

# **Buckley Hall Welcome Pack 2018/19**

## **First of all, welcome to Buckley Hall!**

This document provides a quick introduction to key documents and contacts to make your stay at Buckley Hall a more enjoyable one. Firstly, everything is on our website [www.buckleyhall.ie](http://www.buckleyhall.ie) please use the webpage as your 1<sup>st</sup> point of contact for all information regarding the building and methods of communicating with us. Some key document links, please review these in detail when you have time; [Fire Drill](#), [Essential Terms](#), [General Terms and Conditions](#) and [The House Rules](#).

### **Use of the Car Park**

Due to large numbers attending group check ins **we cannot facilitate any cars being parked and bag drop offs on the property at this time**. Therefore, when attending the group check you will need **park your car in the vicinity and arrive on foot**. Anyone moving into their apartment can do so after the check in process at any time.

### **Access to the property**

All those attending group check ins will be able to enter the property from the [main gate](#) up to 15 minutes before the group check in time. If you arrive late to the check in you will need to book into a later group check in time.

### **Contacting staff**

The best way to contact us by far is through our [help desk](#) on our webpage. Most of your queries may already be answered on our [FAQ](#) section on our website. Communications through our webpage are logged on our database and automatically forwarded to the correct staff member, we try to address issues as quickly as possible, dependent on urgency from date logged on website. Alternatively, if you need to talk to us you can call us on 01 6625149 or call to the office in the basement which may have a staff member present. If you ever have an emergency such as fire please contact the Gardai (Police)/Fire Brigade direct, do not wait, call 112 or 999.

### **Introduction of Buckley Hall Staff and their Roles**

1. Emilio - Student Liason Officer: Lives in Buckley Hall. Manages bookings, and aids in day to day management of the building throughout the year. E-mail: [sla@buckleyhall.ie](mailto:sla@buckleyhall.ie)
2. Barry – Security Guard: Lives across the road on Railway street. Monitors CCTV, reports and logs security incidences and patrols the building during work hours. E-mail: [Security@buckleyhall.ie](mailto:Security@buckleyhall.ie) Office 016625149 Emergency Call Only 089 6080205
3. Sam – Building Caretaker: Lives in Apt 4 on Railway Street side. In charge of all maintenance and inventory, deals with issues raised on [help desk](#) E-mail: [Maintenance@buckleyhall.ie](mailto:Maintenance@buckleyhall.ie) Emergency Call Only 0862365334

### **Keys and FOBS (Electronic keys)**

1. All keys will have; An apartment front door key, a room key and a FOB
2. Keys allow for entrance to the apartment and rooms. FOBS allow for entrance and movement through the building.
3. For loss of keys please refer to [The House Rules](#).
4. Each apartment has a Utility Key to be kept on hook in apartment corridor, it contains the post box key and gas card.

**Security Briefing:** Based on and [The House Rules](#) & [General Terms and Conditions](#)

### **Resolving common issues & queries**

1. Check out our [FAQ](#) section as most issues & queries can be resolved quickly there
2. **Any missing inventory should be reported within one week on our of the licence start date (see [General Terms and Conditions](#))**
3. A very common issue is the heating not working most often due to the gas credit running to 0, to avoid this keep you gas balance above 10 euro, reset boiler if it runs out of credit, see [FAQ](#)

### **Tour of the building**

1. [Laundry facilities](#) (in basements)
2. Board Gais - [Gas Meters](#) (in basements)
3. We have three types of waste bins
  - a. Recycling ([See what is recyclable](#))
  - b. Mixed Glass
  - c. General waste
4. There are bike racks in the basement, bikes are not to be left in any other part of the building.

### **Apartment Tour Pictures**

1. Tour of sample apartment
2. [Nest Thermostat](#) - how to control your heating and hot water
5. Electricity top up via [Pinerogy app](#)
6. Heating and hot water via gas card top up. How to [reset your boiler](#) is available on our FAQ.
7. An [Inventory](#) of the apartment.