

Cheshire Ireland Tenancy handbook

Easy Read Document

***Our Vision is to support people
To live their best possible life.***

Dear tenant,

Welcome to your new home. This Easy Read handbook has been developed to compliment your new Tenancy Agreement. The Tenancy Agreement covers all the legal aspects of your tenancy, while the handbook aims to provide guidance and practical advice to you. We hope we have been successful in achieving this.

This handbook is divided into sections covering aspects of living in your home from moving in, paying rent, and arranging repairs.

The last section contains a list of contact details that you may find useful.

If you have questions which are not answered in this handbook or if you have suggestions or ideas on how to improve things, please let us know.

Kind regards,



Theresa Anderson

Acting Chief Executive Officer

Our Values

Excellence

Partnership

Learning

Integrity

Respect

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Tenancy Agreement

A tenancy agreement is an agreement which gives you the right to live in your home.

This tenancy agreement is between Cheshire Ireland

Tenancy Agreement



And you the tenant

At the following address.....

You can contact us on 01- 2974100 or housing@cheshire.ie if you have any questions about this agreement



The tenancy agreement gives you the right to stay in your home as long as you do not break the agreement.

If you do break the agreement, your tenancy will be reviewed and could lead to the agreement being ended. But we will talk to you and support you to do the things you need to do to keep the agreement.

We would always encourage you to get support to help you both from us and others such as:

Rent, Contributions and Charges

As a tenant you must:

Pay the rent

Look after your home

Keep to other rules in the tenancy agreement.



Your rent is what you pay to live in your home. Your rent will be €85 per week (for one person) which may be paid to Cheshire Ireland into the bank.

The rent and charges will be reviewed from time to time, and we will tell you about any changes well in advance.

The rent will **ONLY** cover your home.

Bills such as electricity, bin collection, telephone and heating will be paid by you separately and should be in your own name.



What not included in your tenancy:



Electricity and heat

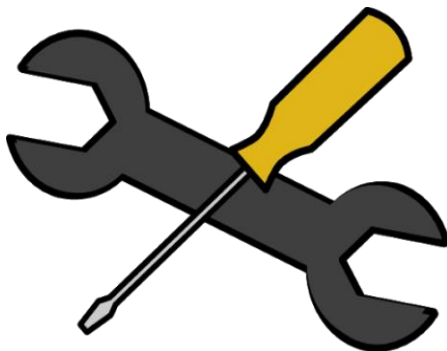
Cleaning

Gardening

Contents insurance*

** You will require contents insurance to insure your own belongings – your support worker can assist you with this.*

Repairs and Maintenance



Cheshire Ireland will repair the walls, roof, windows, doors and things outside the building (drains, gutters and pipes).

We will make sure that the heating, water, electricity and gas is all working properly and is kept up to standard.

We will do repairs within a reasonable time. This will depend on how urgent and what type of repair it is.

We will respect and protect your privacy and dignity and the privacy and security of your belongings when we enter your home with your permission.



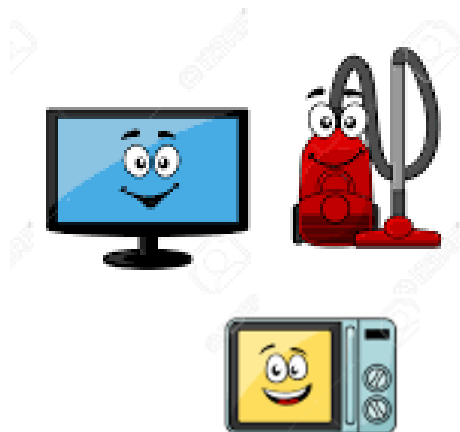
We will let you when someone is coming to your home to do repairs or checks.

What you must do as a tenant

Report any problems or damage as soon as possible.
Let us in to do repairs at reasonable times.

You may be asked to pay for any damage that you have done to the property

Keep the inside of the property in good condition



You must repair and maintain any items that belong to you.

If there is a garden or outdoor area you must cut the grass and keep it clean



You must replace light bulbs if needed

You must not alter any of your home without our written permission. You can paint the house to your own style but please seek permission; this cost will not be covered by Cheshire Ireland.



Where the tenant receives support services from Cheshire Ireland, support maybe provided to the tenant to comply with their responsibilities under this section)

Safety in Your Home

Make sure that doors and windows are locked when you go out.

It's a good routine for you or your support staff to check the home every night before going to bed.

Check all cigarettes and candles are out.

Unplug all electrical appliances.

Do not dry clothes on a heater.

Don't store flammable liquids inside your home.



If a Fire Does Start

Leave the house immediately



Don't go back into the house or apartment for anything, wait for the fire brigade.

You or your support staff must call the fire brigade (**112 or 999**) - try to stay calm and give them your address and other details they need



Anti-Social Behaviour

You have the right to live your life in your own way as long as you do not upset people living near you

You must not allow any other person to move into your home.



You must not disturb other people with:

- Loud music
- Crime
- Noise disturbance
- Barking or dog fouling (You must not have any pets without our permission)

We will not allow any:

Harassment or bullying of neighbours or staff

Threats of violence

Racist or sexual behaviour or language



VISITOR

You are responsible for the behaviour of everyone who lives in your home and your visitors

Frequently Asked Questions:

Who can help with my tenancy?

If you have questions about your housing, your tenancy, or you are unhappy about something, such as:

Things in your home that are not working properly

Or if you don't feel safe.

You can also talk to a family member or a member of staff who you trust to support you.



Ending your tenancy and moving out

To end your tenancy you have to write to Cheshire. You must let us know in time line with your tenancy agreement. The timeframe will depend on how long you have lived in the property.

Please note:

You cannot pass on your tenancy to another person

You must leave your home and garden clean and tidy and remove all rubbish

You must take all your belongings

You must make good any damages caused by you

You must pay all rent and bills in full before you leave

You must leave the building safe and secure before you hand in the keys/access card



Useful Contact Numbers

Name	Contact details	Website
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Ambulance/ Fire/ Gardaí	999 or 112	
Residential Tenancies Board	0818 303 037	http://www.rtb.ie
Bord Gais	Emergency: 1850 205 050	www.bordgais.ie
ESB	Emergency: 1850 372 999	www.esb.ie
Airtricity	1850 404 080	www.airtricity.ie
Sky	Customer Service: 0818 719 852	www.sky.com/ireland
Virgin Media	Customer Service: 1908	www.virginmedia.ie
Eircom	Customer Service: 190	www.eircom.net
Department of Social & Family Affairs	Enquiries: 1890 662 244	www.welfare.ie
Gardaí	Confidential line: 1800 666 111 Crime stoppers: 1800 250 025	www.garda.ie
Citizens Information Service	1890 777 121	www.citizensinformation.ie
Money Advice & Budgeting Service	1890 283 438	www.mabs.ie
Enable Ireland	01 8727155	www.enableireland.ie

Central Remedial Clinic	01 8542200	www.crc.ie
Irish Wheelchair Association	01 8186400	www.iwa.ie
MS Ireland	01 6781600	www.ms-society.ie
Headway Ireland	01 8102066	www.headwayireland.ie
Disability Federation of Ireland	01 4547978	www.disability-federation.ie
People with Disabilities in Ireland	01 8721744	www.pwdi.ie
The Access Directory	01 2063387	www.accessdirectory.ie

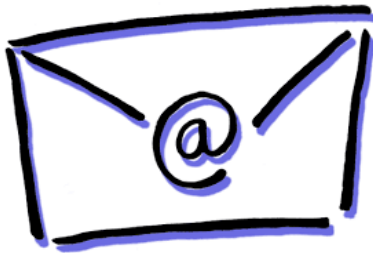
Note: All numbers correct at time of writing



Contact Information for Cheshire Ireland

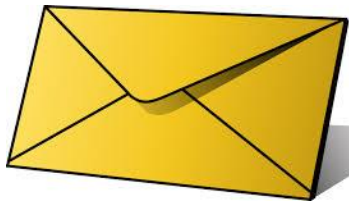


Phone: 01-2974100



Email: housing@cheshire.ie

Website: www.cheshire.ie



By Post:

**Cheshire Ireland
Block 4
Bracken Business Park
Bracken Road
Sandyford Dublin 18**