



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.

GHR try to honour all resident share requests. In the academic year 19/20 we met 99% of resident share requests.

Prior to arrival GHR furnish incoming residents with a check-in form which captures personality traits and characteristics we take into consideration when allocating residents housemates.

Room swaps are considered by management in exceptional circumstances only and when all other possibilities have been exhausted.

Arrival/Check-In

Prior to check-in residents will receive a copy of our 'Licence to Reside' document to review and sign. They will also receive a check-in form asking them to provide details of their arrival date/time, their next of kin details and some information about their personality we use to match them with flatmates.

Residents are required to present at GHR wearing gloves and a mask while Covid-19 measures are in effect.

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.

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 purposes of: protecting our buildings and assets, both during and after daylight hours; promoting the health and safety of staff, residents and visitors to the residences; reducing the incidence of crime and anti-social behaviour (including theft and vandalism).

Collecting Post

Post/packages may be collected from the accommodation office. Once we receive a package/post for a resident we will email them to come pick it up.

Residents can only pick up post addressed to themselves and are asked to sign for anything received. Residents may have a friend or flatmate email the accommodation office if they wish for someone else to collect post on their behalf.

Residents are provided with mailbox keys (one per apartment). 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. The code of conduct includes provisions and rules on –

- Showing respect to your 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 Licence 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.

Complaints Process

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.

Cancellation and Refund Policy

GHR provide a full refund in the event a learner's visa to study in Ireland is refused or if a positive Covid-19 test in their immediate family prevents them from traveling to GHR.

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.

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

Contact Details

Once you arrive in Ireland you might want to consider switching to an Irish mobile number. [Vodafone](#) and [Three](#) are among the most popular networks in Ireland.

If you change your phone number please alert GHR so we can update our records.

GHR will already have your next of kin details to hand from your original booking, though we will ask you to confirm these in your check-in form. You will receive your check-in form a few weeks prior to the beginning of your stay.

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.

The campus operates a front gate (open between 7am and 11pm) and turnstile, which can be accessed 24/7. Residents need to register for turnstile use soon after they move into their accommodation. It works by biometric handprint which can only be accessed by residents who have registered their handprint with Campus Security.

Covid-19 Policies and Practices

GHR have formulated a wide range Covid-19 policy assurances and implemented on-site safety protocols to protect students against the virus.

[A full explanation of our policies and procedures is available here.](#)

Residents who sign their Licence to Reside declare that they will follow Government and GHR guidelines related to reducing the spread of COVID-19. They understand that this is likely to change regularly so they need to take personal responsibility for ensuring they are up to date with the latest information.

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.

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.

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 your window 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.

For Covid-19 safety measures please see the 'Covid-19 Policies and Practices' section.

Herb Garden

GHR have cultivated a 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.

Laundry Facilities

Laundry facilities are available on the -1 level in the pink building marked 'Laundry'.

A wash costs €3.50 and dry cycle €2.

Payment can be made via the Circuit Laundry app or with a Circuit Card, which can be obtained in the laundry facility.

If you experience an issue with a machine please contact [Circuit Laundry](#) and notify the accommodation office of the issue.

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.

Light Bulbs/Hoover Bags

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

Lockouts

If you find yourself locked out of your room/apartment and no-one can let you back in – say you've left your key behind – you 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](#).

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.

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.

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.

We ask that residents treat each other and GHR staff with respect.

We ask that residents comply with campus security at all times.

Residential Assistant

The GHR Residential Assistant is 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.

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 Residential Assistant 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](#): 1890 200 444

[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 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 25 euro fee. This fee can be paid by credit/debit card or deducted from the resident's security deposit.

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 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.

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. 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.

Visitor Policy

GHR allows daytime guests on campus. We permitted overnight guests in the past, however cannot permit them at this time, due to Covid-19 regulations. We hope to be in a position to re-instate this policy when circumstances allow.

Please observe Irish Government/HSE advice regarding the number of visitors allowed in a dwelling at one time.

Residents are responsible for the actions of their guests.

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](#)