



## Community Values Charter

GHR prides itself on an exceptional student experience. We aim to deliver a first-class service to all residents who stay, providing them with a home away from home where they can feel safe and comfortable.

This document aims to provide an overview of GHR's values and a sense of what residents can expect living with us.

### **About GHR**

GHR is home to more than 50 nationalities. We are proud of our diverse community and treat each interaction as an opportunity to learn more about another culture. Our residents have access to all facilities on the Griffith College campus – attending GCD or not – including the student union, library and restaurant.

### **Allocation Policy**

GHR contains 662 bed spaces in two blocks, divided into apartments of predominantly three or four residents. We take bookings from students studying all over Dublin.

During the application process residents complete room matching answers which captures personality traits and characteristics, residents are asked to review the answers of all roommates before allocating themselves to a specific apartment. Residents are also requested to complete a short piece about themselves, their likes and dislikes to assist with room matching. During self-assignment this information is also displayed to residents to assist them making an informed decision during this process. We ask all our residents to carefully review this information. Residents can access the information associated who they will be living with on the [accommodation portal](#) prior to arrival. If changes are required, and can be facilitated, residents are requested to speak directly with the accommodation office prior to arrival. Residents wanting to share together are encouraged to go through self-assignment at the same time.

Room swaps are considered by management in exceptional circumstances only and when all other possibilities have been exhausted. A fee of €75 is charged for any possible room swop which governs re-registering tenants with the residential tenancy board, housekeeping costs and an administration fee.

### **Arrival/Check-In**

Prior to check-in residents will be requested to complete their 'Licence to Reside' document which is our lease agreement on the [accommodation portal](#). Residents will also be requested to complete a check in form again on the [accommodation portal](#). This form requests details of their arrival time, their next of kin / emergency contact and [PPSN](#) number for example.

Residents can check in to GHR 24/7. In the event the accommodation office is closed, our Security personnel can show residents to their room and will have keys based on arrival dates.

### **Campus Security**

Campus Security is located at the front entrance to campus, in the hut between the two main gates. The hut is manned 24/7. Security is contactable day or night at 0868182370. Security should be the first

point of contact for residents who need on-site assistance while the accommodation office is closed.

Security are here to assist, but please be patient if they do not arrive straight away. They may be dealing with another issue.

### **CCTV Policy**

CCTV systems are installed (both internally and externally) on the premises for the purpose of enhancing security of the buildings and associated equipment as well as creating a safe environment for our staff, learners and residents.

GHR has a surveillance security system in operation internally and in the external environs of the premises during both daylight and night hours each day. CCTV surveillance at GHR is intended for the following purposes: protecting our buildings and assets, both during and after daylight hours; promoting the health and safety of staff, residents and visitors to the residences; preventing/reducing crime and anti-social behaviour (including theft and vandalism).

### **Collecting Post**

Packages may be collected from the accommodation office. Once we receive a package for a resident we will email them to come pick it up. Residents are kindly requested not to present to our offices when in receipt of shipping information emails denoting successful delivery, only when residents have received an email from the accommodation office should they come to the accommodation office to collect packages. Some shipping companies notoriously send false successful delivery notifications to residents to meet targets, aware that they are delivering to a central depository being our accommodation office.

Residents can only pick up parcels and packages addressed to themselves and are asked to sign for anything received on their [accommodation portal](#). Residents may have a friend or flat mate email the accommodation office if they wish for someone else to collect post on their behalf.

All apartments are provided with a mailbox. Mailboxes will contain all post which is not oversized. One resident per apartment can access their [accommodation portal](#) to sign out the mailbox key specific to their apartment once they have checked in. Only one mailbox key per apartment is issued once the mailbox registration form has been completed by the one resident collecting the key on our [accommodation portal](#). If community members are unsure if anyone within their apartment has signed out the mailbox key, accessing the mailbox registration form on the [accommodation portal](#) will advise them of this so they can network with this resident within their apartment. All residents who sign out the mailbox key are asked to ensure everyone within their apartment knows they are in possession of the key. A fee of €20 is chargeable for lost mailbox keys. This fee can be paid by credit/debit card or deducted from the resident's security deposit.

Apartment mailboxes are located under the arch in each block. Residents should check their mailboxes regularly. Please remember to return the mailbox key to the accommodation office before check-out.

### **Community Values Hearings/Code of Conduct**

GHR operates a code of conduct with which all residents are expected to comply. The rules by which residents are expected to comply can be found in the Licence to Reside which all residents are required to sign prior to moving in on their [accommodation portal](#). This can be accessed at any time on the [accommodation portal](#). The code of conduct includes provisions and rules on –

Showing respect to all fellow housemates, other GHR residents and staff

Not causing excessive noise or disruption

Not smoking or consuming illegal substances

Not keeping animals

If a resident is found to be in breach of the rules detailed in the License to Reside GHR may –

Take no action  
Reprimand the resident and issue a written warning  
Refer the matter for a Community Values Hearing with management

Such instances are rare, but the contingency exists in the event a resident is particularly disruptive.

Residents may also want to familiarise themselves with the [Griffith College Code of Conduct](#). It applies to all persons, other than staff, undertaking a programme of study or otherwise in attendance or in residence on the college's premises. Related documents which residents are requested to familiarize themselves with are the [Learner Disciplinary Procedure](#), the [Appeals Procedure](#) and the [Complaints Procedure for Learners](#). GHR welcome all resident complaints and feedback. Complainants can visit the accommodation office if they wish to speak about a particular matter. GHR will endeavour to resolve all complaints in a respectful and amicable fashion following the aforementioned complaints procedure.

### **Cancellation and Refund Policy**

GHR provides a full refund in the event a learner's visa to study in Ireland is refused prior to arrival. Refunds for visa refusals are not permitted 14 days after the term has commenced at the institution which a learner is attending. Arrival date changes for visa dependent learners are only permitted within the first 14 days of the term commencing at the institution which the learner plans to attend. If learners still are awaiting a visa 14 days after term commencing, and wish to retain their booked accommodation with GHR, we will only be able to extend a partial refund if we are successful in resell the bed space.

GHR will also provide a refund in the event a resident has booked but is not accepted to their course of choice in Dublin and instead will attend another institution outside Dublin prior to this course commencing.

GHR requires visa denials, positive tests, refund submissions and acceptance of non-Dublin institution to be accompanied by supporting documentation.

### **Contact Details**

Once residents arrive in Ireland they might want to consider switching to an Irish mobile number. [Vodafone](#) and [Three](#) are among the most popular networks in Ireland. If community members change their phone number they are requested to log onto the [accommodation portal](#) and update the information so that we are aware.

GHR will have next of kin details based on residents completing check in form details on our [accommodation portal](#). If these details change prior to, or during stays residents are requested to update these details on the [accommodation portal](#). Residents are also requested to update home address details on the [accommodation portal](#) prior to departure should this information change during the contract period.

### **Coming and Going**

Car parking is free for all residents. Residents are welcome to park in the underground car park below the accommodation blocks or on the street outside. Residents using the car parking facility must ensure they obtain a car parking permit by completing the necessary form on the [accommodation portal](#) as soon as they arrive to the halls of residence.

The campus operates a front gate (open between 7am and 11pm) and turnstile, which can be accessed 24/7. Residents can use their bedroom key to operate the turnstile which has been programmed to ensure anti-pass back is not permitted for campus and community security. Residents experiencing difficulties with the turnstile are requested to patiently use the intercom facility which is beside the

turnstile to speak with our security team. Please be aware the Security Team might be busy but will attend to all intercom calls.

Residents that are leaving GHR during their contract period for 1, 2, 3, 10, 14 days or any period of time are requested to complete a break in stay form on the [accommodation portal](#). GHR must know for health and safety purposes the total amount of residents residing within the halls of residents in the unlikely event of an emergency each day. Failure to complete break in stay information on the [accommodation portal](#) will result in a loss of key access and could result in a community values hearing occurring. We view the health and safety of our community as one of our top priorities, for further information please see the health and safety section.

Residents departing GHR on or before their contract end date are requested at least 7 days in advance of this departure to complete their check out form on the [accommodation portal](#). Failure to complete a check out form, and undertake a check out inspection (scheduled when completing a check out form), will result in an administration fee of €75 being deducted from resident's security deposit. Resident unsure of their contract start and end dates can access this information at any time on the [accommodation portal](#).

Overnight guests must adhere to the same coming and going policies as residents. The process and policies of applying for an overnight guest is outlined on the [accommodation portal](#). Approval on both GHR management and all roommates within residents' apartments are required prior to an overnight guest request being accepted. At night time when the main gates of the campus are closed overnight guests must access the campus at the main gates by calling the security team on the intercom provided. The security team will have record of approved overnight guest requests each night. Residents are responsible for the actions of their overnight guests.

We would ask that residents please get to know each other first before submitting any requests for overnight guests.

### **Changing Arrival Date**

Arrival date changes for learners are only permitted within the first 14 days of the term commencing at the institution which the learner plans to attend. Arrival dates can be changed a maximum of two times prior to arrival. Subsequent date changes will incur a €25 charge.

### **Dealing with Conflict**

Residents should consult [this document](#) if they are having trouble getting along with each other. We recommend drawing up a rota for cleaning/chores and holding regular clear-the-air apartment meetings. You can request to speak with a member of accommodation team if you are having difficulties on our [accommodation portal](#).

### **Deposit Deduction Policy**

All incoming GHR residents pay a deposit to secure their booking. The payment is retained for the duration of the residents' stay. The fee acts as a security deposit to act as credit against potential arrears or property damage beyond reasonable wear and tear or cleaning/repair needed. GHR is entitled to apply the deposit against these items. GHR is also entitled to apply deductions to the deposit for any fees outlined within the Licence to Reside, Terms and Conditions or Community Values charter.

## **Fire Safety and Evacuation**

GHR operate two distinct fire alarms – an apartment alarm and a block alarm.

In the event a block alarm sounds, all residents must evacuate to their nearest assembly point (marked with green signage opposite each blocks). In the event an apartment alarm sounds, residents should evacuate their apartment if it is safe to do so. Fire drills are held at least once a semester. More information about fire safety at GHR [can be accessed here](#).

## **Health and Safety**

GHR ask residents to please observe all health and safety signage in place and to please consider the safety of themselves and others at all times. We ask residents to pay particular attention to health and safety when cooking. Never leave food unattended. Please keep windows open and extractor on.

Apartments are strictly non-smoking. Residents should never cover their apartment fire alarm.

Residents who feel unwell and would like to see a GP can contact [Eldon Medical Practice](#), Their practice is located a 2-3-minute walk from campus, toward Leonard's Corner. For fire alarm protocol, please see the Fire Safety and Evacuation section.

## **Bike Storage Area**

A locked bike storage area – accessible via a residents' existing electronic key – is available in the underground car park. We recommend residents use this space to store their bikes rather than the outdoor racks available to students throughout campus.

A charger for electric bikes is also present.

## **Herb Garden**

GHR have cultivated an herb garden at the far end of block 1, closest to the primary school. The garden contains ample amounts of rosemary and thyme and is free to use for all residents.

## **Heating**

GHR is transitioning to a centralised WiFi heater system. This will allow GHR to set an appropriate heat level across the facility based on the ambient temperature outside. Residents who have WiFi heaters in their apartment are asked not to try to adjust settings.

## **Laundry Facilities**

Laundry facilities are available on the -1 level in the pink building marked 'Laundry'. A wash costs €4.50 and dry cycle €3. Payment can be made via the Circuit Laundry app or with a Circuit Card, which can be obtained in the laundry facility. If residents experience an issue with a machine please contact [Circuit Laundry](#) and notify the accommodation office of the issue by logging the matter as a maintenance issue on the [accommodation portal](#)

## **Licence to Reside**

The Licence to Reside is the lease document prospective residents will need to review and sign before moving in. It issued in the weeks prior to AY/semester commencement once we have received payment. The licence to reside must be signed on the [accommodation portal](#).

## **Light Bulbs/Hoover Bags**

Replacement light bulbs and Hoover bags can be picked up from the accommodation office free of charge.

## **Lockouts**

If residents get locked out of their room/apartment and no-one can let them back in, they can come to the accommodation office (during working hours) or contact Security on 0868182370 outside normal office hours.

It's possible to set your bedroom door (not apartment door) to 'Office Mode' which enables you to move freely through your apartment without needing to take your key with you. A guide how to activate 'Office Mode' [can be found here](#). Those with key cards can set it by [following these instructions](#).

## **Maintenance**

GHR employ a full-time maintenance team. Residents are welcome to submit maintenance requests should they feel any fixtures/fittings in their room need attending to. There is no charge for any room maintenance. Maintenance requests should be submitted to GHR on the [accommodation portal](#).

## **Online Community**

GHR operate a [Facebook](#) and [Instagram](#) page. Our Residential Assistant also operates an [Instagram](#) page. We encourage residents to send us their pictures and share their experiences.

## **Overnight Guests**

Please refer to the section 'coming and going' above for all information associated with our overnight guest policies. Further information is also available on the [accommodation portal](#). Residents are responsible for the actions of their overnight guests.

## **Resident Behaviour and Conduct**

Residents are required to avoid making any excessive noise that may disturb other residents. We ask that residents refrain from playing musical instruments or listening to the radio/watching television at a level that may prove distracting or obtrusive.

Residents are required to observe a 'quiet time' between 11pm and 7am daily and to pay particular attention to noise that may be considered excessive during these times. Residents are also requested to be considerate during examination period at all times including day time and quiet hours.

We ask that residents treat each other and GHR staff with respect. We ask that residents comply with campus security at all times. The campus environment is private property, when members of the Security Team request residents to present identification to them community members should be cooperative at all stages.

## **Residential Assistant**

GHR Residential Assistants are available to speak to residents who would like to discuss matters about which they would not be comfortable speaking with a staff member. The residential assistant organises regular events and activities on and off campus. You can also request to speak with a residential assistant on our [accommodation portal](#).

## **Resident Welfare and Support**

As mentioned in the Health and Safety section, GHR has partnered GP service [Eldon Medical Practice](#). Residents who wish to seek counselling support can utilise the [Griffith counselling service](#).

The Griffith counselling service is free of charge for all GHR residents for the first two sessions.

The Residential Assistants and accommodation office staff are available to provide support to residents who need it or point residents in the right direction should they require outside help. Residents seeking more specific services can consult the below –

The [Samaritans](#) offer 24/7 helpline support: Freephone 116 123

[Pieta House](#): 1800 247 247 (24-hour) – Suicide Prevention

[Aware](#): 1800 80 48 48 (10am-10pm) – Depression Support

[LGBT Ireland Helpline](#): 1890 929 539

[My Options](#) (for unplanned pregnancy): 1800 828 010

[Bodywhys](#): 01-2107906

[Rape Crisis Centre](#): 1800 778 888 [Yourmentalhealth.ie](#) [Sexualwellbeing.ie](#)

We ask that if you notice a housemate/other resident feeling down or troubled, please do your best to reach out. A problem shared is a problem halved.

**Room Keys**

Residents' room keys allow them to unlock their bedroom, apartment door, block doors, underground block entrances, turnstile, bike storage area and entrance to the laundry room. Residents should take care of their keys and report missing keys to the accommodation office. A replacement key can be issued for a €30 euro fee. This fee can be paid by credit/debit card or deducted from the resident's security deposit. Replacement key cards are €10.

**Room Inspections**

Residents are required to keep their apartment clean and tidy at all times. Please do not stick things to walls or use nails/screws. Room inspections are conducted before and after check-out. Any costs (breakages, defacement) of apartment facilities/fixtures or fittings may be deducted from residents' deposit. Residents retain the right to be present during their room inspection. Chargeable damaged not discovered during a departure inspection can be charged after check out if discovered.

**Substance Abuse**

Drinking alcohol is permitted in rooms but not outdoors. There is strictly no smoking in rooms or in GHR buildings. Illegal drugs like cannabis, cocaine, MDMA and opiates are strictly prohibited.

**Storage Facility**

GHR operate a free-of-charge storage facility for residents who wish to leave belongings with us over summer or between semesters when a return booking is fully paid. Space is limited.

**Student Union**

GHR residents are welcome to use the campus student union facilities. The Student Union building is located to the front of campus and contains pool tables, a games area, ping-pong tables and a lounge area. Further information in relation to the student's union can be found [here](#).

**Visitor Policy**

GHR allows daytime guests on campus and recommend residents to inform their fellow housemates as a courtesy to all who share the apartment in advance of arrival. Daytime visitors are not permitted on the campus after 11pm. Residents are responsible for the actions of their visitors.

**Waste Management**

GHR prides itself on its commitment to recycling and sustainable living. Recycling bins are located in all apartments. There are also large communal recycling bins – in addition to standard refuse bins – on campus. Please see these PDFs for information on recycling/living sustainably while at GHR –

[Three ways to limit household waste](#)

[Ten ways to live sustainably](#)

[Common recyclable items](#) [Reducing water waste](#) [Energy Saving Tips](#)