

2024/25

The Residents Handbook

Students are advised to keep this booklet for future reference



Welcome Message

We hope that you will have an enjoyable time in Esther Foy House, and that you find the atmosphere both relaxing and conducive to study. Please read this handbook carefully, as it contains items of information that you will need, and also some directives aimed at promoting the safety, security and peace of all concerned. If you experience any problems, please raise these immediately and we assure you that we will do our best to rectify the problem speedily.

Campus Residences Staff

We would like to introduce ourselves to you. The staff of Campus Residences are;

Property & Facilities Manager; **Paul Ryder**

Residence Manager; **Jack Higgins**

Finance; **Nicholas Dowling**

Accommodation Contact; accommdation@reachdeafservices.ie

Office Opening Hours

Monday – Friday **9.30am - 4.00pm (lunch 1 to 2pm)**

Saturday, Sunday and holidays **Closed**

Contact Details

In the event of an emergency please call: **087 358 9060**

For all other queries please email: accommdation@reachdeafservices.ie and we will respond within 24-48 hours unless at weekends when it will be the next working day.

Table of Contents

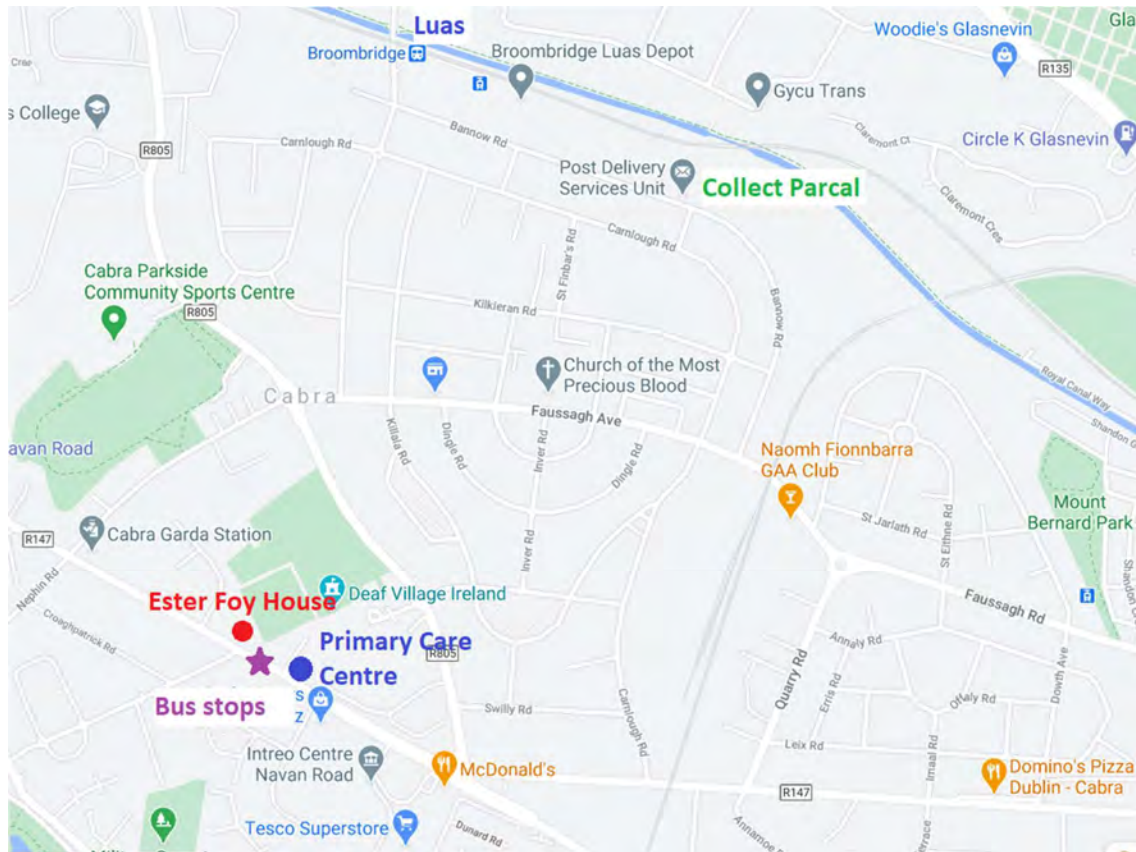
Welcome Message.....	1
Campus Residences Staff	1
General Information	2
Fire Safety	5
Guests / Visitors	7
Post and Parcel Deliveries.....	7
CCTV / Gate Access / Security on campus	7
Illness	8
Bins and Recycling.....	8
Energy Efficiency	8
Maintenance in the Residences	9
Right of entry and room checks.....	10
Deaf Village Ireland	10

Inspire Fitness Centre Cabra	10
Garda Cabra Station	10

General Information

Location

The house is within a 5–10-minute walk to the Deaf Village Complex and sports and leisure facilities, Primary Care Centre, chemist, Insomnia, Tesco, Iceland, Library, McDonald, Phoenix Park and bus stop to the city centre and Blanchardstown. Broombridge Luas station is approx. 20 minutes' walk.



Adjusting to your new home

Going to University/College is a challenging and exciting experience with lots of opportunities, but many students find adjusting to a new environment can be difficult. We provide accommodation for a diverse range of students from different backgrounds and expect you to be tolerant and flexible in your dealings with the other students you will be living with.

The first few weeks at University/College are likely to be different from what you are used to, and you may find things overwhelming at first. We would like you to feel comfortable and settled in your accommodation and regard it as your home.

Living together

The majority of students in our accommodation share facilities and therefore need to collectively organise certain tasks. We strongly suggest that during the first week you sit down with house mates and confirm ground rules regarding, noise, study times, guests and the sharing of personal belongings.

What to bring

You'll need to bring a duvet, pillows and bed linen. You will also need to bring items such as:

- towels
- tea towels
- crockery
- cutlery
- saucepans
- cleaning materials for keeping the kitchen, bathroom and your bedroom clean and tidy.

COVID-19: Please try to limit the number of belongings you bring to accommodation. In the event that there are concerns regarding COVID-19, you may be asked to pack your belongings in preparation to return home so the fewer boxes the better!

Keeping it clean

It is in everyone's interests to maintain a clean, hygienic and safe environment. All residents are responsible for the cleanliness of their own/shared bedrooms & ensuite rooms, living room and dining room.

Shower

Showers need to be cleaned (including the drain) after each use. Remember to keep an extractor fan on, or open the window, until condensation clears after you use the shower.

Ventilation

Proper ventilation prevents condensation building up which can result in mould. There is an air vent on the wall at each room and must be left open all the time. Do not dry wet clothing on the radiators – this is a condensation and fire hazard. Please use the laundry for drying. There is an extractor fans in the kitchen and utility room and it must be left on during/after cooking and when using the tumble dryer.

It is imperative that any vents in the house are not covered/blocked/sealed or closed by residents.

Kitchen

It is the responsibility of all residents in the house to keep the kitchen clean, making sure that it's clear of washing up and food waste. All rubbish, both recycling and landfill, must be taken to outside bins daily (before they overflow). Cleaning the kitchen also includes making sure that the grill pan, oven and microwave are clean regularly and that the fridge is kept clean and free of ice. Your dry goods press (inside/outside) is kept clean. Members of our Housekeeping team will regularly inspect kitchens, shared bathrooms and communal areas (internal and external) to ensure that they are kept to a good and clean standard.

We provide cleaning in the communal areas such as stairways, corridors and lobby.

Keys

You will be giving a set of keys, 1) a fob for front door 2) your bedroom and 3) a dry good press in the kitchen. Please take care, not to lose your keys. Replacements are available from the Residence Manager, but a charge of €20 per key or €50 per fob will be payable. In some cases, it may be necessary to change your lock which will incur an additional charge. There will be times when the Residence Manager on duty is busy with emergency or limited available at weekend, you may have to wait if you are locked out.

Do not give your keys to anyone else, no key copied is allow and keep them safe.

Causes of friction

Life in student residences has many advantages and can give you the opportunity to meet new people and make new friends. However, there are lots of people around you and everything you do affects them, and small tensions can become problems. Common causes of conflict include:

- Playing music too loudly, particularly with a high level of bass, and especially after **11.00pm**. Remember everyone has the right to expect to sleep at night without disturbance.
- Having noisy friends in your room, especially late at night.
- Having friends constantly over to your accommodation without consulting flatmates.
- Clattering around in rooms, corridors or kitchens, and banging doors, especially fire doors.
- Leaving dirty dishes, food and rubbish lying around.
- Playing 'pranks' on others, for example hiding belongings or taking food or borrowing kitchen items belonging to a housemate.

Noise

Noise can be a particular problem when so many people live in close proximity to each other. Residents must not make excessive noise between the hours of **11pm and 7am**. Noise should be at a sensible level at all other times. Requests to turn down music should be responded to in a positive manner. Unacceptable noise outside these hours will be treated as a serious breach of Terms and Conditions and may lead to early termination of your lease. Excessive noise is the greatest source of friction, both internally between residents in house and with the wider community. Avoid slamming doors, having loud discussions in your room or kitchen, shouting in corridors or out of the window. Be particularly mindful of noise you may make when returning home after a night out.

Smoking

No smoking allowed in the accommodation or on the campus. There is a designated smoking area at the back of the house. please ensure cigarette ends are put out completely and disposed of appropriately.

Internet

Wi-Fi is available throughout the building.

Insurance

The Operator is exonerated from all liability for any loss and/or damage or/to valuables or personal belongings kept in or on the Room, Building, Communal Areas or in or on Esther Foy House. Personal insurance is advised for any personal valuables.

Bicycles

You are very welcome to bring your bike to the house, but they must not be stored anywhere in the building as they may form an obstruction in the event of an emergency situation. There is a bike rack available for the bike at the back of the house and locks should be brought with bicycles for the safety reason.

Fire Safety

Familiarise yourself with the evacuation route for your building. In the event of a fire alarm activation, evacuate the building immediately and in an orderly manner.

Do not tamper with any fire equipment: door closers, window restrictors, fire blankets, fire extinguishers, detectors or break glasses. Malicious tampering is a criminal offence.

All residents are expected to co-operate fully with fire drills. Failure to do so is a serious breach of your Lease to Reside.

The following items are not allowed in the Residences (any item which can ignite a fire):	Fire Alarms can be falsely triggered through the following means. Please be vigilant
<ul style="list-style-type: none">• Candles or any device that creates an open flame or smoke• Chip pans• Open bar portable heaters• Fan heaters• Cookers or kettles in bedrooms• Oil lamps• Incense Burners• Cigarettes and e-cigarettes• Matches and lighters• Faulty electrical goods	<ul style="list-style-type: none">• Fumes / smoke from cooking• Burnt toast, food and grill pans• Heat from showers in en-suite bathrooms when the door is open into the bedroom.• Aerosols -do not use near a detector or source of heat• Heaters on the list above.• Covering storage heaters or radiators -do not cover with clothes or other materials.

When you are cooking, make sure the kitchen is well ventilated. Use the extractor fan every time you use the hob, grill or oven.

Do not leave the cooker / toaster unattended when in use. If you are called away when cooking, remove any food from the heat source and switch off the cooker.

Please see the video on how to use a fire blanket here

<https://www.youtube.com/watch?v=GLvnAe6-DLg>

Clean the cooker / toaster regularly after use. Do not allow grease or crumbs to build up. Do not overload electrical circuits with additional electrical equipment.

FIRE ACTION

Any person discovering a fire should:

- Raise the Alarm by activating the break glass unit at the nearest fire point, which are found in the corridors and on the exit routes.
- Inform the Fire Brigade -The Fire Brigade must be notified of any fire - **Emergency No. 999 or 112 (mobile)**. Give your address with Eircode: **D07 Y3Y4** and clear directions. Residence Manager must also be alerted - **Emergency No. 087 3589060**
- Deal with the Fire if safe to do so. Attack the fire using the nearest suitable extinguisher where appropriate.
- **DO NOT TAKE PERSONAL RISKS OR PUT LIVES IN DANGER**
- Evacuate the premises immediately

ON HEARING THE ALARM / FLASHING ALARM

- Smoke detector lights flash when the smoke detector sounds
- The evacuation of the building must commence immediately.
- Leave the building by the nearest safe exit, closing all doors behind you.
- Do not delay collecting personal belongings or for any other reason.
- Assemble at the prescribed assembly point

Note: an alert device with a pillow shaker is available for the Deaf or hard of hearing. These devices are triggered by the sound of the smoke alarm.

DO NOT TAKE RISKS.

DO NOT RETURN TO THE BUILDING FOR ANY REASON UNLESS AUTHORIZED TO DO SO.

Gas smell

If you think you have a gas leak or can smell gas inside the house, contact the Residence Manager at 0873589060 immediately.

Guests / Visitors

To ensure you stay within the Guest Policy please note the following;

- You are responsible for the behaviour of your guests / visitors and these guests will be expected to comply with all Terms and Conditions of your Lease Agreement when they are in the accommodation
- Limit the number and frequency of daytime visitors to your room
- Always ask those you live with for permission
- No guests after 11pm unless signed in online with sufficient notice
- Be sensitive to your fellow residents' need for quiet and need to use their own kitchen and living space

Post and Parcel Deliveries

A letterbox is left on the wall outside the main front entrance of the building. Please ensure that all post is full addressed as below.

Your name
Ester Foy House,
Reach Deaf Services Campus,
Navan Road,
Dublin 7.
D07 Y3Y4.

For the parcel, if it doesn't fit into a letter box, a postman will leave a docket inside and it is your responsibility to collect it from A Post Delivery services unit, Bannow Road, Dublin 7, D07 AX73.

Note: any post or parcel that is delivered to an address other than the above address, we cannot accept responsibility to collect and deliver to the house.

CCTV / Gate Access / Security on campus

We take pride in providing a safe and welcoming environment to all those using the various buildings on the campus.

CCTV

CCTV is installed in the lobby, stairways, utility room and back garden of the house for your security and safety. This is carefully managed by us to ensure residents' privacy.

Gate

Gates on the Navan Road is normally open Monday to Friday at 7.45am and closed at 5.30pm and limited hours on Saturday. Gate is closed on Sunday. After these hours, a pedestrian gate can be access using the keypad code.

Note: from time to time, above time will change and we will communicate any changes to you by email.

Security on Campus

Have regard to security on campus;

- Do not admit people to your house that you don't know.
- Do not leave doors open in the house and this will be recorded on CCTV and will be considered a breach of your Lease to Reside.
- Do not allow strangers enter the campus by tailgating.
- Keep your house and bedroom doors closed and locked at all times.
- Your possessions are not covered by insurance in the house. It is your responsibility to ensure your possessions are insured.
- Keep valuables locked away and out of sight.
- Do not give your keys to anyone else to use – even your guests.
- Do not leave windows open, particularly on the ground floor.

Illness

There is a Primary Care Centre that provide doctors, dentists and healthcare professional available in Centric Health, Navan Road, Dublin 7 (5-minute walk from the Esther Foy House). You are advised to register with them before an emergency arises, otherwise you may experience some delay before receiving attention.

Students requiring urgent medical attention at night or during the weekend should telephone the Medical Practice where they are registered. Alternatively, they should dial 999 or text 112.

For the Deaf/Hard of Hearing student only, the 112 SMS service lets Deaf/Hard of Hearing people in the Republic of Ireland send an SMS text message* to the Emergency Call Answering Service (ECAS) where it will be passed to An Garda Síochána, the ambulance service, the Fire service, or the Irish Coastguard. The ECAS operator will act as a relay between the texter and the required emergency service.

Before you can use the 112 SMS service, you will need to register your mobile phone on www.112.ie. Remember that this is an Emergency Service and should only be used in an emergency i.e. life is at risk, crime or incident is happening now, anyone is in immediate danger.

**An SMS text message is a non real-time service and therefore there is no guarantee that your SMS will be delivered. (Taken from garda website)*

You will be asked which service you want – ‘Garda’ (police), ambulance or fire brigade – and the area in which the incident has occurred. Please have these details ready when you make the call.

Bins and Recycling

Recycling and General Waste bins are located on the back of the house. There are three. When using the recycling please ensure that your bin bags go inside the appropriate bin – general waste or recycling. Please never leave a bag beside the bins as this will attract vermin and become a health hazard.

Energy Efficiency

Reach Deaf Services is committed to improving energy efficiency across our sites, in our offices, accommodation and etc., but we need your help.

To do your part, think about the following and make them part of your everyday routine and this will really help.

- Reduce electricity consumption by turning off lights, televisions, computers, etc. when leaving bedrooms or living rooms or kitchen, and avoiding leaving equipment on standby.
- Open your curtains, natural light is best!
- Only boil the amount of water you need and avoid putting warm food in fridges.
- Turning your radiator down or having a shorter shower will help the house to reduce gas used in the boilers.
- Put on a jumper before turning heating up, and if it is so hot in your halls that you have to open a window, please reduce the temperature on the thermostats.
- Please report dripping taps to your Residency Reception so we can get these fixed.

Note: Electricity and Utility charges will be deducted from the Security Deposit In the event that the electricity charges exceed reasonable usage before the end of the Term then payments must be made to the Operator immediately on notification of additional charges.

Maintenance in the Residences

Maintenance

Maintenance in the house is carried out by the maintenance team. Please report all maintenance requirements directly to the Residence Manager. This can be done by email to accommodation@reachdeafservices.ie. When the job is completed, you will get an email from Residence Manager.

Planned Maintenance

Routine and statutory maintenance inspections will be carried out throughout the year. You will be emailed a schedule of planned preventative maintenance work each month. You will be notified of any additional maintenance in advance by email with at least 2 days' notice.

Maintenance Response Table

The table shows the response time that we will endeavour to achieve. A response can mean a visit by a Property & Facilities Manager or maintenance team. The repair may take longer should parts need to be ordered or a specialist called in. Students are not permitted to decorate their rooms or remove furniture or carry out repairs.

Response Time	Example of maintenance issue
Emergency immediate response	Gas leaks, water leaks, fire, flood, power fully failure in accommodation, no water, alarm fault or activation, external doors not closing.
Response within 3 days	No hot water, no heating, blocked drain/WC, faulty light, faulty socket, no Wi-Fi, broken internal glazing.
Response within 7 days	Faulty taps, faulty door closers, repairs to broken items of furniture, replacement light bulbs and etc.

Right of entry and room checks

In order to ensure your health and safety, we reserve the right to enter residences without prior notice, such as if there is a potential emergency or disturbance. Routine inspections and safety checks are conducted to monitor maintenance issues, health and safety considerations and to ensure that accommodation is being kept in reasonable order. Inspections and safety checks are carried out at least twice during the licence period, usually at the end of November and Easter. We endeavour to give seven days' notice of these visits and it is recommended that, where possible, you are in your flat or house when the check takes place. For urgent work, we will give a minimum of 24 hours' notice unless immediate action is required.

Deaf Village Ireland

Deaf Village Ireland is an inclusive state of the art social, administration, religious, community, sports, heritage and educational complex providing a range of facilities for both Deaf and hearing people.

Text: +353 87 990 5223

Email: info@deafvillageireland.ie

www.deafvillageireland.ie

Inspire Fitness Centre Cabra

Dublin's Premier Sports and Fitness Facility with boasting a State of the Art Gym with the very latest industry technology, 25 metre Swimming pool, Children's Leisure Pool, Sauna & Steam room. Free classes, Free Fitness assessment and programming. All New Sports Village including 3G Synthetic pitches, Multi-purpose Sports Hall, Grass Pitches, Outdoor Strength & Conditioning RIG and Multi-usage grass training area.

Tel: 01 868 3807

Email: info@ifcc.ie

www.ifcc.ie

Garda Cabra Station

Navan Road, Dublin 7.

Tel: 01 6667400

<https://www.garda.ie/en/Contact-Us/Station-Directory/Cabra.html>









