



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 60 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 questionnaires which capture 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 through their [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 swap 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, through their [accommodation portal](#). Residents will also be requested to complete a check-in form again on the [accommodation portal](#). This form requests details such as their arrival time, their next of kin / emergency contact and [PPS](#) number (if available).

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.

Bike Storage Area

A secure bike storage area is available in the underground car park, accessible using residents' existing electronic keys. For added security, a padlock has also been installed; the code can be obtained from the Accommodation Office upon request. We strongly encourage residents to use this facility for bike storage instead of the outdoor racks provided for students across campus.

A charger for electric bikes is also present.

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 residence; 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 (Amazon being the worst offender) 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 should clearly state their name on arrival at the Accommodation Office prior to collecting the package for staff to ensure the package has been signed. On occasion the accommodation team can request to see ID when collecting a package. 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 apartment mailbox key 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](#). The code of conduct includes provisions and rules on, but not limited to the below –

Showing respect to all fellow housemates, other GHR residents and staff
Not causing excessive noise or disruption
Effective communication between residents
Not smoking or consuming illegal substances
Not keeping animals

If a Licence to Reside breach is detected, GHR may -

- Take no action
- Refer to staff for a Community Values Hearing
- Escalate to senior management if serious enough

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

Attendance at Community Values Hearings is mandatory.

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. All of these, plus other useful campus resources can be found at the [Griffith College Learner Hub](#). Instances which resulted in Community Values Hearings may be escalated to the College's disciplinary body.

GHR welcome all resident complaints and feedback. Complainants can visit the Accommodation Office if they wish to speak about a matter. GHR will endeavour to resolve all complaints in a respectful and amicable fashion following the complaints procedure pertaining to the residents' grievance.

Respect for Staff

Residents and visitors are expected to interact with staff in a courteous, professional and respectful manner at all times. Disruptive, aggressive or intimidating behaviour – including shouting, bullying verbal abuse or personal insults – is strictly prohibited. Recording staff, either verbally or visually, is strictly prohibited. All communication should be aimed at resolving issues constructively and customers are asked to refrain from demanding actions that violate staff safety or company policy.

Contact Details

Once residents arrive in Ireland they might want to consider switching to an Irish mobile provider. [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 their Check-In Form details on their [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 their [accommodation portal](#) prior to departure should this information change during the contract

period.

All packages and letters received after contract end will be returned to sender.

GHR are committed to responding to emails within 24 hours during our business hours, and 72 hours at the weekend. We appreciate your understanding in this matter.

Communication Standards & Response Times

GHR is committed to delivering a responsive and high-quality service to all residents. Our Accommodation Office aims to respond to all email enquiries within 48 hours during standard office opening hours, and within 72 hours during weekends and bank holiday periods. These timeframes represent our maximum response windows, and we will always endeavour to respond sooner where possible.

To ensure that all queries are handled efficiently and accurately, residents are asked to allow sufficient time for a response before sending follow-up communications.

Sending multiple follow-up emails within short timeframes, or directing the same query to multiple staff members simultaneously, can delay response times and impact our ability to manage requests effectively. Where duplicate queries are received, they must be consolidated internally, which may extend the overall response time. Where repeated duplicate communications are received, GHR reserves the right to respond through a single consolidated reply only.

For clarity and efficiency, residents are encouraged to:

- Submit their query through a single communication channel
- Avoid duplicating emails across multiple team members
- Allow the stated response timeframe to elapse before following up

Our team operates a structured query management process to ensure all requests are tracked, prioritised and responded to appropriately. We appreciate residents' cooperation in supporting this process, which enables us to deliver a consistent and fair service to the entire community.

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 (no key sharing) for campus and community security. Residents experiencing difficulties with the turnstile are requested to 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 residence 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 to complete their Check Out Form on their [accommodation portal](#) at least 7 days in advance of departure. 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. Residents unsure of their contract start and end dates can access this information at any time on their [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 would please get to know each other first before submitting any requests for overnight guests.

GHR is not equipped to cater for infants/toddlers or children and as such, we cannot permit minors on site. GHR cannot permit residents to facilitate childminding/babysitting in their apartments.

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 (the louder of the two), all residents must evacuate to their nearest assembly point (marked with green signage opposite each block). 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](#) under the 'Helpful PDFs' tab.

Failure to evacuate upon hearing a fire alarm can result in a Community Values hearing and possible penalties thereafter.

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/vaping. 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. If Eldon cannot see residents, residents should consult this [comprehensive list of doctors in the Dublin 8 area](#).

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 operating 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 are asked not to try to adjust settings. Adjusting settings may result in disciplinary action being taken. If you would like your settings adjusted please contact maintenance via your [accommodation portal](#).

Clothes should not be dried on apartment heaters.

Laundry Facilities

Laundry facilities are available on the -1 level in the pink building marked 'Laundry'. A nominal charge is applicable for use of washers and dryers. 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](#).

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 (Monday to Friday 9am-1pm & 2pm-5.30pm) or contact Security on 0868182370 outside normal office hours. This number should be saved to your phone.

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](#).

Excessive lockouts may result in graduated charges.

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](#). Replacement light bulbs can be picked up by residents at the Accommodation Office free of charge.

Online Community

GHR operate an [Instagram](#) page. Our Residential Assistants also operate an [Instagram](#) page. We encourage residents to send us their pictures and share their experiences. Residents may contact our RAs via Instagram.

GHR operate a Whatsapp channel, the details of which can be found on screens around the residence

and at the Accommodation Office. The channel can be joined at +353 872392750

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-7am daily and to pay particular attention to noise that may be considered excessive during these times. Residents are also requested to always be considerate during examination periods, including daytime 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.

Residential Assistants

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 assistants organise regular events and activities on and off campus. Residents can request to speak with our residential assistants on their [accommodation portal](#), in addition to their Instagram page linked above.

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 provides residents a nominal number of free 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 –

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

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

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

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

[Bodywhys](#): 01-2107906

[Rape Crisis Centre](#): 1800 778 888

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

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, and during stays. 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

damage 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/vaping in rooms or in GHR buildings. The storage and consumption of illegal drugs like cannabis, cocaine, MDMA and opiates is strictly prohibited. Use of tobacco/vaping devices or illegal substances may result in heavy fines or eviction as outlined in the Terms and Conditions and Licence to Reside.

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 and offered on a first come, first serve basis.

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. Residents should not allow guests to occupy excessively the communal space in their apartment; deference should be given to those living there.

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](#) – [Reducing water waste](#)