

 **RESPECT &
RESPONSIBILITY**



COMMUNITY LIFE BOOKLET 2019/20

**FOR ALL STUDENTS
& RESIDENTS IN
THE COMMUNITY**



REACT
Responding to Excessive Alcohol Consumption in Third-level



Office of
Accommodation
and Community Life




**HOME IS WHERE
YOUR STORY BEGINS**



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“WE ARE A UNIVERSITY
IN THE COMMUNITY,
OF THE COMMUNITY
AND FOR THE COMMUNITY,
COMMITTED TO DELIVERING
VALUE IN A TRUSTWORTHY
AND TRANSPARENT FASHION”

PROFESSOR PATRICK G. O'SHEA
PRESIDENT, UNIVERSITY COLLEGE CORK

COMMUNITY MESSAGE

The Office of Accommodation and Community Life are delighted to present this Community Life Booklet which aims to support UCC students and members of the local community.

Our Office is an advice and advocacy service for students seeking accommodation, along with StudentPad, an online accommodation search engine, and Campus Watch, which deals with potential breaches of the UCC student rules. We work to create a safe, secure environment for UCC students and to ensure that a harmonious relationship is maintained between students and the wider community.

It is important to acknowledge that the local community comprises a diverse and vibrant variety of residents and students, all sharing the same neighbourhood. This creates an exciting community to both live and study. It is vital that we build on the existing, positive relationships between all members of the local community. UCC encourages all its students to be respectful and responsible throughout their academic journey.

We are always available to speak with residents and students about any matters that may arise within the community. If you would like to speak to a member of our team, you can contact us using the details below or feel free to call into our office on the 1st floor of 6 Carrigside, College Road.

Gary Mulcahy *Accommodation & Community Life Officer*
Tel: 021 490 2103 Mobile: 087 1928619

Dave O'Sullivan *Senior Executive Assistant -
Accommodation & Community Life*
Tel: 021 490 3849

Ruth O'Mahony *Executive Assistant -
Accommodation & Community Life*
Tel: 021 490 3091

Email: resservices@ucc.ie or campuswatch@ucc.ie

For further information please see our website at
<https://www.ucc.ie/en/accommodation>



NEW COMMUNITY
NEW ADVENTURES
NEW MEMORIES



MESSAGE FROM THE STUDENTS' UNION

UCC Students' Union

Every UCC student is a member of UCC Students' Union, a not-for-profit organisation tasked with promoting the academic, welfare and social interests of the student population.

The Students' Union Executive is the elected representative body for the members of the Union and is primarily made up of six full-time officers and eight part-time officers. The Executive is the voice for the UCC students, fighting against injustices and upholding the rights of UCC Students everywhere from the lecture halls of the Boole to the streets of Dublin.

Ben Dunlea *President*

Tel: +353 86 855 4031 Contact: president@uccsu.ie

Ciara Kealy *Deputy President & Campaigns Officer*

Tel: +353 86 855 4031 Contact: deputy@uccsu.ie

David Condon *Commercial & Communications Officer*

Tel: +353 86 184 2701 Contact: comms@uccsu.ie

Catherine Dawson *Education Officer*

Tel: +353 86 855 4031 Contact: education@uccsu.ie

Naoise Crowley *Welfare Officer*

Tel: +353 86 855 4031 Contact: welfare@uccsu.ie

Sophie O'Sullivan *Entertainments Officer*

Tel: +353 86 184 2701 Contact: ents@uccsu.ie



BEN



CIARA



DAVID



CATHERINE



NAOISE



SOPHIE

LIVING IN THE COMMUNITY AND MAKING A POSITIVE IMPACT

HOW CAN I BECOME A BETTER NEIGHBOUR?

- Do not engage in anti-social behaviour of any kind.
- Ensure that members of your household or visitors do not engage in anti-social behaviour of any kind.
- Always respect your neighbours' property and their right to peacefully enjoy their home.
- Watch out for local residents in your estate and help them in any way you can.

College is one of the best times of your life but things can easily go from great to awful if you don't abide by the law. A house party that gets out of hand in the early hours of the morning can easily turn into a court appearance! To save you from the humiliation and shame, here are some simple dos and don'ts to keep you in check.

A RTB Determination Order that finds a tenant as acting in a manner that is deemed to be anti-social behaviour may have serious implications for a tenant, as this Determination Order is published on the RTB website and may affect a tenant's future prospects. Any complaints of a serious anti-social or criminal nature should be reported to the Gardaí in the first instance.



- *Have respect for your neighbours. Make sure you talk to your neighbours and have an agreed time when parties will be over and make sure you respect that agreement.*
- *Try to keep the party inside and keep windows and doors closed.*
- *Co-operate if the Gardaí arrive.*
- *Clean up the next day - the longer you leave it, the worse it gets. (Don't forget the front garden too!)*
- *Keep the noise down going from the party to town, especially when everyone is getting into taxis.*



- *Let people in that you don't know.*
- *Leave your windows open with music on. Noise travels and the Gardaí will be at your door before you know it!*
- *Be rude or hostile if people ask you to keep it down. Students are part of the community and as part of the community, you must respect your neighbours and surroundings. Maintaining good relationships with your neighbours is in the interests of everyone. It is important that we are considerate of other people's lifestyles and property.*

NOISE DISTURBANCE

BE LIKE JACK

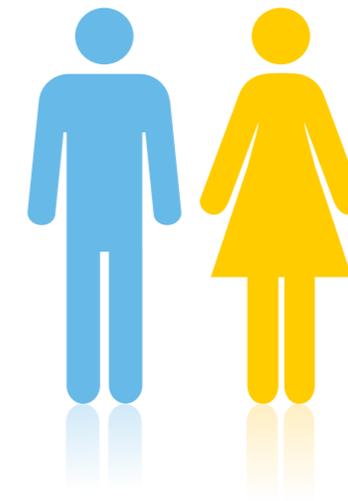
Jack hosted friends at his gaff last night

He only invited people he knew

He kept the doors and windows closed when music was playing

Everyone was out of the house and on the way home at 10pm

He had a great night and avoided any arguments with his neighbours



BE LIKE AOIFE

Aoife was on her way home from town with a friend

She didn't scream or sing while walking to her house

She passed a neighbour's wheely bin and did not knock it over or wheel her friend down the road in it

Aoife and her friend went in the house without making too much noise

She did not wake up to find a strange wheely bin in the garden and a Garda at the door



UCC VOLUNTEERING FAIR

Each September UCC Career Services host a Volunteering Fair in Devere Hall. Voluntary organisations will be on campus all day to tell about their opportunities.

The 2019 Fair is scheduled to take place on the 18th September, 11.30am-2pm, Devere Hall, Áras na Mac Léinn, UCC.



COMMUNITY VOLUNTEERING

Why should I volunteer?

If you are a student studying in UCC, volunteering will provide an opportunity to demonstrate your skills and knowledge, to get some real-life experience and, at the same time, benefit the local community.

Who can participate in studentvolunteer.ie?

All registered part time and full time students including Distance Education, Erasmus and Study Abroad students.

Look up www.studentvolunteer.ie to register and find volunteer opportunities in your local community!



How can UCC help you with volunteering?

UCC has a Volunteering Pathway as part of the UCC Works

Award. To receive an award through the Volunteering Pathway, a student must complete a period of unpaid volunteering on or off campus.

The UCC Works Award is a part of a professional skills development programme. Students must demonstrate that they have engaged in, and developed professional skills through, extra curricular activities and work experience. All of which will help students to stand out from the crowd when applying for graduate roles and internships.

For further information see <https://www.ucc.ie/en/careers/uccworks>





PARKING

- If you do need to park your car in the local area, be respectful to all residents and stick within the law
- Avoid blocking pavements as it may force people with pushchairs and prams, or wheelchair users onto the road, putting them at risk from oncoming traffic
- Display parking permit, or discs, where required, and be mindful of the times that you are parking in the area
- Make sure you leave enough space on the road for other vehicles to get through.
- Make sure you don't block driveways.
- Parking on yellow lines can lead to a parking ticket and fine.
- Only use a disabled parking space if you have if you have an appropriate disability parking permit.



STUDENT CHARTER

UCC Standards of Conduct

The University requires its Students to conduct themselves in an appropriate and reasonable manner at all times to ensure:

1. Dignity, honesty and integrity;
2. Respect for all members of Staff;
3. Respect for fellow Students;
4. Respect for and adherence to the Rules, Regulations and Policies of the University;
5. Compliance with the academic processes of the University;
6. That the University is not brought into disrepute;
7. Respect for local residents and other members of the general public
8. That the views, values and beliefs of others are respected;
9. That no damage or injury is caused to any person or property;
10. That the University community is free from intimidation and discrimination.

Please consult the current Student Rules for UCC for more information at <https://www.ucc.ie/en/students/policies>



ANTI-SOCIAL BEHAVIOUR / STUDENT FINES

Antisocial behaviour can be a major issue affecting the quality of life for residents and other students. While people have a right to lead different lifestyles, it is not acceptable if their lifestyles interfere with the rights and freedoms of other people. Many families and older members of the community live in close proximity to student accommodation. Please ensure that your behaviour does not impact negatively on other students and members of the local community. Noise levels should be kept to a minimum, especially at night.

Drinking on the streets

A night out on the town can be great fun, but we urge students to understand that you must always remain respectful towards residents living in your community.

Drinking alcohol on the street can result in a fine of €75.00. If you do not pay a fine, this could result in a court appearance.



If you are worried about your own, or someone else's drinking, please use the following resources:

ePUB: to help you understand your individual drinking pattern, your risk patterns, and your aspirations/goals
<https://www.ucc.ie/en/studenthealth/epub>

Alcohol and Your Health:
<http://www.askaboutalcohol.ie>

HSE Alcohol Helpline: 1800 459 459

Alcoholics Anonymous Cork City Area Phone Service:
085 847 0880



Drug Use

UCCSU does not condone the use of illicit substances. However, we understand that some people will engage in drug use regardless, and as such, it is of paramount importance that drug harm reduction measures are understood by students.

NB: It is extremely important to call an ambulance if you come across someone who has had an adverse reaction to a substance. You cannot be prosecuted for having drugs in your system. It could save a life!

Drugs and Alcohol Information & Support:
<http://drugs.ie>

Cork Local Drug & Alcohol Task Force:
T : 021 493 0100
E : enquires@corkdrugandalcohol.ie
<https://www.corkdrugandalcohol.ie>



EQUALITY, DIVERSITY & INCLUSION

Equal Status Acts 2000-2015 make it unlawful to discriminate on the grounds of age, race, membership of the Traveller Community, gender, sexual orientation, religion, disability, family status and civil status. Providers of accommodation services must not discriminate against someone on grounds of 'housing assistance' i.e. in receipt of rent supplement, housing assistance or other social welfare payments

At UCC all students are entitled to a safe and positive educational experience, free from abuse of all forms. The **UCC Bystander Intervention programme** is available to all students as an online module. The module educates and empowers our students to step up, speak out and to

support each other by collectively demanding a zero-tolerance approach to all forms of unwanted sexual behaviour, shattering any attempt to normalise such conduct. <http://bystanderintervention.ucc.ie/bystander-intervention-programme/>

The Equality, Diversity and Inclusion (EDI) Unit in UCC was established to enable students and staff to be proactive about equality issues and to fight discrimination. The EDI Unit also provides advice to staff and students on equality issues that affect them in UCC, including the protections available to them under the Equal Status grounds. <https://www.ucc.ie/en/edi> call **021 490 1825/1993** or email ediunit@ucc.ie



SAFE & HEALTHY RELATIONSHIPS

UCC is committed to providing a safe environment for all of its students and is keen to promote healthy relationships. The University operates a zero-tolerance policy to sexual misconduct both on and off campus.

Support Services for Sexual Violence in Cork Sexual Assault Treatment Unit (SATU) in the South Infirmary Hospital (SIVUH)

Description: Medical examination and forensic evaluation for victims of sexual violence.

Contact: 021 492 6297

Out of hours phone the hospital at **021 492 6100** and ask for Nurse Manager on duty for hospital.

Sexual Violence Centre Cork

Description: Provides telephone support and one-to-one counselling for people who have experienced sexual violence and for adult survivors of childhood sexual abuse

Contact: 1800 496 496





SOCIAL MEDIA

THINK BEFORE YOU SHARE

Before posting comments, images or videos online, think carefully about whether they could have a negative impact on your reputation- now or in the future.

Remember that screenshots can be taken of private messages. They may be offensive to others and could be used in the future to reflect negatively on you.

CONNECT WITH RESPECT

Every time that you share information, photos or videos on social media sites you are contributing to the image of you that is portrayed online.

- Don't post anything online that could cause others offence or embarrassment.
- Respect the privacy of others and ask permission before sharing images of them.
- Don't show support for offensive views by liking or sharing them.



An Garda Síochána

Crime Prevention

IF YOU
LOVE IT,
LOCK UP
AND
LIGHT UP.



Simple steps can help protect your home.

Whether you are at home or going out, remember to turn on some lights, use timer switches, lock all doors and windows, use an alarm, store keys away from windows and letter boxes, and don't keep large amounts of cash or jewellery in the house.

Lock Up and Light Up
as part of An Garda Síochána's Operation Thor.
www.garda.ie



Garda Emergency Contact Number:
999/112 (mobile only)

Garda Confidential Telephone Number:
1800 666 111

Local Garda Stations

Anglesea Street Garda Station

Anglesea Street, Cork City
Call: **+353 (0)21 452 2000**

Bridewell Garda Station

Kyrl's Street, Bridewell, Cork City
Call: **+353 (0)21 494 3330**

Togher Garda Station

Tramore Road, Togher, Cork City
Call: **+353 (0)21 494 7120**

Bishopstown Garda Station

Bishopstown, Co. Cork
Call: **+353 (0)21 454 1012**

CAMPUS WATCH

University College Cork is committed to creating a safe and secure environment for UCC students and to foster a positive relationship between our students and the wider community. Campus Watch will respond to formal complaints from students, members of the community and other stakeholders, in relation alleged breaches of the UCC Standards of Conduct.

Key Action Areas

- Managing and promoting Campus Watch
- Working with Neighbourhood Watch Groups, Gardai, students and residents associations in areas of common interest
- Promoting student safety on campus, out and about and at home
- Responding quickly to complaints and concerns in relation to student behaviour
- Developing strong links with community groups
- When necessary, initiating formal student disciplinary procedures
- Providing Mediation where necessary



How can you make a complaint?

If you feel that a UCC student, or students, have breached any of the UCC standards of conduct, you can fill out the Campus Watch Complaint Form. This can be accessed at www.ucc.ie/en/studentexperience/campuswatch and returned to the Campus Watch Office:

UCC Campus Watch, 6 Carrigside, College Road,
UCC, Cork, Ireland
Email: campuswatch@ucc.ie
Tel: **021 490 3849/2103**

Other Contacts:

Campus Watch – Gary Mulcahy
021 490 2103
087 192 8619

Campus Security
021 490 3111
021 490 2266

STUDENT LIVING GUIDE / MANAGING FINANCES



HAVING TROUBLE MANAGING YOUR MONEY?



PROBLEMS PAYING **YOUR RENT?**

STRUGGLING TO PAY
FOR ESSENTIALS?

IF YOU NEED FINANCIAL ADVICE
CONTACT THE UCC BUDGETARY ADVISOR
T: 021 490 1861

E: studentbudgetingadvice@ucc.ie
www.ucc.ie/en/studentbudget/budgetaryadvisor/

 UCC Budgetary Advisor





TIPS & TRICKS

SAVE ENERGY, MONEY & THE ENVIRONMENT



DITCH THE DISPOSABLES

You get a discount on coffee on campus if you use a reusable coffee cup and there are free water- filling stations all around UCC!



CYCLE

Cycling to and around UCC saves you money on parking & public transport, while also avoiding harmful emissions (and its great exercise!)



COOK SMART

Try to cook together to avoid wasted energy, water and food resources.



SWITCH OFF!

Make sure you shut down, switch off and plug out anything that isn't in use including lights!



EDIT ONLINE

Try to only print the final draft of your assignments. This will save you money on printing costs and avoid wasting paper!



BUY SENSIBLE

Make shopping lists to ensure you only buy the products you know you are going to use - this saves you money and avoids waste!

DON'T FORGET TO BRING THE BINS BACK IN

WHAT GOES IN MY RECYCLING BIN?



- Clean Mixed Paper, newspaper, magazines and brochures
- Clean cardboard
- Washed drink cans (Aluminium)
- Washed food cans (steel)
- Washed Tetrapaks (Milk & juice cartons)
- Washed plastic bottles/containers



WHAT ABOUT MY OTHER BINS?



- Coffee grounds
- Tea leaves
- Fruit and vegetable waste (cooked or uncooked) - roots, cores, etc..
- Bread, pasta & rice,
- Cut & dead flowers
- Manure from any vegetarian pets
- Grass cuttings and green leaves
- Weeds (avoid weed seeds)
- Old plants (not diseased)
- Seaweed or garden-pond cleanings



- Green Glass
- Blue Glass
- Brown Glass
- Clear Glass



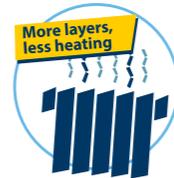
- All other waste

Cork City Council introduced new regulations that waste **shall not be put out for collection before 6.00pm** the evening before collection day and **shall be removed no later than 7.00pm** on collection day

SAVE ENERGY, SAVE MONEY



Only put the water you need into the kettle when using it. And be a good housemate and ask if anyone else wants a cuppa - better to boil only once.



Cosy up under a blanket or put on more layers if it's beginning to get a little cooler, rather than turning on the heating.



Turn off lights and appliances when you aren't using them. The standby LED is a vampire for electricity.



Wash clothes at 30° rather than 40° it cuts energy use by 40% and keeps those whites white.



Cooking in a pot? Put a lid on it. It cuts energy waste, reduces condensation in your gaff and speeds up cooking.

For more sustainable tips & to be in with a chance to win prizes such as concert tickets, Ben & Jerry's Ice Cream and lots more, follow us:



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 754203



UCC: A PLACE TO EDUCATE TO INNOVATE TO INVEST

CONTRACTS, TENANCIES & DEPOSITS

Check that the contract has everything it needs

- Name and address and contact number(s) of landlord/agent and of the tenants.
- Address of the property - make sure this matches the address of the house/apartment you looked at.
- When the contract starts and when it will end (if a fixed-term contract).
- Reasons why the contract may end.
- The amount of deposit and amount of rent payable, when payable, and how it is paid.
- Tenant obligations and landlord obligations.
- Any work that will be completed prior to tenant moving in.

Fixed-Term Tenancies

A fixed term tenancy is a tenancy that lasts for a specific amount of time as set out in your tenancy agreement or lease. A 'part 4' tenancy runs alongside a fixed term tenancy, which means that the tenant shall, after a period of six months and as in the normal course, become entitled to the provision

of a 'Part 4' tenancy. A Part 4 tenancy means they can stay in the property for a further five and a half years or three and a half years if the tenancy commenced before 24 December 2016 and subject to certain exceptions for termination. This means that irrespective of the length of a fixed term lease, a tenant has an entitlement to remain in the dwelling for up to six years and the landlord can only terminate on limited grounds.

Deposits

Tenants may forfeit some or all of their deposit:

- If they do not give proper notice, or leave, before the end of the fixed-term agreement.
- For damage to the landlord's property over and above the normal wear and tear.
- For unpaid bills or rent owed or other charges/taxes. The letting agreement should be checked for other, more specific arrangements.



studentpad

StudentPad is the UCC student accommodation search engine. If you are a current or prospective UCC student, you can search UCC StudentPad for accommodation options in areas close to the University.

Once registered on StudentPad, you can view available student accommodation in Cork.

Landlords, or home owners, wishing to rent a house/room can also register with StudentPad to connect with UCC students.

You can find us at: <https://studentpad.ucc.ie>

Tenants v. Licensee



I AM A TENANT	I AM A LICENSEE
<ul style="list-style-type: none"> • My landlord signs my rent book when I pay the rent • I am entitled to quiet and exclusive enjoyment of my home • My tenancy is registered with the Residential Tenancies Board (RTB) • I have a right to a copy of the RTB registration • I am entitled to refer any dispute to the RTB • I am entitled to a certain minimum standards of accommodation • My landlord can enter my home with my permission • My home has a Building Energy Rating (BER) • I can get further information and advice from the UCC Accommodation & Community Life Office 	<ul style="list-style-type: none"> • I live in an owner-occupied home or where a specific formal licence agreement is agreed to with the owner or primary tenant • I do not have the same rights as a tenant • I am not entitled to refer a dispute to the RTB • I can get advice on any dispute from Threshold, the National Housing Charity • I can get further information and advice from the UCC Accommodation & Community Life Office

Tenant & Landlord Obligations



LANDLORD OBLIGATIONS	TENANT OBLIGATIONS
<ul style="list-style-type: none"> • Allowing you to enjoy peaceful and exclusive occupation. • Ensuring the property meets basic minimum standards and carrying out repairs for which they are responsible. • Providing you with their contact details/details of their agent. • Promptly returning your deposit at the end of your tenancy. 	<ul style="list-style-type: none"> • Paying the rent and other charges in full and on time. • Not causing damage to the property. • Not causing the landlord to be in breach of their statutory obligations. • Allowing access at reasonable intervals for repairs and inspections. • Not engaging in or allowing others to behave in an anti-social manner. • Not altering, improving, assigning, sub-letting, or changing the use of the property without your landlord's consent. • Notifying your landlord of the identity of all occupants.

TENANT RIGHTS & RESPONSIBILITIES

The property must also comply with the Fire Services Act 1981 – your landlord is obliged to provide you with fire alarms and a fire blanket.

However, tenants should:

- Take a responsible approach to fire safety within their rented accommodation to avoid fire hazards.
- Ensure at least one smoke alarm is installed on each floor level.
- Plan a fire evacuation drill and practice it.



If you believe that a standard and maintenance issue exists in your property, you must first write a letter to your landlord, outlining the issues, and giving them a reasonable period in which to rectify the situation. You can request that your local authority carry out an inspection of the property to ascertain if it meets the requirements. If the problem persists after the letter has been sent, you may take a case against the landlord through the RTB.



RESPECT...
TO GET IT
YOU MUST GIVE IT



ENDING YOUR TENANCY

Valid notice must be given to end a tenancy and it must:

- Be in writing (e-mail, text, or verbal notices are not valid).
- Be signed by the person issuing it.
- Specify the date of service (day, month, year).
- Where a landlord is giving notice, they must give the reason.
- State that the tenant has the full 24 hours to vacate.
- State that any dispute to the validity of the notice or right of the landlord or tenant to serve it be referred to the RTB within 28 days of receipt.

In addition, the correct period of notice (outlined in the table following) must be given, depending on the duration of the tenancy. The period of notice starts on the day after the date of service of the notice.

Duration of Tenancy	Notice Period From LANDLORD (Days)
Less than 6 months	28 days
Not less than 6 months but less than 1 year	90 days
Not less than one year but less than three years	120 days
Not less than three years but less than seven years	180 days
Not less than seven years but less than eight years	196 days
Not less than eight years	224 days

Duration of Tenancy	Notice Period From TENANT (Days)
Less than 6 months	28 days
Not less than 6 months but less than 1 year	35 days
More than 1 year but less than 2 years	42 days
More than 2 years but less than 4 years	56 days
More than 4 years but less than 8 years	84 days
8 years or more	112 days

VACATING

This is your vacating checklist to ensure that you get your full deposit back. No excuses will be accepted if the property is not returned in order and deductions can be made from the deposit.

Inspection:

Landlords are required to refund the deposit promptly, less any reductions in respect of outstanding rent or other charges/taxes and damage in excess of normal wear and tear. If a property is left in an unsatisfactory state, your landlord has the right to take deductions from your deposit to fix the problems.

Bills & Rent:

Ensure all rent is paid up to date and there are no outstanding bills as you leave the accommodation.

Check Inventory:

If there is anything missing or damaged they must be replaced, including light bulbs.

Entrance Hall:

Floor coverings cleaned/ shelving cleaned/ wall decorations cleaned/ any furniture in hallway cleaned.

Living Room:

All furniture cleaned/ floor coverings cleaned/ shelving

cleaned/ wall decorations cleaned/ skirting boards cleaned/ fireplace cleaned (if applicable).

Kitchen:

Hob/oven/grill pan/oven doors and controls cleaned/ fridge defrosted and cleaned/ remove and dispose of all food stuff/dishcloths/cleaning detergents, etc./ ensure all electrical equipment (i.e. kettle, washing machine, etc.) cleaned down/ all delph, cutlery, & cooking utensils washed, dried, and put away/ floor cleaned and disinfected/ plastic bags and rubbish removed and disposed of/ strong smells (i.e. cigarette smoke, spices, etc.) must not be noticeable in the property.

Bathroom:

Shower/bath cleaned and disinfected/ shower curtain soaked and disinfected/ toilet bowl, toilet seat, and surround cleaned/ sink cleaned/ mirror cleaned/ floor cleaned/ all toiletries removed, including toilet roll/ all shelving cleaned.

Bedrooms:

Floor coverings cleaned/ all bedroom furniture cleaned/ mattress protectors (where applicable) washed/ all bed linen and personal items removed.

FINAL VACATING CHECKLIST

- DO A METER READING
- TRANSFER UTILITY BILLS BACK INTO THE NAME OF THE LANDLORD IF RELEVANT
- TAKE PHOTOS OR VIDEO RECORDINGS OF THE DWELLING BEFORE YOU MOVE OUT
- COMPARE HOUSEHOLD ITEMS AGAINST INVENTORY LIST
- REMOVE ALL PERSONAL BELONGINGS
- DO A FINAL INSPECTION WITH THE LANDLORD/AGENT
- ORGANISE RECEIPT OF YOUR DEPOSIT
- RETURN KEYS

OPENING A DISPUTE WITH THE RTB



Tenants and Landlords

If an issue arises during a tenancy between landlords and tenants, it is important to try and resolve this through open and honest communication. The RTB can facilitate mediation between the landlord and the tenant or appoint an adjudicator if they are not able to resolve this themselves.

Neighbours and Third Parties

- If you are having issues with a neighbour who is a tenant, you can apply for dispute resolution as a third party. All parties involved should initially try to resolve the matter directly themselves. In cases where a landlord fails to enforce a tenant's responsibilities, a person directly and adversely affected may take a case against the landlord through the Residential Tenancies Board (RTB).
- For further information please check out <https://onestopshop.rtb.ie/>

Contact

You can email us:

Tenancy Registration: registrations@rtb.ie

Registration Enforcement: enforcement@rtb.ie

Dispute Resolution: disputes@rtb.ie

Tribunal Queries: tribunals@rtb.ie

Determination Order Enforcement: enforceorder@rtb.ie

Reach us by phone or on webchat. We can be contacted anytime between 8:30am to 6.30pm.

Lo-call on 0818 30 30 37. This is a low-cost number from all landlines, however some mobile providers may charge a premium rate.



RENT BOOK

TENANT CONTACT DETAILS *Please complete all contact details below*

Name(s) of Tenants: _____

Tenancy Address: _____

RTB Tenancy Registration No.: _____

Landlord's Name: _____

Landlord's Address: _____

Landlord's Phone Number: _____ Landlord's E-mail: _____

Agent Name (if relevant): _____

Agent Address: _____

Phone Number: _____ E-mail: _____

RENT BOOK

TENANCY DETAILS

Date of Commencement: (DD/MM/YYYY) _____

Deposit Paid: € _____

PLEASE NOTE: The deposit must be promptly returned to the tenant at the end of the tenancy. Deductions may be made or the deposit retained for default in the payment of rent and damage over and above normal wear and tear.

Rent paid in advance: € _____

TERM OF TENANCY (tick the appropriate option):

Weekly € _____ Monthly € _____

Fixed Term € _____ per week/month/year From: (DD/MM/YYYY) _____ To: (DD/MM/YYYY) _____

RENT BOOK

RENT

Date Due	Amount Due	Amount Paid	Date of Payment	Signed	Arrears

OTHER PAYMENTS

Service	Date	Amount Due	Amount Paid	Signed	Arrears

RENT BOOK

RENT

Date Due	Amount Due	Amount Paid	Date of Payment	Signed	Arrears

OTHER PAYMENTS

Service	Date	Amount Due	Amount Paid	Signed	Arrears

STUDENT SUPPORT CONTACTS

Student Health Centre

The Student Health Centre is situated in Ardpatrick beside the South Student Car Park. It is open from **9.30am-12.30pm** and **2.30pm-4.30pm**. An appointment system is in operation but because of the heavy demand for services, a triage system is operated by the nurse on duty. Visits to the Student Health Doctor and Nurse are usually **free** but there are charges for some of the services offered. Please contact us for further fee information.

- Address: **Ardpatrick, College Road**
- Tel: **021 490 2311**
- Web: <http://www.ucc.ie/en/studenthealth/>

Services Available from the Student Health Department include:

- Primary care of acute and chronic illnesses
- Contraception service
- Women's Health, Cervical smear screening services
- Screening and immunisation against infectious diseases
- Consultant Psychiatrist Service
- Sexual Transmitted Infection diagnosis and treatment
- Travel Advice and Vaccinations
- Health Promotion Programmes
- Hospital referral service
- Ante Natal Care
- Accident and Emergency
- Physiotherapy Service and more

Student Counselling & Development

Student Counselling & Development provides a safe place where students can talk with a counsellor, in a relaxed, confidential and private atmosphere, about personal and/or academic concerns. Throughout the year they run workshops that cover a wide variety of topics such as Managing Academic and Exam Anxiety and Bereavement Support.

- Tel: **021 490 3565 (during opening hours)**
- Call in: **Ardpatrick House, College Road**
Beside Student Car Park
- Opening times: **Mon-Fri, 9.30am-10.30am, 11am-1pm, 2.15pm-4.15pm**

Out of Hours Support

- Samaritans:** Emotional support: (24 hours) **Freephone 116 123 (www.samaritans.org)**
- Pieta House:** Support for people at risk of self-harm: (24 hours) **Freephone 1800 247 247**
- UCC General Services Security:** (24 hours) **Tel: 021 490 3111**
- Anglesea Street Gardaí HQ:** (24 hours) **Tel: 021 431 3031**
- A+E Cork University Hospital:** (24 hours) **Tel: 021 492 0230**
- South Doc:** (Evenings and weekends) **Tel: 1850 335 999**

DISABILITY SUPPORT SERVICES

The UCC Disability Support Service is committed to empowering students with disabilities to achieve their academic and vocational goals in an inclusive learning environment. This service supports students with a wide range of disabilities including physical, mental health and learning disabilities.

- Address: **South Lodge, College Road**
- Tel: **+353 (0)21 490 2985**
- Email: dssinfo@ucc.ie
- Website: <http://www.ucc.ie/en/dss>



USEFUL CONTACTS

Service Name	Phone Number	Email	Website	Address
RTB (Residential Tenancies Board)	0818 30 30 37	<p>Tenancy Registration: registrations@rtb.ie</p> <p>Registration Enforcement: enforcement@rtb.ie</p> <p>Dispute Resolution: disputes@rtb.ie</p> <p>Tribunal Queries: tribunals@rtb.ie</p> <p>Determination Order Enforcement: enforceorder@rtb.ie</p>	www.rtb.ie	PO Box 47, Clonakilty, Cork.
Threshold Advice Centre (Housing Rights Agency)	021 427 8848	threshold@eircom.net	www.threshold.ie	22 South Mall, Cork.
Accommodation and Community Life Office	021 490 3849 / 2103 / 3091	resservices@ucc.ie	www.ucc.ie/en/accommodation/	1st Floor of 6 Carrigside, College Road.

USEFUL CONTACTS

Service Name	Phone Number	Email	Website	Address
UCC Budgetary Advisor	021 490 1861	studentbudgeting advice@ucc.ie	www.ucc.ie/en/studentbudget/budgetaryadvisor	1st Floor, 1-2 Brighton Villas, Western Road.
Student Counselling & Development	021 490 3565	counselling@ucc.ie	www.ucc.ie/en/studentcounselling	Ardpatrick, College Road.
Student Health	021 490 2311		www.ucc.ie/en/studenthealth	Ardpatrick, College Road.
Student IT Services	021 490 1886	sit@ucc.ie	www.ucc.ie/en/sit	Boole basement, UCC.
UCC Clubs	021 490 4752	president@uccclubs.ie	sport.ucc.ie/clubs	Department of Sport and Physical Activity, Ferry Lodge, Mardyke.
UCC Societies	021 490 2475	president@uccsocieties.ie	societies.ucc.ie	UCC Societies Office, 6 Carrigside, College Road.
UCC Student Ombudsman	021 490 2593/ 021 490 2228	studentombudsman@ucc.ie	www.ucc.ie/en/studentombudsman	School of Applied Social Studies, Ashford (Room 2.01), Donovan's Road.

USEFUL CONTACTS

Service Name	Phone Number	Email	Website	Address
Disability Support Services	021 490 2985	dssinfo@ucc.ie	www.ucc.ie/en/dss	Disability Support Service, South Lodge, UCC.
Chaplaincy	021 490 2459	ber.twomey@ucc.ie	www.ucc.ie/en/chaplaincy	Iona House, College Road.
Niteline	1800 32 32 42	committee.uccniteline@gmail.com	www.ucc.ie/en/pass/niteline	
Campus Watch	021 490 3849	campuswatch@ucc.ie	www.ucc.ie/en/studentexperience/campuswatch	1st Floor of 6 Carrigside, College Road.
Local Neighbourhood Groups				
South Central Safety Forum	Peace Commissioner John O'Rourke 087 933 3219			
Magazine Road Residents Association			www.magazineroadresidents.com	
Connaught Avenue Residents Association	Noirin Deady	noirin12345@gmail.com		

NOTES

SCS / STUDENT COMMUNITY SUPPORT

SCS

STUDENT COMMUNITY SUPPORT

HELPLINE 083 359 5364

*Helpline open: 8pm to 4am, from
Sun 8th to Thurs 12th September, 2019
for Fresher's Week
and from 8pm to 4am, from Sun 9th to
Thurs 13th February, 2020
for Raise & Give Week.*

Who are the SCS?

The SCS (Student Community Support) is a dedicated team of Student staff, working with the Gardai & St John's Ambulance, who will patrol residential areas around UCC each night, from 8pm to 4am, during Fresher's Week, 2019 and Raise and Give Week, 2020. Their purpose is to minimise disruption in your area.

What do SCS do?

They are here to help you in the following ways:

- Clean up rubbish bins that may be knocked over.
- Notify the Gardai of antisocial behaviour.
- Alert the Gardai to house parties.
- Assist students in distress.
- Clean up bottles, cans, fast food wrappers, etc. from the streets.

How do you contact SCS?

We are here to help. Please phone our dedicated helpline on **083 359 5364** which is staffed by a Students Union staff member from **8pm to 4am** nightly.

OR

Contact a member of the SCS team patrolling the streets. They will be wearing clearly identifiable jackets, with Student Community Support printed on the back.

FIND US . . .

1st Floor, 6 Carrigside
College Road, Cork.

T: 021 490 3849/2103/3091

E: resservices@ucc.ie / campuswatch@ucc.ie

www.ucc.ie/en/accommodation

 www.facebook.com/uccres

 [@uccreslife](https://www.instagram.com/uccreslife)



Students' Union
university college cork

SCS

HELPLINE

083 359 5364

**STUDENT COMMUNITY
SUPPORT**

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from Sun 8th to Thurs 12th September, 2019 for Fresher's Week
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Office of
Accommodation
and Community Life