



LIMERICK CITY AND COUNTY COUNCIL HOUSING SUPPORT SERVICES **TENANT HANDBOOK**

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WELCOME

WELCOME TO YOUR NEW HOME

Congratulations on becoming a tenant of Limerick City and County Council.

As your landlord, the Council is taking the opportunity in this handbook to outline your obligations as a housing tenant and also to explain the range of housing services available to you.

The Council strives to improve its communication with its citizens in all aspects of its service delivery.

In addition to the handbook, there is a range of leaflets, circulars and public information notices on our website www.limerick.ie.

For your added convenience, a list of contact telephone numbers, including emergency numbers, is included at the back of this handbook.



HOW CAN I CONTACT LIMERICK CITY AND COUNTY COUNCIL'S HOUSING DEPARTMENT?

Housing Support Services is responsible for the letting and management of Limerick City & County Council's housing stock.

The Service Operations Directorate is responsible for the provision and maintenance of Limerick City and County Council's housing stock and traveller accommodation.

For tenants living in the areas listed below, the contact point is as follows;

MAINTENANCE QUERIES

METROPOLITAN AREA

General Maintenance City and Environs 061 556000

MUNICIPAL DISTRICT OF ADARE-RATHKEALE

Rathkeale Area Office 069 64047

MUNICIPAL DISTRICT OF NEWCASTLE WEST

Newcastle West Area Office 069 62100

MUNICIPAL DISTRICT OF CAPPAMORE-KILMALLOCK

Kilmallock Area Office 063 98019

NON-MAINTENANCE QUERIES

(ESTATE MANAGEMENT, RENTS, APPLICATIONS ETC.)

Housing Support Services 061 556000

CUSTOMER SERVICES OPENING HOURS

Merchant's Quay 9am - 5pm Monday to Friday

Dooradoyle 9am - 5pm Monday to Friday

Kilmallock 9am - 5pm Monday to Friday

Rathkeale 9am - 5pm Monday to Friday

Newcastle West 9am - 5pm Monday to Friday

Email: customerservices@limerick.ie

Website: www.limerick.ie **Twitter:** @Limerickcouncil

Phone: 061 556000

For Out of Hours Emergencies, including weekends, the Council can be contacted on:

Out of Hours Emergencies 061 417833

TENANCY CONDITIONS



TENANCY CONDITIONS

WHAT IS A TENANCY?

A tenancy occurs when a person is assigned a home by Limerick City and County Council. When you are assigned a home, you must sign a Letting Agreement (Tenancy Agreement). When the property is ready for letting you will then receive the keys to your home and are expected to move in immediately. The conditions of your tenancy are set out in detail in your Letting Agreement.

WHAT IS A JOINT TENANCY AND WHAT DOES IT MEAN?

Where a dwelling is allocated to a household, where there is more than one adult, which includes partners, a joint tenancy may be created unless Limerick City and County Council decides otherwise. The Letting Agreement is signed by both tenants.

HOW DOES MY TENANCY OPERATE?

- You must reside in the accommodation, named in the Letting Agreement, as your main home and nowhere-else
- You must not carry out a business from your home, garden or shed
- The tenancy cannot be transferred to anyone else without the written permission of Limerick City and County Council

WHAT ARE MY RESPONSIBILITIES IN RELATION TO RENT?

- You must pay your rent and other charges when they are due
- You must give full and accurate details of the entire household income so the Council can calculate the correct rent for you
- You must return your completed Rent Assessment Form when requested to do so and tell the Council of any changes in your income or household circumstances as soon as they occur

CAN I TAKE IN A LODGER OR SUB-TENANT?

- No

CAN I ADD ANOTHER PERSON TO MY HOUSEHOLD/ TENANCY?

- Not unless you receive written permission from the Council. If another person wishes to become part of your household, a Permission to Reside Form must be completed and submitted to Housing Support Services. If the request to reside is approved, the person being added to your tenancy/ household must submit his/her income details so that he/she can be assessed for rent. No person can reside at the property until formal permission has been granted by Limerick City and County Council

MUST I INSURE MY HOME?

- Limerick City and County Council advises that you must insure your belongings and the contents in your home but you are not required to insure the structure

CAN I KEEP PETS AT THE PROPERTY?

Domestic Pets:

You may keep a maximum of two domestic pets, such as cats, dogs and certain birds, as long as they don't become a nuisance to your neighbours and that you dispose of any waste arising from the keeping of domestic animals daily in a hygienic manner.

Horses, poultry (such as chickens, turkeys, ducks, and geese) and pigs are not allowed as they are not domestic animals.

The keeping any of these is a serious breach of your Letting Agreement.



Responsibilities of a Dog Owner

It is your responsibility to ensure that your dog:

- Is kept under control at all times – it is the law
- Is not allowed to stray
- Wears a collar bearing a name and phone number
- Is microchipped
- Is properly cared for in terms of its welfare, accommodation, feeding and exercise
- Is licensed and the licence needs to be renewed annually

Microchipping:

Under the Microchipping of Dogs Regulations 2015, a programme of microchipping has been introduced. Any pup born since 01 June 2015 must be microchipped and registered on an authorised database by the time it reaches the age of 12 weeks or, if it leaves the property on which it was born, before the age of 12 weeks.

Dog Licence:

If you have a dog, you must have a dog licence, which you can buy from any Post Office or from Limerick City and County Council Customer Services Desk and online on at <http://www.limerick.ie>

If you do not have a dog licence or if you do not keep your dog under proper control, you may receive an on-the-spot fine.

Poop & Scoop:

Dogs should not be allowed to roam free. It is every dog owner's moral duty and legal responsibility to clean up after their dog.

Under Section 22 of the Litter Pollution Act 1997 it is an offence to allow a dog under your control to foul a public place. This means the owner/ person in charge of the dog is required to remove dog faeces and dispose of it in a suitable, sanitary manner.

TENANT PARTICIPATION

Tenant participation is all about creating vibrant communities, sustainable neighbourhoods, and the encouragement of pride of place for all living there. It is your estate and it is hoped that, through your involvement, both the Council and the residents can benefit by making it a better place in which to live.

We encourage you to become actively involved in your estate and we are eager to hear your views and suggestions on how your estate can be improved. If you wish to get involved please contact Housing Support Services.

Training and information is also available to assist your group to participate in estate management.

The Council strongly encourages the formation of Residents' Committees.



RENT & RENT ASSESSMENT

The Rents Section will assess your rent and deal with any queries you may have about your account, method of payment or problems with rent arrears. Every three months the Rents Section send you a statement of your account, showing the rent charges, payments made by you, any adjustments to your account and an up-to-date balance.

PAYING YOUR RENT

There is a Council official assigned to your area who has the responsibility of monitoring payments made on your account and checking that your rent is paid when due. The onus is on you as a tenant to ensure that your rent is paid on time.

HOW IS MY RENT DETERMINED?

Your rent is calculated using the Council's Differential Rents Scheme.

Rents are assessed on total household income and taking into consideration details of all household members including dependants.

This ensures that the amount you are charged is fair and does not lead to undue financial hardship.

A copy of the Scheme is available on request.

WHAT IF MY CIRCUMSTANCES CHANGE?

You must immediately notify the Council of any change in household circumstances.

For example, you should let us know when:

- A person in your household becomes employed
- A person in your household becomes unemployed
- A person with income joins the household, a Permission to Reside Form must be sought
- A person in the household starts claiming social welfare
- There is a death in the household

- There is a birth in the household
- A person leaves the household
- A person reaches 18 years of age

You must notify us of these changes by completing a Rent Assessment Form and returning it to the Housing Support Services Department.

Following submission of **documentary evidence** for the change in your circumstances, your rent amount will be adjusted accordingly.

If you are unsure of what documentary evidence you must submit please make contact with the Rents Section at 061 556000.

Failure to disclose your income to the Council may result in a monetary penalty being applied to your account.



WHAT IF ANOTHER PERSON IN THE HOUSE IS IN RECEIPT OF INCOME?

All household income must be declared for rent assessment purposes.

The person with the highest net income is the **Principal Income Earner** whether he/she is the tenant or not. If there are subsidiary income earners, the rent is increased accordingly.

It is important to notify the Council immediately if someone in the household becomes employed or starts receiving any other form of income to avoid incurring arrears.

WHAT HAPPENS IF I DON'T TELL THE COUNCIL ABOUT A CHANGE IN MY CIRCUMSTANCES?

When the Council find out about changes, we will reassess your rent and backdate your rent to the date of the change. Depending on the nature of the change you could be responsible for large rent arrears and the Council will pursue you for these rent arrears.

WHAT IF I HAVE DIFFICULTIES PAYING MY RENT?

If you find yourself in difficulty with your rent payments, it is extremely important that you contact the Rents Section as soon as you get into difficulties. Staff will discuss your situation in an understanding and sensitive way while proposing solutions to help get you back on track with your payments. Staff will often advise tenants to make contact with the Money Advice & Budgeting Service (MABS) in an effort to support them with their budgeting situations.

WHAT WILL HAPPEN IF I DO NOT DEAL WITH RENT ARREARS?

If you refuse to come to a reasonable agreement or if you do not keep to the agreed plan, the Council will serve the appropriate warning letters and will take you to Court under the terms set out in Part 2 of the Housing (Miscellaneous Provisions) Act 2014 and you may lose your tenancy.

WHAT OTHER ISSUES MAY ARISE IF MY RENT ACCOUNT IS IN ARREARS?

Rent arrears may affect your eligibility to purchase your Council house in the future under a purchase scheme. Tenants who have arrears on their account will not be eligible to apply for a transfer to another Council dwelling.

With the exception of essential repairs, maintenance work may not be carried out where accounts are in arrears and this will be dealt with on a case by case basis at the discretion of the Council.



RANGE OF OPTIONS TO PAY MY RENT

RENT CARD

- You will be given a rent card which looks like a credit card. You can pay your rent at any Post Office using this rent card

BANK STANDING ORDER

- You can pay your rent by standing order through your bank account, weekly or monthly, in advance. You must complete the Bank Standing Order Form which can be obtained from the Council and you must submit the completed form to your Bank. It is your responsibility to ensure that the Bank Standing Order is set up by your bank
- You can also set up a Standing Order via your online bank account

HOUSEHOLD BUDGET

- Your rent can be automatically deducted from your social welfare payment if it is collected in the Post Office. This facility can be used with most Post Office Social Welfare Payment types, with a few exceptions. You must complete the Household Budget Form which can be obtained from the Council and return as soon as possible so that this payment method can be set up

CUSTOMER SERVICES PAYMENT

- You can pay your rent in person at the Customer Services Cash Desk

PAYING BY CHEQUE OR POSTAL ORDER

- You can pay your rent by posting a cheque or postal order to Customer Services, Limerick City and County Council, Merchant's Quay, Limerick V94 EH90. The cheque or postal order must be made payable to Limerick City and County Council

PAYMENT BY PHONE

- You can ring Customer Services at 061 556000 and make your rent payment over the phone using your credit/debit card

PAYPOINT

- You can pay your rent with your Rent Card through Paypoint at any retailer operating this service



SALARIES/WAGES

- Employees of Limerick City and County Council can have their weekly rent deducted directly from their income

ONLINE

- You can check your balance online using your unique pin number and also make a payment using a credit/debit card.



MAINTENANCE AND REPAIRS

RESPONSIBILITIES AS A TENANT ARE AS FOLLOWS:

- Your adherence to the terms of the Letting Agreement, which you have signed
- Understanding the responsibility you have for the care and upkeep of the house
- The tenant(s) shall protect the plumbing from damage by frost and shall repair all leaking pipes, cisterns and taps in and around the house. The tenant(s) shall also be responsible for annual cleaning of chimneys and stoves as well as the prevention of stoppages in the drains of the house and plot

ARE PROPERTIES REPAIRED BEFORE A NEW TENANT MOVES IN?

- Certain pre-letting repairs will be carried out to make accommodation habitable before a new tenant moves in
- However, if it is an older property, it cannot be renovated to an “as new” state

WHEN YOU MOVE IN

You will need to:-

- Arrange connection to utilities such as gas, electricity etc.
- Ensure that you have a bin service in place
- Have your own cooker connected – cookers are not provided
- Have your own washing machine – this item is not provided
- Have your own fridge & freezer – these items are not provided
- Provide your own furnishings such as curtain poles or tracks, curtains, carpets or other flooring, lampshades, light bulbs
- Provide your own furniture/ fittings - you may be eligible for supports from the Department of Social Protection towards furnishings and fittings



WHO CARRIES OUT REPAIRS CAUSED BY MALICIOUS DAMAGE?

You are responsible for repairs arising from all deliberate or malicious damage to Limerick City and County Council property, no matter who causes it. Limerick City and County Council will not carry out these repairs.

You are also responsible for repairing doors, windows, fixtures and fittings that might have been damaged or destroyed due to a burglary or break-in to your home.

In the event of the Council undertaking repairs resulting from such damage in emergency cases, the cost of such repairs will be charged to the tenant.

In terms of assisting tenants, where possible, the Council may make available a list of approved contractors for each trade, should you be unable to source the tradesperson you require.

IS THE TENANT RESPONSIBLE FOR THE GARDEN AND THE DWELLING?

Yes, the tenant is responsible for both, and for any laneway/ walkway adjoining your dwelling. Laneways should be kept clean and should not be used for dumping. The tenant is also responsible for the garden, walls, gates and fences. Under the Litter Act, each householder is obliged to keep footpaths and gardens free of litter. Refuse should only be stored in a suitable covered bin for collection.

CAN TENANTS MAKE ALTERATIONS TO THE DWELLING?

You must obtain the Council's approval in writing before starting any improvements, alterations or additions to your home.

Upon termination or ending of a tenancy, any alterations or improvements made to a Council property, including installed fixed appliances like fireplaces or ranges, cannot be removed as they become the property of the Council upon installation. Written permission may be sought for the removal of some items only upon the reinstatement of the area/ house/ unit/ appliance to its exact previous condition before the tenant's installation.

In the case of certain unauthorised alterations carried out to the dwelling, the Council may require full re-instatement to the original condition.

Alterations to the dwelling, such as the installation of a CB aerial, satellite dish or CCTV must have the prior approval of the Council and may, in certain instances, require planning permission.

CAN I CONVERT MY ATTIC?

No. Roof space is provided for water tanks only. Tenants who convert attic space are in breach of their Letting Agreement.

WHAT ABOUT MAINTENANCE IN THE CASE OF TRANSFER OF A TENANCY?

Where a transfer from one Council house to another takes place, the tenant has responsibility to ensure that the property being vacated by the tenant is left in excellent condition. The Council will not allow transfers to proceed if the condition of the primary property is unacceptable at the time of inspection prior to transfer. Also, if fixed items such as kitchen units, fireplaces, wardrobes, etc. are removed by the tenant from the property being vacated, the tenant will be charged for the replacement of these items and the cost may be added to the tenants rent account. Also, if the vacated property has to be cleaned up by the Council, the tenant will be liable for all clean-up costs incurred.

WHAT ABOUT A NEW TENANCY?

It is the policy of the Council to bring accommodation up to a "tenantable condition". Where a dwelling is old it must be appreciated that it cannot be renovated to an "As New" state.

A tenantable condition is a basic undertaking from Limerick City and County Council that all newly let accommodation will be available in a clean condition, with uniform painted walls and ceilings, the available heating system will be fully functional, kitchen surfaces clean and uniform, taps and toilets fully functional, access to mixer shower on bath and gardens cut.

WHAT TYPE OF REPAIRS AM I RESPONSIBLE FOR?

Each tenant, on signing their Letting Agreement, assumes responsibility for repairs of a non-structural nature. The Council will carry out all structural repairs.

WILL THE COUNCIL CARRY OUT ANY REPAIRS I WANT?

No, we will only carry out structural repairs to your home and then only if your rent is up-to-date. You are responsible for arranging and paying for all other repairs.

The tenant shall be charged for unnecessary call outs for inspection of items that are the tenant’s responsibility.

DOES THE COUNCIL MAKE ANY EXCEPTIONS?

We may make an exception if it’s impossible for you to carry out the repairs yourself. If you think you fall into this category please contact the Maintenance Team (numbers provided in this booklet).

HOW LONG WILL IT TAKE FOR REPAIRS TO BE CARRIED OUT?

Emergency	Target Aim: 1 – 4 Working Hours	Health & Safety Risk to Human Life
Urgent	Target Aim: 1 - 5 Working Days	Works Required to Prevent Further Damage to the Property
Routine	Target Aim: Within 6 Weeks	Non-Essential Repairs
Cyclical	Target Aim: Within 1 – 5 Years	Planned Maintenance, Upgrades (subject to budget funding being available)

WHAT REPAIRS AM I RESPONSIBLE FOR AS A TENANT?

This does not include normal wear and tear

Internal Repairs

- Internal plaster cracks
- Repairs to, or replacement of, cupboards, wardrobes, kitchen units and their doors, hinges, locks, catches and drawers
- Curtain rail and windows boards
- Annual chimney sweeping
- Repairs arising from condensation damage (please refer to Appendix A on page 67 of Tenant Handbook)
- Repairing, replacing or fitting wall, floor and fireplace tiles and coverings
- Internal woodwork such as floors, doors and skirting boards
- Interference or blocking of ventilator covers/wall vents
- Battery replacement in Smoke Alarms or Carbon Monoxide Alarms
- Damage caused by the tenant, members of household or visitors
- All internal painting and decorating

Windows and Doors

- Repairing and replacing external and internal locks and handles
- Replacement of broken glass and door panels (only the Council can replace windows in apartments)
- Window stays, catches and restrictors
- Internal tiles on windowsills and window boards
- Repairing letterboxes
- Timberwork on windows internally, should be painted by the tenant on a regular basis with a maximum interval of five years (original coating)
- Any damage to window sashes
- Regular cleaning of aluminium/pvc windows and cleaning of weep holes to prevent condensation build up

IMPORTANT NOTE

Condensation is caused mainly by not opening windows, especially in bathrooms, or by drying clothes in rooms with no windows or vents open. Condensation is also caused by inadequate heating of the property. Condensation appears as black mould on walls and the edges of windows.

Tenants should always ensure that that windows are opened regularly and that vents are clear to allow air to flow into a room.

Please refer to Appendix A:
Ventilating your Home at the back of this document.

External Repairs

- Maintenance of gardens and hedges in a tidy and orderly condition and disposal of green waste in an environmentally friendly manner
- Repairing or replacing fences and garden boundary walls erected by the Council and/or by the tenant (Permission of the Council to erect is required)
- Repairing or replacing of existing front gates, side gates or doors leading to garden areas
- Maintaining and pruning of trees from gardens and disposal of trees in an environmentally friendly manner. If you wish to remove trees you must seek the consent of the Council
- All accommodation should be maintained in a clean and tidy condition both inside and out
- Fuel sheds or outhouses including fuel shed door and fittings
- Cleaning of silt, leaves or other deposits from gutters, eave-chutes, fascias, soffits, downpipes and gullies (except in a flat)
- All damage to external door finishes
- Maintenance of footpaths, driveways and entrances within the curtilage of the property except communal areas
- Any sewer/waste outlet blockage will be investigated by the Council and if it is found that the tenant is responsible for causing the blockage, the tenant will be charged accordingly
- Cleaning/emptying of Septic Tanks by licensed contractors
- It is the obligation of the tenant to ensure compliance with planning permission/local by-laws and management company requirements in the erection of TV aerials/satellite dishes/CCTV. You will need to apply for permission from the Council to erect TV aerials/satellite dishes/CCTV. Please ensure Data Protection compliance when installing CCTV

Electrical Repairs

- Where it is the tenant's responsibility to repair an electrical appliance or installation, the work should be carried out by a qualified and competent registered electrical contractor which may be inspected by Council staff or appointed contractors
- Repairs to damaged wiring and electrical fittings provided by the Council will be carried out by the Council, but where such damage arises from reasons other than fair wear and tear, the tenant is responsible and will be required to pay the cost of the repair and replacement.
- Repairing or replacing ceiling roses, lamp holders and plugs of any appliance
- Replacing fuses, except for mains fuse
- Repairing any consumables, such as batteries, bulbs, grease filters and bulbs for cooker hoods etc.
- Elements for electric fires. All repairs to electrical appliances, fires and heaters not installed by the Council. The work should be carried out by a qualified and competent registered electrical contractor
- Replacement of light bulbs and any bulbs that may be required for pilot lights
- Testing and cleaning fire detectors and carbon monoxide alarms and replacement of batteries. Please note the removal of fire detectors and alarms is an offence under the Fire Services Act 1981 and 2003.
- Cleaning extractor fans on a regular basis

IMPORTANT NOTE

All electrical repairs (other than replacing bulbs and fuses) must be carried out by a qualified and competent registered electrician. You should send the electrician's name and contact details, a description of the work to be carried out and a certificate to cover the works to the Housing Maintenance Section.

Cooking and Heating appliances

- Repairing or replacing all appliances installed by you. This should be done by a qualified person
- Repairing or replacing the basket or grate in all fireplaces.
- Repairing or replacing the ash pan and grate in all solid fuel systems
- All damage caused to units not caused by fair wear and tear including glass fronts to room heater
- Where a fault with the oil fired central heating system (OFCH) is due to an air-lock in the system caused because oil ran out, the tenant will be liable for costs involved in clearing the air-lock. There is a liability to a tenant in the event of frost damage to an outdoor boiler due to a lack of fuel
- The tenant is not allowed to burn household waste in a fireplace or solid fuel stove as this damages the fireplace/ solid fuel stove/wood burner and the tenant will be liable for the repair costs involved
- The tenant is responsible for cleaning of solid fuel ranges/ stoves on a weekly basis
- It is illegal to burn household waste

- Tenant is responsible for any issue with the quality of the fuel purchased for oil fired central heating system (OFCH)
- Tenant must ensure that the cap is in situ on all fuel tanks

YOUR RESPONSIBILITY UNDER HEALTH AND SAFETY

A Guide called New responsibilities for homeowners under Safety, Health and Welfare at Work (Construction) Regulations 2013 was issued by the HSA (Health and Safety Authority) in August 2013.

The purpose of this document is to outline what responsibilities are put on the homeowner or tenant of a Local Authority accommodation in relation to carrying out construction works in the home.

Where such works are not being carried out personally by the tenant, but by a contractor on your behalf, the regulations require the appointment of competent contractors and may, depending on circumstances, carry other liabilities and/ or responsibilities.

Maintenance and repair of your residence as set out in your Letting Agreement/ Tenant Handbook may require compliance with the regulations.

COMPLIANCE IS THE RESPONSIBILITY OF THE TENANT

Failure to comply with the requirements of the regulations will be viewed as a breach of the Letting Agreement and will be subject to the appropriate remedies which may include termination of the tenancy and/or action to recover any losses arising.

If you have any queries regarding your responsibilities for construction/maintenance at your residence, please refer to your Letting Agreement and the Tenant Handbook.

In the event that you have any other queries regarding these regulations, please contact the HSA at **1890 289 389** or **www.hsa.ie**.

Note: This does not constitute legal advice or advice on the interpretation, scope or application of these regulations. Responsibility for compliance rests with the tenant.

PAINTING AND DECORATING

- Internal painting and decoration is the tenants responsibility as per the Letting Agreement
- External painting is the tenants responsibility with colour changes from original to be agreed with the Council

PLUMBING REPAIRS

- Cleaning of gully traps
- Clearing blocked basins, sinks, baths or toilets
- Any sewer/waste outlet blockage will be investigated by the Council and if it is found that the tenant is responsible for causing the blockage, the tenant will be charge accordingly
- De-scaling shower heads and taps on a regular basis
- Fitting waste or supply pipes for washing machines and dishwashers
- Cleaning/emptying of septic tank
- Clearing air locks in pipes
- Repairing or replacing a toilet bowl, baths, sinks and wash hand basins except when cracked or leaking is due to fair wear and tear
- Repairing or replacing taps on sink units and wash hand basins except when cracked or leaking due to fair wear and tear
- Repairing or replacing of toilet seat, chains, handles and stoppers for toilet and sinks
- Water/Sewerage Supply – Any issues arising in relation to water or sewerage are the responsibility of Irish Water who can be contacted on 1850 278 278

ASBESTOS

Asbestos was used extensively as a building material from the 1950s up to 2000 due to its insulation and fire retardant properties.

It is important to note that asbestos can only cause a risk to health if the asbestos fibres become airborne by being disturbed/broken etc. and are then inhaled.

Therefore, asbestos materials pose NO RISK unless disturbed, such as by sanding or drilling a surface containing asbestos materials.

If a tenant believes that there is asbestos in their property, which has been disturbed or is disintegrating, they can contact Customer Services on 061 556000 and make a service request for further investigation.



SAFETY IN YOUR HOME

FIRE SAFETY

Fire is a danger in every home, with older persons, young children and families residing in mobile homes or demountable dwellings the most vulnerable. Please take the following steps to prevent fires:

- Keep matches/ lighters out of the reach of children
- Do not leave young children alone in the home
- If you have an open fire, use a secure fire guard
- Switch off and unplug all appliances not used at night. Do not leave any electrical devices on stand-by. They are a fire hazard and also increase your electricity bills
- Do not smoke in bed
- Only plug one electrical appliance into a socket
- Avoid double and triple electrical adaptors
- Do not plug a training lead into another training lead
- Close doors to all rooms at night. Don't open a door if you suspect there is a fire in the room
- Do not disconnect door closers in fire doors
- Use gas or electrical appliances according to the manufacturers' instructions
- Have gas and electrical appliances serviced regularly
- If your home is fitted with self-contained battery operated fire alarms please replace when the batteries are in need of replacement
- Fire alarms and carbon monoxide alarms, should be checked for operation regularly by pressing the test button
- Do not have mobile homes/caravans too close to one another. Minimum distance is 6 metres and 2 metres from a serviced unit.
- Do not run illegal cables from one mobile home/ caravan to another

- Ensure a fire alarm and carbon monoxide detector are located near any gas heating appliance or stove or fireplace
- Fire brigade charges are borne by the tenant(s)
- Do not interfere with Fire Extinguishers/Fire Blankets

WHAT SHOULD I DO IF A FIRE BREAKS OUT?

- If the fire detection and alarm system has not been activated, do so by breaking a break-glass unit
- Alert/call all residents, if possible
- Dial 999/112 for Fire Brigade, do not assume someone else has called
- Ask for the fire service
- Speak calmly and clearly
- Give your address and phone number. If you are calling on your mobile, say what county you are in
- Only hang up when the operator tells you to
- If possible close doors behind you to prevent the spread of fire and smoke
- If it is a minor fire, use a fire extinguisher or a fire blanket, but only if you are trained to do so
- On hearing the alarm, do not run but exit the building by the corridors and/ or stairs in a calm manner
- Do NOT use any lifts in the building in the event of an emergency
- Leave the dwelling and, if it is safe to do so, remain at front entrance or a designated assembly point until help arrives
- Notify the Fire Brigade, once they arrive, if anyone is missing
- Do not return to the building for any reason until authorised to do so
- Advise the Council of the incident on 061 556000

GENERAL FIRE PRECAUTIONS

- Do not smoke in bedrooms and make sure all fires are extinguished
- Do not store rubbish or miscellaneous items in escape routes, corridors or stairs
- Never leave a chip pan unattended and keep cookers clean at all times
- Do not prop or hold open self-closing fire doors at any time and at night make sure all doors are closed
- Never cover or block fire detectors or carbon monoxide alarms
- Always use new batteries in battery operated fire detectors
- Do not borrow batteries from the fire detectors to use in another electrical items
- Test your smoke alarm at least once a week and change the batteries immediately when you hear the warning beep
- Do not use heaters near furniture, curtains or beds and do not use heaters to dry clothes
- Do not leave heaters on when you go to bed
- Do not have mirrors over fireplaces with real fires. Your clothes might catch fire if you stand too close to look in the mirror
- Do not overload electric sockets – one socket, one plug
- Do not leave the room when candles are burning or leave them unattended
- Unplug all electrical appliances (except the fridge freezer) and turn off gas appliances at night

WHAT SHOULD I DO IF THE CHIMNEY GOES ON FIRE?

Call the Fire Brigade, and if possible, move furniture and carpets away from the fireplace.

After a chimney fire, contact the Council immediately on 061 556000 to check the chimney for damage. Do not light any further fires.

You are responsible for cleaning the chimney annually.

WHAT IS THE ADVICE ABOUT OPEN FIRES?

Use a fireguard and always check that it is in position before you go to bed. Never carry hot coals from one fireplace to another. Avoid banking fires too high.

Fire ashes are to be stored and disposed of correctly.

GAS CYLINDERS AND HEATING CARE

Do I need to take special care with gas cylinders?

Yes. Please take the following precautions:

- Always keep cylinders upright
- Switch off cylinders at the regulator when you are not using them
- Never seal air vents, as it is important that each room with a gas cylinder has adequate ventilation
- Don't store gas cylinders indoors
- Gas cylinders must be placed in cages if provided by Council
- Return empty cylinders promptly
- Check flexible hoses and couplings regularly for signs of wear and tear
- Keep all portable heaters away from curtains, furniture and clothes and place them where they cannot be knocked over
- Never move a gas or oil heater when it is switched on
- Ensure a fire alarm and carbon monoxide detector are located near any gas heating appliance or stove or fireplace
- Any installation of gas facilities can only be done by a registered gas installer and only with the permission of the Council

What should I do if I smell gas?

- Do not ignore it
- Immediately phone the Gas Networks Ireland Emergency line on **1850 20 50 50**
- Turn off the gas at your meter and appliances
- Open the doors and windows
- Do not smoke or use naked flames or nearby light switches
- Check nearby premises

What should I do if my gas central heating is not working?

Limerick City and County Council service and maintain the gas central heating system in all its properties except where a tenant has installed gas central heating themselves.

If you had your boiler and heating systems installed yourself, you are still required to have the boiler serviced and certified (Cert 3) annually by RGII Gas Registered Contractor. A copy of the service report (Cert 3) should be given to Limerick City and County Council. You must get the consent of the Council should you wish to install a boiler or heating system yourself.

It is illegal for anybody other than a Registered Gas Installer to service your boiler. Tenants should never attempt to alter the gas meter, repair or service the boiler or heating system. If your boiler or heating is not working, please contact the Maintenance Section.

Tampering with the boiler or other gas appliances can put you and your family at risk of serious injury.



WASTE, RECYCLING AND ENERGY SAVING

ALL LIMERICK CITY AND COUNTY COUNCIL TENANTS MUST HAVE A BIN SERVICE PROVIDED BY A LICENSED COLLECTOR IN PLACE.

It is a breach of your Letting Agreement if you do not.

Burning waste in your home or business is illegal and has a significant negative impact on the local environment and may also affect your health.

MANAGING WASTE AT HOME

Limerick City and County Council is committed to promoting positive action on Waste Management. You can help by adopting a **Reduce, Reuse, Repair and Recycle** approach in your home.

For a list of approved Waste Collectors please contact the National Waste Collection Permit Office on 057 9357428 or visit www.nwcpo.ie or Limerick City and County Council Customer Services on 061 556000.

RECYCLING

The following items should be recycled by placing in the appropriate recycle bin:

- Make sure bottles are empty by discarding all liquids
- Rinse packaging that contained food for example yogurt, margarine, condiments, soup containers
- Squash all plastic bottles and pop the tops in separately, flatten all cardboard

Your new household recycling list



You should NEVER put any of the items listed below in your recycling bin...

- Lids from jars are also recyclable
- Any soiled packaging
- Nappies
- Food waste
- Plastic film & netting
- Foil containers or crisp bags



- Grass clippings should be presented in a separate waste container, if provided, or brought to a Limerick Recycling Centre e.g. Mungret, Newcastle West or Kilmallock. A list of all Recycling Centres can be found at **www.limerickrecyclingcentres.ie**
- Glass bottles and jars should be put in a separate waste container if provided by collectors, or brought to a local bring centre/bank. (**www.limerick.ie/council/services/environment/waste-and-recycling/bottle-banks**)
- Do not put construction and demolition waste such as clay, stone, concrete and similar materials in the residual waste container. Bring it to a Limerick Recycling Centre instead.

BULKY WASTE

- Bulky waste includes mattresses, beds and attic or shed clear-outs
- Use a permitted waste collector who will come directly to your home to remove bulky waste items on an appointment basis or
- Hire a skip from a permitted waste collector or
- Bring directly to an authorised waste transfer station and/or
- Bring certain items to a Limerick Recycling Centre
- All skips must be removed promptly. Failure to do so may breach your Letting Agreement.

WASTE WEEE IS ANYTHING POWERED BY A BATTERY OR A PLUG.



DO NOT PUT WASTE WEEE OR USED BATTERIES IN THE GENERAL WASTE BIN.

Take back Waste WEEE to a point of sale when you are purchasing a new / similar item.

- Bring to a Limerick Recycling Centre free of charge.
- Waste household batteries can be brought to: Schools who are participating in the European Recycling Platform School's battery recycling collection service or any retailer selling batteries or Limerick Recycling Centre or the Park Road Depot.

HOUSEHOLD HAZARDOUS WASTE

Try out more environmentally friendly products. Where these are not available, purchase the listed products in minimal sizes and use sparingly. Do not dispose of any household hazardous waste in your wheelie bin, at landfill sites or down the drain. Keep all household hazardous waste in its original containers.

The following household hazardous waste is accepted at your local recycling centre

- Oils
- Oil filters
- Oil based thinners
- Paints
- Lacquer
- Batteries
- Fluorescent tubes
- Aerosols
- Varnish

DRAINS AND SEWERS

Sewers are designed to take away

- Waste water from baths, sinks, washing machines and dishwashers
- Toilet paper and human waste flushed down the toilet

Many blockages are caused by people disposing of items they should not put down the toilet or drain.

DO NOT FLUSH THESE ITEMS DOWN TOILETS OR WASH DOWN SINKS OR DRAINS

- Dental Floss or Toothpaste
- Wipes or Nappies
- Cotton Buds or Balls
- Paint and Building Waste
- Sanitary Products or Tampons
- Food
- Medicines
- Condoms
- Razors or Blades
- Kitty (Cat) Litter
- Syringes or Needles
- Food Fat, Oils or Grease

WATER CONSERVATION

While we get a lot of rainfall in Ireland, there is a limited supply of drinking water. On average, we each use over 148 litres of water per day.

The following tips are easy ways of reducing the amount of water you use:

- Keep a jug of water in the fridge instead of letting the tap run for cold water
- Use a basin to rinse or clean your fruit and vegetables instead of letting the tap run. Use the leftover water for your pot plants
- Use a bucket of water not a hose; a running hose will use about nine litres of water per minute; your car will be just as clean with a bucket of water and sponge instead of a hose
- Lawns don't need to be hosed. Use good mulch on your flowerbeds to reduce watering
- Remember to check that your home is leak free and to fix dripping taps as soon as you hear them. Phone and report all water leakage and burst pipes to the Maintenance and Repairs Section
- Use your washing machine and dishwasher only when full. A typical washing machine full cycle uses 45 litres of water; a dishwasher uses about 20 litres. Try and use appliances only when full to save money and conserve water
- Don't leave taps running when brushing your teeth
- Make sure you know how to turn off your water supply. This could save thousands of litres of water and damage to your home in the event of a burst pipe
- For more information on conserving water, log onto

www.conservation.ie

ENERGY CONSERVATION

How can I conserve energy?

You can do a lot to save energy – by using heat and electricity carefully and maintaining heating, boilers and appliances. When making new investments in your home think about the many no-cost or low-cost steps you can take to save energy.

When buying appliances, look for the energy rating label. Appliances are rated from A to G according to how much energy they use. Those with an A, B or C rating use less energy than those towards a G rating. While they may be a little more expensive, their lower energy use means that they cost you less over the lifetime of their use.

Turn all electronic devices off rather than leaving them on standby. You will save on your electricity bills by doing this, and reduce risks in your home.

Heating Water

Heating and hot water account for over half the cost of an average fuel bill.

- Use the shower instead of the bath – a shower typically uses only 20% of the hot water that the bath uses.
- Fix dripping taps
- Turn your room thermostats down by 1°C. It could save you 10% on your fuel bill. The ideal temperature is 18°C to 21°C.

Lighting

Buy and install energy saving light bulbs, which use about a quarter of the energy and can last up to ten times longer than standard light bulbs for the same amount of light.

HOUSING OPTIONS

A close-up photograph showing a hand holding a set of keys, with another hand reaching up towards them. The background is blurred, showing a person with blonde hair.

CAN I PURCHASE THE PROPERTY THAT I AM LIVING IN?

In certain circumstances, in line with National Policy and depending on eligibility and the type of accommodation you are residing in, you may be able to purchase your accommodation under Tenant Purchase Scheme, operated by Limerick City and County Council. Details of any such Scheme are available from Housing Support Services on 061 556000. It is also important to note that some properties are excluded from this scheme.

HOW CAN I RAISE THE MONEY TO BUY MY HOME?

If you need to get a mortgage loan, you have the choice of applying to a Financial Institution. Limerick City and County Council can also provide finance through a Home Purchase Loan.

HOW CAN I APPLY FOR A TRANSFER?

An application for a transfer to alternative council accommodation is generally only considered in certain circumstances such as overcrowding, serious medical issues or the purposes of downsizing.

You may apply after two years tenancy (subject to the above) and on evidence of a clear rent account and a satisfactory prior tenancy history. Please refer to the Limerick City and County Council 2017 Allocations Scheme which is available online.

Transfer application forms are available from Customer Services on **061 556000** or email **customerservices@limerick.ie**

On receipt of the Transfer Application with accompanying documents/fee, the Application is then referred to the Assessments Team for a home visit to assess the new housing needs of the applicant. On the basis of this visit a decision is made to:

- Advise the applicant in writing that they have been approved for inclusion on the housing transfer list or,
- Advise the applicant that they are ineligible for inclusion on the housing transfer list or,
- Request further information from the applicant/statutory agencies

DOES LIMERICK CITY AND COUNTY COUNCIL ALLOW MUTUAL SWAP/EXCHANGES?

In certain limited circumstances, a tenant of Limerick City and County Council or an Approved Housing Body may, with the consent of Limerick City and County Council, exchange the tenancy of his/her existing dwelling for the tenancy of another Limerick City and County Council property.

Applications for mutual swap/exchanges can be submitted to the Housing Allocations and Transfers Section of Housing Support Services for consideration and are generally granted on a 'like for like' basis. This means both properties are the same size, well maintained and in good condition and meet the accommodation needs of each household.

WHO CAN SUCCEED MY TENANCY?

Where death or departure of a tenant takes place, the tenancy will normally be transferred to a surviving spouse/partner /family member, provided:

- such spouse/partner has been resident in the accommodation for a continuous period of at least two years immediately prior to the death/departure of the tenant
- on the death or departure of both parents, the tenancy will normally be transferred to a son or daughter, irrespective of the number in the household, provided he/she has been living in the accommodation for at least two years immediately prior to the death or departure of the tenant

A person other than a spouse, partner, son or daughter who has resided in the accommodation for at least five years immediately prior to the death or departure of the tenant may be allowed to succeed where:

- There is no spouse, partner, son or daughter eligible to succeed and
- Where the dwelling size is appropriate to his/ her needs and that person is assessed as having a housing need

Residing in this case means that the person(s) concerned are entitled to reside and are included in the tenancy for rent assessment purposes.

Each case will be examined on its merits and where there is more than one member of the household remaining in the accommodation, the tenancy will normally be transferred to the member who is most likely to keep the household harmoniously together. Any person being considered must, however, have been returned as residing in the tenancy and declared for rent assessment purposes for at least two years prior to any request for a change of tenancy can be considered.

CAN I SURRENDER ACCOMMODATION WHICH IS TOO LARGE FOR ME?

A tenant can apply for a transfer to smaller accommodation if their accommodation becomes too large for their needs. This can be done by filling out a Transfer Application form and stating clearly on the form that smaller accommodation would be more suitable to their needs.



HOUSING WELFARE

WHAT IS THE HOUSING WELFARE UNIT?

The Traveller & Housing Welfare Unit operates as part of Limerick City and County Council housing support services Department. The unit is a multidisciplinary team of social care professionals who work together to deliver local accessible housing support services. There are three strands to the Traveller & Housing Welfare Unit

- Traveller Accommodation
- Housing Welfare Issues
- Housing Grant Applications

The service is underpinned by the principles of non-discrimination, advocacy and empowerment.

The aim of this service is to meet the combined needs and welfare of the applicant/tenant, Limerick City and County Council and the local community.

WHO CAN ACCESS THIS SERVICE?

Anyone seeking Housing Welfare/ Social Work Supports with regard to their housing needs must be a tenant of Limerick City and County Council or be a housing applicant with Limerick City and County Council or must be at least one of the following:

- Local Authority Tenant in rent arrears
- Local Authority Tenant in loan arrears
- Local Authority Tenant seeking a transfer on the grounds of exceptional social needs
- Local Authority Tenant requiring support due to a breach of their tenancy
- Local Authority Tenant requiring support related to their living conditions
- Identify as a member of the Travelling Community.

- Local Authority Tenant seeking a disabled persons grant
- Private Tenants seeking a Local Authority Housing Grant
- RAS Tenant
- HAP Tenant

A weekly clinic for members of the Travelling Community to discuss their accommodation issues is available in Merchant's Quay every Wednesday from 2pm - 4pm. No appointment required.

We also offer help and advice on the following areas:

- Domestic and Marital Issues
- Addiction
- Neighbourhood and Anti-Social Behaviour Issues
- Needs of Older Persons
- Mental Health Issues
- Supports for Vulnerable Persons

PLEASE NOTE

Cases where priority on the housing list or housing transfer list is being sought on medical grounds an application **MUST** be supported by a Consultant's report through the **Housing Allocations Section**.

PLEASE NOTE: Referrals for Housing Welfare / Social Work Service are only accepted from other agencies and council officials (no self-referrals are accepted)

Social Work is directed towards enhancing the personal and social functioning of an individual, family or group, promotes social change, problem solving in human relationships and the empowerment of people. Housing Welfare Officers/Social Workers advise and assist people with difficulties which they may be experiencing including those relating to housing and other associated issues. The work includes compiling social assessments, reports, providing support, advocacy, counselling, referring where appropriate to other specialist agencies and liaising with other Sections and Departments of Limerick City and County Council as appropriate.

IMPORTANT NOTE

HOUSING WELFARE UNIT STAFF DO NOT HAVE STATUTORY RESPONSIBILITY FOR CHILD PROTECTION. HOWEVER, WE HAVE A STATUTORY RESPONSIBILITY TO REPORT ANY CONCERNS TO THE RELEVANT AGENCIES WHERE NECESSARY, WE WILL PUT CLIENTS IN CONTACT WITH APPROPRIATE SERVICES SUCH AS TUSLA, HSE OR THE DEPARTMENT OF SOCIAL PROTECTION.

Limerick City and County Council provides a special social work service for members of the Traveller Community who wish to avail of it. The Housing Welfare staff will listen, to help and offer advice relating to housing welfare issues including:

- Housing and tenancy
- Rent and arrears
- Child and family matters
- Marital and domestic issues
- Addictions
- Young people and education
- Neighbourhood and community
- Needs of older people
- Vulnerable and reclusive people and those with mental health problems.



COMBATING ANTI-SOCIAL BEHAVIOUR

WHAT IS ANTI-SOCIAL BEHAVIOUR?

The legal definition of Anti-social behaviour under the act is as follows;

Any behaviour which causes or is likely to cause any significant or persistent danger, injury, damage, alarm, loss or fear to any person living, working or otherwise lawfully in or in the vicinity of a house provided by a housing authority under the Housing Act 1966 to 2014 or Part V of the Planning and Development Act 2000 or a housing estate in which the house is situate and, without prejudice to the foregoing, includes:

- (1) Violence, threats, intimidation, coercion, harassment or serious obstruction of any person
- (2) Behaviour which causes any significant or persistent impairment of a person's use or enjoyment of his or her home
- (3) Damage to or defacement by writing or other marks of any property, including a person's home

The manufacture, production, preparation, importation, exportation, sale, supply, possession for the purposes of sale or supply, or distribution of a controlled drug (within the meaning of the Misuse of Drugs Acts, 1977 to 2007).

All anti-social behaviour should be reported to the Council. The Council will deal with any such behaviour in the strongest possible manner.

It is important to note that any matter of a criminal nature is also reported to An Garda Síochána for investigation.

HOW DOES THE COUNCIL DEAL WITH ANTI-SOCIAL BEHAVIOUR?

If the Council satisfies itself that a tenant, a member of his or her household, or a visitor to the house has been engaged in anti-social behaviour, a range of sanctions may be applied, having regard to the seriousness of the matter. These sanctions may range from a verbal warning to a written warning and up to and including eviction from the home or the seeking of an Excluding Order from the area against a particular offender. The Council works closely with An Garda Síochána, and other agencies, in such cases.

A close-up photograph of a hand gripping a white window handle, pulling it down to open the window. The window frame is white, and the glass shows a blurred view of greenery outside. The text 'APPENDIX A VENTILATION' is overlaid in the bottom left corner of the image.

APPENDIX A VENTILATION

CONDENSATION IN YOUR HOME

Condensation is probably the main cause of dampness and mould growth in dwellings. As a result of continuing condensation, walls, ceilings and sometimes floors become damp, discoloured and unpleasant due to mould growing on their surfaces. The following notes explain how condensation occurs and what you can do to prevent serious outbreaks of it in your home.

WHY CONDENSATION OCCURS

Condensation occurs when warm moist air meets a cold surface. The likelihood of condensation, therefore, depends on how moist the air is and how cold the surfaces of the room are.

WHEN CONDENSATION OCCURS

Condensation usually occurs in winter. This is because the building surfaces are cold, more moisture is generated within the house and, because windows are opened less, the moist air cannot escape.

WHERE CONDENSATION OCCURS

Condensation, which you can see, occurs for short periods in bathrooms and kitchens because of the steamy atmosphere. It also occurs for long periods in unheated bedrooms and sometimes in wardrobes, cupboards or corners of rooms where ventilation and air movement is restricted. Condensation can also occur on materials which are out of sight, for example, in roofs.

WHAT IS IMPORTANT?

In order to prevent or cure condensation problems, the following four precautions are very important.

1. Minimise moisture production within the dwelling and confine it as far as possible to specific areas e.g. kitchen, bathroom, scullery
2. Prevent very moist air spreading to other rooms from the kitchen, bathroom or scullery or from where clothes are dried
3. Provide some ventilation to all rooms so that moist air can escape
4. Provide some level of heating

MINIMISE MOISTURE PRODUCTION

- Dry clothes externally, when possible
- If using a clothes dryer, provide venting to the outside
- Do not use moveable gas or paraffin heaters as these types of heaters release large amounts of water vapour into the air and greatly increase the risk of condensation
- Reduce cooking steam as far as possible e.g. keep lids on saucepans, do not leave kettles etc. boiling for long periods

PREVENT SPREAD OF MOIST AIR

- Good ventilation of your kitchen is essential when cooking or when washing clothes. If you have an extractor fan in your kitchen, use it when cooking, washing clothes and particularly when the windows mist up.
- If you do not have an extractor fan please contact Limerick City and County Council as soon as possible
- After taking a bath, keep the bathroom window open and the bathroom door shut until the bathroom dries off
- Do not use unventilated cupboards for drying clothes
- If you do dry clothes in the bathroom or kitchen run the extractor fan if you have one. Do not leave the door open or the moist air will spread to other parts of the house

PROVIDE SOME VENTILATION

The easiest method of reducing the moisture content of room air is to provide some ventilation. Ventilation removes the stale moist air and replaces it with fresh air which contains less moisture.

- In older houses, a lot of ventilation occurs through fireplaces and draughty windows. However, in many modern houses and flats, sufficient ventilation does not occur unless a window or ventilator is open for a reasonable time each day and for nearly all the time the room is in use. Do not block the air vents in your home.
- If condensation occurs in a room where you have a heater connected to the chimney, you should have the installation checked as the chimney may have become blocked.

PROVIDE SOME HEATING

- Try to make sure that all rooms are at least partially heated. Condensation most often occurs in unheated bedrooms. If you leave a room unheated you should keep the window open slightly and the door shut
- Heating helps to prevent condensation by warming the room surfaces. It takes a long time for the cold room surface to warm up so it is better to provide a small amount of heating for long periods than to provide a lot of heat for a short period. Houses and flats left unoccupied and unheated during the day get very cold so, whenever possible, try to provide a small amount of heating as often as possible
- In houses, the rooms above a heated living room benefit from the heat rising through the floor. In bungalows and some flats this does not happen. Some rooms are especially cold because they have large areas of outside walls. Such rooms are most likely to have condensation. Some heating is therefore necessary in these rooms. Condensation is likely if the rooms are not kept above 10°C. When living rooms are in use they should be heated to 20°C, if possible
- Insulation reduces the rate of heat loss and helps raise the temperature. However, even in a well-insulated house, some heating may be necessary in cold rooms with no indirect heat input

MOULD GROWTH

If small black spots appear on the walls or other room surfaces, this is the start of mould growth. Any sign of mould growth indicates the presence of moisture. If the moisture is caused by condensation it is a sign that the level of moisture in the room needs to be reduced or that the heating, ventilation or structural insulation, or all three of them, need to be improved.

The mould growth spots should be washed off and the affected areas sterilised. Make sure that you then tackle the cause of the condensation as recommended on this ventilation section "What is important"

USEFUL CONTACTS

SERVICE	TELEPHONE NUMBER
Adapt Services Limerick	061 412354
Al-Anon	01 8732699
Alcoholics Anonymous	061 311222/ 085 2406867 (City)/ 087 9313134 (County)
An Garda Síochána, Fire Brigade, Ambulance	999 or 112
BE Energy	1800 817 383
Bord Gais Energy	01 2335000
Bruff Garda Station	061 382940
Citizens Advice, Henry Street, Limerick	076 1075780
Department of Social Protection (Limerick City)	061 212200
Department of Social Protection (Newcastle West)	069 24600
Department of Social Protection (Kilmallock)	063 98915
Dog Pound	061 301604
Electricity Emergencies	1850 372 999
Electric Ireland (Customer Services)	1850 372 372
Energia	1850 300 700
Flo Gas	1850 306 800
Gamblers Anonymous	01 8721133
Gas Emergencies	1850 20 50 50
Henry Street Garda Station	061 212400
ISPCA	1890 515 515
ISPCC Childline	061 400077
Just Energy	1850 858110/01 4311478
Limerick City and County Council	061 556000
Limerick Money Advice and Budgeting Service	061 310620
Mayorstone Garda Station	061 456980
Narcotics Anonymous	01 6728000
Newcastle West Garda Station	069 20650
Panda Power	1890 626 262
Pieta House	061 484444
Pinergy	1800 989 099
Prepay Power	1800 910 010
Rape Crisis Centre	061 311511
Roxboro Garda Station	061 214340
Samaritans	061 412111
SSE Airtricity	1850 81 22 20
St. John's Hospital Limerick	061 462222
St. Vincent De Paul	061 317327
TUSLA Duty Social Worker Limerick	061 588688
University Hospital Limerick	061 301111



