

Tenants Handbook

A Guide to making the most of your Cheshire
Ireland Tenancy

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

Dear Tenant,

Welcome to your new home. This 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 all 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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1.0 Cheshire Ireland

Cheshire Ireland provides a range of support services to people with both physical and neurological conditions in their homes, in residential centers, in supported accommodation and in standalone respite facilities. Up until the 1990s, Cheshire developed housing that was independent of larger residential settings however Cheshire's model of service provision has changed and expanded.

Today, all of our centers aim to facilitate people to live as independently as possible and with the maximum degree of choice as to how they live their lives, we have developed new services around the country where people with disabilities live in their own home with support, as required.

Cheshire Ireland is a registered Approved Housing Body (AHB) with a number of housing units nationally which have been developed and acquired through various Governmental funding streams. The majority of these properties are occupied by tenants of who live there under a Cheshire Ireland tenancy agreement.

Our tenants are individuals with disabilities who often have care and support needs. It is the goal of Cheshire Ireland Housing Association to ensure that its tenants have maximum choice and autonomy within their own home.

Cheshire Ireland charges rent on a not for profit basis to cover our general running costs as well as the upkeep and maintenance of our properties. The Board of Trustees consists of volunteers who give their time and skills at no cost to Cheshire Ireland, there is also a full time staff team who operate the day to day administration of Cheshire Ireland. Cheshire Ireland is also a member of the Irish Council for Social housing which is the representative federation of Housing Associations in Ireland

Mission Statement

We provide individualised, person centred supports to adults with physical disabilities and neurological conditions in an environment which safeguards the individual's rights while promoting wellbeing, independence and quality of life.

2.0 Tenancy Agreement

Cheshire Ireland works to provide accommodation that enables people have space and privacy – with their support requirements being provided by Cheshire Ireland or another care provider.

This also means that people living in Cheshire Ireland housing are *'tenants'* of Cheshire Ireland, and a *'Tenancy Agreement'* is signed by both the tenant and Cheshire Ireland, as the landlord,

When the Tenancy Agreement has been signed by both you and Cheshire Ireland you will receive a copy of your Tenancy Agreement, which you should keep in a safe place.

2.1 What is a Tenancy Agreement?

A Tenancy Agreement is a legal document between a tenant and their landlord, you are the tenant and Cheshire Ireland is your landlord. Everybody living in a Cheshire Ireland social housing unit **must** sign a Tenancy Agreement.

This Tenancy Agreement covers only with the house, bungalow or apartment where tenants live – *it does not deal with the support services provided to a person by Cheshire Ireland.*

Before you sign your Tenancy Agreement we can explain every part of it to you, and to anyone else you wish us to explain it to.

While you are living in a Cheshire Ireland property, there may be day to day issues which you will need to attend to. We will support you directly to make sure that the required actions are taken to deal with the variety of issues that can occur in a person's home.

Should you fail to adhere to the terms of your tenancy agreement, your tenancy will be reviewed and could lead to the agreement being ended..

2.2 Where can I get independent Advice about my Tenancy?

If you wish to seek external independent advice about your Tenancy Agreement or any part of living in a Cheshire Ireland property, you can contact the Residential Tenancies Board (RTB) who provides information to tenants and landlords on their rights and obligations in terms of living and providing accommodation in the rental sector.

All Approved Housing bodies (not for profit Housing providers) such as Cheshire Ireland are obliged to register their tenancies with the RTB within one month of signing. The RTB is an independent body and not connected with Cheshire Ireland in any way.

Citizens Information may also be able to help you. See their website at www.citizensinformation.ie.



Useful Numbers:

The Residential Tenancies Board (RTB) can be contacted on

(0818) 303 037

Citizens Information can be contacted on

1890 777121

3.0 Rents, Contributions and other Charges

In this Section we refer a lot to the Service Manager; but you can also get support from the Service Co-ordinator or support staff, or in some cases friends and family. You can decide in each case who the best person to provide this support.

3.1 How is my rent calculated?

Rent will be set at an affordable rate, it may be reviewed by Cheshire Ireland from time to time if there is any change and you will be advised in writing of any changes at least one month before your new rent amount is due. The rent is set at a specific

level by Cheshire Ireland and is the same for all the tenants living in a particular scheme.

In some cases, the rent is calculated according to the tenant's income according to the Local Authority "differential rent scheme", i.e. the local City or County Council sets the rent as a particular percentage of your income. This will be explained to you at the time of moving in and signing your tenancy agreement.

3.2 How do I pay my rent?

You must pay your rent the week before you sign your tenancy agreement. You will then pay rent each week one week before it is due. The rent week is Monday to Sunday and the rent year is Jan 1st to Dec 31st. Cheshire Ireland will keep exact and up to date accounts of all rent they receive.

You will have a choice of how to pay your rent.

- Cash
- Cheque
- Bank standing order or Banking Online

You can give cash or cheque payments to the Service Manager. If you pay rent by cash or cheque, you will get a receipt and this will be recorded on your statement.

In all cases we will record the payment and it will be recorded in your rental statement.

3.3 How can I check how much rent I owe?

We will give you a Statement of your Rent Account every March, June, September and December; however you can ask for a statement of your Rent Account at any time.

3.4 Can I claim Rent Supplement?

If you are entitled to Rent Supplement, the Service Manager will work with you and the necessary agencies to make sure you receive this.

If you receive Rent Supplement, the following will happen:

- Where Rent Supplement is paid to you – you will pay us the full rent amount (Rent Supplement plus the balance due)
- Where Rent Supplement is paid directly to us, you will pay the balance to us (total rent due less the Rent Supplement)

3.5 What if I don't pay my rent?

If you do not pay your rent every week, you are breaking the terms of your Tenancy Agreement and this is a serious matter. The earlier you deal with debts the better. If you fail to make a payment, you will be contacted you to see why you have not paid and to make sure that you do not build up large arrears.

If the reason for the arrears is as a result of the non-payment of Social Welfare payments, you will be supported to resolve the matter with the relevant agency. If the Service Manager believes that the arrears have arisen due to money difficulties, you will be supported to get advice from agencies such as the Money Advice and Budgeting Service (MABS) www.mabs.ie or Citizen's Information see their website www.citizensinformation.ie

If you refuse to clear rent arrears, the matter will be passed on to the Regional Manager



4.0 Repairs and Maintenance

4.1 What do I do in an emergency?

Fire

- Dial 112 or 999.

Useful Numbers:

**Money Advice Budgeting Service (MABS)
can be contacted on**

1890 283 438

Citizens Information can be contacted on

1890 777121

Important

Contact a member of staff as soon as possible.

- Follow your personal evacuation plan (PEEP) you have agreed with your Service Manager.



If you smell gas:

- Follow your personal evacuation plan (PEEP) you have agreed with your Service Manager.
- You or your support staff will turn off the mains – You and your support staff will check the location of this when you first move in.
- You or your support staff will open windows and doors
- Do not switch on electrical equipment or switches.
- Contact the Gas Networks Ireland immediately **1850 20 50 50** (keep the number in your phone)
- Do not use a naked flame.



Loss of electricity

- Check the main consumer unit (fuse board).
- Contact your electricity supplier (the number will be on your electricity bill)
- If the problem persists contact an electrician or ask the Service Manager to arrange for a contractor to investigate the problem if it is a landlord issue.

Burst or leaking pipe

- Turn the water off at the mains or show someone where the stopcock is.
- If electrics are affected, turn the mains off at the consumer unit (fuse board)
- Contact a plumber or ask the Service Manager to arrange for a contractor to investigate the problem if it is a landlord issue.

4.2 How do I report a repair or problem?

You can report all repairs and problems to the Service Manager or where applicable the Housing Manager. They will let you know if you need to attend to the repair yourself or if it is a landlord issue. There are some repairs you will need to attend to. The Service Manager will advise and support you on arranging to have the work carried out, and provide any other assistance that you might need. However you

must pay for the repair if it is not an obligation of the landlord (this will be outlined in your tenancy agreement).

Where tenants live close to an existing Cheshire Ireland Centre, it may be possible for a staff member, like the maintenance person, to carry out certain works. The Service Manager will advise you if this is possible.

You may be required to pay for certain repairs of the property that are not a landlord function or the damage was done by yourself or visitors to your home however the Service Manager will always support and assist you with any queries or uncertainties you may have.

4.3 As Tenant, what am I responsible for?

For a full list of repairs, refer to Appendix 3 of the Tenancy Agreement. In brief, the tenant is responsible for;

- Any appliance, fixture, fitting or item of furniture that you have purchased and brought into your home. This includes appliances that were purchased using grants from the Community Welfare Officer.
- Any damage caused by misuse, carelessness or negligence by the tenant or a visitor.
- Soft furnishing and curtains.
- The upkeep of any private garden or balcony.

4.4 As Landlord, what is Cheshire Ireland responsible for?

Cheshire Ireland must maintain the building and keep it in good repair. In the case of an apartment block, we will ensure that the Owners Management Company fulfil their obligations to maintain the structure and common areas of the property. This includes;

- walls
- roofs and floors
- drains, gutters and pipes

- windows and external doors
- plumbed fittings (except those provided by the tenant)
- electrical fittings (except those provided by the tenant)
- maintaining the heating system
- water, gas, and electricity supply

For a more comprehensive list of what we must do, see Appendix 3 in your Tenancy Agreement.

4.5 How long will it take to get something fixed?

This will depend on what the problem is:

- Emergencies, e.g. no heating, no water, within **24 hours**
- Urgent, e.g. leaks, low water pressure, within **5-7 working days**
- Routine e.g. loose skirting boards, within **three weeks**

4.6 Repair obligations of the landlord and tenant

The landlord is responsible for maintaining the interior and the exterior of the dwelling in good condition and to carry out repairs to fixtures and fitting that it provided to the dwelling.

The landlord may also ask the tenant to pay for any damage that the tenant or any other occupant or visitor caused to the dwelling or to its fixtures and fittings.

The tenant, or any occupant, shall not act in such a way as to cause damage to the dwelling, except for normal wear and tear. The tenant should report to the landlord any repairs that need to be carried out to the dwelling as soon as possible. The tenant is responsible for all repairs needed to their own possessions or items supplied by the tenant.

4.7 How often will Cheshire Ireland re-decorate my house?

Cheshire Ireland will evaluate each property on a case by case basis. If you feel that work is required, please discuss with the Service Manager.

If you wish to redecorate your home we will be more than willing to discuss same however Cheshire Ireland will not bear any costs.

4.8 Can I make any alterations to my home?

If you wish to make improvements to your home, you may make a request in writing to the Housing Manager, **before** any work begins. You cannot start any works until written permission has been granted by Cheshire Ireland. We will not carry the cost for any alterations or improvements you have made if and when your tenancy ends.

We will not unreasonably refuse permission to make improvements, but may require certain conditions for example, that work is carried out by a competent contractor and to a proper standard, and that the work complies with Building Regulations we will also require insurance documentation from all contractors ***prior*** to the commencement of any works. We will not permit any structural alterations.

You can decorate inside your home to your own style and choice.

4.9 Who is responsible for maintaining gardens, balconies and communal spaces?

If you have a **private garden**, you must keep it tidy. The Service Manager will support you in any way you need, to ensure you can keep your garden tidy. Grass must be kept mowed. Trees and plants may be planted, but should be suitable for small gardens, making sure not to overshadow your neighbours or have leaves falling into their garden at certain times of the year.

If you have a **balcony** it must be kept tidy. Flowerpots and garden furniture on the balcony are allowed, but for safety reasons, barbeques, patio heaters and gas cylinders are not allowed. In some cases, the “house rules” of an apartment block

Examples of improvements or alterations that require permission include but not limited to:

- installing a new kitchen sink or kitchen units
- putting up a TV antennae or satellite dish
- carrying out external changes such as laying patio, garden sheds
- changing windows, doors or heating system

may also restrict the use of balconies (Cheshire Ireland can advise in conjunction with the relevant Management Company).

Where there is a **communal green area**, it will be maintained by either the Housing Management agent of the apartment block or by Cheshire Ireland. You are not allowed to cause damage or alterations to any communal area.

5.0 Safety in your Home

5.1 How can I ensure my home is secure?

We want to make sure all our tenants live in a safe and healthy environment. You must also ensure that your home and any communal area are kept safe at all times. You can make your home more secure by doing the following:

Doors and Windows

- Make sure that doors and windows are locked when you go out.
- Report broken windows or doors as soon as possible.
- Change your locks if your keys are lost or stolen.
- Put locks on garden sheds and side gates.

Inside security

- You can work with the Service Manager/coordinator to make sure your home is secure inside.
- Always ask for ID from callers you don't know.
- Don't leave cash at home.
- Fit timers on some lights so lights automatically come on when you are not at home
- Leave a light on if you go out at night.
- Record serial numbers of valuables
- Keep photos of valuables especially items for which you have no serial numbers such as jewellery, china, crystal, paintings
- Make sure keys cannot be seen from the outside

- Don't leave your keys under the doormat or anywhere burglars are likely to find them.

Holiday Security

- You can discuss and work with the Service Manager to make sure your property is secure while you are away on holidays
- Ask a neighbour to keep an eye on the property if you're going away, e.g. they could park a car in your driveway or turn on lights at night.
- Use the Mailminder service from *An Post* which will keep your mail until you return home or better still arrange for a neighbour to collect your mail or newspapers.
- Cancel all deliveries; milk, bread etc.
- Arrange to keep your lawn mowed.
- Let the Service Manager know of any absences over two weeks.

Apartment Safety

- Make sure that the entrance door always locks behind you.
- Never leave the entrance door open or propped open.
- Don't let people follow you inside if they don't live in the block – they should press the button for the apartment they are visiting.
- Leave block entrances, landings and stairwells free from any obstruction.
- Report any faults to the Service Manager as quickly as possible.

Gas Safety

Cheshire Ireland will arrange to have gas central heating boilers serviced annually. See 4.0 Repairs and Maintenance above.

Electrical safety

- Never use electrical appliances in the bathroom
- Do not use damaged plugs and frayed flexes
- Always unplug or switch off any appliances not in use such as a kettle, toaster

- Don't touch any electrical appliance if it is wet or if your hands are wet - turn off the electricity at the fuse box and don't use the appliance again until it is dry
- Don't overload sockets.
- Don't carry out any electrical alterations or improvements without our permission.
- Don't put nails or fittings in a wall near a socket, switch or light fitting or around the edge of the wall as this is usually where electrical wires are put behind plaster.

You can discuss any concerns you have about electrical safety with your support staff.

Fire Safety

Fire detection systems may vary depending on the type of accommodation.

If you live in a house, smoke alarms may be fitted in several rooms.

If there is a fire the smoke alarm will sound to alert you to evacuate the house. You or your support worker must then call the fire brigade **(phone 112 or 999)**



If you live in an apartment, smoke alarms are fitted to individual apartments and linked to communal areas. If there is a fire in one apartment the fire alarm will go off around the whole building. It is centrally monitored so the fire brigade will know where to attend.

It is important that you fully understand what to do if there is a fire in your home.

Here is some advice on how to prevent fires and how to protect yourself and your household in case a fire occurs

Smoke alarms

- You or your support staff must test each alarm every week by pressing and holding the test button until the alarm sounds.

Please follow your Personal Evacuation Plan (PEEP) as agreed with your service manager. If you are unsure contact your support staff, who can advise you accordingly.

- The backup battery must be replaced when the alarm starts to bleep. Your support staff can assist you with this.
- If a smoke alarm is broken, inform your support staff immediately.
- Never take the battery out; it may save your life one day.

Fire in the kitchen

- Most fires start in the kitchen.
- Make sure there is a working serviced fire extinguisher and fire blanket at hand. Support staff can help you get these.
- Never leave pans unattended and keep the handles turned in over the work surface to avoid anyone knocking or pulling them off the cooker
- Cables from kettles, toasters etc. must be kept away from the cooker and not let hang off worktops
- If you deep fry food, use a proper electric deep fat fryer instead of a chip pan. Chip pans are highly dangerous and the source of most fires at home. They should be avoided at all costs.
- If a pan catches fire, you or your support worker must turn off the cooker, soak a tea towel under the tap and wring it out. Hold the wet tea towel in front of you and place it over the pan. Do not remove the tea towel or move the pan for at least one hour until it has cooled down.
- Never throw water onto a pan fire.

Cigarettes and Candles

- A fire can start very quickly from either a cigarette or candle.
- Never smoke in bed.
- Don't smoke when you are tired or when you have had a drink.
- Make sure you put out cigarettes fully when you are finished.
- Never leave lit candles unattended or near anything that could catch fire, especially curtains.
- Always use a proper holder for candles and never put them on plastic surfaces like televisions.

If a Fire Does Start

- Please follow your Personal Evacuation Plan (PEEP) as agreed with your service manager
- If possible when there is smoke, keep low where the air is cleaner
- Get everyone out as quickly as possible.
- 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
- Don't go back into the house or apartment for anything, wait for the fire brigade.



Other Precautions

- 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.
- Put the guard up if you have an open fire.
- Do not dry clothes on a heater.
- Don't store flammable liquids inside your home.
- Have your chimney cleaned regularly or ask your support staff to arrange for this to be done.

Preventing Carbon Monoxide Fumes

A carbon monoxide alarm will be fitted in your home; Carbon monoxide poisoning can arise in a number of different ways. You cannot see it or smell it, but it can kill. You may feel tired, have headaches, nausea and chest pain.

There is a risk of carbon monoxide poisoning:

- If your gas or oil appliance is not working properly
- There is not enough ventilation
- Your chimney has not been swept regularly

- Rooms are not well ventilated
- Vents are closed or blocked off

Please discuss all these precautions with your support staff to ensure safeguards are in place

6.0 Anti-Social Behaviour

Cheshire Ireland recognises that as a social housing landlord we must tackle all problems with anti-social behaviour in order to provide a good quality housing service. We will also safeguard your right to be safe, free from abuse and neglect and to be treated with respect and dignity. Cheshire Ireland will investigate all reports of Anti-Social Behaviour and will give assistance and advice where necessary.

Cheshire Ireland adopts a very strong position in relation to Anti-Social Behaviour and has zero tolerance policy for Anti-Social Behaviour amongst or towards tenants, neighbours, staff or family members.

6.1 What is anti-Social Behaviour?

Cheshire Ireland regards involvement in any activities listed below as Anti-Social Behaviour.

- Drug Dealing – including the sale, supply or possession of an illegal drug
- Criminal Activity
- Violence towards neighbours and or staff (Cheshire Ireland or other)
- Threats or intimidation of neighbours
- Treats or intimidation of Cheshire Ireland staff or contractors
- Verbal or Physical abuse
- Noise pollution day or night
- Nuisance behaviour

If you or anyone in your home is involved in any of these activities you run the risk of losing your home

6.2 Nuisance Behaviour is defined as:

- Any sort of excessive noise inside or outside your home that will disturb your neighbours
- Uncontrolled pets belonging to you or another person in your home (where permission has been granted to have a pet in the property)
- Litter or illegal dumping or rubbish. As a tenant you are responsible for removing your rubbish and arranging collection of same
- **6.3 What can I do about Anti-Social Behaviour?**
- Inform a member of the housing team of the situation.
- If you cannot resolve the situation put the complaint in writing giving as much detail as possible i.e. names, address, times and dates where applicable.
- Should you wish to remain anonymous Cheshire Ireland will ensure that your complaint is treated confidentially.
- Having investigated the complaint Cheshire Ireland will (if necessary) refer it to the Gardaí or another relevant agency.

In the case of any illegal activity contact your local Gardaí station as soon as possible on 112 or 999



7.0 Frequently Asked Questions

Listed below are a number of questions that tenants often ask. If you have further questions around your tenancy agreement, please contact your Service Manager.

Can I keep pets?

It is important that you obtain permission from the Service Manager ***before*** you bring a pet into your home. In some cases, such as private apartment blocks, there may be “house rules” that may not allow residents to keep pets.

It is also important that you discuss with the Service Manager, how the pet will be cared for.

Are my possessions insured?

You will have to take out insurance for household contents. This is just in case of any accidental damage, fire, flood or theft. Cheshire Ireland will only insure the structure of the property, but not the contents. You can organise content insurance through an insurance broker, individual insurance companies or your local credit union. Get lots of quotations and ask about how you can pay, such as every month or every three months. Ask about security conditions required, the claims excess, and whether accidental damage is covered. The Service Manager can help you organise this but you must pay for the insurance.

What happens if I don't take out contents insurance?

Household contents insurance covers any loss or damage caused by fire, flood, storm, or theft to most of your personal belongings and household possessions. This includes furniture, domestic equipment, electrical appliances, furniture, clothes, food and drink, and sometimes specified valuables. Should your home be affected by any one of these, while Cheshire Ireland, the Landlord, will be insured to rebuild your home, all of your contents will be lost and there will be no money available for you to pay for replacements.

What if I want to move out?

If you decide to move out of your home you must let the Service Manager know in writing before you move out (Notice periods are documented in your tenancy

agreement). You must allow the Service Manager to inspect your home before you leave. You must give the Service Manager your new address and make sure you take all your furniture and personal possessions with you. If any furniture or personal possessions are left you will be asked to sign a disclaimer, and we can get rid of the goods. However you will have to pay for the cost of removing the goods.

The premises must be left in good, clean condition and you may also be charged for any redecoration or repair work needed, that you have caused. All rent must be paid in full before moving out. You will surrender all keys, and access cards on the day you leave. The Service Manager will support you with all the arrangements required.

What happens to my home when I die?

Succession simply means passing your home on to someone else when you die, like a form of inheritance.

Where there are two people living together and one of them passes away, the property will remain with the person still alive, if that person qualifies for HSE funded accommodation. If that person doesn't qualify, then that person must leave the property six months from the date of death of the deceased tenant.

Anybody residing in the property, who is employed, or providing support to tenant(s) will have no right to the property if the tenant passes away or for any other reason is no longer living in the property.

Can I transfer/move to another Cheshire Ireland property?

You may at some stage feel that your accommodation is no longer suitable for you and may wish to transfer to another property and service managed by us. We welcome such transfers, although we only have a small number of properties, and it may be difficult to find a property that's available and suitable for you. You can speak to the Service Manager about such a transfer who will do their best to assist you in getting the right accommodation for you.

Can I have a lodger?

The tenant shall only allow the occupants listed in this tenancy agreement to reside in the dwelling. Allowing a person to live in the dwelling where they are not listed in this tenancy agreement, and without the written consent of the landlord, is a breach of the tenancy agreement and could lead to the tenancy agreement being terminated by the landlord. If the tenant wishes for a person to move into the dwelling, they must ask the landlord for its consent. Any occupants, who reside in the dwelling with the consent of the landlord, are not permitted to become tenants of the dwelling.

What happens if I am in hospital for a long period?

If you have to stay away from home for a prolonged period, due to stays in hospital, illness, alternative treatments, or any other reason, please discuss this with the Service Manager, with regard to what your options are available to you and what you wish to do.

Can I buy my home?

At present, due to the funding Cheshire Ireland received to purchase or build the property you live in, it is not possible for a tenant to purchase their home.

Who pays for the collection of refuse?

Cheshire Ireland will arrange for the collection of clinical waste. If you live in an apartment, the Owners Management Company will have a contract for the removal of refuse. The tenant is responsible to pay the costs of any refuse collection, or waste management charges, for his/her own personal refuse and waste.

Who pays the utility bills?

The tenant is responsible for paying all their own utility bills. You must make sure that these bills are set up in your own name. The Service Manager can assist you with taking meter readings when you move in.

Examples are: electricity, gas, phone, broadband, TV/Cable – (satellite dishes need to be pre-approved with us) **Household Benefits Package** is available from the Department of Social & Family Affairs, phone 1890662244, website www.welfare.ie

and gives allowances for electricity, gas, bottled gas refills, telephone and free television license

How do I complain?

If you are unhappy with any part(s) of your accommodation, Cheshire Ireland wants to make it as easy as possible for you, your family, friends, advocates, or staff member to speak up. There are many different things that you may wish to complain about, or let us know about, such as something that you want to stop, something that didn't happen, should have happened or you would like to happen better.

The Service Manager can give you a copy of the Cheshire Ireland's Complaints Policy and Complaints Procedure documents, go through them with you, guide you through the process and answer any of your queries.

In addition if you are in a dispute with a landlord/tenant or are a third party with a problem neighbour, you can apply to the Residential Tenancies Board (RTB) for dispute resolution. An application for Dispute Resolution can be made by registered landlords and all tenants and Third Parties, who are affected by a landlord's failure to enforce their tenant's obligations (e.g. another tenant or a neighbour affected by a tenant's anti-social behaviour), can also take a case against the landlord.

<http://www.rtb.ie/dispute-resolution/dispute-resolution>

8.0 Useful Contact Numbers

Name	Contact details	Website
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 number correct at time of writing



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