

DUBLIV

YOUR FOREVER HOME



ONE LIME STREET

TENANT HANDBOOK

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Welcome to
**ONE LIME
STREET**



To help you become familiar with your new home here at One Lime Street, we have put together some of the key information for you to review. We have listed information on details of how to operate and maintain your apartment as well as details of management and security.

Be sure to make the most of all the great on site amenities, including the wonderful resident lounge, co-working space, gym, cinema room and decking area.

The Dubliv Management Team are glad to assist you at any stage during your tenancy. We look forward to making your stay at One Lime Street an enjoyable one.

Dubliv Team
One Lime Street

MANAGEMENT BUILDING

The DUBLIV Property Management Team deal with your internal apartment maintenance management and the Aramark Management Team deal with the external and common area maintenance management of One Lime Street.

Property Manager DUBLIV Email:
onelimestreet@dubliv.ie

Aramark Block Manager Ruth Email:
moore-ruth@aramark.ie

The Resident Manager Angela is based on site Monday-Friday from 8.00am to 4.30pm. Angela will be on hand to assist you with any general questions or queries you may have.

Resident Manager:
Angela Gamble
Email address:
angela@dublive.ie
One Lime Street Number:
087 742 4357

Aramark

For Out of Hours Emergencies outside of your apartment, please contact Aramark Property Management on 01 8941220. Legitimate out of hours emergency call outs are limited to the following reasons:

- Leak – within the block and or grounds
- Fire – within the block and or grounds
- Power cut / no electricity
- Estate security
- Lack of heating or hot water during winter months
- Break ins in the estate

Please note that with respect to break-ins, thefts, vandalism and sightings of suspicious or antisocial behaviour should also be reported to the An Garda Siochana on 112 or 999.

Contractors engaged by the Out of Hours Emergency Help Desk will be able to assist in mitigating damage to the property only.

Dubliv

If you encounter an out-of-hours maintenance emergency in connection to your apartment, please contact our Out-of-Hours Emergency Help Desk on 01 9198965. Please note this number is strictly to be used for after-hours and weekend emergencies only in relation to issues within your apartment.

Legitimate out-of-hours emergency call-outs are limited to the following reasons:

- Leak – in your house
- Fire – in your house
- Power cut / no electricity in your house
- Estate Security
- Lack of heating or hot water during winter months
- Lack of plumbing – no water to showers & toilets in the entire house
- Loss of keys, please be advised if you have lost your key this cost will be recharged to you
- Break-ins – in your house or otherwise

Residents AMENITIES

The amenities centre houses a concierge area, co-working space, residents' lounge, cinema room and a gym. There is outdoor seating courts and a play area.

Co-Working Space

Bright and large co-working space, complimentary fast wifi.

Lounge Area

Spacious lounge area complete with tv area, pool table, football table, kitchen area, complimentary coffee

Cinema Room

The cinema room equipped with a large screen and resident wifi can be used for watching movies and sporting events.



Gym

Indoor gym facilities including aerobic studio, are available for all residents.

Outdoor Space

Spacious lounge area complete with tv area, pool table, football table, kitchen area, complimentary coffee

Bike Storage

Secure bike storage with key access

Car Parking

Parking leases are available at additional costs.

Storage Units

Storage units are available to lease at additional cost

*Experience the best
Dublin living
has to offer!*

Resident AMENITY SPACE

Amenity Opening Hours

Monday to Sunday: 6am - 10pm

Desk Opening Hours

Monday to Friday: 8:30am - 4:30pm

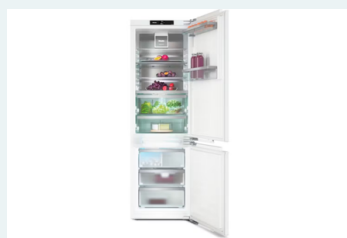
1. Access to Residential Amenities is provided to residents only, which shall be subject to alteration from time to time, and on the requirement to abide with House Rules and these Residential Amenities rules.
2. The Residential Amenities are for the use and enjoyment of residents only.
3. Residents should not do anything in the Residential Amenities areas that could interfere with other residents' rights to quiet enjoyment of these areas. There is a zero-tolerance policy toward antisocial behaviour in the Residential Amenities. Residents are expected to be respectful and considerate of others when sharing the Residential Amenities. Antisocial behaviour is determined as any behaviour which bothers the enjoyment of another person within the space or otherwise. Any resident found to be in breach of this, or any other, clause will lose access to the Residential Amenities. The management's decision on restricting access will be final.
4. The Residential Amenities are for the benefit and enjoyment of all residents and operate on a 'Leave No Trace' basis. Users of the Residential Amenities are to ensure that any waste associated with their usage is correctly disposed of.
5. Residents should not use the areas for any illegal or immoral purpose, nor allow business to be carried out there.
6. Members must not exhibit signposts or advertisements of any nature whatsoever in the common areas without specific prior permission from Management.
7. The opening hours of the Gym and Amenity Suite are 6am – 10pm.
8. The gym is restricted to those over the age of 18. Residents wishing to use the gym must complete the required gym waiver and induction. The Gym is strictly Residents Only - no friends, family or visitors allowed under any circumstances.
9. All residents are entitled to use the Amenity Suite on an ad hoc basis during the day or when prebooked for private use. If Management are required to engage the services of a cleaner to clean these areas after a private event, or because of misuse, the cost of same will be charged to the member that booked/damaged the area.
10. Parcels must be delivered to your apartment. Please note that The Management & Landlord are not liable for any belongings, personal or parcels, hence these should be privately insured.
11. Children must be supervised at all times. Running, ball playing and any other type of game playing is not permitted. Skateboards, rollerblades and bicycles are also not allowed in the Residential Amenities.
12. Pets are not permitted in the Residential Amenities unless they are registered service dogs.
13. Candles or any other objects that emit flames are not permitted.
14. Glass items (beer bottles, wine glasses and bottles, etc.) are not allowed in the Residential Amenities.
15. Personal property may not be left in the Residential Amenities when you leave. Any items brought to the Residential Amenities must be taken with you. Any items left behind will be removed by Management. Management accepts no responsibility for any lost, stolen or damaged personal belongings.
16. These rules may be amended by management from time to time.

APPLIANCES *Partment*

Please use the links below for full user guides on each appliance.

MIELE Fridge/Freezer

<https://www.manua.ls/miele/kfn-37432-id/manual>



MIELE Dishwasher

<https://www.manua.ls/miele/g-5050-scvi-active/manual>



MIELE Microwave

<https://www.manua.ls/miele/m-2234-sc/manual>



MIELE Oven

<https://www.manua.ls/miele/m-2234-sc/manual>



MIELE Hob

<https://www.manua.ls/miele/km-7201-fr/manual>



Whirlpool Washing Machine

<https://www.manua.ls/whirlpool/fwdg86148w-eu/manual>



Apartment INTERCOM GUIDE



Please click on the link below for full intercom user guide manual.

<https://manuals.easygates.co.uk/PDF/misc/2G40001788.pdf>

IMPORTANT INFORMATION REGARDING YOUR HEATING & HOT-WATER SUPPLY

Dear Customer,

The apartments in One Lime Street are part of a communal heating system and are supplied with heat from a centralised plant room located in the basement of the development. Kaizen Energy are engaged to operate and maintain the system on behalf of the owner's management company (OMC).

In order to set up your account, we require you to register with us. To register you will need to download the Kaizen Energy App from the Google Play or Apple Store or alternatively if you do not want to use a smartphone you can use the Selfcare Portal on the Kaizen Energy website. Click on the Sign-Up option and enter your details as prompted. Please enter Lime Street in Development drop down box and Apt Number in Premises drop down box.

When your letting agent has confirmed your sign-up details, we will activate your account and you will be registered with us. Once your account is activated, which will take a number of days, you will be able to monitor your kWh consumption & charges, view your heat bills and make payments.

As with most utility bills, our preferred payment method is direct debit as it is simple and convenient for both of us. You can sign up for direct debit as your preferred payment option as part of the sign-up process or later date from within your self-care account; a full list of payment options is included overleaf. Upon registration, we will issue an invoice for a refundable heat deposit. A deposit amount of €150 is required for direct debit customers and €250 for non-direct debit customers. The heat deposit is fully refunded to you, less any outstanding account balance, when you leave the development.

Communal heating differs significantly from a standard apartment gas or electric heating system. Instead of individual boilers, each apartment has a Heat Interface Unit (HIU) that provides heating for your radiators and the hot water for your showers & taps. The supply to each HIU is fitted with a heat meter that measures the consumption (kWh) of the heat energy each apartment takes from the system. We remotely collect meter readings from your heat meter and issue bills detailing your consumption at the end of each two-month period. Your first heat invoice is calculated from the meter reading taken on the commencement date of your lease.

All invoices are raised bi-monthly and are due for payment within 14 days of the invoice issue date.

You will find additional information such as frequently asked questions and instructions on how to operate your heating system within the tenant manual provided to you by your landlord. Alternatively, you can access this information through the customer information section on our website.

Finally, we would like to wish you the best of luck in your new home and we look forward to providing you with a friendly and reliable service going forward.

Yours sincerely,

The Kaizen Energy Team

Click on the links below for a full User Guide to your Heating and Hot Water:

<http://www.kaizenenergy.ie/wp-content/uploads/2023/08/One-Lime-Street-Heating-System-Manual-April-23.pdf>

<https://www.mrcentralheating.co.uk/pub/media/catalog/product/ESi-ES1247-1CH-Prog-Install-Guide.pdf>

Welcome to **PINERGY SMART**

The smart energy system in your home is supplied by Pinery.
At Pinery, our modern energy solution shows you your exact usage and spending every day, meaning a clear and transparent way to better manage your energy.

1. Please register on the Pinery Smart App

When registering on the Pinery Smart App on your smartphone you will be asked for:

- 1) A 'landlord password' which is Dublin
 - 2) Your 19-digit Pinery card number (which is your Pinery card that is in your apartment)
- Our customer service team are available on 0818 363 749 (0818 ENERGY) from 8am to 8pm Mon. to Fri. and from 10am to 5pm on Sat. or on email at customerservices@pinergy.ie Any phone calls made to you from Pinery will be from 01 901 5711 or 01 901 5712.

2. Using Pinery Smart

Please note that Pinery is an advanced payment system. Please make sure you have made payment in advance for your electricity before any introductory free credit is used. The easiest way to do this is on the Pinery App. where you will be able to see your balance, exact usage and your exact spend on your phone. Simple, easy and efficient.

3. Introductory 12% discount off our kwh unit rate for our 24 Hour Urban tariff

Your introductory tariff will continually track our standard rate with a 12% discount applied to the kwh unit rate.

To view our latest Standard Tariffs please visit our website using the link below;
<https://pinergy.ie/terms-conditions/tariffs/>

We hope you enjoy having no more electricity bills and that our smart app will provide you with all the convenience you expect from Ireland's smartest electricity provider.

Please click on the link below for the Pinery Smart App User Guide video on YouTube
<https://www.youtube.com/watch?v=rWOmLcjtfxE>



VIRGIN
MEDIA

Wohoo!

Congratulations on your new home!

There can be lots of complicated things to organise when you move in but at Virgin Media, we've made sure that connecting your home to Ireland's Fastest Broadband Network isn't one of them. Whether you're working from home, into gaming or streaming entertainment and have multiple devices online at the same time, Virgin Media has it all for you. Here's how to get connected to ensure you are ready for moving day.

Already a customer?

Let us make moving your existing service to your new address quickly, easily and stress-free!

Visit www.virginmedia.ie/movinghome and follow our 4 simple steps to transfer your service to your new address.

Signing Up for Virgin Media

Check out our latest offers on www.virginmedia.ie and browse our collection of superfast Broadband and TV bundles.

Be sure to check out our game-changing Virgin TV 360 where you can watch and stream your favourites on all your screens!

T&Cs apply. See virginmedia.ie. Ireland's fastest broadband network is based on analysis by Ookla® of Speedtest Intelligence® data Q3-Q4 2020, see virginmedia.ie/proof.

Living at ONE LIME STREET

Shops

- Eurospar, 20 Creighton St, Dublin Docklands, Dublin 2, D02 AP52 - 2 min walk
- Centra , 97/98 Pearse St, Dublin Docklands, Dublin 2, D02 W674 - 3 min walk
- Tesco Express, 152 - 160 Pearse St, Dublin, D02 R590 - 4 min walk

Pharmacy

- Conefrey's CarePlus Pharmacy, 136 Pearse St, Dublin 2, D02 R270 - 3 min walk
- Gallery Quay Pharmacy, Unit G6, Macken St, Grand Canal Dock, Dublin, D02 EW29 - 5 min
- Life Pharmacy Hanover Quay, Unit 4, The Marker, Forbes Street, Dublin 2 - 6 min walk
- Lombard Pharmacy, 32 Lombard St E, Dublin 2, D02 EH24 - 6 min walk

Cafe/Coffee Shops

- Carved, Unit 2, Ropemaker place, Hanover St E, Dublin Docklands, Dublin - 1 min walk
- The Art of Coffee, 17-19 Sir John Rogerson's Quay, Dublin Docklands, D02 DT18 - 2 min walk
- Gerard's Deli, 81A Sir John Rogerson's Quay, Dublin Docklands, Dublin - 3 min walk
- Mr French Dublin, 34 Erne Street Lower, Dublin 2, D02 XT52 - 2 min walk

Bars/Pubs

- Dockers, 5 Sir John Rogerson's Quay, Dublin Docklands, Dublin 2 - 4 min walk
- The Wind Jammer, 111 Townsend St, Dublin 2, D02 TX96 - 4 min walk
- Dublin Pedal Tours, Lombard St E, Dublin - 4 min walk
- The Lombard, 44 Pearse St, Dublin, D02 PX31 - 6 min walk
- O'Briens Ferryman, 35 Sir John Rogerson's Quay, Dublin Docklands, D02 E448 - 5 min walk

Restaurants

- Courtyard Restaurant, Pearse St, Dublin 2 - 10 min walk
- The Lombard, 44 Pearse St, Dublin, D02 PX31 - 6 min walk
- The Vintage Kitchen, 7 Poolbeg St, Dublin 2, D02 NX03 - 12 min walk
- D'Olier Street Restaurant, D'Olier Chambers, D'Olier Street, Dublin, D02 H589 - 12 min walk



PUBLIC TRANSPORT



TFI Leap Cards are now available in many PostPoint outlets as well as all post offices nationwide.

Click the below link to find nearest agent to One Lime Street
<https://about.leapcard.ie/about/where-to-buy>



DUBLIN BUS

LUAS



DART

Plan your route - click on the link below and enter

From: Hanover Street East, Dublin

To: Enter your destination

<https://www.transportforireland.ie/plan-a-journey/>

Free Now Taxi - download the app on link below - like Uber Taxi

<https://www.free-now.com/ie>

*One Line
Street*

DUBLIV

Get In Touch

info@dubliv.ie

www.dubliv.ie