

# Tenant Handbook

## Louth County Council

*Your Home, Your Community, Our Support*



Comhairle Contae Lú  
Louth County Council

[www.louthcoco.ie](http://www.louthcoco.ie)

SCAN  
ME!



# Contact Information & Office Locations



Office Hours: Monday–Friday, 9:00–17:00

Phone: **042 933 5457**



Emergency (Out of Hours): **021 482 4319**

Email: **info@louthcoco.ie**



Website: **www.louthcoco.ie**



## Office Locations



County Hall – Millennium Centre, Dundalk,  
Co. Louth (A91 KFW6)



Townhall – Crowe Street, Dundalk, Co.  
Louth (A91 W20C)



Civic Offices – Fair Street, Drogheda, Co.  
Louth (A92 P440)



Mid Louth Civic Services Centre – Fair  
Green, Ardee, Co. Louth (A92 RYT2)

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# 01

## Welcome to Your New Home

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**4** QUALITY  
EDUCATION



## Section 1 – Welcome to your new home

### Welcome Message from Ger Murphy, Director of Services, Housing and Culture Delivery



Dear Resident,

On behalf of Louth County Council's Housing Service, I am delighted to welcome you to your new home. We recognise that a home is not simply a building, it is the foundation for family life, for community, and for personal dignity and peace of mind. We hope that your tenancy marks the beginning of a very positive and secure chapter for you and your household.

We developed this handbook to support you in your new tenancy. It contains information about what you can expect from us as your landlord, in terms of maintenance, rent, estate management and community support. It also covers what we expect from you as a tenant in return. Local authority housing is built on partnership and mutual respect; when we each understand and fulfil our roles, we can ensure that your home and your estate are safe, well-maintained, and enjoyable places in which to live.

As your landlord, Louth County Council is committed to providing homes and services of a high standard. We are also committed to ensuring that our estates foster strong neighbour-relations, remain free from antisocial behaviour, and support a sense of pride and wellbeing for all who live there.

As a tenant, we ask you to embrace your responsibilities:

- to treat your home and the neighbouring homes with respect,
- to pay your rent in a timely manner,
- to carry out the routine upkeep of your property and garden,
- to notify us promptly of any repairs or issues in accordance with your tenancy agreement, and
- to be a positive member of your community.

Breach of tenancy conditions, such as persistent arrears, damage to property, or serious antisocial behaviour can jeopardise your tenancy and may lead to enforcement action.

Should you have any queries or require assistance, please contact the Housing Section, we are always happy to help.

Welcome to your new home and best wishes for many happy years ahead.



Yours sincerely,

Ger Murphy, Director of Services, Housing and Culture Delivery

## Setting The Scene – Louth County Council Vision, Mission Statement and Values

As you begin your new chapter with us, it's important to know the vision, mission statement and values that guide how we work with you and support your community. Our work in housing is part of a bigger purpose, a shared goal for the future of County Louth and the principles that shape how we deliver our services.

# *Our* VISION

***“Louth... leading the way in sustainability, inclusivity, and quality of life for its citizens.”***

This vision describes the kind of county we are working to build, one that supports people, protects the environment, and promotes a high quality of life for everyone who lives here.

The mission of Louth County Council is:

***‘To create a vibrant, sustainable County, fostering economic growth and enhancing quality of life, through active engagement, civic leadership, and delivery of effective public services’***

Louth County Council is committed to creating strong, connected communities where people feel safe, respected, and supported. We follow the values in our Corporate Plan:



**Citizen Centred** - We put the needs and experiences of the people of Louth at the heart of our decisions and services.



**Innovation** - We look for better, smarter ways to deliver services and adapt to new challenges.



**Good Governance** - This means being transparent, accountable, and responsible in how we manage public resources and make decisions.



**Sustainability** - This means planning and working in ways that protect our environment, support long-term wellbeing, and meet today's needs without harming future generations.



**Equality and Inclusiveness** - We aim to ensure everyone has fair access to services and feels respected, valued, and included.



**Democratic Engagement** - We support open participation in local democracy and encourage people to have a voice in shaping their communities.

Working together with tenants, we aim to build neighbourhoods that are welcoming, inclusive, and resilient.

These values shape how we deliver services, respond to local needs, and foster a sense of belonging. Through collaboration, transparency, and a shared vision for the future, we aim to make every estate and every home a place where community life can thrive and grow.

## About this handbook

This handbook gives you information about your tenancy. It will guide and support you as you settle into your new home and community. It sets out what you can expect from the Council and what we expect from you. This includes:

- How we assess your rent and how you can pay it
- Who is responsible for repairs and maintenance
- How to keep your home and estate safe, healthy, and well maintained
- Our policies on antisocial behaviour and being a good neighbour
- Support you can get as our tenant, including community involvement and estate management

While this handbook reflects current policies and services, these may change. For the latest updates, visit [www.louthcoco.ie](http://www.louthcoco.ie) or contact Customer Services on 042 933 5457, our team will assist you or direct your query to the relevant Housing Officer.

## Customer Care

Louth County Council is committed to delivering the best possible service to you in an effective and caring manner and will be as helpful and informative as possible. We respect your privacy and ensure that all matters are dealt with in a confidential manner.

If you have a query about your rent, a maintenance issue or any other matter you wish to discuss with a representative of Louth County Council, you can contact our Customer Service Team.

Louth County Council aims to ensure that any issues you may have are resolved in an efficient and timely manner so that you can continue to live in a peaceful and comfortable, good quality home. In doing so, we rely on your co-operation to help us provide you with the best service possible.

## Customer Care - Our commitment to you and what we expect from you.

### What you can expect from Louth County Council

- We will treat you in a courteous and respectful manner.
- We will deal with you in a fair and open manner.
- We will be as helpful and informative as possible and respond promptly to any issues you may have
- We will meet with you at agreed times and keep you informed of developments
- We will listen and take all matters you report seriously.
- We will discuss any aspect of your dealings with us.
- We will explain how a decision was reached.
- We will explain documents and procedures to you in a straightforward manner
- We will ensure equal treatment irrespective of your age, gender, religion, ethnic background, disability, marital status or sexual orientation.
- We will respect your privacy and confidentiality wherever possible.

### What Louth County Council expects of you

- You must at all times treat Louth County Council employees with courtesy and respect. You must respond to phone calls, calling cards or correspondence. Failure to do so will be deemed to be uncooperative and time wasting.
- You must be honest and provide us with correct information about household members, your income and any other information which is legitimately required by Louth County Council.
- You must attend appointments when requested or give advance notice if you cannot attend.
- You must allow us entry to the property where there is a legitimate reason. All Louth County Council employees are expected to show identification before entering a property, if the person cannot provide identification, you should refuse entry and immediately phone our office to confirm their identity.
- You are **NOT** permitted to record Louth County Council staff or contractors during any interaction. Recording without prior consent is strictly prohibited. Our staff reserve the right to immediately end any interaction and refuse to carry out scheduled works if recording occurs without consent. Continued recording without consent may result in the complete withdrawal of services.

## Data Confidentiality

Louth County Council will treat all your personal information as confidential. Any personal data you provide under your Tenancy Agreement will be managed in line with our responsibilities under the Data Protection Act 2018.

Any information kept on file is secure and will not be given to a third party without your consent unless in exceptional circumstances. For example: An Garda Síochána if they are investigating a serious crime. HSE and TUSLA, Child and Family Agency if there is a serious risk to an individual such as a child.

## Complaints and Feedback

Louth County Council is committed to continuous improvement and values your feedback. If you are dissatisfied with a service or decision, you can make a complaint through our formal complaints process.

### How to make a complaint:

- Submit your complaint in writing, by phone, or via email to our Customer Service Centre.
- Provide as much detail as possible, including your name, address, and the nature of the complaint.
- Your complaint will be acknowledged and investigated, and you will be informed of the outcome.

You can also provide general feedback or suggestions to help us improve our services.

For more information, visit <https://www.louthcoco.ie/en/> or contact Customer Services.



# 02

## Before You Move In

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12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



## Section 2 – Before you move in

Before moving into your new home, you must complete training (called Pre-Tenancy Training) if you are a/an:

- New tenant
- Tenant transferring from one council property to another
- Occupant taking over a tenancy (succession)



### What happens during training

#### Pre-tenancy training helps you understand:

- Your rights and responsibilities as a tenant
- How your tenancy works
- What support is available from the Council
- How to care for your home and how to be a good neighbour
- How rent is calculated and information on rent arrears; and
- Other policies of the councils

Pre-tenancy training also provides an opportunity to meet our staff who will answer any questions you may have.

#### At the end of the training, you will receive:

- Your house keys
- A copy of your Tenancy Agreement
- A Tenants' Handbook either a paper or digital copy as you prefer
- Helpful advice leaflets

#### What you need to do first

##### You'll only get your keys after you:

- Pay your tenancy deposit
- Finish the training
- Sign your Tenancy Agreement
- Have satisfactorily submitted all required documents



**Important Reminder** - Please take care of your keys. We don't keep a spare set. If your locks need to be changed, you'll be charged.

#### Refresher Training

The Council may ask existing tenants to attend refresher training if needed.

## Moving In: What you need to do

### 1. Gas and Electricity

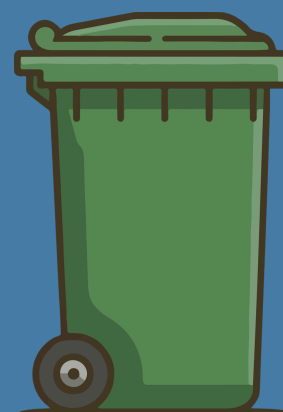
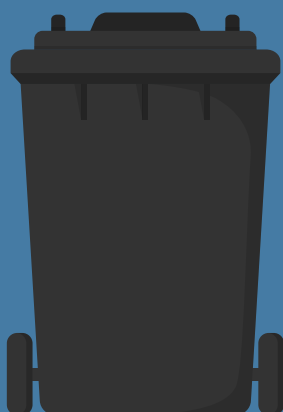
Before you move in, you must make sure your electricity and gas accounts are registered in your own name.

- When your home is handed over, you may receive a Meter Point Reference Number (MPRN) for electricity and the Gas Point Reference Number (GPRN) for gas. These are used to set up your accounts.
- Some homes may have a prepay meter already installed. Even if this is the case, you still need to contact the utility provider and set up the account in your name.
- If your home has a standard bill-pay meter, the transfer of the existing account will be arranged by a separate company. You do not need to contact the utility provider directly. Further details will be provided to you during the handover process.
- Meter readings are taken when you receive the keys. These readings are used to start your account. If you notice any issues or differences in the readings, you must report them to Louth County Council immediately.

**Important Reminder** - Registering your utilities correctly helps avoid service interruptions and billing problems. It's your responsibility to make sure this is done before or as soon as you move in.

### 2. Bins and Waste Collection

- Contact a local waste company to order a wheelie bin or update your address.
- Check your bin collection day.
- Contact details for waste companies are listed at the back of this handbook.



**Important Reminder** - You must use an authorised waste collection service and keep receipts or proof of payment. Households in Ireland with kerbside collection must have separate bins for recycling, residual waste, and organic waste. All waste removed from your home, including bulky items like furniture, beds, and electrical equipment (WEEE), must be collected by authorised waste collectors only.

For information on authorised collectors, waste management guidelines, and recycling options, visit [www.mywaste.ie](http://www.mywaste.ie).



### 3. TV, Broadband and Phone

- Contact your service provider to set up TV, broadband, or phone services.
- You must get written permission from the Council before installing a satellite dish.
- Dishes must be placed at the back or side of the house, not on the front or chimney.

**Important Reminder** - You may also need a TV licence. Visit [www.tvlicence.ie](http://www.tvlicence.ie) for details.

## 4. Home Contents Insurance

- Louth County Council insures the building only. This means the structure of your home is covered, but not your personal belongings.
- You should arrange your own home contents insurance to protect your possessions.

This type of insurance can cover:

- Fire and flooding
- Theft
- Accidental damage to items like flooring, fixtures, fittings, and personal contents

**Important Reminder** - Having contents insurance gives you peace of mind and financial protection in case something unexpected happens.

## 5. Change of Address

- Let important people know your new address (e.g. doctor, school, bank, employer).
- You can use An Post's mail redirection service. Visit your local post office or [www.anpost.com](http://www.anpost.com) for more info.

## Managing your money

Moving is expensive. Plan ahead and make a budget.

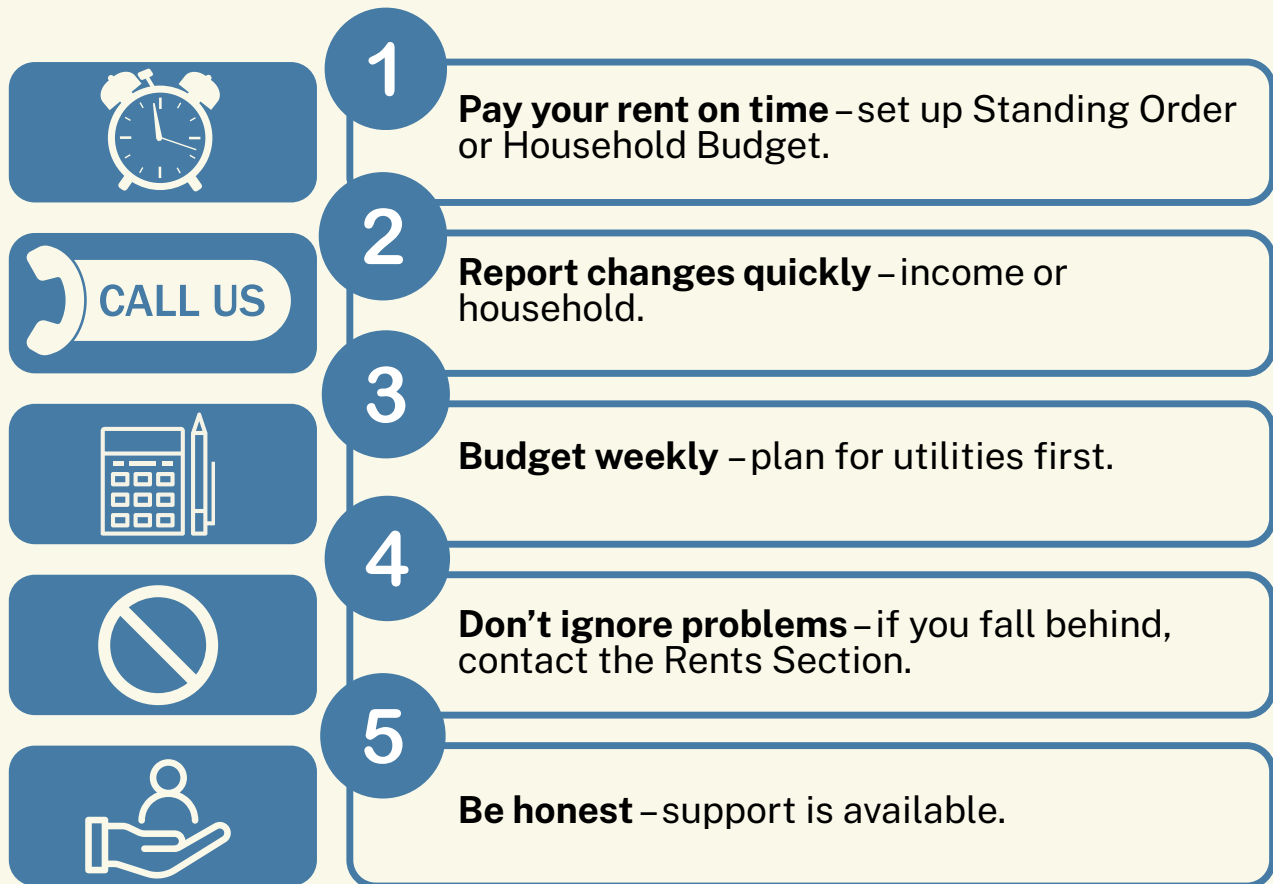
Costs to expect:

- Bin service with an authorised waste company
- Utilities (electricity, heating, phone, internet)
- Furniture, appliances, and floor coverings
- Curtains, blinds, and decorations
- Contents insurance
- Moving costs (e.g., van hire, fuel)



If you are on social welfare, you may qualify for help with some costs. Contact details for the relevant department within Social Welfare can be found in the directory at the back of this handbook.

## Five Golden Rules for Managing Your Finances



### Help is available - MABS – Money Advice and Budgeting Service

The Money Advice and Budgeting Service (MABS) is a free and confidential service for people who are having problems with money management and debt. MABS money advisers will provide you with advice and practical help on how to manage your bills and will work with you to find solutions if you are finding it difficult to stay in control of your finances.

There are various bill payment services which you can avail of such as:

- Household Budget Scheme, Direct Debit, BillPay etc.

MABS will offer you advice on how to:

- Organise your bills.
- Make a budget to pay your bills.

# 03

## How to manage Your Tenancy

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## Section 3 – How to manage your tenancy

### Your Tenancy Agreement: What it means

When you become a tenant of Louth County Council, you sign a Tenancy Agreement.

This is a **legal contract** between you and the Council. It sets out:

- What the Council agrees to provide
- What you agree to do as a tenant

It's important to read and understand this agreement, as it outlines your rights, responsibilities, and what happens if the agreement is broken.



### What the Tenancy Agreement covers

- Your right to live in the property as long as you follow the rules
- Rent payments and how they are calculated
- Maintenance responsibilities (what the Council will fix and what you must look after)
- Behaviour expectations, including being a good neighbour
- Rules about pets, alterations, and visitors
- Joint tenancies and equal responsibility for rent, upkeep, and following the rules
- What happens if you want to leave the property.

**Note:** In this handbook, we use the term tenant for simplicity. However, all rights and responsibilities apply equally to tenants in joint tenancies, unless stated otherwise.

### Your responsibilities as a tenant

You must:

- Pay your rent and any other charges on time (Household Budget or Standing Order preferred).
- Use the property solely as your primary residence for residential purposes only. Subletting or taking in lodgers is strictly prohibited.
- Carrying out any commercial enterprise or business from the home is not permitted. This includes, but is not limited to, activities such as operating a beauty or nail salon, vehicle repairs or mechanical work, storage or repair of electrical goods, or the storage of unroadworthy, crashed, abandoned, unused, or for-sale vehicles.
- Live in the property full-time. If you plan to be away for more than 6 weeks in any year, you need written permission from the Council first.
- Maintain your house and gardens in a clean and proper state.

- You must not store any type of waste inside or outside your home that will give rise to odours, nuisance, attract vermin or cause environmental pollution. All waste must be stored in an appropriate receptacle such as a covered bin at all times.
- Ask for and obtain permission before carrying out any alterations or improvements to the property.
- Make sure that you, your family, your pets, any friends visiting the property do not cause nuisance or annoyance to anyone living in the area.
- Report repairs to the Council that we are responsible for so we can deal with them. This includes reporting broken smoke alarms. You must also do any repairs you are responsible for (see Section 5 for further information).
- Allow us access to your property so we can carry out gas safety checks, complete any necessary repairs or improvements included in the Council's works programme, and to conduct housing inspections.
- Notify the Council if your income or household changes.
- Give 4-weeks' notice in writing to the Council to terminate the tenancy and return the keys.

**Important Reminder** - Do not alter the structure (for example, walls) without written permission. Unauthorised works may result in legal action and charges.

## The Council's Responsibilities

We will:

- Maintain the structure/exterior of your home
- Carry out essential repairs to fixtures, plumbing, wiring, and heating (where installed)
- Provide estate management and tenant support services
- Manage antisocial behaviour under housing legislation

**Important Reminder** - If you break the rules of your tenancy, the Council may take legal action, this could include being asked to leave your home.

## Changes in Circumstances

You must **immediately notify the Council** of any changes in:

- Your income.
- The income of any household member.
- If a baby is born/adopted
- If a household member moves out or passes away
- If one person wants to leave the joint tenancy, they must inform the Council, and the tenancy will need to be reviewed.

## Permission to Reside (PTR)

If you want someone to move into your home who isn't already listed on your rent account, you must first get written permission from the Council. This is called a Permission to Reside (PTR). Even if permission is granted, it does not give the person tenancy rights.

Moving someone in without permission is a breach of your tenancy agreement and may lead to enforcement action. Each PTR application is carefully assessed to make sure the home won't become overcrowded and that the person is suitable to live there.

If you require a PTR application form, assistance with completing an application, or an update on a submitted application, please contact the Estate Management Section at 042 933 5457.

## Keeping Pets in Your Home

Tenants are allowed to keep up to two domestic pets, as long as they are well-behaved and do not cause a nuisance to neighbours or damage the property. Dogs must be microchipped and licensed.

However, certain dog breeds are **not allowed** in council-managed homes. These include:

- American Pit Bull Terrier
- English Bull Terrier
- Bull Mastiff
- Staffordshire Bull Terrier
- Doberman Pinscher
- Rottweiler
- German Shepherd (Alsatian)
- Rhodesian Ridgeback
- Japanese Akita
- Japanese Tosa
- XL Bully



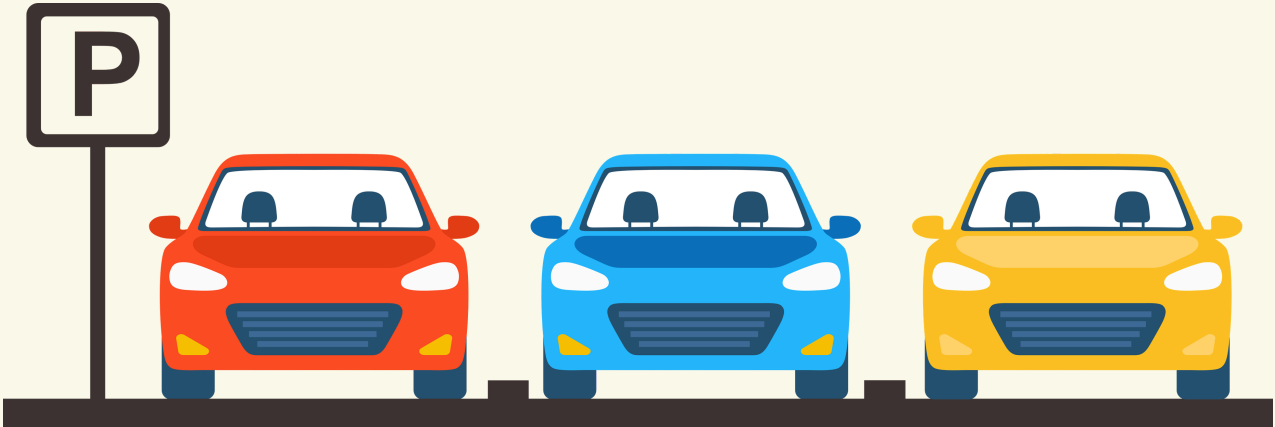
This restriction also applies to crossbreeds or strains of any of the above breeds.

**If you're unsure whether your pet is allowed, please contact the Estate Management Section before bringing it into your home.**

## Parking and Vehicles

Tenants may only park roadworthy and licensed private motor or light commercial vehicles at their home. This means vehicles must be:

- Safe to drive
- Properly taxed and insured
- Registered for private or light commercial use



### Tenants must not:

- Store a caravan, mobile home, boat, or camper van on the premises or anywhere in the housing estate.
- Use the parking area (if provided) for anything other than roadworthy and licensed private motor or light commercial vehicles.
- Park or store large commercial or large public service vehicles in these areas.
- Block entrances, exits, driveways, pavements, local roadways, or fire hydrants.
- Park vehicles on green areas.

**Important Reminder** - Abandoned vehicles in the driveway i.e. not insured, NCTd or taxed are strictly prohibited



## Looking After Your Home and Garden

As a tenant, you're responsible for keeping your home and garden in good condition.

This means:

- Keep your garden tidy, cut the grass regularly and don't let rubbish build up and keep clear of pet foul.
- Keep shared areas clean – don't leave items or litter in communal spaces.
- Decorate the inside of your home as needed to keep it looking well.
- Report repairs that the Council is responsible for as soon as possible.

## Apartments – Shared areas and security

**Shared Areas:** Keep corridors/stairs/lifts/entries clear; no personal items or rubbish. Use bin/recycling facilities; never leave bags or bicycles on landings or outside doors. Report damage/hazards promptly. Clothes must not be hung over balcony railings.

**Security:** Buzz in only people you know; ensure main doors close; never tamper with intercoms, fire doors, or security.

**Parking and Outdoor Spaces:** Use allocated spaces; do not block emergency routes. Keep balconies safe/tidy; nothing to be thrown or shaken from windows/balconies; no storing rubbish or flammables outside apartments.

**Pets:** If permitted, pets must not cause nuisance. Dogs must be kept on a lead in communal areas; always clean up.

If you're unsure about any part of your tenancy, please contact the Estate Management Team. We're here to help.

**Important Reminder** - Failure to maintain your home/garden, misuse of communal areas, or illegal dumping may be treated as antisocial behaviour.

# 04

## Rent and Rent Assessment

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## Section 4 – Rent and Rent Assessment

Paying your rent is a key part of your tenancy. Rent helps Louth County Council maintain and manage housing services for everyone. You must pay your rent each week. If you miss a payment or fall behind, please contact the Council straight away. We're here to help and support you.

### How Rent is Calculated

Your rent is based on your household's income and the number of people living in your home. This is called 'Differential Rent' and is governed by the Council's Differential Rent Scheme. If your income or family situation changes **at any time**, you must submit a Rent Form to declare this information. Your rent will be re-assessed and may go up or down.

The Council's rent scheme is updated on a regular basis and can be viewed on the Council's website [www.louthcoco.ie/en/](http://www.louthcoco.ie/en/)

At certain times the council will conduct a Rent Review and send you a Rent Review Differential Rent Form. You must fill it out and return it. If you don't, a penalty may be added to your account.

### How to Pay Your Rent

Louth County Council offers several convenient ways to pay your rent. The preferred method is the Household Budget Scheme, which allows rent to be deducted automatically from social welfare payments collected at the Post Office (see appendix 1) for a full list of Recognised Social Welfare Payments). This option is especially helpful for tenants receiving social welfare as it reduces the risk of missed payments and helps keep your rent account up to date.

Other payment options include:

- Bank Standing Order
- Customer Service Desk
- Credit or Debit Card
- An Post Payment Card – usable at any Post Office



The Council may ask you to change your payment method to support more efficient rent collection.

## Rent statements and rent review

**Rent Statement:** You'll receive regular rent statements showing charges, payments, and balances. You can request an up-to-date statement at any time.

**Rent Review:** The Council carries out a rolling rent review for all tenants in the County. At the time of the review, you will be contacted and asked to submit rent forms with fully up to date information by a certain date. This will ensure your rent accurately reflects your current financial situation. You must comply with this request when it is received.

Failure to return your forms on time may result in any of the following:

- If your income has increased rent will be backdated to the date of the increase. This may lead to you falling into arrears.
- If your income has decreased, you may not get the benefit of the reduction in rent backdated to the date your income reduced.
- You may have to pay an extra €50 each week, on top of your rent, until we receive the information.

## Rent arrears and supports

If you fall behind on your rent, please contact the Council immediately. We're here to help. We can agree an affordable repayment plan with you. Ignoring arrears may result in legal action and could put your tenancy at risk. Arrears may also affect your eligibility for transfers, repairs or planned works.

For budgeting help, you can contact [MABS](#) (Money Advice and Budgeting Service).



## Changes in Household Circumstances (Must be declared within 4 weeks of the change)

You must tell the Council if anything changes in your household. This includes:

- Someone gets a job or loses a job
- Changes in employment income
- Someone starts receiving social welfare
- Changes in payment type or amounts awarded
- Change in where payment is paid to i.e. Post Office or Bank
- A baby is born/adopted
- Someone moves in or out
- Someone turns 18
- A household member passes away

If you don't tell us about changes or do not return rent assessment forms when requested:

- Your rent may be recalculated and backdated, which could lead to rent arrears
- You may be breaking your Tenancy Agreement
- The Council may take further action



## What Happens If You Fall Behind on Your Rent

We understand that life can be unpredictable. If you're having trouble paying your rent, you're not alone and help is available. Louth County Council is here to support you.

**Please don't ignore the problem, talk to us early.**

If you're having difficulty, contact Louth County Council immediately. Our staff are friendly and understanding. We can help you set up a payment plan, adjust your rent based on your income, or connect you with support services. The sooner you act, the more options you'll have.

## Here's what may happen if your rent account falls behind:

1

**First Warning Letter** – If your rent is overdue by two or more weeks, you will receive a First Warning Letter.

2

**Second Warning Letter** – If the arrears are not cleared within two weeks, a Second Warning Letter will be sent.

3

**Final Warning Letter** – If the arrears continue for another two weeks, you will receive a Final Warning Letter.

4

**Pre-Tenancy Warning Meeting** - An appointment letter will issue if the arrears are not resolved at Final Warning Letter stage.

5

**Tenancy warning** - This is the first step in the commencement of legal proceedings. **At this point your tenancy is now at risk.**

6

**Notice to Quit** – Failure to respond to a tenancy warning, within 10 days, may result in the Council issuing a Notice to Quit. **This ends your tenancy four weeks after it is served.**

7

**Court Action** – If you don't leave the property after the Notice to Quit, the Council may apply to the District Court for a **Possession Order.**

**Important Reminder** - Your rent is your most important bill. It's what keeps a safe, secure roof over you and your family's head. Make it your first payment each week, before other bills or spending.

Find out more about the supports available



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# 05

## Maintaining Your Home and Repairs

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## Section 5 – Maintaining your home and repairs

When you pay rent, part of it helps maintain your home. The Council looks after major repairs like structural, plumbing, electrical, and heating systems it installed. Day-to-day repairs are your responsibility.

### Tenant Responsibilities

As a tenant, you are responsible for the following routine repairs and upkeep of your home. This list is not exhaustive but includes the following:

#### 1. Internal Repairs and Maintenance

- Minor cracks in ceilings, walls and floors.
- Repairs to or replacement of cupboards, wardrobes, hinges, handles, locks, catches and drawers.
- Curtain rails and window boards.
- Internal doors and door boards.
- Chimney sweeping – recommended at least once a year.
- Wall and floor tiles.
- Internal woodwork such as floors, doors and skirting boards.
- Ventilator covers.
- Installing new equipment.
- Maintaining shower doors and screens.
- Replacing silicone seals.
- Painting and decorating after repairs.
- Maintaining or replacing flooring.

#### 2. Doors and Windows

- Replacement of broken glass.
- External and internal locks and handles.
- Window stays, catches and restrictors.
- Draught proofing of doors and windows.
- Permavents where fitted (These are additional layer of protection between your roof tiles and internal structure).
- Internal tiles on windowsills and window boards.
- Letter boxes.
- Timberwork on windows, internally.
- Repairing patio doors and sliding doors.

### 3. External Repairs and Maintenance

- Gardens and hedges must be maintained regularly and kept neat and tidy at all times.
- Repairs to, or replacement of fences and garden boundary.
- Repairs to, replacement of and re-erection of front gates, side gates or doors leading to garden areas, including their supports and frames.
- Fuel sheds or outhouses; repair or replacement of doors, locks, door handles or catches.
- Cleaning of silt, leaves or other deposits from gutters.
- Satellite dishes, tv aerials and ensuring maintenance of all fixtures including brackets. Damaged caused by such items falling will be your responsibility.
- Graffiti on walls must be removed.
- Maintenance including Repainting of fascia and soffits.
- Trees, ivy and creeping plants.

### 4. Electrical Repairs

- Replace elements for electric fires and repair electric appliances, fires and heaters.
- Replacement of light bulbs and any bulbs that may be required for pilot lights.
- House alarms including panic alarms.
- Doorbells, Ring doorbells or cameras.
- Maintenance of PV or Solar panels.
- Maintenance of car chargers.
- Electrical connections to sheds.

**Important Reminder** - No temporary or permanent connections can be made to the electricity supply.

### 5. Plumbing Repairs

- Cleaning of gulley traps.
- Cost of clearing of blocked house drain where a dwelling is served by a single drain and the apportioned cost of clearing a combined drain.
- Replacement or repair of waste pipes inside the dwelling unless it's a leaking trap.
- Cleaning air locks in pipes.
- Replacement or repair of taps on sink unit, wash-hand basins and baths including leaking and dripping taps.

- Replacement or repair of stopper and chains for baths, sinks and basins.
- Replacement or repair of toilet bowl except if it is cracked and leaking through fair wear and tear.
- Replacement or repair of wash-hand basin except where cracked and leaking through fair wear and tear.
- Replacement or repair of bath, except if it is cracked and leaking through fair wear and tear.
- Replacement or repair of toilet cistern and cover except if it is cracked and leaking through fair wear and tear.
- Replacement or repair of toilet seat, chains, handles and cistern buttons.
- Ensure that all toilets are properly fixed in place. If a toilet becomes loose, it must be repaired without delay.
- Remove blockages from sinks, baths, showers and toilets.
- Repair or replace sealant and shower door screens as needed.
- Leaks from dishwashers or washing machines are your responsibility.

### Important Reminders -

**Do not** dispose of any foreign objects, such as nappies, baby wipes, sanitary products, or so-called “flushable” wipes down toilets, (refer to Appendix 2). Only the 3 Ps should be flushed: Pee, Poo, and Paper.



Tenants must take care, when using washing facilities (bath, showers, sinks) that water is always fully contained within the fixture being used (bath, shower enclosure, sink, etc), and is prevented from escaping, flowing or spilling out onto floors and onto other fixtures/fittings. Spillage of water out of baths, shower enclosures and sinks causes damage to floors, ceilings and electrical fittings, and tenants must ensure that such spillage does not happen.



## 6. Cooking and Heating Appliances

- Cooking appliances installed by the tenant(s). The basket/grate in all fireplaces and the replacement of glass panels in doors of room heaters.
- Damage caused to room heater by improper use.
- If a fireplace becomes damaged or in need of repair, these will be decommissioned.
- Keep the area around boilers or heat pumps clear at all times. Ensure that children and pets cannot climb on or stand near these units.
- Report any issues with brackets or fixtures or flues on your heating systems.

**Important Reminder** - If your home has an air to water heating system do not turn off the system or interfere with any pumps, valves or fittings on the system. The temperature in your home should be set using the room stat which should not be reduced to less than 18 degrees?

## 7. General

- You are responsible for the repair of any wilful or malicious damage and if the Council undertakes repairs resulting from such damages, the cost of such repairs will be charged to the tenant(s).
- You are responsible for repairs to doors, windows, fixtures and fittings in the dwelling caused by destruction or damage by burglary, housebreaking, vandalism, larceny or theft.
- You are responsible for meeting the costs of repairing any damage to the property (including fixtures and fittings) caused accidentally, deliberately (e.g. smashed windows/broken doors), by criminal damage or by your own neglect. The Council has the discretion to decide whether we will carry out the work (and recharge you).
- The tenant must keep the property free of vermin. You are responsible for the disposal of any vermin in your dwelling or garden, and you should contact a reputable pest control company to deal with the matter. To prevent pest problems, avoid leaving food outdoors and ensure your bins are not overflowing.

## Condensation and Mildew

To keep your home free from damp and mould, you need to avoid creating condensation. There is always moisture in the air, caused by normal household activities such as cooking, washing, hot baths and drying clothes. When this air reaches a cold surface (such as a wall or window) some of the water in the air is left behind. This dampness encourages mould to grow. This can affect clothes, bedding and decoration.

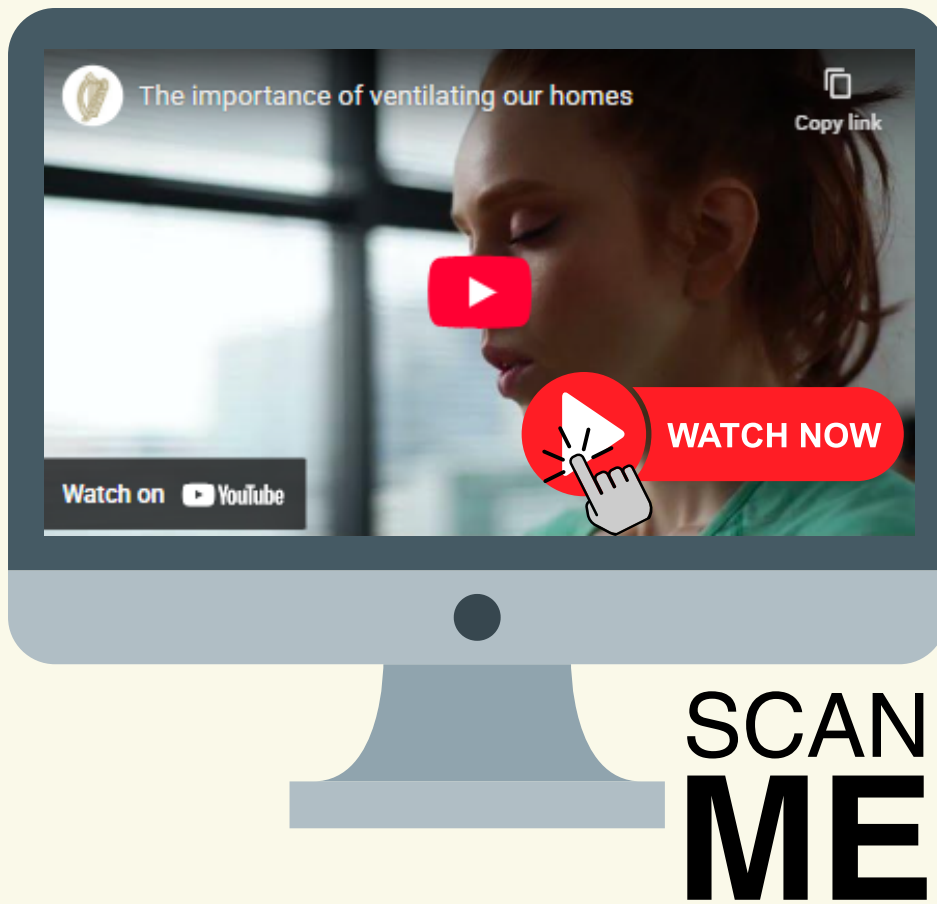
Condensation can occur in every home, but you can reduce its effects by doing the following:

- Ventilate your home daily.
- Try to avoid drying clothes on radiators.
- Dry clothes outdoors if possible.
- If you have a tumble dryer, you must fit an outside vent to it unless it's a condenser dryer.
- Use extractor fans, cover pots and open windows a small amount when cooking.
- When running a bath, put the cold water in before the hot to reduce the steam and keep the bathroom door closed.
- Ventilate cupboards and wardrobes and do not put too many items in them as this stops air circulating.
- Keep a 'reasonable steady heat' in cold weather; wipe down windows and sills.
- Clean small areas of mildew using a suitable cleaner. Always wear gloves.
- Report persistent damp and/or mould to the Council.

### Important Reminder

You are responsible for cleaning any filters associated with mechanical ventilation systems. Keeping vents open and clear.

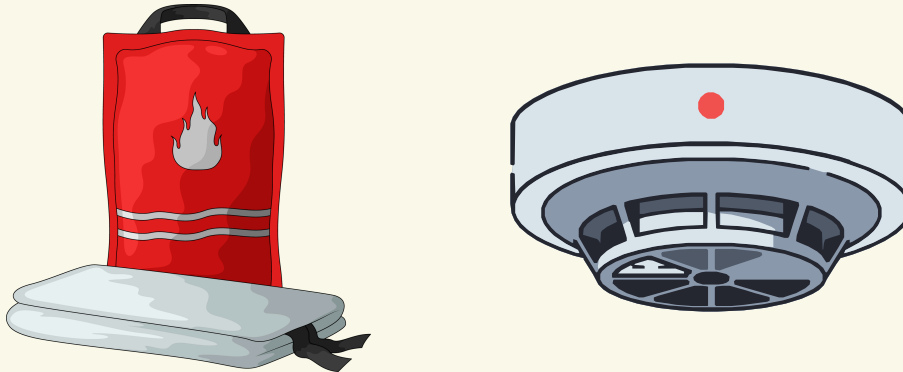
For Guidance on Ventilation and Preventing Mould: See the Government Video:



## Fire Safety Equipment in Your Home

Louth Local Authority Homes are equipped with:

- Fire blanket (If your home does not have a fire blanket, we will install one on request, please contact [maintenance@louthcoco.ie](mailto:maintenance@louthcoco.ie)).
- Mains wired smoke alarm or No. 2 10-year self-contained battery-operated alarms.



It is the tenant's responsibility to report defective smoke alarms and carbon monoxide alarms **IMMEDIATELY** to the Council. Where the alarm is mains operated with a battery backup, the tenant must replace the battery.

Tenants must not interfere, paint over or remove any fitted alarm/heat detector or any other fitted device installed at the property.

**Important Reminder** - It is strongly recommended that you test your smoke alarms and carbon monoxide alarm at least once per month

## Gas, electricity and water supplies

You must make sure your home has gas (where applicable), electricity and water supplies. Meters are owned by the relevant supplier and you could be prosecuted if you tamper with them.

You **MUST** always maintain a mains electricity supply at the property and you **MUST NEVER USE** a generator as an alternative.

You are also responsible for replacing meter box doors for electricity and gas units that become damaged or missing and you must contact the relevant service provider to replace it.

## Insurance

The Council only insures the structure of its properties. It does not insure your belongings (furniture, decorations, improvements, personal items).

You must insure your own contents against:

- **Fire**
- **Water leaks**
- **Theft**
- **Burglary**
- **Criminal damage**
- **Flood**

Home contents insurance is available from insurance companies, banks, and post offices.

The Council is not responsible for damage caused by crime. Make sure this is included in your insurance policy.

## Council Responsibilities

The Council is responsible for the main structure of the property, including:

- External walls and doors.
- Windows and frames (when necessary).
- Roof, chimneys, and rainwater pipes.
- Floors and floor structures.
- Electrical and fitted heating systems installed by the Council. Please note, the Council will charge tenants for repairs caused by misuse or interference with the electrical system.

**Please note:** The Council is not responsible for the repair or replacement of any fixtures, fittings, doors, or alterations that were not originally installed by the Council. Tenants are responsible for maintaining these items and must ensure they are safe and in good condition.

## Reporting Repairs

Tenants must report any repairs needed to Customer Service. The Council will assess who is responsible for the repair and inform you of any costs. If the repair is urgent, you will get an indication of when it will be carried out. Emergency repairs will be handled as soon as possible.

### When Making a Maintenance Call

To help us respond efficiently, please provide:

- Times when you are **available/not available** for an appointment
- Your correct contact number(s)
- A clear description of the issue
- If you are not at home when a member of the maintenance team calls, your appointment may need to be rescheduled, and you may incur a charge for the missed visit.

### Heat Pump Call-Outs

If you are reporting an issue with your heat pump, please let us know:

- Do you currently have **hot water**?
- Are there any **error codes** displayed on the unit?
- What is the **thermostat set to**?

### Access to Your Home – You Must

- Let Council staff or contractors into your home for repairs, inspections, or safety checks. They will show official ID.
- Allow inspections of the property's condition. Photos may be taken if needed.
- Access must be given for stock condition surveys and other inspections.
- Keep any appointments you make for repairs.
- In emergencies, access may be needed without notice.

## Maintenance Request Policy and Conditions

When you submit a maintenance request, Louth County Council will review your rent account and the condition of your property before proceeding.

- **Rent Account Checks:**
  - Every time you request maintenance, your rent account will be checked.

- If your rent is in arrears, maintenance, Energy Efficiency Retrofit Programme (EERP), or improvement work will not be carried out, except in cases of emergency.
- Maintenance may also be refused if the property has not been kept in a sanitary condition.
- **Damage and Charges:**
  - If damage is caused by issues such as antisocial behaviour (ASB) or vermin, the cost of repairs may be charged to your rent account.
  - Maintenance may be refused if there is a breach of tenancy relating to the condition of the property or your rent account may be charged for cleaning in advance of any repairs.
- **Council-Fitted Items Only:**
  - The Council will only fit items that have been purchased directly by Louth County Council.
  - Items from other sources will not be installed, as the Council cannot guarantee their quality or safety.

## Charges for Call-Outs and Repairs

Tenants may be charged for certain maintenance call-outs or repair work. Charges may apply in the following situations:

- Heating callouts where there is no credit in the gas meter
- Cleaning costs if essential works cannot be carried out due to the condition of the property
- Boarding up to secure the property
- Damage caused to the property
- Moisture ingress due to uncleaned guttering
- Nuisance or repeat callouts
- Non-urgent out-of-hours callouts
- Damage caused by adaptations or substandard works to the bathroom
- Improper bathroom use, such as not using a shower curtain when showering in the bath

## Permissions for Alterations and Additions

Tenants must seek permission before making any changes to the property or garden. This applies to **all alterations, internal or external, including gardens**.

Failure to obtain permission may result in the removal of works at the tenant's expense.

## How to Apply for Permission

To apply, contact the **Housing Maintenance Section** at Louth County Council. You may be asked to provide:

- A description of the proposed work
- Supporting documents or drawings
- Contractor details (if applicable)

Permission must be granted **in writing** before any works begins.

### Customer Service Contact:

**Phone:** 042 9335457

**Email:** [maintenance@louthcoco.ie](mailto:maintenance@louthcoco.ie)

## Disabled Person Adaptations (DPA)

Louth County Council may provide adaptations to support tenants with disabilities, subject to assessment and approval. These adaptations are intended to improve accessibility, safety, and independence in the home.

### Examples of Adaptations

- Grab rails and handrails
- Level-access showers
- Ramps
- Stair lifts
- Accessible kitchen or bathroom fittings



### Requesting an Adaptation

To request an adaptation, tenants must:

- Contact the **Housing Department** and request a Disabled Person Adaptation (DPA) application form
- Provide medical or professional documentation supporting the need
- Allow access for assessment and inspection

All adaptation requests are subject to:

- Occupational Therapist (OT) Assessment
- Funding Availability
- Suitability of the property (constructability and feasibility)

**Important Notes**

- Tenants must not carry out adaptations independently without written permission from Louth County Council.
- Any unauthorised or substandard works may result in removal and/or charges to the rent account.
- Damage caused by improper use of adaptations (e.g. water damage from not using a shower curtain) may also result in charges.
- The Council does not provide equipment such as chairs for the shower.

# 06

## Health & Safety in Your Home

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**3** GOOD HEALTH  
AND WELL-BEING



## Section 6 – Health and safety in your home

Your home should be a safe and comfortable place to live. This section includes practical tips to help you protect yourself, your family, and your property. It covers fire prevention, general safety, childproofing, and personal security.

Whether you're new to your home or have lived there for years, these reminders can help you stay safe and well. If you ever notice a hazard or need help with repairs, please contact the Council, we're here to support you.

### Fire Safety

Your home should be a safe and comfortable place to live. Fire safety is essential to protect yourself, your family, and your property. Follow these tips:

#### Smoke Alarms:

- Test all smoke alarms weekly to ensure they work.
- Replace batteries when needed and report any faults to the Council immediately.
- Do **NOT** tamper with or remove the fire detection systems.

#### Escape Routes:

- Keep escape routes clear at all times.
- Have a simple, practiced fire escape plan so everyone knows what to do in an emergency.

#### Fire Doors:

- Close all doors at night to help contain fire.
- Keep fire doors closed, never wedge them open.

#### Electrical Safety:

- Avoid overloading electrical sockets.
- Turn off all gas and electric fires before going to bed.
- Check flexible hoses regularly for wear and tear.

#### Open Flames and Candles:

- Use candles and open flames with care, never leave them unattended.
- Position candles away from draughts and curtains.

#### Cooking Safety:

- Standard pots or saucepans are not recommended for cooking chips due to fire risk.
- If you use a chip pan, never leave it unattended and never overfill it.

- Keep a fire blanket and a First Aid kit in the kitchen.

**Child Safety:**

- Do not leave children alone in the dwelling.
- Keep matches and lighters out of reach of children.
- Use a securely fitted fireguard around open fires and electric fires.

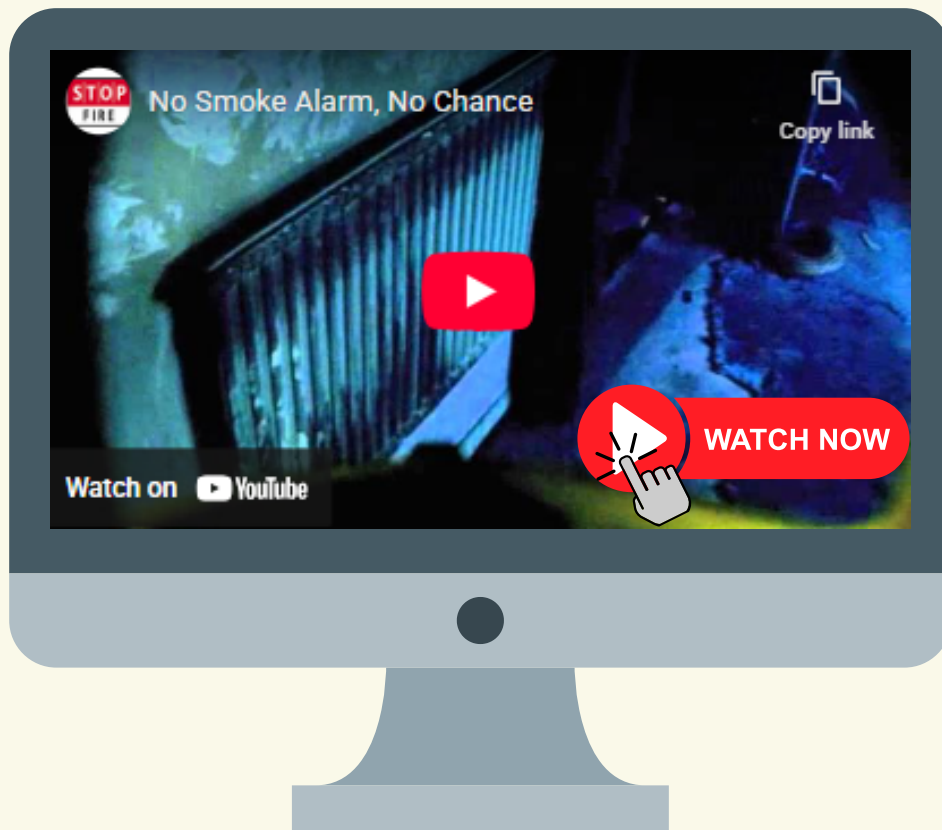
**Maintenance:**

- Clean the chimney at least once a year.

**If there is a fire:**

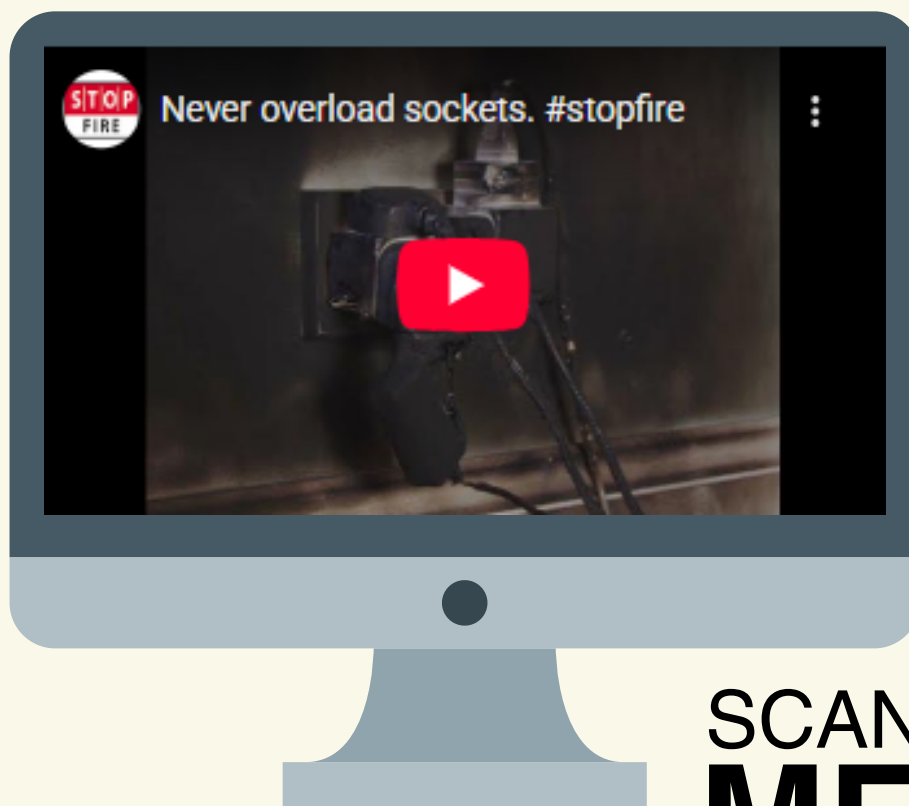
**Get out, stay out, and dial 999 or 112 immediately.**

For more safety advice, visit <https://www.fireireland.ie/>



## Electricity

- Know where your fuse board is so you can turn off the power quickly in an emergency.
- Don't plug too many appliances into one socket. If you're unsure, use only one appliance per socket.
- Use the right size fuse for each appliance.
- Never tamper with sockets, switches, the fuseboard, or any part of the electrical system.
- Turn off the isolator switch before moving or servicing appliances like washing machines.
- Unplug all appliances before going to bed.



SCAN  
ME



## Gas, Heating, and Ventilation Safety

- Know where the gas shut-off valve is for your boiler and cooker so you can turn it off in an emergency.
- Report any suspected gas leaks immediately: Gas Networks Ireland 1800 20 50 50 (or dial 999 if you can't get through).
- Never tamper with boilers, wiring, vents, or any gas appliance.
- Always allow access for servicing.
- Keep wall vents fully open when gas appliances are in use.
- Don't block vents, flues, or chimneys, they are needed for safe ventilation.
- Switch off or unplug heating appliances when not in use and before going to bed.

If you smell gas:

1. Open doors and windows.
2. Check if appliances are on and turn them off.
3. Don't smoke or use naked flames.
4. Don't unplug or switch anything electrical on or off.
5. If the smell persists, turn off the gas at the meter and call for help.

### **Emergency Contact Numbers for Bord Gáis**

24 Hour Emergency Services / Gas Escapes / Carbon Monoxide Information: 1800 20 50 50. If you can't get through, dial 999.

For more safety advice, visit <https://www.gasnetworks.ie/>

### **Plumbing**

- Know where your stopcock is (usually under the kitchen sink) so you can turn off the water quickly in an emergency, like a burst pipe.
- If you're going away on holiday, turn off the stopcock before you leave.
- In very cold weather, if the house will be empty, set the heating timer to come on for a few hours each day and night if you are able to. This helps prevent pipes from freezing.

### **Carbon Monoxide (CO)**

Carbon monoxide is a poisonous gas that has no colour, taste or smell and is produced when any fossil fuel such as gas, coal, oil or wood is burnt without enough oxygen. The symptoms of carbon monoxide poisoning are similar to those of flu and other virus infections and include aches, drowsiness, weakness, headaches and nausea. If anyone in the home has any of these symptoms while a gas appliance is being used, they must stop using the appliance until it has been checked and they should consult a doctor.

It is recommended that you have a carbon monoxide alarm in every room that has a fuel-burning appliance and one within 5 m (16 ft) of every bedroom.

**Important Reminder** - Remember, a carbon monoxide alarm is not a substitute for a smoke alarm.

## What can I do to avoid carbon monoxide?

There are lots of things you can do to prevent carbon monoxide from building up in your home.

- Where needed carbon monoxide detectors and alarms will be installed.
- If you install any new fuel burning appliances (gas cookers, stoves, and so on) you will need to install a carbon monoxide detector.
- It is advisable that any new appliance fitted by an approved installer is serviced at least once a year.
- You must get flues and chimneys checked and swept as necessary to remove any blockages.
- It is advisable that permanent ventilation openings are kept clear.
- Never block ventilation grilles/air bricks
- **If you suspect CO: open windows, leave immediately, call emergency services.**

For more information visit: <https://www.carbonmonoxide.ie/>

## Asbestos Awareness

### What is Asbestos?

Asbestos is a material that was used in some older homes for insulation and fireproofing.

### Is it dangerous?

It depends. It is safe if it is in good condition and left alone. Problems happen when asbestos is damaged, drilled, sanded, or broken. If this happens its tiny fibres can be released into the air. Breathing in these fibres over time can cause serious lung diseases.

### What should you do?

Do not disturb it – never drill, cut, or sand areas that might contain asbestos. If you think asbestos has been damaged or you are unsure, report it to the Council straight away.

**Important Reminder** - Do not try to remove asbestos yourself – it needs trained professionals.

## Health and Wellbeing in the Home

- Store cleaning products, paints, and other chemicals in a safe place, away from children and pets.
- Check for trip hazards like loose rugs, cluttered floors, or trailing cables and fix them quickly.
- Make sure rooms are well lit to avoid falls.

## Child Safety

- Fit window restrictors, stair gates and child locks where needed
- Keep medicines/cleaners/sharps out of reach
- Never leave children unattended near heaters, cookers, or baths

## Personal Safety and Security

- Lock doors/windows when out
- Don't share keys or codes
- Only let in people you know or trust
- Do not change or damage security systems or intercom

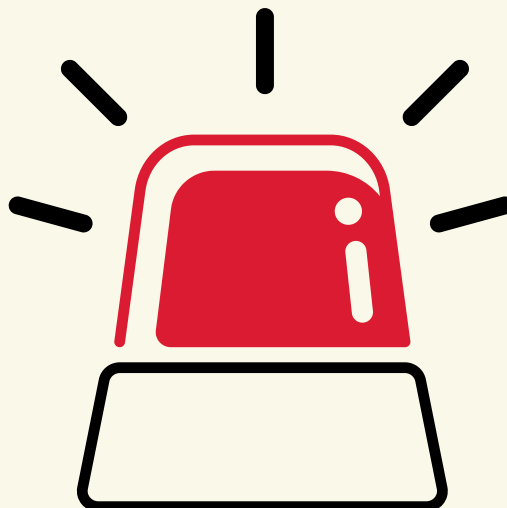
## Emergency Contacts

Fire, Gardaí, Ambulance: 112 or 999

Gas Leaks: Gas Networks Ireland – 1800 20 50 50

Electrical Faults: ESB Networks – 1800 372 999

Council Emergency Repairs (Out-of-Hours): 021 482 4319





# Home Safety Checklist

## Stay Safe in Your Home

Use this checklist to make sure your home is safe for you and your family.  
Tick each item once completed.



### Fire Safety

- Smoke alarms tested weekly
- Batteries replaced when needed
- Escape routes clear at all times
- Fire doors closed at night
- Fire blanket / extinguisher available
- No overloaded sockets



### Electrical Safety

- No overloaded plugs or extension leads
- Appliances switched off when not in use
- Fuse board location known
- Damaged cables or plugs reported



### Gas Safety

- Know where gas shut-off valve is
- Appliances serviced regularly
- Vents and flues are not blocked
- Carbon monoxide alarm installed and working



### Plumbing & Heating

- Know where stopcock is located
- Heating used to prevent frozen pipes in winter
- Leaks reported immediately



### Child Safety

- Medicines and cleaning products stored safely
- Matches/lighters kept out of reach
- Safety gates/locks fitted where needed
- Children never left unattended near hazards



### General Safety

- Trip hazards removed (loose rugs, cables, clutter)
- Rooms well lit
- Chimney cleaned (if applicable)
- Hazardous materials stored safely



### Home Security

- Doors and windows locked when leaving
- Keys kept secure
- Only allow access to trusted persons



### Emergency Preparedness

- Emergency numbers saved or displayed
- Family knows what to do in an emergency
- Meeting point agreed outside the home



*A safe home is a happy home.*



### Emergency Numbers



Fire / Gardai / Ambulance

112 or 999



Gas Emergency

1800 20 50 50



ESB Networks

1800 372 999



Council Emergency Repairs

021 482 4319



If you notice a hazard or need help with repairs, contact the Council. We're here to support you.

# 07

## Anti-Social Behaviour and Neighbourhood Relations

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**16** PEACE, JUSTICE AND STRONG INSTITUTIONS



## Section 7 - Anti-Social Behaviour and Neighbourhood Relations

Louth County Council have a zero-tolerance policy towards anti-social behaviour. It causes distress, damages communities, and will not be accepted under any circumstances. Anti-social behaviour can range from serious acts like violence and harassment to persistent issues such as noise or vandalism.

We work closely with An Garda Síochána and other agencies to prevent and address these problems. If you engage in anti-social behaviour, you risk eviction and other legal action.

When you sign your Tenancy Agreement, you agree to:

- Be a responsible neighbour.
- Respect the peace and privacy of others.
- Ensure your enjoyment of your home does not interfere with others.

### What is Nuisance Behaviour?

Nuisance behaviour is less serious or persistent than anti-social behaviour, but it still breaches your tenancy agreement. It can affect the comfort and enjoyment of others in the community and, if it continues, may escalate into anti-social behaviour.

### Examples of Nuisance Behaviour

#### Noise Issues:

- Loud music, TVs, or radios at unreasonable times; persistent shouting.

#### Obstruction and Access Problems:

- Blocking driveways or footpaths;
- Leaving items in communal areas.

#### Trespassing:

- Entering another person's property without permission.

#### Parking Disputes:

- Parking in spaces allocated to others; abandoning vehicles

#### Boundary Disputes:

- Arguments or interference with fences or shared boundaries



### Why it matters

Nuisance behaviour can reduce quality of life for neighbours and create tension in communities. If persistent, it can develop into anti-social behaviour, which is a serious breach of tenancy and may lead to eviction.

## What is Anti-Social Behaviour?

Anti-social behaviour is serious and persistent conduct that breaches your tenancy agreement. It causes harm, fear, or danger to others and can lead to eviction without warning.

**According to legislation, anti-social behaviour includes but is not limited to:**

### **Drug-Related Activity:**

- Manufacturing, supplying, or possessing drugs for sale in a local authority property.

### **Violent or Threatening Behaviour:**

- Physical violence, domestic violence, threats, intimidation, harassment, coercion.

### **Behaviour Causing Danger or Fear:**

- Actions likely to cause injury, damage, alarm, or fear.

### **Property Damage and Disorder:**

- Vandalism, graffiti, or deliberate damage.

### **Persistent Nuisance Escalating to Serious Harm**

- Repeated noise, harassment, or loitering that significantly affects others.

### **Anti-Social Behaviour and Children**

Parents are responsible for their children's behaviour. Children should be encouraged to play safely and respect the community.

## Reporting Anti-Social Behaviour

Louth County Council have a zero-tolerance policy for anti-social behaviour. If you experience or witness any incidents, it is essential to report them immediately. Your cooperation helps us act quickly and keep communities safe.

### **You Can Help By:**

- Reporting incidents promptly – do not delay.
- Keeping a clear record of dates, times, and what occurred.
- Providing witness information and any supporting evidence (e.g., photos, videos if safe and legal to do so).

### **Why Reporting Matters**

- Early reporting prevents problems from escalating.
- It helps protect vulnerable residents and maintain a safe environment.
- It ensures that those responsible are held accountable.

## How to Report

You can report anti-social behaviour by:

- Contacting the Anti-Social Behaviour Officer at Louth County Council.
- Completing an Anti-Social Behaviour Complaint Form. You can collect the form from the Customer Services desks at all council offices, or download it online ([click here](#)).
- Providing as much detail as possible, including:
  - Date and time of the incident.
  - Location.
  - Description of what happened.
  - Names of those involved (if known).
  - Details of any witnesses.



## For People Affected by These Behaviours:

We offer guidance and support to anyone reporting nuisance or anti-social behaviour.

In addition to council assistance, the following services are available in Louth:

**DRIVE Initiative** - A multi-agency programme tackling drug-related intimidation and feuds. DRIVE works to protect individuals and families affected by threats, coercion, and violence linked to drug debts or criminal networks. Services include but not limited to:

- Community-level supports to reduce harm.
- Family support services for those impacted.

Click here for more information: <https://nedrugtaskforce.ie/north-eastern-regional-drug-alcohol-task-force/our-work/drive/>

### Family Addiction Support Network (FASN)

FASN provides assistance for families impacted by addiction-related anti-social behaviour. It offers a safe, confidential, and non-judgmental space for families coping with the effects of a loved one's addiction, helping them find support and practical solutions.

Services include:

- **One-to-One Support Sessions** - confidential help to process experiences and develop coping strategies

- **Educational Programs** - tools and knowledge to manage challenges and regain control
- **Weekly Support Groups** - peer support in Cavan, Monaghan, Louth, and Meath
- **Access to Counselling Services** - professional guidance for emotional wellbeing
- **Respite Weekends** - time to recharge for family members
- **Drug Debt Intimidation Support** - help for families facing threats linked to drug debts

FASN aims to empower families, improve quality of life, and support positive roles in recovery.

Click here for more information: <https://fasn.ie/>

## How Does the Council Deal with This Behaviour?

Louth County Council has a policy for handling both nuisance and anti-social behaviour. Our approach is fair and proportionate to the seriousness of the issue.

When we receive a complaint, we usually start by speaking with the people involved.

All reports are handled confidentially, but you may be asked to provide a statement if legal action is required.

Investigations may involve interviews, evidence gathering, and liaison with other agencies including the An Garda Síochána.

**Important Reminder** - False or malicious complaints are a serious matter and may result in action against the person making the complaint.

If anti-social behaviour is confirmed, the Council will take appropriate action, which may include:

- **Verbal Notification:** A spoken warning to stop the behaviour. This is noted on your tenancy record.
- **Tenancy Notification:** A written notice asking you to stop the behaviour.

- **Tenancy Warning:** A formal legal warning requiring you to stop immediately. If the behaviour happens again within 12 months, we may start eviction proceedings.
- **Possession Order:** Commonly called an eviction order. Granted by the District Court, it allows us to remove you from the property and take back possession.
- **Exclusion Order:** A court order preventing you from entering a specific house or an entire estate because of anti-social behaviour.

**Important Reminder** - In very serious cases, we can apply directly for eviction or exclusion without prior warnings.

### If Evicted for Anti-Social Behaviour

- You will be considered making yourself 'intentionally homeless' and **will not** be provided with homeless supports.
- You may not qualify for HAP (Housing Assistance Payment).

**Owner Occupiers** If you bought your local authority house and someone in your household causes anti-social behaviour, Louth Local Authorities can apply for an Exclusion Order to prevent that person from entering the estate.

**Important Reminder** - Anti-social behaviour will not be tolerated. Tenants must respect neighbours and community standards. Persistent nuisance or serious misconduct can lead to legal action, including eviction. Report issues promptly to help maintain a safe and supportive environment.



# 08

## Living in Your Community

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17 PARTNERSHIPS  
FOR THE GOALS



## Section 8 – Living in Your Community

Your home is part of a wider neighbourhood where everyone plays a role in creating a safe, friendly, and enjoyable environment. Living in your community means respecting others, taking pride in shared spaces, and working together to make your area a great place to live.

This section will help you:

- Understand what it means to be a good neighbour.
- Learn how to care for your home and surroundings.
- Discover ways to get involved in community activities.
- Find out about Residents' Associations and how they can benefit your area.

By following these guidelines and participating in local initiatives, you can help build a strong, supportive community where everyone feels welcome.

### Being a Good Neighbour

Living in a community means respecting others and helping create a safe, friendly environment. Good neighbourly behaviour prevents disputes and makes your area a better place to live.

**You are expected to:**

#### **Treat neighbours with respect**

- Be polite and considerate in all interactions.
- Avoid arguments and resolve issues calmly.

#### **Keep noise to a reasonable level**

- Reduce volume of TVs, music, and appliances, especially late at night.
- Warn neighbours if you plan a gathering and keep it within reasonable hours.

#### **Manage pets responsibly**

- Keep pets under control and prevent fouling in public areas.
- Avoid excessive barking or nuisance caused by animals.

#### **Dispose of rubbish properly**

- Use bins provided and follow recycling guidelines.

- Keep gardens, driveways, and shared spaces tidy and free from clutter.

### **Park responsibly**

- Do not block driveways, footpaths, or emergency access routes.
- Use designated spaces where available.

### **Why It Matters**

- Promotes a safe, welcoming community.
- Reduces complaints and potential disputes.
- Helps maintain property value and neighbourhood pride.

### **Respect cultural, social, and age differences**

- Be mindful of different lifestyles and traditions.
- Show tolerance and understanding in shared spaces.

## **Equality and Respect**

Louth County Council is committed to promoting equality of opportunity and fostering a culture of respect across all services and interactions. In line with our core values we strive to ensure that every individual is treated with dignity, fairness, and professionalism.

Discrimination, harassment, hate speech, or intimidating behaviour is not tolerated under any circumstances and may be treated as antisocial behaviour. We encourage inclusive practices, celebrate diversity, and uphold the principles of equality in both policy and practice.

This commitment applies to staff, service users, and all members of the community.



## Setting Up a Residents Committee

A Residents Committee is a group of tenants or homeowners who come together to improve their local area, represent community interests, and work collaboratively with the local authority and other stakeholders. Setting one up is a great way to build community spirit, address shared concerns, and access funding and support for local projects.

### How to Set One Up

1. **Start with a Meeting**  
Invite neighbours to an informal meeting to discuss common issues, ideas for improvement, and interest in forming a committee.
2. **Elect Officers**  
Choose a Chairperson, Secretary, and Treasurer to help manage meetings, correspondence, and finances. These roles are essential for applying for grants and maintaining transparency.
3. **Agree on a Constitution**  
Draft a simple constitution (set of rules) outlining the group's purpose, membership, meeting frequency, and decision-making process. This helps establish credibility and is often required for funding applications.
4. **Register and Network**  
Notify your local authority (e.g. Louth County Council) and link in with the [Louth Public Participation Network](#) and/or [Louth Local Development Company](#). They can offer advice, training, and funding opportunities.
5. **Hold Regular Meetings**  
Meet regularly to discuss issues, plan activities, and keep members informed. Minutes should be recorded and shared.
6. **Engage with the Community**  
Encourage participation through newsletters, noticeboards, or social media. Involve residents in clean-ups, planting days, or social events to build a sense of ownership and pride.

## Community Grants and Involvement

### Local Enhancement Programme (LEP)

Residents Committees play a vital role in fostering community spirit and improving local neighbourhoods. Through the Local Enhancement Programme (LEP), Residents Committees may be eligible to apply for funding to support small-scale capital projects or day-to-day operational costs. This includes improvements to shared spaces, purchase of equipment, or covering essential expenses like insurance or utilities. To qualify, the committee must operate on a not-for-profit basis, have a recognised governance structure (e.g. Chairperson, Secretary, Treasurer),

and ensure that any funded activity benefits the wider community. Applications must align with the priorities of the Local Economic and Community Plan (LECP) and be submitted through Louth County Council's Local Community Development Committee (LCDC). [www.localgov.ie](http://www.localgov.ie)

## Tidy Towns Support

The Tidy Towns initiative celebrates the efforts of local communities to enhance the appearance, sustainability, and biodiversity of their towns and villages.

Louth County Council supports this work through annual Amenity Grant Schemes and Tidy Towns Project Funding. These provide financial assistance to formally established groups, including Residents Associations and Environmental Groups, undertaking visual improvements. These improvements include things such as:

- planting,
- painting,
- signage, and
- clean-ups.

Construction works are not eligible. Groups must be voluntary, tax compliant, and maintain proper governance records. Funding helps communities prepare for the National Tidy Towns Competition, and successful applicants have included projects like sensory gardens, heritage trails, pollinator planting, and outdoor amenities across County Louth.

## Case Study – Community Development in Wadman Park

### Background

Haggardstown is a new development that brings together families from diverse backgrounds into one community. It is a mixed-tenure area, with council tenants, homes managed by approved housing bodies, and privately owned houses. Wadman Park, Greengates, and Dundoogan, offer modern homes, but the challenge was creating a sense of belonging among residents who didn't know each other before.

Residents in Wadman Park, the first estate in the development, expressed concerns about isolation and limited services due to its location. There was little initial community engagement, and many of the residents felt the estate lacked a sense of identity.

## Challenges

- **Limited access to amenities** : Wadman Park residents felt disconnected compared to other estates.
- **New community dynamics** : Residents were moving in for the first time, with limited opportunities to meet and interact.
- **Low initial engagement** : Some families were hesitant to participate in community activities.
- **Risk of isolation** : Without proactive engagement, new estates can struggle to foster a sense of community.

**Solution** To address these issues, Louth County Council's Estate Management Team firstly established a Residents Committee in Wadman Park. This enables the group to apply for local community funding, such as the Amenity Grant, and to become a member of the [Louth Public Participation Network](#) (Louth PPN).

However, it was clear that a broader, coordinated response was needed. As a result, the Haggardstown Interagency Group was established to work collectively on solutions. The group includes:

- Louth County Council Estate Management Team
- Tuath Housing
- Louth Local Development Company
- Local community representatives

**Community Engagement Initiatives:** To strengthen community ties and make use of local amenities, several activities were organised:

- **Coffee Morning**: Held at the local GAA centre to encourage informal interaction
- **Walking Group**: Promoting health and social connection.
- **Family Fun Day**: Residents from all three estates were invited. Activities included face painting, a tea and coffee van, and an ice-cream van, which proved very popular.

Additionally, the [Social Inclusion and Community Activation Programme \(SICAP\)](#) supported a series of planting events in collaboration with The Louth Growers Collective, a local growers' group. These events encouraged residents to grow their own food through demonstrations and hands-on activities, helping them establish vegetable patches in their gardens. The Haggardstown Interagency Group plans to

reconnect with participants next spring to assess progress and continue fostering community engagement.

### Impact

- **Community Building:** Families from Wadman Park, Greengates, and Dundoogan came together, forming new friendships and networks.
- **Tenant Engagement:** High participation demonstrated the success of inclusive, hands-on activities.
- **Skills and Sustainability:** Residents learned how to grow their own food, promoting healthier and more sustainable lifestyles.
- **Sense of Pride and Ownership:** Participants look forward to harvesting their vegetables, reinforcing positive connections to their homes and community.
- **Improved Relations:** Persistent efforts by residents, the Interagency Group, and the Estate Management Team show that perseverance leads to positive outcomes.

### Learning

Although engaging tenants at the outset can be challenging, the dedication of the Residents, the Haggardstown Interagency Group, and the Estate Management Team demonstrates that perseverance achieves results. By fostering participation through a range of activities, we have shown that positive change is possible. This success provides a strong foundation for replicating similar initiatives across other Council estates.



## Case Study 2 - Christmas Events (2025)

Festive Cheer in Doolargy Avenue and Wadman Park.

The Holiday spirit was in full bloom in Doolargy Avenue and Wadman Park where a Christmas Event was organised by Tenant Liaison Officer Aine.

The magic of Christmas was brought to the residents where Santa delivered a gift for each child ensuring no one was left out. The event was also energised by the Community Garda Team who made sure Santas arrival into the estates was memorable with lights and sirens on! They also successfully arrested the Grinch who had been evading custody in Wadman Park!

Residents were delighted with the event and commented on how nice it was to see smiles on everyone's faces, not just the children!

This was very encouraging for the TLO in supporting future events with the assistance of the Residents Committees in Council estates.



### Call to Action - Sign up for updates from your Tenant Liaison Officer

- ✓ Get the Latest Tenant Updates!
- ✓ Want to stay informed about important news, events, and opportunities for tenants?
- ✓ Sign up today to receive regular updates.

Scan the QR code  
Visit [[EstateManagement](#)]  
Call [042 933 5457]

Stay informed. Stay involved. Make your home experience better!



# 09

## Moving On - Ending Your Tenancy



10 REDUCED  
INEQUALITIES



## Section 9: Moving on – Ending Your Tenancy

### Transfers and Mutual Swaps

You may apply for a transfer to another Council property if:

- Your current home is overcrowded
- Your home is too large for your needs (this is called right sizing)
- You have medical or mobility needs that make your current home unsuitable

All transfer applications are assessed under the Allocations Scheme 2025, this includes right sizing options, especially for people aged over 55.

### Mutual Swaps (Exchange of Tenancy)

If you'd like to swap homes with another Council or Approved Housing Body tenant, you can apply for a mutual exchange. This means you both agree to move into each other's homes.

You can apply if:

- Both homes are Council-owned or owned by Approved Housing Bodies (AHBs)
- Both tenants have clear rent accounts
- Bedroom requirements must meet the needs of both households.
- The swap cannot result in overcrowding or under-occupancy.
- Both parties must accept the property in its current condition.
- No maintenance works or upgrade works will be provided before or after the swap
- Both parties agree to the swap

### Important Notes:

- Your rent account must be up to date before a transfer/mutual swap can be approved.
- The Council will also consider estate management issues when reviewing your application.
- If you've been involved in anti-social behaviour, this may affect your eligibility.



## Taking Over a Tenancy (Succession)

If a tenant passes away or moves into long-term residential care (for example, a nursing home where they will not be returning to live at the property), a family member who is currently living at the property may be able to take over the tenancy. This process is called a succession.

To be considered, the person must:

- Be 18 or older
- Have lived in the home for at least 2 years.
- Be listed on the rent account for at least two years.
- Be eligible for housing support



## Support During Bereavement

Losing someone close is never easy. If you're going through a bereavement, there are services in County Louth and nationwide that can help. See Section 10, Directory of Services, Bereavement Support Services for more information.

## Surrender of tenancy

At some point, you may decide to move out of your Council home - whether you're relocating, buying your own place, or making a change for personal reasons. Whatever your reason, we're here to help make the process as smooth and straightforward as possible.

This section explains:

- How to end your tenancy properly
- What forms you'll need to complete
- What to do before handing back the keys
- Options available if you're thinking about buying a home

We've also included information on schemes like the **Tenant Purchase Scheme**.

If you have any questions or need help at any stage, please contact your local housing office. We're happy to support you.

## Ending Your Tenancy: What Forms You Need

### Step 1: Give Notice (Form TT1)

- You must give at least 4 weeks' written notice before you leave.

- To do this, fill out Form TT1 – Notice of Termination of Tenancy.
- You can get this form from your local housing office.

This form tells us:

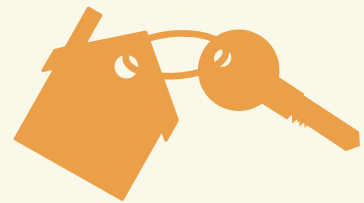
- When you plan to leave.
- Why you're ending the tenancy.
- Your new address.
- Contact details for arranging a property inspection.

## Step 2: Return the Keys (Form TT2)

When you're ready to hand back the keys, complete **Form TT2 – Surrender of Tenancy**.

This confirms:

- That you're officially giving up the property.
- That the home has been cleared and cleaned.
- That any rent arrears are being dealt with.
- That you understand any belongings left behind may be disposed of.



You'll also need to:

- Return all keys on your final day.
- Take final gas and electricity meter readings.
- Leave the home in good condition.

## Moving Out Checklist

Use this checklist to make sure everything is sorted before you hand back the keys:

### Before You Leave

- Give at least 4 weeks' written notice to end your tenancy
- Arrange a pre-leaving inspection with your housing office
- Let your gas and electricity suppliers know you're moving
- Take and record final meter readings
- Clear any rent arrears or agree a payment plan



### Preparing the Property

- Remove all personal belongings, furniture, and rubbish
- Leave the home clean and tidy, including garden and driveway

- Repair any damage caused during your tenancy
- Leave all fixtures and fittings in place (e.g. kitchen units, fireplaces)

### **On Your Final Day**

- Complete the Surrender of Tenancy form
- Return all keys (doors, windows, sheds, gates) by 12 noon
- Confirm your forwarding address for any future correspondence

## **Buying Your Home**

### **Tenant Purchase Scheme**

You may qualify to buy your home under the Tenant Purchase Scheme if:

- You're a long-term tenant (typically living in the property for 10 years or more).
- Your income meets the minimum threshold (currently €11,000 per year).
- Your home is eligible - Some properties cannot be purchased, such as those specially adapted for older people or people with disabilities.

If approved, you'll receive a discount. The Council will also retain a share in the property for a set number of years.

More Information: [www.louthcoco.ie](http://www.louthcoco.ie)

# Moving Out Checklist

## Before You Leave

- Give at least 4 weeks' written notice (Form TT1)
- Arrange a pre-leaving inspection
- Inform utility providers
- Take final meter readings
- Clear rent arrears or agree a plan

## Preparing the Property

- Remove all belongings and rubbish
- Clean the home thoroughly
- Tidy garden and outdoor areas
- Repair any tenant damage
- Leave fixtures and fittings in place

## On Your Final Day

- Complete Form TT2 - Surrender of Tenancy
- Return all keys by 12 noon
- Provide forwarding address
- Ensure property is clean and secure

Contact your local housing office if you need help.

# 10

## Directory of Services & Appendices



## Section 10: Directory of Services & Appendices

This section provides a list of services under the following themes:



### **Mental Health and Wellbeing Support Services – pages 59 to 65**

- Crisis Support – if you need urgent help now
- Hospitals
- Bereavement Support Services
- Addiction Support Services
- Mental Health & Suicide Support Services
- Sexual Violence and Domestic Abuse Support Services



### **Services for parents and young people – page 66**

Louth Parent Hub - an online, interactive directory and information portal for families in County Louth, providing easy access to local parenting supports, family programs, and community activities. It serves as a central resource to help parents find, connect with, and participate in local services.



### **Income, Financial & Social Support Services – page 67 & 68**

This section provides information on key social welfare supports and advisory services, including Citizens Information, money-management guidance, and other financial and social assistance available to the public.



### **Library Services – page 69**

Where you can read, take part in classes, access digital services and connect with others.



### **Healthy Louth – page 70**

A local government-led initiative under the Healthy Ireland framework that aims to improve physical and mental wellbeing by fostering community-driven health projects, increasing access to active lifestyles, and reducing health inequalities across County Louth.



### **Recycling, Refuse Services, Dog Warden and the County Vet Service – page 71 & 72**

This section outlines the Council's services in waste and recycling, refuse collection, animal control through the Dog Warden, and the work of the County Veterinary Service in safeguarding public and animal health.



### **An Garda Siochana – page 73**

This section lists contact numbers for local Garda stations.

## Appendices

Appendix 1 - Household Budget - Recognised Social Welfare Payments – **page 74**

Appendix 2 - The Dirty Dozen – **page 75**

## Mental Health and Wellbeing Support Services

### Crisis Support

- If you need urgent help now...



**If you feel you need to get support immediately:** Phone the emergency services on 999 or 112. Contact your local GP or attend the nearest hospital Emergency Department. [Click here for Out of Hours GP Services](#)

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### Hospitals

#### **Louth County Hospital – Dundalk**

**Address:** Dublin Road, Dundalk, Co. Louth, A91 X0DP

**Phone:** (042) 933 4701

**Services:** Minor injuries unit, out patient clinics, diagnostics, physiotherapy, surgical procedures

#### **Our Lady of Lourdes Hospital – Drogheda**

**Address:** Windmill Road, Moneymore, Drogheda, Co. Louth, A92 VW28

**Phone:** (041) 983 7601

**Services:** Emergency department, maternity, surgery, diagnostics, inpatient and outpatient care

#### **St. Joseph's Hospital – Ardee**

**Address:** Ardee, Co. Louth

**Phone:** (041) 685 3000

**Services:** Geriatric care, rehabilitation, long-stay services

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## **Bereavement Support Services**

### **Drogheda Community Services Centre**

Free bereavement counselling (daytime and evenings)

041 983 6084

[droghedacsc.net](http://droghedacsc.net)

Dermot Kierans Centre, Scarlet Crescent, Drogheda

### **Dundalk Counselling Centre**

Counselling for adults, children, couples and families

042 933 8333

[dundalkcounsellingcentre.ie](http://dundalkcounsellingcentre.ie)

Oakdene, No.3 Seatown Place, Dundalk, A91 FY67

### **Barnardos Children's Bereavement Service**

Support for children and families

01 473 2110 (Helpline, Mon–Thurs, 10am–2pm)

[bereavement@barnardos.ie](mailto:bereavement@barnardos.ie)

[barnardos.ie](http://barnardos.ie)

### **HUGG – Suicide Bereavement Support**

Peer support groups for adults bereaved by suicide

01 513 4048

[support@hugg.ie](mailto:support@hugg.ie)

[hugg.ie](http://hugg.ie)

13 Adelaide Road, Dublin 2

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## **Addiction Support Services**

### **HSE Drugs and Alcohol Helpline**

- Phone 1800 459 459
- Website <https://www.drugs.ie>
- Website <https://www.drinkaware.ie>

The HSE Drugs and Alcohol Helpline provides support, information, guidance and referral to anyone with a question or concern related to drug and alcohol use and/or HIV and sexual health.

### **The Red Door Project - Drogheda**

Address: St. Mary's Convent School, Dublin Road, Drogheda, Co. Louth

• Phone: (041) 980 4957 / 086 783 1162

- Email: [admin@lcdat.ie](mailto:admin@lcdat.ie)
- Website: [www.thereddoorproject.ie](http://www.thereddoorproject.ie)
- Opening Hours: Monday–Friday, 9:30 AM – 5:00 PM

The Red Door Project provides support for individuals and families affected by drug and alcohol misuse. Services include drop-in support, key working and group sessions, family support, harm reduction, and counselling. They also offer advocacy, education programs, and a Community Employment rehabilitation scheme.

### **Turas Dundalk**

Address: 59 Clanbrassil Street, Dundalk, Co. Louth

- Phone: (042) 93 38221 / (042)93 38224
- Email: [info@turascounselling.ie](mailto:info@turascounselling.ie)
- Website: [www.turascounselling.ie](http://www.turascounselling.ie)
- Opening Hours: Monday–Friday, 9:30 AM – 5:00 PM

Turas is a not-for-profit addiction support service offering free, confidential help to individuals and families affected by drugs, alcohol, or gambling. Services include structured day programmes, community alcohol detox, one-to-one counselling, family support, recovery café, and specialist groups for men, women, and gambling recovery. Turas provides a non-judgmental environment to support recovery at every stage.

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## **Mental Health and Suicide Support Services**

### **Samaritans**

*'If you need someone to talk to, we listen. We won't judge or tell you what to do'*

- Phone 116 123 (FREE to call) (24 hours a day, 365 days a year)
- Website [www.samaritans.org](http://www.samaritans.org) • Email [jo@samaritans.org](mailto:jo@samaritans.org)

If you need a response immediately, it's best to call us on the phone. This number is FREE to call. Talk to us any time you like, in your own way, and off the record – about whatever's getting to you. You don't have to be suicidal.

### **Text About It**

Text About It is a free, 24/7 service, providing everything from a calming chat to immediate support for your mental health and emotional wellbeing.

Free-text HELLO to 50808 for an anonymous chat with a trained volunteer, any time.

<https://www.textaboutit.ie/>

### **Childline**

- Phone 1800 66 66 66 (FREE to call) (24 hours a day)
- Text the word TALK to 50101
- Website [www.childline.ie](http://www.childline.ie)

Here in Childline we try to empower, support, and protect young people like you. Our services are all free and confidential. We don't trace calls or texts and your IP address is not visible. Children and teenagers talk to us about a lot of different things. You don't have to have a problem to contact us. We don't give out to you or tell you what to do. We help you figure out your own solutions and we're here to listen. There are several ways to get in touch with us. There is a telephone service, there is an online service and there is a mobile phone texting service.

### **Teen Line Ireland**

- Phone: 1800 833 634 (FREE to call)
- For our Free Text Service - text the word TEEN to 50015
- Both are open 8pm to 11pm, 365 days a year.
- Website: [www.teenline.ie](http://www.teenline.ie)

Sometimes we can let things pile on top of us. Talking may seem scary. But it helps when there's someone there to really listen. Teen-Line Ireland is a National Free-Phone and SMS Text Service – that means:

- You don't need credit to call or text us from your mobile
- You don't need any change to call us from a phone box
- You won't be charged for calling us from a house phone.

### **We just listen – that means:**

- We don't tell you what to do
- We don't make any judgements about you or anyone you may talk about.

### **Pieta House**

The services previously provided by Console have transferred to Pieta House. The contact details for Counselling Centre remains the same. Please visit [www.pieta.ie](http://www.pieta.ie)

- The 24/7 Suicide Helpline is available by calling 1800 247 247 or texting "HELP" to 51444.
- Phone 1800 247 247 (FREE to call) (24 hours a day, 365 days a year)
- Text the word HELP to 51444 (standard text message rates apply)

The suicide prevention helpline provides free professional counselling, support, advice and information for anyone in suicidal crisis or who has been bereaved by suicide. Perhaps you are worried about someone who is struggling or you have some other concerns about suicide? If so, please talk with one of our fully qualified and accredited counsellors or therapists today.

### **SOSAD Ireland**

Drogheda

Address: 30 Magdalene Street, Drogheda, Co. Louth

- Phone: (041) 984 8754 Email:
- drogheda@sosadireland.ie Website:
- [www.sosadireland.ie](http://www.sosadireland.ie)
- Opening Hours: Monday–Friday, 9:00 AM – 9:00 PM

### **Dundalk**

Address: 42 Jocelyn Street, Dundalk, Co. Louth, A91 TE26

- Phone: (042) 932 7311
- Email: dundalk@sosadireland.ie
- Website: [www.sosadireland.ie](http://www.sosadireland.ie)
- Opening Hours: Mon–Thu 10:00 AM – 6:00 PM, Fri 10:00 AM – 5:00 PM

SOSAD (Save Our Sons And Daughters) provides mental health and suicide prevention support for individuals and families. Services include free, confidential counselling, bereavement support, suicide prevention programs, and mental health awareness talks in schools and communities. The Drogheda centre offers person-centred therapy in a safe, welcoming environment.

### **Aware**

- Phone 1890 303 202 (Available Monday – Sunday, 10am to 10pm)
- E-mail support [supportmail@aware.ie](mailto:supportmail@aware.ie)

The Aware Support Line is for individuals who are seeking support and information to cope with, manage or recover from depression, anxiety and related conditions. Sometimes it can feel too difficult to pick up the phone and talk with someone about what is troubling us, so writing (using the above email address) might be an easier option for some people.

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## **Sexual Violence and Domestic Abuse Support Services**

### **North East Rape Crisis Centre**

- Phone 1800 21 21 22 (FREE to call) (Monday – Friday, 10.30am-12 noon)
- Website [ww.rcne.ie](http://ww.rcne.ie)

We are here to listen and support women and men, and young people who have been raped, sexually assaulted, sexually abused as children or have experienced other forms of sexual violence.

### **Dublin Rape Crisis Centre (national helpline)**

- Phone 1800 77 88 88 (FREE to call) (24hours, 365 days a year)
- Website [www.drcc.ie](http://www.drcc.ie)

We offer a free confidential, listening and support service for women and men who have been raped, sexually assaulted, sexually harassed or sexually abused at any

time in their lives. We take calls on our freephone number from anywhere in the country.

### **Women's Aid (national helpline)**

- Phone: 1800 341 900 (FREE to call) (10am – 10pm every day of the year, except Christmas day)
- Email: [helpline@womensaid.ie](mailto:helpline@womensaid.ie)
- Website: [www.womensaid.ie](http://www.womensaid.ie)

Women's Aid knows how difficult it can be living with domestic violence. That is why we offer free confidential support and information. We listen to you and talk to you about your situation. We won't judge you or tell you what to do. We won't tell anyone you've been in touch with us. We can discuss your options and help you plan your safety. We can support you by sitting down with you to you explore the various options available to you. We can also go to court with you.

### **Women's Aid Dundalk**

- The 24 hour helpline is available by calling 042 933 3244 (FREE to call)
- Text support is available by contacting 086 189 2439 (Monday - Friday, 9am - 4pm )
- Email [info@womensaiddk.net](mailto:info@womensaiddk.net)
- Website [www.womensaiddundalk.net](http://www.womensaiddundalk.net)

Women's Aid Dundalk is an organisation which believes in the basic rights of women who are, or who have lived with domestic violence. Refuge and support is available to all women and their children on an open door basis. It is a caring organisation, which provides a nurturing atmosphere for all involved. It enables personal growth and development through a philosophy of mutual aid and self-help.

### **Men's Aid Ireland**

- National Confidential Helpline – 01 554 3811
- Email – [Hello@mensaid.ie](mailto:Hello@mensaid.ie)
- Monday – Friday: 9am – 5pm

Men's Aid Ireland Office Address:

St. Anne's Resource Centre  
 Railway Street  
 Navan  
 C15 W0YX  
 Co. Meath

Men's Aid Ireland provide a confidential service underpinned by a victim centric and human rights proofed approach aimed at ensuring all male victims of Domestic

Violence / Coercive Control receive the required support to be safe. Men's Aid support those victims who, from a gender perspective, primarily identify as male, including non-binary, intersex and transgender men within its support and services provision.

### **Drogheda Women's and Children's Refuge**

- Helpline: 041 9844550
- Freephone: 1800 929999
- Email: [supportservices@droghedarefuge.org](mailto:supportservices@droghedarefuge.org) or [outreachsupport@droghedarefuge.org](mailto:outreachsupport@droghedarefuge.org)
- Website [droghedarefuge.org](http://droghedarefuge.org)

Drogheda Women and Children's Refuge (DWCR) is committed to providing support and assistance to women and children experiencing domestic violence and homelessness for more than 25 years. We believe that everyone deserves to live a life free from fear, abuse and uncertainty

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## Services for parents and young people

### Louth Parent Hub



<https://www.louthparenthub.ie/about>

The '**Louth Parent Hub**' is an online and interactive information hub for families living in County Louth. It provides information on the services and programmes available across Louth.

The aim of the hub is to provide families with the most up to date information available to them, and a way to find and contact the required services, via an online 'Directory of services'.

The Directory of Services has been categorised into the following themes:

- Childcare
- Education
- Support Services
- Health and Disability
- Counselling and Therapy
- Youth and Community
- Sports and Recreation

**Check out the 'Louth Parent Hub' Directory of Services via the link below:**

<https://www.louthparenthub.ie/services>

Along with providing information about services and programmes, the hub has also created a live 'calendar of events', on which you can register your interest and contact the provider directly.

**Check out what's on via the link below:**

<https://www.louthparenthub.ie/events>

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## **Income, Financial & Social Support Services**

### **Department of Social Protection**

Intreo Centres in County Louth

#### **Drogheda Intreo Centre**

Location: Custom House Quay, Drogheda, Co. Louth

Phone: (041) 9871130

#### **Dundalk Intreo Centre**

Location: Government Buildings, St. Alphonsus Road, Dundalk, Co. Louth

Phone: (042) 9392600

#### **Ardee Intreo Centre**

Location: Moore Hall, Ardee, Co. Louth

Phone: (041) 6850950

### **Citizens Information**

#### **Drogheda CIC**

Address: 86 West Street, Drogheda, A92 X209

Phone: 0818 07 5940 (If calling from outside Ireland - 041-9720231)

#### **Dundalk CIC**

Address: 3 - 6 Adelphi Plaza, Long Walk, Dundalk, A91 NN 83

Phone: 0818 07 5950 (If calling from outside Ireland - 042-9426311)

### **Money and Debt Management Service**

MABS provides free, confidential, and independent advice on money management and problem debt. Services are available online, by phone, and in person.

#### **Dundalk MABS**

Address: 58/59 Anne Street, Dundalk, Co. Louth, A91 RF97

Phone: (042) 9327823

Helpline: 0818 07 2000

Email: [info@mabs.ie](mailto:info@mabs.ie)

Website: <https://www.mabs.ie/en/>

#### **Drogheda MABS**

Address: 1 Mayoralty Street, Drogheda, Co. Louth, A92 ADC9

Phone: 0818 07 2490

Email: [drogheda@mabs.ie](mailto:drogheda@mabs.ie)

Opening Hours: Monday–Friday: 9:00am–1:00pm, 2:00pm–5:00pm (closed during lunch)

Wheelchair Access: No

Website: <https://www.mabs.ie/en/about/find-a-mabs-office/louth-mabs-drogheda/>

## St. Vincent de Paul (SVP) locations in County Louth

### Dundalk

Address: 21 Jocelyn Street, Townparks, Dundalk, Co. Louth

Phone: (042) 933 9056

Email: [info@svp.ie](mailto:info@svp.ie)

Website: [www.svp.ie](http://www.svp.ie)

Address: 125a Castletown Road, Dundalk, A91 DH98

Phone: (042) 933 4460

Address: 73 Clanbrassil Street, Dundalk, A91 AH5N

Phone: (042) 938 1694

### Drogheda

Address: Tiernan House, Fair Green, Drogheda, Co. Louth

Phone: (041) 9873331

Website: [www.svp.ie](http://www.svp.ie)

Address: 66 Fair Street, Drogheda, A92 EW84, Co. Louth

Phone: (041) 983 9848

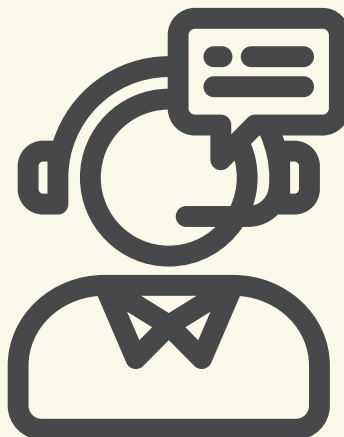
Address: 53/54 Trinity Street, Drogheda, Co. Louth

Phone: (041) 984 3832

### Dunleer

Address: Lower Main Street, Dunleer, A92 C2HV, Co. Louth

Phone: (041) 686 3356



## **Louth County Council Library Service.**

Louth County Council Library Service provides a wide range of resources and supports to the community through its network of branch libraries across Dundalk, Drogheda, Ardee, Dunleer, Carlingford, and the Mobile Library Service.

In addition to lending services, every branch provides free internet access and an extensive reference collection, along with regular events, activities, and family-friendly programmes designed to support learning, wellbeing, and community engagement.

**All library services are completely free for all members.**

### **1. Dundalk Library**

Address: Roden Place, County Hall, Dundalk, A91 N226

Phone: (042) 935 3190 or (042) 933 5457

Email: libraryhelpdesk@louthcoco.ie

### **2. Drogheda Library**

Address: Stockwell Lane, Drogheda

Phone: (041) 987 6162

Email: libraryhelpdesk@louthcoco.ie

### **3. Ardee Library**

Address: Market Square, Ardee

Phone: (041) 685 9023

Email: libraryhelpdesk@louthcoco.ie

### **4. Dunleer Library**

Address: Station Street, Dunleer

Phone: (041) 685 9022

Email: libraryhelpdesk@louthcoco.ie

### **5. Carlingford Library**

Address: Trinity Close, Carlingford

Phone: (042) 938 1901

Email: libraryhelpdesk@louthcoco.ie



<https://www.facebook.com/LouthLibraries/> <https://www.instagram.com/louthlibraryservice/>



## Healthy Ireland at Your Library

Healthy Ireland at Your Library is a free service in all public libraries, offering helpful books, e-books, online resources and regular talks and events to support your health and wellbeing. It's a great way to get reliable information on staying healthy and looking after yourself and your family, all completely free through your local library.

For more info, watch the short video below.



## Healthy Louth

Healthy Louth is a local initiative operating under the national Healthy Ireland framework to improve physical and mental wellbeing across County Louth, Ireland. It promotes healthy lifestyles through community-based projects, including the Wellbeing Map, mental health programmes for youth, and support for smoking cessation.

Key aspects of Healthy Louth include:

- **Community Focus:** It connects residents with local activities, green spaces, and supports designed to boost well-being and social inclusion.
- **Partnership:** Led by Louth County Council in collaboration with local agencies, the project aims to create a supportive environment for better physical and mental health.

It is funded by the Department of Health and aligns with national goals to reduce health inequalities, according to Healthy Ireland Local Government.

**Resources:** Healthy Louth provides a monthly newsletter on local events and healthy living tips, and you can also check out the CommUnity Connect Wellbeing Map for Louth for information on community supports and services.

For more information visit :

<https://www.louthcoco.ie/en/services/community/programmes/healthy-louth/>

Rialtas na hÉireann  
Government of Ireland

hi  
Healthy Ireland

hi  
Healthy Louth

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SCAN ME

HEALTHYLOUTH

SCAN ME

SCAN ME

The Healthy Louth Fund supported by  
the Department of Health

pobal  
government supporting communities

Comhairle Contae Louth  
Louth County Council

CommUnity  
CONNECT LOUTH & HEALTH  
WELLBEING MAP - LOUTH

KNOW YOUR FLAGS AT THE BEACH

MAP LEGEND

MUNICIPAL DISTRICTS

CLICK HERE!



## Recycling Centres in County Louth

### Dundalk Recycling Centre

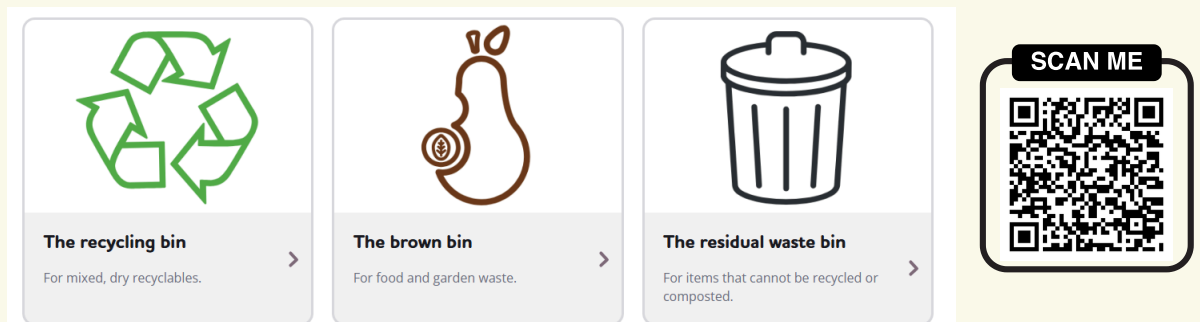
- Location: NewryRoad,Dundalk, Co. Louth Phone: 042 9329200
- Accepted Materials: Cardboard: Corrugated boxes, cereal boxes, tetra paks (clean and dry)
- Glass: Bottles and jars (no window glass, lids removed, rinsed)
- Paper: Magazines, brochures, office paper (clean and dry)
- Batteries: Car, household, mobile phone, lead acid
- Plastics: Bottles, bags, bubble wrap, shampoo bottles (clean and dry)
- Cans: Aluminium and steel food tins (rinsed)
- Miscellaneous: Mobile phones, printer cartridges, stamps, fluorescent tubes, metal hangers, foil trays

### Drogheda Recycling Centre

- Location: CollonRoad,Drogheda, Co. Louth
- Phone: 041 9803900
- Accepted Materials: Similar to Dundalk
- Call ahead to confirm specific items

## Refuse Collection Services in County Louth

All households in Ireland, with a kerbside waste collection service, must be provided with separate collections by their service provider for:



For more information visit: [My Waste - Ireland's guide to managing waste.](https://www.mywaste.ie/)

**McElvaney's Waste & Recycling and Ace Environmental**

047 808 90  
<https://www.mcelvaneywaste.com>  
NWCPO-12-06461-04

**Oxigen Environmental Unlimited Company**

0818 694 442  
<https://www.oxigen.ie/>  
NWCPO-08-01106-06

**Panda Green**

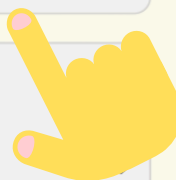
01 8298992  
<https://www.panda.ie/household/>  
NWCPO-13-11193-06


**AES Recycling**

045 580 060  
<https://www.aesrecycling.ie/>  
NWCPO-08-10601-07


**Ecological Waste Management Ltd**

042 9370152  
<https://www.ecological.ie>  
NWCPO-09-06383-06





**SCAN ME!**



## Dog Warden and County Vet

Dog Pound Location: Whiterath, Dromiskin, Dundalk, Co. Louth

Phone: (042) 932 4140

Email: [vets@louthcoco.ie](mailto:vets@louthcoco.ie)

Website: [www.louthcoco.ie](http://www.louthcoco.ie)

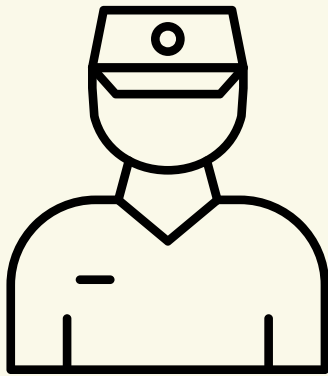
County Veterinary Office – Louth County Council

Location: County Hall, Millennium Centre, Dundalk, Co. Louth

Phone: (042) 933 5457

Email: [vets@louthcoco.ie](mailto:vets@louthcoco.ie)

Website: [www.louthcoco.ie](http://www.louthcoco.ie)



## An Garda Siochana

Dundalk Garda Station – (042) 938 8400

Hackballscross – (042) 937 7142

Castlebellingham – (042) 937 2205

Carlingford Garda Station-(042)- 937 3102

Blackrock – (042) 932 2194

Drumad – (042) 935 8680

Drogheda Garda Station – (041) 987 4200

Clogherhead – (041) 982 2222

Dunleer – (041) 6851202

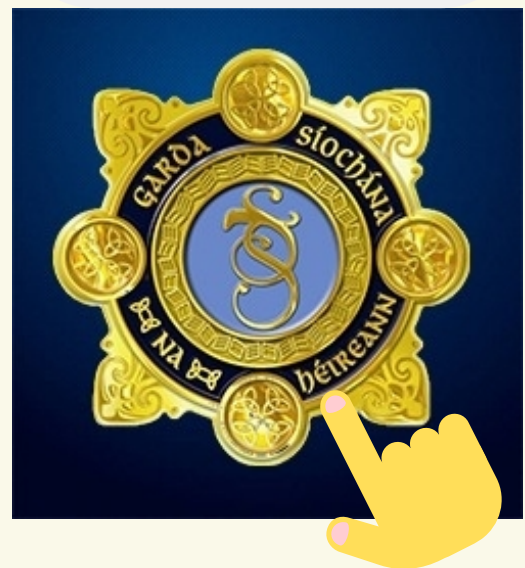
Collon – (041) 982 6102

Ardee Garda Station – (041) 687 1130

Omeath Garda Station – (042) 937 5175



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## Appendix 1

### Household Budget - Recognised Social Welfare Payments













- Jobseekers Benefit/Jobseekers Allowance
- Carers Benefit/Carers Allowance
- Working family payment
- State Pension (Contributory and Non-Contributory)
- State Pension (Transition)
- Invalidity Pension
- Widows/Widows Pension (Contributory and Non-Contributory)
- Surviving Civil Partners Pension (Contributory and Non-Contributory)
- Pre-Retirement Allowance
- Blind Pension
- One Parent Family
- Desert Wife's Benefit/Allowance
- Prisoners Wife's Allowance
- Supplementary Welfare Allowance
- Disability Allowance
- Any other cash benefit approved by the Minister for Social Protection

## Appendix 2

# The Dirty Dozen

These items should never be flushed down the toilet

When these items are flushed down the toilet they can cause problems in our homes, wastewater treatment network and the environment

 Cotton Buds	 Baby Wipes	 Facial Wipes
 Cleansing Pads	 Toilet Roll Tube	 Medicines
 Cigarettes	 Plasters	 Nappies
 Tampons	 Tampon Applicator	 Sanitary Pads

Please put these items in the bin and not down the toilet

Join the campaign at [www.thinkbeforeyouflush.org](http://www.thinkbeforeyouflush.org)

Help to beat the Dirty Dozen & support Think Before You Flush



@CleanCoasts

#thinkbeforeyouflush

[www.thinkbeforeyouflush.org](http://www.thinkbeforeyouflush.org)



Think Before You Flush is operated by An Taisce's Clean Coasts programme and is supported by Irish Water

An Taisce

UISCE

WATER

# Thank, You!

*Thank you for taking the time to read your Tenant Handbook. We hope it supports you in making your home a safe, comfortable, and positive place to live. Louth County Council is committed to building strong, inclusive, and sustainable communities, a commitment reflected in our alignment with the United Nations Sustainable Development Goals throughout this handbook.*

*By working together, we can protect our environment, respect our neighbourhoods, and contribute to a brighter, more sustainable future for everyone in County Louth. If you ever need guidance or support, our team is here to help. Welcome to your home, and thank you for being part of our community.*



# Thank You



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## Contact Information

Phone: (042) 933 5457

Website: [louthcoco.ie](http://louthcoco.ie)

Email: [info@louthcoco.ie](mailto:info@louthcoco.ie)

### Social Media:

- <https://www.facebook.com/louthcoco/>
- <https://x.com/louthcoco>
- <https://www.instagram.com/louthcountycouncil>



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