



# Student Handbook



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# Welcome to Brickworks

We are excited to welcome you to Brickworks and appreciate you choosing us. The team and I are here to support you during your transition to student life and will do our utmost to ensure you have a memorable experience with us.

We have created this student handbook to provide you with valuable information on your new home away from home. This handbook will be a reference guide to many of the questions you may have throughout your stay. There is a lot of information provided but it is important to familiarize yourself with the contents of this handbook for the health, safety, and comfort of all students. It will also let you know what to expect when you arrive, particularly if this is your first time living in a student residence.

Brickworks is designed and managed with you in mind and we really hope you immerse yourself into student life by fully participating in our social programme. We encourage you to be part of our student community, whilst also making lifelong friendships with people from all over the world.


Enjoy your stay with us and feel free to contact us with any suggestions you feel could improve your student experience.

“Wishing you a great year at Brickworks, Dublin!”





## Get In Touch


 BrickworksDublin

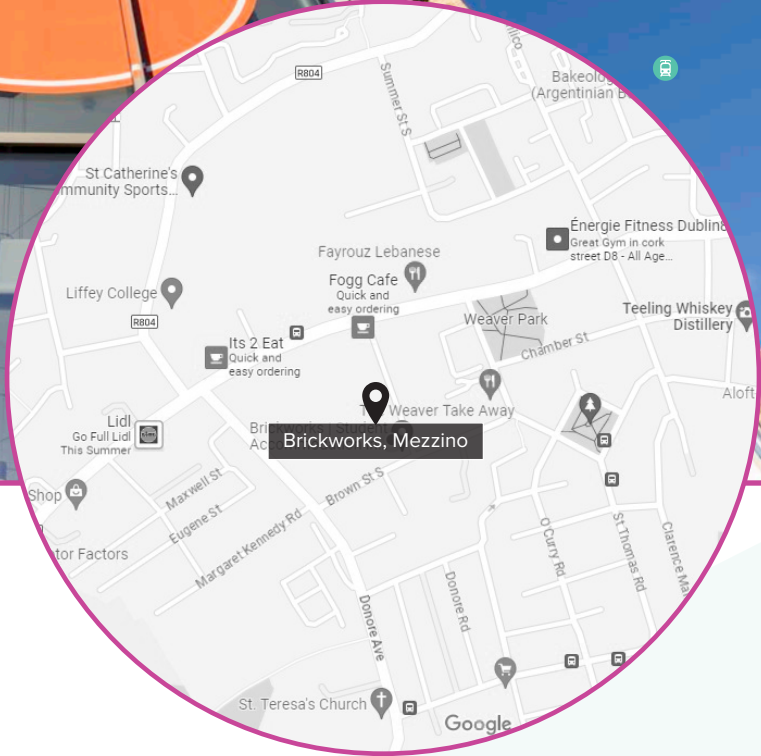
 mezzinoire

 @Brickworks/Dublin

 mezzino.ie

 (+353) 1 571 5130

 brickworksenquiries@mezzino.ie



# The Essentials

## How to find us

Brickworks, Brickfield Lane, Dublin D08 PFY5.

## Telephone Number

**+35315715130**

Our main phone line is manned during normal office hours. Outside of office hours, for emergencies please contact us on

**+353 85 853 1902.**

Please save this important contact number in your mobile phone.

## The Onsite Team

A member of our team is available 24 hours a day to ensure you enjoy your stay, whether it be by providing a friendly face, offering some support or advising on upcoming events.

If you would like to speak with your Residence Manager they will be available during normal office opening hours - just pop down to reception and ask to see them.

## Our Team are Available:

For your safety and comfort, our property is staffed 24 hours per day.

Our accommodation team are available at the front desk during normal office hours (Mon-Fri 8am - 8pm, Sat 10am - 6pm, Sun 10am - 4pm) for any accommodation related queries.

## Local Transport

Brickworks is located close to many bus stops and is a 10 minute walk from the Luas red line. We are within walking distance of Griffith College, BIMM, NCAD, DBS, Trinity College and RCSI.

We are on the edge of Dublin's city centre, which gives you easy access to all the various modes of transport the city has to offer.





# Student Hub



To help us better support you we have developed the Mezzino Student Hub. The Hub will allow you to accept and review your licence agreement, upload any required documentation, make payments, and report maintenance issues.

## Registering for Hub Access

To get access to the Mezzino Hub all you need to do is log onto: [hub.mezzino.co.uk/login](http://hub.mezzino.co.uk/login)

*Note: You must use the same email address as you used to make your booking with us.*

Once you have registered on the Hub you can:

## Review your Tenancy Agreement

The tenancy document you accepted as part of your initial application to stay with us can be reviewed or downloaded at any time.

## Check Your Account with Us

If you want to check upcoming charges on your account or view payments made, you can log onto your Hub account to see these transactions. If you need a statement of payments for a grant agency, please contact the reception.

## Making Payments

You can log on to the portal and make payments in relation to your current booking or any bookings for future years.

## Logging Maintenance

Our Maintenance Team are on site Monday to Friday. To get a maintenance issue seen to, you must log it on the Hub. Here you can provide some details in relation to the issue and a report will be created for our team. Maintenance issues will be seen to in order of importance.

Important: If the issue is serious or a danger to your safety or the safety of others, please contact Reception immediately so that we can ensure the issue is dealt with as a priority.





# Dublin on your doorstep

Welcome to Dublin, a lively capital. With its seamless blend of classic visitor sights, excellent social scene and the natural surroundings of Dublin Bay and the Dublin Mountains framing it on all sides, this relaxed city is full of places to explore and things to do.

The city is well served by public transport networks including bus, rail and Luas, making it easy to navigate your way around.

The population in Dublin is diverse with approximately 20% of its residents being born outside Ireland. This provides a wonderful opportunity to meet people from all over the world and learn about their culture. However, let's not forget about the friendly locals! Dublin has been named Europe's friendliest city twice by TripAdvisor and no doubt you will love this city.

Ireland also has the youngest population in Europe with one third of the population being under 25 years old. For this reason there are many events and activities happening around the city that are of interest to the student population.

Dublin is also one of 6 UNESCO cities of literature. With four Nobel prize winners (Yeats, Beckett, Shaw and Heaney), universities of global distinction in Trinity and UCD, numerous book festivals and a world-class new city library, it's without a doubt that the capital has literature in its blood.

Our friendly team will be happy to assist you in finding your way around or provide you with information on free resources to learn more about your new home!



Great Nightlife



Interesting Attractions



Excellent shopping







# Before you get here

Before the start of your tenancy you will receive an email with lots of information on how to make sure you are ready to move in, booking a check-in slot, guidance on what to do when you arrive and information on local hotels and car parks if you will be bringing your family with you.

There will also be details of the social events we have planned during your 'Welcome Week,' so pop the dates in your diary and get ready to join in and make new friends!

## What to Bring



Duvet, pillows, sheets etc.



Toiletries



Towels



Toilet paper



Laptop or PC



Medications

All our kitchens are fully equipped so you don't need to worry about any of this!

If you'd like to order your bedding and towels for delivery before your arrival, we recommend Kavanagh's, who offer a great student package deal. Please order a minimum of 1 week before your arrival.

[CLICK HERE](#)

Please take note of the following.

- Ensure that you have paid your first rent instalment. This is important as we will be unable to issue your keys if the payments are not received as cleared funds in our bank account before you check in. Your rent due dates can be found in your License to Reside.
- Before you arrive we will issue you details on how to book a move in slot. It is important to book your move in slot so that we can know when to expect you and can make sure your room is ready and waiting for your arrival!

## What Not to Bring For fire safety reasons!

- Any appliance with an exposed heating element, including portable heaters.
- Any electrical appliance purchased somewhere other than Ireland.
- Candles, incense, wax burners, oil burners or any item with an open flame.
- Hookahs/shisha pipes.
- Extension cords with multiple plugs (with the exception of high-quality individually switched extension strips with built-in surge protectors). All appliances which generate heat such as curling tongs, hair dryers, toasters and clothes irons must be plugged directly into a plug socket.
- Door stops.
- Large pieces of furniture.
- Electric Blankets

Any electrical items brought to the property need to be CE rated. No cooking devices are allowed to be kept or used in bedrooms.



# First Things First

When you first arrive, we ask that you come to Reception on your own so that we can give you your key.

Please note we do not have parking at the property, please refer to the information provided in the lead up to your arrival date for local parking options and drop off point details and procedures.

The following items will be required in advance of your arrival:

- Photo ID (Passport or Driving Licence)

You will be directed to your apartment on arrival. Information on welcome/social events will be posted around the building and on our social media.

If there is anything you aren't sure of, just ask a member of the team. Remember, a lot of us have been through the experience of moving into student accommodation ourselves, so we know what you are going through!

## Out of Hours Arrival

Brickworks is staffed 24/7 so this will not be a problem, though there may be longer waits outside of normal office hours due to less staff being on-site.



Study Area



Communal Spaces



Shared Living Spaces





# Settling in

## Completing your room inventory *Before you start to unpack*

Before you start to unpack, you should complete your room inventory. This should be completed within 48 hours of checking in and is the official record of the condition of your room when you arrived. It's really important that you complete it as accurately as possible as it will be used as a comparison with the condition of the room when you leave.

You will need to check the condition of every item in your room and communal areas to record anything that is missing or damaged. If you do not submit an inventory, we will assume that everything is present and in perfect condition, meaning you will be charged for any missing or damaged items at the end of the tenancy.



### Your Room

You have got your key, so now it's time to settle in! We want you to make your room your own but please do not stick or hang anything on the walls as any damages to the paint will be deducted from your deposit.



### Your Flatmates

It's usually a good idea to take some time to introduce yourself to your new housemates. Remember, everyone is new, so don't be shy! We will be providing opportunities for you to socialize with other students from the property so please keep an eye on our events calendar.



### Your Visitors

You may have one occasional overnight guests. Please do not invite someone to stay for more than 3 consecutive nights without the consent of all of your flatmates. If you want to invite guests over for lunch or dinner, please mention it to your flatmates beforehand so they know who they are likely to find in your kitchen! You'll need to make sure that your flatmates still have space to cook and eat, and that you or your guests do not use any of your flatmates kitchen items or food.



### Shared Spaces

Everyone should feel comfortable using any of the shared living spaces within an apartment. Please ensure you clean as you go, each and EVERY time. If the shared space is unclean and we need to send our cleaner(s) in, all flatmates will share the cost of this, without exception. All areas should be left as you would like to find them. We recommend a bin emptying and cleaning rota is created between housemates so that responsibilities are shared. Please remember that trash must be brought regularly to the bin store room behind Core 1 to avoid bad smells and/or insect issues.



### Noise Levels

Please be considerate of your neighbours and keep noise levels to a minimum throughout all areas of the building. Try to be quiet coming in and out of your apartment, especially at night during the quiet hours of 10pm – 8am when others might be sleeping.

Balconies should not be accessed during quiet hours. We also request that balcony doors are kept closed when in use to prevent noise from inside the apartment causing a disturbance to others.

\*If you have guests visiting it is particularly important that you are considerate and keep any noise to a minimum otherwise they will be removed from the property and you may be penalised.



# Getting Connected

Our wifi/internet is provided by ASK4, details on how to connect are provided below. Should you experience any issues with connections during your stay please contact [support.ask4.com](mailto:support.ask4.com)

## WiFi Connection

- 1 Connect to **ASK4 Wireless** WiFi network
- 2 Go to [signup.ask4.com](https://signup.ask4.com)
- 3 Follow Signup Wizard

## Wired Connection

- 1 Connect Ethernet cable from computer to wall socket
- 2 Go to [signup.ask4.com](https://signup.ask4.com)
- 3 Follow Signup Wizard

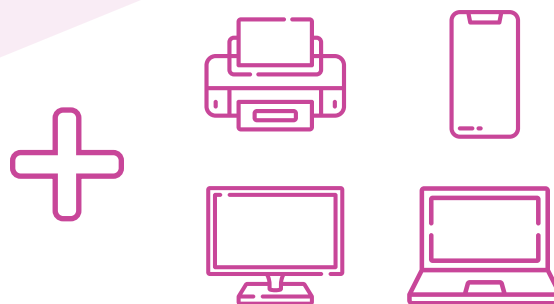
## Get The App

Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone. Simply search for 'ASK4 Support' in the App Store or Google Play.



[support.ask4.com](https://support.ask4.com)

## Add Additional Devices



- 1 On your new device, log into [myaccount.ask4.com](https://myaccount.ask4.com)
- 2 Click on 'Enable this device'

No web browser? No problem! You can also add your device's MAC address at [myaccount.ask4.com](https://myaccount.ask4.com) to get connected.

# ASK4







# Mezzino Life

Life @ Mezzino

Our social programme has been designed to assist students with the transition to college life. It provides our residents with numerous free opportunities to meet other residents as well as practical information and support to ensure they settle in. Our staff team will be organizing exciting events to keep everyone entertained, build a sense of community within our property and to enhance the wellbeing of each and every resident.



## Events Calendar

Check out our events calendar on the noticeboards around the building and our social media so that you don't miss anything!





# Your Welfare

It's good to talk! *The welfare of our Residents is our main priority.*

Going to college should be a positive and memorable experience in your life but this can also be a difficult transition for some. If you are struggling to settle into your new life you can talk to a member of the Accommodation Team who will be happy to listen and put you in touch with someone who can help.

We are here to support you; however, please find details for some external support networks below should they be required. Additionally, within your college you can find details on chaplaincy, pastoral care and other student supports.

## Samaritans

Samaritans are a helpline and provide a free listening service.

 **116 123**

(available 24 hours a day and free to call from Ireland)

 **jo@samaritans.org**

Samaritans Ireland also offer an email service


## Student Welfare

Jigsaw | Union of Students in Ireland

 **www.jigsaw.ie**

Mental Health Support

 **usi.ie**

 **+353 (1) 284 1166**

 **www.mentalhealthireland.ie**

## Other Useful Contacts

Pieta House

 **www.pieta.ie**

Sexual Health

 **spunout.ie/health/category/health-sexual-health**

Victim Support

 **crimevictimshelpline.ie**

Support Groups

 **www.irishhealth.com/psg/index.html**

Unplanned Pregnancy Advice

 **www2.hse.ie/unplanned-pregnancy**

Depression Support

 **www.aware.ie**

Alcoholics Anonymous

 **www.alcoholicsanonymous.ie**

 **+353 1 842 0700**

Gamblers Anonymous

 **www.gamblersanonymous.ie**

 **+353 1 872 1133 or +353 87 748 5878**

Narcotics Anonymous

 **www.na-ireland.org**

 **+353 1 672 8000**

 **info@na-ireland.org**







# Our Facilities and Services

New to Brickworks? *Check out some of our awesome facilities.*



## Gym

Bust membership fees and pump some iron in our on-site 24/7 gym! Fully equipped with cardio machines and free-weights, exercise is the perfect way to clear your head after a long day of study.



## Study Areas

In addition to the ample private study space provided in your apartment and room we also have two shared study lounges open 24/7, one fitted out for quiet study and the other for group study or relaxation. The resident printer can be found in the quiet study room.



## High Speed Internet

You will have access to our Wi-Fi service provided by ASK4, offering 100MB speeds throughout the entire building and communal areas. Additionally, you will have 500mb ethernet access in your bedroom with no usage caps.



## Cinema / Multi Purpose Studio

The Cinema / Multi Purpose Studio is located beside the gym. Fully soundproofed, this room is also great for music/singing practice, and for yoga and meditation. See posters around the building for how to book this space.



## Free Events

Our social programme is packed with events for you and your friends to enjoy. If you are new to Brickworks our events are a great way to meet new people and make lifelong friends. Check out othe events calendar around the building, or ask a member of the team for more details.



## Sky Lounge & Roof Terrace

Along with the open study area, don't forget to check out the Sky Lounge, a room that can be booked for resident private events, just beside the roof terrace. See posters around the building for how to book.



## Reception

Our friendly Reception team are on hand 24/7 to assist with any queries you may have and help you settle in.



## Key Card Access

One key will be given to each resident on arrival. If you lose or damage your key, there will be €10 fee to get a replacement.





## Security

All entrances are access controlled and the residence is monitored by CCTV 24 hours a day. A member of our on-site team is available day or night, so you feel safe and secure all the time.



## Maintenance

If things go wrong, you have no need to worry. Just log any issues via our 'Student Hub' and our friendly Maintenance Team will fix them quickly and cheerfully.



## Laundry

Our state-of-the-art laundry facilities allow residents the opportunity to wash and dry their clothes in comfort. No need for queuing as our Circuit Laundry app will let you see when machines are in use from the comfort of your apartment.



## Parking

We do not offer parking at Brickworks. Parking is free on most surrounding streets, but it can be very hard to find parking, so we recommend using public transport. Any vehicles parked in the area are done so at your own risk.



## Bicycle Storage

Cycling is one of the best and easiest ways to travel around so if you're bringing your bike with you, it will always have a home. Bicycles cannot be brought to apartments so please use the provided storage area. Bicycles are stored at owners' risk and a lock and chain should be used.



## Supermarkets

The closest supermarket is Lidl Cork Street, less than a 5 minute walk away. Alternatively, many supermarkets offer an online delivery service which can be a convenient way to purchase your essentials.



## Post & Parcel service

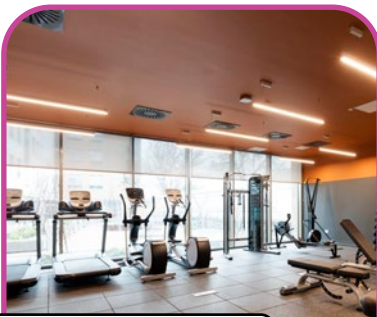
You can shop online to your heart's content; our reception staff will happily accept delivery of parcels and signed-for items. Once a delivery is received our system will automatically drop you an email to let you know that your delivery is waiting for you to collect it from reception. Your letters and small packages will be in your apartment's mailbox beside reception.

*Note: Your delivery will be stored in our secure parcel store until you collect it, however Mezzino or its staff cannot accept any liability for items accepted on your behalf. We cannot accept food deliveries on your behalf, so please ensure you are present to collect these, and that the delivery person has your mobile number.*



## Public Transport

Being on the edge of the city centre, there is access to lots of Dublin transport easily from Brickworks. Ask the residents' team, or visit [dublinbus.ie](http://dublinbus.ie) and also download the 'FREE NOW' taxi app.



Gym



Residents Lounge



Roof Terrace & Sky Lounge







# Living at Brickworks

## Security

When the Accommodation Team are not on duty, our Night staff carry out patrols. They can be contacted via the out of hours emergency number.

## Harassment & Discrimination Policy

Mezzino Student Living strive to provide all Residents with a community free of harassment or discrimination against any person or group, based on race, religion, gender, sexual orientation, civil status, family status, age, membership of the traveller community or disability. Harassment and/or discrimination in all forms is expressly prohibited.

## Locked Out?

If you are locked out during the night, please contact our emergency number +353858531902 as soon as you become aware that you do not have your key. They will verify your identity and allow you access to the room, however there may be delays. Make sure you always take your key with you.

## Damages

Accidents do happen but please let us know ASAP so that we can get things fixed as soon as we can. Damage to our property may result in a charge and certain cases may be deemed as a breach of our License to Reside. Damage to communal areas will result in equal charges if no one accepts responsibility. You are responsible for any damages caused by your guest(s).

## Insurance

We do not provide contents insurance. Many home insurance policy providers will cover items outside the home. It is advisable that you consult with one of these providers and take out a contents insurance policy

## Room & Apartment Inspections

We will carry out full room & apartment inspections during your tenancy period where we will check for cleanliness, damage and missing items. This will cover your bedroom, en-suite and any communal area within your apartment, e.g. kitchen, living room and hallway.

If on inspection the condition of your room/ communal areas is deemed to be unacceptable, you will be given 48 hours to bring it up to standard. If the area is still not up to the required standard when we re-inspect, we will arrange for our Cleaners and/or Maintenance Operative to fix the problems and charge you for the work.

If necessary Mezzino staff or contractors reserve the right to take photographs inside bedrooms /en-suites /communal areas to evidence maintenance or cleanliness issues.

## Staying with us over summer

Depending on the length of your contract you may want to make an additional booking to stay with us over the summer. Please contact the Accommodation Team to discuss availability in the building and the rent. For summer bookings we will require payment in full prior to the booking commencing and you may need to move to a different room. Please understand that the earlier you make a summer booking the more likely it is that your room may still be available.

## Maintenance

To notify our Maintenance Team of an issue, log on to your Student Hub and provide some details in relation to the problem. The team will endeavour to see to issues as soon as possible.

*Important: If the issue is serious or a danger to your safety or the safety of others, please contact reception so that we can ensure the issue is dealt with as a priority.*





# Our Rules

While we don't want to be a grinch... *we do have some rules that need to be followed for the health, safety and comfort of all students.*

## 1 Smoking & Vaping

All apartments are non-smoking/vaping apartments. If a resident(s) is found not to be adhering to this house rule it will result in disciplinary action.

## 2 Visitors

See page 8 for details on our visitor/guest policy.

## 3 Events

All events must be authorized by Management (email [brickworksenquiries@mezzino.ie](mailto:brickworksenquiries@mezzino.ie)). Any unauthorized events will be shut down.

## 4 Fire Safety

Please refer to the emergency procedures section of this handbook. No candles are allowed at Brickworks. Interfering with any fire stopping equipment for any purpose other than fighting a fire is a criminal offence under Irish law - this includes covering smoke detector(s).

## 5 Pets

Animals/Pets are not permitted (except for approved Guide Dogs).

## 6 Noise

To maintain an atmosphere conducive to study, residents are requested to refrain from causing disturbance, annoyance, or nuisance to the other residents of the complex, particularly between the hours of 10pm to 8am. Repeated abuse of this policy will be grounds for termination of the Licence Agreement.

## 7 Removal of Refuse

Residents are expected to use bins provided and remove all waste from their apartments on a regular basis. Residents should not allow any internal rubbish bins to overfill or spill on walls or floors of the apartment. Residents are expected to comply with our recycling policies. Incorrect disposal of waste carries a €150 charge.

## 8 Cleaning

The apartments are self-catering. Residents are required to maintain and clean their own apartment.

## 9 Window Displays

Residents are not permitted to hang or expose any clothes, poster, advertisement, placard, flag, banner or any other items in or from the windows.

## 10 Anti-Social Behaviour

Anti-social behaviour will not be tolerated. Residents should not participate in any activity which causes nuisance to other residents or neighbours as this may result in termination of your licence agreement.





# Help Us Keep It Green

Mezzino Environmental policy...

*“We recognise that our business has an important role to play in protecting and enhancing the environment for future generations and to help secure long-term sustainability”*

To this end we are committed to taking the following actions

- To achieve sound environmental practices across our entire business
- To provide enough resources to enable this policy to be implemented
- To produce an annual Environmental Plan setting out our Objectives, Targets and Planned Actions
- To comply fully with all relevant environmental legislation
- To minimise our waste, reduce our water consumption and reduce our energy consumption where possible
- To Reduce, Reuse, Recycle the resources consumed by our business wherever practical

- To invite our customers, suppliers and contractors to participate in our efforts to protect the environment
- To provide all employees with the training and resources required to meet our objectives
- To openly communicate our policies and practices to interested parties
- To monitor and record our environmental impacts on a regular basis and compare our performance with our policies, objectives and targets

Please respect our environmental policies.

\*\*Do not use excessive electricity or water or produce unnecessary waste.

\*\*Please make sure to turn your lights and heat off when not in use.

\*\*We will have a strong focus on sustainability at Brickworks and would encourage all students to get on board our sustainability initiatives.



# Moving Out

When the times comes to leave Brickworks

## Tenancy Length

Your tenancy length is outlined on your License to Reside. If you want to move out before the end of your License to Reside you will need to give us a minimum of 28 days' written (email) notice, along with payment of an administration and cleaning charge. Please contact the staff team for more details about this process.

We hope that you don't need, or want to leave us before the end of your tenancy, but if your circumstances change please speak to the Accommodation Team.

## Check Out

We know it's a long way off, but it's important to let you know what will happen at the end of the tenancy. A pre check out inspection will be carried out before your departure and details of this will be communicated to you in the weeks prior to the end of your tenancy. All fixtures and fittings will be inspected against the initial inventory which you completed.

### There are a few requirements for your last day:

- Clear your room of all belongings by 10am
- You must return all keys, cards and fobs to Reception
- You must make sure your room is clear of all of your possessions
- Your room, bathroom and kitchen must be clean and hygienic before you leave (you will be charged for cleaning if it isn't)

Property left in the room after you have vacated, or upon the expiry of the License to Reside, is considered abandoned and will be disposed of immediately, along with a charge of €150 being levied for incorrect disposal of waste. Due to limited space, we cannot store personal items left behind. If you wish for your bedding or clothing to be donated to charity, you must organise and manage this yourself.

## Deposit Return

Once your official tenancy end date has passed, your deposit will be returned (minus any charges for damages if applicable) within 14 working days. If you move out before your official tenancy end date, your deposit will not be returned any earlier.





# Better Safe Than Sorry

## Safety Information

### What to do in an Emergency

Hopefully, you'll never need it but below is a quick guide on what you should do in an emergency. Some of the information may be particularly useful to our international students but everyone should take a look and familiarise themselves with the information. Remember if you are unsure about any of the information listed below, please speak to the onsite Accommodation Team

### Fire

If a fire is detected on your floor, the fire alarm will activate. On hearing the alarm you must leave the building and go straight to the assembly point. Do not run or stop to collect your belongings and do not use the lifts.

Please leave by the nearest safe exit, and assemble at the Assembly Point on Brown Street South, across from Brickworks.

### Assembly Point

The assembly point across from Brickworks on Brown Street South. In the event of a building evacuation please remain here and do not re-enter the building until directed by a fire marshal that it is safe to do so.

### Ambulance

**If someone has had a serious accident, call 999 or 112 and ask for an Ambulance.** Ensure that someone is designated to meet the ambulance at the entrance of the building and to escort them to the injured person. Situations when an ambulance should be called include:

- If someone is unconscious or has slipped in and out of consciousness
- If someone is bleeding heavily
- If you suspect broken bones
- If someone has a deep wound
- If someone has difficulty breathing
- If someone has severe burns
- If someone has a severe allergic reaction

Some staff members are trained in first aid and are available to assist with emergency first aid.

### GP out of hours service

The out of hours service is for urgent medical care only and is for public and private patients of GPs who are registered with the individual service. Your GP will have their out of hours information on the answer machine should you ring them outside normal clinic hours. When first moving to Dublin, please ensure you register with a GP.

[FIND A GP](#)





# Our Procedures

## How do I raise a complaint?

Most complaints can be dealt with at site level. In the first instance, please speak with the Residence Manager at your site who will endeavour to resolve any issues you may have.

## How do I escalate my complaint?

If you feel that the site team have not dealt with your complaint satisfactorily then you can escalate your complaint to our Head Office. The contact details can be obtained from your site team or by emailing

[enquiries@mezzino.ie](mailto:enquiries@mezzino.ie)

## What should my complaint include?

- Your complaint must be submitted in writing by either post or email
- Your name & room number along with any other helpful contact details
- A clear and concise explanation of your complaint
- A statement of how you feel the situation could be resolved to your satisfaction

## What will happen next?

We will acknowledge receipt of your complaint within 48 hours and confirm the name and contact details of the person who will be investigating the complaint for you. We may request further information, and if appropriate arrange a meeting or telephone call to discuss the complaint further.

We endeavour to resolve all complaints within 3 weeks of receipt. We will record the outcome of your complaint on file. If you are not satisfied with the outcome of the investigation, then you have the right to appeal. Contact reception for details for this process.

## Disciplinary

### Reporting

From time to time, incidents / potential licence agreement breaches will be reported to the Residence Manager by residents, neighbours, or members of staff. Anyone who wishes to report issues should contact reception, at which time full details of the issue will be documented.

### Incident Investigation

Any breach of rules at Brickworks including anti-social behaviour, unofficial events, property damage etc. will be investigated fully and dealt with in a timely manner. Brickworks Management will meet with all parties involved and will listen to and record, on an impartial basis, all parties' versions of events.

If required, following due legal process and Irish tenancy law a 28- day eviction notice will be issued. For serious breaches, a 7-day notice may be issued.

### Room Move Requests

We can accept but not guarantee a request to move to a different room. If your request is granted, there will be a €50 cleaning fee for our team to clean the room you have vacated.











# Do you have friends planning on studying in Dublin or Galway?



Contact us for your personal referral code.

Each of your friends who use your referral code when booking their accommodation in a Mezzino Student Living property will get a voucher\* for the local Lidl / Spar and as a thanks we'll give you one also.

## So go on, Share the love


\*Some terms and conditions apply, but don't worry we wont make it to complicated. Contact us for details





## Get In Touch

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