

RIA

**Independent
Inspection Report**

for Self Catering Accommodation

<u>Centre:</u>	Watergate House
<u>Inspector:</u>	Shane Mac Loughlin
<u>Date of Inspection:</u>	26/9/2016

Centre Details

Name and address of Centre	Watergate House 11-14 Ushers Quay, Dublin 8
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Contractor	[REDACTED] <i>Maison Brude Ltd.</i>
Manager	Mark Pollard
Contact Name	Mark Pollard

Telephone Number	0868617758
Fax Number	-
E-mail address	-

Capacity per MOA (current capacity)	68 per MOA (50 current capacity)
Type of occupancy	Families, single males & single females

Health Board Area	Eastern Health Board
Community Welfare Officer name	Dermot Farrelly
Environmental Health Officer name	N/A

Inspector Details

Name of Inspector	Shane Mac Loughlin
Date of Inspection	26/9/16
Time of Arrival and Departure	Arrival 2.30pm / Depart: 5.0pm

Documents to Collect

Guest Register	Obtained
Safety Statement	Reviewed
Other	

Documents to View

Fire Register	Reviewed
House Rules	Reviewed
Code of Practice	Reviewed
Child Protection training certs	Reviewed
Other	

List of issues noted in previous inspection:

Issue	Progress to date
<p>Apartments/ Rooms:</p>	
<ul style="list-style-type: none"> • Apartment 5& 6 – in need of renovation which is planned for when it becomes vacant 	<p>Apt 5& 6 Vacant and undergoing refurbishment</p>
<ul style="list-style-type: none"> • Apartment 19 – renovation is scheduled 	<p>Still awaiting vacancy</p>
<ul style="list-style-type: none"> • Apartment 13 – restrictor needed for kitchen window 	<p>Completed</p>
<ul style="list-style-type: none"> • Apartment 12 – condensation build up in bathroom# 	<p>Completed</p>
<ul style="list-style-type: none"> • Apartment 14 – bathroom ceiling has back damp spots 	<p>Completed</p>
<p>Public Areas:</p>	
<p>Roof patio needs to be kept locked to prevent access by children as parapet walls and railings are too low to ensure children’s safety.</p>	<p>Roof patio is locked.</p>

Reception

Was a receptionist on duty on arrival?	Yes [REDACTED]
Was a manager on duty on arrival?	Yes, Mark Pollard
List the staff on the premises during the period of the inspection:	
Attached	
Is 24 hour supervision provided?	Yes
List the staff providing this supervision:	
CCTV used within centre. Always one member of staff onsite.	

Is each resident issued with a key for his/her bedroom?	Yes, each resident issued with own bedroom key.
Is each resident issued with a key for his/her apartment?	Yes, each resident issued with own apartment key.
Is each resident issued with a key for main entrance door?	No, front door locked at all times requires pin code access to enter.

Is a list of emergency numbers available in the manager's office?	Yes, full list located in Manager's office.
Are first aid kits available at the centre? <i>Specify location</i>	Yes, x1 first aid kit located in Manager's office and x1 at night duty desk.

What procedures are in place to allow residents to receive visitors?	Visitor log kept at front night duty desk. Visitors are allowed into apartments. Not allowed after 10pm.
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Are staff aware of the Code of Practice (governing staff conduct) & how are they made aware?	Code of practice now in place, staff acknowledgement of code evident.
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**A copy of the agency's "Code of Practice for persons working in accommodation centres" can be obtained from RIA*

Does the centre have a safety statement?	Yes safety statement onsite/
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Any further comments on the reception area/facilities:	
Management office at rear in portacabin.	

House Rules

How are residents informed and made aware of the House Rules?

House rules are posted in foyer area. RIA house rules used. Manager advised that he provides a copy of the RIA rules & procedure booklet to each resident upon their initial arrival to the Apartment. Management verbally explains rules to residents also.

Is a copy of the House Rules on display? Specify location

RIA House rules pages on display in reception foyer bulletin board.

Did you make sure that RIA House Rules and Procedures are displayed at the centre?

Yes.

Do notices displayed at the centre accurately reflect the information contained in the House Rules?

Yes.

Comments:

Fire Safety

Is the Fire Safety Register the one provided by RIA? <i>A copy can be obtained from RIA</i>	RIA Fire register in place.
Name of the local Fire Officer and fire station	John Sweetman & Martin Gallagher – Fire Officers. Fire Station located on Tara Street.
Is the “Means of Escape” Inspection Schedule up to date? <i>Specify interval inspections are recorded – weekly/daily</i>	Yes, completed on a weekly basis by Manager
Date of last inspection	26/9/16

- *If required remind Manager that fire escape inspection should be recorded at least weekly*

Is the “Fire Detection & Alarm System” Inspection Schedule up to date? <i>Specify interval inspections are recorded</i>	Completed by Irish Fire Protection on 25/8/2016 done 2 per year previously 16/11/15
Date of last inspection	By staff 25/9/16

Is the “Fire Fighting Equipment” Inspection Schedule up to date? <i>Specify interval inspections are recorded</i>	Completed on an annual basis by Irish Fire Protection – 25/8/16 and weekly by management.
Date of last inspection	25/9/16

Date and Time of last Fire Drill	12/11/15
Number evacuated & time taken	16 residents in 3.5 mins & 1 staff
Comments/Problems noted (if any):	

- *If required remind Manager that fire drills should be held at least twice a year*

Where are the Fire Assembly Points located?	Outside back of centre.
Are they marked?	Direction to Fire Assembly point posted, as well as Assembly point.
Are staff aware of the locations?	Yes
Which staff are trained in fire evacuation procedures and by whom?	Mark Pollard, [REDACTED], [REDACTED]
Is evidence of training available for inspection?	Yes, certificate from Irish Fire Protection

Is there a fire alarm system in place?	Yes.
Are there smoke alarms throughout the premises, inc bedrooms?	Yes.
Are all smoke alarms linked back to a central control panel?	all apartments linked back to control panel.
Are there designated “No Smoking” areas? <i>Include locations</i>	No smoking throughout apartment complex.

During inspection please pay attention to fire exits, emergency lighting and fire notices:

Are fire exits clear from obstruction?	Yes
Are they unlocked?	Yes
Comments:	

Are fire exits clearly posted throughout the building?	Yes
Are fire evacuation instructions clearly displayed in the centre?	Yes, located in all apartments

Are fire extinguishers clearly visible?	Yes
Is there an emergency lighting system in place?	Yes

Staff Health and Safety

Are there specific written procedures, eg for dealing with violent behaviour?*	Written procedure in place and posted in Manager's office.
Are there general rules for areas such as manual handling?*	Yes outlined in safety statement on manual handling rules.
Is there an accident reporting procedure?*	Accident report form and procedure in place and able to be reviewed upon inspection.
Is there regular correspondence with staff?*	Reporting of any issues or incidents recording in daily note book.
Are there any training records for staff?*	New TUSLA training rolled out – Mark Pollard Certificate 3/12/14
What supervisory structure is in place?	Deputy Manager present at time of inspection. Manager available on mobile 24/7

**include details where applicable*

Staff Facilities

Staff Facilities:

Are designated staff facilities provided?	Yes
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If no:

What facilities are in place?	Portable toilet out the back of centre next office
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If yes:

Comment on cleanliness and suitability of facilities provided	Locked Portable staff toilet cubicle. Clean to a satisfactory standard.
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Communal Rooms / Indoor Facilities

Are there any communal rooms/facilities provided (details)?	No
Comment on condition of communal rooms (if any)	N/A
Are there any communal facilities provided (give details) – eg games / tv / library etc	No

Outdoor Grounds / Facilities

- *Conduct a tour of the grounds:*

Does the exterior of the centre require painting?	No
Are the grounds maintained in good order?	Yes, well maintained.
Are there any facilities available for children outdoors? (give details)	No.

Comments on outdoor grounds/facilities:

Laundry Facilities

Does the centre have a laundry room?	Yes
If no, what service is provided?	

If yes:

	Type (industrial/domestic)	Number
Washing Machines	Domestic	2 (Brand new)
Dryers	Domestic	2
Are all machines in working order? yes		

Representations

If you were approached by any residents while in the centre please outline the details below:

-

If you were approached by any members of staff while in the centre please outline the details below:

-

Cleaning

Who cleans the apartments?	Apartments cleaned by Residents.
Who cleans the communal areas/corridors?	Caretaker & Manager
How often are apartments inspected by centre staff?	Advised by Manager twice per week by Manager.
What arrangements are in place if apartments not sufficiently cleaned by residents?	Manager has discussion with residence regarding their cleaning requirement. Two verbal warnings are provided, if issue remains written notice is provided. Contact RIA if further issues.

Heating

What type of heating is used in the centre?	Central storage heaters provided in each apartment. Some storage heaters are compensated with portable electrical radiator heaters. At time of inspection all portable heaters were unplugged eliminating the risk of overheating.
Has the issue of heating been discussed with residents?	Yes.
Is the heating timed? If so, specify the "on" times	Storage times from 11pm – 7am: no issue with residents.

Corridors/Stairways

Please note any cleaning/décor issues relating to corridors/stairs below:

Location/Area:	Comment:

Apartments/Bedrooms

- All apartments must be inspected, whether occupied or not.
- In each apartment:
 - Look for the fire evacuation notice
 - Is smoke alarm in place & operational
 - Check heating – is it working
 - Check for dampness in bathroom
 - Check decorative order
 - Check cleanliness
 - Check occupancy against current week's register

Apartment Inspection

No: 1					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 adult & 2 children	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, wardrobe chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	ok				
Kitchen area	Clean & in good condition				
Other Comments					

No: 2					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 adult & 3 children	Yes	Yes	No – see comment	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, wardrobe, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory				
Kitchen area	Clean & in good condition.				
Other Comments	Bathroom has leak at toilet base and skirting boards need replacing				

No: 3					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, wardrobe, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory				
Kitchen area	Clean & in good condition.				
Other Comments					

No: 4					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 Adult	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, wardrobe, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory				
Kitchen area	Oven not working				
Other Comments	Lino lifting at bathroom entrance				

No: 5					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	0	Yes	Yes	Yes	Yes
Décor	Currently undergoing renovation				
Cleanliness					
Kitchen area					
Other Comments					

No: 6					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	0	Yes	Yes	Yes	Yes
Décor	Currently undergoing renovation				
Cleanliness					
Kitchen area					
Other Comments					

No: 7					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 adult and 2 children	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, chairs, T.V, wardrobe and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	ok				
Kitchen area	Satisfactory				
Other Comments	Bathroom needs new lino and tiles loose				

No: 8					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	2 Adults & 4	Yes	No	Yes	Yes

	children			
Décor	Dining area, kitchenette, oven, fridge, table, chairs, wardrobe and sofa lounge. Painted walls and vinyl floor covering.			
Cleanliness	Excellent			
Kitchen area	Clean & in good condition.			
Other Comments				

No: 9					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	0	Unable to inspect	Unable to inspect	Unable to inspect	Unable to inspect
Décor	In need of full refurbishment				
Cleanliness					
Kitchen area					
Other Comments					

No: 10					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 Male	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, chairs, T.V, wardrobe and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Apartment very clean.				
Kitchen area	Satisfactory				
Other Comments	Large amount of personnel belongings but resident does not want to store items elsewhere				

No: 11					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 female	Yes	yes	Yes	Yes
Décor	Dining area, bedroom, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	very clean				
Kitchen area	Clean & in good condition.				
Other Comments	Newly re-furbished				

No: 12					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 adult & 2 children	Yes	No	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory.				
Kitchen area	Kitchen floor very dirty.				
Other Comments					

No: 13					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	2 Adults & 2 Children	Yes	Yes	yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Clean & in good condition.				
Kitchen area	Clean & in good condition.				
Other Comments					

No: 14					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 adults & 2 children	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory				
Kitchen area	Satisfactory				
Other Comments					

No: 15					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	2	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Very untidy, apartments 15&20 all from same family and both apartments are very untidy				
Kitchen area	Satisfactory				
Other Comments	Same family as 20				

No: 16					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	Adult & child	Yes	yes	Not working in bedroom	Yes
Décor	Dining area, kitchenette, oven, fridge, table, chairs and sofa lounge. Painted walls and vinyl floor covering				
Cleanliness	Satisfactory				
Kitchen area	Clean & in good condition.				
Other Comments	Heater in bedroom not working				

No: 17					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	0	Yes	Yes	Yes	Yes
Décor	Dining area, bedroom, kitchenette, oven, fridge, T.V, table, chairs and sofa lounge. Painted walls and vinyl floor covering				
Cleanliness	Satisfactory				
Kitchen area	Satisfactory				
Other Comments	Used by staff for changing / rest periods / bathroom etc.				

No: 18					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	2 Adults & 2children	Yes	No	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Clean & in good condition.				
Kitchen area	Clean & in good condition.				
Other Comments	Bathroom ceiling needs painting				

No: 19					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	1 Adults & 2 Child	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory but needs renovation				
Kitchen area	Needs renovation				
Other Comments	Planned for renovation				

No: 20					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	2 Adult & 2 Children	Yes	yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Very untidy, apartments 15&20 all from same family and both apartments are very untidy				
Kitchen area	Satisfactory				
Other Comments	Same family as 15				

No: 21					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
1	1 Adult	Yes	Yes	Yes	Yes
Décor	Dining area, kitchenette, oven, fridge, table, T.V, chairs and sofa lounge. Painted walls and vinyl floor covering.				
Cleanliness	Satisfactory				
Kitchen area	Satisfactory				
Other Comments					

No: 22					
Number of bedrooms	Occupancy	En-suite / bathrooms	Fire Notice	Heating	Smoke alarm (working)
2	0	Yes	Yes	Yes	Yes
Décor	Being renovated				
Cleanliness					
Kitchen area					
Other Comments					

Summary Sheet

Name of Centre:	Watergate House
Address:	11-14 Ushers Quay, Dublin 8
Contractor :	Phil Monaghan & Finian McDonnell,
Manager:	Mark Pollard
Contact Name:	Mark Pollard
Capacity Per MOA (Current Occupancy):	68 capacity per MOA (50 current capacity).
Date of Inspection:	26/9/16

FIRE:

- No fire safety issues at time of inspection.

Apartments/ Rooms:

- Apartment 2 – bathroom has leak near toilet base and skirting in need of replacing
- Apartment 4 – oven not working, lino lifting on bathroom entrance
- Apartment 7 – bathroom tiles loose and floor lino ripped
- Apartment 15&20 - same family and both apartments very untidy.
- Apartment 16 – heater not working in bedroom
- Apartment 18 – Bathroom ceiling needs painting
- Apartment 19 - in need of full refurbishment once vacated



DEPARTMENT OF JUSTICE, EQUALITY AND LAW REFORM
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RECEPTION AND INTEGRATION AGENCY
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Maison Builders Ltd.
Unit 1,
Ballinteer Business Centre,
Ballinteer Avenue,
Dublin 16.

26TH October, 2016.

Dear Mr. Monaghan,

QTS Limited, on behalf of the Reception and Integration Agency carried out an inspection at **Watergate House** on 26th October, 2016. A copy of their report is enclosed. Please read the report carefully and do not hesitate to contact me if it contains any discrepancies.

During the course of the inspection a number of issues were highlighted, we would appreciate your immediate attention to deal with any hazards or risks detailed in this report.

Please reply to me in writing, on or before Friday 11th November, 2016 outlining the steps you have taken/propose to take to address each of the issues raised.

Yours sincerely,

Marie Walker
Higher Executive Officer
Reception and Integration Agency



Hello Marie

I Hope you are keeping well. In response to your letter dated 26th October 2016, please find enclosed works and in progress to date

Apt 2 Bathroom leak fixed

Apt 4 cooker Fixed and lino sorted

Apt 7 Bathroom tiles stuck and lino repaired

Apt 1 5 and 20 Spoke to family apartments a lot better but sill a little bit cluttered. Working on it

Apt 16 New Heater in bedroom

Apt 18 Bathroom ceiling painted

Apt 19 Waiting on ,family to move to do full refurbishment. Bathroom redecorated and new lino

Apt 6 Finished and new people residing

Apt 22 Being refurbished at the moment

KInd Regards

Mark