



Leevin

WELL  
COME

We are Leevin Ireland,  
Your accommodation experts in Dublin.

**HOUSE MANUAL**

# Welcome to Leevin!

We are happy to have you staying in our accommodation! To ensure you have a smooth stay, we ask you to please carefully read your contract in which you will find all the important information you need regarding your tenancy.

On this flyer you will find practical information that will help you daily during your time in the accommodation.

**We hope you enjoy every second of your stay!**



## HOUSE RULES

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## ROOMS/SHARED AREAS:

Tenants will define their own routine, just keep in mind to equally share all the common spaces, such as the fridge, cupboards and wardrobes. Everyone has the same rights in the house, so be nice and courteous.

**Important (for shared rooms):** Everytime that there is a vacancy in your house, we can do visits to show the room for people interested in it. If the vacancy is in your room, we will let you know in advance when the visit will take place.



**-> It is strictly forbidden to use a bed other than your own, even if empty:** do not sit, do not place your personal objects or remove duvet and pillows. Using a bed other than yours may result in a fine.

## CLEANING

Residents are responsible for keeping the house cleaned during their stay (including signs of mold on the walls and ceiling).



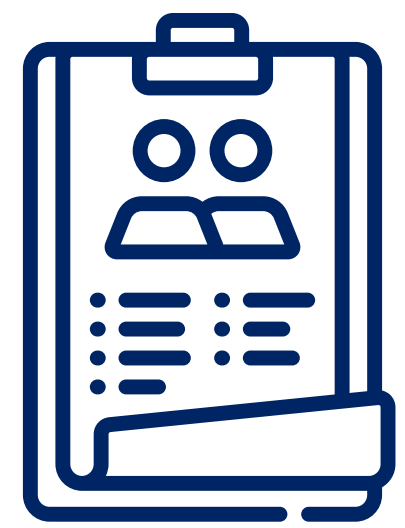
## KITCHEN



You will be sharing the kitchen with other colleagues, so remember that someone may need to use this area after you. Please always wash the dishes after you've used them and keep the kitchen in order after cooking. Do not leave the dishes in the sink.

## GUESTS

Friends are welcome in the residences, as long as they leave the property before 22h due to quiet hours. Third parties are not allowed to sleep on the property and this may result in a fine.



## PARTIES



**Parties are strictly prohibited.** Failure to comply with this rule may result in warnings, fines or termination of the contract without a refund of your safety deposit.

## QUIET HOURS

We ask our residents to make a minimum of noise from 10 pm to 8 am. Keep in mind that not only your housemates but also your neighbours have different schedules than you do, and it is important that everyone has the right to rest.

## BAD BEHAVIOUR:

Respect housemates who will be sharing the accommodation with you. Open communication, consideration and common sense are fundamental for a peaceful coexistence. Violence of any kind will not be tolerated. If this occurs, the residents of the house must call both Gardai and Leevin immediately. Those responsible for bad behaviour will have a short period of time to leave the accommodation without any right of reimbursement.

***Bullying, harassment, intimidation, racism, homophobia, transphobia, religious prejudice and any other type of discrimination will not be tolerated on our properties. If it occurs, the person responsible will answer legally for a crime.***





**DRUGS:** Possession, use, distribution or sale of drugs is illegal in Ireland and may be reported to the Gardaí. Any illegal activity will result in eviction from the property and the tenant will not be entitled to a refund of any amount paid. If you are suspected to be in possession or distributing drugs, the Garda will be contacted.

**THEFT:** We recommend that you keep valuables in a safe place and always keep the front door closed when you leave. In case of robbery, you must report to the Gardaí. Leevin cannot take responsibility for any robbery that occurs.

**SMOKING:** Smoking is strictly prohibited inside our properties! If any resident is caught smoking or if we find any traces of cigarettes, we may impose a € 100 fine. Depending on the severity or frequency, we may ask you to leave the property without any refund.





# MAINTENANCE

All our houses have a QR code that must be used in case you need **maintenance**. When requesting a maintenance service, it will be triaged by the staff. The most urgent cases such as boiler or alarm problems, water outage, water or gas leak will have priority. Other requests will be placed on a waiting list and can be answered within 3 working days after the opening of the request.

For your safety, the residence will be inspected regularly by our staff for inspections, maintenance etc. Our team is completely free to access our accommodation, and issues such as cleanliness and organisation will be assessed. Please be kind, they will be working to improve your experience.

*Some maintenance calls can be avoided. Make sure you are following the guidelines and avoid being fined for misuse of the residence.*

Below we highlight some more frequent cases. We ask that ***before opening a maintenance request check that all tests have been carried out.***



[QR code]

# BATHROOM

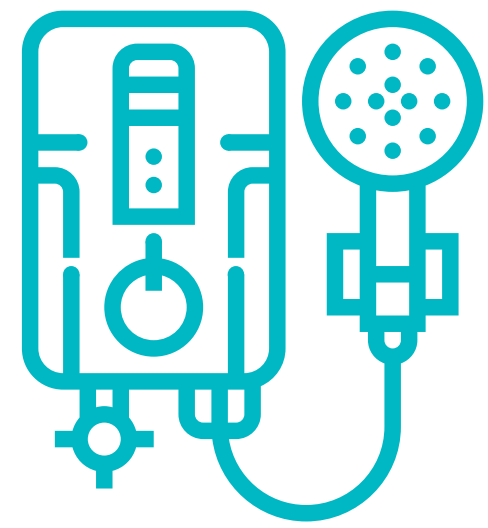
Toilet paper should always be thrown in the toilet. Other items (baby wipes, pads, toilet paper roll, plastic, etc.) must be disposed of in the bin, otherwise the clogging of the toilet can be identified as misuse. The shower drain must be cleaned frequently to prevent clogging. Some drains can be removed for cleaning, others it is necessary to add specific cleaning products. This product can be found easily in supermarkets or home stores.



Be careful not to drop or accumulate water on the floor, especially in second floor bathrooms, as this can cause infiltration and damage the structure of the house. Ireland's bathrooms are not prepared for this.

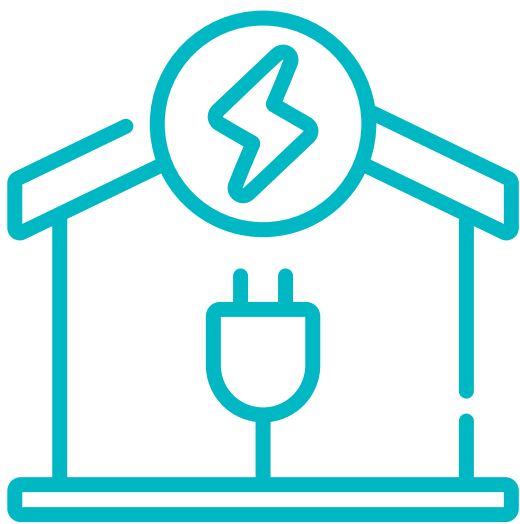
## HOT WATER

The heating is set to come on automatically at certain times of day, please do not change this. In the absence of hot water, check if the house has credit for energy or gas. Also make sure that the timer has not been switched off or changed and wait 30 minutes. If the problem persists, make a maintenance request.



## POWER OUTAGE / SOCKETS

If only one room in the house is out of light, make sure the light bulb isn't broken. Replacing it is the responsibility of the residents. Some specific



cases require the replacement of special lamps, so you can open a maintenance request and ask for our help. In the case of a power outage, go to the electrical box and make sure that no switches have tripped, the same process must be followed if a large number of sockets in the same room are not working.

## VOLTAGE

In Ireland the voltage is 220 volts, and the plugs on the socket are the same ***as shown in the image***. Check that your electronic equipment is compatible before inserting it in the socket, otherwise use adapters. Never insert objects that are not compatible with the type of plug into the socket. The alteration in any electrical part of the house is considered as misuse and can cause fines.



## FIRE ALARM

Make sure you understand what the alarm type is in your house. It is important that you ask how to reset / turn it off if it activates in the future. In case of activation, check if there is no fire in any of the rooms. If there is no fire, turn off the alarm. If the alarm is still going off, please contact our emergency phone.

The houses are equipped with alarms to ensure your safety. It is very serious to tamper with or break security equipment. If someone violates fire policies or handles safety equipment (including covering smoke detectors) inside rooms, they will be liable to pay a fine, leave the residence and also be subject to legal action.

## DAMAGE:

Residents are responsible for any damage to the property. If the responsible person is not identified, the cost of the repair will be divided equally among all residents.

## EMERGENCIES

In case of emergency, such as water outage, non-stop alarm going off, water or gas leak - after all the tests above have been carried out and the problem persists - **contact our maintenance team on +353 89 424 0138**

In case of fire, robbery or accident, **call 999**. After reporting to the appropriate authorities, please contact us and report what happened.

## DISCIPLINARY PROCEDURE

We kindly ask you to comply with all the rules of the residence. Breaking the rules will result in verbal or written warning. In case of a repeat offense, you may have to leave the residence. Depending on the severity, we may revoke your license to reside on the property without notice. No refund or deposit back will be made under these circumstances.

## PAYMENTS

You must pay the rent via bank transfer to the Leevin account that is in your contract, or in cash at our office. At the time of payment, you must enter your personal code informed in your contract so we can identify the origin of the payment. Note that a fine can be imposed if you fail to enter the code three times.

## FINES

- Key loss: from €30 (encrypted keys can cost up to €100)
- Loss of fob: €100
- Unauthorised changes (e.g. changing bed/room): €100
- Noise outside quiet hours: €25 (individual)
- Smoking (or evidence of smoking): €100
- Tampering with fire safety equipment: €200
- Third parties sleeping in the residence: €100
- Lack of cleaning or incorrectly disposed garbage: €50
- Failure to include personal payment code in your rent payment: €20





*Custom House and River*

# FREQUENTLY

## FREQUENTLY ASKED QUESTIONS

### ***What if I want to leave before the end of my contract?***

You will be responsible for the vacancy during the contracted period. If for any reason you want to leave the property before the date, you can transfer the vacancy to ensure that someone else takes over the remaining period of the contract with the company's approval.

### ***What if I don't want to renew?***

You must notify us 30 days in advance of the end of your contract in writing to [info@leevinireland.com](mailto:info@leevinireland.com)

### ***Deposit return and check-out***

You will have completed your **check-out** when you **leave the property and return the keys to our office**. An **inspection** will be carried out after check-out and if everything is right we will refund your deposit within 14 working days after check-out.

***\*Note that the vacancy / property must be cleaned and organised so that a cleaning fee is not discounted.***

**Important** - The customer must send the information (IBAN) by email formalising the check-out. In case of international transfers, the list of information necessary for carrying out the transfer must be requested by email and an international transfer fee can be discounted.



# CONTACTS

Our office hours are from ***Monday to Friday, from 10am to 6pm.***



***Contract or payment questions:***  
[finance@leevinireland.com](mailto:finance@leevinireland.com)

***General requirements:***  
[info@leevinireland.com](mailto:info@leevinireland.com)  
+353 83 881 6600

***Vacancies (renewing or checking new ones)***  
[commercial@leevinireland.com](mailto:commercial@leevinireland.com)  
+353 87 719 8905

***Emergencies (boiler, alarm, water outage water or gas leak)***  
+353 89 424 0138

***Follow our social media,*** where you will find information about how houses in Ireland work and what are the main differences that we find in Ireland in relation to other countries!



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