

## Inspection Form for International Protection Accommodation Services

### EOI & Emergency Contracts

The purpose of this inspection is to ensure that the accommodation provider is providing an accommodation service as contracted.

This template applies to centres on EOI & Emergency contracts.

Items **in yellow** apply to centres where families are present only.

**Fill in this page prior to inspection:**

Accommodation Service Name (Centre):	69 Lower Gardiner Street
Address:	69 Lower Gardiner Street Lower Mountjoy, Dublin 1
Eircode:	D01FH28
Contractor (Company):	
Manager:	Ollie Dixon / Claudiu Constantin 0894960913 / 087 6389618
Contracted Capacity:	30 (27 currently present)
Profile (e.g. singles/families):	SM
Previous issues checked. Note made of any issues that were not addressed.	N/A
Every bedroom on register checked against bedroom list (on residents register)	Checked

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Date of Inspection:	15/09/2023
Arrival Time:	14.26 pm
Departure Time:	16.33 pm
Inspector:	Alex Oluoha
IPPS/IPAS/QTS:	IPPS

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#### Previous Inspection

Date of last inspection:	First inspection
Last Inspector:	N/A
Last inspection carried out by: IPPS/IPAS or QTS	N/A

**Summary of issues from last inspection and confirmation of actions from contractor:**

Note to inspector: Please check on this inspection that these items have been addressed.

This centre opened 28/02/2023 and inspection has not been conducted.

## Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 27
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: Claudiu Constantin and Kubiak Mark
- Copy of catering menu from day of inspection (*where relevant*). ☐ Nil
- View list of emergency numbers. ☒
- Date of last Environmental Health Officer Inspection (*if applicable*): No inspection done yet.
- If there has been any pest control issues, a copy of most recent report ☒

### Security

- Is 24 hour supervision provided? ☒
- Is security provided by external company? ☒ Non - Staff on duty
- Name of security provider \_\_\_\_\_
- Does the centre have CCTV? ☒

### Fire Register

- Confirm that the centre is using the register as provided by the Department. ☒
- Check the following. Copy the 2 most recent entries under each heading:

#### Emergency Lighting Inspection Schedule

Date	Inspected by: Company Name/Staff Member (position)	Comments
06/04/2023	RFC	Passed
13/01/2023	RFC	Passed

#### Fire Alarm & Detection System Inspection Schedule

Date	Inspected by: Company Name/Staff Member (position)	OK? (Y/N)	Defect	Remedial Action Taken (Y/N)	Sign Off (Y/N)
02/09/2023	RFC	Y	N	N	Y
02/06/2023	RFC	Y	N	N	Y

**Fire Fighting Equipment Inspection Schedule** (Include all fire extinguishers, hose reels and fire blankets.)

Date	Inspected by: Company Name/Staff Member (position)	OK? (Y/N)	Defect	Remedial Action Taken (Y/N)	Sign Off (Y/N)
Jun 2023	RFC	Y	N	N	Y
Mar 2023	RFC	Y	N	N	Y

**Fire Exit Doors / Means of Escape Inspection Schedule**

Date	Inspected by: Company Name/Staff Member (position)	OK? (Y/N)	Defect	Remedial Action Taken (Y/N)	Sign Off (Y/N)
06/04/2023	RFC	Y	N	N	Y
15/08/2022	RFC	Y	N	N	Y

**Fire Drill Procedure Inspection Schedule**

Date & Time	Number of staff involved in drill	Number of residents present in centre	Number of residents evacuated	Evacuation time (length of time it took to evacuate)	Comments
02/08/2023	3	9	9	3 min 10 sec	
31/05/2023	2	24	24	8 min	

**Staff Instruction and Training (Fire Safety)**

Staff member(s)	Course	Instructor	Duration	Date
3	Fire Evacuation			19/11/2023

**Fire Exits, Emergency Lighting, Smoke Alarms, Fire Notices (check as you are going around)**

Are fire exits clear from obstruction?	Y
Are they unlocked?	Y
Are fire exits clearly posted throughout the building?	Y
Are all fire doors kept closed?	Y
Are fire evacuation instructions clearly displayed in the centre?	Y
Are fire extinguishers clearly visible?	Y
Is there emergency lighting system in place?	Y
Comments:	N/A



## Part 2: Accommodation Units & Communal Facilities

Please note that the setup of the centre can either be own door units or bedrooms with communal facilities (or a mix). In the case of own door units, please check each unit against the bedroom, kitchen facilities, dining and living space requirements.

**Reception Area** – *(The following are not mandatory for EOI/Emergency Contracts however should be noted as part of the assessment).*

- Reception area has a staff member present. ☒
- First aid kits are available ☒

Posters/information are visible, take note of what can be supplied to provider by IPPS	Present	To be provided
Up to date House Rules – confirm that residents are brought through the house rules on arrival	✓	
IPAS Code of Practice	✓	
Complaint Forms	✓	
Accident/ Incident procedure	✓	
HSE Breastfeeding Posters		
Designated Liaison Person details (Child Protection)		
Safety Statement/Child Safety Statement		
Supervision of children notice		
IOM Voluntary Return Posters		
Anti-human trafficking Posters		
'No to Violence & Harassment' Posters		

- There is a visitor meeting area in the vicinity of the reception where residents can welcome guests. It is clean, functional, fixtures and fittings are in good condition and fit for purpose. ☒
  - No specific meeting room where residents can host guests, the centre do allow the dining area to be used for purpose.
- There is evidence that a visitor sign in and child safety procedure for visitors is in place. ☒
- There is a public toilet in the vicinity of the reception which is open, clean (evidence of a cleaning list in bathroom), soap, hand drying facilities, toilets are functional and fit for purpose. ☒
  - The centre does not have public toilet but staff toilet which the centre uses to serve for purpose.

- Note the heating arrangements.

**Note any issues seen in reception area/visitor meeting room/public toilet:**

**Note the heating arrangement (for whole centre):**

Centre is adequately headted.

#### WiFi

- Connect to the WiFi that residents use.
- Check the connection at various points throughout the inspection.
- Ask a few residents if the WiFi connection is sufficient.

**Note results of speed tests and locations:**

There is open WiFi present in the centre

#### Kitchen Facilities for Residents to Cook for themselves (*if Independent Living*):

Can be either communal or within each accommodation unit. Note the set up in this centre:

Communal kitchen provided in the centre

- Are the cooking stations clean and functional? ☒
- Are there sufficient cooking utensils? ☒
- Is there a separate cooking station & utensils for halal cooking? ☒
- Check that a food safety management system is in place in fridge/freezers/dry storage areas. ☒
- Do residents have 24/7 access to a Residents Canteen including sink, microwave, kettle, fridges, hot and cold water, cutlery and crockery? ☒

**Note any issues observed in or comments on residents' kitchen:**

The communal kitchen is rather small

**Dining Area**

Can be either communal or within each accommodation unit.

- The dining area is clean and functional. ☒
- There is sufficient furniture including tables, chairs. ☒
- Availability of high chairs. ☐
- Tea, coffee, drinking water, fruit and snacks available to residents. ☒
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒

**Note any issues observed in or comments on the dining area:**

The dining serves multipurpose as a recreational space and for residents to host their guests.

**Communal Spaces**

These are communal spaces, not used as a bedroom for families. *(Not applicable if centre is completely made up of own-door units).*

Please check the following in each living room:

- Room is exclusively used as a communal space room ☐
- Room is furnished as a living room including TVs & other recreational facilities. ☒
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒



- No CCTV in living rooms. (Even inactive CCTV cameras are not acceptable). ☒

**Note any issues observed in or comments on living rooms (note the number of living rooms):**

Check the following:

- Social space is furnished appropriately, furniture is in good condition and fit for purpose. ☐
- Social space includes TV, computers and other recreational facilities which are functional and available to residents. ☐
- Fixtures and fittings of social space(s) are in good condition. ☐
- There is a clean, functional and appropriately equipped indoor children's play area. ☐
- There is a safe, outdoor, clean outdoor children's play area. ☐

The centre has no social space.

- There is a communal space which has TV & other recreational facilities. These are functional and clean. ☐

**Note any issues with or comments on social spaces (including if any of the above spaces are not being provided, and note where additional facilities are being provided):**

- The centre has NO communal space, except the dining area.

## Meeting Rooms

Please check the following in each meeting room:

- Minimum of 5 chairs and a table. ☐
- Furniture, fixtures and fittings in good condition. ☐
- Room is bookable by residents. ☐
- Room has a lockable door (from inside) ☐
- No CCTV in the meeting room. (Even inactive CCTV cameras are not acceptable). ☐

**Note any issues observed in or comments on meeting rooms:**

- The centre has NO meeting room, except for the dining area used to meet this purpose

**Food Hall if applicable- (Onsite Shop)**

- There is a price list displayed for residents. ☐
- Epos system in operation. ☐
- Records of food delivery. ☐
- Records of refrigerator temperature checks. ☐
- Take samples (at least 5) of food items for sale, the expiration date, price.

Item for sale	Expiration Date	Points Value

**Note date of last inspection by Environmental Health Officer:**

**Note any issues observed in food hall:**

- The centre has NO food hall. The centre is close proximity to shops around the City Centre.

### Shopping off-site (card/voucher system in place)

Please tick:

- Is a card/voucher system in place for residents to shop in the local area? ☒
- Has an agreement been reached with a local shop(s)? ☒
- Is the system fully functional? ☒
- Do the residents have sufficient credit to buy necessary items? ☒

#### Note any issues observed with or comments on card/voucher system for external shopping:

- Tesco cards issued to residents and weekly top up of €45.00.
- Lost cards are being replaced and credits transferred to the new cards.
- There is App download of the Tesco cards on their phones, the manager informed.

### Catering Service if applicable

Please tick:

- Centre has an onsite kitchen providing a catering service? ☐
- Catering service is provided through external service? ☐
- There is no catering service? ☒
- Check that menu provides for all dietary requirements and is nutritionally appropriate.
- Check for any evidence of pest/rodent activity.

HACCP checks	Notes
Food temperature	
Food storage (fridge temperature)	
Food storage (freezer temperature)	
Food safety management system	

**Note any issues with or comments on catering service:**

- Their fridges have no thermometer and the temperature cannot be determined.
- The centre runs self-catering for residents.

**Laundry Facility**

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☒
- All machines are functional? ☒
- Opening hours are reasonable?
- Area is clean and clear of hazards? ☒
- Supply of washing powder available to residents? ☒

**Note any issues with or comments on laundry area:**

- The centre has one washer and one dryer industrial machines.

**Building Exterior/Grounds:**

- Grounds are well kept? ☒
- Pathways are free from hazards? ☒
- Paintwork is in good condition? ☒
- Windows appear clean and in good repair? ☒

- Any other applicable considerations.

**Note any issues with or comments on building exterior/grounds:**

#### **Corridors**

- All corridors throughout maintained. ☒
- Is the area generally clean? ☐
- Any issues requiring attention? ☒

**Note any issues with or comments on corridors:**

- Carpets on corridors and stairways and landings need to be changed/replaced

## Stairways

- All stairways kept clear & maintained. ☐
- Is the area generally clean? ☐
- Any issues requiring attention? (*e.g., fire exit signs, hazards, lighting, notices, décor, etc.*) ☒

### Note any issues with or comments on stairs/stairwells:

- The first flight of the stair and landing were laid of slippery floor tiles, it has to be removed and replaced with non-slip floor tiles to avoid fatality.

## Bedrooms

Check each bedroom against the below list. If there are any issues, please note the room number and issue in the box below. In each bedroom, check the following:

### Occupancy:

- Number of residents to a room.
- If residents are present, and it is appropriate to engage with them, ask if there are any issues with the accommodation that they would like to discuss (*see Part 3 below*).

### Physical Aspects:

- Furniture (Beds, wardrobes/ sufficient personal storage, other furniture) are in good condition and fit for use. ☒
- Access to a television (mandatory for EOI, reasonable access in common areas will suffice for Emergency). ☒
- Fixtures and fittings (floor covering, curtains, blinds, light fittings, paintwork, window openers including child restrictors) are properly maintained and are fit for use. ☒
- Heating and safety equipment do not present issues (e.g. is smoke alarm uncovered, does the room feel warm enough, any fire hazards). ☒

### Bathroom

- Sufficient bathroom facilities for number of residents ☒
- Check for mould or other sanitary issues. Note if deep cleaning is required.
- All fixtures are in good condition and fit for use. ☒



**Note any issues seen in or comments on any bedrooms (include room number):**

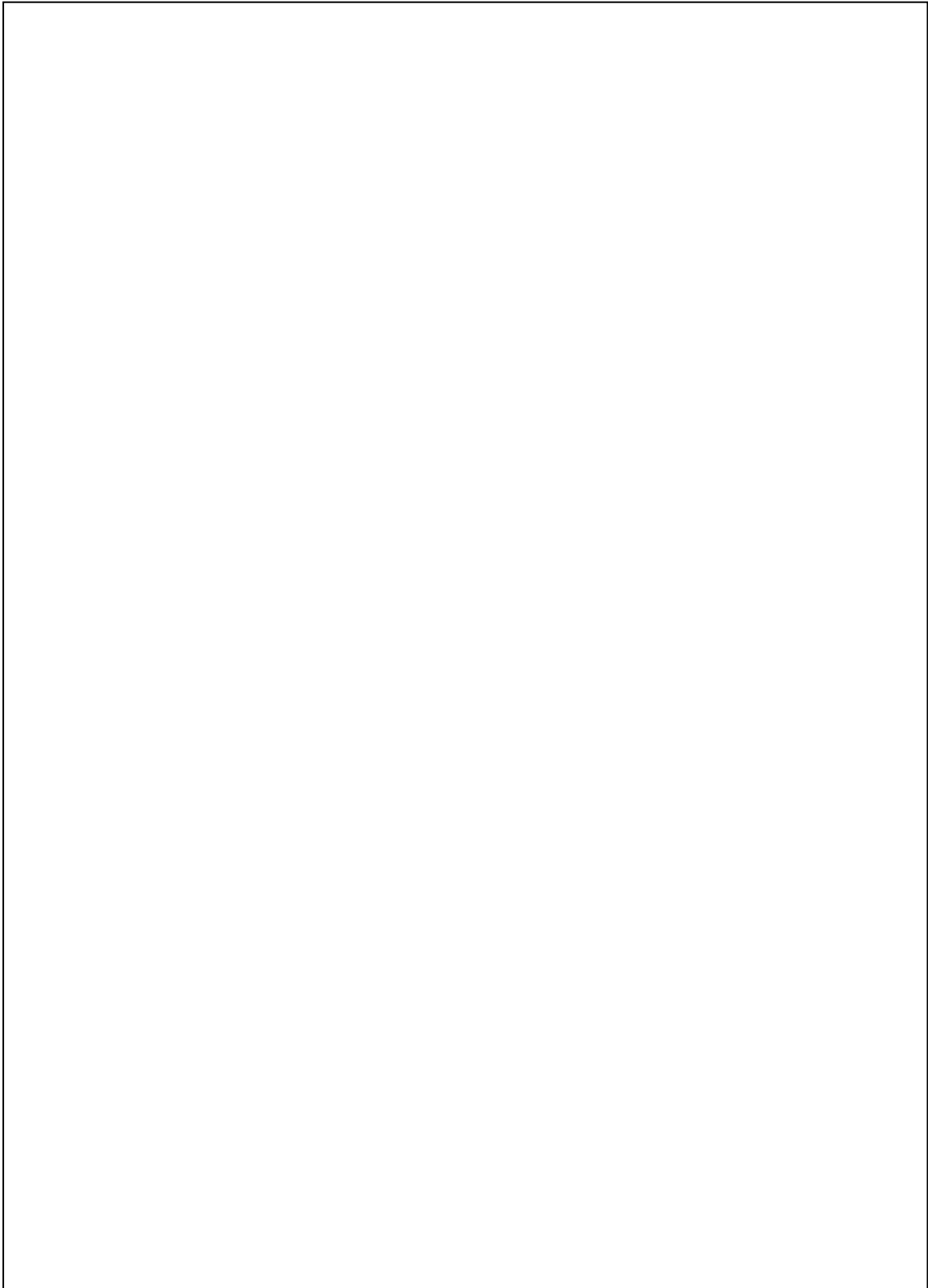
- Room 5 for two occupants, has mould in the toilet and the manager was asked to address it which he agreed.
- On second floor landing, the ceiling is wet as a result of leak, requires repair work. The manager was asked to address it, which he agreed.
- Room 10 for one occupant who has health condition requesting for a change of room or a transfer to another accommodation.

**Note any issues seen in or comments on any bedrooms (include room number):**

### **Summary of Issues**

Fill in after inspection. This, along with the report, will be sent to the contractor, and the next inspector will use this section to verify that issues have been addressed on the next inspection.





**End of inspection checklist (while onsite):**

- Date of last Environmental Health Officer Inspection (if applicable)
- Resident Register from day of inspection
- Staff list and name of person on duty on day of inspection
- Catering menu from day of inspection (if applicable)
- If there has been any pest control issues, get a copy of most recent report.
- Manager has signed the declaration.

**Follow up:**

- Check sample foodhall prices against the IPAS Points and Products list, note any discrepancy.
- Create the summary of issues sheet
- Scan report, register, staff list, menus (*if applicable*) to IPPS. Include the confidential issues page.
- The report can be scanned handwritten, no need to type it if it is legible and appropriate for publication.

### **Manager Declaration (for IPPS/IPAS inspections)**

**Manager should be asked to sign this declaration.**

This inspection, by a Department official, is primarily to examine how the terms of the Contract are being complied with in the centre.

The manager accepts that the person carrying out the inspection is not charged with certifying the centre is in compliance with all fire safety regulations. The manager agrees that the information provided above is correct.

**Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**From:**  
**To:** [Marija Jokic \(DCEDIY\)](#)  
**Subject:** Re: Inspection Report Follow Up  
**Date:** Friday 8 December 2023 08:12:17

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**CAUTION:** This eMail originated from outside your organisation and the BTS Managed Desktop service. Do not click on any links or open any attachments unless you recognise the sender or are expecting the email and know that the content is safe. If you are in any doubt, please contact the OGCIO IT Service Desk.

rHi Marija,

Hope you are well. Apologize on getting back to you only now.

During an inspection conducted by Alex Oluoha on 15.09.2023 management took notes and started working on issues reported.

We are happy with the report .

Please, see list below with the issues raised that has been fixed or are under maintenance at the moment:

- Meeting room has been create to facilitate residents on reading books,do online courses(Laptop available in the room for residents) or to meet guests(friends or family members)
- Social space and guest toilet will be add it in the centre from January(maintenance on progress)
- carpet replacement on the corridor and landing area will start next week.(maintenance on progress)
- non-slip tiles will be replaced next week.(maintenance on progress)
- ceiling on second floor landing has been fixed last month.
- mould issue on Room 5 has been fixed at the end of September.
- The resident from room 6 has been reunited with his family in another centre in October.
- The resident from room 10 is under Ipas waiting list for single room transfer. As I mentioned to Alex Oluoha during the inspection, if any single room is available in another centre under our portfolio we will facilitate the transfer .

If you require more information, please don't hesitate to contact me.

Kind regards,

Operatione Manager  
Coolebridge Ltd

*Claudiu Guriuc*  
*Operation Manager*  
*Coolebridge Ltd.*

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On Wed, 29 Nov 2023 at 12:12, Marija Jokic (DCEDIY) <> wrote:

Dear Ollie,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for 69 Lower Gardiner Street Accommodation Centre, dated 15/09/2023 which were completed this year.

I would be grateful if you could please review the reports and if there are any comments on the inspection reports which require remediation I would be grateful if you could please revert back to me by email confirming actions taken.

I would be grateful if we could receive your response by Wednesday, the 13/12/2023.

Kind regards,

International Protection Procurement Service

**Seirbhísí an tSoláthair Cosaint Idirnáirsiúnta**

International Protection Procurement Services

**An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige**  
Dept. of Children, Equality, Disability, Integration & Youth

**2<sup>nd</sup> Floor Montague Court, 7-11 Montague Street, Dublin 2**



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth