Peter McVerry Trust

Tenant Handbook (large print version)

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About Peter McVerry Trust

Peter McVerry Trust (PMVT) is a national housing and homelessness charity committed to supporting vulnerable people experiencing homelessness and social disadvantage. The organisation was founded by Fr. Peter McVerry in 1983. Our vision is an Ireland that supports all those on the margins and upholds their rights to full inclusion in society.

We aim to reach those most marginalised in society and offer a safe and supportive environment through our service provision. We actively encourage participants to be involved in all aspects of their own support plans, ensuring their voices are heard and valued.

Our comprehensive package of care is designed to reduce the risk of homelessness, particularly for those leaving care, treatment, prison, or other institutions, as well as for individuals whose accommodation is vulnerable.

We provide tailored support to help each person plan a pathway out of homelessness or drug use, or, where this

is not possible, to achieve greater stability and dignity in their lives.

Ultimately, our aim is to assist every individual in re-establishing themselves within the community and moving towards greater independence and opportunity.

About the support service

Welcome to your new home.

We’re delighted to welcome you as a tenant of Peter McVerry Trust. We hope you will enjoy living in your new home and becoming part of a safe, secure, and supportive community.

This Tenant Handbook is an important resource that outlines the terms and conditions of your tenancy. It explains:

- How to pay your rent
- How to report anti-social behaviour (ASB) issues and how they are addressed
- How to report maintenance repair issues
- Useful information on safety in your home
- Tenancy involvement and engagement
- Our complaints and appeals processes

We encourage you to read this handbook carefully. It is designed to answer common questions and help you understand the services and supports available to you as a PMVT tenant.

If you have any further questions or need assistance, please don’t hesitate to contact your Housing Officer or Intensive Case Manager (ICM). We are here to help.

Note on Housing Officer / Intensive Case Manager (ICM): This handbook is designed for both our Housing with Supports and Housing First tenants. If you are a Housing with Supports tenant, you will have a Housing Officer. If you are a Housing First tenant, you will have an Intensive Case Manager (ICM).

Your tenancy agreement

Your tenancy agreement sets out the key terms and conditions of your tenancy. It helps you, as the tenant, and PMVT, as the landlord, understand your rights and responsibilities. Having a written agreement is important because it makes everything clear for both sides.

This document is a general guide. It does not include all your legal rights and responsibilities. It is not legal advice.

If you want to know more about the laws for renting, you should read the Residential Tenancies Act 2004 (as amended) and the Housing (Standards for Rented Houses) Regulations 2019. You can find a full list of these laws on the Residential Tenancies Board (RTB) website: www.rtb.ie.

Succession of tenancy

If you pass away, someone else may take over your tenancy.

A partner sharing the tenancy automatically becomes the sole tenant. They will be given a new tenancy agreement.

Others in the household can apply, but approval isn’t guaranteed.

To be considered, the applicant must:

- Have lived in the home for at least 12 months with PMVT’s approval.
- Be 18 or older.
- Not own or have an interest in another property.
- Be suitable for the home.
- Have no history of anti-social behaviour or tenancy breaches.

Only one succession is allowed, and all applications require local authority approval.

Keeping everyone safe

Peter McVerry Trust wants all tenants to feel safe and supported in their homes. We take extra care to protect children and adults who may be more at risk.

Children First

We follow the principles of Children First: National Guidance for the Protection and Welfare of Children.
This means:

- We recognise that every child has a right to be safe and protected from harm.
- All staff are trained to identify and respond to concerns about child welfare.
- If a child is at risk, we are legally required to report concerns to Tusla, the Child and Family Agency.
- Tenants are encouraged to report any concerns they may have about the safety of children in their home or community.

Supporting vulnerable adults

A vulnerable adult may be someone who, due to age, disability, illness, or other circumstances, may be at greater risk of harm or exploitation. We are committed to:

- Promoting dignity, respect, and independence.
- Responding to concerns about abuse or neglect.
- Working with relevant services to ensure protection and support.

If you are worried about your own safety or the safety of someone else, please speak to your Housing Officer or Intensive Case Manager.

Data protection and confidentiality

Peter McVerry Trust is committed to protecting your personal information in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We only collect and use personal data that is necessary to manage your tenancy, provide services, meet our legal obligations, and ensure the safety and wellbeing of tenants.

Your personal data will be:

- Processed lawfully, fairly, and transparently.
- Collected for specific purposes, such as tenancy management, rent collection, property maintenance, and support services.
- Limited to what is necessary, kept accurate, and retained only for as long as needed under our retention schedule.

PMVT will keep your personal data private at all times and will only share your data in the following circumstances:

- With your consent, when you have agreed to a specific disclosure.
- When required by law, for example under child protection legislation, court order, or reporting obligations.
- Where necessary for the performance of your tenancy agreement, e.g. giving your contact details to contractors carrying out repairs.
- Where it is in your vital interests or the vital interests of others, such as in a medical or safeguarding emergency.
- Where we have a legitimate interest, provided your rights and freedoms are not overridden, e.g. sharing information with local authorities to support housing management.

We only share the minimum data needed, with trusted partners or statutory agencies, and always on a lawful basis.

Your rights

You have rights in relation to your personal data, including the right to access it, request correction, or in certain cases request deletion or restriction. Further details on this are available by contacting us at dataprotection@pmvtrust.ie.

Filming PMVT employees

Tenants are reminded that the video recording of PMVT employees without their knowledge or consent is not allowed. Such actions may breach privacy and data protection laws and could result in legal consequences. We ask all tenants to respect the dignity and privacy of our staff during home visits.

Rent

How is my rent calculated?

The rent amount is set based on the funding scheme used to purchase the property. Different schemes may result in different rent structures (e.g., differential rent vs. economic rent).

As the tenant, you are responsible for ensuring that the rent is paid regularly and in full.

What is my rental amount based on?

Rent for CAS Properties: tenants living in Capital Assistance Scheme (CAS) properties pay economic rent.

Economic rent covers: The cost of providing the accommodation and the support services associated with the tenancy.

Properties managed by PMVT for local authorities or other landlords: This rent is calculated based on the tenant's income and determined by the local authority's differential rent scheme.

Rent reviews

Rent is reviewed annually to ensure that the amount you pay reflects your current household income and circumstances.

During this review, you are required to provide all requested documentation, such as payslips, social welfare statements, and details about who lives in your household. It’s important to respond promptly to these requests so your rent can be assessed accurately.

Your Housing Officer or Intensive Case Manager (ICM) is available to assist you with gathering and submitting the necessary documents.

If your circumstances change, it’s important to contact your Housing Officer or ICM for advice and support. Changes that may affect your tenancy or rent include gaining or losing employment, someone in your household starting a job or claiming a social welfare payment, a household member moving out or passing away, or the birth of a child.

Giving us correct and complete information helps make sure your rent stays fair and affordable. If you don’t give

us the required information, you might be charged the highest rent.

Service charge

A service charge is an additional payment that some tenants may need to pay. This only applies to units contained within a multi-unit development. This helps cover the cost of looking after shared areas and services **only if clearly stated in your tenancy agreement.**

This typically applies to properties with, but not limited to, the following:

- Cleaning services in apartment blocks and multi-dwelling units
- Shared hallways, lifts, or gardens
- Communal heating or lighting
- Waste collection or security services

How is rent paid

1. If you get your social welfare payment at the post office, you are required to sign up for the An Post Household Budget Scheme, which automatically

deducts your rent each week and sends it directly to PMVT.

2. Or you can set up a weekly standing order through your bank, allowing your rent to be paid directly from your account to PMVT.
3. A third option is to make payments via electronic transfer using online banking.

What happens when rent is not paid?

If you do not pay your rent, your tenancy may be at risk. If you fall behind on your rent, you will be asked to agree to a repayment plan to pay back what you owe.

If you do not agree to or follow this repayment plan, you will get a formal warning, as set out by the Residential Tenancies Board (RTB).

If you still do not follow the plan, you could lose your tenancy.

Anti-social behaviour

Peter McVerry Trust is committed to providing a safe and supportive environment for all of our tenants.

All tenants have the right to live peacefully in their home. Tenants are responsible for their own actions and for the behaviour of their household members and visitors.

What is anti-social behaviour (ASB)?

Anti-social behaviour is behaviour that causes harm, fear, or serious disturbance to others. Examples include:

- Criminal activity or behaviour that breaks the law, public order, or tenancy rules.
- Threats, intimidation, or domestic violence
- Harassment or discrimination
- Excessive noise or loud music
- Disturbances caused by drug or alcohol misuse. Illegal dumping
- Vandalism or deliberate damage to property

- Loitering or disruptive congregation (hanging around) in shared spaces or around housing units and communal areas

Engaging in anti-social behaviour (ASB) may result in:

- Written warnings
- Termination of tenancy (including eviction)
- Serious cases may be reported to Gardaí.

Anti-social behaviour can affect your chances of getting housing support in the future.

Reporting anti-social behaviour (ASB)

Report anti-social behaviour to your Housing Officer or Intensive Case Manager in person, by phone, or in writing. Provide date/time, description, witnesses, and any evidence. PMVT will record and follow up. Reports are confidential.

Once a report is received, we will provide help, advice and take appropriate action against the person causing

the problem if we are able to. Serious cases (crime or safeguarding) will be referred to the relevant authorities.

Pets

We understand that you might like to bring your pets with you or get a pet now that you are in a new home. In order to do so you need to inform PMVT of your desire to have or bring a pet.

Depending on the property or the rules of the local authority, you might be allowed to do so. Unfortunately, some properties do not allow pets.

If you are able to have a pet in your property, you are fully responsible for the pet. This includes making sure it does not cause any damage to the property and that it does not behaviour in a way that is intimidating or anti-social towards neighbours or the community.

Certain dog breeds are classified as restricted. This means additional rules and responsibilities apply to their ownership. If you own one of these breeds or a crossbreed, you must follow specific legal and safety requirements.

If you do not follow these rules, you could put your tenancy at risk.

Maintenance & repairs

Who is responsible for repairs?	Tenant	PMVT
Leaking taps		✓
Faulty electric showers		✓
Damaged communal paths		✓
Replacing broken or missing plugs/chains	✓	
Removing scale from taps and sinks	✓	
Faulty mains-powered smoke detectors		✓
Replacing shower heads	✓	
Loose skirting boards		✓
Blocked gutters (multi-unit developments)		✓
Lost keys or gaining entry	✓	
Decorating and small plaster repairs	✓	
Boiler servicing and maintenance		✓
Loose garage doors		✓
Damaged roof tiles		✓
Mowing and tidying gardens	✓	
Pest control	✓	
Replacing light bulbs	✓	

Who is responsible for repairs?	Tenant	PMVT
Cleaning extractor fans	✓	
Leaking water pipes		✓
Loose window fittings		✓
Bleeding radiators	✓	
Damage caused by tenant or guests	✓	
Replacing toilet seats	✓	
Window glass broken due to tenant actions	✓	

Important notes on repairs

- Tenants may be charged for repairs due to damage, missed appointments, or failure to report issues promptly.
- Repairs in common areas of multi-unit developments are handled by the Owner Management Company (OMC), but must be reported to PMVT first.

Reporting maintenance

Please tell us about any repairs needed as soon as possible. You can report repairs via phone or text to your Housing Officer or ICM. Include detailed descriptions and photos, requests can’t be processed without them.

Contractors will contact you directly to arrange a call out. Call out times will vary depending on contractor availability and priority level of job.

Emergency maintenance

If you experience an emergency, something that poses a serious risk to health or your property, contact our Head Office or your Housing Officer or ICM immediately. PMVT aims to respond and make the situation safe within 24 hours. For emergencies that happen outside of regular hours, use the on-call number provided to you. Examples of emergencies include:

- Major uncontrollable leaks including but not limited to gas, oil or water
- Fire or structural danger

- No heating during extreme cold No electricity
- Any risk of injury or property damage

Access to your home

PMVT staff and contractors may need access to your home for repairs, inspections, servicing, or maintenance. You must allow access at the agreed time, or you may be charged a call out fee if entry is denied.

Access may be needed for emergency or routine repairs, property checks, servicing of systems (like gas or electrical), and planned upgrades (e.g. kitchens, bathrooms, heating, fire safety).

In the event of an emergency PMVT staff or contractors may enter without the required notice to ensure the health and safety of others.

Alterations and home improvements

PMVT encourages you to make your property feel like home. You are welcome to make improvements that help you feel more comfortable and happier in your

home. Minor updates to your property, such as painting the interior or hanging blinds, do not need to be reported or approved.

For any major changes, like installing a new kitchen, fitting a shower, or changing flooring, you must first speak with your Housing Officer or ICM. Written approval from the Housing Manager may be required. Any major changes must be discussed with PMVT management ahead of any works starting including other structural changes like modular sheds or other significant structures.

Aids and adaptions

PMVT aims to provide services that meet the needs of all tenants. If you need changes made to your home because of your needs, and to help you stay living there, please tell your key worker.

Your key worker can help you contact your public health nurse or occupational therapist. If you have not been referred yet, your Housing Officer or ICM can help you fill out a referral form.

There are grants from your local authority to help pay for changes to your home. Please talk to your Housing Officer or ICM about this. They can help you contact the local authority and find out if you can get a grant.

You must talk to your Housing Officer or ICM and the PMVT housing team before making any changes to your home.

Safety in your home

Your home should be a safe, healthy, and secure place to live. At PMVT, we're here to support you in maintaining a safe environment, from preventing damp and mould to understanding fire safety and keeping your home secure.

Keeping your home warm and dry

Moisture is produced every day through normal activities like cooking, bathing, and drying clothes. If this moisture isn't managed properly, it can lead to condensation, which may cause mould and damage your home.

What is condensation?

Condensation happens when warm, moist air touches a cold surface, like a window or wall, and turns into water droplets. It's common in corners, behind furniture, and around windows.

How to reduce condensation

- Ventilate regularly: open windows slightly each day, especially after cooking or showering.
- Use extractor fans: in kitchens and bathrooms, leave them running during and after use.
- Dry clothes carefully: use a tumble dryer or hang clothes in a ventilated room with the door closed and window open.
- Cook with lids on pots and reduce boiling time to limit steam.
- Keep heating steady: a low, consistent temperature throughout your home is better than short bursts of high heat.
- Leave space around furniture: this helps air circulate and prevents damp spots.

If you notice condensation or mould

- Wipe down wet surfaces daily.
- Clean mould with a suitable treatment (e.g. fungicidal wash or diluted bleach).

- Wash affected fabrics and re-decorate with mould-resistant paint if needed.
- Most importantly, reduce moisture and improve ventilation to prevent it returning.

Follow this link to read more about managing and preventing condensation on our website.

Fire safety

Your property is fitted with smoke or heat detectors, fire blankets, and extinguishers. These are essential for your safety.

Fire safety tips

- Test alarms regularly and replace batteries if needed.
- Never cover or tamper with alarms or fire doors.
- Don’t leave cooking unattended, please note chip pans are not allowed.
- Use of unregulated heating forms including Super Soars is not permitted.

- Keep escape routes clear, especially in shared buildings.
- Know your evacuation plan — stairwells are your escape route in apartment blocks.
- In case of fire, leave immediately and call 112 or 999. Never use a lift during a fire.

Security in your home

Feeling safe in your home is important. Here’s how to protect yourself and your neighbours:

- Keep your keys and fobs safe. You’re responsible for replacements. If you change locks, give PMVT a copy of the new key.
- Consider giving a spare key to someone you trust in case of emergencies.
- Don’t let strangers into apartment blocks and never wedge doors open.

Tenancy involvement & engagement

At Peter McVerry Trust, we believe that tenants should have a voice in shaping the services and supports they receive. We are committed to creating opportunities for meaningful engagement, where tenants feel empowered, respected, and heard.

Why engagement matters

Tenant involvement helps us:

- Improve the quality and relevance of our services. Build stronger, more inclusive communities.
- Ensure that decisions reflect the lived experiences of those we support.

Ways you can get involved

We encourage tenants to take part in:

- Feedback sessions – Share your views on services and suggest improvements.

- Tenant forums or meetings – Join discussions with staff and other tenants. Surveys and consultations – Help shape policies and service delivery.
- Local initiatives – Get involved in community projects or activities.

Your rights and responsibilities

As a tenant, you have the right to:

- Be treated with dignity and respect.
- Be involved in decisions that affect your tenancy and wellbeing.
- Raise concerns or suggestions without fear of negative consequences.

We ask that tenants engage constructively and respectfully with staff and fellow residents, helping to build a safe and supportive environment for everyone.

Complaints & appeals

At Peter McVerry Trust, we're committed to providing high-quality services that meet the needs of our tenants. We aim to treat everyone fairly and respectfully, and we welcome feedback, including complaints and compliments, to improve our services.

What is a complaint?

A complaint is when you feel something has gone wrong with the service you receive. This could include:

- Receiving a service that isn't good enough. Not receiving a service you're entitled to.
- Being treated unfairly by PMVT staff.
- A decision being made about you that seems wrong or didn't consider all the facts.
- A repeated request for help or information being ignored.

How can I make a complaint?

You can make a complaint:

- In person
- Over the phone
- In writing (letter)

We will treat your complaint fairly, respectfully, and confidentially. Only staff who need to know about it will be involved.

We won't respond with defensiveness or hostility. We see complaints as a chance to learn and improve. After you make a complaint, you will get a letter within 5 days telling you the result and what will happen next.

Complaints process

Step 1: Talk to Your Housing Officer, ICM or Staff Contact

Start by speaking with the staff member you usually deal with. We'll try to sort things out straight away, within 5 working days. If we need more time to look into it, we'll get back to you within 20 working days.

Step 2: Appeal the outcome

If you're not happy with the outcome of your complaint, you can appeal it, and the staff members' manager (the Head of Service) will investigate the complaint. The head of service will review how your complaint was handled and respond within 10 working days.

Step 3: Secondary Appeal

If you're still not happy, you can appeal the decision again, and a member of the Senior Management Team will conduct a further review. You'll receive a reply within 10 working days.

External appeals

If you are not satisfied with the outcome of your complaint after following all internal steps, you may refer the matter to the Residential Tenancies Board (RTB). This acts as an external appeals process.

We ask that you give us the opportunity to resolve the issue first. You can find more information at: www.rtb.ie/disputes

Contact details

Dublin Housing with Supports

Marrowbone Lane

Dublin

D08 W5WC

Phone: 087 118 6901

Opening hours: Mon–Fri: 09:00–16:00

Limerick Housing with Supports

50 O’Connell Street

Limerick City

V94 C6XR

Phone: (061) 214 882

Opening hours: Mon–Fri: 10:00–14:00

Louth Housing with Supports

20 St Laurence Street

Drogheda

A92 FP2N

Phone: (041) 983 4274

Opening hours: Mon–Fri: 10:00–14:00

Dublin Housing First

49-51 Parnell Sq West

Dublin 1

D01H3K8

Phone: (01) 254 6937

Opening hours:

Mon–Thur: 09:00–17:00

Friday: 09:00–16:00

PMVT Head Office

27 Sherrard St Upper

Dublin 1

D01 H7K5

Phone: (01) 811 7740

Opening hours:

Mon–Thur: 09:00–17:00

Friday: 09:00–16:00