



TENANT HANDBOOK-NEW DOLPHIN PARK

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

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: 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 generally not permitted to keep pets however we allow tenants to move in with existing pets. We caution that if tenants do not have a pet at time of interview they can not acquire one later. We also ask that when the tenant's pet(s) pass away that you do not replace them.

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 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.

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 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.



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

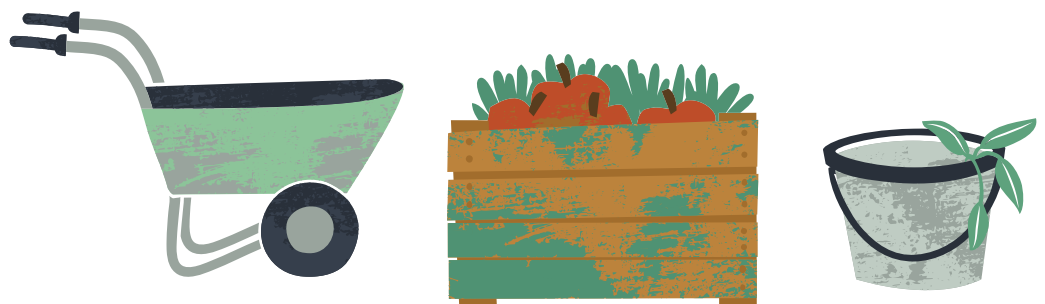
Tradesperson

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.

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.



Health Care

Kareplan

Reuben House, Reuben St, Saint James' (part of Phoenix Park), Dublin, D08 Y2Y3
+35314734169

Meath Primary Care Centre

1-9 Heytesbury St, Saint Peter's, Dublin 8, D08 Y1TW

Saint James's Hospital

James's Street, Saint James' (part of Phoenix Park), Dublin 8, D08 NHY1
+35314103000

Patrick Street Dental

Ardilaun Court, Nicholas House, Patrick St, The Liberties, Dublin 8
+353896028689

Inchicore Family Doctors

Primary Care Centre, St Michael's Estate, Dublin
+35314166011

Haven Pharmacy Cassidys

449 S Circular Rd, Rialto, Dublin, D08 WT78
+35314532403

Walsh's Pharmacy

491 S Circular Rd, Rialto, Dublin, D08 XK54
+35314533739

Phelans Pharmacy

633 S Circular Rd, Kilmainham, Dublin, D08 DD58
+35314736029

Thomas Street Pharmacy

Ireland, 55 Thomas St, Dublin 8
+35314542080

HSQ Pharmacy

Heuston South Quarter, Military Rd, Kilmainham, Dublin 8
+35314411140

Galtymore Allcare Pharmacy

131 Galtymore Rd, Drimnagh, Dublin 12, D12 HX4A
+35314557306

Life Pharmacy Old County Road

111 Old County Rd, Crumlin, Dublin 12, D12 HFK3
+35314540304

Coombe Women's Hospital

Cork St, Merchants Quay, D08XW7X.
01 4085200



Shopping

Newsagent O'Brien's

Old County Rd, Crumlin,
Dublin, 12

The Bull Ring Market

66, 71 Meath St, Dublin
Southside, Dublin 8,
D08 A526

George's Street Arcade

South Great George's
Street, Dublin

Stephen's Green Shopping Centre

St Stephen's Green, Saint
Peter's, Dublin, D02
HX65
+35314780888

Ashleaf Shopping Centre

Cromwellsfort Rd,
Crumlin.
01 4059046

Lidl

48-52 Cork St, Saint
Catherine's, Dublin 8,
D08 T28V
+3531800201080

Spar Drimnagh

133 Galtymore Rd,
Drimnagh, Dublin 12,
D12 K7FP
+35314557324

Timgad Grocery

207 S Circular Rd, Saint
Catherine's, Dublin 8,
D08 YD21
+35314020799

Shop Easi

Clanbrassil Street Lower,
Merchants Quay, Dublin
+35314733565

POLONEZ Walkinstown

4 Richmond St N, Dublin 1,
D01 WT22



Food and Drink

Camile Thai Walkinstown

78 Walkinstown Rd,
Walkinstown, Dublin,
D12 DX56
+35319121888

Chopped

12 Long Mile Rd, Drimnagh,
Dublin
+35314503596

The American Diner Dublin

7A Old Naas Rd, Bluebell,
Dublin, D12 FP59
+35314568188

Hillbilly's Walkinstown

1A Ballymount Rd Lower,
Walkinstown, Dublin,
D12 PC56
+35315519721

Domino's Pizza - Dublin - Walkinstown

129 St Peter's Rd,
Walkinstown, Dublin,
D12 V6HH
+35314502222

Chuan City

2-4, 12 Long Mile Rd,
Walkinstown, Dublin,
D12 PK8H
+35314509032

Eleanora's Bar & Lounge

147 Drimnagh Rd, Crumlin,
Dublin, D12 F6NY
+35314557928

Deli-Licious

3 Lisle Rd, Crumlin, Dublin,
D12 VN1F
+35314559494

Victoria Takeaway

8 Lisle Rd, Crumlin, Dublin,
D12 Y6Y6
+35314559653

The Hungry Duck

189 Kimmage Rd,
D12PH02.
01 4651944

La Dolce Vita

760 S Circular Rd, Ushers,
Dublin 8
+35316169581

Excellent Chinese Drimnagh

6 Errigal Rd, Drimnagh,
Dublin 12, D12 CP83
+35314560068

Johns Takeaway

Walkinstown Cross, 1a,
Dublin 12
+35317614721

Kestrel

157 Walkinstown Rd,
Walkinstown, Dublin 12, D12
NN8A
+35314508555

Borzas Takeaway Walkinstown

2 Beechfield Ave,
Walkinstown, Dublin,
D12 ND66
+35314832988

The Bird Flanagan

471 S Circular Rd, Ushers,
Dublin
+35314532797

The Marble Arch Pub

1, Benbulbin Rd, Drimnagh,
Dublin, D12 EH26
+35314099506

The Barn House Pub

Dolphin's Barn, Saint James'
(part of Phoenix Park),
Dublin 8
+35314533744

The Gate Bar

153-155 Crumlin Rd,
Drimnagh, Dublin 15,
D12 HA27
+35314542157

The Glen Of Aherlow

29 Emmet Rd, Inchicore,
Dublin, D08 N8C3
+35314532038

Arthur's Bar

Arthur's Bar Guinness
Storehouse St James's
Gate, Dublin 8
+35314084800

Murrays Bar & Lounge

1 Bow Bridge, Kilmainham,
Dublin 8, D08 H1W6
+35317071640

JK Stoutmans

James St, The Liberties,
Dublin 8, D08 E6P6
+353870656802

McCann's Bar

117 James's Street, The
Liberties, Dublin, D08 A2C1
+35316790526



Transport

Directions to Dolphin's Barn (Dublin) with public transportationThe following transit lines have routes that pass near Dolphin's Barn

Bus: 122, 151, 17, 27

Train: COMMUTER SERVICE, DART, PORTLAOISE/LIMERICK SERVICE

Bus stops near New Dolphin Park:

- New Ireland Road, stop 7454
- Herberton Road, stop 7455
- Rialto, Rialto Parish Centre
- Rialto, South Circular Road
- Rialto, Church Avenue South

Luas Stops: Red line

- Rialto Luas Stop
- Suir Road Luas Stop
- Goldenbridge Luas Stop



Recreational

Irish National War Memorial Gardens

Island Bridge, Ushers,
Dublin
+35314757816

St. Patrick's Park

Bull Alley St, Dublin
+35314755435

Murrays Bar & Lounge

1 Bow Bridge, Kilmainham,
Dublin 8, D08 H1W6
+35317071640

Weaver Park

128 Cork St, Merchants
Quay, Dublin, D08 K5RH
+35312225278

Eamonn Ceannt Park

237 Clogher Rd, Crumlin,
Dublin 12, D12 DP78
+35314540799

Walkinstown Library

Percy French Rd,
Walkinstown.
01 4558159

Crumlin Bowling Club

11 St Marys Rd,
Walkinstown,
D12V3P8
01 4558142

Omniplex Cinema

210 Rathmines Rd
Lower, D06N1F1.
01 4851298

Star Bingo

Kildare Rd, Crumlin
01 4559659

Herberton Leisure

James's Walk, Saint
James' (part of Phoenix
Park), Dublin
+35314547963



Emergency Contacts

Dolphin's Barn Fire Station

Parnell Rd,
Drimnagh.
D12C520

Crumlin Garda Station

23 St Agnes Road, Crumlin,
D12C588.
01 6666200

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

MB Service Station

Burmah Filling Station,
Mount Brown, Saint James'
(part of Phoenix Park),
Dublin
+35316712311

Circle K Kilmainham

647_657 S Circular Rd,
Kilmainham, Dublin 8,
D08 V20D
+35314715292

Emo Dublin

ames St, Saint James'
(part of Phoenix Park),
Dublin

Circle K

9 Usher's Quay, The
Liberties, Dublin

Maxol Dolphins Barn

101
16 Crumlin Rd, Drimnagh,
Dolphins Barn, Co. Dublin
+35314547674

Texaco R110

12 Crumlin Rd, Drimnagh,
Dublin



Post Offices and Banks

Creighans Post Office

629 S Circular Rd,
Kilmainham, Dublin, D08
XE39
+35314546866

An Post Cork St

McGovern's Corner, Cork
St, The Liberties, Dublin
+35314547528

Dolphin's Barn Post Office

2 Reuben St, Saint James'
(part of Phoenix Park),
Dublin 8
+35314535184

Leonard's Corner Post Office

Clanbrassil Street Upper,
Saint Peter's, Dublin 8,
D08 KA07
+35314543692

ATM

455/457 S Circular Rd,
Rialto, Dublin 8, D08 Y62K

Bank of Ireland

Saint James's Hospital,
James St, Saint James'
(part of Phoenix Park),
Dublin
+35314730059

AIB Bank

219 Crumlin Rd, Crumlin,
Dublin, D12 HW77
+35314556833

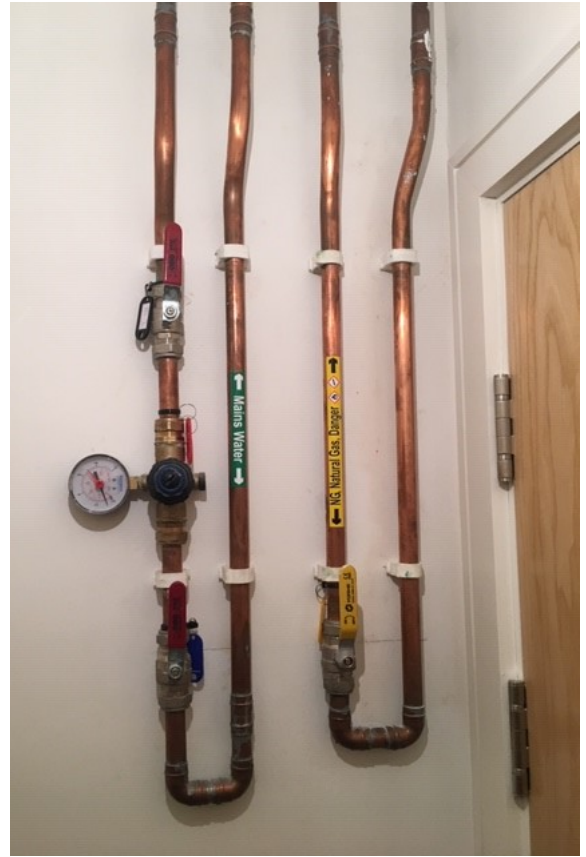
Bank of Ireland

85 James St, The Liberties,
Dublin 8, D08 C2PR
+35316779040

AIB ATM Kilmainham

Inside Supervalu, The
Dargan Building, St John's
Road W, Kilmainham,
Dublin 8, Dublin
+353818724724

Water and Gas Mains Isolation



The water mains are located on the wall in the stores in the main hall of each apartment.

The gas isolation valve is also located here.

Contents

1. Factory default settings
2. Factory program settings
3. Resetting the timeswitch
4. Setting the date and time
5. ON/OFF period selection
6. Adjusting the program settings
7. Copy function
8. Reviewing the program settings
9. Boost function
10. Advance function
11. Holiday mode
12. Backlight mode selection
13. Keypad lock and unlock
14. Frost protection
15. Master reset



Important: Keep this document

This 1 zone timeswitch is designed to provide ON/OFF control for 1 zone, with the value added application of in built frost protection.



CAUTION!

Before commencing, disconnect the device from the mains. There are parts that carry mains voltage behind the cover. Never leave unsupervised when it is open. (Prevent non specialists and especially children from gaining access to it)

Never remove this product from the electrical baseplate. Disconnect from mains supply in the event of any damage to any buttons. Do not use sharp tools to push any button.

1. Factory default settings

Program: 5/2D
Backlight: On
Keypad: Unlocked
Frost Protection: Off

2. Factory program settings

	5/2D					
	P1 ON	P1 OFF	P2 ON	P2 OFF	P3 ON	P3 OFF
Mon-Fri	6:30	8:30	12:00	12:00	16:30	22:30
Sat-Sun	7:30	10:00	12:00	12:00	17:00	23:00

All 7 days	7D					
	P1 ON	P1 OFF	P2 ON	P2 OFF	P3 ON	P3 OFF
	6:30	8:30	12:00	12:00	16:30	22:30

Everyday	24H					
	P1 ON	P1 OFF	P2 ON	P2 OFF	P3 ON	P3 OFF
	6:30	8:30	12:00	12:00	16:30	22:30

3. Resetting the timeswitch

It is necessary to press the **RESET** button prior to initial programming. This button is located behind the cover on the front of the unit.

4. Setting the date and time



Lower the cover on the front of the unit.

Move the selector switch to the **CLOCK SET** position.

Press the **+** or **-** buttons to select the day. Press **OK**
 Press the **+** or **-** buttons to select the month. Press **OK**
 Press the **+** or **-** buttons to select the year. Press **OK**
 Press the **+** or **-** buttons to select the hour. Press **OK**
 Press the **+** or **-** buttons to select the minute. Press **OK**
 Press the **+** or **-** buttons to select 5/2D, 7D or 24H Press **OK**

The date, time and function are now set. Move the selector switch to the **RUN** position to run the program, or to the **PROG SET** position to change the program setting.

5. ON/OFF period selection

There are 4 modes available on this timeswitch for users to choose for their individual application.

AUTO The timeswitch operates 3 'ON/OFF' periods per day.

ALL DAY The timeswitch operates 1 'ON/OFF' period per day.

This operates from the first ON time to the third OFF time.

ON The timeswitch is permanently on. **ON**

OFF The timeswitch is permanently off. **OFF**

Lower the cover on the front of the unit. By pressing the **ZONE 1 SELECT** button, you can change between AUTO / ALL DAY / ON / OFF for Zone 1.

6. Adjusting the program settings

Lower the cover on the front of the unit.

Move the selector switch to the **PROG SET** position.



You can now program zone 1.

Press the **+** or **-** buttons to adjust the **P1 ON** time. Press **OK**

Press the **+** or **-** buttons to adjust the **P1 OFF** time. Press **OK**

Repeat this process to adjust the **ON & OFF** times for **P2 & P3**.

When completed, move the selector switch to the **RUN** position.

7. Copy function

Copy function may only be used if the timeswitch is in the 7d mode.

Lower the cover on the front of the timeswitch.

Move the selector switch to the **PROG SET** position.



Set the **ON & OFF** times for the day of the week you wish to copy from.

Press the **COPY** button for 2 seconds. The next day of the week will begin to flash.

Press the **+** button to copy the **ON & OFF** times to this day.

Press the **-** button to skip a day.

ON & OFF times can be copied to multiple days by using the **+** button.

Press the **OK** button when copying has been completed.

When completed, move the selector switch to the **RUN** position.

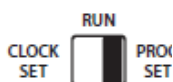
8. Reviewing the program settings

Lower the cover on the front of the unit.

Move the selector switch to the **PROG SET** position.

By pressing **OK** this will review each of the **ON/OFF** times for P1 to P3.

When completed, move the selector switch to the **RUN** position.



9. Boost function

This function allows the user to extend the **ON** period for 1, 2 or 3 hours. If the zone that you wish to **Boost** is timed to be **OFF**, you have the facility to switch it **ON** for 1, 2 or 3 hours.

Press **ZONE 1 Boost** once, twice or three times respectively.

To cancel the boost function, simply press the **ZONE 1 Boost** button again.



10. Advance function

This function allows the user to bring forward the next switching time. If the zone is currently timed to be **OFF** and the **ADV** is pressed, the zone will be switched **ON** until the end of the next switching time. If the zone is currently timed to be **ON** and the **ADV** is pressed, the zone will be switched **OFF** until the end of the next switching time.

Press **ZONE 1 ADV.** for this function.

To cancel the **ADVANCE** function, simply press the **ZONE 1 ADV.** button again.



11. Holiday mode

Lower the cover on the front of the unit.

Move the selector switch to the **RUN** position.

Press the **Holiday** button.

The current date and time will flash on the screen.

It is now possible to enter the date and time when you plan to return.

Press the **+** or **-** buttons to adjust the holiday period required.

Press the **OK** button.

The timeswitch is now switched **OFF** for the selected number of days.

By pressing the **OK** button again, this will cancel the holiday mode, thereby returning the timeswitch to the normal setting.



12. Backlight mode selection



On

There are two settings for selection. The factory default setting is **ON**.

ON The backlight is permanently **ON**.

AUTO On pressing any button the backlight stays on for 10 seconds.

To adjust the backlight setting, lower the cover on the front of the unit.

Move the selector switch to the **RUN** position.

Press the **OK** button for 5 seconds.

Press either the **+** or **-** buttons to select the **ON** or **AUTO** mode.

Press the **OK** button.



13. Keypad lock and unlock




Unlocked

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

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

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

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

14. Frost protection function



Off

Selectable range 5~20°C. This function is set to protect pipes against freezing or to prevent low room temperature when the timeswitch is programmed to be **OFF** or is manually **OFF**.

Frost protection can be activated by following the procedure below.

Move the selector switch to the **RUN** position.

Press both the **+** and **-** buttons for 5 seconds, to enter selection mode.

Press either the **+** or **-** buttons to turn **On** or turn **Off** frost protection.

Press the **OK** button to confirm.

Press either the **+** or **-** buttons to increase or decrease the desired frost protection setpoint.

Press the **OK** button to select.

Zone 1 will be switched **ON** in the event of room temperature falling below the frost protection setpoint.

When frost protection is enabled, "Frost" will be visible on the screen.

When frost protection is activated, "Frost" will flash on the screen.



15. Master reset

Lower the cover on the front of the timeswitch.

There are four hinges holding the cover in place.

Between the 3rd and 4th hinges there is a circular hole.

Insert a ball point pen or similar object to master reset the timeswitch.

After pressing the master reset button, the date and time will now need to be reprogrammed.

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 uunit. 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.

Exterior Tunstall

Internal speech module:

Talk button: creates 2 way conversation when call comes in from front door

Open: press to release front door of building

Door Privacy: Press to deactivate system for 5 mins due to anti social behaviour or unwanted calls to apartment from front entrance

Home/Away: not in use

I'm ok: not in use

Help: Puts out a call to the monitoring centre

Pull cord: Puts out a call to the monitoring centre

Front door access control panel:

For visitors trying to gain access to an apartment simply press

Clear> apt no>call and wait for response and door release from tenant.



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.