Peter McVerry Trust

Tenant Handbook

Plain English version

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Section 1: About this handbook

Welcome to your new home

We're glad you are now a tenant with Peter McVerry Trust. We hope you feel safe, comfortable and supported in your home and community.

This handbook explains what you need to know about your tenancy.

It includes information about:

- how to pay your rent
- how to report anti-social behaviour (ASB)
- how to report repairs
- how to stay safe in your home
- how to get involved as a tenant
- how to make a complaint or an appeal

How this handbook can help you

This handbook is here to:

- answer common questions
- explain your rights and responsibilities
- show you what support is available

Please read it carefully and keep it safe so you can refer to it when needed.

Need help?

If you have any questions or need support, please contact your main worker.

This will be either:

- your **Housing Officer**, or
- your **Intensive Case Manager (ICM)**

We are here to help you.

Who to contact

You will have one main contact, depending on your tenancy:

- If you are in **Housing with Supports**, you will have a **Housing Officer**
- If you are in **Housing First**, you will have an **Intensive Case Manager (ICM)**

Section 2: Your tenancy agreement

Your tenancy agreement is an important document.

It explains:

- your rights as a tenant
- your responsibilities
- our responsibilities as your landlord

What it means for you

Your tenancy agreement helps make things clear for everyone.

It tells you:

- what you must do to keep your tenancy
- what you can expect from us
- what rules apply in your home

You should read your tenancy agreement carefully and keep a copy in a safe place.

If you are not sure about anything, please ask your Housing Officer or ICM.

Important information

This handbook is a general guide.

It does not include all of your legal rights or responsibilities.

It is not legal advice.

Where to get more information

The laws that apply to renting are set out in:

- the **Residential Tenancies Act 2004 (as amended)**
- the **Housing (Standards for Rented Houses) Regulations 2019**

You can find more information on the Residential Tenancies Board (RTB) website: **www.rtb.ie**

Section 3: Succession of tenancy

This section explains what may happen to your tenancy if you die.

Who can take over the tenancy?

1. A partner

If your partner is already living with you as part of the tenancy, they will take over the tenancy.

They will become the sole tenant and will receive a new tenancy agreement.

2. Other household members

Other people living in your home can apply to take over the tenancy.

This is not automatic and must be approved.

Conditions to apply

To be considered, the person must:

- have lived in the home for at least 12 months with permission from PMVT
- be aged 18 or over
- not own, or have an interest in, another property
- be suitable for the property
- have no history of anti-social behaviour or breaches of a tenancy

Important rules

- Only **one succession** is allowed for each tenancy
- All applications must be approved by the **local authority**

Need help?

If you have questions about succession, please speak to your Housing Officer or ICM.

We can explain your options and what steps to take.

Section 4: Keeping everyone safe

We want you to feel safe and supported in your home.

We take safety seriously and work to protect everyone, especially children and adults who may be more at risk.

Children's safety

All children have the right to be safe and protected from harm.

We follow national child protection guidelines called **Children First**.

What this means

- Our staff are trained to recognise concerns about a child's safety
- If we are worried about a child, we must report it to **Tusla (the Child and Family Agency)**
- You should tell us if you are concerned about a child's safety

If you are worried about a child, please speak to your Housing Officer or ICM.

Supporting vulnerable adults

Some adults may be more at risk of harm. This can be due to:

- age
- disability
- illness
- personal circumstances

What we do

We are committed to:

- treating people with dignity and respect
- supporting independence
- responding to concerns about abuse or neglect
- working with other services to provide support

If you are worried

If you are worried about your own safety or someone else's safety:

- Talk to your Housing Officer or ICM as soon as possible.

We will listen and take your concerns seriously.

Section 5: Your data and your privacy

We take your privacy seriously.

We collect and use your personal information to manage your tenancy and support you in your home.

We follow data protection laws, including the **General Data Protection Regulation (GDPR)**.

Why we use your information

We only collect and use the information we need.

We use your information to:

- manage your tenancy
- collect rent
- arrange repairs
- provide support services
- keep tenants safe
- meet our legal responsibilities

How we look after your information

We will:

- keep your information safe and private
- only use it for clear and specific reasons
- keep it accurate and up to date
- only keep it for as long as needed

When we may share your information

We will only share your information when we have a good reason.

This includes:

- **With your permission**

- **When the law requires it** (for example, for child protection or a court order)
- **To manage your tenancy** (for example, sharing your contact details with contractors for repairs)
- **In an emergency**, to protect you or someone else
- **With trusted services**, such as local authorities, when needed for housing support

We only share the minimum information needed.

Your rights

You have rights when it comes to your personal information.

You can:

- ask to see the information we hold about you
- ask us to correct something that is wrong
- ask us to delete or limit your data in some cases

If you would like to do this, contact us at:
dataprotection@pmvtrust.ie

Recording staff

Please respect the privacy of our staff.

You must not record (film or video) PMVT staff during visits without their permission.

This may be against the law and could affect your tenancy.

Section 6: Rent

What this section is about

This section explains:

- how your rent is worked out
- how to pay your rent
- what you need to tell us
- what happens if you don’t pay

How your rent is worked out

The amount of rent you pay depends on how your home is funded.

There are two main types of rent:

1. Economic rent (CAS properties)

If you live in a Capital Assistance Scheme (CAS) property, you pay **economic rent**.

This means your rent covers:

- the cost of the property
- the cost of support services

2. Differential rent (local authority properties)

If your home is managed for a local authority or another landlord, your rent is based on your income.

This is called **differential rent**.

What you must do

You must:

- pay your rent in full and on time
- give us correct and up-to-date information about your income and household

If you are unsure about your rent, contact your Housing Officer or ICM.

Rent reviews

We review your rent once a year.

This helps make sure your rent is fair based on your current situation.

What you need to do

You must give us information when we ask for it, such as:

- payslips
- social welfare statements
- details of who lives in your home

Please send this information as soon as possible.

If you need help, your Housing Officer or ICM can support you.

Tell us about any changes

You must tell us if your situation changes.

This includes:

- starting or losing a job
- changes to social welfare payments
- someone moving in or out
- a birth or a death in your household

Giving us the right information helps keep your rent fair.

If you do not give us this information, you may be charged the highest rent.

Service charges

Some tenants also pay a **service charge**.

This only applies if you live in a building with shared spaces, such as an apartment block.

It will be clearly shown in your tenancy agreement.

Service charges may cover:

- cleaning of shared areas
- lifts, hallways, or gardens
- shared heating or lighting
- waste collection or security

How to pay your rent

You can pay your rent in the following ways:

- **An Post Household Budget Scheme**
  If you collect social welfare at the post office, your rent will be taken automatically each week.
- **Standing order**
  You can set up a weekly payment from your bank account.
- **Online banking**
  You can transfer your rent electronically.

If you are unsure how to set this up, contact your Housing Officer or ICM.

What happens if you do not pay your rent

If you do not pay your rent, your tenancy may be at risk.

Step 1: We will contact you

We will ask you to agree to a repayment plan.

Step 2: Formal warning

If you do not agree to or follow the plan, you will receive a formal warning.

Step 3: Risk to your tenancy

If the situation does not improve, you could lose your tenancy.

If you are struggling to pay your rent, please contact us as soon as possible. We are here to help.

Section 7: Anti-social behaviour

Everyone has the right to feel safe and live peacefully in their home.

You are responsible for your own behaviour and for the behaviour of:

- people who live with you
- visitors to your home

What is anti-social behaviour?

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

Examples include:

- breaking the law
- threats, intimidation or violence
- harassment or discrimination
- loud or ongoing noise
- problems linked to drug or alcohol use
- dumping rubbish illegally
- damaging property on purpose
- gathering in groups in a way that causes trouble in shared areas

What can happen

If you are involved in anti-social behaviour, we may take action.

This may include:

- a warning
- further action on your tenancy
- ending your tenancy

In serious cases, we may report the behaviour to **An Garda Síochána**.

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

How to report anti-social behaviour

If you experience anti-social behaviour, please report it to us.

You can:

- speak to your Housing Officer or ICM
- contact us by phone
- report it in writing

Please include:

- the date and time
- what happened
- where it happened
- names of anyone involved (if known)
- details of any witnesses or evidence

We will:

- record your report
- treat it confidentially
- follow up where possible

Serious issues may be passed to the relevant authorities.

We are here to help

We understand that reporting anti-social behaviour can be difficult.

If you are affected, please talk to us. We will listen and support you.

Section 8: Maintenance and repairs

We are responsible for keeping your home safe and in good condition.

You should tell us about any repair issues as soon as possible.

Important information

- You may be charged if damage is caused by you, your household, or your visitors
- You may also be charged if you miss an appointment or do not report an issue in time
- Repairs in shared areas (such as hallways or lifts) must still be reported to us, even if they are managed by another company

Reporting a repair

If something needs fixing, please contact your Housing Officer or ICM.

You can report repairs by phone or text.

Please include:

- a clear description of the problem
- photos, if possible

We cannot process repair requests without enough detail.

A contractor will contact you to arrange a visit.

Repair times may vary depending on:

- the urgency of the issue
- contractor availability

Who is responsible for repairs?

Some repairs are your responsibility. Others are the responsibility of Peter McVerry Trust.

If you are not sure who is responsible, please contact your Housing Officer or ICM. We are here to help.

Repairs you are responsible for:

Lost keys or gaining entry	✓
Decorating and small plaster repairs	✓
Replacing broken or missing plugs/chains	✓
Removing scale from taps and sinks	✓
Replacing shower heads	✓
Replacing toilet seats	✓
Replacing light bulbs	✓
Cleaning extractor fans	✓
Bleeding radiators	✓
Damage caused by tenant or guests	✓
Window glass broken due to tenant actions	✓
Mowing and tidying gardens	✓
Pest control	✓

Repairs we are responsible for

Leaking taps	✓
Faulty electric showers	✓
Leaking water pipes	✓
Boiler servicing and maintenance	✓
Faulty mains-powered smoke detectors	✓
Loose skirting boards	✓
Loose window fittings	✓
Damaged roof tiles	✓
Blocked gutters (multi-unit developments)	✓
Loose garage doors	✓
Damaged communal paths	✓

Emergency repairs

An emergency repair is something that is dangerous or could cause serious damage.

Examples include:

- major leaks (water, gas or oil)
- fire or structural damage
- no heating during very cold weather
- no electricity
- anything that could cause injury or serious damage

What to do

- Contact your Housing Officer or ICM immediately
- If it is outside normal hours, use the emergency contact number you were given

We aim to make emergency issues safe within 24 hours.

Access to your home

We may need access to your home to carry out:

- repairs
- inspections
- safety checks
- upgrades (such as kitchens, bathrooms or heating systems)

You must allow access at the agreed time.

If we cannot get access, you may be charged a call-out fee.

In an emergency, we may enter your home without notice to keep people safe.

Changes to your home

We want you to feel comfortable in your home.

You can:

- paint walls
- hang blinds or curtains

You do not need approval for small changes like these.

You must get approval for bigger changes

This includes:

- installing a kitchen or shower
- changing flooring
- building sheds or structures
- any structural changes

Please speak to your Housing Officer or ICM before starting any major work.

You may need written approval.

Adaptations to support your needs

If you need changes to your home due to illness, disability or other needs, we can help.

What to do

- Talk to your Housing Officer or ICM
- They can help you contact a public health nurse or occupational therapist
- They can also help you apply for a local authority grant

You must not make these changes without speaking to us first.

Need help?

If you are unsure whether something is a repair, emergency or change, please contact us.

We are here to help.

Section 9: Safety in your home

Your home should be a safe, healthy and secure place to live.

We are here to support you in keeping your home safe.

Keeping your home warm and dry

Everyday activities like cooking, showering and drying clothes create moisture.

If this moisture builds up, it can cause **condensation and mould**.

What is condensation?

Condensation happens when warm air touches a cold surface, like a window or wall. This creates water droplets.

You may notice this:

- on windows
- on walls
- behind furniture

How to reduce condensation

You can help prevent condensation by:

- opening windows regularly, especially after cooking or showering
- using extractor fans in kitchens and bathrooms
- drying clothes in a well-ventilated room
- keeping lids on pots when cooking
- keeping your heating on at a steady level
- leaving space between furniture and walls

If you notice mould

- wipe wet areas every day
- clean mould using a suitable cleaner or diluted bleach
- wash affected clothes or fabrics

- improve ventilation to stop it coming back

Fire safety

Your home has safety equipment, such as:

- smoke or heat alarms
- fire blankets
- fire extinguishers

These are there to protect you.

Fire safety tips

- test your alarms regularly
- replace batteries when needed
- never cover alarms or fire doors
- do not leave cooking unattended
- chip pans are not allowed
- do not use unsafe or unapproved heaters
- keep escape routes clear
- know how to exit your building safely

If there is a fire

- leave your home immediately
- call **112 or 999**
- do not use a lift
- only return when it is safe to do so

Security in your home

Feeling safe in your home is important.

You can help keep your home secure by:

- keeping your keys and fobs safe
- telling us if you change your locks and giving us a copy of the new key
- giving a spare key to someone you trust

- not letting strangers into shared buildings
- never blocking open doors in apartment blocks

Need help?

If you are worried about safety in your home, please contact your Housing Officer or ICM.

We are here to help.

Section 10: Getting involved as a tenant

We want you to have a say in how services are run.

Your views and experience matter.

Why this matters

Getting involved helps us to:

- improve our services
- build stronger communities
- make better decisions that reflect real experiences

How you can get involved

There are different ways to take part.

You can:

- share your feedback on services
- take part in tenant meetings or forums
- complete surveys or consultations
- get involved in local activities or projects

Your rights

As a tenant, you have the right to:

- be treated with dignity and respect
- have your voice heard
- be involved in decisions that affect you
- raise concerns or give feedback without worry

Your role

We ask all tenants to:

- treat others with respect
- work positively with staff and neighbours
- help create a safe and supportive community

Want to take part?

If you would like to get involved, speak to your Housing Officer or ICM.

We will let you know what opportunities are available.

Section 11: Complaints and appeals

We want to provide a good service.

If something goes wrong, you have the right to tell us.

We welcome your feedback. It helps us improve.

What is a complaint?

A complaint is when you are not happy with the service you receive.

This could include:

- not receiving a service you should get
- receiving a service that is not good enough
- being treated unfairly by staff
- a decision that you think is wrong
- being ignored when you ask for help

How to make a complaint

You can make a complaint in a way that suits you:

- in person
- by phone
- in writing

We will:

- treat your complaint fairly
- keep it confidential
- only involve staff who need to know

We will respond in a respectful and helpful way.

You will receive a response within **5 working days**.

Our complaints process

Step 1: Talk to us

Start by speaking to your Housing Officer, ICM, or a staff member.

We will try to resolve your complaint within **5 working days**.

If we need more time, we will respond within **20 working days**.

Step 2: Appeal the decision

If you are not happy with the outcome, you can ask for a review.

Your complaint will be looked at by a **Head of Service**.

They will respond within **10 working days**.

Step 3: Final review

If you are still not happy, you can appeal again.

A member of the **Senior Management Team** will review your case.

They will respond within **10 working days**.

External appeal

If you are still not satisfied, you can contact the **Residential Tenancies Board (RTB)**.

This is an independent service.

You can find more information at:
www.rtb.ie/disputes

We ask that you allow us to try to resolve the issue first.

Need help?

If you need help making a complaint, please speak to your Housing Officer or ICM.

We are here to support you.

Section 12: How to contact us

Address	Phone number	Opening hours
Dublin Housing with Supports Marrowbone Lane Dublin D08 W5WC	087 118 6901	Mon–Fri: 09:00–16:00
Limerick Housing with Supports 50 O'Connell Street Limerick City V94 C6XR	(061) 214 882	Mon–Fri: 10:00–14:00
Louth Housing with Supports 20 St Laurence Street Drogheda A92 FP2N	(041) 983 4274	Mon–Fri: 10:00–14:00
Dublin Housing First 49-51 Parnell Sq West Dublin 1 D01H3K8	(01) 254 6937	Mon–Thur: 09:00–17:00 Friday: 09:00–16:00
PMVT Head Office 27 Sherrard St Upper Dublin 1 D01 H7K5	(01) 811 7740	Mon–Thur: 09:00–17:00 Friday: 09:00–16:00