

Tenant Handbook



Building Better
Communities



FOLD HOUSING TENANT'S GROUP
BUILDING COMMUNITIES TOGETHER

On behalf of Fold Housing Association, we would like to take this opportunity to extend a sincere and warm welcome to your new home. We hope you will thoroughly enjoy your home and that the information contained within this handbook will provide assistance and guidance with regards to all aspects of your tenancy with us.



Fold Housing is dedicated to the provision of high-quality and affordable social housing and associated support services. We aim to provide modern, comfortable, and secure accommodation to meet the housing needs of families, singles, and older people. We seek to build sustainable communities where tenants can enjoy living in their homes with the mutual respect of neighbours. Through the provision of energy efficient housing designs, we will protect the environment and reduce living costs.

Key to our service delivery is the role of our trained and experienced staff who respond sensitively to the needs of tenants; in a way that promotes and encourages independence, social well-being, and greater participation in the delivery of a comprehensive housing management service. After acceptance of a tenancy with Fold Housing, you will receive a copy of the Tenancy Agreement. This document is legally binding between the tenant and Fold Housing Association and sets out our respective obligations and responsibilities. This handbook provides you with explanatory information relating to the terms of your tenancy and should be read in conjunction with the Tenancy Agreement.

Denis Buckley



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About Fold Housing

Welcome Home

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.

Our Radius Connect-24 service provides a range of highly effective safety and home security solutions that enable frail, older and disabled people to continue to live independently in their own homes. This service offers 24-hour support through a team of highly trained Telecare call advisors.

Fold Housing is regulated by the Approved Housing Bodies Regulatory Authority (AHBRA). All Fold Housing tenancies are registered with the Residential Tenancies Board (RTB).

Our mission is to provide quality homes and support to people who need them, and to be a leader in developing housing solutions for older people. We aim to visibly improve the quality of people's lives through the accommodation and support we provide, and we develop our services through continued growth and innovation.

Our Values

● **Excellence**

Fold aims to provide quality customer service to our tenants by keeping them at the centre of everything we do. We ensure that our team have the necessary leadership, training, and supports to enable them to deliver high standards, and to promote innovation in policies and practices.

● **Integrity**

Fold is open and responsive about what we do and how we do it. We are responsive to the views of stakeholders, and consistently ensure that our governance meets the best practice standard.

● **Respect**

Fold maintains a high level of respect by treating our customers, staff, business partners, and communities with due care and attention. We ensure our practices and policies create an open, respectful environment where all tenants and staff are treated with fairness and equality.

● **Creating Value**

Fold aims to ensure that we use our resources to best effect when pursuing business objectives, while staying mindful of our service commitments to tenants. Fold undertakes due diligence in ensuring sound financial management, achieving value for money, and protecting future sustainability.



Contact Fold Housing

Our Head Office can help with any issues you may have in your new home. The team is available from 9am to 5pm, Monday to Thursday, and 9am to 4.30pm Friday.

How to Get in Contact:



Visit our website

www.foldhousing.ie/contact-us



Email us

enquiries@foldireland.ie



Call us

01 822 8804



For emergency out of hours maintenance, please contact 048 9042 1010

For any maintenance issues within business hours, please make a report to the head office on 01 822 8804.

Your Housing Officer is available to assist with any queries you may have and can be contacted directly, or via the head office. You can make an appointment to meet your housing officer using any of the above methods of contact.

Your Housing Officer _____

can be contacted on _____



YOUR TENANCY

When you become a Fold Housing tenant, we give you the right to occupy the property as your home.

The property remains in the ownership of Fold Housing or a third party (like the local authority or a private owner). You will sign a tenancy agreement with Fold Housing setting out the terms on which you occupy the property. 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:

- Rent payment and charges.

- The upkeep of your home.
- Your behaviour and that of your guests, both in your home and 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 tenancy.



We have put together a list of frequently asked questions to help answer your queries about your tenancy. Your Housing Officer or our Head Office can help with any other questions you have.

● **What is a joint tenancy?**

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. The tenancy can be changed in the event of a separation, divorce, or death. In the case of separation or divorce, one party may opt to surrender their right to the tenancy. If you have signed a single tenancy agreement and now want a partner or other person 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 the household.

● **Can I buy my Fold Housing Home?**

As an approved housing body, Fold Housing properties are not for sale. We are a company limited by guarantee. Our properties meet the needs of older people, those with special needs, and 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.

● **Can I keep a pet?**

At Fold we understand that pets can form an important part of your family and can have major benefits to people's physical and mental wellbeing. However, it is not possible for Fold Housing to accommodate pets in every property as some are not suitable for animals due to the size of the property, the type of property, where the property is situated, and so on. All Fold residents who wish to keep a pet must first apply for permission in writing. Written requests for permission can be sent into the office or given to your Housing Officer. All applications will be assessed based on the suitability of the pet and the property. If tenants are found to be keeping pets without permission from Fold Housing, they will be in breach of their tenancy agreement.

● Can my children inherit the tenancy?

Where the death or departure of a tenant takes place, the tenancy will normally be transferred to a surviving spouse/partner, provided that such spouse/partner has been a resident in the dwelling for a continuous period of at least five years immediately prior to the death or departure of the tenant. On the death or departure of both parents, the tenancy will normally be transferred to a son or daughter provided they have been living in the dwelling for at least five years immediately prior to the death or departure of the tenants. **For schemes catering to Older Persons, the son/daughter of the tenants may be required to transfer to another location if they do not meet the criteria of that property.**

● Landlord Responsibilities

Here is a summary of the responsibilities you (the tenant) and we (the landlord) must adhere to. You can find more information on these terms and conditions throughout the handbook.

Fold's Responsibilities Include:

- Keeping to the terms of the Tenancy Agreement.
- Providing the tenant with 4 weeks' notice in advance of any changes to rents or other charges.
- Adhering to Fold's policy regarding the management of rent arrears.
- Provide tenants with a quarterly rent statement.
- Completing repairs which fall under Fold's responsibility.
- Keeping the structure of the accommodation insured (Note: this does not cover contents).
- Providing adequate notice in line with legislation if it becomes necessary to end your tenancy.



● **Tenant Responsibilities**

Here is a summary of the responsibilities you (the tenant) and we (the landlord) must adhere to. You can find more information on these terms and conditions throughout the handbook.

Your Responsibilities Include:

- Keeping to the terms of the tenancy agreement.
- Ensuring you pay your rent in full and on time.
- Maintain the property and to report any defects which are the responsibility of Fold Housing in a timely manner.
- Ensuring that you, your household, or your guests do not interfere with your neighbour's peaceful occupation/enjoyment of the home/ environment.
- Do not make any structural alteration to the property without written permission from Fold Housing.
- If you have a garden, you are required to keep it maintained and in good order.

● **What can you expect from Fold Housing employees?**

- To actively listen to any queries or concerns and respond in an appropriate manner.
- To treat you with respect.
- To treat you with fairness and equality regardless of age, gender, sexual orientation, cultural background, religion, disability, or marital status.
- To be transparent and honest in our communication with you.
- To be helpful and informative in our communication.
- To resolve any issues that may arise in relation to your tenancy or property in line with our policies and procedures.
- To meet you at agreed times and to inform you in advance of any delays or cancellations.
- To respond promptly to requests for information.
- To respond to letters, phone calls, etc. as efficiently as possible.
- To clearly explain any documents and procedures issued to you.
- To respect your privacy and confidentiality where required.



● What do we expect from you?

In order to assist us in providing the best service possible to our residents, we rely on the cooperation between staff and tenants. Our team expects the following:

- That our employees and contractors will be treated with respect and dignity.
- That information provided in relation to tenant's households, income, or any other relevant information is accurate and truthful.
- That tenants meet us at any agreed times, and inform us of any delays or cancellations with sufficient notice.
- That our tenants provide us with honest and clear feedback so that we may continue to improve upon the service we offer.
- Provide suitable access for inspections and/or any works required to be carried out in your home.

● Right to Complain

If in any instant you are unhappy with the service provided by Fold Housing or feel that you have been treated unfairly by any member of the association, please do not hesitate to contact us. Your feedback is important to us.

Fold also welcomes any positive feedback, compliments, or suggestions that our tenants may have for the association, and we encourage you to get in touch to pass these ideas along. Fold Housing provides ample tenant engagement opportunities, and we encourage residents to join up to participate with our tenant engagement service so that your voice can be heard in terms of what direction you would like to see the association go in. For further information please contact your tenant engagement officer.

● What do I do if I am unhappy with Fold Housing's service?

If you are unhappy with our service, please let us know. You can contact our Head Office with the complaint, and our team will attempt to resolve any issue for you. If you are not satisfied with their response, you can then make a formal response.

Complaints can be made in a variety of ways:



You can email your complaint
enquiries@foldireland.ie



You can contact the head office at
01 822 8804



You can send a letter to our Head Office at
Fold Housing Association,
Block A, The Crescent Building,
Northwood Business Park,
Santry,
Dublin 9,
D09 X8W3

You can also make your complaint through an advocate; this can be any person or organisation that is assisting you in making a formal complaint to Fold Housing.

If you wish to make a complaint about a Fold Housing employee, please contact the Housing Manager. They may ask you to provide your complaint in writing.

Once we are in receipt of your complaint, we will pass it to the relevant team member to deal with and ensure to contact you for further details as quickly as possible.

If the complaint cannot be resolved at this stage, we will clearly outline the next steps that will be taken along with a potential time frame. Once we have completed a thorough investigation, we will contact you with our resolution.

If you are unhappy with the decision made at this stage, a referral can be made to the RTB.

● **What happens if I am not satisfied with Fold Housing's response?**

If you are not satisfied with Fold Housing's response to your complaint you can ask for a review of the complaint made.

The complaint will then be dealt with by a senior manager, it will be escalated further if you are still unhappy with the steps taken at this stage.

Fold Housing will only escalate a complaint twice, the decision made at the third stage is final.

All of the above is in line with our Complaints Policy. This is available on request.

● **Data Protection**

In order to provide the service we do, Fold Housing collects personal information on our residents. Fold is committed to respecting tenants' privacy and confidentiality, both during and after your tenure with us. Fold Housing is GDPR (General Data Protection Regulations) compliant, which means that all information kept on file about you either in paper or electronic form is securely stored and kept for only the length of time that it is required. Fold then disposes of this information as per regulations.

Data Requests can be made to the data protection officer at dataprotection@foldireland.ie

Fold will treat all your information as private and confidential, however there are some instances where we may be required to disclose your information with others.

These include:

- If your information is requested by An Garda Síochána during the investigation of a serious crime.
- Where a child may be at serious risk. In this instance 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

We have compiled a list of some suggestions and reminders that can help you settle into your new home smoothly and:

- Contact utility providers to make sure that all your relevant services are in place. It is up to tenants to notify relevant services of your change of address.
- Contact An Post to redirect your post to your new address.
- Fold Housing properties are unfurnished. Tenants must provide their own furniture, blinds, and appliances when moving in.

- **Who is responsible for setting up my utilities?**

It is the tenant's responsibility to ensure that their gas and electricity accounts are set up and managed with utility companies, these accounts must be in your name. You will be issued with an MPRN number and meter reading for your electricity and gas (if applicable) when you sign your tenancy agreement, or when the keys to your new property are handed over to you. This will allow you to change the account into your own name. You are then free to choose your preferred service supplier unless otherwise specified.

It is also your responsibility to contact any phone, broadband, or television services if you wish to avail of these.

Please note that satellite dishes are not permitted in your new accommodation, and this should be checked before you sign up for any television or broadband providers. If in doubt, contact your Housing Officer.

● **Moving in Costs**

Tenants should be aware that there can be extra costs associated with making the move to a new property. Tenants should plan for the following potential costs:

- Furniture removal.
- Purchasing furniture or white goods.

There are also further costs that can be overlooked. These may include:

- Household contents insurance.
- Connection charges for phone lines, broadband, or television.
- Deposits for utility companies.
- Fuel costs for heating your new home.
- Bin collection charges.
- Service charges.

We understand moving can be costly. If you need advice on money management during this time, contact your local MABS (Money and Budgeting Service). MABS 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.

● **Insuring your Belongings**

Fold Housing are not liable to any damage to tenants' contents, regardless of the cause of damage or loss. Fold is responsible for insuring the structure of the dwelling. We strongly recommend tenants to insure their contents against accidental damage, flood, fire, and theft. Contents Insurance can be sourced through an insurance company, Credit Union, or bank. We recommend that you shop around for the best price.



Rent & Other Charges

Fold Housing is a not-for-profit organisation. Any profit made by Fold Housing is reinvested back into our maintenance costs, and the provision of more homes. Your rent contributes towards the ongoing maintenance and management of your property, the communal areas, and the general running costs of Fold Housing.

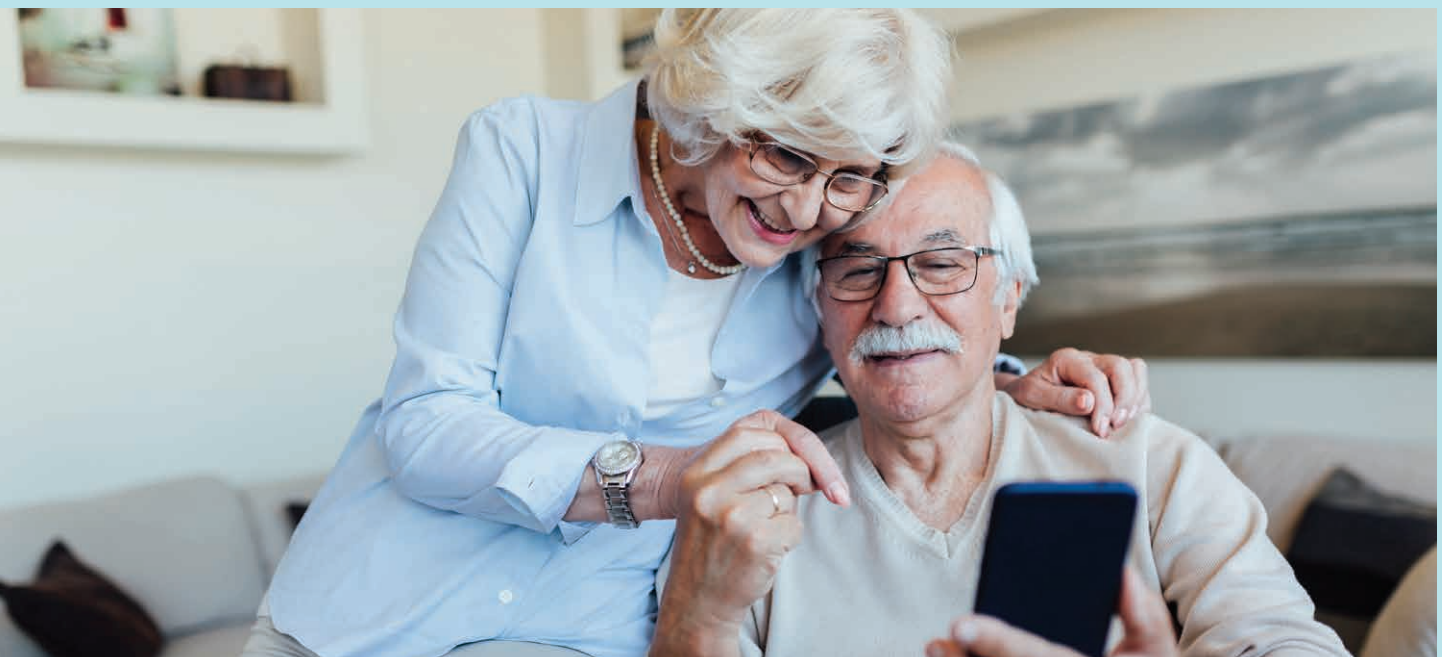
Fold Housing take failure to pay rent very seriously. We have a rent arrears policy that is strictly adhered to in line with current regulations for Approved Housing Bodies.

Most Fold Housing properties pay what is known as a 'differential rent'. This means that the rent is based on a percentage of the household's income.

● What is a rent review?

At the beginning of every year, Fold Housing will contact you to request information on the current income being received by each member of your household. This allows us to calculate how much rent you should be paying. To complete this, we require the proof of income of every member of the household who is over 18 years of age.

Failure to provide this information breaches your tenancy agreement and may result in formal warnings being issued.



● Do I get a rent book?

Fold Housing do not provide rent books. Fold records all rent payments on an electronic system. We will issue you with a statement of your account on a quarterly basis. If you have any queries regarding the contents of these statements, you can contact your Housing Officer or the Head Office for further clarification.

● Service Charges

Most Fold Housing properties have additional service charges included in the rent. These charges differ depending on the scheme and the cost of services provided in that area. These are services that are not normally provided by Fold Housing but are a necessary part of the tenancy.

What kind of services may be covered by the service charges?

Service charges may include some of the following:

- Cleaning services for communal areas of the scheme.
- Management company fees.
- Bin collection costs.
- Security costs.
- Heating/lighting of communal areas and corridors.
- Lifts, security doors, and fire alarm systems.



Please contact the Head Office or your Housing Officer for more information on what your service charge covers.

● How much will the service charge be?

The cost of the service charge is reviewed annually in line with costs increasing or reducing. We will give you a minimum of two weeks' notice before any new service charge amount is applied to your rent. It is a requirement that the service charge is paid. The amount of the service charge is non-negotiable.

● What about bin collection charges?

Waste management will be shared, and the cost will be split between tenants where applicable.

● **Paying your rent and service charges**

Until your preferred method of payment is set up for your rent payments, your rent can be paid either in cash or over the phone with one of our Business Support Officers.

Cash payments must be made directly to the Head Office, Housing Officers are not permitted to collect cash. Rent is payable in advance. If you pay your rent weekly, it must be paid one week in advance. You can also pay your rent monthly, again this must be paid one month in advance. It is your responsibility to keep all receipts and bank records of your rent payments. Fold Housing will issue receipts for rent paid in cash or card on request.

How can I pay my rent?

There are several ways to pay your rent with Fold Housing. Fold recommends setting up a Direct Debit or Standing Order with your bank, or a Household Budget if you are in receipt of a social welfare payment. These are the easiest ways to pay rent and the best options to ensure that you do not miss a payment.

Other means of payment:

- Over the phone by card.

What is a Standing Order?

Setting up a Standing Order authorises your bank to deduct the rent amount from your account at regular intervals to be transferred to Fold Housing. This method is recommended as it means tenants do not have to remember to make these payments as they will happen automatically.

It is important to note that for the Standing Order to go through, you must have sufficient funds in your account to cover the rent amount. The Standing Order will fail if you are even a few cents short of the rent amount, and an alternative payment method will need to be arranged. Some banks may charge a small fee for this service.

What is a Household Budget?

If you are in receipt of a social welfare payment that you receive into An Post, a Household Budget can be set up. The Household Budget will deduct the rent amount from your payment on a weekly basis.

To qualify for this scheme, you must be availing of a certain type of social welfare payment, and you must be receiving it through An Post. This scheme is free of charge. It is important to note that it can take several weeks for Household Budget amounts to change if you need to change your payment amount.



You can find more information
on www.citizensadvice.ie

● Rent Arrears

If you miss a payment, it is important that you act quickly to ensure you do not 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. Fold Housing will endeavour to ensure that arrears do not accrue to an extent that it is unlikely that the tenant can clear the arrears within a 6-month period.

The procedure for rent arrears recovery is as follows:

- **Stage 1:** The tenant receives a text message with the balance of the arrear due. Text messages are an important and integral tool of the arrears process used by the Housing Department to alert tenants of any arrears or other tenant related information.
- **Stage 2:** Tenant will be contacted by letter with a written rent arrears warning letter and invited to contact Fold Housing to clear the debt. A copy of this letter will be provided to the RTB. The period of notice will count from the date that both the tenant and the RTB have received the warning

notice. Any agreement made must be realistic and reflect the income of the household and their capacity to keep the agreement. Any agreement made to clear the arrears will be in writing and must be signed by the tenant and the Housing Officer. No further action will be taken as long as the agreement is being kept.

- **Stage 3:** If the tenant has not paid the arrears amount in full within the notice period given, a Notice of Termination will be issued. This will be served once the initial warning letter has expired.
- **Stage 4:** A Termination by Landlord pursuant to Section 67 of the Residential Tenancies Act 2004 is issued. A dispute is registered regarding the non-payment of rent with the RTB after a termination notice has expired.

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

● Your Rent Statements

Fold Housing will issue a quarterly rent statement. Statements can be issued to tenants at any time at the request of the tenant.

Your Home

Fold Housing aim to provide properties that are pleasurable to live in.

Fold Housing will ensure that your home meets all Legislation and Regulatory Standards. To achieve this, we require the support and cooperation of our tenants. If tenants refuse to engage with these services, we may need to involve the RTB to find an appropriate solution.



● Reporting a Repair

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 the overall structure of the building.



When you notice a fault, please contact our Head Office to report it. The Head Office can be contacted on 01 822 8804.

Be specific about the nature of the problem. We aim to carry out all repairs as quickly as possible. Our schedule for carrying out repairs is as follows:

Emergency: Usually completed within 24 hours of the report being received by a member of Fold Housing staff. An example of an emergency maintenance issue is the complete failure of a heating system, or a flood.

Urgent: Usually completed within 4 working days of report being received by Fold Housing staff. An example of an urgent maintenance issue would be loss of hot water.

Routine: Usually completed within 1 month of report being received by Fold Housing staff. An example of a routine maintenance issue would be repairs to wall tiling, minor building repairs.

If you believe that Fold is responsible for the repair, you must:

- Report the issue to head office.
- Give exact details of the maintenance issue.

We will:

- Confirm if the repair is your responsibility or Folds.
- Pass the maintenance request to our maintenance officer for triage, an appointment will be made with you.
- If the issue persists, a work order will be issued for a Fold contractor to present and fix the issue.

● Will I be charged for repairs and maintenance?

Certain repairs are regarded as 'Rechargeable Repairs'. For example, you must pay Fold Housing for 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, for example 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 the cost, for example if you report that your light does not work, and an electrician presents only to find that the bulb needed to be replaced. In this instance, you will be charged for the call out.

Fold Housing encourages tenants to take a solution-finding approach to faults. In some cases, the problem may be simple to fix yourself. Consult any manuals you have before contacting Fold to make a report. For example, make yourself familiar with where the water shut off valve is in your property and turn it off as soon as possible if you have a flood as this will greatly minimise the extent of any damage that occurs. Likewise, if all your electrical appliances won't work, check the fuse box, and make sure the switches are 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 with this but the best method to properly ventilate your home is to ensure windows are opened regularly to allow fresh air in. Do not block air vents.

If you find mould, wipe it down with a cloth and water or use a product specific for mould removal. Always follow the manufacturer's instructions.

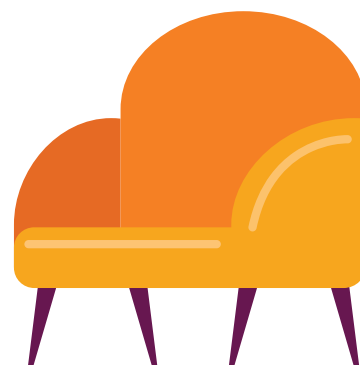


If the problem persists, contact the Head Office on 01 822 8804.

- **How does Fold monitor the quality of repairs?**

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

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



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 property and want to keep the grounds and the common areas looking attractive so that all tenants may enjoy these areas together. Communities thrive when people respect each other and interact in the spirit of friendship and partnership.

Fold Housing is responsible for the upkeep of some common areas in your building and estate in conjunction with the management company, but we also depend on your cooperation 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 resident's 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 getting to know your neighbours if you have just moved. We hope that residents feel a sense of pride in their community and surroundings.



● **How can I improve my community?**

You and your neighbours play an essential part in the development of your neighbourhood. The following are some ways you can get involved to make your community somewhere to be proud of:

- Keep your property, garden, and/or balcony tidy and presentable.
- Make an effort to know and communicate with your neighbours.
- Get involved with our Tenant Engagement service.
- Make an effort to attend any events, meetings, and activities organised for your scheme.

● **How can I be a good neighbour?**

It is your responsibility to establish a good and amicable relationship with your neighbours. There are several measures you can take to ensure that you maintain a positive relationship with those living in your area:

- Ensure that you respect your neighbour's right to live peacefully.
- Do not engage in behaviour that can cause offence or upset to your fellow neighbours.
- Make a conscious effort to keep your home and garden/balcony presentable.

- Do not park unused/unroadworthy vehicles on the estate, and ensure you are only parking in your designated parking area.
- If you have visitors, ensure that they are respectful of other residents.
- Keep your noise levels down, particularly in the early morning or at night.

This list of actions is a reasonable and balanced way to ensure the peaceful living of all residents.

● **What should I do if I have an issue with my neighbour?**

It is possible that from time to time, you may have a disagreement with your neighbour. We encourage tenants to make an effort to resolve these issues between themselves where possible, in an amicable fashion. Before approaching your neighbour to discuss the issue, you may consider the following:

- Is my issue fair and reasonable?
- Do I have all the facts related to the issue?
- Am I approaching them calmly, and willing to listen?



The following simple measures can be taken when approaching a neighbour about an issue:

- Explain to your neighbour about how their behaviour has been affecting your household.
- Try to resolve the issue between yourselves, without needlessly involving other neighbours where possible.

If the problem persists, or is more serious in nature, please contact your Housing Officer and An Garda Síochána.

● **What about noise in apartments?**

With apartment living, there is always a level of noise that must be tolerated from surrounding apartments.

Noise can pass easily between ceilings and floors in apartment buildings. We expect residents to show a degree of tolerance to their neighbours in this regard, and to also practice respect regarding their own noise output. We ask that residents are mindful about the level of noise they are making in their apartments, especially with television/music volume. Please speak with your neighbour if you feel they are making an unreasonable amount of noise.

If the problem persists and is interfering with your peace and quiet, please contact your Housing Officer and An Garda Síochána.

● **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 behaviour 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.

Anti-social behaviour does not cover day to day living noises such as washing machines running, children playing in their homes, lawnmowers, etc.

● **What should I do if I witness anti-social behaviour?**

It is important that any instances of anti-social behaviour are reported to your Housing Officer or the Head Office as soon as possible, this is so we have a record of the behaviour. You can report anti-social behaviour in the following ways:

- Contacting Fold Housing's head office on 01 822 8804.
- Reporting the behaviour via email to enquiries@foldireland.ie
- Contacting your Housing Officer directly.

It is important that when you are making a report of anti-social behaviour, that you include as much relevant information and detail as possible. Please try to include the following where possible:

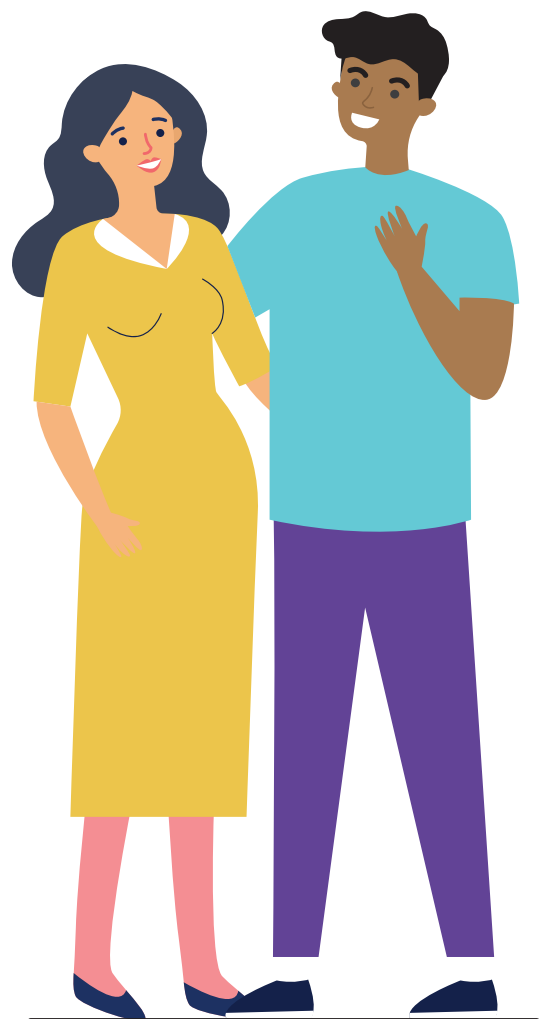
- What happened?
- When did it happen?
- Who was involved?
- Was a report made to the Gardaí?
- How has this behaviour affected you?

If the anti-social behaviour is criminal in nature, please report it directly to the Gardaí and make a report to your Housing Officer. Where possible we ask tenants who have made a report to the Gardaí to request a pulse number and to pass this on to your Housing Officer.

- **What will Fold Housing do if I make a report of anti-social behaviour?**

Once Fold Housing receives a report of anti-social behaviour, we will conduct an investigation. We will ask you to keep a record of all instances of the offending behaviour, and we will take a written statement from all involved parties where appropriate.

If we can confirm that anti-social behaviour has occurred, a formal warning will be issued to the offending party. Serious or repeated instances of anti-social behaviour may result in the termination of the offending party's tenancy. We will confirm the outcome of the investigation in writing to you.



Tenant Engagement

Fold seeks to ensure that our residents are at the heart of our organisation and play an active role in influencing how their homes and communities are managed. We recognise that good tenant engagement can bring benefits not only to our residents, but to our organisation. This is by ensuring that we develop policies and procedures that meet the needs of our residents. By creating genuine opportunities for them to influence decisions and increase resident satisfaction. Fold identifies that good tenant engagement should create a culture of respect and partnership.

● Get Involved

Fold Housing relies on feedback from tenants to continue improving and developing the services we provide. We encourage our tenants to get involved in their community. Your Housing Officer or Tenant Engagement Officer can provide you with information on how you can get involved.

Below is an example of some ways you can get involved.

● Individual Feedback

Share your views and opinions with your Tenant Engagement Officer, the Head Office, or by emailing us.

● Resident Surveys

Fold Housing conduct an annual Resident Satisfaction Survey to find out how happy our residents are with our service, and to find out what areas you would like us to develop. We appreciate the time residents take to answer these surveys as it allows us to continue to improve as an organisation. Fold Housing's maintenance team also conduct monthly satisfaction surveys on a percentage of our maintenance works to ensure that you are being provided with the highest possible quality of maintenance service.

Resident's Association

Resident's associations are a group of residents who come together with a collective aim to support, promote, and enhance their community.

They can act as a voice for the community in addressing issues and concerns, where appropriate. They can undertake community projects, apply for grants, organise social events, represent their community in the wider community. It is a great opportunity to meet your neighbours and gain new skills. You can contact your Tenant Engagement Officer for more information on setting up a Resident's Association.

What kind of activities can I get involved in?

There are many activities that residents and resident associations can get involved in. The following are just some examples:

- Welcoming new residents to the scheme.
- Organising clean ups in their community.
- Organising focus groups to explore how you can enhance or improve your area.
- Holding gardening competitions.
- Organising social events and outings.

- Organising walking groups.
- Setting up Community Watch schemes.



Transferring or Moving Out

Sometimes due to a change in circumstances, tenants choose to apply for a transfer either to another Fold Housing property or a property with the Local Authority. Fold Housing do not keep their own transfer list, all transfers are organised through the Local Authority in which you are living. You must contact the Local Authority directly.

● 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 but less than 1 year	35 Days
1+ year but less than 2 years	42 Days
2+ years but less than 4 years	56 Days
4+ years but less than 8 years	84 Days
8+ years	112 Days

As soon as you know that you want to move out, you must notify your Housing Officer. If you don't give the minimum notice, you will be liable to pay that month's rent. Your notice must be given in writing. Your property will require an inspection before you vacate, you may be recharged for any repairs caused by you or that fall outside of the normal wear and tear. Ending your tenancy, and termination of your tenancy by the landlord is covered extensively in your Tenancy Agreement.

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.

● Abandonment

A property may be considered abandoned if Fold staff are unable to make contact with the tenant residing in a property after several attempts.

If it is suspected that a tenant has abandoned a property, and there are no rent arrears, the Housing Officer shall begin the process of making enquiries as to the whereabouts of the tenant. This may include:

- Checking Fold records for any recent contact from the tenant via the Affinity Housing Management system.
- Visiting the property.
- Enquiring with residents of neighbouring properties, where possible and appropriate.
- Recording and monitoring electric and gas meter readings.
- Enquiring with the tenants next of kin, where appropriate; and
- Any other enquiries as required.

Where there are concerns for the security of the property, the Housing Officer may act to ensure risk to the property is minimised. This action may include the changing of locks or the boarding up of doors and windows.

If it is not possible to contact the tenant to establish their whereabouts, the Housing Officer, with the approval of the housing manager, shall seek to begin the process of tenancy termination due to a breach of tenant obligations.

- A formal Breach of Obligations warning letter should be sent to the tenant notifying them of the suspected tenancy breach. This warning should allow the tenant 14 days to rectify this breach of tenancy. The relevant clauses of the tenancy agreement should be cited in the warning letter.
- If the tenant responds to the warning letter, they should be reminded of their obligations outlined within the Fold tenancy agreement.
- If the time frame elapses without rectification, a Notice of Termination may be issued.

The notice shall be delivered in person by a Fold representative or by registered post.

For more information on what is considered the abandonment of a property, please consult our Abandonment Policy. You can request a copy from our Head Office, or from your Housing Officer.



Useful Contact Information

The following are some contacts that you may find helpful.

Head Office

Fold Housing Association CLG,
Block A, The Crescent Building,
Northwood, Santry,
Dublin 9,
D09 X8W3

T: 01 822 8804

E: enquiries@foldireland.ie

W: www.foldhousing.ie

Out of Hours Emergency Maintenance

048 9042 1010

Emergency Services

999/112

An Garda Síochána

For non-emergencies.

Confidential Line: 1800 666 111

Crime Stoppers: 1800 250 025

Gas Networks Ireland

1800 205 050, please contact the
emergency services if you cannot
get through.

ESB Networks

1800 372 757

Irish Water

1800 278 278, this number can be used
to report a flood or sewage water.

MABS

(Money Advice and Budgeting Service)

076 107 2000

Threshold

(Housing and Homelessness Advice)

1800 454 454

Citizen's Information

076 107 4000

Alone

(Support for Older People)

0818 222 024

Samaritans

Freephone: 01 116 123

Text: 087 260 9090

Pieta House

Freephone: 1800 247 247

Text HELP to 51444

Men's Aid Ireland

01 554 3811

Woman's Aid Ireland

1800 341 900

Residential Tenancies Board

01 702 8100

Lo-Call: 0818 303 037

www.rtb.ie

Irish Council for Social Housing

01 661 8334

Notes

