



UCD Residences USEFUL INFORMATION FOR RESIDENTS

CENTRAL CUSTOMER CARE OFFICE

Our central customer care office in Merville is open 24 hours and each location has a team of Residential Assistants- RAs.

Each residence has a reception where you can get queries answered and meet your RAs. The RAs who, are also students, will be in the receptions each weekday evening until midnight and are on call overnight.

The Muckross reception is open Mon- Fri from 08.00-09.30 and each evening by the RAs.

The Blackrock reception in Proby is open each weekday from 10.00-18.00 and each evening by the RAs.

The staff in the residences consist of a residential services team in Merville, a team of RAs and various other staff for example security, maintenance and cleaning staff. Therefore the residences has 24hr cover and there is always someone at the end of the phone.

Should you require any help or information please do not hesitate to contact the Residence office – in person, by phone or by email(contact details overleaf). Please note that the email is only checked during office hours so all urgent matters should be brought to our attention in person or by phone.

RESIDENTIAL ASSISTANTS

Each Residence has a team of Residential Assistants who work together with the Residence Service Team to provide a high quality service for the residents. The RAs are current UCD students who live on campus and are on duty outside of office hours and at the weekend. These students are responsible for the complex outside of the office hours dealing with lockouts, general queries and any incidents which may arise or require their assistance. The RAs also ensure that the rules & regulations contained in the licence to reside are upheld.

Feel free to approach them with any problems or questions throughout the year, after all they are students too!

RESLIFE

UCD RESLIFE Programme aims to build a community here in residences in UCD through sports teams, activity days, outdoor fairs, table quizzes, cooking classes and information on safety and awareness. Some of the events organised so far –Welcome BBQ, Comedy Night, Ceili, Speed Dating, Cinema nights, Table quiz, Gym Inductions, Trips to Ikea, 5 aside soccer, Yoga, Piloxing, Body Balance & cooking classes.

Visit the UCD ResLife Facebook page for details of upcoming events, to suggest events you would be interested in and to get to know your fellow residents. You can also use the ResLife centers in the residences to play pool, ping pong, darts and socialise with your fellow residents.

The Ashfield multi function room has a great space for sports classes, table quizzes and movies. Some social spaces have projectors for screening sports events, movies and TV Shows. For how to guides on how to submit a maintenance request or complete your inventory please see the residential services tab of the residences website - www.ucd.ie/residences

INVENTORY AND MAINTENANCE

When you move in we expect that all inventory items are present and in working order. We ask residents to go online on their SIS web and confirm the inventory contents of their accommodation. This record will form the basis for any deposit deductions due to missing or damaged items at the end of your license to reside. You will receive an email to your UCD connect email address after check in explaining what you should do.

If your room or any of the equipment or furnishings provided in your room require repair or maintenance during your stay with us do not repair it yourself. Please report all maintenance issues in your room on the maintenance section of your Residences SIS web account. Login to SIS Web- Into the Campus Facilities- UCD Residences- My Residence Details- Scroll to the bottom of the page and click on New Service Request.

For guides on how to submit a maintenance request or complete your inventory please see the Residential Services Tab on our website- www.ucd.ie/residences/residential-services/

POSTAL DELIVERIES

Your post will be delivered to your room or apartment, Monday to Friday from 18.00-19.00. Please ensure that you include your room number in your postal address. Packages: Should you a package arrive for you by post, we will contact you to let you know and you can collect it from the Reception office in Merville, Proby or Muckross. Please note that there are no deliveries of post at the weekend, bank holidays or during the Christmas break.

KEYS / DOOR CARD

When you check in you will be provided with a full set of keys and/or your student Ucard will be programmed for access depending on the residence you are staying in. A full set must be returned at the end of your stay. Please be careful with your keys and student Ucard as replacement keys will cost you €30 and a new Ucard costs €20.

LOCKED OUT?

If you find yourself locked out of your apartment you should go to the Central Customer Care Office in Merville/Proby/Muckross or your Reception office (during RA or clinic hours see above) to regain access. This service will incur a fee of €3 before midnight and €5 after midnight, which when processed will appear on your residences SIS web account. You must come to the office so we can verify your identity before we can give you access.

REFUSE AND RECYCLING

There are refuse and recycling points located in each location. Please segregate waste and dispose of it in the appropriate bins. The refuse points have access control so you will need to swipe your Ucard for access.

LAUNDRY

There are laundry facilities on campus located in Ashfield, Glenomena, Roebuck, Blackrock and Muckross for residents only. A wash is €3 and a dry cycle is €1.50. Please do not overload the washing machines or the dryers. In particular please note that you will need to run two dry cycles to dry a full load of wet clothes.



OVERNIGHT GUEST POLICY

In order to comply with safety regulations and ensure the welfare of other community members UCD Residences has an Overnight Guest Policy which must be complied with exactly. Unauthorised overnight or extended visitations violations may result in further action under the breaches of residential rules process. Guests must be aged 18 or over.

Residents are not allowed to book guests in during certain periods of the year- at the start of each term, during reading weeks and exams and for key operational dates so you should always check before booking flights or inviting guests to stay.

There are terms and conditions (please see the residences website for details www.ucd.ie/residences) which must be met and guests are only allowed to stay for two consecutive nights.

In order to book a guest - residents should log onto their SIS account and complete the required details on the booking form. You will need the guest's full name as per their ID, their date of birth, contact number and address in order to book. Guests must be registered by midnight on the day of arrival.

CONTACT NUMBERS

Belfield (Merville Central Reception):

(01) 716 1008

Proby: (01) 716 8807 or 087 969 4666

Muckross: 087 234 5511

**In case of emergency please call the
Merville office 01 716 1008 or the**

Campus emergency number 01 716 7999