



CARRAIG ABHAINN

STUDENT ACCOMMODATION

STUDENT LIVING

STUDENT HANDBOOK

2016/17



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Dear Student

We would like to take this opportunity to welcome you to Carraig Abhainn Student Accommodation. We are fully committed to providing you with a home away from home and to ensuring your stay at Carraig Abhainn is a memorable one that becomes part of your College experience.

For us to provide you with a pleasant and secure living environment, however, we need your assistance! We ask that you respect your apartment and keep your room in good condition. We also ask that you behave in such a manner that respects sharing with others and that, together, we develop an environment that is conducive to both study and relaxation. Please familiarise yourself with our House Rules, which are featured in Appendix II.

We urge you to fully embrace living in Carraig Abhainn. As well as meeting with your new housemates, you may also like to join one of the many clubs and societies that The Institute of Technology Carlow has to offer. This is the time of your life to take full advantage of these opportunities and to get involved in activities that will help you to develop yourself and your interests for the future. We want you to get the most out of College life and to enjoy being part of a community where you can make lifelong friendships with others.

Enjoy your time with us and feel free to give us your suggestions, at any stage, on how we could improve student life in Carraig Abhainn.

Best wishes for a great year!
Le Meas,

Lavinia McCarron

Lavinia McCarron
Manager



CARRAIG ABHAINN AT A GLANCE

HAVE YOU JUST MOVED IN?

DON'T KNOW MUCH ABOUT CARRAIG ABHAINN?

HERE IS A QUICK OVERVIEW

- 38 Apartments, 3 bedrooms, 2 bathrooms per apartment
- Access to the Carraig Abhainn complex is via personalised key fobs
- Onsite Management Office
- On-site maintenance
- Gated Complex
- 24 hour CCTV
- Site Security
- Self-service Laundrette – tokens for which can be purchased in the Management Office
- Secure parking (permit required)
- Economic, night-saver, storage heating
- Wireless Broadband
- Refuse collection from complex



USEFUL INFORMATION

APPLICATION PROCEDURE

Bookings can be made online at www.carraigabhainn.ie where a deposit of €400 is required to secure a room. This payment is made through our website. In the event of the student not securing a place in the College and cancelling their room, we will return the full deposit less a €50 administration fee. Closing date for cancellation of rooms is three days following first round offers. Failure to do so within this period will mean that no refund will be given.

ACCEPTANCE PROCEDURE

Once a completed Application Form and Deposit is received we will issue you with an Acceptance Letter which will outline details of rent payable and check-in procedure. Please note that rent is payable through our website www.carraigabhainn.ie in advance in one annual payment or three equal instalments – September, December and March

ACADEMIC YEAR

The academic year runs for 38 weeks from September 1st each year.

MANAGEMENT OFFICE

Office hours are posted on the door. In an emergency, the following number can be called outside of these office hours – 086 042 7976

SITE SECURITY

Security personnel are on hand at certain times each week. In addition CCTV is operational on a 24/7 basis. Whilst Carraig Abhainn is a secure environment please remember some basic guidelines that can help in the prevention of crime, such as:

- Keep doors and windows locked, especially in ground floor apartments and do not leave windows open when not in the room
- Keep keys and money on your person at all times and remove identification tags from key



- Report any suspicious activity (at the time it occurs if security on duty) or report to local Garda Station on 059 913 6620
- Co-operate with and be respectful to security and maintenance staff at all times and produce ID when requested to do so.
- Be vigilant about personal security
- Do not allow people you do not know into your apartment
- Do not walk alone outside of the complex at night

In the event of a security callout (due to excessive noise or parties) please note that the individuals concerned will incur a €75 callout charge

MAINTENANCE

Carraig Abhainn employs an on-site maintenance team who are available each Wednesday to carry out ordinary repairs. Logging of maintenance issues can be done through the student portal on our website. Emergency repairs are carried out by maintenance on a needs-be basis.

LAUNDRETTE

Our self-service laundrette is located next to the Management Office and is available to students 24/7. Each apartment is issued with a key to access the laundry room in Carraig Abhainn. Machines are token operated and tokens can be purchased from the Management Office during opening hours. Cost per token is €3 per wash and €3 per dry. Please note that the laundrette is not supervised so make sure to keep an eye on your belongings

PEDESTRIAN ACCESS

Please note that access to Carraig Abhainn at any time is by personalised key fob only. Fobs are issued to each resident during check-in. In the event that the fob is lost or stolen, please report to the management office immediately where a replacement can be purchased for €50.

KEYS

Students will be issued with two keys upon check-in. A front door key which operates two locks on the front door – please note that both locks should be used at all times – and a bedroom key. Cost of replacing a front door key is €70. In addition there will be a €30 charge for every call-out to unlock front doors. It is the student's responsibility to ensure that they have their keys each time they leave their apartment.

NON-SMOKING

All apartments are non smoking. Any evidence of smoking will result in a €100 fine for the residents of that apartment.

APARTMENT INSPECTIONS

Please note that all residents are required to clean their apartments. Your apartment must be kept clean and tidy at all times. Residents who continually fail to adhere to house rules will be subject to disciplinary action and will incur cleaning costs.

INSURANCE

At Carraig Abhainn, we strongly advise that students avail of personal possession insurance as personal belongings are left onsite at owner's risk. Insurance can be arranged directly with insurance providers. We recommend having the family household policy extended to cover personal effects away from home.

UTILITIES

Please note that a certain level of utilities are covered in the weekly room rate to cover Electricity, Refuse, Wireless Broadband, cable TV, TV licence and water rates. Should any student incur costs over and above those allocated, they will be informed.

POST

An Post deliver all mail with apartment numbers directly to the relevant apartments. Any mail that does not have an apartment number is delivered to the Management Office where it can be collected by you. It is your responsibility to check if there is any mail for you. Please ensure therefore that all mail is properly addressed.

REFUSE DISPOSAL

The refuse store is located directly behind the Carraig Abhainn Management Office. Five industrial waste bins are provided for students and waste is collected once weekly. Please dispose of all waste correctly by using the bins provided. Please note that failure to do so can result in mice or rats in the locality and Carraig Abhainn reserve the right to cancel waste collection unless proper waste disposal is adhered to. It is each resident's responsibility to dispose of all waste correctly. No rubbish should be dumped around the complex.

The 1997 Litter Pollution Act states that there is an *".....obligation of an occupier undersubsection (2) in relation to land, to keep the land free of litter that is to any extent visible from a public place."* **Therefore all residents are responsible for keeping the general area outside their apartment block free from litter – a fine of €150 will be applied by the Carlow Local Authority to each apartment block not adhering to this law.**

Bottle Banks are located beside the large astro-pitch on the Mortarstown Road. Please dispose of bottles and cans as necessary. Bottles should not be displayed in apartment windows.

PARKING

You will need to register your car to avail of a parking permit from the Carraig Abhainn Management Office. All residents wishing to avail of secure parking will pay a nominal fee towards the upkeep of the entrance gates. Access through these gates is by registered phone. This number will be issued when registration has taken place. Carraig Abhainn can accept no responsibility for loss or damage to their vehicle whilst parked on the complex'

BUSES/TRAINS

There is a bus stop directly opposite the Insitute of Technology Carlow and both Bus Eireann and JJ Kavanagh operate a timetable to and from the college. Please see www.buseireann.ie and www.jjkavanagh.ie for further information.

APARTMENT INSTRUCTIONS

BEDROOM HEATING INSTRUCTIONS

The bedroom heating is provided by an instant heater. Turn the switch to the on position when necessary. The output can be turned up or down as required – four is the recommended setting. Please do not leave room heaters on when leaving your apartment.

Note: Do not dry clothes directly on or in front of the heater or place objects against it as these are a fire hazard.

LIVING ROOM HEATING INSTRUCTIONS

Heating is provided by a combined storage and instant heater. This stores heat during the night and radiates heat slowly during the day, and can be boosted by turning on the switch marked 'instant' located on the wall beside the radiator.

1. Turn the switch marked 'storage' to the on position
2. Set input control to between 4 and 7
3. Set the room thermostat on the wall in the living room to 20 degrees

Note: Please ensure that you maintain a good level of heat in your apartment and that you open your windows at regular intervals to ventilate your rooms and avoid moisture build-up.

WATER HEATING

For your convenience, the water heating is pre-set and timed to turn on in the morning and evening. These times can be amended by you by adjusting the timer in the hot-press.

COOKER INSTRUCTIONS

Ensure the red switch on the wall is turned on. Wait 30 seconds. Follow knob instructions on the cooker for either cooking, grilling or roasting. Please turn off the red switch on the wall when the cooker is not in use.

LOGGING MAINTENANCE ISSUES

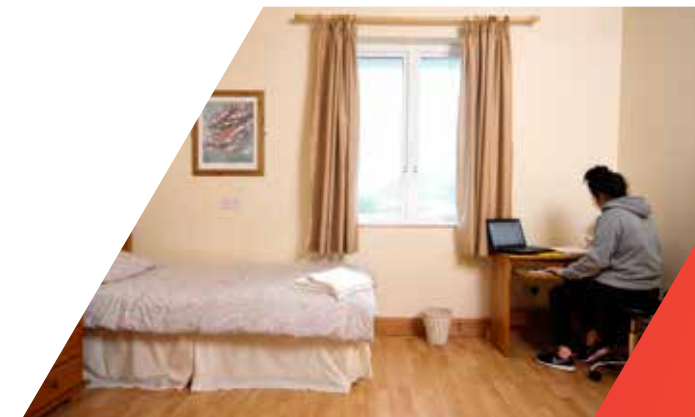
Our dedicated maintenance team is onsite each Wednesday morning to carry out any standard repairs. Any emergency repairs are carried out as necessary. To log maintenance issues, log onto your student portal using your login credentials (given to you at check-in). A link to the student portal can be found in the 'Current Residents' section of the Carraig Abhainn website www.carraigabhainn.ie/currentresidents. If you encounter any difficulties logging on, please contact the management office.

USING THE STUDENT PORTAL

Upon becoming a resident in Carraig Abhainn, each student will be given a personal login and password to access the Student Portal via our website. All issues can be logged, and tracked via this portal.

If the issue in question has been dealt with but you still feel that there is a problem please contact the management office.

General notices for all students will be posted on the Student Noticeboard by Carraig Abhainn Management so it is important to check the website regularly.



EMERGENCY PROCEDURES

1. THE CURRENT HEALTH AND SAFETY NOTICE IS IN YOUR APARTMENT. PLEASE READ.
2. A LIST OF EMERGENCY TELEPHONE NUMBERS IS IN YOUR APARTMENT. PLEASE READ.
3. EVACUATION PROCEDURE

In the event of a Fire or other emergency where building evacuation is required, the following is the proper procedure.

- a) Upon hearing the smoke alarm evacuate the apartment building immediately.
- b) Go directly to the assembly point which is the green area in the centre of the complex.
- c) Close all doors as you leave the apartment and building
- d) Stay at the Fire Assembly Point until notified by management and/or Fire Brigade
- e) Do not re-enter the building for personal articles until informed to do so.

Apartment Occupants must ensure that they read and understand the Emergency Procedures for the Complex.

FIRE PREVENTION:

1. Do not dry clothes directly on radiators
2. Do not store cases or boxes against radiators
3. Use the timer on radiators (do not leave the heat on continuously)
4. Turn off the cooker at the mains when not in use
5. Do not use naked flames e.g. candles
6. Do not leave cooker, irons or hair straighteners unattended.

Each living area and hallway are fitted with smoke alarms. These can sometimes omit a low battery signal. Should the battery on the smoke alarm need replacing please log the issue with maintenance.

Please note a fire blanket is provided in each apartment for cooker fires (e.g. frying pans).

THE IMPORTANCE OF VENTILATION

Whilst Carlow is located in the Sunny South East, the nature of the climate in Ireland means that we generally live in a cold and wet climate. In winter especially, the damp air can cause mould on walls in all apartments. It is important therefore for residents to take precautions to ensure that their accommodation is kept warm and well-aired, as mould can cause respiratory problems. In Ireland, a major cause of damp is caused by condensation.

WHAT IS CONDENSATION?

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all of the moisture and tiny drops of water appear – this is condensation. Condensation occurs mainly during cold weather, whether it is raining or not. It appears in places where there is little movement of air. Look for it on walls, in corners, on or near windows and in or behind wardrobes and cupboards.

HOW TO AVOID CONDENSATION?

To reduce the amount of moisture when cooking, cover saucepans and pots and do not leave kettles boiling. When washing clothes, put wet clothes on the clothes airer provided in the bathroom and ensure that the window is open or the fan is on.

HOW TO VENTILATE YOUR APARTMENT?

Ventilation is needed to get rid of moisture. You need much more ventilation in the kitchen or bathroom when cooking, washing up, bathing and drying clothes. This means opening the windows wider. Always open windows when cooking and after showering. However, remember to close the windows when leaving your apartment. Close the kitchen and bathroom doors when these rooms are in use, even if your kitchen or bathroom has an extractor fan. This will help to stop moisture reaching other rooms, especially bedrooms which are often colder and more likely to get condensation. Allow space for the air to circulate in and around your furniture. Also, open doors from time to time to ventilate cupboards and wardrobes.

IF YOU NOTICE MOULD?

If you notice mould you should deal with it immediately. Wipe down walls and window frames with fungicidal wash e.g. Dettol mould and mildew remover spray. Clothes with mildew should be dry-cleaned.

In addition please log the issue with maintenance so we can, if required, assist you in dealing with it.

TIPS: Vents are there for a reason. Remember not to block them. Open your window for a short period at least once each day.

APPENDIX I

APARTMENT INVENTORY AND MISCELLANEOUS REPLACEMENT CHARGES

Each apartment is fully fitted out with the exception of bed linen and towels. Whilst some items are replaced free of charge, other items will be charged out as follows should we deem that the damage is caused by residents. Please notify the management office immediately of any breakages or loss.

LIVING ROOM/KITCHEN		
ITEM	QTY	REPLACEMENT COST (PER ITEM)
COFFEE TABLE	1	€65
ARM CHAIR	2	€150
COUCH	1	€300
DINING TABLE	1	€150
DINING TABLE	1	€150
DINING CHAIR	4	€60
TV & REMOTE	1	€220
REPLACEMENT REMOTE	1	€20
COOKER	1	€300
FRIDGE	1	€230
MICROWAVE	1	€70
FIRE BLANKET	1	€25
SMOKE ALARM/BELL	1	€100
KETTLE	1	€15
TOASTER	1	€15
IRON	1	€20
IRONING BOARD	1	€25
KITCHEN BIN	1	€15
CLOTHES HORSE	1	€20
BEDROOM		
BED	1	€180
MATTRESS	1	€100
BEDSIDE LOCKER	1	€60
WARDROBE	1	€180
STUDY DESK	1	€40
STUDY CHAIR	1	€40
CHEST OF DRAWERS	1	€140

OTHER

IN ADDITION TO THE ABOVE THE FOLLOWING ITEMS MAY BE REPLACED FREE OF CHARGE AS AND WHEN NECESSARY, SWEEPING BRUSH & DUSTPAN SET, MOP & MOP BUCKET, SAUCEPANS, CUTLERY, DELPH AND UTENSILS FOR 4 RESIDENTS.

In addition, following interim and final end of year apartment inspection the following charges will apply if the apartment is not kept to the required standard as set out below.

ITEM	CHARGE
CLEANING FULL APARTMENT	€200
KITCHEN CLEANING	€150
COOKER/OVEN CLEANING	€50
BATHROOM CLEANING	€40
BEDROOM CLEANING	€50
REMOVAL OF RUBBISH (PER BAG)	€15
REPLACEMENT CURTAINS – BEDROOM	€60
REPLACEMENT CURTAINS – LIVING ROOM	€120
PAINTWORK DAMAGE (PER WALL)	€50
PAINTWORK PER ROOM	€100
FULL APARTMENT REPAINT	€750
REPLACE BROKEN WINDOW	REPAIR COST
WHITE GOODS (DAMAGE/REPLACE MISSING PARTS)	REPAIR COST

Not all breakages are covered herein. Please contact the management office for costs of items not listed. All prices are subject to change

CLEANING REQUIREMENTS

BEDROOM	BATHROOM/ENSUITE	KITCHEN & LIVING ROOM
EMPTY WARDROBES/DRAWERS/STUDY AREA	CLEAN SHOWER/BATH/WASH HAND BASIN AND TOILET	EMPTY ALL CUPBOARDS AND WIPE OUT
REMOVE ALL PERSONAL BELONGINGS	REMOVE ALL PERSONAL BELONGINGS	CLEAN OUT FRIDGE, DEFROST FREEZER AND PLUG OUT
STRIP BED AND DISPOSE OF ALL BEDDING	WASH FLOOR	CLEAN ALL CROCKERY & UTENSILS AND RETURN TO CUPBOARDS
DUST ALL FURNITURE		CLEAN SINK
BRUSH AND WASH FLOOR		CLEAN COOKER AND OVEN
		CLEAN MICROWAVE
		DUST ALL FURNITURE
		DISPOSE OF ALL PERSONAL BELONGINGS
		BRUSH AND WASH FLOORS INCLUDING UNDER FURNITURE

APPENDIX II : HOUSE RULES

We ask that all residents read this carefully as she/he is bound by the terms hereof under the provision of the Student Licence Agreement

- 1. General:** It is intended to develop a vibrant community spirit which supports both the social and academic life of all our residents in Carraig Abhainn. To achieve this objective all who reside in or visit Carraig Abhainn should respect the facilities, residents and neighbours of the complex. It is intended that each apartment block will be self-regulating and will promote a positive community spirit. Please read your Licence Agreement and be clear on all points to avoid any misunderstanding going forward. Any queries relating to the Licence Agreement should be discussed with Management at the earliest opportunity.
- 2. The License Fee:** The licensee must pay the deposit and licence fees in the manner set out in the Licence Agreement. In accordance with the details outlined no refund of any prepayment shall be made in the event of the apartment being vacated early for whatever reason, until such time as a new licensee is secured and monies received by Carraig Abhainn. The onus to find a new resident is with the licensee.
- 3.** Carraig Abhainn can only discuss any issues relating to the **Licence** or the Unit with the signatory and not any third party. No exceptions.
- 4. Discipline:** Any breach of conduct within Carraig Abhainn by either resident or non resident will be dealt with. Depending on the gravity of the offence, Carraig Abhainn Management may, at their discretion, give a warning, impose a fine, ban visitors or terminate the licence to your apartment or a combination of these measures. Failure to respond will result in the matter being referred to Student Services within The Institute of Technology Carlow.
- 5. Fire:** All residents are bound by all fire safety and other regulations for the safe and orderly management of the premises, The student must acquaint himself/herself with these regulations and with the emergency escape routes and not to interfere in any manner with the Fire and Safety Equipment.
- 6. Smoking:** All apartments are non smoking. Carraig Abhainn Management requests that you do not allow smoking in your apartment. If a resident does not adhere to this rule, a fine will be imposed.
- 7. Noise:** To maintain an atmosphere conducive to study, residents are requested not to play musical instruments, radios, televisions or other sound producing apparatus in such a manner that may cause disturbance or annoyance to other residents in the complex and in particular not in the hours between midnight to 8am. Abuse of this clause will result in a fine and based on complaints from other residents may be grounds for termination of your Licence Agreement.
- 8. Vandalism:** The cost of any damage caused in an apartment will be charged to the person/persons responsible.

In the event where there is damage caused to apartments and or public areas, including the exterior of the properties, where those responsible cannot be

identified, the Management reserves the right to impose a fine at the end of the term to all residents in the Complex. If applied, the fine will be deducted from deposits on termination of the Licence Agreement.

Any instances of egg throwing will result in the resident being held responsible for the clean-up/painting costs which can be upwards of €1,000. Egg throwing at apartments is a very serious offence within Carraig Abhainn and may result in eviction. Again a cross residential fine may be charged to all residents in this regard so it is imperative that any signs of vandalism/egg throwing is reported immediately the Carraig Abhainn Management.

- 9. Transfer of Rooms** Residents are expected to occupy the room assigned to them at check-in. Transfer may only be arranged at the discretion of Carraig Abhainn Management
- 10. Visitors:** The Licensee is responsible for all visitors to his/her apartment, whether authorised or not. Any damage or disturbance caused will be the responsibility of the Licensee. Security and Management are authorised to remove any non-residents from Carraig Abhainn if they deem it necessary.
- 11. Fixtures & Fittings:** Residents are requested to keep all furniture, fixtures, fittings, appliances and articles in their Apartment in good and proper repair and to pay Carraig Abhainn the amount equivalent to the replacement cost of such items as may be lost, broken or destroyed.
- 12.** Residents are requested not to deface the premises or to drive nails or drawing pins into the **walls** or woodwork or to use blu-tack as the wall will require repainting.
- 13. Furniture:** Residents are not permitted to remove or permit the furniture to be removed from their apartment. A fine will be issued to each resident in question should this not be adhered to.
- 14. Key Fobs:** Residents should not, under any circumstances, part with possession of any keys to the premises or any fob for the purpose of gaining access to the Complex and should report any loss or theft thereof immediately to the Management Office. The cost for the replacement of a front door key is €70 and €50 per fob. Any time you lock your key in your apartment and need to call security to gain entry, a charge of €35 will be incurred.
- 15. Ventilation:** See section referenced same herein
- 16. Removal of Waste:** see section referenced same herein
- 17. Pets:** Residents shall not keep a dog or any other animal (with the exception of approved Guide Dogs), reptile, insect or pet in or on the premises.
- 18. Cleaning:** All apartments are self-catering. There is no cleaning service provided. Residents are required to maintain and clean their own apartment. There will be housekeeping checks at intervals throughout the year and if your apartment is not found to be at an acceptable standard you will be required to bring it up to this standard. If there is still no improvement, contract cleaners will be brought in and you will be charged equally for this service.

19. **Bicycles:** Bicycle racks are provided in the common area and all bicycles are to be stored therein. Please ensure all bicycles are chained and locked. Bicycles are left at owner's risk.
20. Display of bottles, containers or other articles in the area of the windows of the apartments are not permitted.
21. Residents are not permitted to hang or expose any clothes, poster or advertisement, flag or banner from the windows
22. Residents should not keep any dangerous, combustible or unlawful substances or materials whatsoever and should report immediately the presence of such substances to Management
23. The Security of each apartment is the responsibility of the residents. Apartment and bedroom doors must be closed and locked at all times. Windows must be closed when leaving a room or apartment. Doors cannot be left on the latch.
24. Anti-social behaviour will not be tolerated. Residents should not participate in any incident which may be deemed by Carraig Abhainn as a breach of the licence agreement.
25. Residents should respect all Carraig Abhainn staff, security personnel, maintenance and cleaners at all times and comply with any request or instruction issued by those named herein.
26. Residents must inform Carraig Abhainn staff and security immediately of any emergency situation requiring urgent attention
27. Any repairs must be logged and recorded on the student portal
28. Residents must leave the premises in a clean and orderly condition and remove all personal effects and belongings there from and not later than the agreed time on the day of departure. Any such personal effects or belongings so left in or on the premises will be disposed of by Carraig Abhainn within two weeks
29. It should be noted that the refund of the deposit upon termination of the Licence Agreement is conditional to the terms and conditions of the Licence and these House Rules having been complied with in full and upon receipt by Carraig Abhainn of all keys and fobs issued to the resident.

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