

# Tenant Handbook 2025



## 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 Cost Rental homes, social homes, emergency accommodation with 24/7 support for families who are homeless in six Family Homeless Services, three 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.

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# 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. Your Cost Rental Home

Cost rental housing provides affordable rented accommodation to people on middle incomes. It is aimed at people who are above the threshold for social housing but have difficulty affording private rented accommodation.

It is called 'cost rental' because the rent you pay is based on the cost of building, managing and maintaining the homes. It does not include any profit for a developer. This makes the rent cheaper than standard rents. The rent for cost rental homes must be at least 25% below regular market rents in an area.

Cost rental homes are delivered by approved housing bodies (AHB's), local authorities and the Land Development Agency (LDA). They provide long-term security of tenure so people can rent the same home indefinitely.

When you are a cost rental tenant, your landlord will be the organisation who delivered your home. For example, the AHB or local authority who provided your cost rental home or an agent operating on their behalf. You will have a tenancy agreement with the landlord, which will include details about the length of the tenancy, as well as the rights and responsibilities you have as a tenant.

With cost rental homes, you get longer security of tenure. You get security of tenure after the first 6 months if there are no issues such as breaches of tenancy or rent arrears. This means if you are paying your rent and meeting your other tenant obligations, you can continue to rent your home for as long as you want.



If you are a tenant in cost rental housing, you are protected in residential tenancies legislation. You have some of the same rights as private tenants. For example, you can access the RTB's dispute resolution process and your tenancy must be registered with the RTB. However, there are some differences, for example, the rent setting process is different and a cost rental tenancy cannot be terminated for the same reasons as private tenancies.

Your rent must be at least 25% below private market rents in the area. Rents are linked to inflation, so any rent increases will be in-line with inflation. Your cost rental tenancy agreement may include information about how often your rent will be reviewed. However, if it does not, the general rules say that rent cannot be reviewed within 12 months of the start of the tenancy and not more than once every 12 months after that. You must get notice of a rent review and this notice must contain specific information about the new rent. If you have a dispute about the new rent, you can bring this to the RTB within 28 days of getting the rent review notice.

If your circumstances change when you are a cost rental tenant, you can continue renting the property. For example, if your household income increases above the income limit after you've moved in, you won't have to move out.

### 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 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.
- ☐ **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 provide the agreements in several languages.

### 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. Once you have successfully completed this initial 6 months of your tenancy your tenancy will automatically become a rolling tenancy. This means that you can only have your tenancy terminated if you breach any of the terms and conditions of the tenancy or you choose to leave.

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. Your tenancy agreement will provide more information on rent, service charges and rent reviews
- 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 easy access our services and staff for queries, information requests or issues.

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

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.

## 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.
- **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 on request.
- **Proper Waste Disposal:** Dispose of household rubbish appropriately.

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

**Homepage:** [www.rtb.ie](http://www.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





## 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:



## Rent Payment

### Paying Your Rent

Rent must be paid monthly in advance by standing order. For joint tenancies, both tenants share equal responsibility for rent payment.

### Deposits

A deposit is required, equivalent to one month's rent minus fifty euros.

### Rent Review

All tenants will be informed of any rent changes through an annual rent review notice sent to all named tenants. Rent adjustments will be based on the Harmonised Index of the Consumer Price Index.

For any questions about the annual rent review process, please contact our **Customer Service Centre at 01 808 7700**.

### Service Charges

Service charges cover the costs of shared services for your property, block, or estate. These charges are estimated by Respond and will be detailed to you before your tenancy starts. They may include maintenance of common areas, caretaking services, grounds maintenance, car parking, security, communal lifts, and door entry systems.

### Payment Records

Respond's Housing Management system tracks all rent payments. You can access your payment statement, detailing how much rent you have paid and when, through the TIPS Portal (Tenant Information Portal). 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 at 01 808 7700 or by email at [info@respond.ie](mailto:info@respond.ie)**.

### Arrears

We will advise you if your account falls into arrears. If you are having trouble paying your rent or clearing arrears, contact your Tenant Relations Officer to discuss the situation. Failure to pay your rent is a breach of your tenancy agreement so it's important you contact us as soon as possible. Persistent non-payment may result in Respond referring the matter to the Residential Tenancies Board, which could lead to eviction.

### Change in Financial Circumstances

If you have a change of circumstance and your income decreases you may be entitled to government support to pay your rent. This means that if your income falls below the social housing income threshold and you have been a Cost Rental tenant for at least six months, you may apply for assistance under the **Housing Assistance Payments**. The social housing income limits can be found at [gov.ie](https://gov.ie) - **Social Housing Support: Table of Income Limits**.

The Housing Assistance Payment (HAP) is a social housing support provided by local authorities. Under the scheme, rent is paid directly to private landlords and you pay a weekly contribution to your local authority.

If you are eligible and approved for HAP, your local authority will make a monthly payment directly to your landlord, Respond.

For information and to discuss your eligibility please contact our Customer Service Centre or your Tenant Relations Officer.

### Financial Management Support

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



## 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 facilitate pets in any Respond home, 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](http://www.citizensinformation.ie/en/environment/pets-and-wildlife/control-of-dogs)

#### Keep Your Area Clean and Tidy

- Return your wheelie bin to the 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.







## 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. 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](mailto: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.

## 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.

### 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 following details:

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

For serious incidents or emergencies please contact the Gardai in the first instance.

### 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 Gardai 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 Gardai 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.



# 4. 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.

### Report a repair via our Customer Service team:

Monday to Thursday: 08:30am - 17:45pm  
Friday: 08:30am - 16:45pm  
Phone numbers: 01-808 7700  
Email address: [info@respond.ie](mailto:info@respond.ie)  
Out of Hours Contact Number: 01-8087700

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:

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
<b>External</b> (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 boundary walls or fences installed by Respond		✓
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	✓	



Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
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 keys for windows and doors	✓	
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.	✓	
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		✓



Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
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)		✓
<b>Internal</b>		
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	✓	
Minor plaster cracks	✓	
All internal decoration, such as painting of walls, ceilings and internal woodwork	✓	

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
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	✓	
<b>Electrical</b>		
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	✓	

Repair/Maintenance Type	Tenant's Responsibility	Respond's Responsibility
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	✓	
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.	✓	

- If you believe Respond is responsible for the repair, follow these steps:
- Contact the **Customer Service team at 01 808 7700 or by email at [info@respond.ie](mailto:info@respond.ie)** to report the issue.
  - **Provide the details** of the maintenance issue.

- We will:
- **Give timeframes** for the expected completion of repair.
  - **Send 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
<b>Emergencies</b> (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.
<b>Urgent</b>	3 Days	You must confirm correct contact details and arrange to be at the property for the contractor visit.
<b>Routine</b>	20 Days	Routine call out are for non-emergencies e.g. a dripping tap. You will be notified in advance of the contractor visit.



## 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.



## 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.

### 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. 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.







## 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 which can be accessed via [www.Respond.ie](http://www.Respond.ie)

### 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.



## 5. Helpful tips for your home

### 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

Never turn off heat pumps completely as restarting them can be expensive and take several days to restore 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, then put it in the bathroom with the door closed and windows left 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.

### 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.
- 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. 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](http://www.flooding.ie). Further advice may also be obtained from the Office of Public Works by emailing [info@opw.ie](mailto: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.

## 7. 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](http://www.garda.ie)



## 8. 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](http://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.**

Regards,  
**Darren Hudson,**  
**National Tenant Engagement Manager**





## 9. 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](http://www.bordgaisenergy.ie)

**Electric Ireland** Customer Service, 1850 372 372,  
[www.electricireland.ie](http://www.electricireland.ie)

**Airtricity** Customer Service, 1850 404 070, [www.sseairtricity.com](http://www.sseairtricity.com)

**Energia** Customer Service, 1850 36 37 44, [www.energia.ie](http://www.energia.ie)

**Prepay Power** Customer Service, 1800 910 010 / 0818 323 920,  
[www.prepaypower.ie](http://www.prepaypower.ie)

### Social Housing

#### Residential Tenancies Board

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

#### Irish Council for Social Housing

01 661 8334, [www.icsh.ie](http://www.icsh.ie)

### Help & Advice

#### MABS (Money Advice and Budgeting Service)

076 107 2000, [www.mabs.ie](http://www.mabs.ie)

#### Threshold (advice on housing and homelessness)

1800 454 454 (Freephone), [www.threshold.ie](http://www.threshold.ie)

#### Department of Employment Affairs and Social Protection

[www.welfare.ie](http://www.welfare.ie)

#### Immigrant Council of Ireland (information service for migrants)

01 674 0200, [www.immigrantcouncil.ie](http://www.immigrantcouncil.ie)

#### Citizens Information

076 107 4000, [www.citizensinformation.ie](http://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](http://www.alone.ie)

#### Women's Aid Ireland National Domestic Violence Helpline

1800 341 900 (freephone), [www.womensaid.ie](http://www.womensaid.ie)

#### Men's Aid Ireland

01 554 3811, [www.mensaid.ie](http://www.mensaid.ie)

#### Samaritans

Freephone 116123, text 087 260 9090, [www.samaritans.org](http://www.samaritans.org)

#### Pieta House

Freephone 1800 247 247, 016010000 or text HELP to 51444

## Your Tenant Relations Officer

## Important Information









**respond**  
building homes,  
improving lives



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



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