

2025/26

Kilmore/Cill Dara House Student Handbook

Students are advised to keep this
booklet for future reference



Welcome Message

We hope you have a pleasant and productive stay at Kilmore/Cill Dara House and that the environment is both relaxing and supportive of your studies. Please take the time to read through this handbook carefully, as it contains important information you may need, along with guidelines designed to ensure the safety, security, and well-being of everyone. If you encounter any issues, please notify us immediately, and we will do our best to resolve them promptly.

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**

Resident Assistant; **Alvaro Torralbo (Kilmore) & Davide Catania (Cill Dara)**

Weekend Night Porter; **Gabriel Opare**

Finance; **Nicholas Dowling**

Accommodation Contact; accommodation@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 accommodation@reachdeafservices.ie and we will respond within 24-48 hours unless at weekends when it will be the next working day.

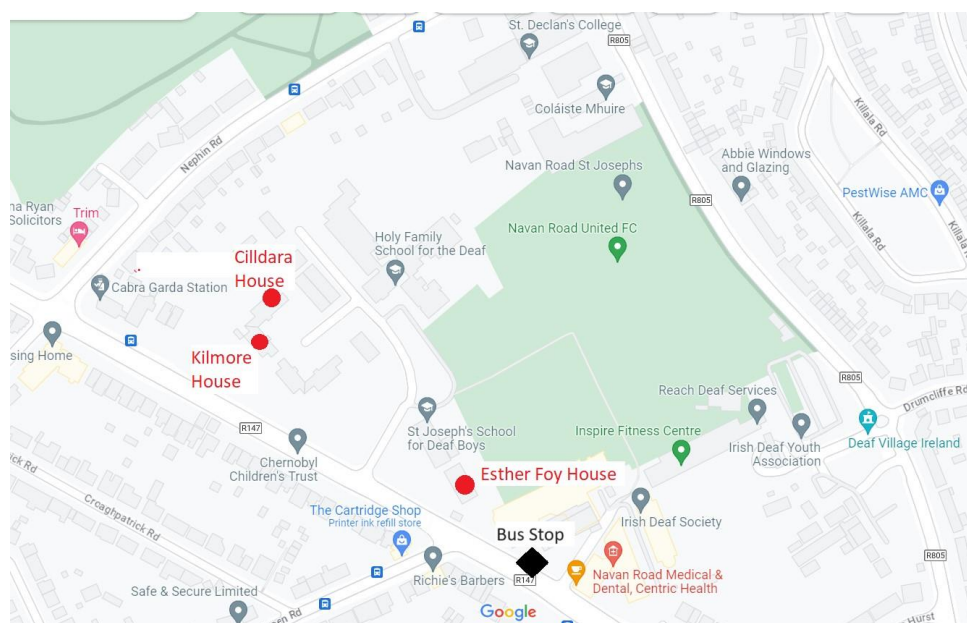
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General Information

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, Maple Centre, Phoenix Park and bus stop to the city centre and Blanchardstown. Broombridge Luas station is approx. 20 minutes' walk.



Adjusting to your new home

Attending University or College is both a challenging and exciting experience, offering many opportunities. However, many students find that adjusting to a new environment can be difficult. Our accommodation is home to a vibrant community of students from many different backgrounds. We encourage everyone to be respectful, tolerant, and considerate in your interactions with fellow residents.

When inviting guests, please remember they are your responsibility and must also follow the accommodation rules. If issues arise, their access to student housing may be restricted, and in serious cases, this could affect your own booking.

The first few weeks may be quite different from what you're used to, and it's natural to feel overwhelmed at times. We want you to feel comfortable and at home in your accommodation as you settle in living together.

Most students in our accommodation share common facilities, so it's important to work together to manage certain tasks. We highly recommend that during your first week, you take the time to meet with your housemates to establish ground rules for things like noise levels, 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
- Bedding (sheet, duvet, pillow)
- Tea towels
- Crockery
- Cutlery
- Saucepans
- Cleaning materials for keeping the kitchen, bathroom and your bedroom clean and tidy

COVID-19 — Please remain mindful of COVID-19 and refer to the HSE website for the latest updates and advice.

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, utility room, 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 times. 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.

Central Heating

Central heating & hot water is available in the building. The central heating & hot water systems operate for a number of hours daily.

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 Resident Assistant 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.

Fob/Bedroom Key

You will be issued a fob for the front door and a key for your bedroom. Please take care not to lose them, as replacements are available through the Residence Manager at a cost of €20 per fob and €50 per bedroom key. In some cases, it may be necessary to change the lock, which will incur an additional fee. If you are locked out, please be aware that the Residence Manager may be handling emergencies or have limited availability on weekends, which could result in a delay.

It is important that you do not give your fob or bedroom key to anyone else, and key duplication is strictly prohibited. Always keep your keys safe.

Causes of friction

Living in student residences offers many benefits, including the chance to meet new people and form lasting friendships. However, with so many people around, your actions can impact others, and minor tensions can quickly escalate into bigger issues. Some common sources 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 significant issue when many people live in close quarters. Residents must avoid making excessive noise between 11pm and 7am, and noise should be kept to a reasonable level at all other times. If asked to lower the volume of music or other noise, please respond positively. Excessive noise outside of these hours is considered a serious breach of the Terms and Conditions and may result in the early termination of your lease.

Noise is the most common source of tension, both among house residents and with the surrounding community. Please avoid slamming doors, having loud conversations in your room or kitchen, and shouting in corridors or out of windows. Be especially mindful of the noise you may make when returning home after a night out.

Smoking

Smoking is not permitted inside the accommodation or anywhere on campus. A designated smoking area is located at the back of the house. Please ensure that cigarette butts are fully extinguished and disposed of properly.

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 Kilmore / Cill dara 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 shed with a rack available for the bike at the back of the house and locks should be brought with bicycles for the safety reason.

Electrical Transportation Device Charging

Electric or motorised scooters, electric skateboards, hoverboards, bicycles and other electric vehicles used for personal transportation are prohibited to be charged in the house.

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.

FIRE ACTION

Any person discovering a fire should:

1. Raise the alarm by Operating the nearest Manual Call Point.
2. Alert others by shout and sign **'FIRE, EVACATE'**
3. All students and visitors should evacuate the building by the nearest exit.
4. Evacuate Safely:
 - a. Do not delay collecting personal belongings or for any other reason.
 - b. Close Door after leaving the room.
 - c. If there's smoke in the air, stay low near the floor and crawl towards the exit.
 - d. Before opening a door, feel the doorknob. If it's hot, do not open it and go to other escape routes.
5. Make their way to the designated assembly point for your building.
6. Remain at the assembly point and do not return to building until clearance is given by the Fire Service/ Fire Warden (Resident Assistant).

Note: If Resident Assistant is not present, the Fire Brigade must be notified by **dialling 999 or text 112** giving the operator the name of the building:

Kilmore/Cilldara Student Accommodation

Reach Deaf Service's Campus D07 KNV3

Navan Road

Dublin 7

Residence Manager must also be alerted - Emergency No. 087 358 9060

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.

You can turn off the gas supply at outside the wall to the left of the front door. Move the handle to '90 degree' of the yellow lever to **turn off the gas**.



| 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• Portable / Fan heaters• Cookers or kettles in bedrooms• Oil lamps• Incense Burners• Cigarettes and e-cigarettes• Matches and lighters• Faulty electrical goods• E-Bikes | <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 material. |

Cooking

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.

Guests / Visitors

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

- Requests must be made via email to the Accommodation Team, accommodation@reachdeafservices.ie, by at least two working days prior to the guest's arrival.
- The occupier is responsible for their actions at all times.
- The guest must be aged 18 or over and should have photo Identification with them at all times.
- The resident must always accompany the guest after 23:00
- A resident's guest must sleep in their bedroom, not in common areas.
- Codes of access emergency key box and pedestrian gate must not be shared.
- 1 overnight guest per building is permitted.
- To ensure that the service is available to all residents there is a maximum of 2 consecutive nights at any one time for any guest.
- Guests cannot be booked in over a prolonged period of weeks in advance.
- Each resident is allowed to have guests for a total of 5 nights per semester.
- Reach Deaf Services is not responsible for providing additional requirements for authorised guests.
- The overnight guest policy may, on giving one week's notice, suspend or restrict for any period the facility to host overnight guests where this is, in his/her view, in the interests of residences generally or is of assistance to the management and operation of the facility. In exceptional circumstances it may not be possible to give one week's notice.
- Residents in breach of these terms and conditions will be levied with an automatic fine of €100 and will be subject to the Breaches of Residential Rules process.

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.

Kilmore House

Your name
Kilmore House,
Reach Deaf Services Campus,
Navan Road,
Dublin 7.
Eircode: D07 E0VC

Cill Dara House

Your name
Cill Dara House,
Reach Deaf Services Campus,
Navan Road,
Dublin 7.
Eircode: D07 KNV3

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 An 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 changed 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 always locked.
- 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 (8-minute walk from the Kilmore / Cill dara 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 front 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 or report to your Resident Assistant.

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, accommodation power failure, no water, alarm fault or activation, external doors not closing. |
| Response within 3 days | No hot water, no heating, blocked drain/WC, faulty light, 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>





