



Kildare County Council
Housing Department

Tenancy Handbook

A Guide to Making the Most of your Tenancy

Kildare County Council
Comhairle Contae Chill Dara





Welcome

Welcome to the Kildare County Council Tenant Handbook. This will be a useful resource for all tenants and is an essential guide for new tenants of the Council.

This handbook has been written and designed with your tenancy needs in mind and will allow you make the most of your tenancy. It contains information about Kildare County Council and provides answers to questions most commonly asked by our tenants.

Our aim is to provide a user-friendly guide to the housing support services available to tenants and to outline your responsibilities as a tenant.

This handbook will inform you of the full range of services available to you as a tenant of Kildare County Council. It will help you get to know more about Kildare County Council and will provide you with important information about your tenancy and about safety and security in your home.

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

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1

About Kildare County Council

Kildare County Council provides a wide range of services to the people of the county. To deliver these services our Corporate Plan provides for:

- ✓ An Annual Service Delivery Plan
- ✓ An Annual Budget statement

The annual service delivery plan sets out the activities to be undertaken across key functional areas like Housing, so as to deliver on the objectives contained in the Corporate Plan.

The annual budget statement sets out our programme of works for the year and covers all service areas.

Details of each of these plans can be viewed or downloaded at

www.kildare.ie/countycouncil

The functions of a local authority as set out in law are:

- ✓ To provide a forum for the democratic representation of the local community and to provide civic leadership for that community
- ✓ To carry out such functions as may at any material time stand conferred on the local authority
- ✓ To carry out any ancillary functions
- ✓ To take such action as it considers necessary or desirable to promote the community interest

Kildare County Council is made up of 40 democratically elected public representatives, each representing one of the following municipal districts in County Kildare; Athy, Celbridge–Leixlip, Kildare–Newbridge, Maynooth and Naas. Further details on representatives in your area is available on the Kildare County Council website.

Contact Details:

Address:
Kildare County Council
Áras Chill Dara
Devoy Park
Naas
County Kildare
W91 X77F

Phone Number:
045-980200

Emergency Number:
1890-500333
(Outside of main office hours)

Email address:
customercare@kildarecoco.ie

Website:
www.kildare.ie/county council

The Housing Department public counter is open from 9am–2pm Monday to Friday, except Bank Holidays and is located on level 3 of Kildare County Council offices. Afternoon meetings are available by appointment only.

Kildare County Council Customer Service desk is open for 9am–5pm Monday to Friday and is located on level 1.



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Your Tenancy

When you become a tenant of Kildare County Council we give you the right to occupy the property as your own home, subject to you adhering to the terms and conditions of the tenancy agreement.

Every tenant is required to sign a tenancy agreement when allocated a home by Kildare County Council. This tenancy agreement sets out the terms on which you occupy the property. In signing the agreement both you and Kildare County Council have obligations to each other, to the other residents of the estate and to occupants of the properties. This will be fully explained to you before you move in.

The tenancy agreement confirms that both the tenant (you) and the landlord (Kildare County Council) will honour each other's obligations.

In signing the agreement you also make commitments to your neighbours. Respecting and fulfilling those commitments is your responsibility. Your responsibilities apply to you, your friends and relatives that visit, and any other person living in or visiting your home, including your children.

The tenancy agreement is a legally binding document and if breached, can result in Kildare County Council taking action which may lead to eviction.

It is important that you understand your responsibilities. If you have any queries you should contact our office and arrange to speak to one of our Tenant Liaison Officers (TLOs).

Communal spaces and gardens contribute greatly to making an estate an attractive and pleasant place to live. It is up to tenants to ensure that they jointly look after these areas. Litter and refuse must be cleared from gardens and communal spaces regularly, and children should be encouraged to be “litter aware”.

Your Main Responsibilities as Tenant:

- ✓ You must live in the property full-time.
- ✓ You may not give the tenancy of the dwelling to anyone else.
- ✓ You may not take in lodgers or sub-let part of the dwelling.
- ✓ You must not use your dwelling, out buildings, or garden for the carrying out of business.
- ✓ You must seek written permission from Kildare County Council to carry out any alterations to the property (see section 5 for further details).
- ✓ You must provide due notice in writing if you wish to surrender your tenancy, and you must leave the property in good condition (see section 8 for further details).
- ✓ You must promptly report any structural defects noticed in the property.
- ✓ You are responsible for setting up and paying for your utilities (electricity, gas, water, phone etc).
- ✓ You are strongly advised to insure your house contents against theft, fire, storm and water damage. Kildare County Council will insure only the structure.
- ✓ You must keep your property in good decorative condition and attend to any repairs that are your responsibility (see section 3 for further details).
- ✓ You must make use of covered bins for your refuse, and you must not allow refuse collect around your property or blow into your neighbours property or onto shared spaces.
- ✓ You must ensure that all members of your household and any guests to your home, behave in a reasonable way and do not cause annoyance to any of your neighbours.

2

Kildare County Council's Responsibilities as Landlord

Kildare County Council is responsible for the maintenance of almost 3,800 dwellings in County Kildare, and has obligations towards their tenants and their families. We deal with our maintenance responsibilities under two main programmes, as follows:

- A** Response Maintenance (unplanned maintenance issues as they emerge, and are deemed to be council responsibility rather than tenant responsibility); and
- B** Planned Maintenance (such as new windows, doors, fascias, soffits and energy upgrades etc.).

Kildare County Council is responsible for providing the dwelling to the tenant in a habitable condition at the point of taking up of tenancy. Thereafter, Kildare County Council is responsible largely for the structure of the dwelling or for any works that they deem necessary so as to improve the fabric of the dwelling as funding becomes available.

Kildare County Council is the landlord and, therefore, has a responsibility to tend to relevant repair requests by tenants as they emerge. We commit to assess the repair request and if it is deemed our responsibility will procure the necessary repairs. If the repair is not the responsibility of Kildare County Council, but deemed urgent, we may procure the necessary repairs to safeguard the fabric of the property, however, the cost of the works may then be charged to the tenant.

Kildare County Council will strive to respond to repair requests as quickly and efficiently as possible, by categorising the reported item from the level of information you give us. Please refer to the table overleaf for details.

While we will always endeavour to respond to repair requests as quickly and efficiently as possible, our ability to respond will be very much dependent on budget and resource availability at the time.

Kildare County Council recognises that pensioners and vulnerable persons living on their own will need special consideration in certain circumstances. Such matters will be dealt with on a case-by-case basis as they emerge.

Kildare County Council's Responsibilities as Landlord

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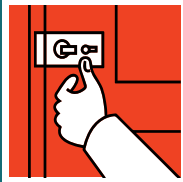
Category	Target Response Time	Definition
Emergency	Same Day	<p>Something that could not have been foreseen and which could cause danger to the health or safety of the resident or to the property. For example:</p> <ul style="list-style-type: none"> ✓ Risk of danger to life ✓ Serious fire damage ✓ Serious water leak
Urgent	1–3 working days	<p>Repairs that materially affect the comfort or convenience of the resident. For example:</p> <ul style="list-style-type: none"> ✓ Risk of danger to property through faulty plumbing or wiring ✓ Loss of electrical power ✓ Minor leak in roof ✓ Complete failure of heating system during cold period
Routine	3–5 working days	<p>All other repairs that are deemed to be council responsibility, but not categorised as per the above. For example:</p> <ul style="list-style-type: none"> ✓ Ironmongery ✓ General plumbing ✓ Draughts
Cyclical	Multi-annual	<p>Works planned so as to ensure that your home remains in sound structural condition, and keeps up-to-date in terms of insulation and conservation. For example:</p> <ul style="list-style-type: none"> ✓ Doors ✓ Windows ✓ Fascias and soffits ✓ Insulation, etc.

Kildare County Council's Responsibilities as Landlord

It is most important that the tenant provides as accurate information as possible when calling in with a repair request. Calling in with repair requests that are the tenants' own responsibility serves to only deflect resources away from more urgent cases and can result in the tenant being charged for the call out or any emergency repairs carried out.

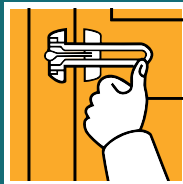
Carrying out of Repairs

All Kildare County Council housing maintenance staff will carry identification badges with them at all times. Tenants will be notified in advance if a contractor, operating on behalf of Kildare County Council, will be calling to carry out repairs or inspections.



Stop

Are you expecting anybody?
Do they have an appointment?



Chain

Secure the door baron chain before
opening the door.



Check

Ask for and double check the caller's ID.

Tenants are encouraged to seek identification badges if council staff or contractors call by invitation or unannounced. We would encourage tenants not to allow persons onto their property without being satisfied that they are indeed Kildare County Council employees or contractors operating on our behalf. If in doubt, tenants are encouraged to refuse access, and ring the Housing Maintenance Department for clarification, or contact the Gardaí.



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Repairs and Maintenance

Kildare County Council is responsible for providing a dwelling that is fit for purpose to a new tenant. Thereafter, the council is responsible for the repair of the fabric of the property, so long as it has not been willfully neglected or vandalised by the tenant or persons entering their property. The tenant is generally responsible for all other repairs to the property.

In the Housing Regulations 1980, certain conditions attaching to the letting of dwellings by Local Authorities were set out. Article 83 (1) (m) of the Regulations states:

“The tenant shall be responsible for all internal decoration and any breakage of glass in the windows and any damage to the fixtures and fittings of the house and for the proper maintenance of the garden or plot and shall cause to be made good any damage or breakage without delay and, where such damage or breakage is made good by the authority, shall pay the cost to the authority”.

The Regulations also require tenants to keep their dwellings in a fit and proper state and prohibit them from causing any damage to the house, allowing refuse or any other offensive matter to accumulate and carrying out any additions, alterations, improvements, or any works to the house without the permission of the council.

Repairs Responsibility

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Kildare County Council and you as a tenant are both responsible for specific repairs. The following provides an overview of those repairs. The list is non-exhaustive in terms of repairs, but instead serves as a general guide for tenants and response maintenance staff alike.

Repair requests not listed in this will be considered by the Housing Maintenance Officer as they emerge.

Damage due to vandalism or neglect on behalf of the tenant will be the responsibility of the tenant regardless of how it is categorised below. It is the tenant's own responsibility to have sufficient insurance on all personal items in the event of loss, vandalism, theft, water damage or fire damage.

Kildare County Council Responsibility

Attic insulation	Pipes burst
Attic tank	Plumbing and heating pipes—structural
Baths	Plumbing and heating pipes—leaking or air locks
Blocked sewage from AJ to mains	Roof repairs
Boiler and water tank replacement	Septic tanks—servicing / emptying
Boundary structural repairs damaged due to general wear and tear	Solid fuel fireplaces
Carbon Monoxide and Fire / Smoke alarms (wired-in)	Stair cases
Central heating system annual service	Stair lifts
Chimney stacks / pots / cowl	Taps
Electrical wiring	Toilet bowls and cisterns
Fascias and Soffits	Water wells
Fuse boards	Water distribution system within the home
House structural repairs / damage	Ventilation improvements
Insurance—house structure	

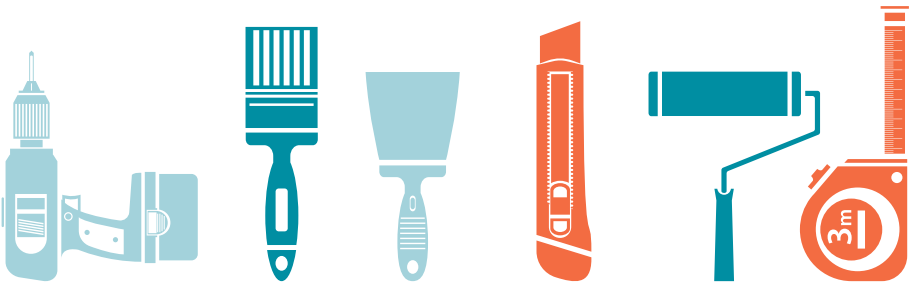


Table 3.1

Tenant Responsibility	
Appliances and white goods	Hat and coat rails
Bins and refuse disposal	Insurance—personal belongings
Blocked sewers from sinks / WC / bath to outside A)	Internal decoration and finishes
Carbon monoxide detectors and smoke detectors (changing of batteries)	Internal plaster cracks and holes
Chains and stoppers for the baths & sinks	Keys (lost or stolen)
Chimney sweeping	Letter box
Cleaning of gully traps	Light bulbs
Clothes lines	Light pendants
Coal / Fuel bunkers	Outside taps
Condensation	Painting and decorating
Cupboards, kitchen units and shelving	Pest control
Curtain rails	Radiators—painting, bleeding etc.
Damage caused by tenant, their families or by visitors	Replacement of toilet seats
Door bells	Security of dwelling
Drains blocked as a result of negligence on the part of the tenant	Sheds
Electricity and gas pre-paid card meters	Shower curtains
Finishes to internal doors	Shower (electric) replacement
Finishes to timber external doors and windows (varnish / paint on annual basis)	Skirting boards—painting
Floor coverings	TV aerials
Fuses (electrical)	Ventilation maintenance
Garden landscaping	Wall tiling
Garden paths, walls, fences, gates	Window and door ironmongery
Glazing	Window Boards

Table 3.2

3

Charging for Repair Works

When response maintenance work is requested by the tenant, which is deemed to be the responsibility of the tenant as per table 3.2 (*previous page*); the tenant may be billed the cost of the work by Kildare County Council. Failure to pay this cost within the set timeline, or enter into an agreement to this cost by way of staged payments, could result in the tenant being deemed to be in breach of their tenancy agreement.

Tenants should understand that they will not be compensated for repair works they carry out themselves, which subsequently turn out to be the responsibility of the council as per table 3.1 (*previous page*).



Do's and Don'ts



- ✓ Do fit your waste outlet pipe with a mesh filter and keep emptied regularly so as to limit solids build-up in drains.
- ✓ Do know where your water stop-cock is located in the event of having to turn your water supply off in an emergency.
- ✓ Do make yourself aware of how to turn off your electrical supply at the fuse board through the main switch.
- ✓ Do fit a lagging jacket on your hot water cylinder if none presently there.



- ✗ Don't put nappies, sanitary towels, kitchen cloths, or paper other than toilet paper into toilets. This will cause them to block.
- ✗ Don't put cooking oil, fat or motor fuel down sinks. This causes blockages and unnecessary environmental damage.
- ✗ Do not nail or lock your windows shut. This can be extremely dangerous in the event of a fire or emergency.

A background image showing numerous water droplets of various sizes on a dark, reflective surface, likely glass. The droplets are scattered across the frame, with some larger ones in the foreground and many smaller ones in the background. The lighting creates highlights and shadows on the droplets, giving them a three-dimensional appearance.

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Condensation and Dampness

Condensation is probably the main cause of dampness in housing, and is one of the most common forms of complaint received by our Customer Support Team from tenants. Very often tenants are not aware that simple actions or inactions on their part are the primary cause of dampness in the property, as opposed to structural problems in the dwelling. The following notes explain how condensation occurs and what you can do to prevent or cure 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 in the room are. The moistness of the air and the coldness of the surfaces depend on a number of factors, many of which are determined by the way the house is used.

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.

When does condensation occur?

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

Prevention of Condensation

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 and utility.
2. Prevent very moist air spreading to other rooms from the kitchen, bathroom, utility or from where clothes dry.
3. Maintain passive ventilation in all heated rooms and mechanical ventilation in all rooms with high degrees of moisture in the air e.g. kitchen, bathroom and utility.
4. Maintain some level of heating in the rooms.

Minimising Moisture Production

The following actions are recommended so as to aid in the minimisation of moisture in the air within rooms:



Dry clothes externally when possible



If using a clothes dryer, provide venting to the outside



Do not leave kettle boiling for long periods of time.

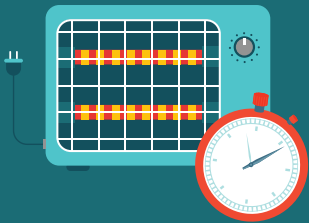
Reduce the release of cooking steam as much as possible.



Keep lids on saucepans.



Vent the room space as much as possible when cooking. Use kitchen extractor fans.



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.



Do not disable your bathroom extractor fan and ensure it is always working when running a bath or shower.



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Making Changes or Alterations to your Home

From time to time you might want to make changes and alterations to suit your own tastes and make the property your home. This is natural and is strongly encouraged by Kildare County Council, so long as it is within satisfactory parameters.

We must make sure, however, that the alterations are safe, are permitted under Planning and Building Control Regulations and that they do not detract from the property or the estate. This is why you must formally request permission from the council for any material (substantial) change you are planning to carry out, and you must have received written permission from Kildare County Council prior to proceeding.

Check Kildare County Council Planning Department guide regarding planning permission exemptions at the following website:

www.kildare.ie/county council/planning/exemptdevelopment

What extent of alterations is normally permitted?

The council will allow most reasonable alterations to properties. Each request will however be looked at individually.



What extent of alterations is not normally permitted?

The council will not permit changes that will impact negatively on either the house or the neighbourhood. In general the following guidelines apply:



- ✘ No structural changes will be permitted involving knocking through or removing walls and will only be considered by Kildare County Council in exceptional circumstances.
- ✘ No changes/alterations to position of boundary fences or walls.
- ✘ No fencing or walls will be allowed at the front of the house if these were designed as open plan.
- ✘ The exterior of your home shall not be painted in a colour different to the neighbouring houses in your estate.
- ✘ External structures (large sheds or extensions) or conversion of the attic to living space will not be permitted unless the work is exempt from requiring planning permission, and complies with the current Building Regulations. The onus will be on the tenant to procure such certification if requested by the Housing Department.

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How do I apply for permission to alter my house?



Applications to alter your house should always be in writing. If the alterations relate to minor changes, simply set out as clearly as possible, the extent of the changes requested and provide accompanying sketches.

If we have any queries for you we will contact you directly for clarification.

If the requested change involves the construction of an external structure or the conversion of an attic space, you will need to draft up plans, clearly outlining the following at the very minimum:

- ✓ The scale of the proposed changes.
- ✓ What level of consultation you have had with your neighbours about these plans.
- ✓ What extent of consultation you have had with the Planning Department.
- ✓ What extent of communication you have already had with officers of Kildare County Council Housing Department in relation to the proposed changes.
- ✓ Whether you will be fully funding the proposed works yourself, or if you will be seeking funding assistance from the council.
- ✓ The name of the proposed builder.

Does Kildare County Council have any basic requirements when granting permission to carry out alterations to my house?

5

Kildare County Council will attempt, where possible, to assist tenants' endeavours to improve their house. However, we will be insisting on the following requirements at the very least when doing so:

- ✓ The tenant shall undertake the role of "The Client", in terms of procuring and overseeing the contractor.
- ✓ Only qualified and experienced tradesmen should be used.
- ✓ Only contractors who are registered with a recognised and approved body should be used, for example; Construction Industry Federation (CIF).
- ✓ Contractors should have adequate insurance cover for both public and employer's liability.
- ✓ Tenants should make themselves aware of the requirements of the Safety, Health & Welfare at Work Regulations 2013 (or latest if updated) in terms of the Client's responsibilities when carrying out certain works.
- ✓ The proposed works shall not spill over onto areas outside of your property without the consent of your neighbours, and the council's Municipal District Office where relevant.
- ✓ Alterations will not be permitted to newly built or refurbished houses during the defects liability period. Normally a period of 12 months following completion.
- ✓ Any alterations that you choose to carry out on your property become the property of Kildare County Council as soon as the works are completed. You will not be permitted to remove structures, fireplaces, shelving etc. and take with you if you subsequently move house.

Who do I apply to?

You must apply in writing, allowing at least 4 weeks for consideration in case of planning or legal issues to:

Senior Executive Officer, Housing Department, Kildare County Council, Áras Chill Dara, Devoy Park, Naas, County Kildare W91 X77F

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Safety in your Home

Home safety refers to the awareness and education of risks and potential dangers which may cause bodily harm, injury or death to those residing in and around the physical structure of a home. It includes mitigating or preventing the unwanted dangers through testing, research and accepted standards of applications and practices.

Taking care of your family and home is certainly important and safety is a key component to creating a home where your family can thrive. Unfortunately, there are a number of safety hazards hiding in plain sight throughout your home.

An accident or injury can occur in any part of your home. Some safety hazards are obvious — such as toys left lying at the top of the stairs. Others are not so easily identified — such as a stairway railing that has become loose.

Reporting any structural, electrical or plumbing issues to Kildare County Council is an important part of keeping you and your family safe.

Personal safety and security of your home is your responsibility and should always be a priority.





Personal Security

You can reduce the risk of your home being broken into by taking the following advice:

- ✓ Make sure that doors and windows are locked when you go out.
- ✓ Leave a light on if you go out at night, or go off on holidays.
- ✓ Ensure broken windows are fixed as soon as possible.
- ✓ Do not leave your keys under a door mat.
- ✓ Do not leave keys within view of a window. Fish-hooking through the letterbox is very popular among thieves.
- ✓ Change your locks if your keys are lost or stolen.
- ✓ Put a security mark on your electrical goods with a UV-pen or get them security etched.
- ✓ Ask a trusted neighbour to keep an eye on the property while you are away. Ask them to move your parked car, open/close curtains, turn on/off lights intermittently.
- ✓ Secure side gates with strong locks.

You can get more advice on home security by calling your local Garda Crime Prevention Officer or by checking the Garda Síochána website: www.garda.ie

6

Preventing Carbon Monoxide Fumes

Carbon Monoxide (CO) is often referred to as “The Silent Killer” as it is totally undetectable by human senses. It has no taste, odour or colour, and is responsible for approximately 40 accidental deaths each year in Irish households.



CO poisoning can arise in a number of different ways, but is mainly as a result of the incomplete burning of fossil fuels in poorly ventilated spaces. Common causes in Irish households:

- ✓ If your gas or oil appliance is not working properly.
- ✓ Your boiler or fires have not been serviced regularly.
- ✓ There is not enough ventilation in the space where the fuel is burning.
- ✓ Your chimney has not been swept regularly.

Early symptoms include tiredness, headaches, nausea and pains in the chest. Very often the person gets overcome with its effects before they get a chance to react.

When getting your oil or gas boiler serviced, always use a registered contractor who can provide certification. Only an RGI registered plumber is legally allowed service your gas boiler.

If you smell gas call
1850 20 50 50
24hr emergency service



**Gas
Networks
Ireland**



Electrical Safety

Electrical installations can be very dangerous, so please follow this advice:

- ✓ Unplug any appliances that are not in use.
- ✓ Use the correct fuses in plugs.
- ✓ Use socket protectors if there are children in the house.
- ✓ Only allow RECI registered contractors carry out electrical installation works in your house. Always seek prior permission from Kildare County Council for any electrical installation works and we will duly advise and guide you.
- ✗ Do not touch bare wires unless you are absolutely sure that the power is off. Do not trust fuses in the Mini Circuit Breaker (MCB).
- ✗ Do not touch any electrical appliance if it is wet or if your hands are wet. Turn off the electricity at the fuse board and do not use the appliance again until it is dry.
- ✗ Do not overload sockets.
- ✗ Do not carry out any electrical alterations or improvements yourself unless you are competent to do so.
- ✗ Do not drive nails or screws into walls unless you have assured yourself that there are no live wires behind the surface. This is a very common cause of serious accidents in houses.



If at any stage you smell gas, turn off all appliances, turn off the main gas supply to the house, open all windows, leave the house and call Gas Networks Ireland, regardless of your gas supplier.

Only RGI registered plumbers are legally permitted to certify the servicing of gas boilers and equipment.

The following are some useful tips on how to prevent fires and how to protect you and your family in the event of a fire:

- ✘ Do not switch on electrical equipment or switches after a fire is noticed in the house. This could trigger a rapid spread through the wiring.
- ✘ Never leave pans unattended and keep handles turned in over the work surface to avoid knocking over.
- ✘ Never use water to quench a chip-pan fire. The council normally provides a fire blanket in newly refurbished houses prior to allocation. It is the tenant's duty to keep this safe and should be replaced if lost or damaged.
- ✘ Never leave lit candles near curtains or flammable materials.
- ✘ Do not go back into the dwelling for anything once you leave, unless given permission to do so by the Fire Officer.
- ✘ Do not leave combustable materials near the oil tank.
- ✔ Test each smoke alarm every week by pressing and holding the test button until the alarm sounds. Replace back-up batteries when the alarm starts to sound.
- ✔ Keep children away from cookers when cooking.
- ✔ Ensure that main access routes through the house are clear of obstacles at all times.
- ✔ Both cigarettes and candles can be dangerous and can start fires very quickly if you are not careful. Be sure to quench both prior to going to bed or leaving the room for prolonged periods.
- ✔ Unplug all appliances, especially tv's, cookers, dryers, washing machines etc. when leaving the house. These all use up large amounts of electricity even when left in stand-by mode.
- ✔ Always put the guard up against the fireplace when leaving the room.
- ✔ Always make sure that windows are available for quick escape. Never block up windows or hide away keys.
- ✔ If a large volume of smoke is generated during the fire, keep yourself as low as possible when escaping the fire. Leave the house immediately. Do not waste time searching for valuables or trying to secure the house.
- ✔ Call the fire brigade on 999 or 112; stay calm and give them as much detail as possible.
- ✔ Ensure that the storage of fossil fuels within the dwelling is kept to a minimum.



7

Your Neighbourhood

The upkeep of communal areas and the overall tidiness of the estate say a lot about how people feel about living there. It is you and your neighbours who determine how your neighbourhood develops and is viewed from the outside. Whether or not you become actively involved in a residents' group, you still contribute to the development of your area whether you know it or not by the actions or inactions you take when living there.

You and Your Neighbours

7

Getting along with your neighbours is your responsibility and common sense normally plays a big part in making this happen, such as the following:

- ✓ Residents respect each other's right to live peacefully.
- ✓ Residents do not engage in behaviour that offends or upsets others.
- ✓ Residents look after their homes and gardens.
- ✓ Residents drive and park their cars in a way that does not endanger or interfere with others.
- ✓ Residents take responsibility for their pets.
- ✓ Residents are responsible for the behaviour of their visitors.
- ✓ Residents are mindful of noise, especially at night-time.

What should I do when difficulty arises?

There will be occasions when difficulties arise between neighbours. Before approaching your neighbour, stop and ask yourself:

- ? Are you being responsible yourself?
- ? Do you have all the facts?
- ? Have you contributed in any way to the difficulty?
- ? Are you willing to listen to what they have to say?
- ? Is there a risk of the approach escalating to a physical encounter?

Explain to your neighbour how their behaviour is affecting you. Try to resolve the problem yourselves without other neighbours getting involved.

If the problem persists and interferes with your peace and quiet; contact the Housing Department and ask to make an appointment with a Tenant Liaison Officer (TLO). They will listen impartially to you and may speak on your behalf to the other party. They may mediate the issue, or they may advise you on an appropriate course of action. Kildare County Council will not normally get involved in neighbourly disputes unless either party has breached the terms of their Tenancy Agreement.



8

Moving Out

If you wish to end your tenancy you must notify us in writing at least 4 weeks before you plan to vacate the premises. If you do not provide at least 4 weeks notice, we reserve the right to request 4 weeks rent from you.

Kildare County Council will arrange to inspect the dwelling to ensure it is in the same condition it was when you commenced your tenancy. We will allow for general wear and tear, but any damage caused to the property must be repaired and any rubbish generated by you removed and appropriately disposed of.

An additional inspection will be carried out once you leave. Any repairs or disposal costs will be billed to you.

When you apply to surrender your tenancy you will be asked to sign a Surrender Form which confirms that you are giving up any rights or entitlements to continue to occupy the dwelling. You will be required to surrender the keys. The readings for the electricity and gas meters will be agreed with you and you will be responsible for paying these up to the time you formally vacate the dwelling.



Transfer applications from existing tenants will be considered in accordance with Kildare County Council's Allocation Policy, where existing accommodation is not adequate to meet the needs of the tenant or where there are other relevant circumstances.

Applicants will not normally be placed on the Transfer List unless:

- ✓ They have been tenants of their existing dwelling for at least 1 year.
- ✓ The tenant has a clear rent account.
- ✓ The tenant has satisfactory tenancy record at the property.
- ✓ Their house is overcrowded.
- ✓ They wish to downsize to a smaller home to better suit their needs.
- ✓ On medical or compassionate grounds.

When moving out, the same rules as per previous page apply in terms of the condition of the property that is vacated.

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Useful Contact Details

There are a number of other public and private bodies providing services to you as a tenant. Keeping important numbers close to hand will assist should you need them urgently.



Service	Phone No.	Website
Ambulance, Fire & Gardaí	999 or 112	www.112.ie
Citizens Information	0761 074 000	www.citizensinformation.ie
Crime Stoppers	1800 250 025	www.crimestoppers.ie
ESB Networks	<i>Emergency:</i> 1850 372 999 <i>Customer Support:</i> 1850 372 757	www.esbnetworks.ie
Garda Confidential	1800 666 111	www.garda.ie
Gas Networks Ireland	<i>Emergency:</i> 1850 205 050 <i>Customer Support:</i> 1850 200 694	www.gasnetworks.ie
Irish Water	1850 278 278	www.water.ie

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Tenant's Useful Notes

Completing the information in the table overleaf will enable you to provide the necessary information required when you contact a service provider. It is useful to have this information readily available should it be required.

Tenancy in the name of:	
Contact number:	
Address of property:	
EirCode Ref:	
MPRN (electrical):	
Electricity provider:	
Electricity account number:	
GPRN (gas):	
Gas provider:	
Gas account number:	
Telephone provider:	
Telephone account number:	
Broadband provider:	
Broadband account number:	
Doctor's name:	



Kildare County Council
Comhairle Contae Chill Dara

If you require this document in an
alternative format please contact

**Housing Maintenance
Kildare County Council
Áras Chill Dara
Devoy Park
Naas
County Kildare
W91 X77F**



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Kildare County Council—Tenancy Handbook

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