



# Attending Your Hearing



The RTB is committed to complying with all government and public health guidelines. We are committed to ensuring that anyone who is attending a hearing can do so in a safe manner and has a clear understanding of what to expect. The RTB has made a number of changes to our hearing rooms and procedures to ensure the safety of all parties who attend face to face hearings.

## Before Your Hearing

- ▶ Familiarise yourself with the most up to date health advice available: <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>
- ▶ **Do not** attend the hearing if you are experiencing any symptoms associated with Covid-19.
- ▶ Inform the RTB at the earliest stage possible if you cannot attend your hearing.
- ▶ If you intend to bring a representative or a witness to your hearing, inform the RTB at least 3 days in advance of the hearing. Due to health guidelines, meeting rooms currently have strict capacity limits. It is crucial that the RTB knows in advance how many people will be attending a hearing. If the room is already at capacity, your representative or witness may be asked to phone into the meeting instead.
- ▶ Consider who should attend the hearing. If there is more than one landlord or one tenant involved in the dispute, please appoint one person only to attend the hearing.

## At Your Hearing

- ▶ Please attend your hearing on time. The RTB will only allow case parties access into the office five minutes before the scheduled hearing time.
- ▶ Please follow all instructions outlined by RTB staff and the Adjudicator / Tribunal Panel while at your hearing.
- ▶ You will be requested to sign-in on arrival. You will also be asked to sign a declaration to confirm that you are not currently experiencing any symptoms associated with Covid-19. If you have any further questions, please contact the RTB in advance of your hearing.
- ▶ Please bring your own pen and paper to the office.
- ▶ The RTB cannot provide copies of documents previously circulated on the day of your hearing. If you need copies of documents, please contact the RTB in advance.
- ▶ Please observe good hand hygiene and cough etiquette while at the office.
- ▶ Please use the hand gel provided in the office as needed.
- ▶ Masks will be available at reception should you wish to wear one.
- ▶ Please sit in the seating assigned and observe social distancing while at the office.
- ▶ If you feel unwell during the hearing, please inform the Adjudicator/ Tribunal Panel.
- ▶ In the unlikely event the hearing needs to be adjourned, please follow the directions of the Adjudicator, Tribunal Panel or RTB staff.

## After Your Hearing

- ▶ At the end of your hearing, please leave the office promptly.
- ▶ If you have any questions in relation to your hearing or the process, the Adjudicator or Tribunal Panel can assist. If you have an enquiry following the end of your hearing, please call the RTB at 0818 30 30 37 or email [disputes@rtb.ie](mailto:disputes@rtb.ie) or [tribunals@rtb.ie](mailto:tribunals@rtb.ie).
- ▶ Please note that reception staff are unable to answer queries in relation to your case.