol Station

235 Harold's Cross Rd,
Rathmines,
D6WEV60.
01 4967367



Post Offices and Banks

AIB Bank

219 Crumlin Rd,
D12HW77.
01 4556833

An Post Parcel Depot

St Agnes Rd,
Kimmage,
D12WK5A.
01 4558322

Bank of Ireland

177 Drimnagh Road
01 456 7401

Capital Credit

Union - Sundrive
116 Sundrive Rd
01 299 0400

Crumlin Post Office

314 St Agnes Rd,
Walkinstown,
D12VAA8.
01 4558403

EBS Crumlin

2 St Agnes Rd,
Crumlin Village.
01 455 5888

Ulster Bank ATM

(Tesco Crumlin)
10 St Agnes Rd,
Crumlin,
D12 F516.

Post Office

316 Kimmage Rd
Lower,
Kimmage,
Terenure,
D6WKH96.

St. Agnes Credit Union Ltd

24 St Agnes Rd,
Crumlin,
D12 YK66.
01 455 5670

Ending your tenancy

Should you wish to end your tenancy where there is no failure on the part of Fold Housing to comply with their obligations to you as laid out in the tenancy agreement or under the Residential Tenancies Act, the following notice periods shall apply:

Duration of Tenancy	Notice Period
Less than 6 months	28 Days
6 months - 1 year	35 Days
1 - 2 years	42 Days
2 - 4 years	56 Days
4 -8 years	84 Days
More than 8 years	112 Days

As soon as you know that you want to move out tell your Housing Officer. If you don't give the minimum of one months' notice you will be liable to pay that months' rent. Your notice must be given in writing. Your housing officer will give you the relevant papers to sign. Ending your tenancy and termination of your tenancy by the landlord is covered extensively in section 15.0 IV of your copy of the Tenancy Agreement. The minimum notice periods will apply if the landlord seeks to terminate a tenancy on grounds other than breach of tenancy obligations by the tenant:

Duration of Tenancy	Notice Period
Less than 6 months	28 Days
6 months - 1 year	90 Days
1 - 3 years	120 Days
3 - 7 years	180 Days
7 - 8 years	196 Days
More than 8 years	224 Days

What happens when one person in a joint tenancy leaves?

Where one person leaves and the tenancy has not been terminated by Fold Housing, the remaining tenant will be liable for the full rent until a new tenancy and rent assessment has been agreed between the Tenant and Fold Housing.

What happens if the only tenant leaves? (Single Tenancy)

In this case the tenancy will be deemed to be terminated. If there are others living in the property at this point they will be required to leave as not having signed a tenancy agreement they will have no rights to occupy the property.

Systems Overview

Ventilation System:

There is ventilation to living room and bedrooms using individual ventilation system. Ventilation to each apartment consists of an air vent fitted through external wall to service the living room, a second vent is fitted into the bedroom to provide fresh air. Extraction is provided by an EcoSense extractor fan fitted in the bathroom. The extract fan ramps up on occupancy and returns to a trickle for ventilation purpose to ensure fresh air is always available.

Water Heating:

Each apartment is heated by a radiator system using an Immerson natural gas combi-boiler. The boiler is designed to heat hot water directly without storage of hot water in a hot tank. Hot water is heated by turning on the hot tap or shower, when the use of hot water stops the boiler automatically stops making hot water.

The Heating System:

Each apartment has a radiator heating system consisting of Merriott radiators fitted in each room, each radiator has a thermostatic valve to turn off the radiator when the room is heated. The heating system in each apartment operates by a room control thermostat, there is no timing device, the temperature set on the thermostat located in the living room triggers the boiler when heat is required. The Immerson Victrix Tera, a wall-hung combi and heating only condensing boiler, contains the pressure vessel and the system primary pump to circulate the heat through the radiators. A high-pressure valve set at 3 bar slows the release of over pressure from the system into a waste pipe. The gas boiler and heating system require an annual check over to comply with health and safety guidelines. When a problem arises the first point of contact is Fold Housing, they will relay the message to the relevant after care personnel.

Plumbing system:

Each apartment has pressure hot and cold-water system supplied from Xylem. The cold water cistern fitted in the storage press in the apartment. This cistern is fitted with a submersed pressure pump which automatically retains 2.5 bar pressure in the hot and cold pipework to all domestic taps and shower. Plumbing pipework is PEX Alu PEX using crimping fittings compressed on each joint and pressure tested to 10 bar prior to use. Boost pump set required annual check by a qualified plumber or electrician, break down calls regarding pressure to McGill Construction for delegation. It is important to ensure the isolating valve switch fitted close to the boost tank always remains switched on. Water service boost tank and all connected hot and cold piping have been chlorinated and sterilized.

Shower System:

Each apartment is fitted with an access shower tray connected to a wastewater supply down pipe, all wastewater pipes are connected to an external gully to prevent smells being transferred back into the apartment where traps dry out through lack of use. There is no service required on the in-house sanitary ware. Each apartment shower mixer is fitted with over temperature protection at 42°C and allows regulation up or down to the end users preferred setting based on touch feel from the hand spray on to the back of the users' hand. There is no service required on the shower mixer. Plumbing isolating valves are supplied on the system at the plumbing system at the boost tank and labelled to identify same. Isolating valves are also provided under each boiler also labelled to identify each valve. Note that valves are normally retained in the pen position.

Water Meters:

Water meters are fitted in the service press close to the stairwell for each apartment. Each meter is marked with the number of the apartment and registers the volume of water being used on an accumulative basis.

Boiler

Cleaning and Maintenance

To preserve the boiler's integrity and keep the safety features, performance and reliability which distinguish it unchanged over time, maintenance operations must be carried out on a yearly basis.

General Warnings

- Never expose the wall-mounted boiler to direct vapours from a cooking surface.
- Use of the boiler by unskilled persons or children is strictly prohibited.
- For safety purposes, check that the air intake/ flue exhaust terminals (if fitted) are not blocked.
- If temporary shutdown of the boiler is required, proceed as follows: a) drain the heating system if anti-freeze is not used; b) shut-off all electrical, water and gas supplies.
- In the case of work or maintenance to structures located in the vicinity of ducting or devices for flue extraction and relative accessories, switch off the appliance and on completion of operations ensure that a qualified technician checks efficiency of the ducting or other devices.
- Never clean the appliance or connected parts with easily flammable substances.
- Never leave containers or flammable substances in the same environment as the appliance.

Attention: using any components that use electrical power requires some fundamental rules to be observed:

- do not touch the appliance with wet or moist parts of the body; do not touch when barefoot.
- never pull electrical cables or leave the appliance exposed to atmospheric agents (rain, sunlight, etc.).
- the appliance power cable must not be replaced by the user.
- in the event of damage to the cable, switch off the appliance and contact exclusively qualified staff for replacement.
- if the appliance is not to be used for a certain period, disconnect the main power switch. N.B.: the temperatures indicated by the display have a tolerance of +/- 3°C due to environmental conditions that cannot be attributed to the boiler.

At the end of its service life, the appliance must not be disposed of like normal household waste nor abandoned in the environment, but must be removed by a professionally authorised company. Contact the manufacturer for disposal instructions.

Boiler Shutdown

Switch the boiler off by putting it in "off" mode, disconnect the onnipolar switch outside of the boiler and close the gas cock upstream from the appliance. Never leave the boiler switched on if left unused for prolonged periods.

Restore Central Heating System Pressure

Periodically check the system water pressure. The boiler pressure gauge should read a value of between 1 and 1.2 bar. If pressure falls below 1 bar (with the circuit cold), restore normal pressure via the cock located at the bottom of the boiler N.B. close the valve after the operation. If pressure values reach around 3 bar the safety valve may be activated. In this case, remove water from a radiator air vent valve until a pressure of 1 bar is achieved, or ask for assistance from professionally qualified personnel.

In the event of frequent pressure drops, contact qualified staff for assistance to eliminate the possible system leakage.

Draining the System

To drain the boiler, use the special draining valve. Before draining, ensure that the filling cock is closed.

Antifreeze Protection

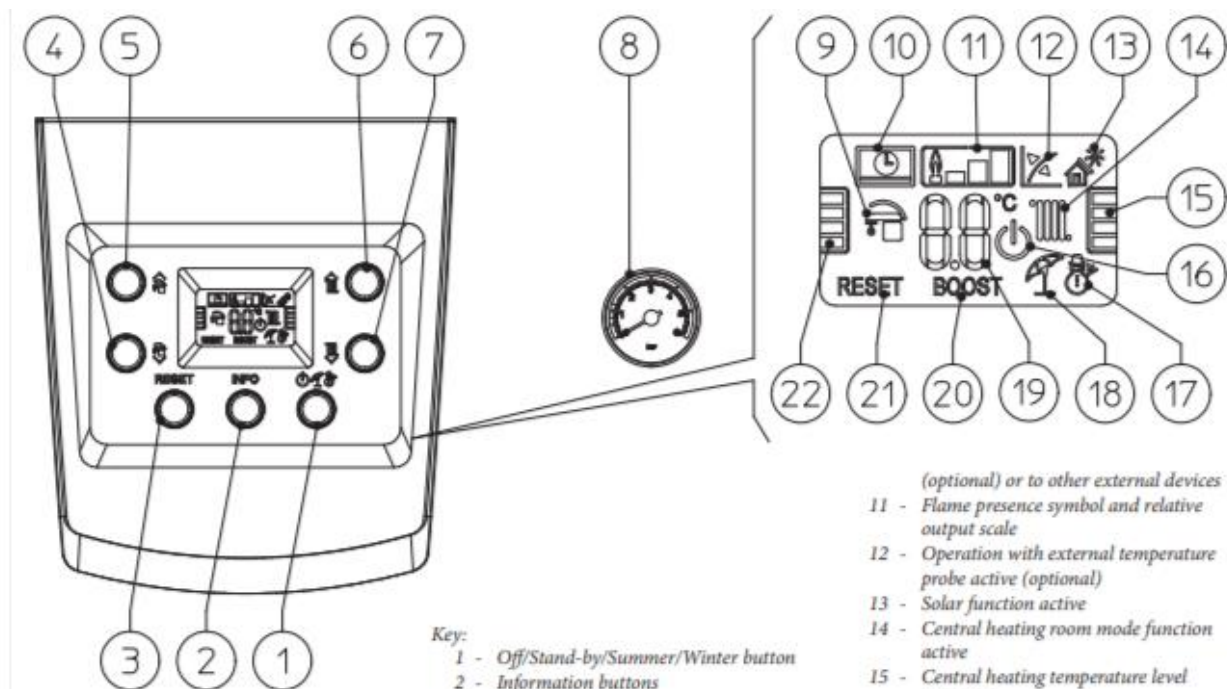
The “Victrix Tera” series boiler features an antifreeze function that lights the burner automatically when the temperature falls below 4°C (standard protection down to min. temperature of -5°C). All information relative to the anti-freeze protection is stated in Par. 1.3. In order to guarantee the integrity of the appliance and the domestic hot water heating system in zones where the temperature falls below zero, we recommend the central heating system is protected using anti-freeze liquid and installation of the Immergas Anti-freeze Kit in the boiler. In the case of prolonged inactivity (second case), we also recommend that:

- the electric power supply is disconnected;
- the heating circuit and boiler domestic water circuit must be drained. In systems that are drained frequently, filling must be carried out with suitably treated water to eliminate hardness that can cause lime-scale.

Case Cleaning

Use damp cloths and neutral detergent to clean the boiler casing. Never use abrasive or powder detergents. In the event of permanent shutdown of the boiler, contact professional staff for the procedures and ensure that the electrical, water and gas supply lines are shut off and disconnected.

Control Panel



Key:

- 1 - Off/Stand-by/Summer/Winter button
- 2 - Information buttons
- 3 - Reset Button
- 4 - Button to reduce the domestic hot water temperature
- 5 - Button to increase the domestic hot water temperature
- 6 - Button to increase the system water flow temperature
- 7 - Button to decrease the system water flow temperature
- 8 - Boiler manometer
- 9 - DHW production phase function active
- 10 - Boiler connected to remote control ^{V2}

- (optional) or to other external devices
- 11 - Flame presence symbol and relative output scale
- 12 - Operation with external temperature probe active (optional)
- 13 - Solar function active
- 14 - Central heating room mode function active
- 15 - Central heating temperature level indicator
- 16 - Boiler in Stand-by mode
- 17 - Operation in winter mode
- 18 - Operation in summer mode
- 19 - Temperature indicator, boiler info and error codes
- 20 - Not used on this model
- 21 - Blocked boiler, it needs to be unblocked by pressing the "RESET" button
- 22 - D.H.W. temperature level indicator

CDT2 Room Thermostat Hardwired

Page 1 of 2

Operating Instructions

Contents

1. Factory default settings
2. Specification & wiring
3. Mounting
4. Installation
5. Wiring diagram
6. Frost protection
7. Button / symbol description
8. Resetting the thermostat
9. Keypad lock and unlock
10. High and Low temperature limitation
11. Adjusting the switching differential
12. Adjusting the setpoint temperature



Prior to setting the thermostat, it is necessary to complete all required settings described in this section.

1. Factory default settings



Contacts:	Volt Free
Temperature indicator:	°C
Switching differential:	0.4°C
In built frost protection:	5°C
High and Low temp. limitation:	Off
Blue backlight activated :	for 10 secs after any button is pressed
Keypad lock:	Off

2. Specifications & wiring

Power supply:	230Vac 50Hz
Power consumption:	8 VA
Temp. control range:	5 ... 35°C
Ambient temperature:	0 ... 50°C
Contact rating:	8A 230Vac
Dimensions:	84 x 84 x 30mm
Temperature sensor:	NTC 10K Ohm @ 25°C
Switching differential:	Adjustable from 0.2/0.4/0.6/0.8/1.0°C
Frost protection:	Only operational in stand by mode

3. Mounting

The mounting height should be 1.5 meters above the floor level.

The thermostat should be wall mounted in the room where the heating is to be controlled.

The place of installation should be chosen so that the sensor can measure the room temperature as accurately as possible.

Choose the mounting location to prevent direct exposure to sunlight or other heating / cooling sources when mounted.

- The unit can be fitted to:
1. Recessed conduit boxes
 2. Surface mounting boxes
 3. Directly on walls.

4. Installation

Slacken the fastening screw on the bottom of the thermostat with a philips head screwdriver.

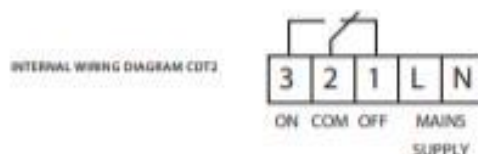
The thermostat is hinged and can be opened 180 degrees.

Mount the unit as described in section 3.

Wire the thermostat according to the wiring diagram.

Close the thermostat and tighten the fastening screw.

5. Wiring diagram



If mains voltage output is required, terminals L & 2 must be electrically linked.

6. Frost protection



5°C

Frost protection is built into this thermostat, it is pre fixed at 5°C and is not adjustable.

It will only be activated when the thermostat is in the stand by mode and the room temperature reaches 5°C.

7. Button / Symbol description



8. Resetting the thermostat

It is necessary to reset the thermostat prior to initial use.

Press and hold the  button for 5 seconds.

dEL will appear on the screen.

Press the  button on the side of the thermostat.

9. Keypad lock and unlock




OFF

To lock the keypad, press and hold the  and  buttons for 5 seconds.

 will appear on the screen. The keypad is now locked.

To unlock the keypad, press and hold the  and  buttons for 5 seconds.

 will disappear from the screen. The keypad is now unlocked.


10. High and Low temperature limitation OFF



An upper and lower temperature limit may be chosen.


Press and hold the  and  buttons for 10 seconds.



"Limit OFF" will appear on the screen.

Press the  button to select "Limit ON" mode.

Press the  button to confirm you wish to adjust the high limit temperature.

Press the  and  buttons to select the high limit temperature.

Press the  button to select the low limit temperature mode.

Press the  and  buttons to select the low limit temperature.

Press the  button and the thermostat is ready for operation.

"Limit" will appear on the screen.


To deactivate High and Low temperature limitation.

Press and hold the  and  buttons for 10 seconds.

"Limit ON" will appear on the screen.

Press the  button to deactivate this function.

"Limit OFF" will appear on the screen.


Press the  button and the thermostat is ready for operation.

11. Adjusting the switching differential

Press the  button once, Diff set will appear on the screen.

The factory default switching differential of 0.4°C will appear on the screen.

Press the  and  buttons to select the desired differential from 0.2 - 1°C.

Press the  button to return to normal operation.

12. Adjusting the setpoint temperature

Press the  or  buttons to adjust the temperature setpoint.

Winter Garden

- No maintenance is required for the Linar decking system, but as with any outdoor surface, a regular clean is recommended to keep it looking at its best.
- We recommend frequently washing the handrails and posts with a cloth using warm, soapy water and wipe dry.
- Use a stiff bristled brush with warm, soapy water to clean the deckboards.
- A jet wash may also be used to clean the deckboards.
- Do not use glass cleaner on the deckboards or balustrades or any type of bleach, solvent (e.g. white spirit, methylated spirit, nail varnish) or adhesives.
- We recommend that hot surfaces such as barbecues are not used in association with PVCu decking.
- Some rubber-backed mats can cause discolouration of deckboards over time.
- Some brands of suncream can also stain foiled finishes on balustrades, please take care.
- As with most surfaces, footwear should be worn to protect feet in hot weather.

Do's and Don'ts

Do's

- Clean glass regularly with a good quality liquid spray glass cleaner.
- Frequently wash down PVCu profiles with warm soapy water and wipe dry.
- Only use cleaning materials which don't impair anti-corrosion properties of the surface coatings. Use cream cleaner for isolated stubborn stains on white PVCu only. Apply with a damp cloth using minimal pressure.
- Ensure drainage slots are unblocked and free from dirt and debris.
- Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts.
- Check all fire escapes' hardware regularly for wear and tear and a consistent fit.
- Ensure conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- All moving parts are lubricated but will benefit from a small application of light oil once a year.
- Replace damaged or worn parts with original Linar parts

Don'ts

- Use abrasives or brass cleaner on furniture: handles, door knockers, letter plates.
- Use glass cleaner on the PVCu profile.
- Use high pressure or steam cleaners (except on deckboards).
- Lean ladders against conservatory guttering.
- Paint the PVCu profiles Use any type of bleach, solvent cleaner (e.g. white spirit etc) or adhesives.
- Use abrasive paste or cream cleaners on any PVCu profile.
- Use abrasive solvent-based cleaners on self-cleaning glass.
- Use excessive loads on the windows and doors.
- Use any unspecified tools or abrasive papers.

Flooring

Laminate Flooring

Finfloor surface is protected to give a long life and high wear resistance. It's a finished product, however, we must take into account a number of recommendations and instructions for maintenance and cleaning.

- The ideal conditions for avoiding changes in the board's dimensions are 50-70% relative humidity and approximately 20°C. If necessary, use a dehumidifier. DO NOT varnish, sand, polish, etc. the laminate flooring. Products containing wax, soap or polish may leave behind residues. The surface is treated in order to avoid deterioration.
- Never fix the laminate to the base floor (with glue, nails, screws, fixed door stops, etc).
- Fit felt or plastic pads to the feet of all furniture and chairs and regularly check its condition.
- Use chairs with soft wheels that won't damage the flooring, or failing that, use a polycarbonate mat to avoid direct contact with the floor (the wheels should be kept clean).
- The use of doormats at exterior door entrances is recommended in order to prevent dirt, dust, gravel, etc. coming in from the street.
- Use a broom, vacuum cleaner or completely wrung out mop. Never use abrasive cleaning aids (wire wool, scouring pads, etc.) to clean the laminate flooring.
- WARNING!!! Use non-abrasive, Ph neutral detergents. Only use products recommended and approved by the manufacturers that can be seen on the web site. Waxes and other cleaning products and polishes for wooden floors or furniture are not fit for use on laminate flooring.
- To clean grooved products, DO NOT use sharp or pointed instruments. Use only a vacuum cleaner with a brush attachment. If this is not sufficient use a slightly dampened cloth.
- To eliminate stubborn stains, use slightly diluted acetone or alcohol for domestic use. Afterwards, clean with water.
- Special care should be taken in areas of domestic animals. (Urine can damage the laminate flooring).

Bathroom Flooring

- Remove surface dust and grit by sweeping or vacuuming.
- Apply a solution of neutral cleanser (or alkaline cleanser, dependent upon the level of grease or oily contaminants), diluted to the manufacturer's instructions, with a spray over the section to be cleaned. Leave for sufficient time to react with the soiling.
- Pick up the solution with a clean microfibre mop, using a continuous side-to-side motion. When the mop head becomes loaded, it will start streaking the floor. At this point the dirty mop head should be removed and placed into a laundry bag and a clean mop head fitted. The cycle should then be repeated until the whole floor is completed.
- The dirty mop heads should then be laundered, in preparation for reuse.
- Where detergent residue remains on the floor surface, the area should be rinsed completely with clean, warm water, picked up with a wet vacuum and left to dry thoroughly.
- In areas subject to heavy soiling, machine scrubbing should be undertaken on a periodic basis, after neutral or alkaline cleanser has been applied to the floor, diluted to the manufacturer's instructions.

Doors

You should never allow anyone to use harsh detergents or abrasive cleaners, or soak materials in water, this will almost always result in product damage and may even void your warranty. Here are some tips for specific materials commonly used in furniture manufacturing, but you should always seek professional advice from qualified professionals.

Wood:

Use a liquid cleaner such as a wax polish combination to clean wood finishes. Use a wax repair stick to remove minor scratches. Wipe off any water spills immediately. Never expose to extreme temperatures or moisture, avoid exposing wood surfaces to bright sunlight. Coat wood with a hard wax paste every three to four months during the first year of use and apply less frequently after that.

Metal:

Remove dirt and fingerprints from plated finishes with a non-abrasive glass cleaner or damp cloth. Apply furniture polish once every six months to maintain the surface. Wipe down powder coat finishes with a damp cloth and use a light soap and water mixture for stubborn stains and grease marks. If the finish is chipped, a touch up paint should be used to prevent further chipping and corrosion. Remove dirt from textured powder coat or hammer tone finishes by brushing with a soft bristle dry brush

Vinyl and fused edges:

Wipe off all spills to prevent stains. Use a light liquid detergent, suitable for cleaning vinyl, and wipe the surface with a damp cloth after cleaning.

Laminates:

Apply self-cleaning wax every three months. Remove stains by wiping the surface with a damp cloth and soap, or liquid detergent. Remove stubborn stains with a damp paste of baking soda, which you should leave on the stain for a few minutes and then blot away. Always refer to the manufacturer's guidelines for cleaning their products.

Plastic shells:

Clean with warm water and a light household detergent, use a soft brush for stubborn stains.

Paintwork

Flat and Low-Sheen paint

For a start, walls and ceilings can be made to look like new if you follow these few simple directions for the removal of dirt, scuff marks, etc.

1. Don't use rough abrasives, stiff scrubbing brushes or harsh caustic preparations. These will 'gloss' or polish the surface resulting in obvious highlights, which can only be rectified by repainting.
2. Instead, use warm water to which a small amount of mild detergent has been added.
3. Apply the solution to the affected area with a soft cloth, or a soft bristle brush where the marking is particularly stubborn.
4. Having thoroughly cleaned the affected area, you should then proceed to wash down the whole wall or ceiling to eliminate any chance of patchiness.
5. Finally, rinse off the washed area with clean water and allow to dry. Generally most marks will come off if using this method. Some persistent marks may remain, particularly if of a greasy type, such as black fingermarks around light switches. In such cases, a stronger cleaning agent is required, one that has been formulated with solvents for dissolving greasy marks. One such product is Ajax Spray n' Wipe. The problem is that most latex paints are sensitive to solvents and will soften on contact. If, however, Dulux Wash & Wear 101 Flat or Low Sheen was used, then you can confidently use Ajax Spray n' Wipe to remove greasy marks. The Dulux Wash & Wear 101 range has been specially formulated to reduce stain penetration, and is inherently more resistant to softening by solvent based cleaning agents.

Gloss/Semi-gloss paintwork

In the service rooms of your home, such as bathroom, laundry and kitchen, all surfaces are prone to a build-up of film composed of cooking fats, soap, household dust and so on. In relatively short periods, this film will dull the most successful paintwork. But careful and periodic cleaning can greatly extend the life of your painted surfaces. Simply follow these easy directions:

1. Don't use abrasives or caustic-based cleaning compounds as these will scratch or eat into the paint surface you are doing your best to maintain.
2. Instead use warm water, with a little detergent added.
3. Apply to the affected area with a soft cloth and be sure to wash down the whole surface as well. Where necessary, use a soft bristle brush and a little more elbow grease than you might safely use on 'flat paintwork'.
4. Wash the whole job down with clean water and allow to dry.

Ventilation

The Entropic EcoSense Extract Fan works in a constant trickle mode to create background ventilation to maintain a healthy environment.

Vapour tracking: As standard the unit is fitted with vapour tracking. The fan senses the amount of moisture being created in the room which causes the fan to increase in speed to match the rising humidity and reduce in speed to match falling humidity. This intelligent function reduces your energy costs, wear and tear on the motor and ensures a long quiet life.

Pullcord: All units are fitted with a pullcord override for odour control. In the event that you wish to activate the fan to full power in conditions of low humidity simply pull on the pullcord and the fan will boost to maximum extraction rate.

OPTIONS

Remote control: Remote control override for odour control. In the event that you wish to activate the fan to full power in conditions of low humidity simply press the remote control boost switch and the fan will boost to the maximum extraction rate for 3 to 4 minutes before returning to the trickle extract rate.

Speed Version: The unit is also available in a two speed configuration, without vapour tracking. These units run at a constant trickle or at boost speed as required by the user.

Remote Switch Wire: The unit is available with a remote switch wire. On these units the boost switch may be located up to 3 meters away from the unit.

Energy Usage: The Entropic EcoSense Extract Fan uses award winning Ultra Low Watt motor technology to give the lowest running costs of any domestic extract fan. It uses only a minimal amount of electricity whilst eliminating stale and moist air from the home. This gives an annual running cost of only €1.97 based on an electricity cost of €0.15 per unit (kWh) and a two hour 'boost' per day. In addition, the EcoSense Extract Fan is guaranteed for 5 years & has no maintenance requirement during this period saving both time and money for the user.

Maintenance: All repair, maintenance and component replacement is carried out simply and quickly by exchanging the plug out/plug in central cartridge. The worn out cartridge can then be returned to be recycled/reworked. This 'when necessary' cartridge exchange – with re-worked components will ensure that the basic fan installation will remain intact throughout the repair cycle of the dwelling, eliminating the wasteful disposal of plastic and other non biodegradable material to landfill sites.

Cleaning:

ISOLATE THE UNIT FROM ELECTRICAL MAINS SUPPLY BEFORE REMOVING ANY COVER, OR SERVICING THE UNIT.

1. Isolate from mains.
2. Remove front cover.
3. Pull the front cover towards you from the bottom. It will pull towards you with a slight hinge action from the top.
4. Push the impeller clips together with forefinger and thumb and pull the impeller towards you.
5. Wash the cover and impeller in warm soapy water. Dry and replace as above in reverse.
6. N.B. Use damp, soapy cloth to clean scroll (NO solvents).

Water Mains Isolation

The mains water isolation valves are located in the water cistern store and the valve is tagged 'Mains Cold Supply'. The valve handle in the open position runs parallel with the pipe. To close the valve simply turn the valve handle one quarter turn so the handle is perpendicular to the pipe.



Telecare

The Lifeline home unit is connected to the mains power supply and your telephone line. It enables you to generate a call for help when and if you need it by immediately contacting a monitoring centre who will be able to provide you with the assistance you require.



Making an alarm call

Press the red button on the personal radio trigger or the red alarm button on the home unit. The home unit will announce 'Do not worry your alarm telephone is dialling for assistance'. The call will be answered by an operator at the monitoring centre. Tell the operator why you have generated the alarm call and they will arrange for assistance.

Cancelling an alarm call

Wait 5 seconds (after the alarm button is pressed) and press the green cancel button. The home unit will announce 'The alarm call has been cancelled'. This in-built delay prevents accidental cancellation of an alarm.

Answering telephone calls

Personal radio triggers can be used to answer incoming telephone calls by pressing the personal radio trigger button while the telephone is ringing. When pressed, the home unit will answer the call in hands-free mode using the loudspeaker. To revert to handset mode, just pick up the handset of a connected telephone. To end a hands-free call, press the button on the personal radio trigger again or press the cancel button. Calls can also be answered in hands-free mode at the home unit by pressing the cancel button.

False alarms

If you accidentally raise a false alarm, please do not worry as your monitoring centre is always happy to hear from you and the raising of the alarm acts as a useful test of your home unit.

What the Warning/Status lights on the home unit indicate

The home unit has warning and status lights to clearly show the unit's status lights on the home unit provide indications of its status based on the below.

Home/Away Button (Yellow)	Home unit status
On	Away mode
Off	Home mode
Flashing	Intruder entry/exit time period

Status LED (Green/Red)	Home unit status
Green LED on	Normal mode
Red LED flashing (1 every 4 seconds)	Low battery
Red LED flashing (1 every second)	Telephone line disconnected
Red/Green flashing	Radio blocking detected

Alarm Button (Red)	Home unit status
On	Normal mode
Flashing (1 every 4 seconds)	Normal mode running on battery
Flashing (1 every second)	Alarm mode

Announcement	What to do
'Warning – telephone line disconnected'	Check the home unit is plugged into a working telephone socket
'Warning – there is no mains power'	Check the home unit is plugged into a working electrical socket
'Warning - Radio blocking detected'	Check that the home unit is not close to any other electrical devices such as a computer, television, fan, mobile phone. If so, turn-off or move the equipment away from the home unit and check if this stops the warning.
'Warning – battery low'	Check the home unit is plugged into a working electrical socket
'The mains power is restored'	Nothing, power has been reconnected to the home unit.
'Test Reminder – please press personal trigger'	Press your personal radio trigger and follow the next announcement
Press the green cancel button to complete the test	Press the cancel button on the home unit, the unit will then announce 'Test completed'.
If the warnings persist please contact your supplier.	

Do's

- Test your home unit on a regular basis.
- Keep the home unit connected to the mains power at all times.
- Dust the home unit/personal radio trigger with a soft cloth which can be slightly moistened with a gentle detergent if required.

Don'ts

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit. Move
- the home unit from the location that it was originally installed
- Move objects close to the home unit that either; create lots of noise, heat, or are made of metal such as a televisions, radios, washing machines, microwaves, WiFi routers, mobile phones, laptops etc.

Useful Contacts

Connect 24

048 90421010

Bord Gais

Emergency: 1850

20 50 50

Customer Service:

1850 632 632

Electric Ireland

Emergency:

1850 372 999

Customer Service:

1850 372 372

An Garda Siochana

Confidential Line:

1800 666 111

Crime Stoppers:

1800 250 025

MABS

Helpine:

0761 07 2000

Citizen Information Service

0761 07 4000

National Domestic Violence Helpline

1800 341 900

Fold Housing

01 8228804

Dublin City Council

(01) 222 2222



Head Office:

Suite C
Ashtown Business Centre,
Navan Road,
Dublin 15.

T: 00353 (01) 8228804
(Our opening hours are 9am-5pm)
E: enquiries@foldireland.ie

W: www.foldireland.ie

Out of Hours Connect 24 Emergency:
T: 048 90421010



@Fold_Housing



@FoldHousing1



@foldhousing



Fold Hosuing



Fold Housing

We are moving office!!

Our new address from
October will be:

Ground Floor, Block A,
The Crescent Building,
Northwood Office Campus,
Santry,

Dublin 9.