



respond
building homes,
improving lives

Tenant Handbook



About Respond

Respond, a construction-led Approved Housing Body and service provider, has been working all around Ireland for over 40 years. Our vision is that every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community. Housing and decent accommodation, in the areas where people want to live, are central to improving people's lives and enhancing the health and well-being of society.

17,008 tenants live in 7,761 properties across the 26 counties that we either own or manage. Respond also provide a range of services for families and individuals within our communities. This includes emergency accommodation with 24/7 support for families who are homeless in 6 Family Homeless Services, 3 Day Care Services for Older People, 15 Early Childhood Care and Education, Family Support and Refugee Resettlement services. Our aim is to provide person centred services to support people to achieve their goals and reach their full potential.

Disclaimer: All efforts have been made to ensure the information in this document is accurate at the time of print.

Contents

1. Introduction	6	6. Respond Emergency Arrangements	48
2. Tenant and Community Engagement	7	7. Safety in your Home	50
3. Welcome to your new home	8	Fire Safety	50
You and Your Tenancy Agreement	10	Electrical Safety	51
Your Privacy	15	Gas safety	52
Our Community Guidelines	16	Carbon Monoxide	53
Anti-Social Behaviour	20	Being Winter Ready	54
Customer Service Centre	23	8. Security in your home	56
4. Rent Payment and Assessment Information	24	9. Frequently Asked Questions	58
5. Repairs and Maintenance	32	10. Useful Contacts	64
Allowing Respond Access for Maintenance	34		
Rechargeable Repairs	43		
Heating	44		
Mould and Condensation	46		

1. Introduction

Dear Tenant,

On behalf of everyone at Respond, I am delighted to welcome you to your new home and hope that this is the start of an exciting new chapter for you and your family. Here at Respond we build forever homes, which is so important for individuals and families as they put down roots and become part of a community.

We know that having a safe, secure and warm home is important to us all, and here at Respond we do everything we can to support you from day one. Our dedicated local teams are never far away, and our national Customer Service Centre is one call away for any issues you might have.

We hope this handbook will be of use to you over the coming months and years. The handbook explains what it means to be a Respond tenant; it explains our obligations as a landlord as well as your responsibilities as a tenant. We always suggest that you keep the handbook close to hand just in case you need it and take some time to familiarise yourself with it.

If you are interested in getting involved, having a say or helping your community, either now or in the future, there are always opportunities for you to do so; just ask your local Respond Officer.

I wish you all happiness in your new home.

Neil Bolton
Director of Housing



2. Tenant and Community Engagement

Your new home is more than a place to live. It's a place to thrive, connect, and enjoy. As part of our commitment to creating vibrant and inclusive communities we encourage you to take full advantage of the various opportunities for tenant and community engagement available to you. Get involved with a local tenant group or have your say in a tenant engagement focus group to help shape the future of your community. Whether you have a passion for sustainability, social activity or neighbourhood safety, your voice and ideas are valuable to inform how your community looks. We believe that everyone has the opportunity to share their thoughts, ideas and feedback, therefore it is your voice that motivates our ambitious tenant engagement plans.

Keep an eye on our community bulletin boards for information on upcoming events. Follow us on our social media platforms and our website www.respond.ie to connect with the wider Respond community and stay up to date on what's happening around the country. Share your experiences and join the conversation!

Finally, our Housing Team are here to support you. If you have any questions, concerns, or suggestions, please don't hesitate to reach out. We really value your feedback and are committed to making your community the best it can be. We are excited to have you here and look forward to building a strong, connected, and thriving community together.

Your Voice Matters - Get involved and have a say in your community.

Darren Hudson
National Tenant Engagement Manager



3. Welcome to your new home

We are delighted to welcome you and your family to your new home.

This is a place where you and your family can feel safe and secure and create a happy home for many years to come. While moving is an exciting time, we understand it can be stressful and costly. We are here to make your move to your new home as smooth with assistance and advice.

Key Considerations before you move:

- **Anticipate Additional Costs:** Moving can come with extra expenses. Make a detailed list of expected costs and set a budget. Decide which items you need immediately and which can wait. Shop around and avoid buying things on impulse.
- **Utility Transfers:** Contact your utility providers (e.g., gas and electricity) to transfer accounts to your name. This will help you avoid service disruptions.
- **Communication Services:** Arrange for the transfer or setup of your phone, internet and TV services. Before installing aerials and satellite dishes; check with your Tenant Relations Officer for approval.
- **Mail Forwarding:** Notify An Post of your new address and set up mail forwarding to make sure you receive all your post.
- **Refuse Collection:** Set up household refuse collection services to manage your waste properly from the start.
- **Contents Insurance:** Respond will insure the building but you need to arrange insurance for your personal belongings.
- **Notice to Current Landlord:** If you are renting, remember to give notice to your landlord and agree on your move-out date.

Handy Hints for packing:

- **Declutter:** Before you move, throw out as much as possible to reduce what you have to pack.
- **Packing supplies:** Make sure you have plenty of packing boxes and bubble wrap.
- **Pack light boxes:** Do not overload boxes to make them easier to carry.
- **Heavy items:** Pack heavier items at the bottom of box.
- **Protect valuables:** Wrap all your valuables well.
- **Seasonal items:** Start by packing out of season items that you won't need immediately.
- **Valuable box:** Create a separate box for valuables.
- **Keep parts together:** Keep all parts or pairs of items stay together.
- **Label boxes:** Label all boxes and keep a list of their contents.
- **First night survival box:** Pack a box with essentials like a kettle, teabags, mobile phone and chargers, toilet paper, light bulbs, rubbish bags, cleaning items.

We hope you enjoy your new home!

You and Your Tenancy Agreement

Your Tenancy Agreement is a legal contract between you and Respond. It outlines your rights and responsibilities as a tenant and Respond's rights and responsibilities as your landlord. It is important that you read and understand this agreement. Respond provides the agreements in several languages.

Your rights as a tenant, and Respond's rights as a landlord are set out under the Residential Tenancies Act (2004, as amended). The Residential Tenancies Board (RTB) ensures these rights are followed.

Since April 7, 2016, Respond and all Approved Housing Bodies fall under the jurisdiction of the RTB. This means both landlords and tenants can use the RTB's dispute resolution services.

Respond must register all existing tenancies with the RTB, including new tenancies.

For more information on the Residential Tenancies Board (RTB) and how it can help you:

Homepage: www.rtb.ie/

One Stop Shop: www.onestopshop.rtb.ie/

Opening Hours: 8.30am – 6.30pm

Phone: 0818 303 037 or 00 353 766 887350

Post: Residential Tenancies Board. PO Box 47, Clonakilty, Cork

Probationary Period

The first six months of your tenancy with Respond is a "probationary period" starting from the date you sign the tenancy agreement. If you breach any of the terms and conditions of the agreement during this period, Respond has the right to terminate the tenancy agreement without providing a reason. In such a case, Respond can terminate the agreement with a 28 Day written notice.

For advice on this matter, contact the RTB, Citizens Advice, or Threshold. For any questions about your tenancy, your Tenant Relations Officer is available to help.



Respond's responsibilities to you

- **Property Maintenance:** Maintain properties to a high standard
- **Repairs:** Carry out repairs that are Respond's responsibility promptly.
- **Peaceful enjoyment:** Facilitate your peaceful enjoyment of your home.
- **Tenancy Agreement Compliance:** Adhere to the terms of the Tenancy Agreement.
- **Address issues:** Handle nuisance and anti-social behaviour appropriately.
- **Rent management:** Set rent in line with the relevant rent scheme and provide regular rent account statements.
- **RTB registration:** Register your tenancy with the RTB and inform you about your rights.
- **Property insurance:** Insure the structure of the property.
- **Service Information:** Provide information on services and use your feedback to improve.
- **Accessibility:** Ensure we provide easy access to our services and staff for tenants queries, information requests and estate management issues.

Your responsibilities to Respond

- **Agreement Compliance:** Keep the terms of the Tenancy Agreement.
- **Maintenance:** Maintain your home and garden in a clean and tidy condition.
- **Timely Rent Payment:** Pay your rent on time.
- **Income details:** Provide income details of all household members yearly and when requested.
- **No subletting:** Do not sublet your property or any part of it.
- **Business restrictions:** Do not run a business that alters the property, requires storage of equipment or goods or interferes with your neighbours.
- **Main residence:** Ensure the property is your main place of residence.
- **Tenancy Transfer:** Do not transfer your tenancy to anyone else.
- **Notice for leaving:** Give the required notice if you wish to leave the property.
- **Alterations:** Do not make structural alterations or improvements without written permission from Respond.
- **Respond Neighbours:** Respect your neighbours.
- **Take Responsibility:** Take responsibility for the actions of everyone in your home including visitors.
- **Behaviour:** Do not cause nuisance, engage in anti-social behaviour or harass neighbours.
- **Access:** Allow Respond staff or agents access to your home.
- **Proper Waste Disposal:** Dispose of household rubbish appropriately.



Your Privacy

Respond collect your personal data to provide and improve our services and to comply with our legal obligations. Our Privacy Policy describes the personal data we process and how we keep it safe.

Data sharing

- **Trusted stakeholders:** Your data may be shared with trusted stakeholders to facilitate our services.
- **Secure Storage:** Respond hold your information securely and retain it only for as long as necessary to fulfil our purposes.
- **Legal Compliance:** Our data collection and processing practices comply with GDPR.

Your rights

- **Data Subject Rights:** Our privacy policy outlines your rights as a data subject, including the right to object to certain usages of your Personal Data by us.
- **Renew and update:** We continuously review our policy to ensure only necessary data is collected for any services offered to children.

For detailed information on how we handle your personal data, including your rights under EU law, please refer to our Privacy Policy, details below:



Our Community Guidelines

At Respond, we believe that everyone deserves to enjoy their home peacefully. Sometimes, different lifestyles can cause issues, and many complaints we receive are about noise, parking, pets, and children. These problems can sometimes stem from visitors so please ask your guests to respect your home, neighbours, and the surrounding area.

As a tenant of Respond, we expect you to be considerate and think about how your lifestyle and activities might affect others in your building or housing estate. Respecting our Community Guidelines and being considerate to neighbours fosters a positive community environment.

Helpful hints to be a good neighbour

Keep Noise to a Minimum

- Keep TVs and music low, especially after 11pm and before 8am.
- Avoid using washing machines, vacuum cleaners, or doing any noisy work late at night or early in the morning.
- Avoid mounting TVs or speakers on shared walls.
- Ensure there's an emergency contact if your intruder alarm goes off while you're away.
- The intruder alarm system should be designed, installed and maintained in compliance with relevant Irish Standards.
- The external and internal audible alarm on your intruder alarm should have a maximum duration of 15 minutes.
- Be mindful of neighbours who work shifts.
- Keep car noise, including music, to a minimum.
- Close your windows or use headphones if listening to music.
- Inform your neighbours if you're planning an event like a birthday party with more visitors than usual.
- Remember that passive noise is common in homes with shared walls and in apartments.

Act Responsibly as a Vehicle Owner

- Drive slowly through estates and multistorey car parks where children might be playing.
- Park vehicles responsibly, within the law, and without blocking access, driveways, or others' parking spaces.
- Do not park commercial vehicles, caravans, or trailers in or around the property.

Be Vigilant with Children Playing in Communal Areas

- Watch out for activities which may lead to problems like kicking a ball against walls.
- Avoid getting involved in children's squabbles.
- Ensure children do not play or leave toys or bikes in communal stairwells or shared external areas.

Be a Responsible Pet Owner

- We are delighted to welcome pets in suitable Respond homes, but first you must get written permission from your TRO before bringing a pet home.
- Exercise dogs sufficiently to prevent persistent barking and avoid leaving them alone for long periods.
- Keep dogs on a lead, clean up after them, and do not allow them to foul in communal spaces.
- Do not keep restricted breeds, breed dogs or other animals, or keep farmyard or wild animals. For more information on restricted breeds visit the Citizens Information Page: www.citizensinformation.ie/en/environment/pets-and-wildlife/control-of-dogs

Keep Your Area Clean and Tidy

- Return your wheelie bin to the bin store or back garden after it's emptied.
- Avoid overfilling your bin or the communal bin and prevent rubbish from blowing around.
- Keep your grass cut and balconies clean and tidy.
- Do not build up refuse inside or outside your home.

Have a Responsible Attitude Towards Safety and Security

- Report anti-social behaviour to Respond and criminal activity to the relevant authorities.
- In apartment buildings, ensure entrance doors and gates are securely closed before you leave the area.

Be Reasonable

- Show understanding of your neighbour's circumstances.
- Remember that children play and everyone makes some noise.
- Understand that one-off incidents shouldn't damage your relationship with your neighbour.
- Extend a helping hand to vulnerable neighbours while respecting privacy.

Neighbour Disagreements

If a neighbour is consistently noisy or behaving unacceptably, talking to them is usually the best way to resolve things. Most people are reasonable if approached politely, and they might not realize they're causing a problem. Think about how to raise the issue before speaking to them.

We usually do not get involved in minor disagreements between neighbours, as these can often be resolved more simply between yourselves. However, if the problem is serious, contact your Tenant Relations Officer. We will help where we can and, if necessary, if there is a breach of tenancy.



Anti-Social Behaviour

Respond are committed to creating safe, supportive communities for all residents by addressing anti-social behaviour promptly. As a tenant, you are responsible for your conduct, as well as that of your household members and guests.

What is Anti-Social Behaviour?

Anti-social behaviour is acting in a manner that causes, or is likely to cause, alarm, harassment, or distress to one or more people in another household. This includes:

- Committing offenses that affect the well-being of your household or the public.
- Actions causing fear, danger, injury, damage, or loss to others.
- Persistent disruption to the peaceful occupation of homes or neighbourhoods.

Examples of Anti-Social Behaviour

- Dealing, possessing, or using illegal drugs.
- Harassment based on religion, race, disability, or sexual orientation.
- Activities that pose danger or cause fear to anyone nearby.
- Excessive noise or playing loud music.
- Allowing animals to be out of control.
- Dumping rubbish or damaging property, including graffiti.
- Allowing children to behave disruptively.
- Keeping prohibited dog breeds or allowing visitors with such dogs.
- Harassment or domestic violence towards residents or visitors.
- Violating apartment developments community guidelines.

Reporting Anti-Social Behaviour

If you witness or experience anti-social behaviour, please report it promptly to your Tenant Relations Officer or our Customer Service Centre by phone, or in writing.

When reporting, please provide the follow details:

- Date and time of the incident.
- Nature of the incident.
- Details of any witnesses.
- Supporting evidence from other sources.

Our Response

Upon receiving your report, we will:

- Record and acknowledge it.
- Gather additional information if necessary.
- Develop an action plan which may include:
 - Discussing the issue with the person responsible.
 - Obtaining witness statements.
 - Coordinating with relevant agencies, including the Gardaí if needed.

Addressing Anti-Social Behaviour

To address anti-social behaviour, we may:

- Attempt resolution through direct communication.
- Facilitate mediation for disputes between residents.
- Report serious incidents to the Gardaí and support their investigation.
- Enforce tenancy rules, which may lead to termination and eviction proceedings if behaviour persists.

Respond is committed to addressing complaints of anti-social behaviour by conducting thorough investigations, which include interviewing both the complainant and the alleged perpetrator. We collaborate with other agencies, such as An Garda Síochána, the local council, and social services, to resolve these issues. If necessary, we will also utilise legal measures through the RTB.

By working together, we can maintain a safe and peaceful community for everyone.



Customer Service Centre

Our Customer Service Centre (CSC) takes calls from customers all over the country. Please call the Customer Service Centre (CSC) on **01 808 7700** as your first point of contact for any matter related to Respond. All incoming calls, post and emails will be directed to the CSC for distribution. Our team of advisors can arrange repairs, answer questions about rent and will handle other queries regarding your tenancy or estate.

- **Efficient Service:** The CSC advisors aim to resolve most calls at first point of contact.
- **Call recording:** All calls to our CSC are recorded
- **Record Keeping:** We keep a record of your call on the Respond system for 30 days. This helps us handle calls efficiently. All information is kept private and confidential in line with GDPR.
- **Human Service:** There is no automated service or lengthy waiting times. Calls are answered as soon as possible by our advisors. If lines are busy, you can leave a voicemail and an advisor will call you back.
- **Response Time:** We aim to answer 80% of calls within 20 seconds and return all voicemails the same day.

For maintenance emergencies when the Customer Service Centre is closed (e.g. evenings or weekends) call **01 808 7700** and press option 2 to speak to our out of hours team.

How can you contact us?

CSC opening Hours:

Monday to Thursday: 08:30am - 17:45pm

Friday: 08:30am - 16:45pm

Phone numbers: 01 808 7700

Email address: info@respond.ie

Out of Hours Contact Number: 01 808 7700

By contacting our Customer Service Centre, you ensure that your queries and issues are addressed promptly and efficiently.

4. Rent Payment and Assessment Information

Rent Payment Responsibility

Rent must be paid weekly in advance. In the case of a joint tenancy, both tenants share equal responsibility and liability for rent payment. The rent collected is vital as it funds the effective and efficient management and maintenance of our housing services.

Differential Rent Schemes

Most Respond estates operate under a differential rent scheme based on household income. The specific scheme applied may vary depending on estate ownership and the funding mechanism. For detailed information on the applicable rent scheme for your estate, contact your Rent Support Officer.

Paying Your Rent

You will be informed of your weekly rent charge before your tenancy begins, and this will be updated annually following a rent review. Respond offers two main payment methods:

- **Household Budget Scheme:** Direct weekly deductions from social welfare payments.
- **Standing Order:** Payments made directly from your bank account.

In addition, you can make one off payments via:

- **Phone Payment:** Contact your Rent Support Officer or the Customer Service Centre to make a payment over the phone.
- **Online Payment:** In the future, you will be able to pay your rent online through our website.

Rent Payment Frequency

Rent is charged on a weekly basis, starting on Monday, and should be paid in advance each week. If you wish to change this arrangement, please contact your Rent Support Officer to discuss alternative options.

CAS Rent

Properties funded through the Capital Assistance Scheme (CAS) have a set rent not based on your income. You may be eligible for the Rental Accommodation Scheme (RAS) to assist with your rent payment. Respond will provide you with information on RAS and assist with your application. This payment comes through the Local Authority.

Changes in Household Circumstances

Notify Respond promptly if there are changes in your household composition or income during the year. Your rent will be reassessed based on these changes from the date you notify Respond. Rent adjustments will only be made upon receiving evidence of the change in income.





Confidential Income Assessment

All new tenants must complete a Confidential Income Assessment form before moving in, and existing tenants must do so annually for rent assessment purposes.

- The Respond rent year begins on the first Monday in July and spans 52 weeks until the following July.
- Your rent is calculated according to the differential rent scheme relevant to your estate.
- An annual rent review is conducted, and you will receive a review form that must be completed and returned to the Customer Service Centre.
- Failure to return the completed rent review form will result in a penalty rent being charged to your account, as communicated in writing. Any changes in rent will be implemented with at least four weeks' notice following the annual assessment.

Rent Reviews

Every year, tenants under a differential rent scheme must complete an annual rent review. The rent is assessed based on current household income and is subject to change if your income increases or decreases. We will inform tenants the

process starting in January each year. Tenants are responsible for ensuring that all documents are submitted on time before the cut-off date in April. The following documentation is what we require to complete the review. This is subject to your current circumstances:

Employed: One of your most recent payslips.

Working Family Payment: If in receipt of working family payment, please provide letter of evidence supporting this.

Self Employed: Certified accounts for previous year or self-declaration received from Revenue and/or letter from your accountant detailing net weekly Income.

Social Welfare Payment: One recent social welfare receipt or a letter from Social Welfare Office on headed paper detailing payment type and amount.

Children aged 18 to 23: A letter from the school or college for each child aged 18 to 23 confirming full time education. Otherwise, children over 18 will be charged rent as adults and proof of relevant income is required.

Tenants can submit their documents using the following services:

Online: <https://www.respond.ie/tenant-annual-rent-review/>

Email: rentreview@respond.ie

Post: Respond, Airmount, Dominick Place, Waterford



Once the rent review is completed, we will inform tenants of any changes to their rent approximately four weeks before the new rent takes effect. This will not be possible for late returns.

For any additional queries regarding the annual rent review process, contact our Customer Service Centre on 01-8087700.

Service Charges

Service charges are financial contributions used to cover the costs of shared services provided to a property, block, or estate. These charges are based on Respond's estimates of the costs for these services and will be detailed to you before the start of your tenancy. Service charges may include the maintenance of common areas, caretaking services, grounds maintenance, car parking, security, communal lifts, and door entry systems. A detailed breakdown of the service charges will be provided.

Payment Records

Respond's Housing Management system tracks all rent payments. You can access your payment statement, which details how much rent you have paid and when, through the Tenant Information Portal (TIPS). Access details will be provided when you sign your tenancy agreement. You can also request a printed statement at any time by contacting the Respond Customer Service Centre by phone at 01 8087700 or by email at info@respond.ie.

Arrears

Respond aims to prevent the accumulation of arrears on your account. Non-payment or late payment of rent constitutes a breach of your Tenancy Agreement. If this occurs, contact your Rent Support Officer or the Customer Service Centre immediately to resolve the issue.

If you are experiencing difficulty paying your rent or clearing arrears, contact your Rent Support Officer to discuss the matter. We will work with you to agree on a suitable payment plan. Persistent non-payment may result in Respond referring the matter to the Residential Tenancies Board, which could lead to eviction.

Hardship Clause

Under Respond's Hardship Policy, we may consider reducing your weekly rent temporarily if you face exceptional financial difficulties.

The financial hardship must be exceptional, unforeseen, and genuine, with supporting evidence provided by the tenant. You must seek assistance from statutory sources, such as the Supplementary Welfare Allowance Exceptional Needs, Mabs or St. Vincent De Paul, before applying under the hardship clause.

Applications for reduced rent under the hardship clause must be submitted in writing to Respond.

Respond reserves the discretion to determine the applicability of the hardship clause to individual circumstances.

Financial Management Support

If you need assistance managing your finances, contact your local Money Advice & Budgeting Service (MABS) or visit www.mabs.ie. MABS provides a confidential and free service to help with money management.

By following these guidelines, we can ensure that rent payments are managed efficiently, supporting the maintenance and improvement of our housing services.



5. Repairs and Maintenance

Reporting a Repair

It is our responsibility to carry our repairs that are classed as landlord responsibility. We encourage tenants to raise any repairs as soon as you become aware of them to prevent the problem from getting worse.

Please consider whether the repair is a landlord or a tenant responsibility before reporting it. If you're unsure, contact our Customer Service team to check. Examples of responsibilities are provided in the following pages:

If you believe Respond is responsible for the repair, follow these steps:

- Contact the **Customer Service Centre** to report the issue.
- **Provide the details** of the maintenance issue.

We will:

- **Give timeframes** for the expected completion of repair.
- **Sent a text message** with contractor's details including the name and contact number.
- **Assign a contractor** who will be given a timeframe to complete the repair and must abide by these dates.
- **Contractors will make contact you** directly to arrange a suitable appointment for the maintenance call.

How quickly will Respond carry out repairs and what must I do to help?

The timeframe for repairs varies depending on the type of repair. There are three categories.

Type of Repair	Respond's Response Time	Please Note
Emergencies (e.g. no heating during winter months, no water)	24 Hours	You must be present in the property for the contractor visit or have someone trustworthy to allow access.
Urgent	3 Days	You must confirm correct contact details and arrange to be at the property for the contractor visit.
Routine	20 Days	Routine call out are for non-emergencies e.g. a dripping tap. You will be notified in advance of the contractor visit.



Allowing Respond Access for Maintenance

From time-to-time Respond will need access to your home for necessary repairs, maintenance and inspections. This ensures your home remains safe, functional, and well-maintained. It is important that you provide access to allow us to carry the works we are responsible for. Here are the key points regarding access for maintenance:

Scheduled Maintenance

- **Advance Notice:** Respond will provide advance notice for routine maintenance work.
- **Details Provided:** You will receive details on the date, time, and nature of the maintenance work.
- **Ensure Access:** Ensure someone is present to grant access or arrange for access if you are unable to be home.

Emergency Access

- **Immediate access:** In case of emergencies (e.g., water leaks, electrical issues), Respond may need immediate access to your home.
- **No Notice:** Emergency access may occur without notice to prevent damage or ensure safety.

Tenant Cooperation

- **Allow access:** Cooperate with contractors/staff by allowing them timely access to your home.
- **Clear obstructions:** Clear any obstructions that may hinder maintenance work.

Security Measures

- **Identification:** Contractors/staff will always carry identification and will introduce themselves upon arrival.
- **Verification:** If you have concerns about the legitimacy of a maintenance worker, contact Respond immediately for verification.
- Please ensure there is a adult present at the property, of suitable age, for the duration of the contractor visit to your home.

Health and Safety

- **Regulations:** All maintenance work will be carried out in accordance with health and safety regulations.
- **Protocols:** Contractors/staff will follow appropriate protocols to ensure your safety and theirs.

Post-Maintenance

- **Report issues:** Report any issues or dissatisfaction with the maintenance work to Respond as soon as possible.
- **Feedback:** Provide feedback to help improve future maintenance services.

Allowing Respond access for maintenance and repairs is essential for maintaining the quality and safety of your home. Your cooperation and understanding are greatly appreciated.

Repairs in newly built properties

All newly built properties may have small problems and repairs, known as defects or snags. The defects or snagging period is the time during which the Developer/Builders who built the properties are responsible for certain repairs. Defects period is generally 12 months. Although we aim to have the Developer/Builder carry out repairs in the same timeframe as our normal repairs, this may not always be possible. Please be patient and all repairs will be completed. We will keep you informed during this time.

Your Responsibilities

You must repair or replace any parts of the building damaged by you as the tenant, members of your family including children or visitors. This includes damage to the structure of the property such as installations, fixtures and fittings. If Respond have to carry out a repair that you are responsible for (e.g. for safety reasons) you will be re-charged the cost of the repair.

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
External (in a multi-unit development, these responsibilities will fall on the owners' management company)		
Structure and exterior of buildings		✓
Roof leaks/repairs.		✓
External Cracks		✓
Chimney Stacks/pots and cowls		✓
Repair and maintenance of gutters and down pipes		✓
Repair any steps and paths that is an essential means of access to property		✓

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
Periodically paint the exterior of the property when required		✓
Repair and maintain all common areas around apartments, i.e. any area not part of your premises which is shared with other residents including halls, stairways, lighting, fire alarms and lifts		✓
Lighting in communal stairs/ balconies		✓
Repair and maintain the main services such as water, electricity, heating and heating of water		✓
Maintenance of your garden - grass and hedge cutting	✓	
Cleaning gullies, for rainwater, washing machines, replace lost or missing gullies grids	✓	
Replacing bulbs to security lights on the outside of your home	✓	
Repairing TV aerials (excluding communal aerials).	✓	
Repair and maintenance of any shed or outhouse fitted by tenant.	✓	
Replacing broken glass and windowpanes	✓	
Replacing lost or stolen fobs, swipe cards, or post box keys	✓	
Oiling window and door hinges and locks	✓	
Replacing of letter box covers	✓	
Rubbish on premises	✓	
Cleanliness of areas within internal boundary in compliance with tenancy agreement	✓	
Utility box doors including replacement of meter cupboard doors.	✓	
Pest control. The resident should contact a pest control expert first.	✓	
Doorbells. If the doorbell stops ringing, change the doorbell push. If this does resolve the issue, then contact our CCC.	✓	



Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
Gates. Maintenance of the gate is the responsibility of the resident.	✓	
Provision of services		
(Where the premises is one of several dwellings in a multi-unit development, these responsibilities will fall on the owners' management company)		
Means of supplying water, gas and electricity to the premises		✓
Fixed source of space heating		✓
Primary source of heating of water		✓
Communal lighting (unless taken in charge by Council or the Premises is one of several dwellings in a multi-unit development)		✓
Internal		
Structural repairs to walls, ceilings, tiling, skirting boards, down pipes and drains except where damage has been caused by tenants		✓
Chimney sweeping		✓
Damage caused by fire		✓
Adequate means of ventilation inside the house		✓
Repairing fixtures and fittings that were provided to the Premises by the Landlord		✓
Replacing plugs and chains to sinks, wash hand basins and baths	✓	
Repairing surface damage to internal plasterwork	✓	
Replacing damaged pelmet, picture and curtain rails	✓	
Tightening loose fixtures and fittings	✓	
Unblocking sinks and wastes	✓	
Replacing hoses and shower heads	✓	
Replacing broken toilet handles and toilet seats	✓	
Fixing loose handles to doors and windows	✓	

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
Minor plaster cracks	✓	
All internal decoration, such as painting of walls, ceilings and internal woodwork	✓	
Any alterations that are approved and need repairing	✓	
Any cosmetic improvements to fixtures, fittings, components i.e. kitchens in need of repair or replacement prior to planned maintenance programme	✓	
Replacement or repair to all floor coverings	✓	
Shower curtains, screens or rails	✓	
Tiling, grouting or sealant	✓	
Damage caused by you as the Tenants, members of the household, or visitors to your household	✓	
Unblocking drains and toilets if these become blocked through inappropriate use. The Tenant is obliged to adequately ventilate the Premises, to prevent excessive condensation in the Premises	✓	
Ensuring utilities are in credit to allow any repairs to be implemented	✓	
NB: Floor coverings should not be removed without prior written consent of Respond	✓	
NB: If a chimney fire is a result of negligence (such as burning incorrect fuel), the cost of repairing the damage may be borne by the Tenant	✓	
Electrical		
Wiring, sockets and switches		✓
Fuse board/circuit breaker		✓
A fire blanket and either a mains-wired smoke alarm or at least two 10-year self-contained battery-operated smoke alarms. Carbon Monoxide alarms where required. If the Premises is part of a multi-unit building, the Landlord will provide emergency lighting and fire alarm system in all common areas and an emergency evacuation plan		✓



Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
Resetting trip switches	✓	
Replacement of light bulbs	✓	
Replacement of batteries in heating controls/stats	✓	
NB: The Tenant must ensure that electrical repairs are carried out by a qualified and competent electrical contractor	✓	

Plumbing & Heating

Repair or replacement of toilet cisterns defective through fair wear and tear		✓
Repair of water storage tank & repair of stopcock		✓
Repairs to boilers and hot water cylinder		✓
Maintenance of external waste pipes and drains		✓
Tap repairs (but NOT tap washers).		✓
Burst pipe repairs		✓
Servicing of boilers		✓
Heating/Hot water pumps and timers		✓
Radiators		✓
Electric shower (unit only).		✓
Sinks, baths and wash hand basins.		✓
Toilet bowl and cistern		✓
Repairs to burst pipes (except where the premises is one of a number of dwellings in a multi-unit development)		✓
Heating control settings	✓	
Clearing of rainwater and surface water gullies	✓	
Clearing of blockages from waste pipes from bath and sink	✓	
Clearing air locks between your oil tanks and boiler as a result of letting a tank run empty	✓	

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
Taking reasonable steps to prevent pipes freezing during winter months	✓	
Preventing drains from becoming blocked. You will be recharged for any wipes, nappies, excess toilet paper, grease or cooking oil causing a blockage	✓	
Tenant is required to allow contractor access to property for required maintenance work	✓	

Cooking & Appliances

Servicing of heat pump, ventilation systems.		✓
As a landlord we have a legal obligation to ensure all gas and oil appliances provided by Respond are checked and serviced annually		✓
Repair of heating units defective due to fair wear and tear		✓
Replacement of defective fire backs (fire place).		✓
Responsible for the proper installation and maintenance of fixtures and fittings, such as dishwashers, washing machines and cookers	✓	
All damage caused to heating units NOT caused by fair wear and tear, including glass fronts on room heating appliances such as stoves.	✓	

Rechargeable Repairs

We aim to ensure your home is well-maintained, and sometimes repairs fall under your responsibility as a tenant. If Respond needs to repair something that falls under your responsibility, we may need to charge you for these services which we call rechargeable repairs. To avoid unnecessary costs, please be aware of the following:

- **Unnecessary Callouts:** If we cannot access your property at the agreed time or if a call about faulty electrics turns out to be a tripped switch, you may incur charges.

If you believe a charge is unjustified, you can file a complaint through our complaints procedure.

Examples of rechargeable repairs include:

- Damage caused intentionally or through neglect to any component, fixture, or fitting.
- Failure to report damage promptly, resulting in further damage.
- Damage to heating elements due to neglect, such as burning rubbish in a stove.
- Clearing a toilet blockage caused by inappropriate items e.g. baby wipes being flushed.
- Allowing condensation to persist, causing black mould to develop.
- Rectifying unauthorized adaptations or alterations to your home.
- Misuse of Responds emergency service for non-emergency issues.
- Resetting trip switches triggered by appliances.
- Late cancellation of appointments without reasonable notice to Respond
- Preventing a contractor from entering your home after agreeing to an appointment.
- Leaving your property in an unacceptable condition upon the termination of your tenancy.
- Replacing glazing.
- Restricting access to stopcocks.



Heating

If you have a problem with your heating system, please check these items first to help us resolve your query quickly:

- Your heating system requires electricity to operate, if the electrical supply has been interrupted, the heating system may require resetting.
- If you use a pre-pay meter and your credit has run out, you may need to re-set your heating appliance after reapplying credit to the meter. **Please avoid letting your credit on your electric or gas pre-pay meter run out.**

Heat Pumps Information

Air source heat pumps take warmth from the air outside (even when it is very cold) and use it to heat your home. It may take some time to get used to heat pumps as they operate differently from heating systems, such as gas and oil.

Important points about heat pumps:

- Do not turn the heat pump off.
- Set the thermostat between 18 to 21 degrees.
- Using a hand on the radiator is not an effective way of checking to check if the heat pump is working. Use the room thermostat for accurate temperature readings.
- Set the room thermostat to a comfortable level ideally around 21 degrees.
- Do not bleed radiators, as this may affect the operation of your heating system.

Heat pumps are designed to run for prolonged periods so it is more efficient to leave them running 24/7 than only heating in the morning and evening. They respond slowly to temperature changes so adjust the thermostat by one or two degrees at a time and wait to see if you are comfortable before making further changes.

Changing the temperature in your home

Heat pumps are more efficient and warmer when left running constantly. If you need to adjust the temperature, change the room thermostat setting by one or two degrees at a time and wait to see if you are comfortable. It may take up to 24hrs to feel the full effects. Avoid making rapid changes as the heat pump will use more energy to boost the temperature quickly (costing you more money).



Adjusting individual rooms

You can control the temperature in individual rooms using radiator valves or zone controls if you have underfloor heating. In general, temperatures should only be lowered in unused rooms or bedrooms. If there is a warm spell in the winter, adjust the individual room controls instead of the main room thermostat. If the radiator is not heating up, use the thermostat and/or radiator valves first. Remember, heat pump radiators take longer to heat up than traditional heating systems. Do not bleed the radiator, call the Customer Service Centre if unsure.

When you don't want heat

Do not turn off heat pumps completely as restarting them can be expensive and can take several days to restore your home to a comfortable temperature.

- **Away for a day:** Just leave the system running as usual.
- **Away for a week:** Use the 'holiday' or 'frost protection' setting on the control panel to lower the temperature and prevent the pipes freezing in cold weather.

Please review the handover documentation provided to you on the day you received your keys.

Do not enclose the heat pump and fan unit outside your home. They need free air space around them to work efficiently.

Mould and Condensation

Condensation occurs when moisture from cooking, washing, bathing, showering, drying clothes etc. collects on windows and walls. Condensation can cause black mould growth which is bad for your home and your health. Black mold indicates excessive moisture and is a warning that the heating, structural insulation or ventilation or all three may not be effective.

Tips to reduce condensation

- Heat and ventilate your home.
- Use an extraction fan and keep internal doors closed when cooking and washing. When you are finished, open a window to ventilate the room.

- Keep lids on saucepans while boiling and do not leave kettles boiling for long periods.
- Ensure that wall and window vents are kept open and cleaned regularly to avoid dust build up.
- Do not turn off bathroom extractor fans or whole house ventilation systems.
- Dry clothes outside when possible but not on balconies.
- If drying wet washing indoors, place in the bathroom with the door closed and where there is window access please have it open.
- Vent tumble driers to the outside air.
- Do not use paraffin and gas heaters in your home.
- Keep trickle ventilators open when someone is in the room
- Close kitchen and bathroom doors to prevent moisture from spreading to other rooms.
- Wipe excess condensation off windows and surfaces with a towel every morning.
- Please regularly clean window trickle vents to add ventilation and to help prevent condensation.

Removing mould

- Wipe off any mould immediately using a damp sponge or cloth.
- Do not use washing up liquid.
- Apply diluted bleach solution or a recommended mould removal product to the wall. Follow instructions carefully and wear rubber gloves.
- Dry clean clothes and shampoo carpets affected by mould.
- Please ensure the area is well ventilated before, during and after cleaning.
- Do not paint over mould without cleaning it first. Use special (fungicidal) paint to help prevent mould from recurring.

The best way to prevent condensation is a combination of background heat and good ventilation. Following these guidelines will protect your home from black mould growth and its harmful effects.

6. Respond Emergency Arrangements

Reporting Emergency Repairs

An emergency repair is required where it is not safe to wait until the next working day to report it or when the damage might get worse. Examples include a gas leak or smell of gas, burst water pipe, serious leak, and central heating system breakdown during the heating season or anything that poses a risk or danger to you or the public.



When our offices are open: 01 808 7700

Monday to Thursday: 8:30am – 5:45pm

Friday: 8:30am – 4.45pm

All repairs, including emergency repairs, should be reported to the main Respond number 01 808 7700

When our offices are closed: 01 808 7700

When our offices are closed (outside office hours, at weekends, on public holidays etc.) then emergency repairs should still be reported to our main number.

A recorded message will indicate that our offices are closed. You are given 2 options:

- **Press 1** to leave a message and we will phone you back when our offices reopen.
- **Press 2** to be put through to our **emergency only** line.

Think Before You Call the Emergency Number

Only report emergency repairs to the out-of-hours emergency number. If you contact this number about a non-emergency repair, you may be charged a €25 handling fee and the full cost of any visits or work done by a contractor.

During severe weather conditions emergency repairs will be carried out when it is safe for our contractors to do so.

7. Safety in your Home

Fire Safety

Fire detection

- Test your smoke alarms at least once a week.
- Change the battery immediately when you hear the warning beep.

Escape

- Know what to do when you hear a smoke alarm so you and your family can get out safely.
- Make an escape plan for your home and practice it with everyone who lives there.
- Keep the keys to doors and windows nearby.
- If you hear the fire alarm, check doors with the back of your hand for heat before you open them. If they are warm, the way might be blocked by fire.
- Keep communal halls, landings and stairwells clear of furniture, bicycles, etc. to ensure escape routes are clear of obstruction.

If you discover a fire in your home please follow this advice:

- If there is smoke, keep low where the air is cleaner.
- Get everyone out as quickly as possible.
- Call 999 or 112.
 - Ask for the fire service.
 - Speak calmly and clearly.
 - Give your address, phone number and details requested.
 - Only hang up when the operator tells you to do so.
- Do not re-enter the house/ apartment, wait for the fire brigade.

Fire Prevention

- Don't smoke in bed, when tired or on medication.
- Never leave a lit cigarette or pipe unattended.
- Never leave lighted candles unattended.
- Don't leave the room when a chip pan is on.
- If a pan catches fire, turn off the cooker, soak a tea towel under the tap, wring it out and place it over the pan.
- Don't use petrol or paraffin to light solid fuel.
- Never leave mobile phones charging over night or charging on soft furnishings.
- Use a spark guard with open fires.
- Keep a fire blanket in the kitchen.
- Empty ashtrays before going to bed and run the contents under the tap before you bin them.
- Do a fire safety check before you go to bed.
- Close all doors at night.
- Never wedge open fire doors.
- Do not remove door closers.

Electrical Safety

- Unplug appliances that are not in use.
- Don't overload sockets or extension leads and avoid the use of extension leads & double adaptors.
- Use the correct fuses in plugs.
- Don't touch bare wires.
- Don't touch any electrical appliance if it is wet – turn off the electricity at the fuse box and don't use the appliance again until it is dry.
- Don't carry out any electrical alterations or improvements without permission from Respond.

Gas Safety

Respond will service gas central heating boilers annually. Tenants must allow access to our approved contractor to undertake the servicing of the boiler. Never attempt to alter the gas meter, repair or service the boiler or heating system yourself. If your boiler or heating system is not working, please contact Respond's Customer Services Centre. Tampering with the boiler or other gas appliances can put you and your family at risk of serious injury.

Respond does not allow gas cylinders to be stored in its properties for safety reasons.

If you smell gas:

- Turn all gas appliances off.
- Turn off the gas at the meter.
- Open windows and doors.
- Extinguish cigarettes and any flames.
- Do not use a mobile phone.
- Don't switch on electrical equipment or switches.
- Contact Gas Networks Ireland immediately (even if they are not your gas supplier)
- Gas Networks Ireland Emergency number: 1850 20 50 50.

Carbon Monoxide

Carbon Monoxide is highly dangerous. You can't see it or smell it. It can arise from gas, oil, coal or other fuels. Dangerous levels of carbon monoxide can accumulate when the fuel is not burning properly due to poor ventilation, a blocked chimney or flue or damaged appliances.

To avoid carbon monoxide poisoning:

- Do not block air vents, flues, or chimneys.
- Never block or close vents.
- Keep rooms well ventilated.
- Allow Respond appointed contractor access to you home to service and conduct a gas safety check on the gas boiler once a year.
- Allow Respond appointed contractor access to your home to sweep your chimney once a year.
- Ensure that your carbon monoxide alarm is working.

The storage or use of liquid petroleum cylinder gas/paraffin heaters/cookers is not permitted in your dwelling, staircase, landing, or any part of the building for health and safety reasons.

Under no circumstances should any type of combustible portable heaters be brought into your home and used.

For more see: <https://www.carbonmonoxide.ie/>



Being Winter Ready

Weather Warnings are presented in three categories:

STATUS YELLOW

Weather Alert - Be Aware

For weather conditions that do not pose an immediate threat to the general population, but only to those exposed to risk by nature of their location and/or activity.

STATUS ORANGE

Weather Warning - Be Prepared

For weather conditions that can significantly on people in the affected areas. Recipients in the affected areas should prepare themselves in an appropriate way for the anticipated conditions.

STATUS RED

Severe Weather Warning - Take Action!

A rare event implying that recipients take action to protect themselves and/or their properties; such as moving out of the danger zone temporarily or by staying indoors.

For more details, visit Met Éireann's website for the latest national and regional forecasts. For detailed information and advice on flooding visit www.flooding.ie. Further advice may also be obtained from the Office of Public Works by emailing info@opw.ie.

Cold and Storm Weather Advice

- Have a small supply of non-perishable, easy-to-prepare foods.
- Keep extra supplies of essential medication in case it is difficult to get to the pharmacy.
- Have an adequate supply of fuel for heating/cooking and if possible a suitable alternative should the main supply fail.
- Have a shovel and bag of salt to keep paths clear and safe.
- Have batteries for torches in the event of power cuts.
- Have candles and matches. Always place candles away from draughts in proper candleholders. Never leave a burning candle unattended.

- Have a water container to ensure a supply of drinking water.
- Have emergency contact numbers to hand.
- Leave a key and contact details with neighbours or family if you are going away.
- Know how to turn off the water supply (usually under the kitchen sink).
- Check in with elderly/vulnerable neighbours.

Risk of burst pipes

You should be aware of the risk of burst pipes in cold weather and take reasonable care to ensure that water pipes do not freeze:

- Leave a light on in the attic.
- Open attic trap door to allow heat in.
- Leave heating on for longer periods at lower settings.
- Keep your home warm to prevent pipes from freezing.
- If you are going to be away for a short period and cold weather is indicated, consider leaving some background heating on.

If a pipe bursts:

- Turn off the mains water supply at the stopcock.
- Turn off any central heating boilers or electric immersion heaters (unless you are certain that the burst is only on the mains supply pipe).
- Turn all taps to drain down your storage tank.
- If water comes in contact with any electrical fittings, switch off the electricity supply.
- Telephone Respond's Customer Service Centre to report the problem.
- Warn any neighbours who might be affected by water damage.
- Try to store some water in the bath or another large container for flushing the toilet, washing, etc. until the burst is repaired.

8. Security in your home

Simple steps to improve the security of your home

- Always lock doors and windows when you go out.
- Leave a light on if you go out at night or use timers for lights.
- Pull curtains at night.
- Lock your shed and side gates.
- Photograph and mark all valuable property.
- Do not leave your keys under the doormat or other “hiding” place where burglars are likely to find them.
- Never leave valuables lying around.
- If you have an alarm fitted use it.
- Fit a good quality door chain and use it when strangers call.
- Don't leave strangers by an open door.
- Don't let anyone in until you are satisfied you know who they are and what they want.
- If you let a stranger in, stay with them at all times.
- Telephone An Garda Siochana if you are suspicious.

Apartment block security

- Ensure the entrance door locks behind you.
- Never leave the entrance door propped open.
- Try not to let people follow you into the building if they don't live there – they should use the intercom to gain access to the apartment they are visiting.
- If the main entrance door is not closing or locking, please report issue to Respond or the block managing agent.
- Keep all entrance, landing and stairwells clear to ensure there is a safe exit route in the event of an emergency.

Insuring your home

Respond insures the fixture and the structure of your home, but does not insure the contents. We strongly advise that you obtain your own contents insurance.

For additional information on security see www.garda.ie



9. Frequently Asked Questions

Can I keep a pet?

Yes, you can keep a pet but there are some important guidelines to follow to ensure everyone's safety and comfort. If you keep a dog, please make sure it is always under control, does not cause a nuisance to your neighbour and that you clean up after it. Some breeds of dogs that are not allowed so please check with your Tenant Relations Officer for more details.

Please note that horses, hens, pigeons, cows or similar animals are not permitted as pets.

For more information on restricted breeds visit Citizens Information page: www.citizensinformation.ie/en/environment/pets-and-wildlife/control-of-dogs

Can I pass my tenancy onto my son or daughter?

While there are no automatic succession rights to a Respond tenancy, we consider all applications on their merits. Generally, the person requesting succession should have been declared as an occupant of the property, and for rent purposes for at least 12 months before applying. They should also be eligible for inclusion on the local authorities housing list.

If I want to hand back my tenancy what should I do?

If you decide to hand back your tenancy, please inform your Tenant Relations Officer and give the required notice as outlined in your tenancy agreement. We will then inspect your property to ensure it is in good condition and that no unauthorised works has been done. You may be need to restore the property to its original condition if any unauthorised changes have been made.

Can I buy my Respond Property?

It is not possible to buy your Respond property however, it is your home for your lifetime as long as you abide by the tenancy agreement. As a Respond tenant, you may be eligible for the mortgage allowance scheme if you wish to buy a private property or build a house and return your present property to Respond. Contact your local authority for further details on this scheme.



How do I get permission to carry out alterations in my home?

If you want to make alterations, please contact your Tenant Relations Officer (TRO) first. You will need to submit a detailed written request with plans and details of proposed contractor. Our property/maintenance team will review your request and may need to visit your property to gather more information. No work should start until you receive written permission from Respond.

Can I erect a “lean to” structure, “pergola” and/or “decking etc”?

Before starting any work that involves structures like “pergolas” and/or “decking etc”, please consult with Respond. These structures need to be safe and should not:

- Block the outlet flue to a gas boiler.
- impede the use of a ladder to access a first floor bedroom window (which prevents an occupant from safely escaping)
- Use PVC type corrugated sheeting type that cannot carry the weight of a person(s) or will melt under the heat of a fire.
- Be a structure not considered and assessed as suitable by Respond and/or certified by a structural engineer appointed by the tenant.
- Be a structure that is of a high risk of being damaged in a storm and thus effect the structure of the dwelling that you reside in could be affected.



Can I plant trees or shrubs?

Yes, you can plant small trees or shrubs in your private garden. Please choose types that won't grow too high or cause issues for your neighbour such as damaging boundary walls or property.

Can I get permission to convert my attic?

Respond does not permit alternations to attic spaces including the installation of an attic ladder as these spaces are not suitable for such changes and may affect structural integrity.

Can I install an EV charger?

If you wish to install an EV charger, please inform your Tenant Relations Officer (TRO). Request are reviewed on a case-by-case basis and installation must follow the SEAI Electric Vehicle Home Charger Scheme. For apartments blocks, multi-unit developments and estates with shared parking, permission will not be granted.

To assist in the review of the case, the tenant must provide adequate information to explain the proposed works including:

- A written proposal outlining the installation.
- Confirmation that charging point will be located on private driveway
- Confirmation that charging point will be connected to the property's electrical supplier and that the supply is in the name of the tenant.
- Confirmation of funding/grants for proposed works (Respond does not cover costs).
- Details of the SEAI approved Charge Point Operator (CPO) who will be doing the work.
- The contractor must supply a full copy of their insurance policy, including All Risk Insurance with public liability coverage of €6.5million and for employer's liability of €13million.
- CPO's Health and Safety statement
- Any additional technical information required to explain the proposed works and other relevant information.

How do I go about installing Solar panels?

If you wish to install solar panels, please inform your Tenant Relations Officer (TRO). Requests are reviewed on a case-by-case basis and should comply with the SEAI Grant Scheme. Provide a detailed proposal including:

- A written proposal outlining proposed installation.
- Confirmation that charging point will be located on private driveway
- Confirmation that charging point will be connected to the property's electrical supply and that supply is in the name of the tenant.
- Confirmation of funding/grants for proposed works (Respond does not cover costs)
- Details of the SEAI approved contractor/one stop shop who will be doing the work.
- The contractor must supply a full copy of their insurance policy, including Contractors All Risk Insurance with public liability of €6.5million and employer's liability of €13million.
- The contractor's Health and Safety statement.
- Any additional technical information required to explain the proposed works and any other relevant information.

Can I adapt my property to meet the needs of a family member with a disability?

If you need to adapt your property for a family member with a disability, discuss your request with your Tenant Relations Officer. While Respond does not cover the cost of medical adaptations, we will support you in applying for a grant from the Local Authority. Check your eligibility for the Grant with them or through Citizens Information:

<https://www.citizensinformation.ie/en/housing/housing-grants-and-schemes/housing-adaptation-grant-for-people-with-disability/>

Note that:

- If you qualify, the maximum grant, you can get is €30,000 or 95% of the cost of the work (whichever is less). The amount depends on your household income for the previous tax year.
- Do not commence any work until Respond have received and reviewed the below required documentation and you have received full written approval.

Respond's Medical Adaption form to be completed with below details:

1. Occupational Therapist Report on proposed works
 2. Confirmation of funding/grants for proposed works (Respond does not cover costs)
 3. A detailed proposal outlining the work including plans and specifications.
- Details of the contractor who will be doing the work. The contractor must supply a full copy of their insurance including Contractors All Risk Insurance with public liability coverage of €6.5million and employer's liability coverage of €13million.
 - The contractors Health and Safety Statement.
 - Confirmation if planning permission is/is not required.

What items are not permitted to apartments/apartment complexes?

For apartments and apartment complexes, certain items are not allowed under Local Authority planning guidelines:

1. Erection of wind turbines.
2. Installation of solar panels.
3. Alterations/installation of car parking spaces, hard surface areas, garden paths, garden ponds, patios etc.
4. Installation of television aerial or satellite dish.
5. Storage of caravans, campervans or boats.



10. Useful Contacts

Ambulance Gardaí/Fire Brigade – Emergency
999 / 112

Gas safety

Gas Networks Ireland - 1850 205 050

If you can't get through, dial 999 / 112

Electricity

ESB Networks

1850 372 999 (24 hrs)

Water

To report a flood from a public watermain or sewer

Irish Water

1850 278 278 (24 hrs)

An Garda Síochána – Non-Emergencies

Confidential Line

1800 666 111

Crime Stoppers

1800 250 025

Utilities

Bord Gáis Customer Service

01 611 0101, www.bordgaisenergy.ie

Electric Ireland Customer Service

1850 372 372, www.electricireland.ie

Airtricity Customer Service

1850 404 070, www.sseairtricity.com

Energia Customer Service

1850 36 37 44, www.energia.ie

Prepay Power Customer Service

1800 910 010 / 0818 323 920, www.prepaypower.ie

Social Housing

Residential Tenancies Board

01 702 8100 / 0818 303 037 (lo-call), www.rtb.ie

Irish Council for Social Housing

01 661 8334, www.icsh.ie

Help & Advice

MABS (Money Advice and Budgeting Service)

076 107 2000, www.mabs.ie

Threshold (advice on housing and homelessness)

1800 454 454 (Freephone), www.threshold.ie

Department of Employment Affairs and Social Protection

www.welfare.ie

Immigrant Council of Ireland (information service for migrants)

01 674 0200, www.immigrantcouncil.ie

Citizens Information

076 107 4000, www.citizensinformation.ie

One Family (support for one parent families)

01 662 9212 / 1890 662 212 (lo-call),

Alone (support for older people)

0818 222 024, www.alone.ie

Women's Aid Ireland National Domestic Violence Helpline

1800 341 900 (freephone), www.womensaid.ie

Men's Aid Ireland

01 554 3811, www.mensaid.ie

Samaritans

Freephone 116123, text 087 260 9090, www.samaritans.org

Pieta House

Freephone 1800 247 247, 016010000 or text HELP to 51444





respond
building homes,
improving lives

High Park,
Grace Park Road,
Drumcondra,
Dublin 9,
D09 N2N7

Airmount,
Dominick Place,
Waterford,
X91 A397

01 808 77 00
info@respond.ie
respond.ie