



Tenant Handbook

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CLANMIL

Clanmil Housing Association Ireland CLG is an Approved Housing Body (AHB). We were founded in 2001 and manage properties in counties Cavan, Monaghan, Louth, Meath, Dublin, Kildare, Wicklow, Wexford, Laois, Longford, Offaly, Wexford and Westmeath.

We have an independent and voluntary Board of Directors as well as a Development Committee and an Audit & Risk Committee. These meet on a quarterly basis to make decisions on the operations of the organisation.

Clanmil Ireland is a member of the Irish Council for Social Housing.



HOW TO CONTACT US

You can contact us using the following methods:

Telephone: 01 4568079

Email: housing@clanmilireland.ie

Post: Unit G4 Riverview Business Park, Nangor Road, Dublin 12.

Repairs line: 01 4507255 (If you call this number out of office hours you will be transferred to our Emergency Out of Hours service.)

Website: www.clanmilireland.ie

YOUR TENANCY AGREEMENT

If you live in a property owned by Clanmil Housing Association Ireland CLG your tenancy agreement will be with Clanmil Ireland.

If your tenancy agreement is with Clanmil Ireland your tenancy comes under the Residential Tenancies Act. This means that both the organisation and tenants can refer to the Residential Tenancies Board in the case of a dispute. They set out the rights and responsibilities of the landlord and the tenant.

If you live in a property owned by the Local Authority or a private owner then your tenancy agreement is with the Local Authority. In this case, Clanmil Ireland manage the tenancy on behalf of the Local Authority.

Your Tenancy Agreement is a legally binding document so you must keep it safe. It sets out your rights and responsibilities as a tenant. You may be asked for a copy of your tenancy agreement when seeking assistance from the Department of Social Protection.

Your Tenancy Agreement will state what your rent & service charge are at sign up but this may vary depending on whether you are annually assessed based on your income. Tenants in CAS accommodation will have a fixed rent for the duration of their tenancy. Depending on the tenant's income the tenant may be eligible for rent support. Applying for this rent support is the responsibility of the tenant but your Housing Officer can assist you.

Failure to adhere to the terms set out in your Tenancy Agreement is known as a breach of tenancy. A breach of tenancy may

result in referral to the RTB or in legal action.

We do not take deposits from tenants but we do ask for two weeks' rent at sign up.

MOVING INTO YOUR NEW HOME

When you have accepted an offer of accommodation with Clanmil Ireland we will organise a sign-up date with you. At this meeting we will provide some pre - tenancy training and you will receive the keys to your new home. We will also arrange with you how you will pay your rent and provide you with any information you may require.

If you are in receipt of a Social Protection payment you may be entitled to an Exceptional Needs Grant to furnish your new property. We can provide you with a letter to confirm that your property has been let unfurnished and without white goods or flooring in some cases.

The purchase and maintenance of the items that you bring into your home are your responsibility as tenant.

We recommend that you purchase contents insurance to cover you for any damage caused to your contents in the event of a flood, fire, burglary etc. Clanmil Ireland will insure the building but not the contents.

If you are in a CAS property you may be entitled to rent support. If this is the case then this is your responsibility to organise. The money should be paid directly to Clanmil Ireland.

Household utilities are tenant responsibility. It is a tenant's choice which utility company they wish to use. You will be provided with the MPRN and meter readings to change the electricity into your own name at sign up. You will be provided with the GPRN and meter reading to change the gas into your own name also. In most cases bins are tenant responsibility. Where there are communal bins, and where they are provided by Clanmil, your service charge will include a bin charge. Internet

and telephone facilities are not Clanmil responsibility and the tenant must organise these themselves if they wish to have them. You are not permitted to have a satellite dish erected.

REPAIRS



Tenant responsibilities

- Tenants are responsible for the general upkeep of their home. This includes cleaning, painting & decorating and the upkeep of flooring & furnishings.
- Tenants are responsible for cleaning their own windows unless they are in an apartment complex and in this case the Management Company will clean the windows.
- Tenants are responsible for the upkeep of their gardens.
- Tenants are responsible for any damage caused by their own actions and must rectify the damage.
- Tenants are responsible for broken glass and windows.
- Tenants are responsible for locks to external doors.

- Tenants are responsible for changing their own light bulbs.
- Tenants are responsible for any work they carry out themselves in kitchens, bathrooms etc.
- Pest control is tenant responsibility.
- If a tenant is in a Clanmil owned property and in a house with a back garden they are permitted to have a wooden garden shed of reasonable dimensions once it is not fixed into the ground. Permission must be sought in writing before you install the shed. The tenant is then responsible for the upkeep of the shed and its removal at end of tenancy.

Landlord responsibilities

- Clanmil are responsible for the repair and maintenance of electrics in your home. This includes light switches,

sockets and wiring but NOT for your own appliances.

- **Clanmil are responsible for plumbing repairs but NOT for blockages caused by the tenant.**
- **Clanmil are responsible for any heating issues you are experiencing including repairs to radiators and boilers. We will service your boiler once a year. We will also service your fire equipment once a year.**
- **We are responsible for the servicing of your internal doors and windows and you can contact us if you are having any problems with opening or closing windows, hinges or locks.**
- **Leaks and the damage caused by these leaks are the responsibility of Clanmil. It is important that you notify us of leaks immediately.**
- **Clanmil are responsible for outside fences where the damage has NOT been caused by the tenant.**

- **Tiling in bathrooms and kitchens is Clanmil responsibility unless the tenant has carried out the tiling themselves without the use of Clanmil's contractor.**
- **The repair and replacement of WCs and bath/showers is Clanmil responsibility. However broken WC seats are the tenants' responsibility to replace.**
- **Tenants are not permitted to make any major or structural changes to their property.**
- **Permission must be sought when the tenant wishes to install their own kitchens, bathroom, windows, doors etc.**

Tenants may request a property inspection from their Housing Officer at any time with reasonable notice in order to report repairs or concerns regarding the property. However an inspection is carried out on an

annual basis to assess the condition of the property and the tenant is obliged to provide access. Tenants are also obliged to permit our contractors access to the property to carry out repairs and for servicing. Contractors will give the tenant notice of their visit.

Tenants who hold their Tenancy Agreement with the Local Authority have a different set of responsibilities regarding repairs & maintenance. Please check your Tenancy Agreement for a list of tenant responsibilities regarding repairs. They will be similar to those outlined above but more responsibility is placed on the tenant regarding the upkeep of the house and general routine repairs. You can also request a copy of your lease from the Local Authority or your Housing Officer.

Reporting a repair

To report a repair you can:

Email - housing@clanmilrieland.ie

Telephone - 01 450 7255

Website - www.clanmilireland.ie to report a repair online

Categories of Repair & Response Time:

Immediate - 4 Hours

Emergency - 24 Hours

Urgent - 4 Days

Non-Urgent - 10 Days

Routine - 28 Days

Caring for your home

No heating?

If you find yourself with no heating please check the following -

Do you have credit in your meter?

If you have oil heating - do you have oil?

If you are having problems with your gas meter please call Gas Networks Ireland on 1850 200694.

Storage Heating

Please see the following information on operating your storage heating system:

What is the best way to use storage heaters?

The majority of storage heater have a set of simple controls. Most storage heaters will only charge up at night, so there is no danger of using expensive day-rate electricity. Modern storage heaters are equipped with advanced functionality to further reduce the cost of heating and include digital 7 day programmers, temperature control with presence detection or open window detection, distance control via an app, and adaptive start control to suit the requirements of the user.

Setting your storage heating controls

For most existing conventional storage heaters there are 2 main control dials; One for the electrical input and one for the heat output. Input Dial –The input dial controls how much electricity is absorbed and stored by the heater during the night, ready to warm your home the next day. In

the Autumn the first time you use your heating system, set the input control to between 4 and 6. Output Dial – This is the setting that controls the level of heat released into the room. Typically this should be set at number 1 during the day when not so much heat is needed, then turned up in the evening to release more heat if it is required. Turning the output dial up will release more heat. When the heat runs out and the heater has no more heat to release, before going to bed return the output dial to 1. This means that the settings will be set to work correctly the following morning.

New Storage Heaters

On modern storage heaters the operation of the heating system is done using a digital controller which has the facility to allow the user to control the time and temperature.

Existing Storage Heater Operation

- 1. Storage heaters store heat which is generated at night. There is a separate meter that the consumer has and a separate sealed timeswitch supplied by the ESB.**
- 2. To stop this heat dissipating immediately (during the night), the storage heater unit has an insulated housing.**
- 3. To control the amount that we heat the bricks up to, we use the thermostat (Input**

Dial, situated at top or side of heater). This is a trial and error setting as it is relevant to the insulation properties of the building and heat required. When the property is vacant, and dampness needs to be avoided, set both the input and output low.

4. To control the amount of heat we let out of the heater, we use the Output Dial (mechanical flap). This should ideally be closed (output set low) during the night. When the flap is open (output set high) during the night, then the bricks are constantly releasing heat, so the thermostat does not control the input and you are constantly paying. The ideal setting for the flap is to have it closed during the night, and to be opened gradually during the day, as the heat is required. (please note, that if the area is still cold at night, with the input set high, you should open the flap slightly (output set low/medium)).
5. Combination heaters have a separate convector heater, stuck on to the front of the storage heater, and run only on the high ESB tariff, day or night. Their thermostat reacts to the heat that is directly around the storage heater.
6. Modern storage heaters have a digital display to set the heating schedule. The

controls now include features such as menu options, boost and advance timers, holiday times and child locks.

Never cover the surfaces of heaters or obstruct air grilles.

Preventing condensation & mould growth:



Use an extractor fan when cooking
Close the bathroom door when the shower is running. When showering please open a window in the bathroom if you have a window, if not, turn on the extractor fan.

Do not dry clothes on radiators or on clothes horses in your home – use an outside clothes line where permitted or a tumble dryer.

Do not block up built-in vents

Ventilate your home by opening windows on a daily basis even in the winter.

You must heat your dwelling. It is therefore necessary for you to have credit in your gas or electric meter at all times. If we find that you are not heating your home sufficiently

and on a regular basis and that damp is occurring as a result we will issue with a letter to inform you that you are in breach of your lease. It is your responsibility to carry out routine actions to keep your property in order.

To make your home more Energy Efficient please DO NOT leave lights or electrical appliances on unnecessarily and DO NOT leave taps running unattended or unnecessarily.

Make use of an outdoor washing line if you live in a house and have a back garden.

Fire Safety



You have been provided with fire equipment and smoke detectors. Please notify us if you need new equipment or if your fire alarm is beeping. We will service your fire equipment on an annual basis. The best course of action you can take if there is a

fire in your property is to evacuate immediately and call 999. Do not attempt to return to your property or to retrieve any items unless the fire service say it is safe to do so.

Water



Know where to turn off your water. The mains water supply may be located under the sink. Familiarise yourself with the location of the stop-valve. If you notice problems with the quality of your water or with water pressure please contact Irish Water before contacting our repairs team.

RENT



Paying your rent:

You can pay your rent on a weekly/monthly basis but it **MUST** be paid in advance and **NOT** in arrears.

Your rent charge will be applied to your account every Monday.

You can request a rent statement from Clanmil at any time.

You can pay your rent by:

- **Standing Order**
- **Online at www.clanmilireland.ie**
- **On the telephone with your Housing Officer**
- **Lodgement book**
- **AIB Lodgement card**
- **An Post Card**
- **Household Budget**

Please include a reference with your payment so we can identify who the payment is from. This can be your tenant reference number or your address.

Arrears

What should you do if you find yourself in arrears?

Call you Housing Officer as soon as you can and set up a payment plan to clear your arrears.

If you fall into arrears and we do not hear from you we will begin our arrears procedure. We will write to you to tell you of your balance. If you fail to engage with us we will schedule a visit to your home to discuss your arrears and make an arrears repayment plan with you.

If you fail to adhere to an agreement made, we will commence the arrears recovery procedure that is recommended under the Residential Tenancies Act. We will refer

your case to the RTB and in some cases proceed with legal action.

If your tenancy agreement is with the Local Authority, then your case will be referred to the Local Authority for legal action.

Rent arrears may affect your tenancy and could lead to you losing your home.

ANTI-SOCIAL BEHAVIOUR

What is Anti-Social Behaviour (ASB)?

ASB is committing an offence which effects the wellbeing of those in your home or the general public.

It is behaviour that causes fear, danger, injury, damage or loss to any member of your household or the general public.

It is persistent behaviour that prevents peaceful occupation by a member of your household or neighbour.

Please contact Clanmil to report any ASB. If it is of a criminal nature you must also report it to the Gardaí.

You can request an ASB diary from Clanmil to record patterns of or persistent ASB.

We will follow our ASB policy and procedures to deal with the ASB. This could result in legal action.

Being a Good Neighbour

All Clanmil tenants are asked to sign a 'Good Neighbour Agreement' at sign up.

You will be asked to:

Keep noise to a minimum so as not to disturb other neighbours

Act responsibly as a vehicle owner.

Be vigilant when your children are playing in outside areas.

Be a responsible pet owner where pets are permitted.

Keep the area in and around your home tidy. This includes communal bin areas.

Please remember:

Children play

Everyone makes some noise

Not everyone lives the same way you do.

If you live in an apartment complex you may also have to sign up to a set of 'House Rules' at the start of your tenancy. These will be provided to you and will be set out

by the Management Company to ensure everyone's enjoyment of their living space.



LEAVING YOUR HOME

Transfers

If you wish to transfer to a different property you must contact your Housing Officer. We will advise you if we have a suitable property. If we do not you must contact the Local Authority to be placed on their transfer list.

In order to be eligible for a transfer you must have a clear rent account and a legitimate reason why your current property is no longer suitable for your needs.

You can also apply to the Local Authority for a mutual transfer.

Ending your Tenancy

If you wish to end your tenancy with either Clanmil Ireland or the Local Authority you must provide 1 months' notice.

We will visit your home to carry out a property inspection and advise you of any work that you must carry out before you leave your property. You must also clear any rent arrears that are on your rent account. You must provide Clanmil with a forwarding address.

If you leave the property without carrying out any requested work you will be recharged for any cost that the Association has to bear to bring the property back up to a lettable standard.

Rent is due until the last day of your tenancy. We will collect the keys from you on the last day of your tenancy and you must sign a surrender form.

If you give up your tenancy this may effect your ability to claim housing assistance in the future. All belongings, items of furniture and all white good must be removed from the property before the keys are surrendered.

We do not provide references to tenants for new landlords, although we will provide a

rent statement to show that you have paid your rent.

Succession of Tenancy

If a tenant passes away or wishes to leave the property for a particular reason the succession rights of the remaining occupant/s will be considered on a case by case basis.

In general the remaining occupant/s can take over the tenancy once their housing need has been assessed by the Local Authority and once they have met the required criteria.

The applicant must already be listed as an occupant of the dwelling.

Our Privacy Notice

Clanmil Housing Association Ireland CLG (Clanmil Ireland) is committed to protecting your privacy and complying with the General Data Protection Regulations 2018. This Privacy Notice sets out the basis by which we collect, use and disclose the personal data of our tenants and employees / volunteers, as well as your rights in respect of such personal data. Please note that some of the examples noted below may not be applicable to your circumstances. If you are in doubt or require clarification, please ask.

How we collect information about you

We collect and process data for a variety of purposes which largely relates to the tenancy relationship that we undertake and also for the day to day administration and staffing of the association.

Some examples of where the association may collect, handle, manage, store and/or process data includes:

- Assessing individuals for prospective tenancy with the association**
- Assessing and processing a tenant's rent in accordance with the association's rent policy or other such rent policy as the association may be obliged to apply**
- Performing accounting and other record-keeping functions**
- Applications for employment / volunteering opportunities with the association**
- Providing HR, payroll and pension administration services**
- Providing volunteer administration**

- **Monitoring and improving our service delivery by undertaking tenant surveys or research**
- **Delivery of care supports and mental health services**
- **Delivery of childcare services and community-based initiatives**
- **Undertaking criminal record vetting checks in particular for Employees, volunteers and applicant tenants**
- **Providing general information, updates, public relations and advocacy of the association's activities**
- **Complying with our legal, regulatory, funding and contractual obligations and in particular our obligations under capital funding schemes from which our properties are financed**
- **Planning for the future delivery of services to meet the on-going needs of our tenants and clients**

Examples of data that may be collected/processed in the above procedures include:

- **Name, age, marital status**
- **Address and contact details (email, phone)**
- **PPS number, income details and employment status**
- **Nationality**
- **Medical / Disability information**
- **Criminal convictions**
- **CCTV images**
- **Images (photos or film) taken at publicity events**

Who we collect information on

We collect, where applicable, personal information about: Tenants (current, former and potential tenants) and staff / volunteers (current, former and potential staff / volunteers).

Lawful basis for processing

Lawful grounds for processing personal data, as set out in Article 6 of the GDPR will be applied to each data set (as set out above), as applicable. The lawful grounds are as follows and at least one will be applied to each data set:

- ✓ the consent of the individual;
- ✓ performance of a contract;
- ✓ compliance with a legal obligation;
- ✓ necessary to protect the vital interests of a person;
- ✓ necessary for the performance of a task carried out in the public interest;
- ✓ legitimate interests of company/organisation (except where those interests are overridden by the interests or rights and freedoms of the data subject).

Data Processing means performing any operation or set of operations on personal data, including:

- a) obtaining, recording or keeping data;
- b) organising or altering the data;
- c) retrieving, consulting or using the data;
- d) disclosing the data to a third party (including publication); and
- e) erasing or destroying the data.

How we use your information

We use the information we collect so that we can deliver our services to you. We use information to:

- manage allocations and lettings
- manage tenancies
- receive rent and service charges
- provide a repairs and maintenance service
- provide support services

- provision of additional services/assistance e.g. employability/digital inclusion
- resolve disputes
- investigate complaints
- Recruit and employ staff / volunteers
- Provide HR, payroll and pension administration services
- CCTV Images where we use CCTV images at our housing schemes and offices to deter crime and maintain the health and safety of our tenants and employees
- Publications and eBulletins – we will send you general information about the association's work, relevant news and upcoming events.

Sharing your information

We will not share your personal information without your consent, unless allowed by law. Examples of organisations we may share your information with, where appropriate, are:

- Contractors (for repairs, maintenance)
- Local Authorities
- Govt. Departments
- Utilities companies
- Support agencies
- Health services

Whenever we share your information, we will ensure that your personal information is handled under strictly controlled conditions and in accordance with the requirements of the GDPR. We will not transfer your personal data outside of the EEA without your explicit consent.

Accessing your information

Under the General Data Protection Regulations individuals can find out if we hold any personal information (including

CCTV images of themselves) by making an 'access request'. If we do hold information about you we will tell you what this is and let you have a copy of it. Under GDPR, you have the right to:

- Information about how and why their personal data is being processed, how long it will be retained for and the right to obtain access to that personal data.
- Have your access requests processed within 30 days of the request.
- Receive this information free of charge
- Have information corrected if it is inaccurate or incomplete
- Request the deletion or removal of personal data where there is no longer a reason for the continued processing / storage of data and where consent is withdrawn
- Restrict your personal data being processed further than was originally consented to
- Object to direct marketing and scientific, historical or statistical processing
- Lodge a complaint with the Data Protection Commissioner

If you wish to make an access request, please do so in writing (this can include email, text, social media contact) and we will respond to you in accordance with the above-mentioned rights.

Retention of Personal Data

Personal Data will be retained in line with the Association's Data Retention Policy. If you wish to request a copy of this policy please do so in writing.

Data Protection Contact Person in Clanmil Ireland

The Data Protection contact person for Clanmil Ireland for all queries and subject access requests is Michael Haynes, Chief Executive Officer (DPO). Tel: 0860444228 Email: michael.haynes@clanmilireland.ie

Making a Complaint

If you have any concerns regarding the security of the data that this association holds on you, you can raise the matter with the relevant staff member as named above, however you can, if you wish, raise the matter directly with the Data Protection Commissioner; contact details as follows:

Telephone:	+353 57 8684800 / 1890 252 231
E-mail:	info@dataprotection.ie
Postal Address:	Data Protection Commissioner, Canal House, Station Road, Portarlinton, R32 AP23 Co. Laois

This Notice was last reviewed in May 2018.