

# Welcome to Buckley Hall!

Hello, we are delighted that you are staying with us.

This document provides a quick introduction to key documents and contacts to make your stay at Buckley Hall a more enjoyable one. **Firstly, everything is on our website [www.buckleyhall.ie](http://www.buckleyhall.ie) please use the webpage as your 1<sup>st</sup> point of contact for all information regarding the building and methods of communicating with us.**

## The key sources of information/communication on our website are

1. **Downloads and Links Section**, please review these in detail when you have time.
2. **Frequently Asked Questions (FAQ)** section where most commonly asked questions are answered.
3. **Contact Us Form** – used for raising any maintenance issue with your apartment

## Buckley Hall Wifi Details

**Wifi Name = Buckley Hall**

**Password = Bha1922#**

## Introduction of Buckley Hall Staff and their Roles

1. **Prateek** – Office Manager: In charge of operation of Buckley Hall Email [Info@BuckleyHall.ie](mailto:Info@BuckleyHall.ie) or **01 6625149**
2. **Dave** – Building Maintenance Manager: In charge of all maintenance and inventory, deals with maintenance issues raised on Contact Us Form E-mail: [Maintenance@buckleyhall.ie](mailto:Maintenance@buckleyhall.ie)
3. Our security is operated by **Top Class Security**
4. We use an independent professional cleaning company

## Contacting staff

The best way to contact us by far is through our [Contact Us Form](#) on our webpage as detailed above. Most of your queries are probably already answered on our **FAQ** and **Download** section on our website and we strongly recommend you read these 1st. Communications through the Contact Us Form are logged on our database and automatically forwarded to the correct staff member, we try to address issues as quickly as possible, dependent on urgency from date logged on website. If you email the office with an issue it will delay the issue being fixed as the staff will request you 1<sup>st</sup> log it on the Contact Us form. Alternatively, if you need to talk to us you can call us on **01 6625149 or also email us on [info@BuckleyHall.ie](mailto:info@BuckleyHall.ie)**. If you ever have an emergency such as fire please contact the Gardai (Police)/Fire Brigade direct, do not wait, call **112**.

Our office hours are **Mon-Fri 09:00 to 17:30** and we will likely only respond to your query during these hours. We are based in the Buckley Coworking Space. Please note this is a coworking environment with other companies, therefore if you need to meet, please email us and we can arrange to meet in your apartment as we cannot provide access to the coworking space to tenants.

## Check In - Process

1. You must first have signed your licence, paid deposit and rent inline with licence terms
2. **Key Collection** - You can arrange to collect your keys during normal office hours, however if you are arriving outside of normal office hours, you should request a **Late Key Pick Up** which will involve you being provided a pin to access your keys which will be left in your apartment post box. Your key set per bed will include
  - a. **a fob for all common area and external doors**
  - b. **a front door key**
  - c. **a bedroom key**
3. You should confirm you have all inventory as detailed [here](#), **if missing any please use the Contact Us form to detail missing inventory in the 1<sup>st</sup> week of your licence** otherwise the cost of missing inventory on checkout might be deducted from your deposit. You should also raise any maintenance issues using the same process.
4. You gas and electricity meter readings are taken by staff at licence start date for future billing

## **Fire:**

Please note the building is fitted with a fire alarm and fire equipment throughout. If you see Fire or Smoke, please call the fire brigade on 112

If the fire alarm activities please vacate the building immediately and assemble in front of the Fire Station (Artists Studios across road on Buckingham Street Lower)

Whilst we carryout regular fire drills we will notify you if one is planned and any drill will always be around 10-12 in the morning.

## **Security:**

Please review [General Terms and Conditions](#) as to house rules.

Please be very careful to not allow strangers to follow you into building by accidentally keeping the door open. Do not provide access to anybody you do not know. If you have any concerns please contact the office.

Do not lend your keys or fob to other people.

Buckley Hall has an extensive CCTV system and uses a 3<sup>rd</sup> party security company to manage the building.

## **Use of the Car Park**

**Bike Space** – your fob works on all common areas including the pedestrian gate to basement beside car entrance. You should lock your bike in the basement (please note it is not allowed to keep bikes in apartments due to damage it causes throughout building).

**Car Space** – You accommodation does not include use of carpark which is fully let. We do not have sufficient space in carpark to facilitate students/families parking in basement for drop offs. We recommend that you park in vicinity first, collect keys and access your apartment. You can request the office access later to use of carpark, and based on how busy it is they will try and facilitate to allow for larger drop offs. We however recommend you park outside building and quickly bring up your items.

## **Laundry Facilities**

The [Laundry facilities](#) are based in the basement, follow link to install app for use. All apartments are provided with drying racks and you can use them to dry your clothes (please make sure that windows are opened when drying to prevent damp build up in apartment).

## **Waste**

We have 4 types of waste bins which are based in basement, and 3 bins in your apartment to separate waste

1. Recycling (**Green** Bins - [See what is recyclable](#))
2. Mixed Glass (**Orange** Bins - no plastic bags please, glass only)
3. Vegetable Waste (**Brown** Bins – no plastic bags please)
4. General waste (**Black** Bins – for everything else)

We hope you enjoy your stay with us, and again if you need to contact us please use the [Contact Us Form](#) for quickest response times.

Kind Regards,

**The Buckley Hall Team**

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