



TENANT HANDBOOK- CÚIL DÚIN

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:

Block A,
The Crescent,
Northwood Park,
Santry,
Dublin 9
T: 00353 (01) 8228804

(Our opening hours are 9am-5pm Mon-Thurs, 9:00-4:30 Fri)

E: enquiries@foldireland.ie

W: www.foldhousing.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

Maintenance Officer: James Blackwell

Director of Housing and Care Services: Martina Conroy

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

Out of 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 can keep a therapy pet once proof is provided. This is subject to good pet keeping practices and does not include any of the banned breeds.

Can my children inherit the tenancy?

Where the death or the departure of a tenant takes place, the tenancy will normally be transferred to a surviving spouse/ partner provided such partner/ spouse has been a resident in the dwelling for a continuous period of at least two years immediately prior to the death or the departure of the tenant. On the death or the departure of both parents, the tenancy will normally be transferred to a son or daughter provided he or she has been living in the dwelling for at least 2 years immediately prior to the death or departure of the tenant. For older persons accommodation if a daughter or a son is under 55 the tenant may be required to transfer to another location.

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 Fold's 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.
- 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?

Yes you will need furniture, blinds and appliances when moving in.

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, Francis St is 087 659 5325 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

Waste management will be shared and charged at €3 per tenant.

Talk to your Housing Officer before signing your Tenancy agreement if you are in doubt about charges.

Fold Housing engages a contractor to collect waste. Tenants must ensure that they separate their waste into the relevant black and green bins provided.



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.

Rent for these apartments are charged at a differential rate. The calculation we use is the same calculation used by South Dublin County Council

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 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.



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. Tenants have balconies and a communal garden that Fold Housing will look after

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 you 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

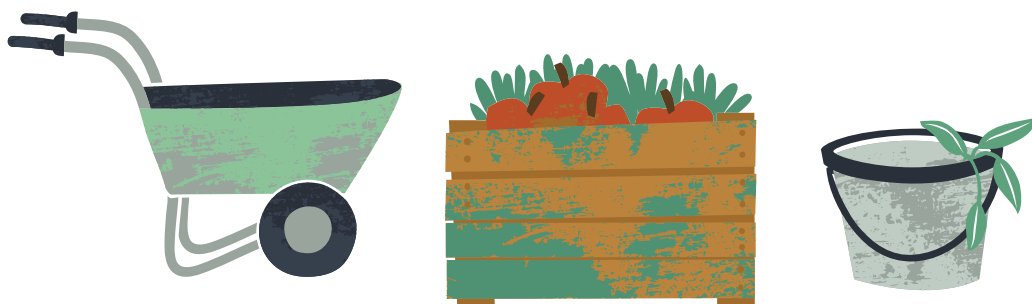
Tradesperson

Any tradesperson you employ to carry out work on your home must be qualified and appropriately insured, Fold 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 propetry.

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.

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 - 3 years	56 Days
3 - 4 years	84 Days
4 - 5 years	112 Days
5 - 6 years	140 Days
6 - 7 years	168 Days
7 - 8 years	196 Days
More than 8 years	224 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	35 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.

INTRODUCTION

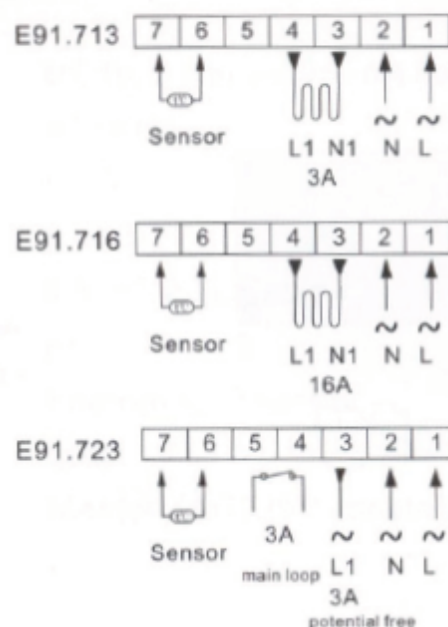
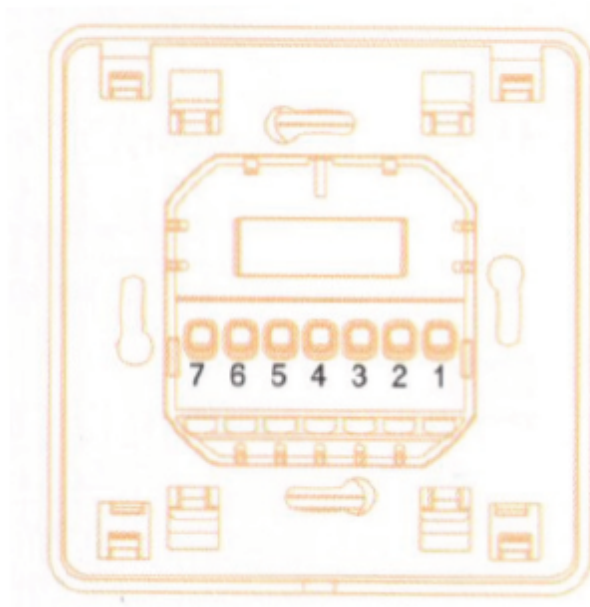


Weekly Circulation digital programming thermostat with LCD touch screen, which has 6-event everyday. Manual mode and programme mode could be selected. The thermostat is recommended for control of electric heating devices or on/off valve actuator used in hydronic floor heating.

TECHNICAL DATA

VOLTAGE	220V/230V
POWER CONSUMPTION	2W
SETTING RANGE	5-90°C (Can adjust to 35-90°C)
LIMITATION SETTING	5...60°C (Factory setting: 35°C)
SWITCH DIFFERENTIAL	0.5-10°C adjustable factory setting
AMBIENT TEMPERATURE	-5 to 50°C
PROTECTIVE HOUSING	IP20
HOUSING MATERIAL	Anti-flammable PC

WIRING DIAGRAM












SELECTION TABLE

Model Number	Current	Control Method
E91.713	3A	Built-in&floor sensor,floor limit sensor weekly programme
E91.723	3A	Built-in&floor sensor,floor limit sensor weekly programme,potential free output
E91.716	16A	Built-in&floor sensor,floor limit sensor weekly programme

User operation:













- 1) On/Off. "☺"
- 2) At clock-controlled programme mode, press "▲" or "▼" enter to temporary control.
- 3) UP "▲", DOWN "▼" to adjust the temperature value.
- 4) Press clock "⌚" key for 5 seconds, then enter to clock set, choose modified item by pressing clock "⌚", press UP/DOWN "▲▼" to modify the date and clock, then switch off to quit.
- 5) Press menu "📖" to choose manual mode or programme mode.
- 6) Set temperature and clock display alternately, room temperature can be read out directly.
- 7) Press both "▲" "▼" for five seconds to engage/dis-engage key-lock function key-lock shows "🔒"
("🔒" this symbol disappeared that shows unlock)

Function:

-  Manual mode
-  Clock-controlled programme mode
-  Heating on
-  Wake-up, event 1
-  Leave(am), event 2
-  Return(am), event 3
-  Leave(pm), event 4
-  Return(pm), event 5
-  Sleep, event 6

Programming:

Press Menu key for 5 seconds to start programming


Key	Event		Symbol	Time	Modify	Temp.	Modify
<div></div> <div></div>	Day 1-5	1		06: 00	Event Time	20°C	Temp. <div></div> <div></div>
		2		08: 00		15°C	
		3		11: 30		15°C	
		4		12: 30		15°C	
		5		17: 00		22°C	
		6		22: 00		15°C	
	Day 6-7	1		08: 00		22°C	
		2		23: 00		15°C	

Note:

- 1) The pre-programmed setpoint(15°C) for event 3&4 is the same as event 2, please reset it according to your individual requirement.
- 2) Symbol "OFF" will be displayed if the setpoint reaches the minimum set value and the thermostat is switch off in this event.

Advanced setting(qualified person preferred):

Usually finished at mounting thermostat.

Press  key simultaneously press power on key when in power off.



1ADJ:Temperature calibration
Press + or – key to adjust present checked value,adjustable scale:9.9℃.
Re-press menu key to enter to next step.



2SEN:Sensor mode
Press + or – key to choose senor working mode
IN:built-in, OUT: floor sensor,
ALL:both sensors,floor sensor is the limit sensor
Re-press menu key to enter to next step.



3LIT: Modify limitation value
Press + or – key to modify the temp.
Limit value/limitation range:5~60℃
Re-press menu key to enter to next step.



4DIF:Switch differential setting
Press + or – key to change switch defferential
Setting range:0.5~10℃.
Re-press menu key to enter to next step.



5LTP:Start anti-frozen function in power off
Press + or – key to change the present anti-frozen function
Re-press menu key to enter to next step.



6PRG:Set day off mode
Press + or - to choose day off
5/2 day mode,6/1day mode,7 day mode
Re-press menu key to enter to next step.



7RLE:Potential-free output and main power output in same/different way.
Press + or – key to change the present linkage state.
00:in same way, 01:in defferent way
Re-press menu key to enter to next step.



8DLY:Delay time of potential-free output
Press + or – key to change linkage delay time
Range:0-5min.
Re-press menu key to enter to next step.



9HIT:Max. Temperature setting
Press + or – key to change the Max.value
Range:35-90℃
Re-press menu key to enter to next step.



AFAC:Reset to factory setting
Press + key for 5seconds till showing ---
Reset to factory setting
Switch off for saving setting

Sensor Failure

E0:Built-in sensor short-circuited or disconnected.
E1:External sensor short-circuited or desconnected.
When shows E0/E1 error,thermostat must be checked till the error is eliminated

Display symbols

Menu key

1-6 event

UP

Clock-controlled programme mode

Manual mode

Room temperature

Day number

Set value/Time display

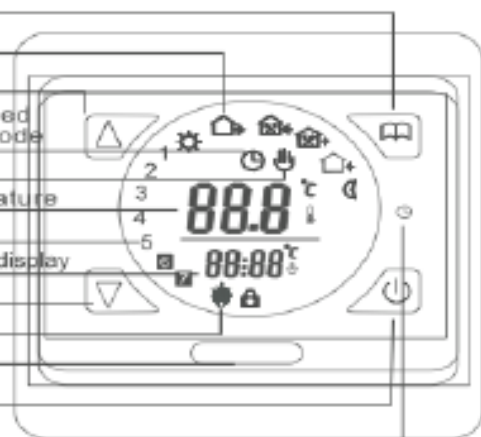
DOWN

Heating on

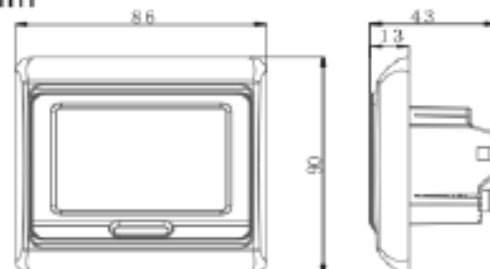
Sensor

On/off

Clock key

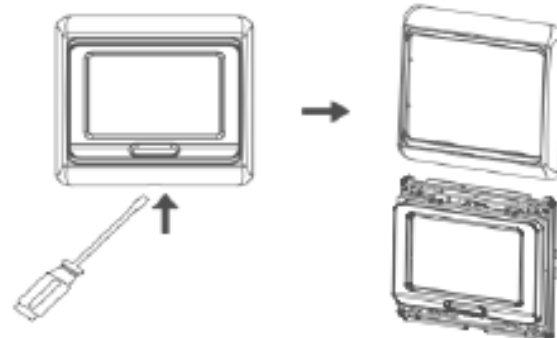


Dimension:mm

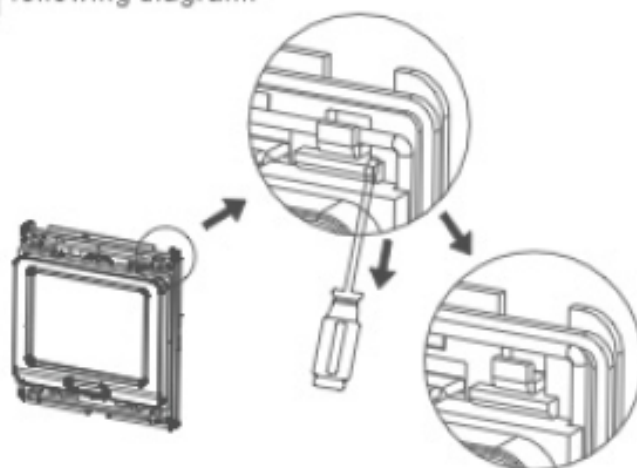


Mounting steps:

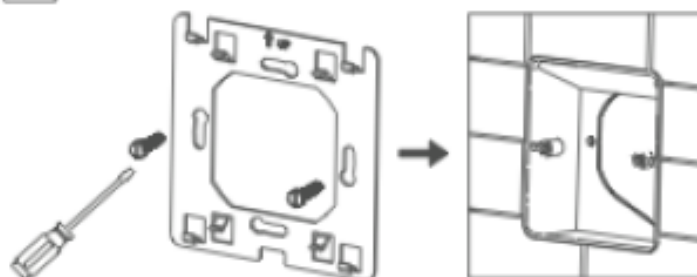
- 1 Release the front cover by inserting a screwdriver into bottom crack.



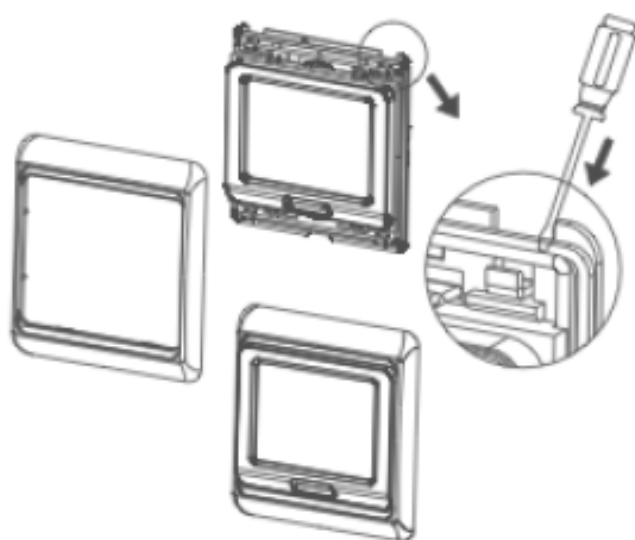
- 2 Take the backing plate apart according to the following diagram.



- 3 Mounted the backing plate in the wall socket by screwdriver.



- 4 After connect wires(see right diagram), the thermostat monte on the backing plate and remounted the cover and frame.



Connecting Diagram

Attention:

The thermostat which connect the electric heating device is apply to full load(3200W) heating cable in 2500m height above sea level, and the rated power of external load should be less than or equal to 80% rated power thermostat when in the 2500m to 4200m height.

Location of: Gas isolation, mains water isolation and cold water storage tank



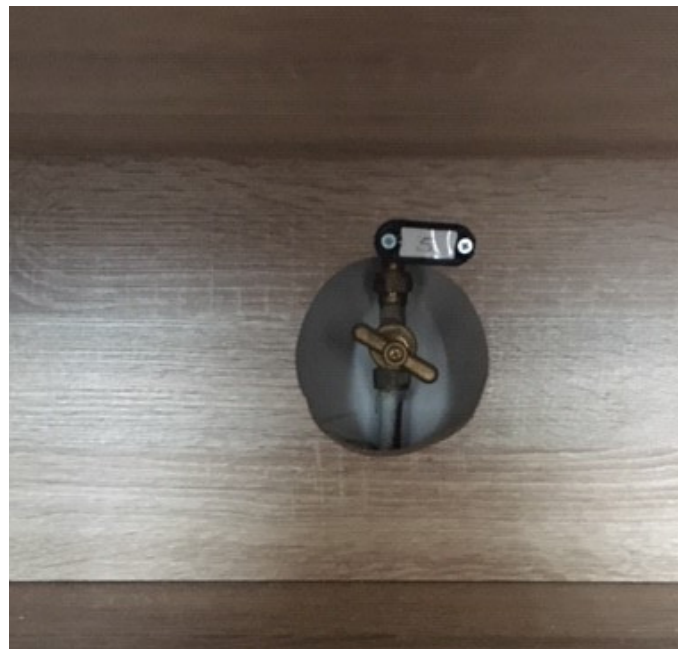
Gas isolation Valve in hall (Select number of units the valve is in the kitchen)



Gas isolation valve located in kitchen in select number of units



Cold Water Storage Tank and associated valves located in store



Mains Water isolation valve located under kitchen sink

Tunstall System



Tunstall video/ voice door access control
and call out to monitoring centre

1. Introduction

Welcome to your Communicall Vi IP system. This guide gives you an overview of how to use this system, through your Apartment Hub and other peripherals. If you need any assistance with using your Communicall Vi IP system, please contact your scheme manager.

Your touchscreen Apartment Hub is the key part of your Communicall Vi IP system. It functions as a phone, a door entry system and provides access to a range of digital services.

This Apartment Hub may be wall-mounted or freestanding depending on your housing provider's choice. If your Apartment Hub is freestanding it may be possible to have this located in a different room - contact your housing provider to arrange for the unit to be relocated if possible.

Each Apartment Hub has its own internal telephone number. Your telephone number is:

2. Quick Start Guide

Welcome to your Communicall Vi IP system. This Quick Start Guide highlights the key features of the system. More detailed information can be found in the later sections of this Resident User Guide document.

2.1 Your Apartment Hub



Your touchscreen Apartment Hub is the key part of your Communicall Vi IP system. It functions as a phone, a door entry system and provides access to a range of digital services.

2.2 Using the Apartment Hub as a Phone

Incoming calls can be answered by lifting the handset or using the on-screen prompt for 'hands free' mode.

To make a call, lift the handset and enter the required number using the on-screen keypad, or by using the "Contacts" button.

Use the on-screen icon to select whether to make an audio or video call. End your call by replacing the handset.

2.3 Answering the Door

When a visitor calls your property from a door panel, your Apartment Hub will ring and display that it is a door call on the screen.

Answer the call by lifting the handset. Video from the door panel camera will automatically be displayed on the screen. You can choose to unlock the door by pressing the "Door Open" button on the screen. To end the call, replace the handset.

2.4 Raising an Alarm Call

You can raise an alarm call by pressing the alarm button on your Minuet Watch, pendant or by using a pullcord (if fitted).



Figure 2
Pendant

Figure 2
Minuet Watch

Figure 3
Pull Cord

You will be automatically connected to your emergency alarm contact in ‘hands free’ mode.

2.5 Using the Tunstall App

The Tunstall app is displayed by default on your Apartment Hub. Pressing the Home button will return you to the phone desktop. To return to the app press the **T** icon visible on the phone’s desktop. Which buttons are available in the app varies depending on the options specified by your provider.

2.5.1 I’m OK



This button lets the manager know that you are OK – press it to check in and they will be notified.

2.5.2 Mute Door



This button allows you to mute door entry calls. When you press it, you will not receive door calls for five minutes.

2.5.3 Home / Away



This button lets the manager know that you are at Home or Away – press it to change your status.

2.5.4 Assistance Calls



If this button appears, you can raise an assistance call by pressing the red “Assistance” button. This will connect you to help.

In an emergency, always use your Minuet watch, pendant or pull cord to raise an alarm call, rather than an assistance call. See section 6.1.

3. Apartment Hub Overview

3.1 Physical Controls & Interface

The Apartment Hub consists of a handset and a large touch screen. The Apartment Hub is preconfigured and requires no setting up. The Apartment Hub is powered from a central power supply, so does not use any power from within your property.










1 Handset	Used for making and receiving calls
2 Volume	Controls the volume of the handset or speaker
3 Status Bar	Displays notifications (see 3.2)
4 Touchscreen	Main screen interface (see 4.1)
5 Back Button	Returns to the previous screen
6 Menu Button	Shows the device menu
7 Home Button	Returns to the phone desktop

3.2 Status Bar


The status bar at the top of the screen provides visual notification for the system settings and status.

Notification icons can appear in the status bar. A summary of the more common ones is below.

	Handset is off the hook
	Speaker (hands free) mode is being used
	Do Not Disturb (DND) is enabled
	Silent mode enabled – incoming calls will not make any sound
	Camera is disabled
	WiFi Hotspot is enabled (shown at maximum signal strength)
	Warning message

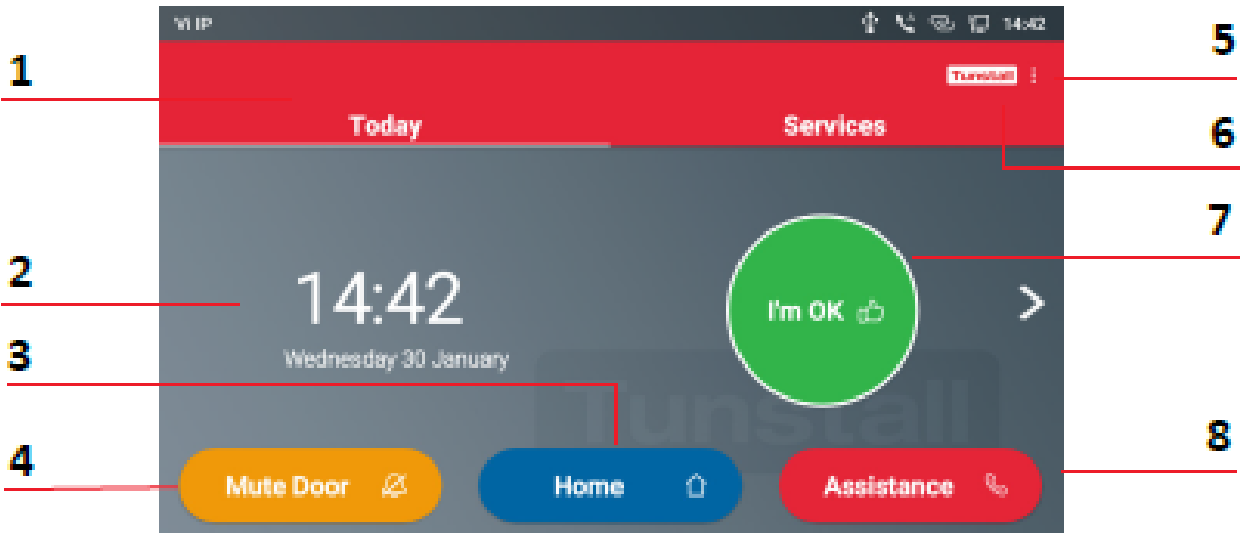
4. User Interface Overview

The Apartment Hub has a specially-designed, easy-to-use interface for accessing key services. This is the default application that will display on your Apartment Hub.

Note: Pressing the Home button will return you to the phone desktop. To return to the app press the  icon visible on the phone's desktop.

4.1 Today Screen

4.1.1 Overview



Note: Which buttons are available and visible varies by installation, depending on the options specified by your scheme provider.

1 Today Tab	Shows the current screen status
2 Date & Time	Shows the current system date and time
3 Home / Away	Set Home / Away Status (see 4.1.4)
4 Mute Door	Sets the Mute Door status (see 4.1.4)
5 Options Button	Access the options popup (see 9)
6 Services Tab	Access services tab (see 4.2)

4.1.2 Assistance Calls

ASSISTANCE 

If this button appears, you can raise an assistance call by pressing the red “Assistance” button. This will connect you to help.

The Apartment Hub will confirm the call has been raised and automatically connect to the assistance contact in ‘hands free’ mode for you to speak to them.

In an emergency, always use your Minuet watch, pendant or pull cord to raise an alarm call, rather than an assistance call. See section 6.1.

4.1.3 I'm OK



This button will let Radius Connect 24 know that you are okay. they will be notified.

4.1.4 Mute Door

MUTE DOOR 

This button allows you to mute door entry calls. When you press it, you will not receive door entry calls for five minutes.

4.1.5 Home / Away

AWAY 

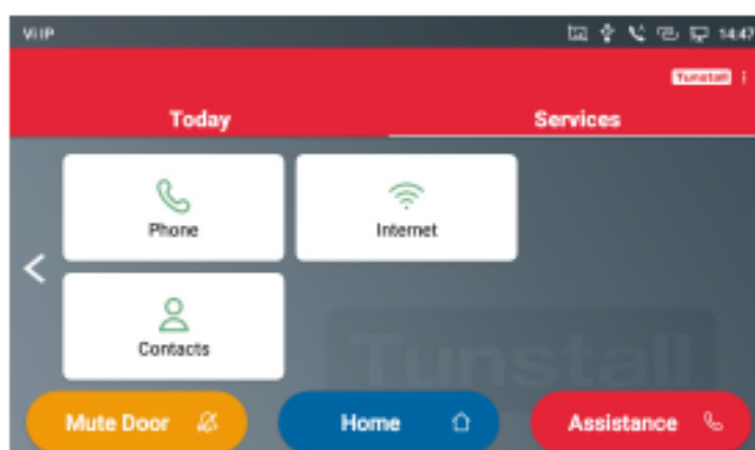
This button lets the manager know that you are at Home or Away. Press it to change between Home mode and Away mode.

The screen colour will change to blue when you are in Away mode and certain functions (e.g. Mute Door) will be disabled.

4.2 Services Screen

Access the Services screen by swiping left from the “Today” screen or pressing the “Services” tab. You can return to the Today screen by swiping right or pressing the “Today” tab.

Your available services will be displayed as tiles on the screen (see right).

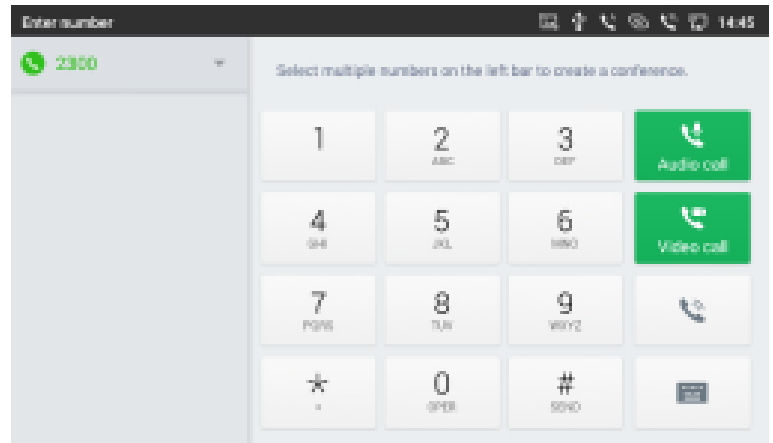


5. Telephone Features

5.1 Making a Telephone Call

The Apartment Hub functions as a telephone to call people within the same building for free. Take the handset off the hook and dial the telephone number of the person you would like to call, using the touchscreen keyboard.

Alternatively, you can use the “Phone” or “Contacts” buttons on the services page (see 4.1.1).



Once you have entered the telephone number or selected the contact, press either the “audio call” or “video call” icon to place the call.

5.2 Receiving a Telephone Call

It is possible to receive telephone calls from other people within the building including the staff. When the Apartment Hub is called, the unit will make a ringing sound and the caller’s number or name will be shown on the display.

To speak to the caller, lift the handset. To control the volume of the telephone call, use the volume keys (see section 3.1).

When the call has ended, hang-up the handset.

6. Alarms

6.1 Raising an Alarm Call

Alarm calls are used to contact emergency help. The alarm call process in your Communicall Vi IP system complies to the latest standards for reliability and safety. To raise an alarm call use your personal pendant (Figure 2), Minuet watch (Figure 2) or a pull cord (Figure 3) that may have been installed as part of your system. This will then generate an alarm message which is signalled to the site staff or (optionally) to an off-site monitoring centre.



Figure 2
Pendant



Figure 2
Minuet Watch



Figure 3
Pull Cord

When the alarm is received the alarm recipient will be able to speak to you via the loudspeaker built into the Apartment Hub. You do not need to be near the Apartment Hub or press any buttons as this process is automatic.

Do not worry if you are unable to communicate with the alarm recipient. The system will notify them where the alarm was raised from.

Once the alarm has been dealt with the Apartment Hub will automatically end the call ready for the next time.

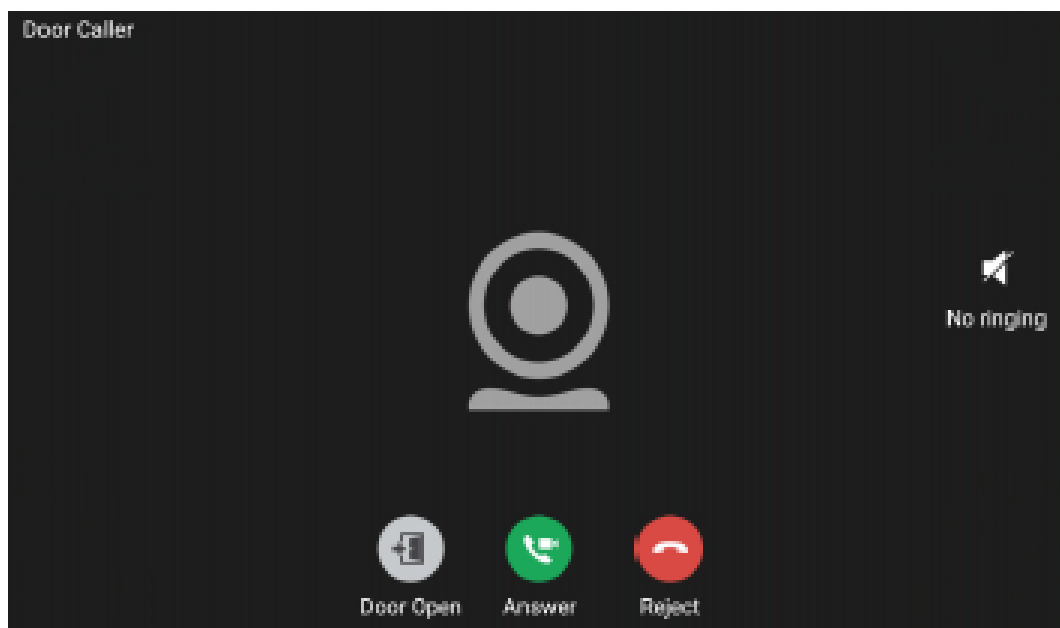
6.2 Other Telecare Sensors (Optional)

The system may be fitted with optional telecare sensors such as smoke detectors. When any of these devices are activated an alarm will be raised to the manager or monitoring centre.

7. Door Entry

7.1 Receiving a Door Entry Call

When a visitor calls your property from the door panel, your Apartment Hub will ring and will display the name of the door panel calling you.



You have the option to answer or reject the call as shown.

Lift the handset and the video from the door panel will be shown automatically. You will now be able to speak with the caller. To release the door, press the 'Door Open' button.

If you do not want to let the visitor into the building simply replace the handset.

7.2 Answering Door Calls with the MoVi (Optional)

It is possible to receive door calls on an optional portable MoVi device (right).

When you receive a door entry call, the MoVi device will light up and ring.

Press the button on the MoVi once to answer the call and speak to the visitor. If you wish to let them in, then press the button again. If you wish to end the call without letting the visitor in, press and hold the button for two seconds.

For more information on your MoVi, refer to the separate MoVi user guide.



8. Intruder Monitoring (Optional)

If your system includes intruder monitoring you will have a keyswitch (right) that allows the feature to be armed and disarmed. The system is supplied with 3 keys.



Intruder monitoring protects your property when armed. It raises an alarm (see section 6.1) if someone enters your property without disarming the system.

8.1 Arming Intruder Monitoring

Before arming the system, ensure all outside windows are shut. Insert the key into the keyswitch and turn 90 degrees clockwise. You will hear arming tones from the system. Remove the key from the keyswitch. You have 30 seconds to leave the property before the system activates.

Once the system is armed anyone entering the property and not disarming the system (see section 8.2) will cause an alarm to be raised.

8.2 Disarming Intruder Detection

When entering the property you will hear disarming tones. Insert the key into the keyswitch and turn 90 degrees anti-clockwise direction to disarm intruder monitoring.

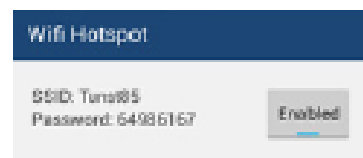
If you are not able to disarm the system in time, don't worry. You'll shortly receive a call from your alarm recipient (either the House Manager or the monitoring centre). Just wait for the call and explain the situation.

9. Using the Wireless Hotspot (Optional)

If your Apartment Hub has the optional wireless hotspot feature enabled, it is possible to connect items like tablets and PCs so they can access the internet.

To view the password that is used to allow devices to connect to the wireless hotspot press the Options button – three small dots (see 4.1).

Select the “Wi-Fi hotspot” menu item on the display. This will display a popup that shows your wireless hotspot name and password (see right). You can use this information to log in.



The wireless hotspot can be turned on and off using the Enabled/Disabled button. We recommend that you do not turn it off in normal use.

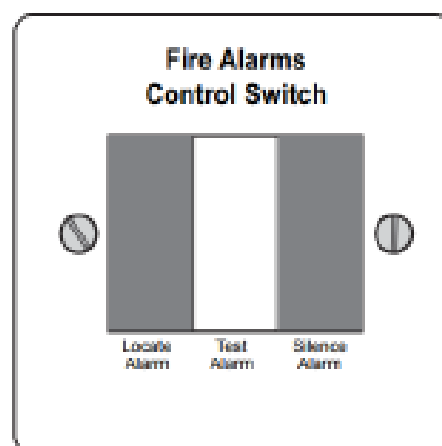
Note that your speed of connection will depend on the overall building internet speed. This feature is intended for light usage (e.g. email and web browsing) and will not support heavier usage (e.g. video streaming).

10. Smoke Alarm Remote Control Switch (Optional)

If this option has been specified by your housing provider, you will find a Remote Control Switch for fire alarms (right) in your property.

This switch consists of three buttons:

- Locate Alarm
- Test Alarm
- Silence Alarm



10.1 Locate Alarm

When the Locate Alarm button is pressed and released any Smoke/Heat detectors that are sounding will be silenced - except for from the detector that has detected the alarm situation (e.g. Smoke or Heat). This allows you to locate and verify the alarm situation.

10.2 Test Alarm

Operating the Test Alarm button will cause all the smoke and heat detectors to sound. We recommend you use this function weekly to test the alarms.

10.3 Silence Alarm

Pressing the Silence Alarm button is used to silence nuisance alarms. This should only be pressed after the Locate switch has been used to identify the alarm that triggered the system, and you have determined that there is no smoke or fire.

We hope you enjoy using your Communicall Vi IP system. If you have any questions please contact your scheme manager in the first instance.

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

South Dublin County Council

(01) 414 9000



Head Office:

Block A,
The Crescent Building,
Northwood Office Campus,
Santry,
Dublin 9.

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

Out of Hours Connect 24 Emergency:
T: 048 90421010



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Fold Housing



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