

Ollscoil Mhá Nuad
Maynooth University



**Maynooth
University**
National University
of Ireland Maynooth



Maynooth University Student Residents' Handbook



This Handbook is online
and may have updates that
happened after printing
[www.maynoothuniversity/
accommodation](http://www.maynoothuniversity/accommodation)

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Services for Residents

Reception

Reception operates for the academic year from September to June and is the first point of call for residents for all issues while living on campus.

Reception is located on the ground floor in the Courtyard Plaza under Birch Tower.

We would ask that in the first instance you email your query (residences.reception@mu.ie) and we will try to resolve the issue for you as quickly as possible.

Reception Opening Hours

Monday to Friday (in Term)
9am - 5pm

Study Weeks

Limited Opening Hours

Weekends, Bank Holidays and Christmas
Closed

Out of Hours (On Call) + 353 1 7083929
Email: residence.reception@mu.ie
Phone: + 353 1 708 3365

These hours may vary and will be
Notified to Residents by Local
Signage and email.

Emergency Out of Hours Service

Operational Mon-Fri 7pm-9am,
24 hrs weekend & holidays.
Contact Residence Reception during
the hours Mon-Fri 9am-5pm

Out of Hours Services

Security provide an emergency on-call service to all residents on campus. Issues they can assist you with include:

- Medical Emergencies
- Order and safety at the Residences or concern about noise
- Welfare Issues
- Fire Safety or Alarm Activation
- Maintenance Emergencies (major systems failure)
- Locked Out: If you become locked out during Out of Hours this is not considered an emergency but will be facilitated.



Using The Residences Emergency On-Call Service

All residents will be asked to identify themselves by name and room.

Photo ID is required by all residents calling for a lockout.

You may be asked for ID at any time by Security / member of the Residence Office or their agents so that we can identify you as a resident.

The on-call system is confidential and the details of any call you make will not be disclosed to any other resident. Anonymous calls will not be responded to as they pose a risk to security staff and if bogus, can distract them from priority security work putting other residents at risk.

Please note emergencies are prioritised during busy periods. Lock outs are likely to be a lower priority so it is best to keep your own access card safe and with you at all times.

Residences Security Emergencies Out Of Hours

+ 353 1 708 3929

Please note that Security officers wear and use body cameras while on duty and your interaction with them will be recorded.

The Residence Office

This is the administrative centre for the Residential Services. The Residence Office is in the Courtyard Plaza beside the Reception. You can contact us by calling into Reception or by email.

Email: residence.office@mu.ie

The Residence Office will communicate with you via the email address you used when you registered for your room. We may also use your official university email and SMS messages.

Online Services

All links to online services are on your resident account.

You will have access to:

- Maintenance online reporting
- Your Financial Statement
- Details of your booking
- How-to videos
- Inspections schedules
- News and updates
- Resident's information page
- Your Resident Account
- E Induction
- Check-in / Check-out Info
- Residence online Handbook

Information also available via the website www.maynoothuniversity.ie/accommodation

Residents Drop-In Service

Drop-in services will be offered via TEAMS. To make an appointment email residence.office@mu.ie. Drop-in is offered weekly during term time for all residents. You may wish to drop-in to talk with Residence Office Staff to discuss your room or facilities, your community, the quality of your living environment or any problems you may experience that you have not been able to sort out via the online services. Drop in Service is not suitable for discussion about your breaches of your Licence to Reside. There is a separate service for this.

This service is offered by senior staff of the Residence Office. We encourage students to use the Drop-in support and welcome residents to include a student friend. Other third parties (such as parents) are usually not appropriate to this setting and if your needs cannot be resolved or supported we will be able to help you to choose another University support service.

Drop-in Service opening times and duration:

Monday 2pm – 4pm (in Term)

This Service will commence in September.

Access to Your Room

Guidelines in Response to Covid19

In order to keep residents safe, you will notice some Guidance Notices asking you to observe some Social distancing and hand hygiene in the halls, stairways and lifts. These are extra precautions suggested for your safety – please comply with the notices.

Key Cards

Using your Key

Your key will open the block door, apartment door and your bedroom door. It will also allow you access to Laundry and Post Room facilities.

Residents will have their key access programmed on their Smart Phone.

Door Lock Assistance

If you see a flashing green/red light on your lock it requires attention. Log your door lock online on the maintenance link for service. If you need more immediate service please call into Reception or call Security during out of hours.

Looking After Your Key

- Copies of keys are not available.
- Swipe down every 7 days on your Key App on your smart phone to update your access.

Lockouts

The lockout service will operate on a Fair Usage basis.

During Reception Opening Hours (9am to 5pm) if you lock yourself out during the daytime, Reception will facilitate access to your room. You will be asked for ID before access is given. Access can only be given to residents.

Lockouts: Out of Hours
5pm to 9am
Weekends and holidays
Call security + 353 1 7083929

If you have locked yourself out after 5pm during the week or at any time over the weekend, Call Security + 353 1 7083929 who will come to your assistance. You must be at your apartment block when you ring Security for lockout assistance.

You will be asked for your name and room details on the phone. These must be provided. You will be asked to provide photo identification before you can be let into your room. Failure to show ID may result in you not being let into your room because Security cannot allow an unidentified person into your room.

The lock out service is provided on a fair usage basis. Excessive requests for this service may result in a charge being levied for each subsequent lockout provided and you may be considered to be in breach of your Licence.

There will be times when the security person on duty is busy with emergencies. At these times, emergencies are prioritised and you may have to wait if you are locked out.



Living On Campus



Living on Campus is a wonderful opportunity. Each resident contributes to how the living and learning community evolves in any one year. The community is established and maintained by achieving an appropriate balance between each resident's individual interests and the common good of the all the residents. The balance between independent living within the community and respect for fellow residents is key to a superior student experience.

Diversity in Apartments on Campus

One of the best things about living on campus is meeting new people and making friends for life.

Maynooth has a very diverse campus and there are residents from many countries, cultures, abilities, age groups, genders, religions, ethnicities, courses and educational levels.

You can make lifelong friends living on campus. Take the opportunity to get to know new people.

You may live with a student with a disability. Remember that sometimes a disability may not always be obvious and the resident may not wish to reveal or discuss their abilities.

Quarantine

If you have travelled to the Student residences from outside Ireland you may be required to spend some time in quarantine before joining the residential community. This will depend on the Government guidelines at the time of your arrival.

Getting Started

We recommend that in the first week after move in you arrange an apartment meeting. This helps everybody to get to know each other and can be very helpful to organise how the living arrangements will meet everybody's needs.

Here is a sample Agenda

Residents First Meeting

- Get to Know each other
- Agree A Housekeeping Rota
- Discuss how the Post Box will operate – see Handbook
- Having friends to visit – see Visitors policy and handbook guidelines
- Use of communal areas -kitchen, lounge, bathrooms
- Fridge and cupboard space
- Respect personal food and equipment
- Security of the Apartment – see guidelines in handbook

Here are some of the issues that challenge the community balance:

- Noise in or outside the residences
- Smoking and other fire and/or health hazards
- Visitors who are not managed well by their host. Due to Covid19 visitors are not a good idea and only existing residents from within the Campus community should visit apartment
- Residents who do not participate well in housekeeping. Due to Covid19 hygiene standards must be carefully observed by the residents to ensure your continued safety in your apartment
- Insufficient regard to apartment security and access doors
- Lack of respect or consideration for fellow residents
- Overuse or misuse of alcohol



Smoking is not permitted in or around the Apartments

Be a good neighbour –
Don't keep quiet about noise.

Call it in Apartments Security
+ 353 1 708 3929

It's your community

Noise disturbances can occur any time of the day - not just at night-time. Residents, or their guests, who create noise disturbances upset the community balance. Noise makers run the risk of losing their room on campus and will not be welcomed back in subsequent years. Any updates will be posted to the website.

Don't forget that during study or exam time, your timetable may be different to your neighbour's. Bear that in mind when you are going out or having guests to visit.

Guests / Visitors

Due to Covid19 visitors will continue to be limited in the student residences. The only visitors that you may invite is one family member to assist you with check-in and check-out and occasionally another resident from the Campus Community.

To ensure you stay within the Residences Guest Policy please

- Limit the number and frequency of day time visitors to your apartment – always ask those you live with for permission in advance
- No overnight guests allowed
- Be sensitive to your fellow residents' need for quiet and need to use their own kitchen and living space



Summary

- Gatherings such as parties and pre-drinks disrupt other students and are not suitable activities for the Residences – it's not worth it.
- Remember the Residences are a student's personal space so please do not assume that your friends are always welcomed by your fellow residents. Always get consent.
- Visitors can get out of your control if there is excessive alcohol available. Your guests are your responsibility (whether invited or uninvited). If visitors get out of your control call Security to have them moved on. It is the safest thing to do for everyone.
- If a fellow resident takes away your enjoyment of your apartment with noise and inappropriate behaviour call Security at the time the disturbance is happening. It is often too late to tell Security or us about it the next day or when the noise-makers have left because it will be your word against theirs. Call Security on + 353 1 7083929.
- All residents are expected to cooperate fully with the Residence Office, Security or their agents in the safe management of the Residences.

Breaches can occur if you are present in your own or another apartment while there is a noise disturbance or other incident in process - whether you are the cause of the noise or not. As a resident you have a responsibility to either absent yourself or (in your own apartment) stop the incident or call Security.

If there are serious or repeated breaches of your Licence to Reside we may ask the RTB to become involved in resolving the problem.



What if you don't get on?

It is very likely that you will not know your flatmates before you move into the apartments and this is a great opportunity to meet new people.

However, if you are not getting on with a flatmate, here are some tips that may help to ensure you at least give each other respect:

- Meet with your fellow residents to discuss the issues – don't leave notes up or put up social media. The personal approach always works better.
- Don't forget to hear both sides of the story.
- Try coming to an agreement that suits all of you.
- Call an apartment meeting for everyone to help.
- Do not exclude anyone
- Don't ignore issues they will fester.
- Don't assume people know or understand what is needed
- Some people maybe cannot work up the courage to say no so don't assume they agree with you – have the patience to find out for sure
- You can call into the drop-in office to get support and advice if there are persistent or ongoing problems that you feel are not improving. Please email residence.office@mu.ie for an appointment

If relationships with fellow residents is of a more disruptive or serious nature you may decide that you need to make a formal complaint or seek help from Security. There is an online form for complaints and once we receive your complaint we will invite you to a meeting at the drop-in office (at the Reception) to assist you to decide how to proceed or resolve your complaint. There are other ways to have your issue reviewed for example you may also decide to make a complaint to the Residential Tenancies Board.

We can help when:

- There is evidence of a serious threat to a resident's safety
- There is evidence of disruption to a resident's normal enjoyment of their residence which has not been resolved through discussion with fellow residents
- You give us consent to talk with those you identified as responsible for the issues
- You make the complaint in a way that allows us to gather evidence. For example: make the complaint in a timely manner which allows us to investigate and react appropriately (e.g. call security while the party is in progress). We cannot action a complaint reported after the event if we cannot substantiate or gather evidence.
- You give us substantiated evidence of disturbances or issues - please avoid situations where it's your word against another person's word.
- Residents involved are willing to engage in mediation – where the problem is too big for you but all fellow residents want to find a solution we can arrange a certified mediator to assist. Residence Office staff will meet with Students and peer representatives (no parents or other third parties please except for residents under 18yrs) to help you find solutions to issues that may arise.

Social Media Responsibility

When you are using social media, please be responsible in what you post. Please familiarise yourself with the IT Services's policy on computer and social media usage.

Other University Supports:

Students can always find support on campus, whether it is practical, pastoral or spiritual. All students are welcome to drop in to the student support office in the student services building or the chaplaincy office in the arts building.

Student Support

student.support@mu.ie Ph: 01 7083320/3469

<https://www.maynoothuniversity.ie/campus-life/student-wellbeing-support>

Student Services

student.services@mu.ie Ph: 01 708 4729

www.maynoothuniversity.ie/student-services

Student Health Centre

Ph: 01 708 3878

<https://www.maynoothuniversity.ie/campus-life/student-wellbeing-support/student-health-centre>

Student Counselling Service

Ph: 01 708 3554

<https://www.maynoothuniversity.ie/campus-life/student-wellbeing-support/counselling>

Student Budgeting

student.budget@mu.ie Ph: 01 708 4729

<https://www.maynoothuniversity.ie/money-matters>

Fees and Grants

fees.office@mu.ie Ph: 01 708 4747

<https://www.maynoothuniversity.ie/student-fees-grants/quick-link-formsdocuments>

Records

records.office@mu.ie Ph: 01 708 3813

<https://www.maynoothuniversity.ie/records>

Academic Advisory

advisory.office@mu.ie Ph: 01 708 3368

<https://www.maynoothuniversity.ie/centre-teaching-and-learning-/contact-us>

Cleaning and Housekeeping



Keeping your apartment clean is the responsibility of all residents. As the residences are self catering there is no cleaning service provided.

You are responsible for your own room (and en-suite bathroom if you have one). All apartment residents together are responsible for keeping common areas clean and tidy for everybody. Play your part.

Do not let bins accumulate in your kitchen or apartment. At the Residents First Meeting arrange a rota in the apartment for cleaning the communal areas and bringing out the bins each week.

Inspections

Rooms will be inspected regularly. A schedule will be published on the website Hygiene in Shared Places Shared areas such as the Kitchen/Lounge and shared bathrooms need to be cleaned thoroughly after you use it so that it is ready for the next resident. Make sure you have surface cleaner that kills viruses and bacteria and use it before and after you use surfaces in shared spaces within the apartment.

- In the Kitchen remove all your belongings from the sink and worktops and store them in the cupboards provided or in a storage box in your bedroom.
- In a shared bathroom use the surface cleaner on the sink, shower and toilet bowl and seat before and after your use. Store all your belongings in your own bedroom.

Showers & Ventilation

Showers need to be cleaned (including the drain) after each use.

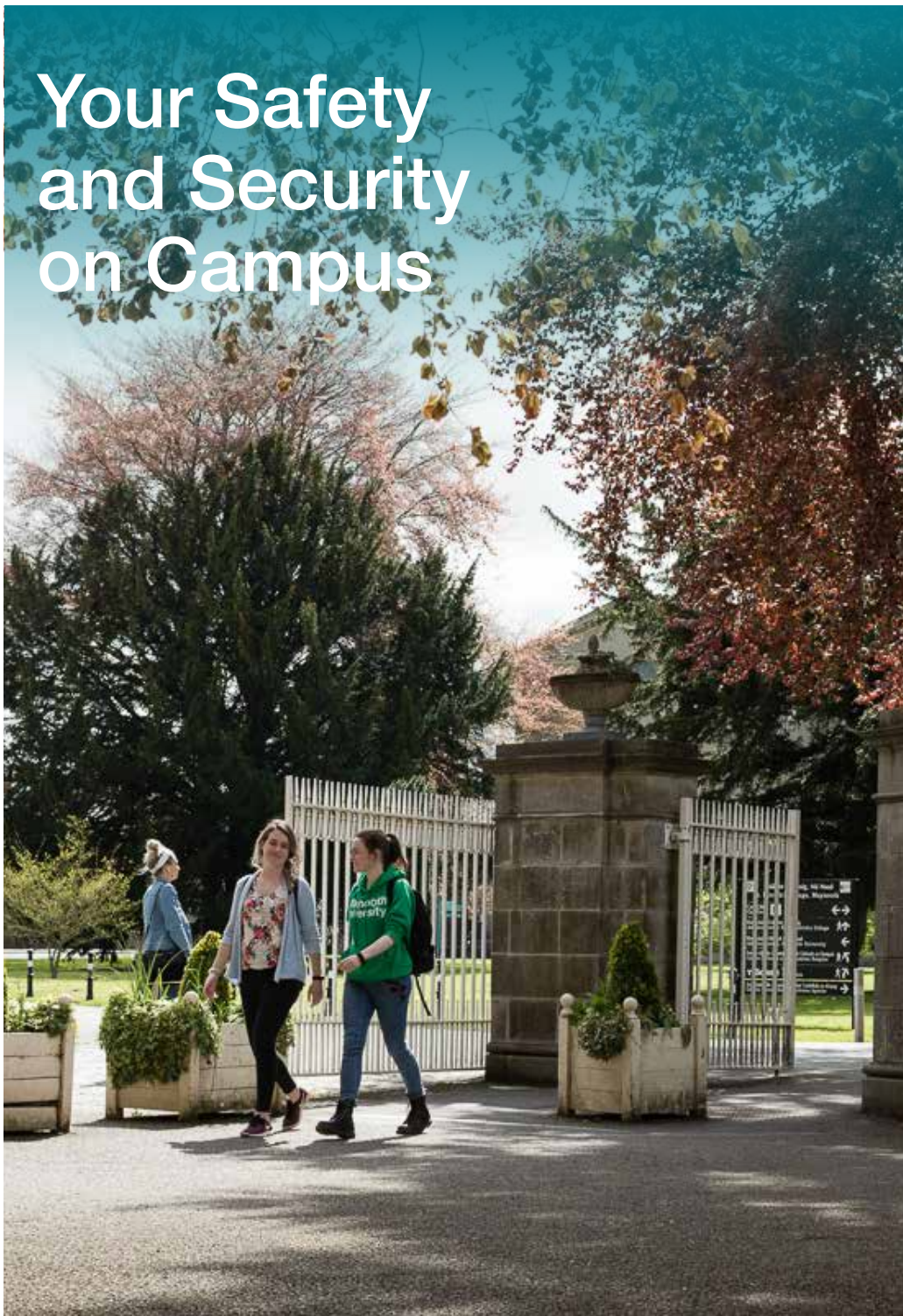
Remember to keep your shower fan on until condensation clears after you use the shower.

Good ventilation promotes a healthy environment in your apartment. Proper ventilation prevents condensation building up which can result in mould/mildew. Leave window vents open at all times. Do not dry wet clothing on any heaters – this is a condensation and fire hazard. Please use the Laundry for drying clothes.

We can provide you with sample Housekeeping rotas and job list at Reception.



Your Safety and Security on Campus



Always be aware of your safety, particularly at night.

Do not walk home alone at night.

If you are walking home at night, make sure that you do so on well lit paths (Car Park 9 is a good optional route from the town).

Be aware that the Moyglare Gate is closed each evening.

Have Regard To Security On Campus

- Do not admit people to your apartment that you don't know.
- Do not leave block doors open in the Residences and using stones or other items to prop open the block or apartment door. This will be recorded on CCTV and will be considered a breach of your Licence to Reside.
- Do not allow strangers enter the block by tailgating.
- Keep your apartment and bedroom doors closed and locked at all times.
- Your possessions are not covered by insurance in the apartments. It is your responsibility to ensure your possessions are insured.
- Keep valuables locked away and out of sight.
- Do not give your key to anyone else to use – even your guests.
- Do not leave windows open, particularly on the ground floor.

Please note that there are CCTV cameras in and around the residences and throughout the north and south campuses. Security guards wear body cameras while patrolling the campus in the evening.

Medical Emergencies

If you have a medical emergency during the day, Monday - Friday, contact the Student Health centre for assistance.

The health centre is located in the Student Services building on the north campus.

Phone: (01) 708 3878.

If you are in the residences and have a medical emergency after 5pm or during the weekend and holidays, please contact Security 01 7083929. You can also call to the Reception for assistance during opening hours up until 5pm Monday to Friday.



Fire Safety

Familiarise yourself with the evacuation route for your building. There are notices in each block.

In the event of a fire alarm activation, evacuate the building immediately and in an orderly manner.

Do not tamper with any fire equipment: door closers, window restrictors, fire blankets, fire extinguishers, detectors or break glasses. Malicious tampering is a criminal offence.

All residents are expected to co-operate fully with fire drills. Failure to do so is a serious breach of your Licence to Reside.

The following items are not allowed in the Residences (any item which can ignite a fire):

- Candles or any device that creates an open flame or smoke.
- Chip pans.
- Open bar portable heaters.
- Fan heaters
- Cookers or kettles in bedrooms.
- Oil lamps.
- Incense Burners
- Cigarettes and e-cigarettes.
- Matches and lighters
- Faulty electrical goods

Fire Alarms can be falsely triggered through the following means.

Please be vigilant.

- Fumes / smoke from cooking
- Burnt toast, food and grill pans
- Heat from showers in en-suite bathrooms when the door is open into the bedroom.
- Aerosols- do not use near a detector or source of heat
- Heaters on the list above.
- Covering storage heaters or radiators- do not cover with clothes or other materials.

When you are cooking, make sure the kitchen is well ventilated. Use the extractor fan every time you use the hob, grill or oven.

Do not leave the cooker / toaster unattended when in use. If you are called away when cooking, remove any food from the heat source and switch off the cooker.

Please see the video on how to use a fire blanket here <https://www.youtube.com/watch?v=GLvnAe6-DLg> and the video which explains how to use a multi-purpose fire extinguisher here <https://www.youtube.com/watch?v=epGGwjjoISM>

If you have had a legitimate cause to use a fire blanket or fire extinguisher please let us know by calling to Reception afterwards to report use so we can examine the equipment and replace where necessary.

Clean the cooker / toaster regularly after use. Do not allow grease or crumbs to build up.

Do not overload electrical circuits with additional electrical equipment. If you bring in electrical equipment to the residences that are faulty our electrician will disable the item and render it unusable.

Health & Safety Office Guidelines for FIRE Action

www.maynoothuniversity.ie/health-safety

Action in the Event of a Fire

Any person discovering a fire should:

- Raise the Alarm by activating the break glass unit at the nearest fire point, which are found in the corridors and on the exit routes.
- Inform the Fire Brigade: Emergency No. 999 or 112
- Give your address and clear directions.
- University Security Staff must also be alerted - Emergency No. 01 708 3929 or 01 708 3333.
- Deal with the Fire if safe to do so. Attack the fire using the nearest suitable extinguisher or fire hose reel where appropriate.
- **DO NOT TAKE PERSONAL RISKS OR PUT LIVES IN DANGER**
- Evacuate from the premises



On Hearing a Fire Alarm

- The evacuation of the building must commence immediately.
- Ensure that all equipment, e.g. cooker, is left in a safe condition within the time available, prior to evacuating.
- Leave the building by the nearest safe exit, closing all doors behind you.
- Do not delay to collect personal belongings or for any other reason.
- Assemble at the prescribed assembly point(s)
- **DO NOT TAKE RISKS.**
- **DO NOT RETURN TO THE BUILDING FOR ANY REASON UNLESS AUTHORIZED TO DO SO.**
- **DO NOT USE LIFT(S)**



Facilities Within the Residences



Collecting Post from the Apartment Post Box

- Non-registered post and packages are delivered to the Reception during the day, Monday-Friday (September to early June only).
- Post will be sorted into your Apartment Post Box in the Post Lobby.
- All residents of your apartment will have access to one Post Box which will bear the name of your apartment and for which you will be given a code at check-in.
- Please do not give the Apartment address for items that require more security than a communal post box (e.g. Bank Card)
- It is your responsibility to collect your own post.
- Do not collect other residents' post leave it in the Apartment Post Box for them to collect – please respect others post. – Your Key card is needed to access the Post Lobby.

Registered or Recorded Delivery letters and packages will be given a designated Post Box, the details of which will be emailed to you. You will have 24hrs to collect it and may incur a charge.



Uncollected post within the time allowed or at the end of the year will be returned to sender.

Outgoing post is not accepted at the Residence Reception

Packages by Courier

If you are ordering a package to be delivered by a courier to your apartment address, it is your responsibility to be there to collect it when it arrives. The reception will not accept or sign for post / packages delivered by courier.

WiFi & Computer Usage

- All the apartments on campus have wireless network access.
- You need a Maynooth university username and password to log on to the university network.
- There are wireless clinics run by IT Services: <https://www.maynoothuniversity.ie/it-services/wireless>
- Please make sure that you have read IT Services's rules online about responsible computer usage.

Doing Laundry

There are two central Laundry Rooms. One in Courtyard and one in River. You will have access to both Laundry Room

You need tokens to operate the washers and dryers.

Wash	€2.50
Dry	€2.50
Bulk Buy 10 tokens (At Reception using Mycard or Bank Card – cash not accepted)	€25.00

These are available to purchase from coin dispenser machines in the CY Post Lobby and the main River laundry using your MyCard (student card).

You provide your own detergent – capsules only (there is no detergent drawer). Lost tokens will not be replaced. There are no refunds given on tokens.

You will need your key to gain access to the laundries. Do not leave your laundry items unattended or in machines overnight.

Bins and Recycling

Recycling and General Waste bins are located on the road behind the Apartments. There are three. When using the recycling please ensure that your bin bags go inside the appropriate bin – general waste or recycling. Please never leave a bag beside the bins as this will attract vermin and become a health hazard.

Parking and Traffic Management

You will need a permit in order to park on campus.

Parking is allowed in designated parking areas. You will get clamped during term time if you do not have an appropriate permit. You will also get clamped if you do not park in an appropriately designated area.

For full details, please check out the parking management page on the Maynooth University website: <https://www.maynoothuniversity.ie/location/parking-traffic-management-Facilities>

Energy Conservation: Think Green

- Switch off lights when you leave a room
- Don't overfill the kettle when you boil it.
- Turn off electrical items rather than leave them on standby.
- Avoid using appliances between 5-7pm.
- <https://www.maynoothuniversity.ie/about-us/green-campus>

Maintenance in the Residences

Maintenance in the apartments is carried out by Campus Services. Please report all maintenance requirements directly to the maintenance service. This can be done online and the link is available on your Resident Account. When the job is completed you will get an email from Maintenance.

Please note you don't have to "log-in" to report a maintenance issue just copy this URL into your browser http://fasttrack.maynoothuniversity.ie/log_a_call_popup_self_service.asp



When you go to the link, you will see the log a call window:

Log a Call

TO LOG A CALL WITH MAINTENANCE, PLEASE FILL IN THE DETAILS BELOW:

* Building: All Buildings

* Problem: Select a Problem

* Location: Select a Location

* Description:

* Name:

* Phone:

* Email:

* Required value

Cancel Log the Call

- Select your block from the building drop down menu,
- Select the problem from the problem drop down menu
- Fill in the rest of the details. Make sure to put in your name, phone number and email address
- Click on Log the Call to submit

Please note, incomplete or incorrect information may cause a delay in resolving an issue. You can also call to the Reception for assistance.

On arrival if an item is missing or damaged use the inventory form to report.

Heating and Hot Water

In the River Apartments and Courtyard Apartments there are gas boilers for heating and hot water. The boiler is timed to come on at certain times during the day.

In Rye Hall the heating and hot water use electricity. It is timed to come on in the morning. You can turn it on again in the evening if you wish. To turn on the wall heaters, press the switch on the wall

In Village Apartments the heating and hot water use electricity.

There are two tanks for the immersion, turn one on when you want hot water. Turn on both when you are using the shower. The wall heaters are timed storage heaters. Make sure you turn on the switch at the wall.

Online Instruction Videos:

Information videos on how to use the heating, hot water and ovens in the apartments are on the maintenance section of our website. Copy this link into your browser: <http://www.maynoothuniversity.ie/accommodation/accommodation-campus/residents-information/maintenance>



Maintenance Emergencies Out of Hours

If you have a maintenance emergency outside of office hours (i.e. evenings and weekends), please call Security 01 7083929 for assistance.

Emergencies are:

- No heating
- No hot water or cold running water
- Person stuck in a lift
- Toilets not working
- Floods / bad leaks
- Power outage
- Sewage ingress
- Gas leak

Utilities Charges

When you booked your room you paid a non-refundable booking fee which became your utilities and services charge for the duration of your Licence to Reside. This fee is not a "deposit" and is non-refundable. It pays for your electricity and gas and any other utilities that are relevant and is taken as a standard charge on a fair usage basis. Excessive use of utilities will be considered a breach of your licence to reside.

Your Responsibilities



Each resident is expected to show respect for fellow apartment dwellers and the wider community, including the community in the town of Maynooth.

Culture

The University and the College seek to foster a culture among residents where the terms of the Licence to Reside is the norm. In this context residents are actively encouraged in the first instance to engage with fellow residents and to encourage compliance. You are encouraged to report any behaviour which may fall outside the terms of the Licence to Reside in order to preserve a pleasant living environment for all.

Breach of your Licence to Reside

Where there is reasonable evidence of a breach of the Licence to Reside a resident who is found to have been in breach will be advised by email.

Where a resident is found to have been in breach more than once in an academic year the Residence Behaviour Committee (RBC) will consider the residents fitness to reside on campus. The first breach will disqualify you for being eligible to apply or to live on campus in future years and if the behaviour represents a significantly serious breach you may be asked to move out and have your licence revoked. All breaches will be considered on a case by case basis.

Information on breaches of your licence will be shared with other departments e.g. International Office, Sports Office as appropriate. However, third parties such as parents for example will not be advised. Where a breach is serious or suspected to be illegal in nature the Gardaí may be informed and asked to respond.

With the introduction of the RTA (Amended) 2019 breaches may also be referred to the RTB.

Examples Of Disciplinary Action Include, But Are Not Limited To:

- Housekeeping Spot checks
- Security Spot Checks
- Room Move
- Invoiced for damages
- Fines
- Deemed ineligible for living on Campus in future years
- Referral to the University Disciplinary Authority
- Revocation of Licence



Community Service

If you have breached your Licence once there is a one time only opportunity to make amends to your residential community and this will also allow you to remain eligible to return to Campus Residence in future years. Participation is strictly voluntary and places are limited. Residence Office staff will run CS every month but there is no right or guarantee that you will have access to CS. If you want to do Community Service it is your responsibility to find out when they are available and sign-up and turn up. We will not chase you or remind you as it is strictly voluntary as is your decision to attend. Usually the one hour long Community Service involves litter picking on the grounds around the Residences but can involve other community beneficial activities.

Community Service should normally be completed within a month of the date of your advice that you have breached your licence

and is only appropriate where a breach is not of an illegal or other very serious nature, for example a resident found to have tampered with Fire Equipment or smoking inside or out the window, would not be eligible to do Community Service. Likewise breaches which occur during either of the exam periods (January and May) cannot be mitigated by Community Service. CS cannot assist you with being eligible for the Quiet Zone.

Residents will be able to sign up for Community Service Online on a first come first served basis. Availability of Community Service opportunities will be limited to a manageable number per session and we will not run it during holidays, study breaks and exams. The last Community Service of the academic year will be during the second week of May - before the exams. Successful completion of community service will remove the "no return to Campus" where there is a single breach. Where there is more than one breach CS does not apply.

Personal Disputes Among Residents which amount to a Breach of the Licence to Reside:

In our experience the two main sources for dispute among student residents are:

- 1) Invited or uninvited guests to the residences. Guests can get out of control. This can be caused for example by the absence of the host resident who allowed a guest in without supervision or where a guest has consumed too much alcohol. Issues can arise where guests are too frequent or too numerous, or where guests arrive late in the evening or night-time where no consent has been sought or given.
- 2) Housekeeping getting out of control. This can happen when not all residents are doing their share or where there is no organised agreement for keeping the common areas clean, safe and tidy.

As a Resident you are reminded that you are expected to be able to live independently in the residences. This includes being able to resolve, minimise or avoid disputes with fellow residents. However where a fellow resident is uncooperative or ignores your efforts to assist him/her to abide by the house rules you are welcome to make a formal complaint to the Residence Officer. This must be done formally and in writing using the online form provided on the accommodation office website and on your portal. The form must be completed by the resident who is making the complaint - not a parent or any other third party. Anonymous complaints will not be considered. Calling into the Reception or casually mentioning your complaint to a member of staff by phone or email or any other form of report will not be considered a complaint and will likely not to meet your expectations in terms of our response or support.



Departing the Residences



General Guidelines on Departing the Residences are available on the website:

- Advise Residence Office of your departure date
- Take all your belongings with you including food.
- Clean your room and take out your own waste and recycling
- Check your post box
- Lock your room on your departure.
- - Check-out formally by “signing out online”

Landlord Reference

We do not give evaluative references to Landlords. Your accommodation account is self-service and if you wish you can print off your records from your account after you leave for up to one year. All the information you need can be printed.

Please note that the latest dates and times for departure at the end of the Licence Period will be on your Licence to Reside, in your Confirmation of Booking Email, in your Reminder of Departure Process email, and will be posted on the website.



Departure Inspections

Inspections will take place the week before the end of your Licence to Reside. Residents will be emailed further details on when these will happen near the end of the Licence to Reside. Any damage may be chargeable to you.

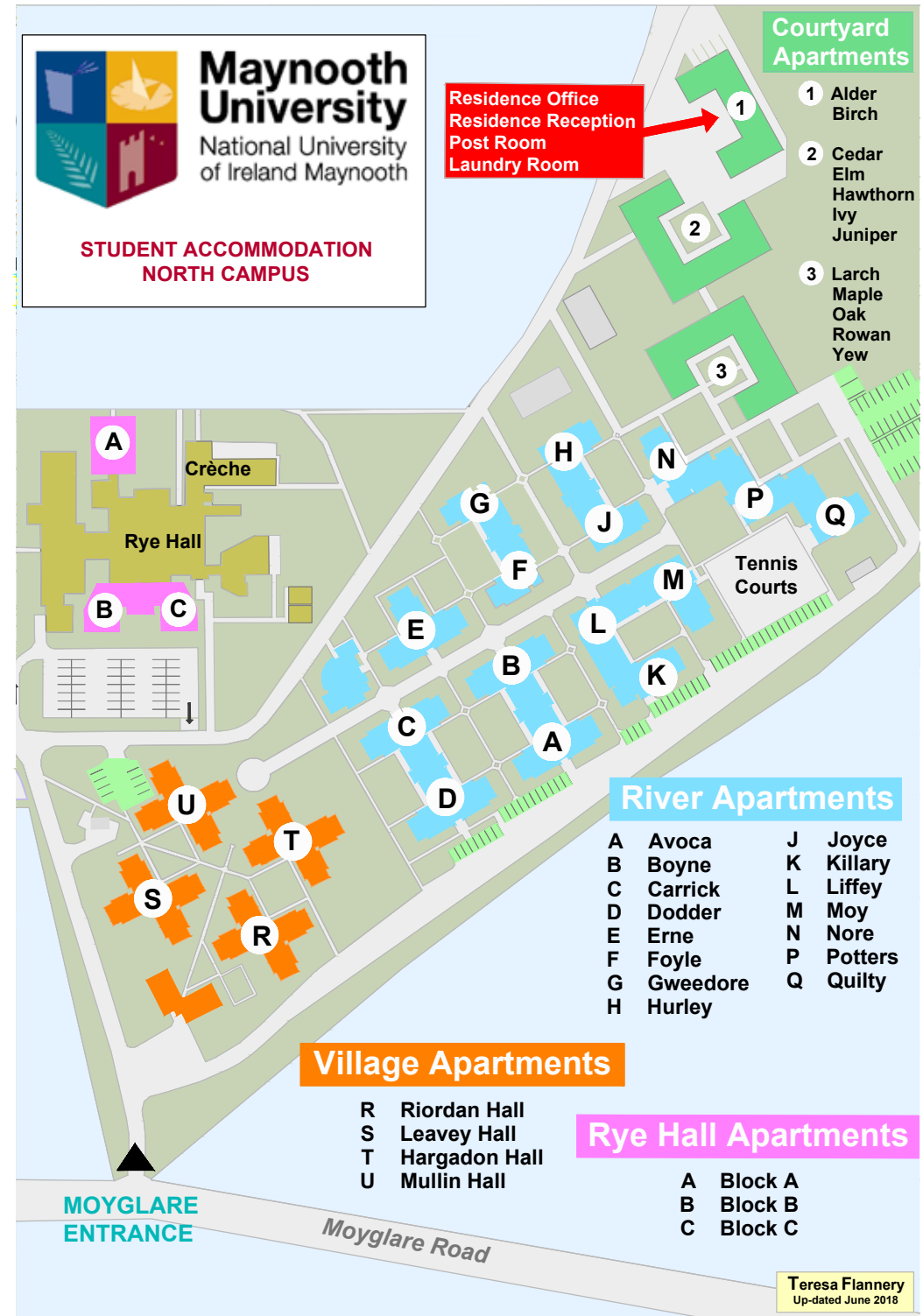


Campus Maps



**STUDENT ACCOMMODATION
NORTH CAMPUS**

Residence Office
Residence Reception
Post Room
Laundry Room

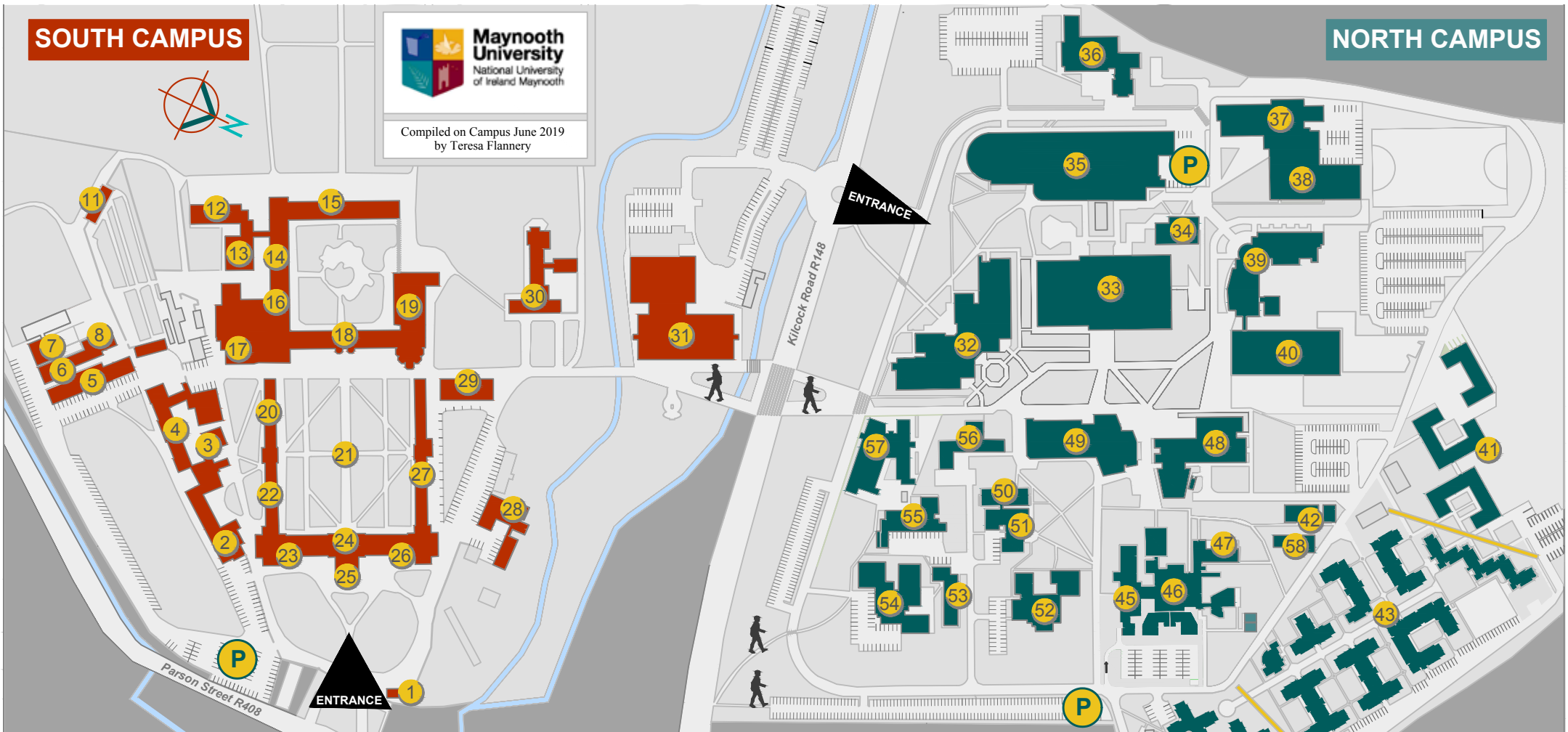


SOUTH CAMPUS

NORTH CAMPUS



Compiled on Campus June 2019
by Teresa Flannery



- Arts Building 33
- Arts Annex 34
- Aula Maxima 29
- Auxilia 52
- Bioscience & Electronic Engineering Building 39
- Callan Building 35
- College Chapel 19
- Columba Centre 30
- Courtyard Apartments 41
- Crèche 47
- Dunboyne House 20
- Education House 54
- Eolas 40
- Gate Lodge 1

- Humanity House 22
- IFI (Irish Film Institute) 58
- Iontas 48
- John Hume Building 49
- John Paul II Library 31
- Junior Infirmary 11
- Laraghbyran House 55
- Loftus Halls 12
- Logic Annex 8
- Logic House 5
- Long Corridor 24
- Lyreen House 28
- MAP Lodge (Access office) 50
- MCCA - Conference & Accommodation 23

- Museum 13
- Music Performance Suite 7
- Music Technology Lab 6
- New House 27
- Phoenix Restaurant 37
- Power House 17
- Product and Design Studios 42
- Pugin Hall 16
- Renehan Hall 16
- Rhetoric Annex 3
- Rhetoric House 4
- River Apartments 43
- Riverstown Lodge 2
- Rowan House 53
- Russell Library 14

- Rye Hall & Apartments 46
- School of Business 45
- School of Education 57
- Science Building 32
- Sports Complex 38
- St. Catherine's House 56
- St. Joseph's Square 21
- St. Mary's House 15
- St. Patrick's House 18
- Stoyte House 25
- Student Services 51
- Student Union Centre 36
- Trocaire 26
- Village Apartments 44

PARKING
Pay and Display

