

Griffith Wood

Resident Handbook 2022





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Section One: Welcome to Griffith Wood

We are delighted you have chosen to live with us and we look forward to welcoming you to your new home.

We have put together this guide to help you settle into your new home. We also recommend that you check your resident portal for general updates and your rental documents – the team will be able to talk you through the details should you have any queries. For any additional questions or for day-to-day management related queries, please don't hesitate to ask your on-site team, who are always happy to help.

This handbook offers you information about your home and your local neighbourhood, including contacts that you may find useful.

YOUR TEAM

At Griffith Wood, we know how important it is to have someone who's always there to help – that's why we have a dedicated management team who will be with you from day one. From the start of your letting journey to the day of moving in, and throughout the length of your tenancy, you will be in contact with the same team of professionals, to help you as much (or as little) as you want.

Your team will take care of any issues related to the internal parts of your apartment including, but not limited to: maintenance requests, questions about your tenancy agreement and additional services available as well as the overall upkeep, parking, cleaning and housekeeping, etc. There will always be somebody in the building who can help you.

The common areas such as building security systems, waste and recycling collections, communal gardens, halls, lifts, and the lobby are kept clean and maintained by us - you don't need to worry about them.

In addition, you will also benefit from the services of the 24-hr concierge on the ground floor of Caulfield Court. The concierge team will be available to guide your enquiries and coordinate any building maintenance related requests. The team will also keep you posted about events that are happening in Griffith Wood and any new services available.

For direct email contact:

team@griffith-wood.com

Phone: 01-5255787 **TBC**

LOCAL NEIGHBOURHOOD

Griffith Wood is located in one of Dublin’s best-loved suburbs, with an array of local shops, cafes, restaurants, parks and schools just a short stroll away. There is a bus stop on your door step and nearby Clontarf DART station will get you to the city centre in less than 25 minutes. The IFSC and East Point Business Park are within a 15 minute cycle ride. For the airport, Griffith Wood is a 15 minute drive from Dublin Airport. There is also an Aircoach bus stop a few minutes’ walk away.

TRAINS

Your home at Griffith Wood is a 15 minute walk from Clontarf DART station.

TAXIS

We recommend that you book your taxi cab or private hire vehicle in advance with a trusted operator. It is advised not to get into a private hire vehicle if you haven’t booked it. Free Now and Lynk are taxi booking apps which are popular in Dublin.

CAR SHARING SERVICE

Go Car provide a car sharing service to Griffith Wood. Residents can sign up via the GoCar app or website (www.gocar.ie). GoCar also has a number of car collection points within a short walking distance.

BUSES

Griffith Wood is located 15 minutes’ cycle from Busáras Central Station, which is the main hub for buses to regional and national locations. Dublin Bus, which operates the majority of the city bus network, has a stop (No. 1493) located just outside Griffith Wood on Griffith Avenue. Stop No. 1493 is serviced by the 123 towards Marino and through the city centre and Stop No. 667 on the Malahide Road, which is a 5 minute walk from Griffith Wood serviced by 14 (Dundrum), 14c (Beaumont/Dundrum), 15 (Ballycullen Rd), 27 (Jobstown), 27a (Eden Quay), 27b (Eden Quay), 42 and 43 (Talbot Street).

MOBILE PHONE APPS TO SIMPLIFY TRANSPORTATION

- TFI – Journey Planner (Transport for Ireland)
- Dublin Bus
- Free Now
- Cycle Planner
- Irish Rail

ADDITIONAL APPS TO HELP YOU FIND THINGS TO DO IN THE CITY

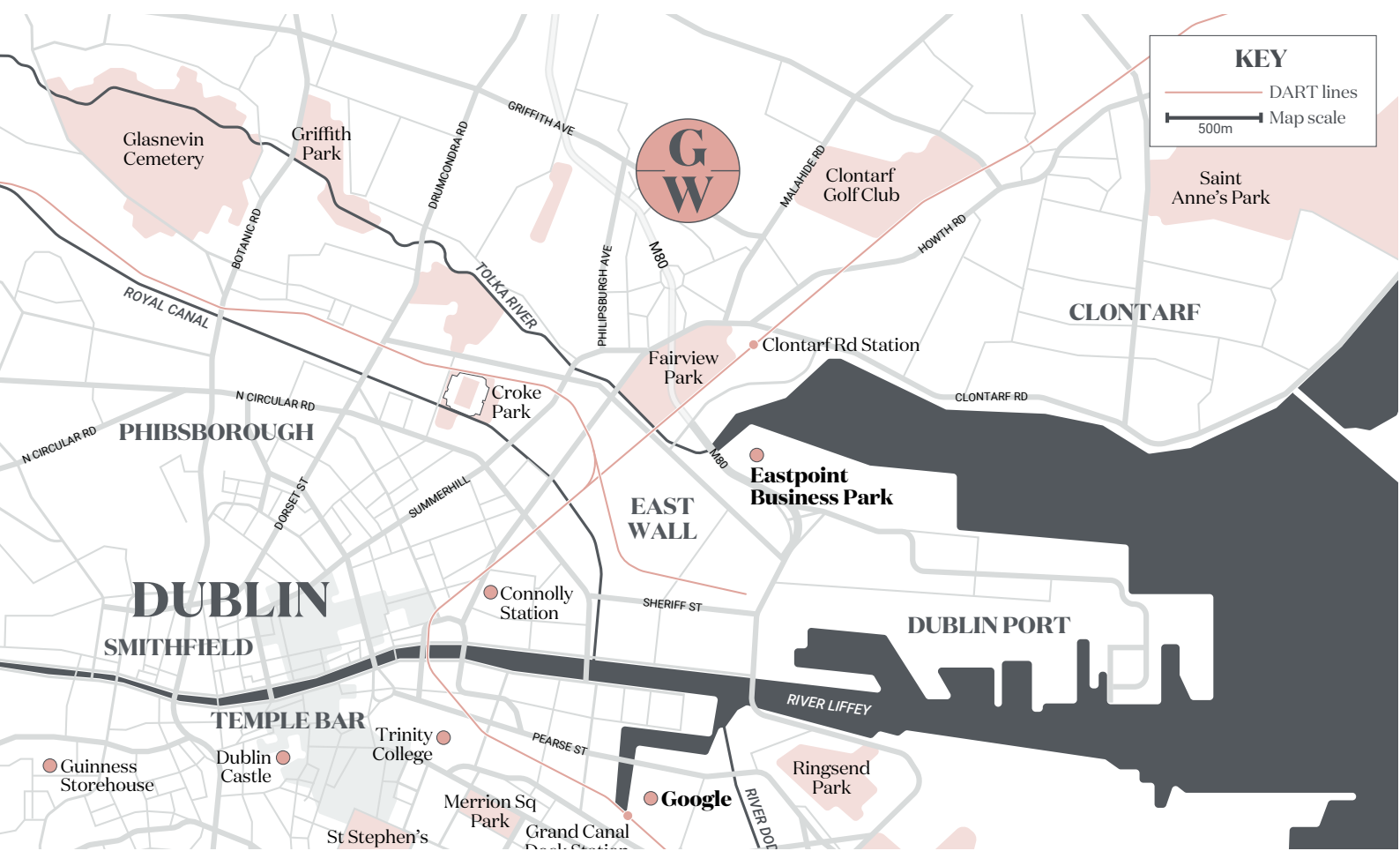
- Dublin App
- Open Table
- Dublin Travel Guide

LOCAL PLACES

- The National Botanic Gardens of Ireland - An oasis of calm and beauty in Glasnevin, and entry is free www.botanicgardens.ie
- Croke Park Stadium – Irelands’ premier concert and events venue and headquarters of the Gaelic Athletic Association www.crokepark.ie

- The Ivy House, Drumcondra Road Upper – A contemporary restaurant, bar, beer garden and brunch venue with a warm and friendly atmosphere, a stone’s throw from Croke Park www.theivyhouse.ie
- Drumcondra Road Lower – Cafes, restaurants, pubs and takeaways to suit all tastes
- Griffith Park – A premier north city park with pleasant riverside walks and playground, situated on the Tolka River between Glasnevin and Drumcondra and just downstream from the National Botanic Gardens
- Fairview Park – A popular park for sports fields, children’s playground, skate park, live willow zen garden, tree-lined walks and occasional band performances.

MAP OF THE AREA



USEFUL CONTACTS

COMMUNITY MANAGER

Donal Ashe

LEASING ASSOCIATES

Aisling O’Brien and Juliette King Hall

MAINTENANCE

Darren Connolly

PUBLIC SERVICE CONTACT NUMBERS

GARDAI/POLICE

Clontarf Garda Station (non emergency)

Tel: 01-666 4800

EMERGENCY – Fire Brigade, Police & Ambulance

Tel: 999/112

HOSPITAL (A&E Dept.)

The Mater Hospital,

Eccles Street, Dublin 7

Tel: 01-803 2000

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Section Two: Moving In

YOUR NEW HOME

Here is a quick tour of the features to help you settle in.

ENTERING THE BUILDING

Prior to moving into your home, you will be given an apartment key, postbox key and building fob to access the building and amenity areas.

If you lose your key/fob or would like to request an additional copy, please speak to your Griffith Wood team. Please note that charges may apply for lost or additional keys.

We appreciate it can be stressful moving into your new apartment. Here’s a handy checklist to make your moving experience easier;

- Contact utilities suppliers to set up your utilities accounts (WiFi). The team will assist with Electricity (Pinery) and Gas (Kaizen)
- Arrange contents insurance for your personal belongings. Buildings insurance is already up for the apartment, but this does not include your personal belongings, cars or bikes (if any).

- Redirect your mail from your previous address. Please contact the local post office for advice
- Remember to tell your doctor, dentist, bank, employer and school your new address.

LOCKED OUT

If you lock yourself out of your apartment, please speak to the main reception who are able to allow you access after identification is provided. Please note that if your fob or key is lost, we will need to be notified as soon as possible to ensure the fob can be cancelled for security reasons. Fees for replacement fobs and keys will apply.

COURTYARDS

Griffith Wood offers landscaped communal courtyard gardens. To ensure the safety and enjoyment of all residents, we ask that visitors follow these rules:

- Children should be supervised by an adult at all times
- Barbeques are not permitted

- Please be considerate of your neighbours: noise should not exceed a reasonable level
- Smoking is permitted in the podium garden, but for the benefit of all residents, please ensure you dispose of fully extinguished cigarette stubs in the bins provided
- If you notice any problems with noise or cleanliness, please do inform a member of the on-site team
- Please be sure to dispose of any cigarette ends or dog foul appropriately.

CCTV

Closed-circuit television (CCTV) is located throughout Griffith Wood.

In the event of any criminal or antisocial behaviour, this footage will be made available to the Gardai.

MAIL

Your mailbox can be found on the ground floor of each block, in the main entrance lobby. To gain access to your mailbox you will need to use the post box key provided to you.

If you need to request a new mailbox key, please speak to one of the team. Any items delivered by courier or post that are too large to fit in the post box or that are recorded/special delivery will be signed for by the on-site team and a disclaimer will

be signed. Parcels will be delivered to a dedicated secure parcel room. You will be notified when a parcel arrives for you and you can collect your parcels at any time.

RESIDENTS LOUNGE

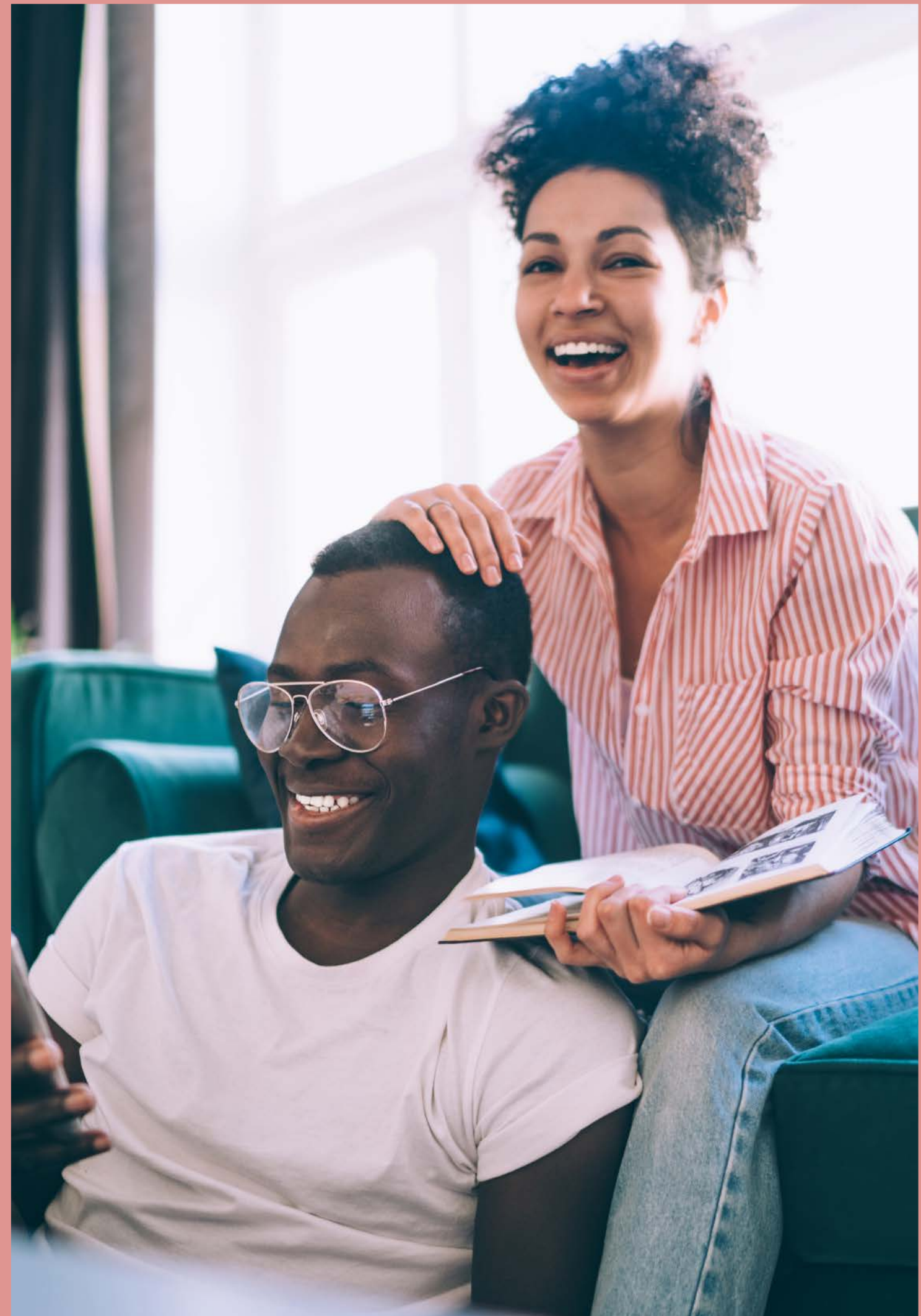
The Residents Lounge is located on the ground floor of Caulfield Court and is available for residents shared use. The space can be reserved by residents, subject to availability. As this space is shared between the residents of Griffith Wood, we ask that you treat it with respect and consideration to others.

CO-WORKING SPACE

Located on the ground floor of Caulfield Court, this space allows you to work from home but in a different setting than your apartment. Residents can also book out the meeting rooms through the team at reception.

GYM

A fully equipped gym area is located on the ground floor of Caulfield Court. The gym is fit out with equipment from Technogym and will host regular classes for residents to join and enjoy. Please note that before using the gym you will need to book an induction course. There is no extra cost for this induction and a suitable time can be booked through reception.



PASSENGER LIFTS

Please do not hold the doors of the passenger lift open as this will damage the operation of the lift. If you do need to have the doors held open please do advise the team who will be able to assist you.

If you experience a fault with the lift, please inform the on-site team. In the event that you are inside the lift when a fault occurs you will be able to use the emergency button to make contact with the lift contractor. In the event of planned maintenance taking place, our team will do their best to give advance notice.

Please be aware, that lifts are not to be used in the event of a fire or fire alarm activation.

BALCONIES

Tables, chairs and plants are permitted on the balconies (this does not include window boxes). We ask for your discretion in considering the visual impact of any items on your balcony, ensuring they cause no obstruction or nuisance to neighbouring properties.

Any items on your balcony must be secured to ensure that they do not fall during high winds. Please note that as the landlord, we cannot be held

responsible for damage or injury that occurs as a result of falling material from your apartment.

The following items are strictly prohibited for use or storage on your balcony; barbecues and gas heaters, bicycles, satellite dishes and external antennae, external lighting, bamboo type screening, clothing storage boxes or any items of an excessive weight.

Please do not throw cigarette ends or any other material from your property.

BICYCLE STORAGE

Storage for bicycles is provided for underground, please register your bicycle with concierge.

EMERGENCY REPAIRS

At Griffith Wood there is a 24/7 concierge who will provide you with immediate assistance in case of any emergency repairs being required. We classify an emergency as;

- Complete failure of the heating and/or hot water systems
- A water leak that cannot be contained
- Complete failure of the electrics (firstly check

the failure has not been caused by the trip switch within your apartment being activated as a result of a fault on a domestic appliance)

- Flooding caused by blocked drains
- A fault to a window or external door that caused a security or health and safety concern.

METERS

Your electricity meter is located within the main electrical riser in the ground floor common area lobby of your building. Please ask our maintenance team for a reading when required.

REFUSE & RECYCLING

Upon move in you will be notified of your nearest refuse station; all refuse must be placed in the allocated bin.

PARKING

Allocated parking is available for residents, subject to availability. To rent a parking space, please speak to the on-site team. We can also facilitate electric cars and motor bikes based on availability. An additional charge applies.

TV LICENCE

If you wish to watch live TV, you'll need a TV licence. You can get one at the Post Office or online at www.tvlicence.ie. Failure to have a valid licence for your home can result in a fine. Please visit www.tvlicence.ie for further information.

The walls in your apartment are not designed to support a TV. Please do not attempt to affix your television to the walls.

HEATING & DOMESTIC HOT WATER

In the event that you hear or see water within the utility cupboard, or if you notice anything wrong with a heater, contact the maintenance team immediately.

VENTILATION

Each apartment has an extraction system, located in the utility room. This will enable fresh air to be circulated around your home as well as extraction. The filters on this system will need to be cleaned regularly, which will be done as part of your property inspection by the on-site maintenance team.

TIPS FOR CONTROLLING CONDENSATION

- Each apartment has a Mechanical Ventilation Heat Recovery Unit system that supplies contract fresh air to the apartment whilst extracting moisture from the air. This automatically runs and increases its output as residents use showers etc. Residents do not need to adjust the settings on this unit
- You should switch on the kitchen extractor fan each time you are cooking
- When bathing or showering, you should close internal doors of the bathroom or en suite to ensure that moisture does not escape to areas less capable of handling excess moisture
- If you notice condensation on windows, you should open it slightly to regulate the temperature of the room and avoid excess moisture build up
- You should try to maintain a low heat level for prolonged periods of time. This steady temperature will help draw naturally occurring moisture slowly from the building fabric.

INVENTORY

Our team has inspected your new home prior to your arrival, and on the day you receive keys you will be provided with an inventory. This is a document that lists all the items in your apartment. We will then accompany you to your apartment, where we will ensure all furnishings and fittings are to a high standard and in working order. You will then sign the inventory document and we shall refer back to check any defects upon your departure.

THINGS WE DON'T ALLOW

No smoking anywhere in the building, including your flat, on your balcony, or in the car park.

NON-DISCRIMINATION STATEMENT

Griffith Wood is managed by Greystar Ireland Ltd. We strive to treat each resident with dignity, integrity and without judgment. Greystar is committed to ensuring compliance with all local equality laws. Greystar subscribes to a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation, gender identity or any other local laws protecting specific classes.



Section Three: You and Your Apartment

LIVING HERE

Whilst we don’t want to bombard you with a list of house rules and regulations, we want to be sure you live in a clean, safe and enjoyable environment.

CONDITION AND CARE OF YOUR APARTMENT AND COMMON AREAS

Accidents do happen and there are times when things can’t be helped, but intentional damage to your apartment or Griffith Wood will result in a fine, or in extreme cases, eviction.

Please maintain the property and contents in at least as good repair and decorative order and clean condition as it is in at the Tenancy Start Date (or if you have occupied under a previous tenancy, the earliest start date of any previous tenancies that you entered into in relation to the property). Your apartment must be in adequate condition by the end of your agreement, with the exception of general wear and tear or this may result in extra charges being applied. The Inventory (or inventory annexed to the relevant previous tenancy) shall be evidence of their existing condition, and any defect shall be noted on the Inventory.

UNDERSTANDING AND NOISE

We ask you to be respectful and considerate to other people within your building and the wider development. Please be respectful when playing music and hosting guests. We ask that you keep noise to a minimum between 10pm-8am.

BEING GREEN AND ENERGY EFFICIENT

Being green is important to us. Here’s what we will be doing to be eco-friendly.

- Energy efficient bulbs are fitted in the main lights throughout the apartment
- Triple glazing in all the windows
- Top grade appliances, including refrigerators/freezers and ovens.

GENERAL SAFETY TIPS

- Take care when closing doors and ensure that you have your key with you. All doors/entrances are self-closing however, please ensure they close and lock shut behind you at all times
- Don't prop doors open (including fire doors)
- If you have concerns about the safety of any equipment in your apartment or common areas, contact the on-site team immediately.

FIRE SAFETY AND PREVENTION

It's vital that you know how to prevent fire, and what to do if one happens.

In the case of a fire, call 999 immediately. Do not use lifts in the event of fire.

FIRE PREVENTION AND ESCAPE

Many household fires are easily avoided by following some simple precautions. You should adhere to the simple guidelines below to ensure your risk of fire is minimised. You should test the smoke and heat alarms at least once a month. To do this, press and hold the 'test' button until

you hear an alarm; if the alarm does not sound, this indicates that the unit is either defective or requires battery replacement. Please notify the Griffith Wood team if you notice anything wrong with the smoke detector.

- Ensure the keys to your doors are easily accessible
- Take additional care when cooking with hot oils; ensure that there are no flammable materials located near heated oils
- Avoid leaving the room when burning candles
- Make sure cigarettes are properly extinguished and carefully disposed of. Smoking is not permitted in communal areas or your apartment, (including balconies)
- Ensure that communal areas, including stairways, are not obstructed in any way by obstacles
- All 60 minute fire doors are fit with automatic closers and if a resident notices any issues with these doors not closing to remove to maintenance team.

IF A FIRE BREAKS OUT IN YOUR HOME

- Immediately leave and close the door
- Attempt to make everyone in your home aware of the fire, exit the property and ensure the front door is closed
- Call the fire service
- Escape the building—do not use the passenger lift. Wait in a place that is at a great enough distance from the building to avoid injury from the fire
- Please note there is a sprinkler in your apartment which will activate if a fire breaks out in your apartment.

IF A FIRE BREAKS OUT IN ANOTHER PART OF THE BUILDING

- If you smell smoke or feel heat you should immediately evacuate the building
- If you are in doubt of your own safety, you should leave the building.

CONTACTING THE FIRE SERVICE

- Dial 999 or 112
- Ask for the fire service and follow the operator's instructions
- Do not end the call until the fire service has correctly repeated your address.

SMOKE AND HEAT DETECTION

Your home and building has been fitted with smoke detectors to ensure that you will be immediately alerted of a fire.

The kitchen is instead fitted with a heat alarm to ensure that any smoke generated through cooking doesn't trigger the alarm. It is important to check your heat and smoke alarms regularly to ensure that they are working.

Although the detectors are connected to the mains power supply, they are also linked to a backup supply to ensure their continued monitoring during a power cut.

You must personally conduct regular inspections of the smoke detector in the apartment and are expected to cooperate with any inspection of the smoke detector(s) conducted by or arranged for by the on-site team.

AUTOMATIC OPENING VENTS

In the event a fire breaks out in a communal area, vents within the corridor will open to allow smoke to escape.

HOUSEKEEPING

Upon move out your apartment should be given a deep full clean. We can recommend professional cleaners if you need them.

YOUR APARTMENT

Your apartment is your home to relax and enjoy. Please remember it is up to you to keep it clean and report any maintenance problems.

KEEP IT CLEAN

- Do not use abrasive cleaning products that can cause damage to surfaces
- Do not use hair or clothes dye in your bathroom or kitchen
- Check with your property manager for more details on how to clean.

PERIODIC PROPERTY INSPECTION

To comply with health and safety regulations, your apartment may be checked intermittently. Don't worry – you will be given advanced notice of the visit.

SHOWER OPERATION

The shower temperature can be adjusted by twisting the thermostatic dial. It's up to you to keep the shower drains clear of hair and debris. If it does become blocked, please report it to a member of the maintenance team.

ELECTRICALS

We advise that you follow the below guidelines to minimise the risk of any fire to your home.

- You should undertake regular visual inspections of electrical items within your home
- You may want to consult 'Safe Electric', (safeelectric.ie) to understand what to look for in these visual inspections
- You should ensure power sockets are not overloaded
- Report to the maintenance team any worn or frayed electrical wires.

MAINTENANCE

As resident of Griffith Wood, you have a designated Maintenance Technician who will always try to sort out any issues as soon as they are reported. If you have any maintenance issues in your apartment you can report them via your Resident Portal or alternatively inform a member of the on-site team.

In some instances, we do have to prioritise repairs depending on their urgency; however, we aim to get all issues resolved within 24 hours. Should we need specialist help, or need to source parts, this may take a little longer.

Section Four: Your Contract

Your Tenancy Agreement is a legally binding document. Make sure you understand it and are familiar with the key terms and conditions.

SOME OF THE KEY CLAUSES ARE

- Griffith Wood is managed by Greystar Ireland Limited
- You are bound to the full contract period - if you leave before the contract ends, you will not receive a reduction in rent and will be subject to an early termination fee
- The Griffith Wood team may need access to your apartment for inspection, maintenance and repair and during your occupancy. At least 24 hours’ notice will be given (unless it is impractical to do so, or in emergencies)
- Greystar Ireland Ltd does not accept liability for the loss or damage to any resident’s property, whatever the circumstance. You are required to arrange adequate insurance coverage for your personal possessions while you are here
- If you are unsure of your full legal obligations as a resident of Griffith Wood, please check your contract for more information.

MOVING OUT AT THE END OF YOUR TENANCY

As a condition of your contract, notice of termination of a tenancy must be in writing and must be made in accordance with the provisions of the 2004 Act, the 2015 Act, the 2016 Act and the 2019 Act. We recommend a move-out inspection with a member of our team. If you don’t attend the inspection, it will be very difficult for you if you wish to challenge the assessment and any charges for damage and disposal of refuse and any abandoned items. The move-out inspection also lets us know where we should return your deposit.

ON YOUR LAST DAY, YOU MUST

- Return all keys to the on-site team
- Make sure your apartment is clear of all of your possessions
- Remove your bike or vehicle (if applicable). Any bikes left after move out will be disposed of.

SOCIAL CHANNELS

- Instagram - @griffith_wood

Griffith
Wood



Section Five: Your Data Protection

You (and to the extent applicable, the Guarantor) hereby consent to the use of personal data (as defined in the Data Protection Act 1998) in accordance with the terms of this clause. We will hold certain personal data about you and the Guarantor as a result of the information you and/or the Guarantor provide to us in connection with this Tenancy Agreement. This information will be held and processed (as such term is defined in the Data Protection Act 1998) by us for purposes connected with this Tenancy Agreement and we will do so in accordance with the provisions of the Data Protection Act 1998. The above permission includes the use by us of your (and to the extent applicable, the Guarantor's) personal data to assist in the prevention of crime or to protect the vital interest of you the Guarantor or any person. As such, the

information we process may include your (or the Guarantor's) sensitive personal data (as defined in the Data Protection Act 1998). It also includes disclosure of personal data to any potential purchaser of the Building from the Landlord.

LEGAL DISCLAIMER

Please note that the contents of this guide do not constitute a complete legal document. This information, while accurate, does not cover every aspect of your contractual obligations as a resident of Griffith Wood. It's designed to offer helpful advice and information on the most important aspects of living here, but as a resident, you will be legally bound to all the terms set out in your signed tenancy agreement.

Griffith Wood



Griffith Wood

Griffith Wood, Griffith Avenue, Dublin D9

www.griffith-wood.com

 [griffith_wood](https://www.instagram.com/griffith_wood)