



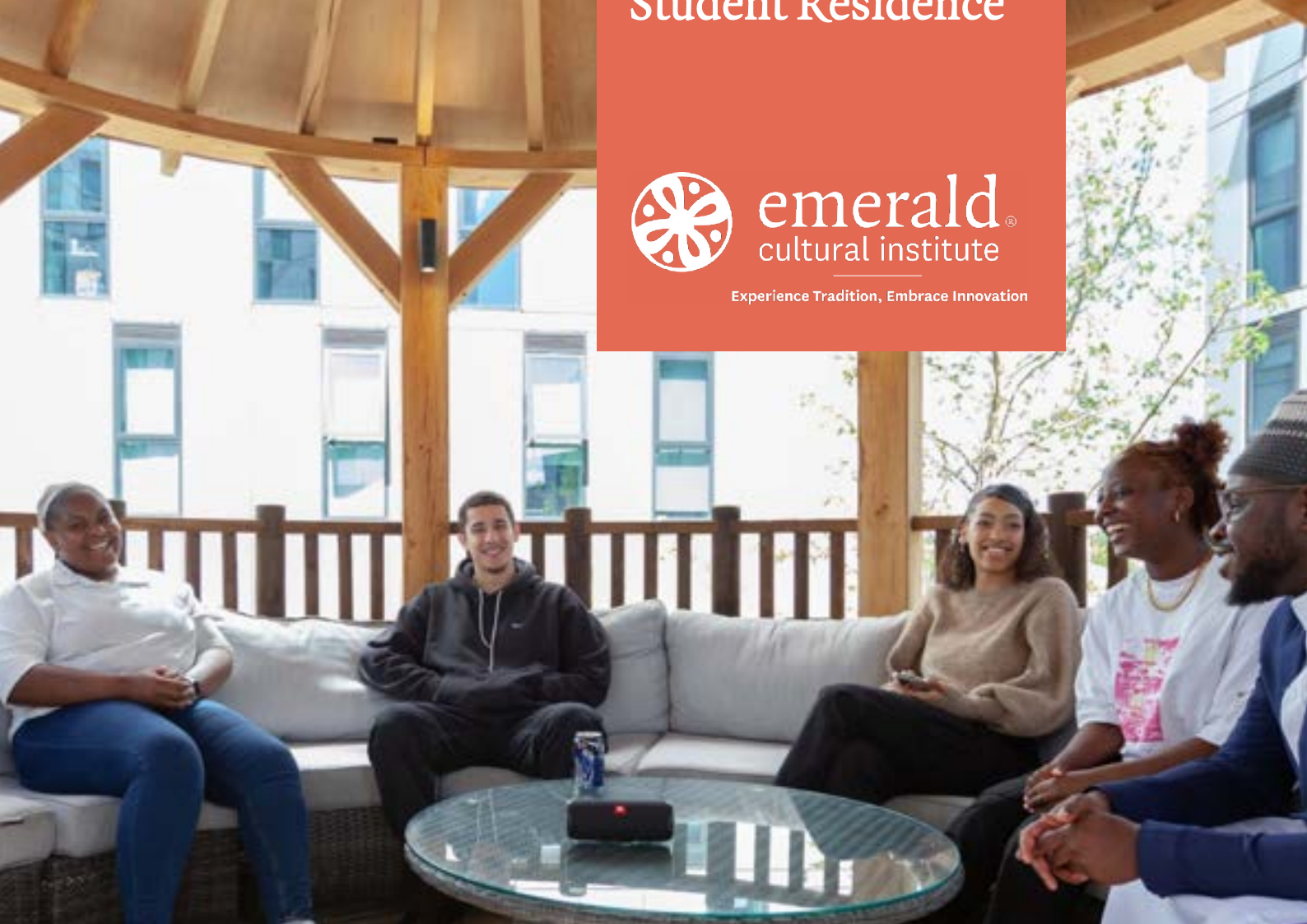
# Highlight Parkgate

Student Residence



emerald<sup>®</sup>  
cultural institute

Experience Tradition, Embrace Innovation



# Welcome to Highlight Parkgate

We appreciate that choosing where to live and call your home is a massive decision, especially if this is going to be your first time living away from family and friends. We want you to know that we will be here to support and help you every step of the way!

It goes without saying that we will do our very best to ensure that you have a fantastic stay. Our teams are already busy preparing your accommodation, and we are really looking forward to welcoming you. Please take some time to read through this handbook as it contains lots of information about your new home and the services we provide.

If we've missed anything, please give us a call or send an email — we are happy to answer any questions you may have. We also recommend you follow us on our social media platforms as we will use them to fill you in on the latest information.

**We look forward to meeting you very soon!**

## Store these details in your contacts

**Phone:** +353 (1) 571-5131

**Daytime Mobile:** +353 (0) 85 852 5004

**WhatsApp:** +353 (0) 85 852 5004

**Emergency number:** +353 (0) 85 852 5004

**Email:** [parkgate@highlightstudentliving.com](mailto:parkgate@highlightstudentliving.com)

**Website:** [www.highlightstudentliving.com](http://www.highlightstudentliving.com)



**HighlightParkgate**



**HighlightParkgate**

## Opening Hours

The Residents' Team are available:

Monday to Friday 8:00am – 6:00pm

### Security Are Available:

Monday to Friday 6:00pm – 8:00am

All day at weekends

## YOUR NEW ADDRESS

**Your Room Number, Highlight Parkgate, 43 Montpelier Hill, Dublin 7, D07 XT61, Ireland**

## When You Arrive

When you first arrive, please come to Reception where your key will be waiting along with all the information you need to check in to your room. Our team will of course be on hand to help.

Please make sure you bring with you:

- Proof of being a student (e.g. a confirmation letter from your college or language school)
- Photo ID (passport or driving licence)

Once you arrive at your room, please familiarise yourself with the location of your nearest fire exit, which will be shown on the back of your apartment door.

## Out Of Hours Arrival

If you know you will be arriving outside of office hours, please let us know so we can make arrangements to ensure that you get your key.

## **Guests Policy**

We understand that from time to time you may want to have guests. Please do not invite someone to stay for more than three consecutive nights.

The behaviour of your guest is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, if any damage is caused or if they do not follow our control measures, so make sure they behave as well as you do!

## **Shared Kitchens and Areas**

All students are responsible for keeping the common areas clean and tidy in their apartments.

The kitchen is a very important communal area and everyone should feel comfortable using it. Make sure you follow the kitchen safety guide as displayed in each kitchen and wash/wipe up after yourself to keep the cooking area and sink clean, and clear for your flatmates. You should always leave it as you would like to find it. We recommend you agree a cleaning and bin emptying rota – it will save any arguments later!

- You will ensure all kitchen utensils and cooking equipment and food is stored after each use.
- You will ensure the kitchen is always clean and tidy and free from damage.
- If the kitchen is not always kept in a clean condition, then the cost to clean the kitchen will be shared equally amongst all residents in the apartment.
- Any damage found in the kitchen will be shared equally amongst all residents unless the person responsible comes forward to report the damage and offer a suitable explanation for how the damage occurred.

## **Your room**

In your bedroom, please ensure that your shower drain is not blocked. If it is blocked, please report to reception immediately and refrain from using the shower until the issue is resolved.

This is to avoid a situation where the bathroom and bedroom becomes flooded. It is the responsibility of housekeeping to report to management any apartment that does not comply with any of the above.

## **Be Considerate About Noise**

Please be considerate of noise levels and make sure you are not creating a problem.

Try to be quiet coming in and out of your apartment, especially at night during the quiet hours of 11pm – 8am when others might be sleeping. You may have had the best night ever but your flatmates may have an early start, so please let them get their sleep!

## **Have A Chat**

If there is something causing a problem between you and your flatmates, the best solution is to have a chat. Don't send text messages, put notices up or stick post-its everywhere. The easiest solution is to talk over a coffee and you'll often find the problem can be resolved.

Treat your flatmates how you would want to be treated yourself and we are sure you will all get on fine!

## **What To Do In An Emergency**

### **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.

### **Fire Service**

If you discover a fire, call 999 or 112 and ask for the Fire Service. If the fire alarm is activated in your location you must evacuate the building. 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. Do not use the lift.

If you are self-isolating and hear the fire alarm, please evacuate the building by the nearest fire exit.

Assembly Point: The assembly point in the event of a fire is Montpelier Drive.

### **Fire Alarm Tests**

We test the fire alarms every Wednesday at 1pm. You may hear the alarm numerous times, and we will need

access to your building during this time but you do not need to react. The test can be recognised as a long burst of the fire alarm sirens. This is the only time evacuation is not mandatory.

To ensure all Residents know how to use fire escape routes and find the fire assembly point, we hold a fire drill each term.

### **Fire Prevention**

Our building has been designed for your safety in the event of a fire. Every Resident has a responsibility to ensure that they familiarise themselves with their buildings safety features, exits and evacuation procedures as soon as possible after moving in. Fire blankets are available in each shared kitchen. Each room is fitted with a fire door. 'False' alarms waste the valuable time of the Fire Service and can also endanger lives. Any Resident(s) found activating the fire alarm maliciously or as a result of not following our rules will be required to meet with the General Manager and may face financial recharges that are levied by the Fire Service

To Avoid Activating The Fire Alarm:

1. Please do not dry anything on the heaters.
2. Always make sure your shower room door is closed when showering.
3. Always use the extractor fan when cooking with the hob or oven.
4. Never wedge any door open, especially a kitchen door.
5. Never leave cooking unattended.
6. Do not deep fry food - deep fat fryers are not permitted.
7. Do not use deodorant or other sprays adjacent to fire alarm detectors.
8. Do not direct hairdryers or fans directly at the fire alarm detectors.

### **Tampering With Fire Equipment**

Fire equipment such as smoke alarms and door closers are in place throughout the building for everyone's safety. Tampering with this equipment puts everyone's lives at risk. Should a Resident (or guest) tamper with the fire equipment, an engineer will immediately be called to check the equipment is working correctly and carry out any repairs resulting from the damage. All such repairs and call-out costs will be charged to the Resident(s) concerned. If any incident appears to be a criminal offence, we will also refer the matter to the Police.

### **Electrical Safety**

Please remember that all appliances which generate heat such as curling tongs, hair dryers, toasters and clothes irons must be plugged directly into a wall socket.

## **Safety and Useful Information**

### **Preventing Condensation**

Please do not wash any clothes in your room. If you are drying washing, please ensure your bedroom window is open to prevent condensation. If there is condensation you must wipe it down and clean any surfaces to prevent mold.

### **Room And Apartment Inspections**

We will carry out full room and apartment inspections at least three times during your tenancy where we will check for cleanliness, damage and missing items.

### **Going To Be Away?**

If you plan to be away from your accommodation from more than 7 days, please let our Residents' Team know.

### **Damages**

Accidents do happen but please let us know ASAP so that we can get things fixed. Damage to our property may result in a charge and certain cases may be deemed as a breach of our Tenancy Agreement. Damage to communal areas will result in equal charges if no one accepts responsibility.

## **Deliveries**

Post is delivered directly to Reception. If you have received a letter, we will pop this in your post box in the Social Space. You can find the mail box key on the notice board in your kitchen. If you have been sent a parcel, we will accept it on your behalf and enter it on our Post Log which can be found [here](#).

You will also see the QR code for the Post Log displayed at Reception as a quick and easy way for you to check for parcels whenever you are passing by. When a parcel is logged for you, just come to Reception during our normal opening hours remembering to bring your photo ID.

Parcels will be kept for 30 days. If you do not collect the item during this time, or we do not hear from you to advise that collection will be delayed, the parcel will be returned to the sender.

## **Window Restrictors**

These are installed on our windows to prevent them opening fully. This is a safety feature for your own protection.

## **Reuse And Recycle**

Residents must bag and tie rubbish from their room. Separate bins are provided for general refuse and recycling. Residents will need to provide their own bin bags. Leaving rubbish in hallways is not only unsightly but is also a fire risk. Residents must not leave rubbish anywhere other than the designated refuse area.

## **Smoking**

The building is a smoke free zone. This includes your bedroom, bathroom and kitchen, as well as any communal area and outside/underneath windows, or on the roads, paths or pavements immediately outside the building. The ban applies to all substances which can be smoked including but not limited to cigarettes, vapes, rollups, pipes, hookahs/shisha pipes and cigars.

## **Cooking**

Please do not cook in your bedroom. Rice cookers, toasters, kettles or other cooking equipment cannot be used in your room as they create a fire risk. False alarms caused as a result of cooking in your room may incur a charge levied by the Fire and Rescue Service.

## **Residence Facilities**

### **Social Space**

Our Social Space is located in Block A near Reception and contains a TV, comfy sofas, tables and chairs, two vending, a pool table, table tennis, soccer table and board games. There are also outdoor spaces to enjoy. Two vending machines are available at the social room. We have also various games available from Reception/in the Social Space.

### **Cycle Store**

There are individual racks located between Block A and Block E. You will need to make sure you bring a lock or other method of securing your bicycle to the rack provided. Bikes are left at the owner's own risk and we cannot take any responsibility for loss or damage. Bikes are not permitted to be stored in rooms or hallways. Bicycles found in these areas will be removed.

### **Laundry**

The Laundry Room is located behind Block A near reception and our social space. Laundry cards cost €3 (coins are not accepted) or you can download the Circuit app for free. A wash costs €4.10 and the dry costs €2.60. Instructions on how to use the machines can be found in the Laundry Room, if you are unsure please do not hesitate to ask one of the team. The residence will not be responsible for items that may be lost, stolen or damaged whilst using the facilities.

### **Wi-Fi**

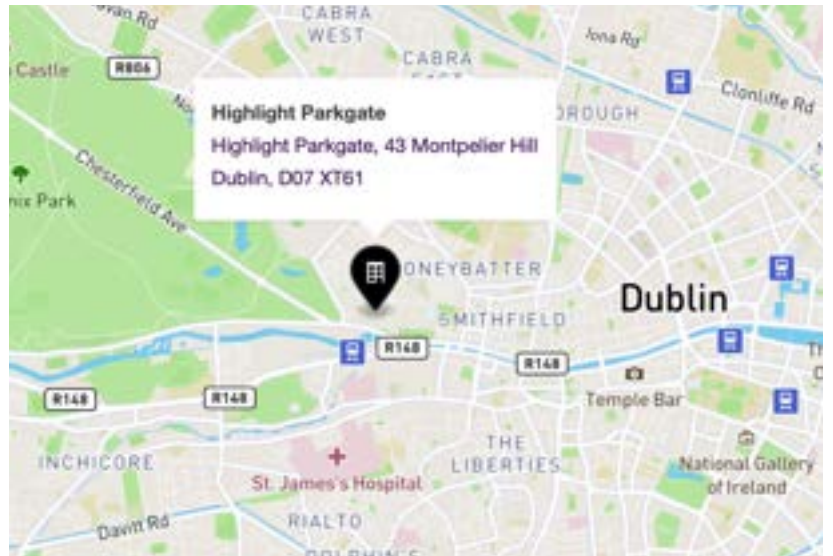
Your room is equipped with Broadband and Wi-Fi, which you can access throughout the building at no extra charge.

# Overview

Highlight Parkgate Residence offers an exceptional student living experience in Dublin. This residence provides a convenient base for students attending colleges and universities in the city. It is situated in a vibrant area with pubs, cafes, restaurants, and convenience stores within walking distance. It is also located near the picturesque Phoenix Park, providing residents with the opportunity to enjoy the beauty and recreational activities offered by one of Dublin's most beloved parks.

The amenities include Wi-Fi, CCTV, study room, games area, lounge, communal kitchen, gym, cycle store, courtyard, vending machine. With a dedicated security team and on-site residents' team, residents can enjoy a comfortable and secure environment.

## Highlight Parkgate, 43 Montpelier Hill, Dublin 7, D07 XT61, Ireland



Accommodation is in shared apartments with your own private en suite bedroom and access to a shared kitchen and living space. Each room comes with a bed, lots of storage, plenty of workspace, and your very own en suite shower room.

## Events available for residents!

### Your room

Double bed with duvet and linen

En-suite bathroom with shower

Spacious storage and closet

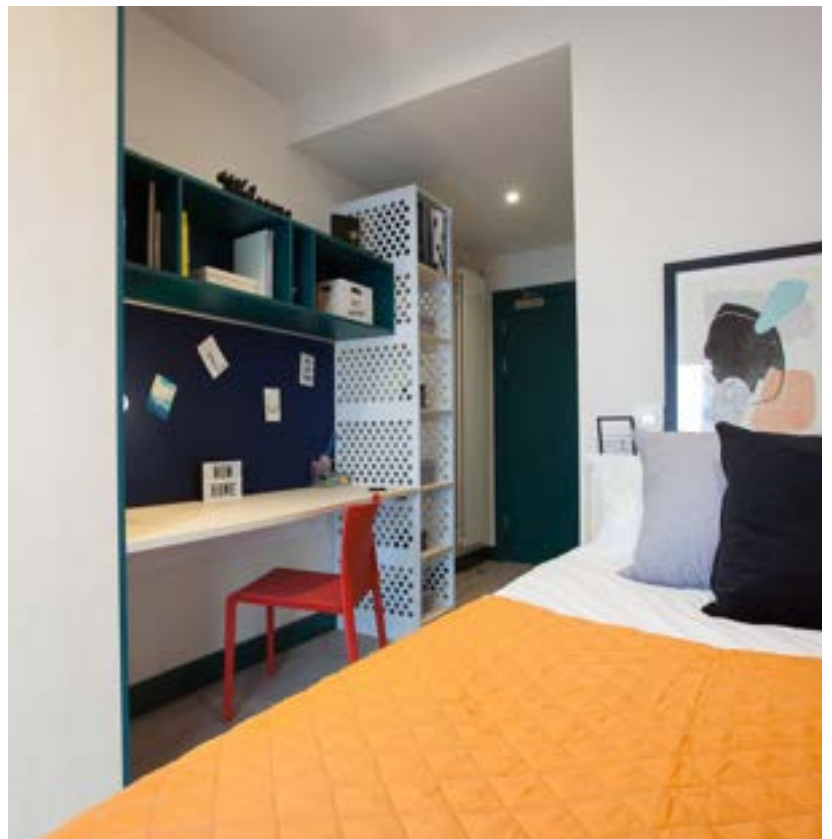
Workspace

Shared kitchen and living room

FREE Wi-Fi

**All your BILLS are INCLUDED**

**Towels are NOT included**





**Note:** a damage deposit of €150 should be paid to Emerald on arrival. This will be refunded on departure provided there is no damage to the room or apartment.

## Common Areas

Lounge and Vending Machine

Gym

Games Area

Spacious Study Room

Cycle Store

Communal Kitchen

CCTV

Security Team & On-site Residents' Team

FREE Wi-Fi throughout the residence & Broadband









## Practical Information

### Getting to the residence from Dublin Airport

- **By Emerald arranged private transfer** - This can be booked with the school at a cost of €95 each way
- **By Taxi** - This can cost around €40 depending on the time of the day
- **By coach and bus** [CLICK HERE](#)

### How to get to Emerald Cultural Institute

The best way to come to Emerald Palmerston Park is taking the **Red Luas Line** at **Museum Luas Stop**, get off at **Jervis Luas Stop**. Then take the **bus number 140** in **Dame Street** with direction Rathmines.





Once you get off at Jervis Luas Stop, **cross the Ha'Penny Bridge** and reach **Dame Street**. Wait for the **bus number 140** (direction Rathmines) at the **stop number 7581**.

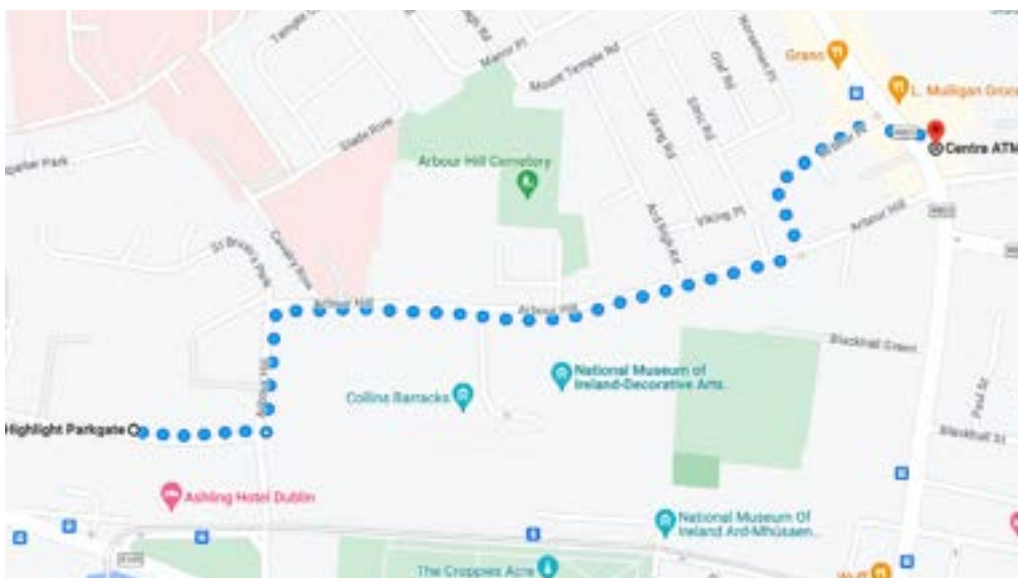
After approximately 20 min bus, please get off at **Palместon Villas, stop 895**. From here, **walk 5 min** and you will be arrived to Emerald Palmerston Park School.

[CLICK HERE](#)



## Supermarkets in the area

You will be able to find different supermarkets in the area. Centra: 5 min walk, Lidl: 10 min walk, Fresh Supermarket: 12 min walk, Supervalu: 10 min walk.



[CLICK HERE](#)

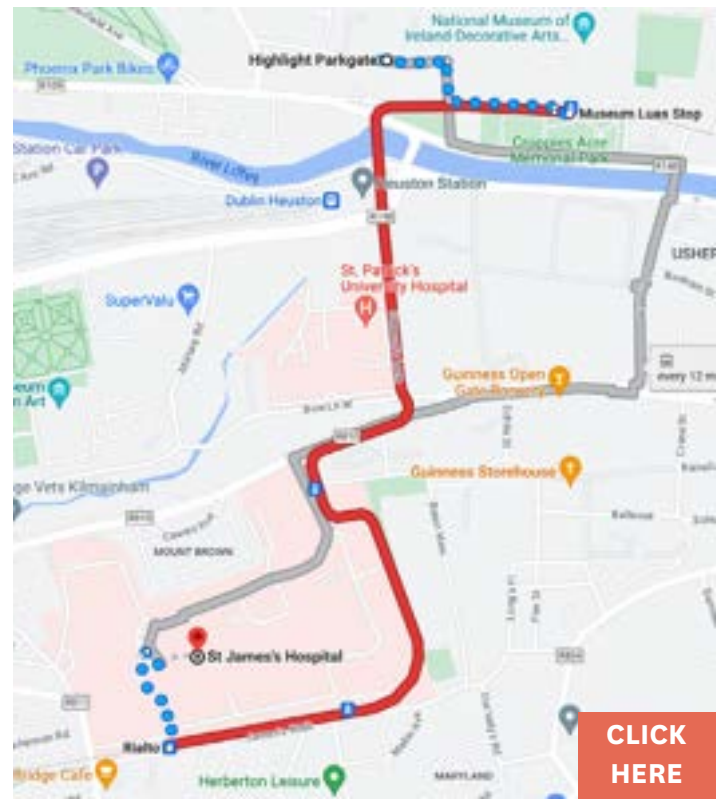
**Centra:** Head east on Montpelier Hill toward Temple St W. Turn left onto Arbour Hill. Turn left onto Arbour Pl. Turn right onto Stoneybatter/R805, destination is on the left.

## Medical Centres and Pharmacies in the area

**St James Hospital** is only 20 min walk from the residence and 10 min with the Red Luas. There is also a **Lloyds Pharmacy** just 9 min walk from your accommodation.



Head east on Montpelier Hill toward Temple St W. Turn right onto Temple St W. Turn right onto Benburb St/Parkgate St. Turn right and cross the road. Turn right toward Victoria Quay. Turn right onto Chapelizod Bypass/St John's Rd W. Turn left onto Steeven's Ln. Turn left onto Bow Ln W. Turn right toward James St/R810. Turn left at the roundabout. Continue straight. Turn left two times.



Take the Luas Red Line from **Museum Luas Stop** in the direction of **Saggart**. After 4 stops, get off at **Rialto Luas Stop** and **walk for 3 min**.

### Lloyds Pharmacy:

Head east on Montpelier Hill toward Temple St W. Turn left onto Arbour Hill. Turn right onto Blackhall Pl/R805.



CLICK  
HERE

**Highlight Parkgate**  
**43 Montpelier Hill,**  
**Dublin 7,**  
**Do7 XT61**

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