



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council

# Dublin City Council Housing and Community Services **Tenant Handbook**





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# 01



# Welcome to Your New Home.\*

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As a tenant of Dublin we would like you to have the best housing service that we can provide.

We want you and your family to enjoy your home in a safe and comfortable environment. This handbook tells you about the various services that we offer and how you can access them. It is also an important document giving you factual information about your tenancy. It will give you information on everything from how your rent is calculated and how it can be paid to what elements of repair are your responsibility and what are the Council's.

For your convenience, we have a comprehensive list of contact numbers, emergency numbers and freephone numbers all at the back of this handbook. We have also included details of all our local area offices. You can write to us, send us an email or visit us in these local area offices to discuss any aspect of your tenancy.

We hope that this handbook will help you and your family settle into both your new home and community. We welcome any ideas or suggestions you may have to improve the community in which you and your family may live.

Further information on all aspects of Housing and Community Services can be found on **[www.dublincity.ie](http://www.dublincity.ie)** or you can email us at **[customerservices@dublincity.ie](mailto:customerservices@dublincity.ie)**

**T. (01) 222 2222**

*\*Please note the information in this booklet is correct as of August 2017 however please note it may be subject to change.*

Check with **[www.dublincity.ie](http://www.dublincity.ie)** for updates.

*Tenants of units/apartments in non Dublin City Council owned complexes will also be subject to the House Rules of the particular complex where they are living.*



02



# Tenancy Conditions.

## **What is a Tenancy?**

A tenancy occurs when a person is assigned a home by Dublin City Council. When you are assigned a home, you must sign a tenancy agreement. You will then receive the keys to your home and are expected to move in immediately. See the Tenancy Conditions below for more information on the Tenancy Agreement.

Shortly after you move into your new home, a member of staff from Housing and Community Services will visit your home, introduce themselves to you and answer any questions that you may have.

## **What is Joint Tenancy and what does it mean?**

Where a dwelling is allocated to a household, which includes partners, a joint tenancy will be created unless Dublin City Council decides otherwise. The Tenancy Agreement is signed by both proposed tenants, rather than a single tenant.

In certain circumstances, and if deemed appropriate, the Council may, on occasion, create a joint tenancy where the proposed tenants are not partners.

## **Tenancy Conditions:**

Your Tenancy Agreement explains the conditions of your tenancy. We have summarised these below through questions and answers.

### **How does my Tenancy operate?**

- You must live in the house or apartment, named in the Tenancy Agreement, as your main home and nowhere else
- You must not carry out a business from your home, garden or shed
- The tenancy cannot be transferred to anyone else without the permission of the Council
- You must give the Council at least four weeks notice if you wish to move out of your home and we must carry out a maintenance inspection before you move out

### **What are my responsibilities in relation to rent?**

- You must pay your rent and any other charges when they are due
- You must give full and accurate details of the entire household income so that we can calculate the correct rent for you
- You must return your completed rent assessment form when requested to do so and tell us of any changes in your income or household circumstances

**Can I take in a lodger or sub-tenant?**

No. Not without permission from the Council.

**Can I add another person to my household/tenancy?**

No. Not without permission from the Council. If another person is coming to live as part of your household, a Permission to Reside form must be completed and submitted to Rents Section, Dublin City Council, Wood Quay, Dublin 8, for approval. If the request to reside is approved, the person being added to your tenancy/household must submit their income details so that they can be assessed for rent.

**Must I insure my home?**

Dublin City Council carries structural insurance for your home. However, you should insure your personal belongings and the contents of your home.

**Can I keep pets in the property?****Domestic Pets:**

You may keep domestic pets, such as cats, dogs and certain birds, as long as they don't become a nuisance to your neighbours. Horses, poultry and pigs are not domestic animals and keeping any of these is a serious breach of your Tenancy Agreement.

**Dog Licence:**

If you have a dog, you must have a licence, which you can buy from any Post Office or from Dublin City Council Customer Service Centre, Wood Quay, Dublin 8. If you do not have a dog licence or if you do not keep your dog under proper control, you may receive an on the spot fine.

**Poop & Scoop:**

Dogs should not be allowed to roam free. It is the responsibility of the pet owner to clean up after their dog/pet. Under the Litter Pollution Act 1997, it is an offence for a dog to foul in public spaces.

Under the Microchipping of Dogs Regulations 2015, a programme of microchipping has been introduced. Any pup born since 1 June 2015 must be microchipped and registered on an authorised database by the time it reaches the age of 12 weeks or if it leaves the property on which it was born before the age of 12 weeks.





## Important Note

### **The following dogs are banned from Dublin City Council housing estates:**

American Pit Bull Terrier, Bull Mastiff, Doberman Pinscher, English Bull Terrier, German Shepherd (Alsatian), Japanese Akita, Japanese Tosa, Rhodesian Ridgeback, Rottweiler, Staffordshire Bull Terrier and every dog of the type known as a Ban Dog (or Bandog) and every other strain or cross of every breed of dog as legislated under the Control of Dog Regulations 1998, and the tenant, or any member of the household shall not keep, or permit to be kept, any of the above, in the dwelling or in any common areas of the dwelling.

Failure to comply with the terms of this section shall be deemed to be a breach of your Tenancy Agreement and may result in the initiation of court proceedings with the potential loss of your home. The term 'dog' includes a bitch of any age or a dog of any age.

### **Am I responsible for the garden?**

You are responsible for maintaining/cutting the grass in your garden and for maintaining the walls, gates, fences, railings, hedges and other garden boundaries. You must make sure that you and others living in the house with you, including children, and any visitors to the home, look after your house and garden. The tenant is responsible for any accidents which occur in the garden area due to a failure to maintain it.

### **Who is responsible for litter outside my house?**

You are responsible for keeping the footpath or walkway and road gutter in front of your house or apartment free from litter. You must also make sure that rubbish bins and bags left outside for collection are securely closed so that they do not cause litter. See the Waste, Recycling and Energy Saving Section for more details.

### **What happens if my home becomes cluttered?**

You or other people living with you must not hoard or excessively acquire and store items which result in unmanageable amounts of clutter in your home. You are responsible for the removal of clutter and you will be asked to remove any items which may cause obstruction or are a risk to the health and safety of yourself or others.



### **Must I carry out all repairs to my home?**

As a Tenant, you are responsible for the following:

- Decorating the inside of your home
- Repairing any damage to fixtures and fittings in your home
- Minor repairs, including those listed in the section on repairs and maintenance
- See **Maintenance and Repairs** in this booklet for more detail on maintenance and adaptations

**Note:** All additions and alterations become the property of Dublin City Council. They cannot be removed when the tenant is leaving, nor is compensation paid.

### **Important Note**

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**You must not carry out any works or alterations without written permission.**

You must never interfere with the structures of the property without explicit permission. If you do so, you will be breaking the conditions of your Tenancy Agreement and DCC will consider all legal options open to it to address this breach. You will have to pay for the costs of repair.

### **Can I make alterations to my home?**

If you want to make alterations to your council home and/or apply for planning permission to do so, you must obtain the prior written consent of the Housing Maintenance Section or the Traveller Accommodation Unit. Email [housing.maintenancesection@dublincity.ie](mailto:housing.maintenancesection@dublincity.ie) or [traveller.accommodation@dublincity.ie](mailto:traveller.accommodation@dublincity.ie)

**Please note that consent is dependent upon a clear rent account.**



### **Who has right of access to my home?**

You are entitled to the full and free enjoyment of your home. However, Dublin City Council staff are entitled to access your home for the purposes of carrying out repairs and maintenance and to carry out inspections. You must give authorised agents and workers from the City Council reasonable access to inspect your home and carry out necessary works. The same applies to workers in gas, electrical supply and telephone companies. All City Council and utility workers carry identification. Please make sure that you check for appropriate identification before letting anybody into your home.

### **Important Note**

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The Tenant shall ensure that any project/works/construction/ maintenance/repairs to the dwelling, which arise in accordance with the Tenant's responsibilities under the Letting Agreement, or otherwise, and which are carried out by the Tenant personally, or by a Third Party/Contractor, are carried out in accordance with the requirements of the Safety, Health and Welfare at Work (Construction) Regulations 2013 and/or any subsequent legislation governing works in your home. The tenant is responsible for any insurance in relation to such works.

# 03



# Rent & Rent Assessment.

The Rents Section will assess your rent and deal with any queries you may have about your account, methods of payment or problems with arrears. Every three months we will send you a statement of your account showing the rent charges, payments made by you, any adjustments to your account and the up-to-date balance.

We set fixed rents and differential rents for our tenants. Differential rents vary according to the total household income and family size, but fixed rents remain the same no matter who is earning money in the household. All new tenants pay differential rent.

## How can I pay my rent?

All tenants receive a Rent Payment Card. There are a number of ways you can pay your rent:

- **Rent Card:** You can use your Rent Payment Card in any Post Office to make your rent payments
- **Household Budget:** This is a convenient way to pay your rent as the rent payment comes directly from your Social Welfare payment
- **Direct Debit:** If your Social Welfare/Employment income is paid into your bank account, you can avail of our Direct Debit facility. The rent payment is requested from your bank every Friday
- **Customer Services Payment:** You can make your rent payments in person at the Customer Services Cash Desk in the Civic Offices
- **Paying by cheque or postal order** - but not cash - through the post
- **Internet Payment:** you can make your rent payment online. Simply log onto the Dublin City Council website and go to "pay for it". Enter your rent payment number and follow the instructions
- **Payment by phone:** you can ring the Customer Services section and make your payment over the phone using your credit/debit card
- **PayPoint:** you can pay your rent through PayPoint at any retailer operating this service
- **Salaries/Wages:** Employees of Dublin City Council can have their rent deducted directly from their income



## Rent Assessment

### How is my rent calculated?

The rent charge is based on income within the household. The rent will be calculated on the principal earner's income (highest income earner) and up to four secondary earners. The Rent Scheme can be viewed on the Dublin City Council website [www.dublincity.ie](http://www.dublincity.ie) or a copy can be obtained from any City Council office. The Council operates a Differential Rent system which ensures the rent increases or decreases in line with the income earned, thus ensuring the rent is fair and does not cause financial hardship for you or your family.

### How often is the amount I pay in rent reviewed?

Your rent is reviewed on an ongoing basis and tenants should submit details of all household income at least once a year, and if and when your household income changes. Where a member of a household is working we require submission of P60s annually. In particular, you should let us know every time your employment income or your family circumstances change. This means that you must tell us when someone in your home:

Gets a job

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Becomes unemployed

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Moves in (someone can only move in with our permission)

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Starts claiming a social welfare payment or receives a maintenance payment

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Dies

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Is born

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Leaves home, or

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Reaches 18 years of age

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### What happens if someone else in my home is earning money?

Your rent will be re-assessed and may result in an increase in your rent charge. It is important to notify the Council immediately if someone in the household starts working or starts receiving some other form of income to avoid incurring arrears.



### **How do I tell the Council when my circumstances change?**

You can let us know about changes in your circumstances by contacting the Rent Section in writing, by phone or by visiting your nearest rent assessment office. You can also e-mail the Rents Section at [rents@dublincity.ie](mailto:rents@dublincity.ie) or by phone **222 2211**. Contact **222 5290** or email [traveller.accommodation@dublincity.ie](mailto:traveller.accommodation@dublincity.ie) if you live in Traveller Group Housing. Once we have received evidence of the change (for example, a birth or death certificate or a letter from the Department of Social Protection) we will adjust your rent. Your local Rents Office will be happy to answer any questions you may have about evidence of other changes in circumstances.

### **What happens if I don't tell the Council about a change in my circumstances?**

When we find out about changes, we will re-assess your rent and backdate your rent account to the date of the change. Depending on the nature of the change you could owe a large amount of back rent, known as arrears and the Council will pursue you for those arrears.

## Rent Arrears

### **What can I do if I miss a payment?**

If you have fallen behind with your rent payments or if you are worried that you might do so, talk to us before a small problem becomes a big one. We are here to help. If you are experiencing difficulties please discuss it with the Arrears Management Unit (Ph: **222 2211**) or **222 5290** if you live in Traveller Group Housing. The Money Advice and Budgeting Service may also be able to help. See the Useful Contacts Section at the back of this booklet.

### **How do I make an arrangement to clear my rent arrears?**

Your Executive Housing Officer will discuss the problem in detail, and may come to an agreement for you to pay your weekly rent plus an amount off your arrears every week. If you do not keep to this agreement and the debt increases we will take further action.

### **Will I be taken to Court for rent arrears?**

Yes. If you refuse to come to an agreement to repay any arrears you owe or if you do not keep to an agreed repayment plan, the Local Authority can serve you with a Tenancy Warning. This may result in the Local Authority initiating proceedings to recover possession of the dwelling.



### **What other issues may arise if my rent account is in arrears?**

Rent arrears may affect your eligibility to purchase your council house in the future under a purchase scheme. Tenants who have arrears on their account will not be eligible to apply for a transfer to another council dwelling.

With the exception of essential repairs, maintenance work will not be carried out where accounts are in arrears.

### **Important Note**

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If you are evicted from a local authority property, you will not be eligible for social housing support or to be re-housed in local authority housing.





# 04



# Maintenance and Repairs.

The Housing Maintenance Section is responsible for managing, repairing and controlling the City Council's rented housing stock. It is also responsible for structural repairs which include the following:

Roofs

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External Walls

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Floors

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Windows, excluding glass

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External doors

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(This is provided they become defective because of fair wear and tear and not as a result of wilful or malicious damage.)

## **Are properties repaired before a new tenant moves in?**

We do all we can to make a house or apartment liveable before a new tenant moves in. However, if it is an old building, we cannot renovate it to an 'as new' state.

## **How do I request repairs to my home?**

You may make a request in person at your Area Housing Office. The addresses are in the Useful Contacts Section at the end of this handbook. You may also request repairs in writing or by phone. Email [housing.maintenancesection@dublincity.ie](mailto:housing.maintenancesection@dublincity.ie) or phone **222 2191/222 2222**. It is your responsibility to let us know as soon as you notice a repair is needed and to take action to prevent it getting worse.

## **Will the Council carry out any repairs I want?**

No, we will only carry out structural repairs to your home and then only if your rent is up-to-date. You are responsible for arranging and paying for all other repairs.

## **When work is being carried out in your home:**

It is your responsibility to move or protect any furniture, or if you need to lift any floor covering you have put in (carpets, laminate or floor/wall tiles). You should do this before our DCC employee arrives. If you cannot do this or cannot arrange for someone to do it for you, you should let Dublin City Council, Housing Maintenance know. If our employees have to do this because you haven't made any arrangements, we accept no responsibility for damage.



There will need to be at least one responsible adult (at least 18 years old) in attendance if there are children in your home whilst repairs are being carried out. It is your responsibility to make sure that everyone is safe while operatives are working. For example, keep children and pets away from the work area. In bad weather conditions (such as severe frost, heavy rain or gale force winds) we will always make things safe but operatives may not be able to carry out a full repair at the time. This is for their safety and yours too.

### **What types of repairs am I responsible for?**

You are responsible for certain general internal and external, electrical and plumbing repairs. You are also responsible for repairs to doors and windows and to the electrical appliances.

#### **Internal Repairs**

- Filling plaster cracks
- All internal decoration
- Repairing or replacing cupboards, wardrobes, kitchen units and their doors, hinges, handles, locks, catches and drawers
- Repairing or replacing curtain rails
- Chimney sweeping
- Repairing, replacing or fitting wall and floor tiles and coverings
- Damage caused by the tenant, members of household or visitors
- Carrying out repairs due to condensation

#### **Doors and Windows**

- Repairing and replacing external and internal locks and handles
- Repairing window stays, catches and restrictors
- Draught proofing doors and windows (except for Older Person Dwellings)
- Replacing broken glass (only the Council can replace windows in flats)
- Repairing letter boxes
- Painting timber work on windows and doors (recommended every 5 years)



## Important Note

Condensation is caused mainly by not opening windows, especially in bathrooms, or by drying clothes in rooms with no windows or vents open. Condensation appears as black mould on walls and the edges of windows. Always make sure that vents are clear to allow air to flow into a room. Please refer to *Appendix A: Ventilating your Home* at the back of this document.

### External Repairs

- Keeping gardens and hedges tidy
- Repairing or replacing fences, gates and garden boundary walls, whether erected by us or by you
- Maintaining, pruning and removing trees from gardens
- Cleaning silt, leaves and other deposits from gullies, gutters and downpipes
- All houses/apartments should be maintained in a tidy condition both inside and out
- Putting up TV aerials or satellite dishes except in communal areas and in compliance with both planning legislation and management company protocols where applicable
- To erect a TV aerial or satellite dish in Dublin City Council dwellings, you will need to apply to Housing Maintenance for permission
- To erect a TV aerial or satellite dish in a dwelling within a development managed by a Management Company, you will need to apply to the Management Company for permission

### Electrical Repairs

- Repairing or replacing ceiling roses, lamp holders and plugs of any appliance
- Replacing fuses, except for the mains fuse
- Repair or replacement of any item installed by the tenant or by the previous tenant
- Replacing any consumables, such as batteries, bulbs, grease filters for cooker hood, etc.
- Replacement of light bulbs
- Installing and replacing doorbells



- Testing and cleaning smoke detectors. If yours is battery-operated (not mains-wired) you also need to replace the battery when it gets low
- Cleaning extractor fans

## Important Note

All electrical repairs (other than replacing bulbs and fuses) must be carried out by a qualified and competent electrician. You should send the electrician's name and contact details, a description of the work to be carried out and a certificate to cover the works to the Housing Maintenance Section.

### Plumbing Repairs:

- Cleaning gully traps
- Clearing blocked basins, sinks, baths or toilets (except in flats)
- Paying the cost of clearing a blocked drain (if you have a single drain) and paying the cost of clearing a combined drain
- De-scaling shower heads
- Fitting waste and supply pipes for washing machines and dishwashers
- Repairing or replacing waste pipes inside your home
- Clearing airlocks in pipes
- Repairing or replacing a toilet bowl, baths, sinks and wash hand basins except when cracked or leaking due to fair wear and tear
- Repairing or replacing taps on sink units and wash hand basins except when cracked or leaking due to fair wear and tear
- Repairing or replacing a toilet cistern and cover except when cracked or leaking due to fair wear and tear
- Repairing or replacing a ballcock or other water flotation control device in a toilet cistern
- Repairing or replacing seats, chains, handles washers and stoppers for toilets and sinks



### Cooking and heating appliances

- Repairing or replacing all appliances installed by you. This should be done by a qualified person
- Repairing or replacing the basket or grate in all fireplaces
- All damage caused to units not caused by fair wear and tear, including glass fronts to room heaters

**Please Note** – This does not apply to Older Persons' Dwellings.

### Your responsibility under Health and Safety

A new Guide called *New responsibilities for homeowners under Safety, Health and Welfare at Work (Construction) Regulations 2013* was issued by the HSA (Health and Safety Authority) in August 2013. The purpose of this document is to outline what responsibilities are put on the homeowner, or tenant of a Local Authority property, in relation to carrying out construction works in the home. Where such works are not being carried out personally by the Tenant, but by a contractor on your behalf, the regulations require the appointment of competent contractors and may, depending on circumstances, carry other liabilities and/or responsibilities. Maintenance and repair of your residence as set out in your Tenancy Agreement/ Tenant Handbook may require compliance with the regulations. **Compliance is the responsibility of the tenant.**

Failure to comply with the requirements of the regulations will be viewed as a breach of the Tenancy Agreement and will be subject to the appropriate remedies which may include termination of tenancy and/or action to recover any losses arising. If you have any queries regarding your responsibilities for construction/maintenance at your residence, please refer to your Tenancy Agreement and your Tenant Handbook. In the event that you have any other queries regarding these regulations, please contact the HSA at **1890 289 389** or **[www.hsa.ie](http://www.hsa.ie)**

**Note:** This does not constitute legal advice or advice on the interpretation, scope or application of these regulations. Responsibility for compliance rests with the tenant.



## Asbestos

Asbestos was used extensively as a building material from the 1950s through to the mid-1980s due to its insulation and fire retardant properties. It is important to note that asbestos can only cause a risk to health if the asbestos fibres become airborne and are then inhaled. Therefore, asbestos materials pose NO RISK unless disturbed, e.g. by sanding or drilling a surface containing asbestos materials.

### Who carries out repairs caused by malicious damage?

You are responsible for repairs arising from all deliberate or malicious damage to City Council property, no matter who causes it. We will not carry out these repairs. You are also responsible for repairing doors, windows, fixtures and fittings that might have been damaged or destroyed due to a burglary or break-in to your home.

### What happens if I need repairs carried out but I am behind in my rent?

We will only carry out emergency repairs until you start paying the arrears and clearing your rent account.

### Does the City Council make any exceptions?

We may make an exception if it is impossible for you to carry out the repairs yourself. If you think you fall into this category please contact your Area Office or the Maintenance and Repairs Section for more information and assistance.

### How long will it take for repairs to be carried out?

We group all requests for repairs, depending on the nature of the problem, as emergency, urgent or routine repairs. We try to respond to requests according to the guidelines below.

Category	Example	Timescale
<b>Emergency</b>	Smoking fuse board. Faulty sockets. Tiles falling off roof. Water leak.	Immediate.
<b>Urgent</b>	No water in hot tap. Heating.	5 working days.
<b>Routine</b>	Replace toilet cistern.	8 weeks.





### **What if I'm not here when the repair team calls?**

Repairs are now carried out by pre-arranged appointment. Please telephone **222 2191** or **222 2222** if you miss or need to re-arrange the appointment.

### **Does anybody from the City Council inspect my home?**

We may inspect your home from time to time. You must give authorised agents and workers from the City Council reasonable access to inspect your home and to carry out necessary repairs (see Right of Access on page 9).

### **What does the City Council do about vacant properties?**

Vacant properties can become a target for antisocial behaviour. If there is a vacant property in your estate, please don't assume we know about it. Contact your local area office if you think a property is empty. The sooner we find out about vacant properties, the sooner we can arrange to have them re-let. Also, if you see people interfering with a Dublin City Council property that you know is vacant, please let us know as soon as possible to avoid any damage or possible danger.

# 05



# Safety in Your Home.

## Fire Safety

Fire is a danger in every home and older people and young children are most often the victims. Please take the following steps to prevent fires:

- Keep matches/lighters out of the reach of children; do not leave young children alone in the home
- If you have an open fire, use a secure fire guard
- Switch off and unplug all appliances not used at night. Do not leave any electrical devices on stand-by. They are a fire hazard and also increase your electricity bills.
- Do not smoke in bed
- Only plug one electrical appliance into a socket
- Close doors to all rooms at night. Don't open a door if you suspect there is a fire in the room
- Use gas or electrical appliances according to the manufacturers' instructions
- Have gas and electrical appliances serviced regularly
- If your home is fitted with self-contained battery operated smoke alarms please contact Dublin City Council when the batteries are in need of replacement
- Smoke alarms and carbon monoxide alarms where fitted, should be checked for operation regularly by pressing the test button

## What should I do if a fire breaks out?

Your first priority is to get everyone out of the house and then to call the fire brigade. If your escape routes are blocked by fire or smoke, go into a room, close the door and place a blanket or carpet at the bottom of the door to keep out the smoke. Call for help from the window and wait for the fire brigade. Do not jump from an upstairs window except as a last resort.

## What should I do if the chimney goes on fire?

Call the fire brigade. If possible, move furniture and carpets away from the fireplace. After a chimney fire, ask a registered builder to check the chimney for damage. If necessary repair the chimney and fireplace before using it again. You should make sure the chimney is cleaned at least twice a year.

## What is the advice about open fires?

Use a fireguard and always check that it is in position before you go to bed. Never carry hot coals from one fireplace to another. Avoid banking fires too high.



### **What should I do if my chip pan goes on fire?**

Use a fire blanket or the correct extinguisher to smother the flames. If you do not have a fire blanket or extinguisher, use a lid, large plate or wet towel. Never move the pan, use water to put out the fire, or leave a chip pan unattended. If you have to answer the phone or door, turn off the power and move the chip pan to a cold ring or hob.

Most fires start in the kitchen area, so you should consider a fire blanket or extinguisher and if you use a chip pan, buy one with a thermostat. Dublin City Council will distribute fire blankets to all tenancy dwellings. If there is not one in your property you should contact the Maintenance and Repairs Section.

## Gas Cylinders and Heating Care

### **Do I need to take special care with gas cylinders?**

Yes. Please take the following precautions:

Always keep cylinders upright

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Switch off cylinders at the regulator when you are not using them

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Never seal air vents, as it is important that each room with a gas cylinder has adequate ventilation

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Don't store gas cylinders indoors

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Return empty cylinders promptly

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Check flexible hoses and couplings regularly for signs of wear and tear

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Keep all portable heaters away from curtains, furniture and clothes and place them where they cannot be knocked over

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Never move a gas or oil heater when it is switched on

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### **What should I do if I Smell Gas?**

Do not ignore it

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Immediately phone the Bord Gáis Emergency line on 1850 20 50 50

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Turn off the gas at your meter and appliances

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Open the doors and windows

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Do not smoke or use naked flames or nearby light switches

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Check nearby premises

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### **What should I do if my gas central heating is not working?**

Dublin City Council service and maintain the gas central heating system in all of its properties except where a tenant has installed gas central heating themselves. Such tenants can avail of this service by agreeing to pay the boiler maintenance charge. Contact **222 3660 or 222 2608**.

If you had your boiler and heating systems installed yourself, you are still required to have the boiler serviced and certified (Cert 3) annually by a RGII Gas Registered Contractor. A copy of the service report (Cert 3) should be given to Dublin City Council.

It is illegal for anybody other than a Registered Gas Installer to service your boiler. Tenants should never attempt to alter the gas meter, repair or service the boiler or heating system. If your boiler or heating is not working, please contact the Housing Maintenance Section.

**Tampering with the boiler or other gas appliances can put you and your family at risk of serious injury.**

# 06



# Housing Options.

## **Can I purchase the property that I am living in?**

In certain circumstances, depending on eligibility and the type of property you are living in, you can purchase the property you are living in under the Tenant Incremental Purchase Scheme, operated by DCC. Details of the Scheme are available from Housing and Community Services, Loans, Sales and Grants Section at [tenant.purchase@dublincity.ie](mailto:tenant.purchase@dublincity.ie) or phone **222 6581** or **222 2631**.

## **How can I raise the money to buy my home?**

If you need to get a mortgage loan, you have the choice of applying to a Bank or Building Society. Dublin City Council can also provide finance through a Home Purchase Loan. Contact the Loans Section at **222 5449** or email [affordablehousing.unit@dublincity.ie](mailto:affordablehousing.unit@dublincity.ie).

## **How can I apply for a transfer?**

Applicants seeking a transfer to alternative Council accommodation, perhaps because of overcrowding where the household size has increased or who may have a need for ground floor accommodation on health or mobility grounds, may apply after two years tenancy and on evidence of a clear rent account.

Transfer application forms are available from the Housing Allocations and Transfers Section. Phone **222 2201** or e-mail [housingallocations@dublincity.ie](mailto:housingallocations@dublincity.ie)

## **Does Dublin City Council allow inter-transfers?**

A tenant of the City Council or of an Approved Housing Body may, with the consent of Dublin City Council, exchange the tenancy of his/her existing dwelling for the tenancy of another City Council property. Applications for inter-transfers can be submitted to the Housing Allocations and Transfers Section for consideration and are generally granted on a 'like for like' basis, i.e. both properties are the same size and meet the accommodation needs of each household.

## **Who can succeed my tenancy?**

Where death or departure of a tenant takes place, the tenancy will normally be transferred to a surviving spouse/partner, provided:

- such spouse/partner has been resident in the dwelling for a continuous period of at least two years immediately prior to the death/departure of the tenant
- on the death or departure of both parents, the tenancy will normally be transferred to a son or daughter, irrespective of the number in the household, provided he/she has been living in the dwelling for at least two years immediately prior to the death or departure of the tenant

A person other than a spouse, partner, son or daughter who has resided in the dwelling for at least five years immediately prior to the death or departure of the tenant may be allowed to succeed where:

- there is no spouse, partner, son or daughter eligible to succeed and
- where the dwelling size is appropriate to his/her needs

***Residing in this case means that the person(s) concerned are entitled to reside and are included in the tenancy for rent assessment purposes.***

Each case will be examined on its merits and where there is more than one member of the household remaining in the dwelling, the tenancy will normally be transferred to the member who is most likely to keep the household harmoniously together.

### **Can I surrender accommodation which is too large for me?**

A tenant can apply for a transfer to smaller accommodation if their accommodation becomes too large for their needs. This can be done by filling out a Transfer Application form and stating clearly on the form that smaller accommodation would be more suitable to your needs.





# 07



# Housing Welfare.

## **What is the Housing Welfare Section?**

The Housing Welfare Section is Dublin City Council's social work service. We provide a confidential social work service to tenants of Dublin City Council.

The aim of this service is to meet the combined needs and welfare of the applicant/tenant, Dublin City Council and the local community.

## **What is a Housing Welfare Officer/Social Worker?**

Housing Welfare Officers are social workers, employed by Dublin City Council, who work with individuals, families, groups and communities.

Social Work is directed towards enhancing the personal and social functioning of an individual, family or group, promotes social change, problem solving in human relationships and the empowerment of people. Housing Welfare Officers /Social Workers advise and assist people with difficulties which they may be experiencing, including those relating to housing and other associated issues. This work includes compiling social assessments, reports, providing support, advocacy, counselling, referring where appropriate to other specialist agencies and liaising with other Sections and Departments of Dublin City Council as appropriate.

## **What do Housing Welfare Officers do?**

Housing Welfare Officers advise and assist people with difficulties they may be experiencing, including those relating to housing and other associated issues.

## **Important Note**

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Housing Welfare Officers do not have statutory responsibility for child protection and do not have financial resources to assist clients. However, where necessary, we will put clients in contact with appropriate services such as the health board child protection services or money advice services.



### **How can I see a Housing Welfare Officer?**

There is a daily, duty social work service between 9.15 a.m. and 12 noon at the Housing Welfare Section in the Civic Offices where you can see a duty Housing Welfare Officer.

This is a free, walk-in service. Housing Welfare Officers normally provide a weekly social work clinic service in the local areas in which they are based. Details of times and locations are available from the appropriate Area Housing Office and from the Housing Welfare Section in the Civic Offices at **222 2233**.

You can also make an appointment to see your local Housing Welfare Officer.

### **Traveller Team**

Dublin City Council provides a specific social work service for members of the Traveller Community who wish to avail of it. Duty times are the same as those listed above and an area based social work service is also provided.

### **If you need to talk to us:**

We will listen, help and offer advice relating to housing welfare issues including:

Housing and tenancy

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Rent and arrears

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Child and family matters

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Marital and domestic issues

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Addictions

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Young people and education

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Neighbourhood and community

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Needs of older people

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Vulnerable and reclusive people

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Mental health problems

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This is a confidential, private, interpersonal relationship between you and your social worker.

**You will find us at:**

Housing Welfare Section  
Block 1, Floor 2  
Civic Offices  
Wood Quay  
Dublin 8

**Tel: 222 2233**

**[www.dublincity.ie/irentmyhome](http://www.dublincity.ie/irentmyhome)**

**Traveller Specific Housing Unit**

Dublin City Council provides group housing and halting site accommodation for Traveller households seeking to live in Traveller specific accommodation. This Unit is the contact point for rents, maintenance, estate management, allocations and other accommodation related queries for Traveller specific group housing and halting sites.

The information contained in this booklet relates to houses. However, the same procedures are in place for halting sites and repairs to dayhouses. Dublin City Council does not have responsibility for maintaining caravans which are owned by the tenant.

**You will find us at:**

Traveller Accommodation Section  
Block 1, Floor 2  
Civic Offices  
Wood Quay  
Dublin 8

**Tel: 222 5290**

**[traveller.accommodation@dublincity.ie](mailto:traveller.accommodation@dublincity.ie)**

**[www.dublincity.ie](http://www.dublincity.ie)**

08



# Combating Antisocial Behaviour.

## What is Antisocial behaviour?

Antisocial behaviour includes:

- Drug dealing
- Violence or threats of violence
- Harassment and intimidation
- Any behaviour causing danger, injury, damage, loss or fear

## How does the City Council deal with antisocial behaviour?

Our first and primary objective is to prevent and reduce antisocial behaviour within our estates. In order to achieve this, we will investigate and interview tenants in response to allegations of antisocial behaviour and we will vet all applications for tenancies. As a result of these enquiries, we may refuse or defer a letting, and pursue any legal remedies open to the Council.

We take proactive steps when we believe acts of antisocial behaviour are taking place. If necessary, the offending tenant will face legal action which may lead to eviction of the whole family or exclusion of a member of the family (excluding order) from the home and vicinity of the home, particularly where tenants or their family are involved in drug dealing, in which case legal action is immediately considered, and the matter referred to An Garda Síochána.

## What can I do about antisocial behaviour?

If your neighbours are tenants of Dublin City Council, tell us about the problem (don't assume that we already know about it). You can write to us, giving full details of the complaint and the dates and times of any incidents. If you do not want us to use your name, please state this clearly in your letter and your complaint will be treated in confidence. You can also make a complaint by contacting your local Area Housing Office (the addresses and relevant telephone numbers can be found in the Useful Contacts Section at the back of this handbook).

Remember, if your complaint is urgent and of a criminal nature, please contact An Garda Síochána.

When we receive your complaint, we will investigate it and, if appropriate, refer the matter to An Garda Síochána or other relevant authority.

### **What happens if I disturb my neighbours?**

You must make sure that you, other people living with you, including children, and any other visitors to your home do not damage your neighbours' property or cause nuisance, annoyance or disturbance to your neighbours.

In particular this means:

- no loud noise of any kind
- no drug dealing
- no violence or threats of violence
- no harassment or abuse
- no intimidation

### **How will the City Council deal with a complaint about me from my neighbour?**

We will fully investigate the complaint. If we believe the complaint to be justified, we will consider immediate action which may include sending you a warning letter. In more serious cases, we may consider taking legal action against you, which may result in you and your family being evicted or a member of your family/household being excluded from your home and the vicinity of your home.

### **What can I do to become a better neighbour?**

Please do not engage in anti-social behaviour including causing disturbance or becoming a nuisance to your neighbours. Try to always respect your neighbours' boundary fences or walls and do not trespass onto their property. Some older residents live in your estate so please watch out for them and help them in every way possible.

Together we can make your neighbourhood a better place for you and your family.

Antisocial Behaviour Unit  
Civic Offices  
Wood Quay  
Dublin 8  
**222 2604**





# 09



# Waste, Recycling & Energy Saving.

## Waste Management

### **How do I use my green bin?**

Over 300,000 households in the Dublin Region now have a green wheelie bin for the recycling of dry recyclable household materials. Householders with a green bin should try and maximise its use by recycling as many dry recyclable materials as possible.

### **Who collects my bin?**

DCC engage a contractor to collect waste from its flat schemes and older persons' complexes. Tenants in these dwellings must ensure that they separate their waste into the relevant Black, Green and Brown bins provided for collection.

DCC tenants occupying a house must engage a contractor to collect their waste.

Contact your service provider to avoid missing a collection, to find out what route you are on and what items can and cannot be placed in the Collection Bins and for more information on recycling and recovery.

For further information regarding Waste Collection Permit Holders who currently provide household kerbside collections in Dublin, please visit [www.epa.ie/wastepermit/search](http://www.epa.ie/wastepermit/search)



## Recycling centres

The City Council currently operates two Recycling Centres in the City; both accept a wide range of materials including electrical items, free of charge. There is no restriction on the numbers of household electrical items brought by householders to these centres.

**Locations:** Pigeon House Rd, Ringsend and Shamrock Terrace, North Strand.

The charge for the disposal of bulky household waste for vans at Ringsend and North Strand Recycling Centres has been reduced from €100 to €70. The charge for other vehicle types is as follows:

**Saloon Car** €15

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**Hatchback/Estate Car** €20

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**Single Axle Trailer** €40

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(subject to change)

Waste Management Services

68-70 Marrowbone Lane

Dublin 8

**222 1000**

[waste.management@dublincity.ie](mailto:waste.management@dublincity.ie)

[www.dublincity.ie](http://www.dublincity.ie)



## Water Conservation

While we get a lot of rainfall in Ireland, there is a limited supply of drinking water. On average, we each use over 148 litres of water per day. The following tips are easy ways of reducing the amount of water you use:

- Keep a jug of water in the fridge, instead of letting the tap run for cold water
- Use a basin to rinse or clean your fruit and vegetables, instead of letting the tap run; use the leftover water for your pot plants
- Use a bucket of water not a hose; a running hose will use about 9 litres of water per minute; your car will be just as clean with a bucket and sponge instead of a hose
- Lawns don't need to be hosed. Use good mulch on your flowerbeds to reduce watering
- Remember to check that your home is leak free and to fix dripping taps as soon as you hear them. Phone and report all water leakage and burst pipes to the Maintenance and Repairs Section
- Use your washing machine and dishwasher only when full. A typical washing machine full cycle uses 45 litres of water, a dishwasher uses about 20 litres. Try and use appliances only when full to save money and conserve water
- Don't leave taps running when brushing your teeth
- Make sure you know how to turn off your water supply this could save thousands of litres of water and damage to your home in the event of a pipe burst
- For more information on conserving water, log onto **[www.taptips.ie](http://www.taptips.ie)**

## Energy Conservation

### How can I save energy?

You can do a lot to save energy – and cut your bills – by using heat and electricity carefully and maintaining heating, boilers and appliances. When making new investments in your home, think about the many no-cost or low-cost steps you can take to save energy.

When buying appliances, look for the energy rating label. Appliances are rated from A to G according to how much energy they use. Those with an A, B or C rating use less energy than those towards a G rating. While they may be a little more expensive, their lower energy use means that they cost you less over the lifetime of their use.

Turn all electronic devices off rather than leaving them on standby. You will save on your electricity bills by doing this, and reduce risks in your home.

## **Heating and Water**

Heating and hot water account for over half the cost of an average fuel bill

Use the shower instead of the bath – a shower typically uses only 20% of the hot water that a bath uses.

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Fix dripping taps

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Turn your room thermostats down by 1°C. It could save you 10% on your fuel bill. The ideal temperature is 18°C to 21°C

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## **Lighting**

Buy and install energy saving light bulbs, which use about a quarter of the energy and can last up to ten times longer than standard light bulbs for the same amount of light.



# Useful Contacts.

## Dublin City Council Local Area Offices

### Ballymun Area Office

Ballymun Civic Centre  
Main Street, Ballymun  
Dublin 9  
**222 5610**

### Finglas Area Office

Finglas Civic Centre  
Finglas  
Dublin 11  
**222 5400**

### Crumlin Area Office

13 St. Agnes Road  
Crumlin Village  
Dublin 12  
**222 5500**

### SouthEast Area Office

Block 2, Floor 4  
Civic Offices  
Dublin 8  
**222 2243**

### North East Inner City Area Office

51 - 53 Lr. Sean McDermott Street  
Dublin 1  
**222 2248**

### Ballyfermot Area Office

Ballyfermot Community Centre  
Ballyfermot Road  
Dublin 10  
**222 4660**

### Cabra Area Office

97 New Cabra Road  
Dublin 7  
**222 7400**

### North West Inner City

Housing Office  
182-184 Parnell Street  
Dublin 1  
**222 7310**

### Darndale Area Office

Bell Building  
Darndale/Belcamp Village Centre  
Darndale, Dublin 17  
**222 6930**

### Kilbarrack Area Office

Unit 1, Bell Building  
Darndale/Belcamp Village Centre  
Darndale, Dublin 17  
**222 8540**

### Liberties/ South Central Area Office

Eblana House  
Marrowbone Lane  
Dublin 8  
**222 5200**

### Traveller Accommodation Unit

Block 1, Floor 2  
Civic Offices  
Dublin 8  
**222 5290**

### Coolock/ North Central Area Office

Northside Civic Centre  
Bunratty Road  
Coolock  
Dublin 17  
**222 8870**



## Dublin City Council Housing and Community Services

Housing Allocations and Transfers Section	<b>222 2201</b>
Housing Maintenance Section	<b>222 2191/222 2212</b>
Housing Rents Section	<b>222 2211</b>
Freephone	<b>1800 679 555</b>
Housing Welfare Section	<b>222 2233</b>
Housing Loans Section	<b>222 5449</b>

## Emergency Numbers

Garda / Fire Brigade/ Ambulance	<b>999</b>
Bord Gáis	<b>1850 205050</b>
Homeless Services Central Placement Service	<b>1800 707 707</b>
Environmental Health	<b>222 0303</b>

## Money Advice and Budgeting Services

MABS Helpline	<b>076 107 2000</b>
Ballymun MABS	<b>076 107 2150</b>
Clondalkin MABS	<b>076 107 2270</b>
Dublin 10 and 20 MAB	<b>076 107 2800</b>
Dublin 12 MABS	<b>076 107 2500</b>
Dublin North City MABS	<b>076 107 2510</b>
Dublin North East MABS	<b>076 107 2290</b>
Dublin South East MABS	<b>076 107 2520</b>
Finglas / Cabra MABS	<b>076 107 2170</b>
Liffey South West MABS	<b>076 107 2350</b>

## Citizens Information Services

Citizens Information **076 107 4000**

See [www.citizensinformation.ie](http://www.citizensinformation.ie) for your local centre

## Freephone Numbers

Childline	<b>1800 666 666</b>
Rape Crisis Centre	<b>1800 77 8888</b>
Garda Confidential Line	<b>1800 666 111</b>
Samaritans	<b>116 123</b>
Women's Aid Helpline	<b>1800 341 900</b>

## How do I register to vote?

In order to vote in an election or referendum in Ireland, you must be registered to vote.

**E: [franchise@dublincity.ie](mailto:franchise@dublincity.ie)**

**T: 222 5010**

# Appendix A: Ventilating your Home.

## Condensation in your home

Condensation is probably the main cause of dampness and mould growth in dwellings. As a result of continuing condensation, walls, ceilings and sometimes floors become damp, discoloured and unpleasant due to mould growing on their surfaces. The following notes explain how condensation occurs and what **you** can do to prevent or cure serious outbreaks of it in your home.

## Why condensation occurs

Condensation occurs when warm moist air meets a cold surface. The likelihood of condensation, therefore, depends on how moist the air is and how cold the surfaces of the room are. The moistness of the air and the coldness of the surfaces depend on a range of factors, many of which are determined by the way the house is used.

## When condensation occurs

Condensation usually occurs in winter. This is because the building surfaces are cold, more moisture is generated within the house and, because windows are opened less, the moist air cannot escape.

## Where condensation occurs

Condensation, which you can see, occurs for short periods in bathrooms and kitchens because of the steamy atmosphere. It also occurs for long periods in unheated bedrooms and sometimes in wardrobes, cupboards or corners of rooms where ventilation and air movement is restricted. Condensation can also occur on materials which are out of sight, for example, in roofs.

## What is important

In order to prevent or cure condensation problems, the following four precautions are very important.

1. Minimise moisture production within the dwelling and confine it as far as possible to specific areas, (e.g.) kitchen, bathroom, scullery
2. Prevent very moist air spreading to other rooms from the kitchen, bathroom or scullery or from where clothes are dried
3. Provide some ventilation to all rooms so that moist air can escape
4. Provide some level of heating

### **Minimise moisture production**

- Dry clothes externally, when possible
- If using a clothes dryer, provide venting to the outside
- Limit the use of moveable gas or paraffin heaters as these types of heaters release large amounts of water vapour into the air and greatly increase the risk of condensation
- Reduce cooking steam as far as possible, e.g., keep lids on saucepans, do not leave kettles, etc., boiling for long periods

### **Prevent spread of moist air**

- Good ventilation of your kitchen is essential when cooking or when washing clothes. If you have an extractor fan in your kitchen, use it when cooking, washing clothes and particularly when the windows mist up
- If you do not have an extractor fan, open the kitchen windows and keep the doors between the kitchen and the rest of the house closed as much as possible
- After taking a bath, keep the bathroom window open and the bathroom door shut until the bathroom dries off
- Do not use unventilated cupboards for drying clothes
- If you do dry clothes in the bathroom or kitchen, run the extractor fan if you have one. Do not leave the door open or the moist air will spread to other parts of the house
- If you have to use a moveable gas or paraffin heater, make sure the room that the heater is in is well ventilated and sealed off from the rest of the house

### **Provide some ventilation**

The easiest method of reducing the moisture content of room air is to provide some ventilation. Ventilation removes the stale moist air and replaces it with fresh air which contains less moisture.

- In older houses, a lot of ventilation occurs through fireplaces and draughty windows. However, in many modern houses and flats, sufficient ventilation does not occur unless a window or a ventilator is open for a reasonable time each day and for nearly all the time the room is in use. Do not block the air vents in your home
- If condensation occurs in a room where you have a heater connected to the chimney, you should have the installation checked as the chimney may have become blocked

## Provide some heating

- Try to make sure that all rooms are at least partially heated. Condensation most often occurs in unheated bedrooms. If you leave a room unheated you should keep the window open slightly and the door shut
- Heating helps to prevent condensation by warming the room surfaces. It takes a long time for the cold room surface to warm up so it is better to provide a small amount of heating for long periods than to provide a lot of heat for a short period. Houses and flats left unoccupied and unheated during the day get very cold so, whenever possible, try to provide a small amount of heating as often as possible
- In houses, the rooms above a heated living room benefit from the heat rising through the floor. In bungalows and some flats this does not happen. Some rooms are especially cold because they have large areas of outside walls. Such rooms are most likely to have condensation. Some heating is therefore necessary in these rooms. Condensation is likely if the rooms are not kept above 10°C. When living rooms are in use they should be heated to 20°C, if possible
- Insulation reduces the rate of heat loss and helps raise the temperature. However, even in a well insulated house, some heating may be necessary in cold rooms with no indirect heat input

## Mould growth

If small black spots appear on the walls or other room surfaces, this is the start of mould growth. Any sign of mould growth indicates the presence of moisture. If the moisture is caused by condensation it is a sign that the level of moisture in the room needs to be reduced or that the heating, ventilation or structural insulation, or all three of them, need to be improved

The mould growth spots should be washed off and the affected area sterilised. A suitable steriliser can be made by mixing 1 part bleach with 4 parts water. For example, a quarter of a pint of bleach should be mixed with 1 pint of water. Make sure that you then tackle the cause of the condensation as recommended on page 48 under *What is Important*

**New buildings**

New buildings can take a long time to dry out and during the first winter, more heating and ventilation is necessary than in subsequent winters. Excessive temperature should be avoided to prevent warping of new joinery. With certain types of concrete roofs, final drying may only be able to take place inwards. So, do not use waterproof decorations (such as vinyl papers) on the ceiling unless you have been given expert advice that this would not matter

**Effect of extractor ventilation on fuel burning appliances**

If you propose to fit an extractor fan or otherwise change the ventilation of a room which has a gas or solid fuel appliance connected to the chimney, you should get advice from the installer of the heating appliance. This is because there may be a risk of drawing toxic fumes back from the appliance into the room







Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council

**Dublin City Council**  
Civic Offices  
Wood Quay  
Dublin 8

Tel: (01) 222 2222