



TENANT HANDBOOK- MT ARGOS

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:

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.foldireland.ie

We are moving office!!

Our new address from

October will be:

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

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

Housing Officer: Wanita Maher

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 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 not keep any bird or animal on the Premises or the Licensed areas which in the opinion of the OMC or the Estate OMC may cause unreasonable disturbance to the owners and occupiers of any part or parts of the Blocks and/or the Retained Lands. Not to keep a dog or dogs of any kind on the Premises, the Licensed Areas or the Common Areas or the Estate Common Areas without the prior written consent of the OMC and the Estate OMC.

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. Your electricity is supplied by Pinergy which you will top up. Visit Pinergy.ie for my information.

Do I need furniture and appliances?

These properties come with blinds on the windows and all the appliances. Fold gift them to the tenant and the tenant is responsible for all the repairs. The appliances are integrated and if they break down, they must be replaced in the same way.

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.

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.

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.

These properties come with blinds on the windows and all the appliances. Fold gift them to the tenant and the tenant is responsible for all the repairs. The appliances are integrated and if they break down, they must be replaced in the same way.

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 you 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 you 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 you 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 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

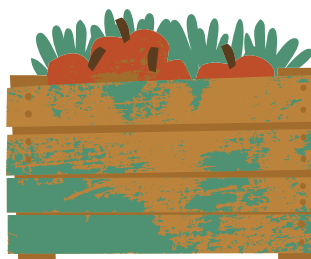
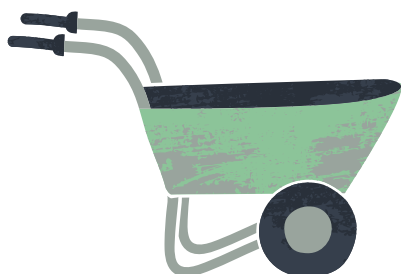
Tradesperson

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.

Mt Argos House Rules

Noise

All stereo, radio and TV appliances should be kept at a volume which will not interfere with your neighbours' quiet enjoyment of their homes. All flooring materials must be underlaid by a suitable noise insulation material. In general, no noise should be audible outside your apartment between the hours of 12 midnight and 9am.

Security

All doors, including front doors, should be closed quietly. The main hall doors should be kept closed at all times. To protect the security of the complex, residents are requested not to allow entry to ANYBODY except your own personally invited guests AND visitors. Strangers should NOT be allowed enter the premises. Please report any suspicious activity to the Gardaí

Obstructions

No obstructions (e.g. bicycles, prams, refuse, baggage) of any kind should be placed in the common areas i.e. lobbies, halls, landings or gardens. The Management Company reserves the right to remove any such offending items without notice

Bicycles

Bicycles must not be left in the internal common areas or locked to railings or balconies. The Management Company reserves the right to remove any such offending bicycles, without notice.

Pets

Residents can Not keep any bird or animal on the Premises or the Licensed Areas which in the opinion of the OMC or the Estate OMC may cause unreasonable disturbance to the owners and occupiers of any part or parts of the Blocks and/or the Retained Lands. Not to keep a dog or dogs of any kind on the Premises, the Licensed Areas or the Common Areas or the Estate Common Areas without the prior written consent of the OMC and the Estate OMC.

Washing/Laundry

Washing or other articles must not be hung out to dry on balconies or from windows, as provided for in the Lease Agreements.

Alterations

Residents are not to decorate the exterior or alter the external appearance of any of the buildings on the premises without prior consent in writing of the Management Company. Structural alterations or additions are not permitted without the prior written approval of the Management Company

Appendages

Not without the consent of the OMC and the Estate OMC erect any external wireless or television aerial satellite dish or other like instrument on the Premises or the Licensed Area or the external wall of the premises so as to be visible from the Common Areas

Alarms

In the event of activation an alarm must not sound either externally or internally for a period in excess of twenty minutes. The Management Company reserves the right of entry (without notice) to deactivate such alarms.

Refuse

Refuse sacks should be tied securely and placed in the bins provided. Refuse sacks must not be placed on the ground. It is not permitted to store refuse in any other part of the complex. Residents are encouraged to avail of the recycling facilities in order to reduce disposal costs.

Waste Disposal

The bin store is in the car park, the bin store is located in the car park adjacent to the entrance to apt 1-13 The Lodge.

- Recycling Bin collected weekly -Wednesday
- Refuse bags - collected Thursdays
- There are 2 machines, 1 is for refuse, 1 is for dry mix recycling.
- The blue wheelie bins are for glass bottles.
- The brown wheelie bins are for organic material.

Video on how to use - <https://www.youtube.com/watch?v=uTpZYU0fBG4>

Non domestic items of waste e.g. mattresses, beds and other items of furniture etc. must not be disposed of in the bins, or in any other part of the complex. Individuals identified disposing of such items will be charged with the cost of disposal.

Common-Areas

Children must be supervised and kept under control. Furniture and other facilities must not be interfered with. Every effort should be made to keep the common areas and grounds clean and tidy.

BBQ

Residents can not to keep or use any barbeque, patio heater or gas cylinder on the Balcony of the premises or use the Balcony in such manner which in the opinion of the OMC may cause unreasonable disturbance to the owner s and occupiers of any part of the Estate and/or the Retained Lands

Nuisance

Not to do any act or thing which shall be or may become a nuisance or annoyance to the Lessor or the owners or occupiers of any other part of the Retained Lands or any adjoining lands or premises

Car Parking

- for parking and pedestrian access. Fobs allow block access to the underground car park through 1-12 The Waterwheel.
- There are cameras inside the building – are they operational and who is monitoring them. KDS Fire and security are responsible for the CCTV system
- Car park access is via a mobile telephone number 0871499198 – tenant must ring this number for entry to the car park and must ring it to exit. They will be buzzed in this way.

MUD Act, Section 23 (11)

Where a person, who by reason of subsection (1) is obliged to comply with house rules, commits a material breach of such rules, the owners' management company of the development concerned may recover the reasonable costs of remedying such breach from such person which costs may be recovered as a simple contract debt in a court of competent jurisdiction.

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,
Phoenix Industrial Estate,
Navan Rd,
Ashtown,
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



@fold_housing



Fold Housing



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.