

# WATERFORD CITY & COUNTY COUNCIL

## TENANTS HANDBOOK



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



Comhairle Cathrach  
& Contae Phort Láirge  
Waterford City  
& County Council

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# Introduction

Dear tenant,

## **Welcome to your new home.**

We want you to get the most out of your home, so we have created this Tenants Handbook Information Pack about the services we offer and information about your tenancy. It is also a reminder of the respective responsibilities and rights of the council as a landlord, and you as a tenant; it explains what you can expect from us and what we expect from you. You will find information on a range of topics including how to request a repair and how to pay your rent.

Waterford City & County Council is the landlord and manager of your home. We encourage tenant participation and feedback; this Tenants Handbook Information Pack will help in ensuring a successful partnership between us both, for the duration of your tenancy.

We want to deliver the best possible housing service to you, but if you have any concerns, or if you have questions that are not answered in this handbook, please contact the councils Customer Service Department telephone **0818 10 2020**.

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## **To Contact Waterford City & County Council**

*Customer Service Department, Waterford City and County Council, Bailey's New Street, Waterford  
Customer Service, Waterford City and County Council, Davitts Quay, Dungarvan, Co Waterford*

Tel: **0818 10 20 20**

We can also be contacted through our email address,  
**[contact@waterfordcouncil.ie](mailto:contact@waterfordcouncil.ie)**







# Tenancy Agreement

The conditions of your tenancy are set out in detail in your Tenancy Agreement and you are strongly advised to read and be aware of all conditions attached to your tenancy. The Tenancy Agreement is a legally binding document and breach of any of the conditions of your tenancy places your tenancy at risk. If your tenancy is terminated, the Housing Authority is not required to rehouse you or provide emergency homeless accommodation.

Please pay special attention to the following Tenancy Conditions:

The property is to be used as a dwelling only and for no other purpose and in particular tenants shall not use or permit the dwelling to be used or any part thereof, or any building or structure on the site for any of the following:

- ▶ Any type of a Shop,
- ▶ Any type of Workshop,
- ▶ Any type Factory,
- ▶ Any place of business or for any purpose whatsoever other than a dwelling
- ▶ No trading signs of any description are permitted to be erected or displayed on or about the dwelling

## Important To Note

**Written permission to use the property other than a dwelling or any part thereof, or any building or structure on the site is required in advance from the council in accordance with the tenancy agreement.**

- ▶ The dwelling must be used as your full time home.
- ▶ Rent is payable weekly and it is calculated by reference to the Differential Rents Scheme and is based on total household income and household circumstances.
- ▶ You must not make any structural alterations to the dwelling without our prior permission from the council.
- ▶ You must register every year with an Authorised Waste Collection service.
- ▶ You must not park or store any caravan or mobile home in the driveway, or on any part of the premises, pathway or roadway adjoining the premises without prior consent of the Council.
- ▶ No member of the household including visitors are to be involved in Anti-social Behaviour – conduct likely to cause annoyance, fear or disturbance to your neighbours.

**Pets:** You are allowed to keep Only **ONE** dog or **ONE** cat per dwelling as long as it is not dangerous, not a health risk, not likely to cause a nuisance and you have a suitable home for the type of animal you wish to have as a pet.

## The following conditions apply:

- ▶ All pets to be appropriately micro-chipped in line with current legislation
- ▶ You are responsible for the behaviour of your animal and any animal you have allowed in the property or within its boundary at all times
- ▶ You must not cause or allow the animal to cause nuisance or annoyance by excessive barking, or other noise, or aggressive or other behaviour. Please always be conscious of your pets welfare.
- ▶ You must make sure your animal's faeces are properly disposed of.
- ▶ Please note your neighbors can make a complaint to the District Court regarding excessive barking.

**The keeping of breeds of dogs listed in The Control of Dogs (Restriction of Certain Dogs) Regulations 1998 is strictly prohibited by the terms of your tenancy agreement.**

## Control of Dogs (Restriction of Certain Dogs) Regulations 1998

**Those breeds listed in Control of Dogs (Restriction of Certain Dogs) Regulations 1998 are strictly prohibited:**

- |  |                                  |
|--|----------------------------------|
| ✘ American Pit Bull Terrier                                    | ✘ Doberman Pinscher              |
| ✘ English Bull Terrier   | ✘ German Shepherd (Alsatian)     |
| ✘ Staffordshire Bull Terrier                                   | ✘ Japanese Akita/ American Akita |
| ✘ Bull Mastiff   | ✘ Japanese Tosa                  |
| ✘ Bandog (cross between American Pit Bull Terrier and Mastiff) | ✘ Rhodesian Ridgeback            |
|  | ✘ Rottweiler                     |



# Multi Dwelling & Apartment Living

To meet the modern diversity of housing needs the council also provide accommodations in multi-unit dwellings such as apartment complexes. Apartment living can be an attractive housing option and comes with a variety of benefits but also brings with it responsibilities with regard to communal areas and an understanding of living in a shared building in close proximity to your neighbours.

## Residents Association in Multi – Unit Dwellings

The council promotes and supports the establishment of Resident Associations; (see Estate Management Section) it is imperative that a residents association is in existence in multi – unit dwellings and work in partnership with the council and the councils appointed representatives, this allows residents to have an input into how the complex they live is run and address any issues at an early stage it also helps in improving the services that the council and other agencies provide.

## Neighbours

While the close proximity of neighbours may result in some acceptable living noise, it also has huge safety benefits as neighbours are better able to hear if something happens, notice if something seems out of the ordinary, although a close community can happen in a housing estate, the opportunities for it in an apartment complex are greater. Living in the same building as your neighbours can foster a friendly environment amongst the residents and a closer sense of community.

## Communal Areas

*Communal areas relate to any type of property where there are shared areas.*

This includes corridors, stairways, door entrances, communal rooms, lifts, shared gardens, pathways, parking areas, bin stores, etc. Your responsibilities as a tenant where there is a communal area.

### **You must not:**

- ▶ Litter, dirty, obstruct or block, the communal areas or put any items in the communal areas as these may cause a potential fire risk, this includes (but is not limited to) mats, plants, rubbish or recycling, white goods, large bulky items for disposal, mobility scooters or other aids, bicycles and children's toys and buggies.
- ▶ Block any escape routes from the building tamper with, or allow anyone else to damage or deface, any door entry, emergency alarm equipment including smoke, carbon monoxide detectors, gas, electric or water supplies or meters.
- ▶ Smoke or vape, or allow visitors to your home to smoke or vape, in any communal areas.
- ▶ Allow any pets to foul any communal areas.
- ▶ Throw or allow anything to fall from any windows or balconies.
- ▶ Drive over any communal or grass areas or use any communal parking areas in an unreasonable or irresponsible way such as for the storing of untaxed or un- roadworthy vehicles or household items.
- ▶ Prop open any communal or fire doors.
- ▶ Trail extension leads or any other wires or cables from your property through any communal area.
- ▶ The council asks that you show consideration and respect for others and never obstruct any communal area in case of a fire, it might be difficult to see obstructions when getting out of the building.

## Refuse

You are responsible for the legal disposal of your household refuse; as refuse bins are stored in communal areas please ensure that you dispose of your rubbish in the correct bins, so that you do not cause environmental or fire risks.



# Rent

Waterford City and County Council charge a differential rent for every tenancy. The amount of rent is assessed in accordance with the Differential Rents Scheme that is reviewed annually taking into account your total household income and your household composition. Total household income is assessable for rent and must be declared, it is a breach of your tenancy not to declare total household income for rent assessment. A copy of the Differential Rents Scheme is available to all tenants on request. Your rent is charged every Monday for that week and it must be paid weekly or monthly in advance.

## Methods of Payment:

- ▶ Household Budget Scheme - direct deduction from your Social Welfare payment
- ▶ Bank Standing Order - forms are available at the Customer Services Desk, in Waterford City and Dungarvan
- ▶ In person at Customer Services Desk, Waterford City and Dungarvan
- ▶ On line payments – [www.waterfordcouncil.ie](http://www.waterfordcouncil.ie)
- ▶ Payment with a rent payments card at Post Offices and local retail outlets
- ▶ Cheques, Postal Order (no cash) through the postal system
- ▶ By telephone - contact our customer service desk at 0818 10 20 20 to pay by credit or debit card over the phone.

**Important: You must notify the Council immediately if there are any changes in your household, such as:**

- ▶ A person in your household gains employment /changes employment or is made redundant
- ▶ A person wishes to join the household with the permission of the council (firstly completing a Permission to Reside form)
- ▶ A person leaves the household
- ▶ A person in the household starts claiming a Social Welfare payment
- ▶ There is a birth in the household
- ▶ There is a death in the household

These changes can be reported to the council by you 0818 10 20 20. Upon receipt of your new details your rent will be reviewed. Any adjustments will be backdated accordingly. It should be noted that failure to provide details when requested might result in the application of an estimated rent.

## Frequently Asked Questions

### Q: What can I do if I am unable to pay my rent?

If you are unable to afford the weekly rent please inform the council immediately. For tenants who get into difficulties, Waterford City and County Council operates an Arrears Policy.

*Always try to avoid allowing your rent account fall into arrears. However, should your account fall into arrears, the sooner you tackle the problem by contacting the council the better.*

### Q: How do I make an arrangement to clear rent arrears?

Waterford City and County Council provides confidential help and advice to any tenant who has a difficulty paying their rent; you should contact the council as soon as possible. The next step is to work out a reasonable plan to clear off the arrears and agree this plan with the Rents

Department. Once you make an agreement, it is imperative that you adhere to it.

### Q: What if I don't notify the Council when my circumstances change?

When changes in your household circumstances come to light, your rent will be reassessed and your rent account backdated which could lead to a debit or credit adjustment to your account.

### Q: Will I be taken to Court for rent arrears?

Yes, if you refuse to come to a reasonable agreement or if you do not keep to the agreed repayment plan, Waterford City and County Council will make a possession application to the District Court under ( current legislation ) Section 12 of the Housing (Miscellaneous Provisions) Act 2014.



# Housing Services

Waterford City and County Council provides suitable accommodation to qualified applicants in accordance with our Scheme of Letting Priorities for housing accommodation. We, as a Housing Authority, recognise that your housing needs may change. You should therefore be aware of all of the housing options available.

## Housing Transfers

Transfer applications for existing tenants will be considered in accordance with the Council's Scheme of Letting Priorities where existing accommodation is not adequate to meet the needs of the tenant.

Highest priority for rehousing will be given to households where there is:

- ▶ Serious overcrowding and /or
- ▶ Medical grounds

Applicants will not normally be accepted onto the transfer list unless they have been tenants of their existing dwelling for at least two years and other conditions apply.

## Housing Loans for House Purchases

A person wishing to purchase a house, either new or second-hand or build a house or improve an existing house, who cannot get a loan from a financial institution, may be eligible for a Local Authority loan.

In order to qualify, the applicant must meet an income eligibility test, which takes into account the income of the principal and subsidiary earner in the household.

## Tenant Purchase Scheme

Please contact the council for further information regarding Tenant Purchase Scheme

## Mortgage Allowance Scheme

A Mortgage Subsidy over 5 years is available to tenants who surrender their dwelling and take out a mortgage to purchase a private dwelling. Certain other conditions apply.

## Disability Adaptation

In cases where the needs of the tenants require physical adaptations to their dwellings, the tenant may apply to the housing authority to have these adaptations undertaken.





# Succession to Tenancies

Succession to a tenancy application will be considered in accordance with the Council's Scheme of Letting Priorities, it is very important to note the following:

## **Succession to Tenancy: In the Event of the Death of One Tenant Where There is a Joint Tenancy**

In the event of the death of one tenant where there is a joint tenancy, the tenancy will ordinarily be transferred to the surviving tenant or the spouse, provided that he/ she still has a housing need, and provided that he/she has been continuously resident in the dwelling for a continuous period of at least two years immediately prior to the death of the tenant and has been declared for and assessed for rent purposes for that entire continuous period. Periods of non residence or residence not declared for rent assessment purposes are not applicable.

## **Succession to Tenancy: In the Event of the Death of Both Spouses**

In the event of death of both spouses, or the vacating of the dwelling, other than departure by way of purchase or acquiring/inheriting of own property, by the tenant or tenants, and where no new social housing need is created in the State, tenancy will ordinarily be transferred to the member of the family longest residing provided that:

- The person has a housing need and has continued to reside in the house throughout his/her lifetime and has been continually declared for and assessed for rent purposes.
- OR**
- The person has a housing need and has been living in the house and has been declared/assessed for rent purposes, for a continuous period of at least two years immediately prior to the death of the tenant.

**Important to Note:** *Where there are two or more surviving members of the family who meet the criteria above, a joint tenancy may be granted by the Council. If agreement cannot be reached regarding the family member to succeed, the House automatically reverts to Council.*

## **Succession to Tenancy: A Person Other Than a Joint Tenant, Spouse, Partner, Son or Daughter**

A person other than a joint tenant, spouse, partner, son or daughter who having had permission to reside if required, and can verify residing in the dwelling for 5 years and has been declared and assessed for rent purposes for 5 years immediately prior to the death or departure of the tenant, other than departure by way of purchase or acquiring/inheriting of own property, and has been declared and assessed for rent purposes, and has a continuing housing need, may apply to succeed to the tenancy.

## **Succession to Tenancy: Existing Tenancy Holders Separate Under a Legal Separation Agreement**

In cases where there is an existing tenancy of a dwelling provided by Waterford City & County Council to tenants who have been married and who separate under a legal separation agreement, the Council will have regard to the terms of that agreement provided it is produced in determining the status of the tenancy. In cases where a court order exists, the Council will determine the status of the tenancy in compliance with the order of the court when produced.

## **Succession to Tenancy: That May Not Be Allowed**

Succession to certain tenancies may not be allowed in respect of houses which have been adapted for use by people with disabilities, or for houses designated for older persons or other special needs, if the applicant for succession does not fall in to one of those categories.

## **Important to Note: All succession to Tenancy Applications are Subject to the Following**

- Shall be in the interest of good estate management
- Housing need being verified, and the house meets the needs of the household
- Full compliance with the Council's Anti Social Behaviour Strategy
- Full compliance with any previous tenancy agreement in any housing authority
- The Council ensure that the existing housing stock is used to the maximum degree possible, under-occupancy may not be permitted where there is an established need for such house, in such cases the household may be required to move to an alternative property, with their agreement, which in the Council's opinion, is suitable to their household need.

**The Council reserves the right to assess each application on its merits and in the interest of good estate management**





# Maintenance & Repair

Routine and planned repairs will only be carried out where the tenants rent account is up to date or an agreement is in place and is being complied with.

## Maintenance and repairs provided directly by the Council

- ▶ Repairs to roofs, gutters, downpipes, fascia and soffit, chimneystack and capping
- ▶ Repairs to structural defects in floors, joists and ceilings and stairs
- ▶ Electrical repairs other than tenants responsibilities
- ▶ Plumbing repairs other than tenants responsibilities
- ▶ Repairs to gas heating boilers and gas fires other than tenants responsibilities
- ▶ New fireplace and chair back installations
- ▶ Structural defects to the house

## Planned Maintenance

- ▶ Gas heating boiler service and gas fire service
- ▶ Fire blanket installation
- ▶ Essential adaptations for people with disabilities

## Emergency Repairs

The Council provides an out-of-hours emergency service 7 days per week for the following emergency repairs:  
Electrical

- ▶ Smoking fuse board
- ▶ Complete power failure
- ▶ Partial power failure i.e. failure of all upstairs or downstairs electrics
- ▶ Plumbing
- ▶ Water leaking through light fitting
- ▶ Serious water leaks from burst pipes threatening to flood the property
- ▶ Blocked main sewer
- ▶ Structural damage
- ▶ Storm damage to roof
- ▶ Structural damage following fire
- ▶ Vacant house being vandalized

To Request an Emergency Repair **Telephone 0818 10 20 20**

### Important

If you request a call out for a non-emergency item you may be subject to a call out charge reflecting the callout costs.

### Insurance

The Council strongly recommends the tenant takes on their own household insurance (including content cover), as in the event of a fire or flooding of the property the Council insurance does not cover damage to personal possessions.



# Maintenance & Repairs Tenant's Responsibilities

## Internal Repairs/Decoration

- ▶ All internal decoration and floor coverings
- ▶ Repairs to internal doors, locks and hinges
- ▶ Filling plaster cracks
- ▶ Repairing/Replacing kitchen units, wardrobes and their doors, handles, locks and drawers
- ▶ Repairing, replacing and sealing of wall and floor tiles
- ▶ Repairs and redecoration due to condensation
- ▶ Repairs following damage caused by the tenant, members of the household, visitors or malicious damage

## Electrical Repairs

- ▶ Repairs or replacing of household appliances
- ▶ Replacing fuses except main fuse
- ▶ Repairs or replacing of doorbell
- ▶ Replacing of batteries in smoke alarms and heat alarms
- ▶ Replacing bulbs
- ▶ Replacing grease filters in extraction units

## Windows and Doors

- ▶ Repairs to window and door handles, locks, catches, restrictors, hinges and stays
- ▶ Replacing damaged glazing
- ▶ Draught proofing windows and doors

## Plumbing and Heating

- ▶ Unblocking of sink, bath and shower wastes outlets
- ▶ Unblocking of toilet bowls
- ▶ Cleaning of gully traps
- ▶ Repair of leaking or dripping taps
- ▶ Replacing toilet seats, chains, stoppers and handles
- ▶ Resetting gas boilers and fires due to no gas supply (prepaid meters)
- ▶ Fire fronts and frets
- ▶ Chimney cleaning twice per year

## External Repairs and Maintenance

- ▶ Keeping gardens and hedges tidy
- ▶ Repairing and replacing boundary walls, fences, front gates, side gates and shed doors
- ▶ Cleaning of gutters and downpipes
- ▶ External decoration including timber joinery

### The tenant is responsible for the following:

1. The repair and maintenance of all appliances installed by the tenant and all unauthorized alterations, installations undertaken by the tenant or a member of the household.

### Important To Note

Written permission for any alterations to the house is required in advance in accordance with the tenancy agreement.



# Maintenance Categorisation

- Council owned dwellings are maintained to the Housing (Standards for Rented Houses) Regulations
- All maintenance requests must be logged through the Customer Services department.
- Maintenance will be prioritised for elderly, ill health and disability cases
- Housing Maintenance is undertaken in accordance with the Council's Maintenance Categorisation

Maintenance Category: Emergency	Emergency: Immediate Risk to Life
<b>Type of Complaint</b> Any type of fire incl. smoking fuse board, Structural Damage Falling Slates where risk to public <b>Caller must ring 112/999</b>	
<b>WCCC Follow-up Actions for Emergency Reactive.</b> Follow-up and make safe (not necessarily complete) within 24 hours. Target completion of works as required; dependent on resultant property condition	

Maintenance Category: Urgent	Urgent: Immediate Risk to Property
<b>Type of Complaint</b> Burst Pipe , Falling slates, Securing of vacant or abandoned stock	
<b>WCCC Follow-up Actions for Urgent Reactive</b> Make safe immediately and target completion of all key works within five to ten working days of categorisation	

Maintenance Category Planned Maintenance - Routine	Planned Maintenance - Routine <i>These complaints have to wait until emergency and urgent problems have been dealt with and can take up to 12 weeks to complete</i>
<b>Type of Complaint</b> In order of Priority Faulty smoke, heat or CO2 alarms, Total loss of electric power, Electrical Faults categorised following Periodic Inspection, Heating appliance breakdown, Inc. Fireplace/ back boiler Immersion heater breakdown, Shower breakdown, Cooker switch failure, All electrical faults including, Sockets not working. Light fitting not working. Exposed Live Wire Minor internal plumbing leak, Leaking copper cylinder, Leaking taps, Leaking shower, bath, W.C. or sinks, W.C. not flushing	
<b>WCCC Follow-up Actions for Routine Planned maintenance</b> Up to 10 working days for inspection & process to be completed and repairs scheduled. Completion within 12 weeks.	

Maintenance Category Planned Maintenance - Cyclical	Planned Maintenance - Cyclical <i>These are low priority works that are more efficiently dealt with during the cyclical maintenance programme every 5-7 years</i>
<b>Type of Complaint</b> In order of Priority Minor roof leaks, Gutter issues, Boundary walls/fences, Window & door complaints, Heating appliance servicing Internal floors, walls & ceilings, Internal joinery, doors, skirting's, kitchen units. Upgrading ESB tails. Electrical Faults categorised following Periodic Inspection	
<b>WCCC Follow-up Actions for Routine Planned maintenance</b> Works will be included in cyclical maintenance programme	

Maintenance Category Tenant's Responsibility	Tenant's Responsibilities <i>These complaints are the tenant's own responsibility</i>
<b>Type of Complaint</b> In order of Priority Heating appliance failure due to running out of fuel (gas& oil). Heating appliance failure due to running out of fuel (gas& oil), All internal decoration, All internal appliances, All floor coverings. Garden maintenance, Waste disposal, Malicious damage, Unblocking of toilet bowls, sinks, bath, shower tray, external rain water gullies. Fireplace grates & frets , Sweeping chimneys, Unauthorised alterations/additions carried out by the tenant i.e. shower & tiling installed by the tenant	
<b>WCCC Follow-up Actions for Routine Planned maintenance:</b> None	





# Ventilating Your Home

## Condensation/Mould in Housing

### Why Condensation Happens

Condensation is one of the main causes of dampness and mould growth in dwellings. Condensation occurs when warm moist air meets a cold surface. As a result of continuing condensation, walls, ceilings and sometimes floors become damp and discoloured. The onset of mold in a dwelling depends on a range of factors, many of which are determined by the way the house is used.

### What are the Sources and Causes of Condensation in Households?

Finding out the sources of condensation can help residents in determining the steps that must be taken to counter its effects, knowledge of each source can help in making informed decisions to deal with condensation.

### Showering and Bathing

The most humid place in the house is the bathroom. Especially during warmer months, or due to internal heating, showering can result in large amounts of water vapor to saturate the air and cause condensation. If not properly vented, this moisture can penetrate into the bathroom walls or the rest of the house.

### Cooking

Most food items have at least some water content. This moisture is released when food is heated while cooking. On top of this, burning gas in stoves releases its own moisture, increasing the amount of moisture released during cooking. This makes the kitchen a major source of condensation problems in the house.

### Laundry

If clothes are washed and left to dry in the house, especially during cold weather, humidity levels can increase dramatically. The water evaporates from the clothes and eventually saturates the air causing condensation.

### How to Prevent Condensation

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

## Tips

- ▶ Dry clothes externally when possible ,if using clothes dryer, provide venting to the outside
- ▶ Provide ventilation to all rooms so that moist air can escape, especially Kitchens, Bathrooms
- ▶ Minimise moisture production within the dwelling
- ▶ Provide some level of heating
- ▶ Take measures to prevent very moist air spreading to other rooms from the kitchen, bathroom or scullery or from where clothes are dried

## Safety

**You should not change the ventilation of a room which has a gas or solid fuel appliance connected to the chimney. This is because there may be a risk of drawing toxic fumes back from the appliance into the room.**

**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.**



# Home Safety

## Fire Safety in your Home

Please ensure in the interests of your safety and that of your family that you have working smoke alarms in your house. Check your smoke alarms regularly. If you need your smoke alarms replaced contact 0818 10 20 20

## Gas Safety in your Home

If you smell gas you should immediately contact Bord Gais emergency on **1850 20 50 50**

## Smoke Alarms

- ▶ Ensure your home has working smoke alarms
- ▶ Test your smoke alarms weekly

## Open Fires

- ▶ Always use a spark guard
- ▶ Keep children away from open fires
- ▶ Don't dry clothes near an open fire
- ▶ Have your chimney cleaned at least once a year

## Cooking

- ▶ Keep your cooker clean – grease is a fire risk
- ▶ Keep pot handles out of children's reach
- ▶ Never leave a cooker unattended
- ▶ Take care with chip pans and hot cooking oil
- ▶ Have a fire blanket within easy reach
- ▶ Always put candles on a heat resistant surface – use a saucer, ashtray etc
- ▶ Never leave candles unattended or go to sleep when they are alight

## Last Thing at Night

- ▶ Switch off and unplug as many electrical devices as possible
- ▶ Empty all ashtrays safely and extinguish candles
- ▶ Place spark guards in front of open fires
- ▶ Never smoke in bed
- ▶ Close kitchen and living room doors

For more Fire Safety information, please see the website:

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

In case of fire, dial **999** or **112** and ask for the 'Fire Service'

## Gas Heating

If you smell gas you should immediately contact **Bord Gais** emergency on **1850 20 50 50**

## Emergency Contact

**Fire Brigade/ Ambulance/ Gardai**      **999/112**

## Essential Contact Numbers

<b>Garda Confidential Freephone</b>	<b>1800 666 111</b>
<b>Money Advice and Budgeting Service (MABS)</b>	<b>0818 07 2000</b>
<b>Citizens Information Centre</b>	<b>081 07 6580</b>
<b>Childline (freephone)</b>	<b>1800 66 66 66</b>
<b>Parentline (Parents under Stress)</b>	<b>1890 92 72 77</b>
<b>Samaritans</b>	<b>116 123</b>
<b>Alcoholics Anonymous</b>	<b>01 8420700</b>
<b>Gambler's Anonymous</b>	<b>01 8420700</b>
<b>ESB Networks</b>	<b>1800 372 757</b>
<b>Bord Gais (24 Hour Emergency)</b>	<b>1800 20 50 50</b>

## Garda Stations

<b>Waterford City</b>	<b>051 305 300</b>
<b>Dungarvan</b>	<b>058 48600</b>
<b>Tramore</b>	<b>051 391620</b>



# Refuse Collection & Garden

You are responsible for the legal disposal of your household refuse the council recommends that you avail of the services of an authorised waste collector, it is an offence to give waste to collectors who do not have a collectors permit. You could end up in **court and face a fine of up to €3,000** or even imprisonment if waste is traced back to you from illegal dumping.

Refuse should only be stored in your wheelie bin and the bin placed outside your house / gate on collection day. Rubbish must not be stored in gardens or communal areas, your refuse is your responsibility until it is collected and failure to dispose of it correctly is a breach of your tenancy agreement under the legal requirements of the Litter Pollution Act 1997 and Waste Management Act 1996.

## Important

Under the Waste Management Act, 1996 a Section 18 notice will be issued to all tenants who fail to register with a waste collector and you must respond to this notice within 14 days.

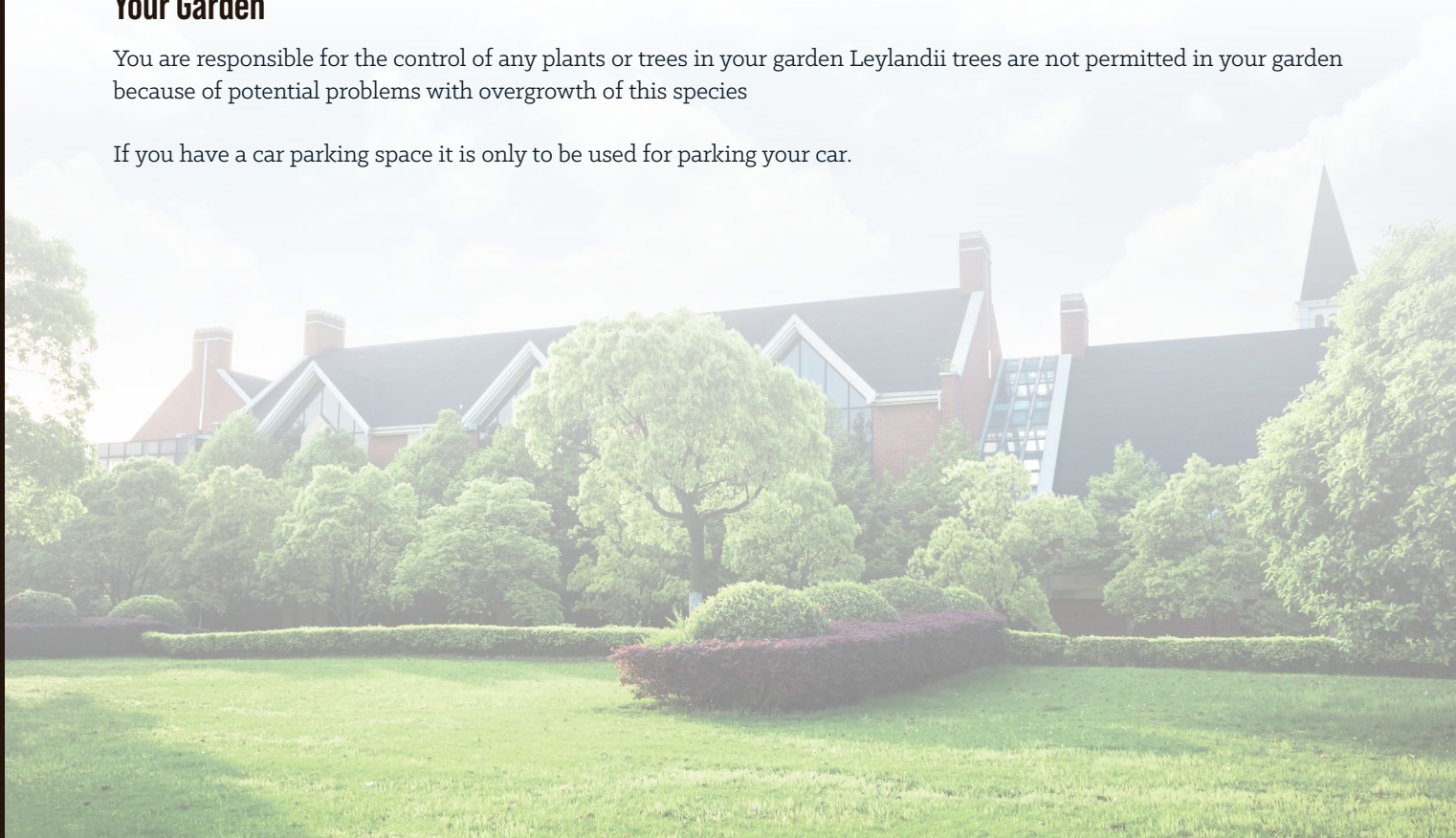
Under Section 55 of the Waste Management Act any tenants who have waste that is visible in their garden after 14 days from issue of the notice will be prosecuted through the courts.

You can also be evicted from your home for failure to dispose of your refuse in the proper manner. It is your responsibility to keep your house and its environs clean and litter free.

## Your Garden

You are responsible for the control of any plants or trees in your garden Leylandii trees are not permitted in your garden because of potential problems with overgrowth of this species

If you have a car parking space it is only to be used for parking your car.







# Anti Social Behaviour

Waterford City & County Council implements an Anti Social Behaviour Policy and adopts a very strong position where acts of anti-social behaviour are proven.

Tenants evicted will be regarded as having deliberately rendered themselves homeless and will not be provided with further housing support services.

Remember as the tenancy holder you are responsible for the behaviour of all household members and visitors to the property.

Your responsibilities to your neighbours:

You must make sure that you do not cause or become a nuisance to your neighbours, In particular, this means:

- ▶ Appropriate parental control of children
- ▶ Maintaining the property and gardens in an appropriate manner.
- ▶ No illegal drugs
- ▶ No criminal activity
- ▶ No violence or threats of violence
- ▶ No persistent or continuous loud noise/parties
- ▶ Keeping your pets under control
- ▶ Noise complaints.
- ▶ Dog control including barking dogs.
- ▶ Children and minors causing a nuisance.
- ▶ Parking disputes.

## **Please note;**

The term “Anti social behaviour” is used to describe behaviour which is of a persistent and significant nature involving criminal acts and as such all reports of anti social behaviour must be reported to the Gardai in the first instance.

The complainant will be required to provide a statement outlining the alleged criminal acts which the Gardai will investigate, the outcome of the Garda investigation will form a key element of substantiating an allegation of anti social behaviour.

The Council will rely heavily on the Garda investigation, reports and actions when investigating alleged incidents of anti social behaviour.

To report an incident of anti social behaviour to the Council, contact the Councils customer service desk advising of the issue, the matter will then be logged for attention and follow up.

**Customer Services Department 0818 10 20 20.**



# Estate Management

Waterford City & County Council aim is to provide and promote vibrant, integrated sustainable housing. To meet the modern diversity of housing needs a variety of housing provisions is provided by the council within housing estates, apartments, inner city living and rural housing. The council also provide for the ongoing management of its housing by the appointment of an estate management team to work with residents to ensure that all can enjoy their homes, communal areas and their neighborhood.

## What is Estate Management?

Estate Management promotes and supports the establishment of Resident Associations; this allows residents to have an input into how the area they live is run and helps in improving the services that the council and other agencies provide.

Estate Management also promote and support various community events through the year such as:

- ▶ The Annual Spick & Span Tidy Estates Competition.
- ▶ Waterford City & County Council Annual Bloom Weekend.
- ▶ National Pride of Place Competition.
- ▶ HELLO Festival
- ▶ Christmas Halloween activities.
- ▶ Various Community Campaigns, i.e. Safety, Health.

## Why set up a Residents Association?

- ▶ Because you care about your home and the area that you and your family live in.
- ▶ To gain a greater voice than an individual.
- ▶ Can help you get involved in decision-making that may affect your area.
- ▶ A Residents Association establishes a direct dialogue with your council and other agencies.
- ▶ Working together as a group on general projects in your area helps build a neighborly spirit.
- ▶ A Residents Association works to improve the quality of life for the area it represents.
- ▶ There is a social side also; the Residents Association can organise various social events and activities during the year, these events leads to neighbours getting to know each other better and sharing some real quality time together.

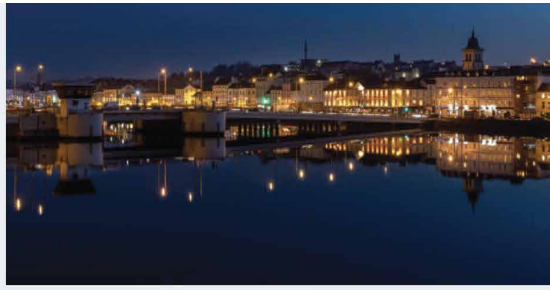
## Who Can Join a Residents Association?

- ▶ Any resident can join the Residents Association.

## How do I contact the Estate management team?

Please contact Customer Services Department **0818 10 20 20**.







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

