

Tenant Handbook

A guide to making
the most of your tenancy



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Welcome to HAIL

Dear Tenant,

We are delighted to welcome you to your new home.

This handbook is a useful resource for all HAIL tenants and is an essential guide to the organisation.

Your handbook has been written and designed with your tenant needs in mind and will allow you to make the most of your tenancy. It contains basic information about HAIL and provides the answers to questions that we are most commonly asked by our tenants. Our aim is to provide an easy to read and user-friendly guide to the housing and support services that we provide for our tenants.

This handbook will inform you of the full range of services available to you as a HAIL tenant. It will help you to get to know more about HAIL and will provide you with important information about your tenancy.

We suggest that you keep your Tenant Handbook in a safe place and use it as a reference for any queries or problems that you may have throughout your HAIL tenancy.

We wish you many years of happiness in your new home.

HAIL





PART 1

About HAIL



The Housing Association for Integrated Living (HAIL) was founded in 1985 as a non-profit voluntary organisation. HAIL provides social and affordable rented accommodation for people on low incomes and primarily for those with mental health difficulties. HAIL provides a wide range of housing and support services to our tenants and clients across the greater Dublin and surrounding areas, as well as other counties; Louth, Kildare, Wicklow, Offaly, Longford and Limerick.

HAIL is an approved housing body and uses a mix of private finance and Capital Grants and Loans from the Department of Housing, Planning Community and Local Government to purchase and refurbish homes. The HAIL Support Service is funded by the Health Service Executive and the Dublin Regional Homeless Executive.

A Board of Management made up of volunteers who give their skills and time at no cost to HAIL manages the association. The HAIL staff team, led by the CEO, operate the day-to-day business of the organisation.

HAIL is a member of the Irish Council for Social Housing, which is the representative federation of housing associations in Ireland.

OUR PURPOSE:

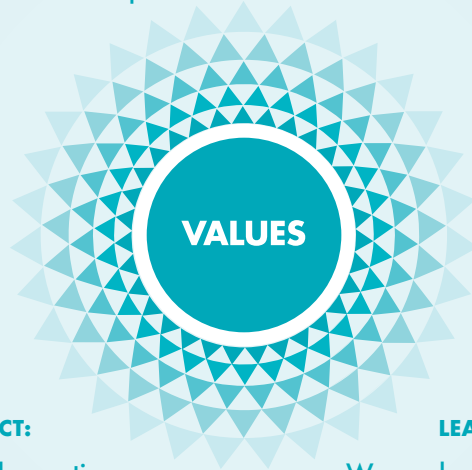
To provide the key to independent living.

OUR VISION:

To drive excellence in mental health housing support and be the partner of choice for delivering integrated independent living in communities across Ireland

TRUST:

Our relationships are built on trust.
We work closely with our stakeholders,
clients and tenants to achieve the best
possible outcomes.

**RESPECT:**

We work towards creating an
equitable society where all are treated
with respect and dignity. We listen with
open hearts and open minds as we
believe everyone's voice has a right
to be heard and respected.

LEADERSHIP:

We are leaders in delivering
our vision and purpose,
courageously and responsibly
providing homes and supporting
those living with mental health
challenges.





This handbook forms no part of your Tenancy Agreement and is intended only as a general guide to allow you obtain information on your tenancy.

ABOUT THIS HANDBOOK

As part of our commitment to good practice in our housing management HAIL gives a copy of this handbook to all our tenants. Your Tenant Handbook is a convenient way for you to get to know more about HAIL and will guide you through information about your tenancy and HAIL's role as your landlord.

USING THIS HANDBOOK

- The colour-coded sections allow you to easily find the information you are seeking
- The question and answer format of the text in this handbook will allow you to find information quickly and conveniently
- The final section includes a list of contact agencies addresses and telephone numbers, including emergency services
- The Handbook also allows you to add your own contact list of addresses and telephone numbers that are relevant for your personal use. We recommend that you add emergency contact numbers to this section
- We advise that you read this Handbook when received and store it in a safe and easily accessible place.

PART 2

Support Service



WHAT IS HAIL'S SETTLEMENT/ SUPPORT SERVICE?

HAIL has a team of community based Mental Health Tenancy Sustainment Workers who work directly with those tenants, who need additional support to manage their tenancy. Our Mental Health Tenancy Sustainment Workers provide a wide range of services in order to help you to settle in, initially, and then to integrate into your new community.

WHAT SORT OF WORK WILL SUPPORT SERVICE DO?

The amount and type of support will vary depending on your needs and it will be very specific to you. The support work can include;

- Settlement planning and support
- Tenancy sustainment
- Mental health recovery
- Improving independent living skills
- Sourcing education, employment and training

- Accessing and signposting of statutory and community services
- Integration into your new or existing community.

You, as the tenant, are central to identifying your needs and creating your own support plan and we will help you with this.

The Mental Health Tenancy Sustainment Worker will work closely with you to make sure your move into your new home is a success. The Mental Health Tenancy Sustainment Worker will call to you, by agreement, while you are settling in and discuss any issues that may arise as a result of the move. The team has an excellent knowledge of local resources and can access services for tenants as necessary (e.g. mental health, community initiatives, local schemes, adult education, etc).

HAIL's tenants/clients and our support services host a number of community development activities both on a local area basis and more broadly across the organisation through our Tenants Forum and Peer Support Volunteer activity programme. We will keep you updated about these through your Mental Health Tenancy Sustainment Worker and our newsletter "HAIL Happenings".



Do I have to participate with the HAIL support service?

We request that all of our tenants residing in our supported accommodation link in with our support team. However, the HAIL support service is tailored to each individual's needs. Please see section 2.42 of your Tenancy Agreement and discuss this with your Mental Health Tenancy Sustainment Worker.

PART 3

Rent



HOW IS MY RENT CALCULATED?

The rent for your home is set depending on the original funding scheme under which the property was purchased.

Your rent will be based on one of the following;

Capital Loan Subsidy Scheme

- The rent charged under this scheme is income based (known as differential rent). This ensures that you pay an affordable amount that does not cause any financial difficulty for you. You are expected to provide full details of your household income. This will include information on all occupants of the household over the age of 18 who are living at home. HAIL calculates your rent based on the total net income of your household. You must provide HAIL with copies of proof of income.

Capital Assistance Scheme

- Tenants living in properties funded by this scheme will pay a fixed rent. Tenants may qualify for Supplementary Welfare Assistance toward the fixed rent charge. Tenants in full time employment will not be entitled to Supplementary Welfare Assistance.

Capital Advance Leasing Facility

- Tenants living in properties funded by this scheme will pay a differential rent set by the local authority. HAIL will calculate your rent charge based on your income and the differential rate set out by your local authority.



Your rent will be reviewed annually. It is important that you provide HAIL with all the relevant information in order to have your rent assessed correctly.

SERVICE CHARGES

In some cases, you may be required to pay a service charge in addition to your rent. This will be a small contribution towards any service charge affecting the property you rent. The service charge may include the following;

- Waste disposal
- Communal gardening
- Communal cleaning
- Window cleaning



When do I pay my rent?

Rent is charged on a weekly basis. Rent is charged in advance to the tenant's account on Monday of each week. There are several ways to pay your rent:

1 An Post Household Budget Scheme

if you receive your social welfare payment into the post office the Household Budget can stop your rent at source each week and forward it to HAIL directly

2 Standing Order

You can set up a weekly Standing Order and pay your rent through your bank account directly to HAIL

3 Bank Lodgment Card

You can pay your rent each week at any Bank of Ireland lodgment machine with your unique HAIL tenant lodgment card

4 Electronic Transfer

Using online banking.

5 By Phone

You can call HAIL directly and pay with your debit card, just ask for Mary and she will post our the receipt to you.

Your Housing Officer will discuss which method is the best option for you when you are signing your tenancy.



Your method of rent payment will be agreed at the signing of your tenancy.

In the first instance you will be encouraged to pay through the Household Budget Scheme or by Standing Order.



What happens if I get into arrears?

It is extremely important that you pay your rent each week. If your rent account goes into arrears you are in breach of your tenancy agreement. You will be required to clear the debt immediately.

If you are in financial difficulty, speak to your Housing Officer and/or Mental Health Tenancy Sustainment Worker as soon as possible. Your Housing Officer will assist you in restoring your regular payment of rent and then come to an agreement to pay back your arrears. If you break this agreement you risk losing your home.



What if my circumstances change?

Contact your HAIL Housing Officer for advice and assistance when:

- Your income changes through loss/gain of employment
- A person living in your household becomes employed
- A person in your household moves out
- A person in your household starts claiming a Social Welfare benefit
- A member of your household dies
- There is a child born in your household.



Will HAIL take me to court for not paying my rent?

In the first instance your case will be referred to the RTB for mediation or adjudication. If HAIL fails to find a resolution through the RTB, we may have no option but to terminate a tenancy for failure to pay rent and address arrears.

PART 4

Tenancy Conditions





Your Tenancy Agreement is a legally binding contract between you and HAIL. The Agreement gives details of each party's rights and responsibilities. The conditions of your tenancy were fully explained to you when you signed your Tenancy Agreement. A copy of this signed document is on file in the HAIL Office. Please ensure you keep your copy in a safe place.

RESIDENTIAL TENANCIES BOARD

Your tenancy is registered with the Residential Tenancies Board (RTB). Under the Residential Tenancies Act, 2015 Since April 2016, all housing associations must register residential tenancies with the Residential Tenancies Board. The RTB operate a national tenancy registration system, assist in resolving tenant/landlord disputes and also provides policy advice to the government on the rented sector.

HAIL, as landlord is responsible for registering your tenancy. In order for HAIL to register your tenancy with the RTB, you must provide HAIL with the necessary details, including your Personal Public Services Number (PPS Number). Registered tenancies with the RTB allow housing associations and their tenant's access to the dispute resolution services, such as mediation and adjudication. It also provides for security of tenure and specific notice periods for ending a tenancy.

**** Your PPS number will only be used in very specific instances which your Housing Officer will ask for you to give your signed permission for this on commencement of your tenancy.**

WHAT ARE MY RESPONSIBILITIES AS A HAIL TENANT?

- Your rent is to be paid weekly in advance
- Your HAIL house/apartment must be your main home – you must live in the dwelling full-time
- You are required to give HAIL the relevant notice if you wish to surrender your tenancy. See section 4.2.6 of your tenancy agreement
- You cannot give the tenancy of your dwelling to anyone else
- You cannot use your house, outer-buildings or garden for business purposes
- You must keep your home in good condition, inform HAIL when repairs are needed and allow access for repairs to be carried out
- Avoid causing any damage or harm to the property or cause any nuisance
- To insure your own contents, including white goods, furniture and personal belongings
- Pay the utility charges for electricity, gas, waste removal and water services used in the property.

HAIL'S RESPONSIBILITIES TO TENANTS

- To maintain our properties to a high standard
- To carry out repairs to the property which are HAIL's responsibility
- To send tenants regular rent statements
- To undertake regular property inspections
- To involve tenants in decisions which affect their community
- To register your tenancy with the Residential Tenancies Board.

CAN I HAVE LODGERS OR SUB-LET?

- No – you cannot take in lodgers or sub-let
- You must seek written permission from HAIL to have another adult move into your household, as this will affect the amount of rent you are charged.

HOW DO I END MY TENANCY?

To end your tenancy you must inform HAIL in writing and give us the relevant notice before the date you wish for your tenancy to end. The required notice periods differ depending on your length of occupation. Information on your required notice period can be found in your Tenancy Agreement. Your notice must be delivered by post or hand to: The Housing Association for Integrated Living, Central Hotel Chambers, 7-9 Dame Court, Dublin 2.

- You must date and sign the written notice
- You must provide us with a forwarding address
- In the case of a joint tenancy with, (for example a spouse or partner), he/she must give written notice at the same time
- If one of the joint tenants wants to stay in the house and continue with the tenancy you must advise your HAIL Housing Officer. A new tenancy agreement may have to be signed.

- HAIL will inspect the condition of your home before the tenancy ends and if necessary inform you of any work that you must carry out before leaving. If this work is not done, the Association will charge you for the cost of doing it
- At the end of your tenancy the property must be left in good condition and the keys returned to the HAIL's office.

It is possible to extend your notice if you need to however, you must agree that with us as soon as you know that you need a longer period of notice.

AM I ONLY RESPONSIBLE FOR INSIDE THE HOUSE?

- You are responsible for the up-keep and decoration of the inside of your dwelling
- You are also responsible for the outside of your home including gardens, patios and balconies
- You must ensure that your home and gardens are well cared for – by all members of your household.

CAN I MAKE ALTERATIONS TO MY HOUSE/APARTMENT?

- You must get HAIL's permission in writing before beginning any improvements, alterations or additions to your home
- Consent is given by HAIL subject to you applying for and receiving planning permission if necessary
- All structural changes become the property of HAIL and as such cannot be removed by you upon the termination of your tenancy.

ADAPTATIONS

Should your mobility requirements change, following an assessment by your Occupational Therapist and your home needs to be adapted in some way (e.g. external handrail at the front/back door or internal changes of bathroom facilities), you should begin the process by asking advice from your Housing Officer or Mental Health Tenancy Sustainment Worker. You may apply to your Local Authority for a Mobility Aids Grant, Housing Adaptation Grant or transfer to accommodation that is appropriate for your needs. HAIL adheres to the principle of enabling our tenants to keep their independence in their home. We will work with you to ensure the adaptations are carried out and will guide you through the process. HAIL does not pay for adaptations.

CARE OF COMMUNAL AREAS

HAIL expects that you co-operate with other tenants to keep all communal areas, clean and free from obstruction. This includes areas inside apartment buildings and pathways, lanes, and green areas outdoors. You are part of a community and it is important that everyone respects shared communal areas.

Rubbish must not be allowed to pile up in or around your dwelling.

- You must arrange to have all rubbish collected and taken away
- You are responsible for keeping communal areas litter free – this includes any littering by children or other adult members of your household
- Never allow rubbish to block doorways or side, back or front entrances of any dwelling – this is a fire hazard
- Wheelie bins must be kept in the space provided
- Under the Litter Bye-laws you are obliged to keep the footpath, pavement or gutter adjoining your dwelling free from litter.



Should you carry out any unauthorised alterations HAIL may require full re-instatement to the original condition.

PETS



Can I keep a pet?

You will need to get HAIL's permission if you want to keep a pet. However we consider the impact on neighbours a priority.

You are not allowed to keep dangerous dogs or other large animals, reptiles or birds.

HAIL will not grant permission for you to keep any of the following;

- American Pit Bull Terrier
- Staffordshire Bull Terrier
- English Pit Bull Terrier
- Bull Mastiff
- Doberman Pinscher
- German Shepard
- Rhodesian Ridgeback
- Rottweiler
- Japanese Akita
- Japanese Tosa
- Or any cross breeds of the above
- Your pets are not allowed to cause noise, disturbance to your neighbours, or damage to property
- Your pet will need to be kept under control and on a lead in communal areas
- You will be charged for the cleaning costs if your dog/cat fouls the communal areas
- You may be asked to rehome your pet if they become a nuisance
- Please be a responsible pet owner.

PART 5

Tenant Transfer | Joint Tenancies | Purchasing
Succession



WHAT IS A TRANSFER?

- A transfer occurs when a HAIL tenant is offered another HAIL dwelling either at the request of HAIL or the tenants' request.

CAN ANYONE APPLY FOR A TRANSFER?

- Transfers are not an automatic right. However HAIL recognises that your circumstances may change to the point where your current dwelling is unsuitable
- You will need to be living in your dwelling for two years before you will be considered for a transfer
- You will not be considered for a transfer if you are in arrears with your rent
- HAIL will consider those who have housing need as a priority for transfer.

WHAT REASONS ARE THERE FOR TRANSFER?

- HAIL will consider you for a transfer if your personal or family circumstances change. These changes may result in your dwelling becoming overcrowded or too large for your housing need.

HOW DO I APPLY FOR A TRANSFER?

- You will need to complete a Transfer Application Form outlining your circumstances and the reasons why you want to be considered for a transfer. Please contact HAIL to request a form
- You will need to apply to go on your Local Authority Transfer list. Acceptance onto each local authorities transfer list is at their discretion
- HAIL's Housing Officer will visit your dwelling to inspect that it is in good repair
- You will not be considered for a transfer until all necessary repairs are carried out
- All rent arrears must be cleared before your application will be considered.



All transfers, including internal transfers (from one HAIL property to another) need to be approved by the local authority.

CAN I CHANGE MY TENANCY FROM SOLE TO JOINT?

- Yes – You must apply in writing to HAIL to amend your Tenancy Agreement
- Your rent account must be clear of arrears, or a repayment agreement entered into before a change of tenancy will be considered
- The dwelling must be the main place of residence without entitlement to alternative residential accommodation, for the applicant
- The application may be refused if there have been any breaches of the Tenancy Agreement in the past. Each applicant will be subject to an estate management check by the local authority

- Joint tenants are equally responsible for the rent and any arrears accumulated on the account
- Either tenant can choose to end the tenancy by giving the relevant notice.

WHO CAN SUCCEED MY TENANCY?

- A tenancy terminates on the death of a tenant unless a family member living in the property requests in writing to HAIL to become a tenant. They must be assessed as being entitled to social housing
- A family member means a spouse or civil partner, a cohabitee who has lived in the property with the tenant for at least 6 months before the tenant's death, a child, a stepchild, foster or adopted child of the tenant or a parent of the tenant
- In the case of joint tenancy if one tenant dies the tenancy automatically reverts to the surviving tenant
- Succession is not an automatic right. Each application is considered subject to acceptance of and compliance with the terms and conditions of the Tenancy Agreement.





Can I go on the Local Authority housing waiting list?

No. While you are a HAIL tenant you are not eligible for the Local Authority waiting list. You are considered to be adequately housed and therefore not in housing need. You can however, apply to go on the local authority transfer list.

CAN I BUY MY HAIL HOUSE?

No. HAIL provides rented accommodation only.



However, tenants of housing associations who are in occupation of a dwelling for more than one year and who surrender the dwelling for re-letting are eligible for the same benefits as local authority tenants returning their houses.

These include:

- The mortgage allowance scheme
- Exemption from the income limits for local authority house purchase loans.

TENANT FORUM

HAIL has an active tenant forum and we are always seeking new members. The Tenant Forum allows tenants to give their input into HAIL's strategies and policies. The Tenant Forum also offers a sounding board for HAIL and method of received feedback from tenants. The Tenant Forum also has a gardening group and a communications panel which both contribute a huge amount to HAIL. Please get in touch with your housing officer if you are interested in taking part in any aspect of the Tenant Forum.

TENANT PARTICIPATION

Can I become involved in the management of my estate/apartment block/building?

Yes. HAIL encourages all tenants to become actively involved in the management of their estate. When you received the key to your HAIL home you became not just a tenant but also a member of the neighbourhood in which you live. HAIL works toward giving tenants a voice in the running of their estates. We listen to what our tenants have to say and can organise meetings to identify concerns and reach agreement on solutions. HAIL's priority is the welfare of all our tenants; working together we can create a vibrant community for all. **When you become a HAIL tenant, you also become a member of the neighbourhood in which you live.**

PART 6

Maintenance and Repairs



HOUSING MAINTENANCE

HAIL is responsible for structural repairs to all of our rented dwellings.

Structural repairs include repairs to the following:

- Roofs
- Walls
- Chimneys (including cleaning)
- Downpipes, gutters and external pipes
- Paths, driveways, steps, boundary walls and fences
- External painting
- Window Frames
- External doors
- Toilet bowls
- Baths
- Sinks
- Heating systems, annual boiler service
- Electrical – wiring, sockets, switches, smoke alarms, carbon monoxide alarms, electrical testing.



HAIL will undertake all of these repairs – provided they become defective because of fair wear and tear and not as a result of malicious damage.

WHAT REPAIRS ARE MY RESPONSIBILITY?

As tenant and occupier of the dwelling you are responsible for the regular care, repair and decoration of your home.

Examples of repairs that you as a tenant are responsible for –

Repairs inside the home that are not a result of normal wear and tear

- Repairs to or replacement of cupboards, wardrobes, kitchen units including kitchen doors, hinges, handles, locks, catches and drawers
- All internal décor
- Wall tiles and floor tiles
- Replacement of fire hearth and surround tiles.

Windows, Doors and Floors

- Damage to windows and doors that is not the result of normal wear and tear
- Replacement of broken glass in your home
- Draught proofing
- Floor coverings and internal woodwork – i.e. floorboards
- Changes to locks as a result of tenant negligence.

Repairs outside the home

- Care of gardens – grass, hedging
- Maintenance of grass verges at the front of your dwelling

Electrical repairs

- Fuses except main fuses
- Repairs to all electrical appliances not installed by HAIL
- Replacement of light bulbs.

Wiring and electrical fittings provided by HAIL will be repaired when necessary. However, where you have caused damage, you will be held responsible and will pay the cost of repair or replacement.



Where it is your responsibility to repair an electrical fitting or installation, (other than replacement of bulbs and fuses), the work must be carried out by a qualified and competent Electrical Contractor.

REPAIRS TO PLUMBING

- Replacement or repair of toilet bowl, hand basin and bath except where damage is caused by fair wear and tear.

GENERAL MAINTENANCE ISSUES

- You are responsible for repair of any willful or malicious damage. If HAIL has to undertake a repair resulting from such action the cost of the repair or replacement will be charged to you
- HAIL does not provide or maintain the installation of security alarm systems.



Will HAIL ever make an exception for a repair which is the tenant's responsibility?

HAIL will consider each repair request on a case-by-case basis. Where exceptional circumstances exist, HAIL may arrange for the work to be carried out.

HOW LONG WILL IT TAKE FOR REPAIRS TO BE CARRIED OUT?

All reports of repairs are logged as they are received by your Housing Officer and are categorised under four headings:

- **Emergency:**

Repair will be undertaken within 24 hours. These repairs are carried out where there is a danger to human life.

- **Urgent:**

Repair will be carried out within 7 working days. These repairs are carried out where there is a risk of serious damage to the dwelling.

- **Routine:**

Repairs to be carried out within 30 days.

- **Cyclical:**

Repairs that are carried out at regular intervals to keep the dwelling in good condition and to identify possible problems before they cause inconvenience to you.

LISTED BELOW ARE EXAMPLES OF THE TYPES OF REPAIR IN EACH CATEGORY

Emergency:

- Smoking electrical fuse board
- No heating in cold weather
- No drinking water
- Burst pipes.

Urgent Repairs:

- Leaks to bath, shower or sink unit
- No water in hot taps
- Repair to heating system.

Routine Repairs:

- Replace toilet cistern
(if cracked through fair wear and tear)
- Repairs to intercom system
- Small leak from a radiator.

Cyclical Repairs:

- Leaking gutters
- Annual servicing to gas boiler
- Exterior painting.

HAIL aims to carry out all repair work as quickly and efficiently as possible.
Telephone your Housing Officer to report repairs.

MAKING A REPAIR CALL: 5 STEPS

- 1** Contact your Housing Officer as soon as possible.
- 2** Give all relevant details of the problem plus your address and contact number.
- 3** Your Housing Officer will put a works order in place and pass it to the contractor.
- 4** You must allow the contractor access to the dwelling to carry out the repair.
- 5** When the repair is complete you will be asked to fill in a Tenant Satisfaction Form. This is your opportunity to say whether you are happy with the service provided by the contractor.

****** If you decide to employ a contractor directly then you will be responsible for the bill.

****** If you do not keep the arrangements made to carry out the repair you will be charged for the callout.

HAIL provides an emergency repair service when our office is closed. Tenants must only use this number in cases of actual emergencies, for example; risk to life, threat of flooding, or a risk of significant damage to property.

TO REPORT AN EMERGENCY REPAIR CALL 01 536 9607

PART 7

Safety in Your Home





DANGER OF FIRE IN YOUR HOME

There are many things that can cause a fire to start in a dwelling. For your own and your family's safety it is important that you take steps to minimise the risk of a fire in your home.



In the event of a fire:

YOU MUST GET EVERYONE OUT OF THE HOUSE

CALL THE FIRE BRIGADE DIAL 999 or 112

CLOSE DOORS BEHIND YOU IF POSSIBLE. DO NOT GO BACK INSIDE THE DWELLING FOR ANY REASON

DO NOT USE ELEVATORS

- Keep matches, lighters and candles in a safe place – out of the reach of young children
- Carefully put out cigarettes and empty ashtrays only when you are sure the contents are safe
- Never smoke in bed
- Never overload electrical sockets
- Unplug all electrical equipment when not in use
- Don't leave a chip pan unattended
- Do not dry clothes on heaters
- Always have a screen/guard in front of your fireplace
- Don't store flammable materials in your home
- Be extra careful with decorative lighting and candles.

CHIP PAN FIRE

- Never leave a chip pan unattended.
If a chip pan does catch fire, cover it with a dampened towel or a fire blanket
- Never try to move a flaming pan.
Do not try to put the fire out with water
- Most house fires start in the kitchen – HAIL provides a fire blanket for each dwelling.
Make sure you and your family members are aware of its location
- Alert everyone in the house
- Call the Fire Brigade DIAL 999 or 112.

ELECTRICAL FAULTS

It is important that you make sure that all electrical household appliances are in good working order. Before making an electrical repair call to the HAIL office, check the appliance itself – socket fuse – loose wiring etc. Always unplug the electrical appliance before checking it for a fault.

Check that your home is electrically safe.

- Do not overload plugs
- Do not use electrical appliances in the bathroom
- Do not use damaged plugs and frayed flexes
- Always unplug electrical appliances when not in use
- Always ensure plugs are correctly fused
- Never attempt to use an electrical appliance without a correct plug
- Never tamper with the electrical installation.

BURST PIPES/WATER LEAKS

In the event of a burst pipe:

- 1 Turn off the water mains stop-cock (when you move in check where the stop-cocks are)
- 2 Turn on all the taps to drain the water tank
- 3 Turn off the immersion and central heating system
- 4 Look for the source of the water leak
- 5 Try to stop the water by wrapping the pipe with towels etc
- 6 Contact HAIL immediately.

GAS LEAKS

If you smell gas or if your carbon monoxide alarm goes off – Contact the Gas company immediately.

- Do not smoke – put out cigarettes
- Do not light matches
- Open all the doors and windows of the dwelling
- Turn off the gas supply
- Do not switch on or off the lights.

PROTECTING YOUR HOME

Protecting your home against burglary:

- Make sure your home is secure when unoccupied
- When going on holiday have a friend or neighbour check on your home daily
- Use time switches for lights so that they switch on and off automatically
- Do not allow mail or milk deliveries to build up.



Never use faulty or damaged electrical equipment. If you are unable to identify the reason for a trip switch being continually activated then you need to make a repair call to your HAIL Housing Officer.

See page 52 for emergency numbers.

PROTECTING YOURSELF AND YOUR HOME

- Have a door chain fitted and use it when strangers call to your home
- Never leave a stranger standing at your open hall door
- Never let anyone pressurise you into letting him or her enter your home
- Check the callers' identity and telephone the organisation they say they belong to
- Lock the hall door while you make the call to check their identity
- Call the Gardaí if you suspect the callers' motives.

Steps to take to improve the security of your home

- Remember that the majority of burglaries occur during the daytime
- Lock doors and windows when you are going out – even if it's only for a short time
- Have locks fitted on all windows that can be easily reached
- Secure side entrances to your dwelling

- Do not leave cash lying around
- Keep your shed locked – lock up ladders and garden tools
- Do not leave keys outside your home – under plant pots, under doormats or any other 'secret' place.

INSURING YOUR HOME – CONTENTS

DO I NEED TO ARRANGE INSURANCE FOR MY HOME?

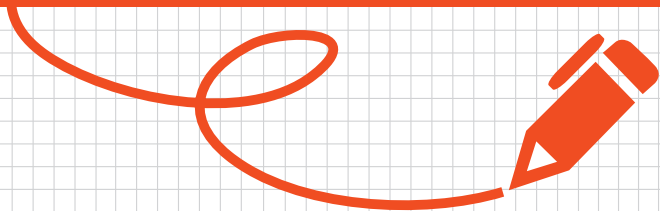
You will need to insure your home contents and personal items against loss due to theft. You will also need to include insurance cover for damage to your household or personal items from water leaks, fire and accidental breakages. HAIL only insures the structure and fixtures of your dwelling. HAIL's insurance does not cover:

- Furniture
- Floor coverings
- Internal decoration
- Personal property.

You must take out your own contents insurance which would cover these items in case of flooding, fire, or theft. Even though an incident is not your fault – such as, water leaking from a dwelling above. You will still be required to claim on your own insurance to have the damage to interior decoration, carpets, etc. put right.

Arrange contents insurance now!

My home insurance



Not having insurance on your home contents can cost you a lot of money. If you do not take out insurance cover you will have to pay to have items that are lost or damaged replaced and this is an expensive procedure.



HAIL only insures the fixtures and structure of your home. You are strongly advised to arrange insurance cover for the contents of your home. HAIL's insurance cover does not include your home contents.



PART 8

Anti-Social Behaviour





Consistently offending families will have their homes repossessed. Evictions will be carried out in all cases where tenants, or members of their household/family are involved in criminal activities.



Tenants evicted from a HAIL house for anti-social behaviour will be regarded as having rendered themselves homeless and risk not being re-housed by HAIL or the Local Authority.

HAIL recognises that as a social landlord we must tackle problems with tenants/neighbours in order to provide a good quality housing service. The Association will investigate all reports of anti-social behaviour by its tenants or their neighbours and will give advice and assistance where necessary. HAIL adopts a very strong position where acts of anti-social behaviour are proven. In the case of harassment or victimisation, action will be taken quickly to ensure the safety and security of the victim. HAIL has a policy of zero tolerance for anti-social behaviour amongst or toward tenants/neighbours and their families.

WHAT IS ANTI- SOCIAL BEHAVIOUR?

HAIL regards involvement in any of the activities listed below as anti-social behaviour and therefore a breach of your Tenancy Agreement:

- Drug dealing – including, sale, supply and possession of an illegal drug
- Criminal activity
- Violence toward neighbours
- Threats or intimidation of neighbours
- Threats or intimidation of HAIL Staff or Contractors
- Verbal or physical abuse
- Noise pollution – day or night
- Nuisance of any sort is anti-social behaviour.



HAIL's definition of nuisance include the following:

- Any sort of excessive noise inside or outside your home that will disturb your neighbours in the day or night
- Uncontrolled pets belonging to you or anyone in your dwelling – as the tenant you have the responsibility to keep all animals under control
- Littering or illegal dumping of rubbish – as tenant you are responsible for removing your rubbish – arranging for collection etc
- Disorderly behaviour of children in your household. As a tenant you are responsible for any conduct that causes upset to neighbours or visitors to your community. You are also financially responsible for any damage caused to the communal facilities by your children.

WHAT CAN I DO ABOUT ANTI-SOCIAL NEIGHBOURS?

- Begin by trying to resolve the issue with your neighbours yourself
- Inform your HAIL Housing Officer of the situation
- If the situation cannot be resolved put your complaint in writing giving all the details, dates, times and location
- Should you want to remain anonymous, HAIL will ensure the complaint is treated confidentially. However, should the dispute be lodged with the Residential Tenancies Board (RTB), HAIL will need sufficient evidence (which may include a statement) in order to resolve the anti-social behaviour you are experiencing
- Having investigated the complaint HAIL will, if appropriate, refer the situation to the Gardaí, mediation services or other relevant agency.



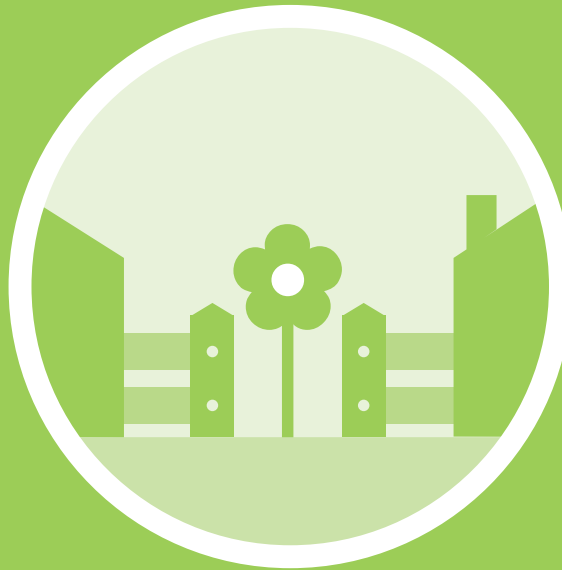
If you or anyone in your home is involved in any of these activities you run the risk of losing your home.



In cases of illegal activity including acts of violence or vandalism contact your local Garda Station immediately. This is also considered a breach of tenancy and may result in a dispute being lodged with the RTB.

PART 9

Communal Areas Apartment and Shared Dwellings



HAIL has some apartment buildings and shared housing. Tenants living in this kind of dwelling participate in the management of the building and communal areas.

WHAT ARE MY RESPONSIBILITIES REGARDING COMMUNAL AREAS?

- As a HAIL tenant living in an apartment complex or shared house it is necessary for you to co-operate with other tenants to ensure that all internal and external communal areas are kept clean, tidy and free from obstruction
- Stairs, hallways and landings must be kept free from obstruction – this includes bicycles, children's toys, rubbish, household goods or personal items
- Gardens and yards must be kept clean and tidy – no storage of bikes, toys, rubbish etc
- You must not cause damage to any communal area. As a HAIL tenant you are responsible for any damage to communal areas caused by a member of your household. This includes – graffiti – breaking light fittings – damaging or setting off fire alarms

- You are responsible for the behaviour of your children at all times in communal areas and their behaviour toward other tenants
- You must consider your neighbours and abide by HAIL's policy on noise in apartment complexes.

This includes

- noise on stairways and in hallways
- visitors late at night – loud music
- late night parties – etc.
- Car parking is shared in apartment complexes. You must respect the rights of other tenants to car parking. Visitors to your home must also respect the parking rights of the other tenants
- Large trucks or vans cannot be parked outside a HAIL dwelling. Tenants whose work involves these types of vehicles must park them at an alternative location

- The security of all tenants in apartment complexes must be protected. This requires your co-operation. Ensure that you secure the main entrance when you enter or leave the building. Never let a caller you do not know into the building. If the caller is looking for another tenant, then inform them that they will need to return when the tenant is home
- All tenants in apartment complexes must abide by the safety procedures HAIL has put in place. It is important that you take part in fire drills, (see section on Fire in this handbook). In the event of a fire alarm sounding get yourself out of the building immediately and wait for the fire service. When you are outside, stay outside until the building is made safe.
- If you live in an Apartment complex, you will also have a set of House Rules attached to your Tenancy Agreement. These rules are in addition to your terms and conditions of your Tenancy Agreement and are set by the Owners Management Company. You have to adhere to these rules, otherwise you could be in breach of your tenancy.

SERVICE CHARGES

Where the house/apartment is part of a development controlled by a Management Company, the tenant must follow all the rules and regulations of the Management Company of the development. Some HAIL dwellings are subject to a service charge for the maintenance of interior and exterior communal spaces. These charges are agreed at the beginning of the tenancy and form part of the terms and conditions or the Tenancy Agreement. Where applicable, the charge will cover the cost of services such as window cleaning, elevator maintenance, utility bills, cleaning of communal areas, fire alarm and entry system servicing, and communal gardening.



Never turn off a fire alarm call the Fire Service and have the building checked.



PART 10

HAIL Policies



CUSTOMER CARE/COMPLAINTS

HAIL strives to provide our tenants with the best possible housing and support services. However, we may not always achieve this and we want our tenants to tell us when we fail to deliver. You have the right as a HAIL tenant to voice your dissatisfaction with any area of our service provision.

In cases where:

- We have not carried out a repair within the target time set
- We have not dealt with a particular problem satisfactorily
- You feel a HAIL staff member or contractor has not been respectful toward you.

HAIL will treat all complaints seriously. Should our service fall below standard or we have made a mistake, we will apologise and make an effort to sort things out as soon as possible.

You can communicate your concerns to us in an informal manner and staff members are available to listen to your concerns and help to resolve them in as quickly as possible. In the first instance always let your HAIL Housing Officer or Mental Health Tenancy Sustainment Worker know about the problem. Your Housing Officer or Mental Health Tenancy Sustainment Worker will try to resolve the situation and will let you know what action has been taken.

In a case where informal intervention does not work you can take a more formal approach. In this case you will need to put your concerns to HAIL's CEO by telephone or in writing or by email to our Head Office at info@hail.ie. Your concerns will be investigated and we will try to settle the issue for you. Within 10 working days of a formal complaint you will be advised of the outcome. If the situation is complicated and needs more time you will be kept up to date throughout the process.

Complaints are an important source of information about our performance so we encourage you to let us know if our service has failed to reach your expectations. Communicating a complaint to us will not damage your relations with HAIL. Our intention is to learn by our errors and improve our services. HAIL also welcomes positive feedback from our tenants and wants you to let us know the things we are doing well.

RTB DISPUTE RESOLUTION SERVICES

If you find yourself in a dispute with your landlord, which you are unable to resolve, you can take your case to the RTB.

The RTB provide the following options for dispute resolution;

- **MEDIATION (Including telephone mediation)**

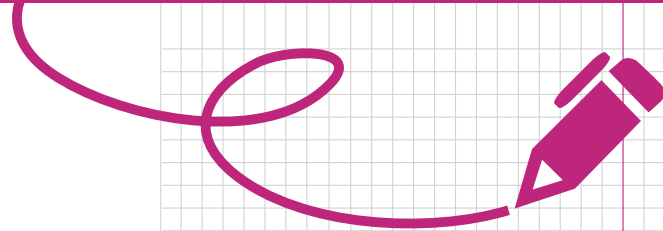
Mediation is a fast and free service where an independent mediator facilitates and encourages the landlord and the tenant to come to their own agreement. Both parties must consent to entering the mediation process in order for mediation to take place.

- **ADJUDICATION**

Adjudication is a form of dispute resolution where an independent adjudicator accepts evidence by both parties at a hearing and will make a decision based on the evidence from both sides. There is a fee charged for this process.

If you are unhappy with the outcome, you can refer your case to a tenancy tribunal.

Refer to **www.rtb.ie** for further information.





Communication with our tenants is essential to our work. We will provide you with useful information throughout your tenancy including:

- **A Welcome Pack for new tenants**
- **HAIL Newsletters**
- **Regular updates of our website**
- **Printed versions of all of our policy documents on request.**

SMOKING POLICY

HAIL has a legal responsibility to provide a smoke free working environment for all of our staff members. Smoking is prohibited in all of the HAIL offices and inside public spaces throughout our housing projects. This includes the use of e-cigarettes or other vaping devices.

- Tenants can smoke in their homes. However, when our staff members visit a tenant's home they are still entitled to a smoke free working environment
- We ask for your assistance with this legal requirement and ask that you do not smoke when in the company of a HAIL staff member or contractor
- Should you not refrain from smoking during a home visit the meeting will be adjourned until you can refrain from smoking or we will arrange the meeting to take place in a smoke free environment i.e. a HAIL office.

We commit to providing a complete service to all smokers and nonsmokers equally. Please try to follow these guidelines when you have been provided with a specific date and time for a visit. We ask you to appreciate and support us in our legal obligations toward our staff members and contractors.

EQUALITY

HAIL believes that housing is a social good not just a market good and should be available to everyone, including those with diverse needs. HAIL believes that everyone has the right to a secure and affordable home. We are committed to promoting equality and diversity in all of the work we do. We encourage an environment where people are treated with respect. Equality is at the centre of our work and we aim to reflect this in all of our policies, procedures and service provision.

HAIL acknowledges and adheres to Equality Legislation at all times and will meet all legislative standards on any of the grounds covered by Irish Equality Legislation. As a provider of housing with support we commit:

- To providing high quality housing services and relevant tenancy and personal support
- To consult with our tenants to better understand their needs and decide how best to support them
- To provide our tenants with information about HAIL that is understandable and accessible
- To monitor our housing and support services to ensure that they do not discriminate against any individual or group
- To treat all tenants equally regardless of age, gender, religion, ethnic background, disability, sexual orientation, family status or marital status.

Our policy documents set out the values that underpin all of our work as social landlords. All of our policies are agreed by HAIL's Board of Management and are assessed regularly. HAIL policy documents can be obtained from our Head Office at Central Hotel Chambers, 7-9 Dame Court, Dublin 2.

DATA PROTECTION

HAIL is registered as a data controller with the Data Protection Commissioner and we are fully aware of our responsibilities under the Data Protection Act 2003. HAIL stores data on computer and we recognize that we must:

- a** Obtain the information fairly
- b** Keep the information for only one or more specified and lawful purposes
- c** Use and disclose it only in ways compatible with these purposes
- d** Keep the information safe and secure
- e** Keep the information accurate and up-to-date

- f** Ensure that the information held is adequate, relevant and not excessive
- g** Retain it no longer than is necessary for the purpose or purposes
- h** Give a copy of his/her data to that individual on request.

Information will not be kept on the computer about people for more than one to two years depending on the data after it no longer has a specific legal and clearly stated purpose. Data-base entries of information are specifically to assist our Mental Health Tenancy Sustainment Workers to offer appropriate support to tenants. For a period of five years, files of past tenants will be maintained in an "ex-housed" section for reference purposes only as per requests from other housing authorities.

Any individual about whom HAIL has information on the computer may make a request to access this information and this can be done in writing (letter, text, email) to the Data Protection Officer in HAIL. The information will be provided to the individual within 30 days but can be extended by 2 further months where necessary. The tenant will be notified of such an extension and the reasons for this.

All tenants will be provided with a Data Protection Statement when signing for your tenancy.

Staff will ensure that as high as possible a security standard is applied to all information that is held on computer. Staff will ensure that the data kept by the service is adequate, relevant and not excessive in relation to the purpose to which it is kept.

Any individual about whom HAIL has information on computer may make a request to access this information and this can be done by applying in writing to the Chief Executive Officer. He/she must give details which might be needed to help identify him/her. This information must be supplied within 40 days of receiving the request, in a clear and understandable format, to the individual concerned only or someone acting on his/her behalf with their authority.

CHILD PROTECTION AND WELFARE

It is the Policy of the Housing Association for Integrated Living (HAIL) to safeguard the welfare of all children housed within HAIL's properties and any children that HAIL staff may come into contact with by protecting them from physical, sexual and emotional harm. The Policy has been developed in line with the National Guidelines in order to respond quickly and effectively should any concern arise. HAIL has a Designated Protection Liaison Officer (DPL) in place.

In cases of suspected abuse, the right of the child to be protected is paramount. It is always HAIL's policy to take action if abuse is suspected or reported directly to them from a third party. These procedures apply whether Staff/Volunteers of HAIL have directly witnessed Abuse (or recognised the signs and symptoms of abuse) or if reports have been made to staff/volunteers from a third party.

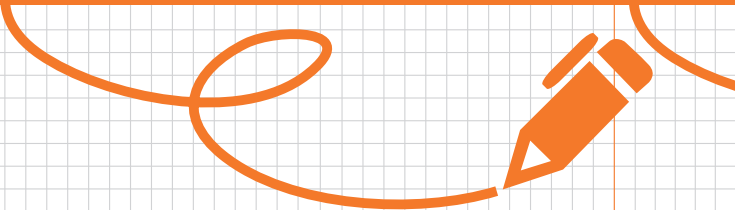
You will be provided with a full copy of the HAIL Child Protection and Welfare policy and procedure when you sign your tenancy.

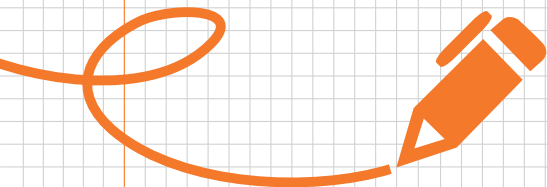
PART 10

Useful Contacts



My Contacts





UTILITIES

Bord Gáis

Emergency Tel: 1850 20 50 50

Customer Service Tel: 1850 632 632

www.bordgais.ie

Eir

Customer Services Tel: 1800 773 729

www.eir.ie

Electric Ireland

Emergency Tel: 1850 372 999

Customer Service Tel: 1850 372 372

www.electricireland.ie

Energia

Tel: 1850 300 700

www.energia.ie

Greyhound Recycling

Dublin City Council Area

Tel: 1890 989 998 / 01 4612 827

South Dublin County Council Area

Tel: 1890 929 333 / 01 4612 826

www.greyhound.ie

Irish Water

Tel: 1850 448 448

Emergency Tel: 1850 278 278

www.water.ie

Panda Household

Tel: 1890 62 62 62

www.panda.ie

PrePay Power

Tel: 1890 989 520

www.prepaypower.ie

Sky

Tel: 0818 719 852

www.sky.com/ireland

SSE Airtricity

Customer Service Tel: 1850 81 22 20

www.sseairtricity.ie

The City Bin Co.

Tel: 1800 33 66 99

www.citybin.com

Virgin Media

Tel: 1908

www.virginmedia.ie

LOCAL AUTHORITIES

Dublin City Council

Tel: 01 222 2222

www.dublincity.ie

Dun Laoghaire / Rathdown County Council

Tel: 01 205 4700

www.dlrcoco.ie

Fingal County Council

Tel: 01 890 5000

www.fingal.ie

Kildare County Council

Tel: 045 980 200

Email: customercare@kildarecoco.ie

www.kildarecountycouncil.ie

Laois County Council

Tel: 057 866 4000

www.laois.ie

Limerick City & County Council

Tel: 061 556 000

www.limerick.ie

Longford County Council

Tel: 043 334 3300

www.longfordcoco.ie

Offaly County Council

Tel: 057 934 6800

www.offaly.ie

South Dublin County Council

Tel: 01 414 9000

www.sdcc.ie

ADVICE AND SUPPORT

Aware

Support Helpline Tel: 1890 303 302

www.aware.ie

Citizen's Information Service

Tel: 0761 07 4000

www.citizensinformation.ie

Pieta House

24Hr Free Helpline

Tel: 1800 247 247

or text HELP to 51444

Department of Social Protection

www.welfare.ie

Family Mediation Services

www.citizensinformation.ie

Immigrant Council of Ireland

Tel: 01 674 0200

www.immigrantcouncil.ie

Irish Council for Social Housing

Tel: 01 661 8334

www.icsh.ie

Irish Human Rights and Equality Commission

Tel: 1890 24 55 45

Email: info@ihrec.ie

www.ihrec.ie

Legal Aid Board

Tel: 1890 615 200

Email: info@legalaidboard.ie

www.legalaidboard.ie

MABS (Money Advice and Budgeting Service)

Tel: 0761 07 2000

Email: helpline@mabs.ie

www.mabs.ie

Rape Crisis Centre

Helpline Tel: 1800 77 88 88

www.drcc.ie

Samaritans

Free Helpline: 116 123

Email: jo@samaritans.org

www.samaritans.org

SHINE Mental Health Support

Tel: 1890 621 631

www.shine.ie

Threshold Housing Advice Service

Tel: 1890 334 334

www.threshold.ie

Women's Aid

National Domestic Violence Support Helpline

Tel: 1800 341 900

www.womensaid.ie

AN GARDA SÍOCHÁNA

Confidential Line Tel: 1800 666 111

Crime Stoppers Tel: 1800 250 025

Local Garda Station

Dublin Area Contact Numbers:

Ballymun	01 666 4400
Blanchardstown	01 666 7000
Bridewell	01 666 8200
Celbridge	01 628 8222
Clondalkin	01 666 7600
Coolock	01 666 4200
Dundrum	01 666 5600
Finglas	01 666 7500
Fitzgibbon Street	01 666 8400
Kilmainham	01 666 9700
Lucan	01 666 7300
Mountjoy	01 666 8600
Stepaside	01 666 5700
Tallaght	01 666 6000

Outside Dublin Contact Numbers:

Tullamore	057 932 7600
Portlaoise	057 867 4100
Longford Town	043 335 0570
Limerick - Henry Street	061 212 400

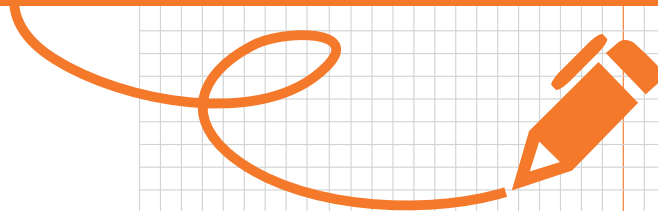
EMERGENCY

**Emergency Services –
Ambulance/Fire Brigade/Gardaí**

Tel: 999 or 112

**HAIL Out of Hours Emergency
Maintenance Contact Number**

Tel: 01 536 9607



**THIS HANDBOOK WILL BE UP-DATED FROM TIME TO TIME
ANY SUGGESTIONS OR COMMENTS ON IMPROVING THE CONTENTS
WOULD BE GREATLY APPRECIATED**

Designed by Bothwell & Vogel Graphic Design Consultants
Printed by CRM Design and Print

HOUSING ASSOCIATION FOR INTEGRATED LIVING LIMITED

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18 Kilcronan Lawns, Clondalkin, Dublin 22, D22 RT22

1 Avondale Court, Parslickstown, Dublin 15, D15 DC98

Edenmore Office, 205 Edenmore Avenue, Raheny, Dublin 5

Tel: 01 671 8444 | Email: info@hail.ie | www.hail.ie | Charity No: CHY 6796



Irish Council
for Social Housing

www.hail.ie

Housing Association for Integrated Living

