

RESPONSE MAINTENANCE — TENANT RESPONSIBILITIES

The Housing Department Response Maintenance section is responsible for the management and control of the Council's rented stock, this includes structural repairs and alterations on medical grounds.

On signing your TENANCY AGREEMENT you have assumed responsibility for repairs of a **non-structural** nature to your Council rented dwelling. Outlined below is a full listing of the type of repairs you as a tenant are responsible for.

INTERNAL REPAIRS

1. Internal plaster cracks
2. repairs to or replacement of cupboards, wardrobes, kitchen units and their doors, hinges, handles, locks, catches and drawers.
3. curtain rail and window boards
4. hat and coat hooks and boards
5. chimney sweeping
6. repairs arising from condensation damage
7. wall and floor tiles
8. Internal woodwork such as floors, doors and skirting boards
9. Ventilator covers
10. Internal decoration

DOOR & WINDOWS

1. External handles and internal locks and handles
2. Draught proofing of doors and windows
3. Replacement of broken glass
4. Permavents where fitted
5. Internal tiles on window sills and window boards
6. Letter boxes
7. Timberwork on windows, internally, should be painted by the tenant on a regular basis (maximum interval of five years)

EXTERNAL REPAIRS

1. Maintenance of gardens and hedges in tidy conditions
2. Repairs to, or replacement of fences and garden boundary walls erected by council and by tenant.
3. Repairs to, replacement of, and re-erection of front gates, side gates or doors leading to garden areas, including their support frames
4. Clothes lines
5. Fuel sheds or outhouses; including roof repairs and repair or replacement of doors, locks, door handles or catches.
6. Cleaning of silt, leaves or other deposits from gutters.

ELECTRICAL REPAIRS

1. Ceiling roses, lamp holders and plugs
2. Fuses, except main fuses
3. Elements for electric fires. All repairs to electric appliances, fires and heaters not installed by the council.
4. Replacement of light bulbs and any bulbs that may be required for pilot lights

N.B. 1 The tenant(s) will be responsible for any electrical repairs arising from his/her interference with the electrical installation and if the Council has to execute repairs arising from such interference, the cost of such repairs will be charged to the tenant(s).

2. Where it is the tenant's responsibility to repair an electrical fitting or installation, other than the replacement of bulbs and fuses, the work should be carried out by a qualified and competent Electrical Contractor, and where such a Contractor carries out electrical work in a Council dwelling, the name and business address of the Contractor must be forwarded to the Housing Department together with a brief description of the work carried out.

PLUMBING REPAIRS

1. Cleaning of gully traps (*sinks and surface water waste*)
2. Replacement or repair of stopper and chains for baths, sinks and basins
3. Replacement or repair of toilet bowl, wash hand basin, bath, toilet cistern and cover except if it is cracked and leaking through fair wear and tear
4. Replacement or repair of toilet seat, chains and handles.

COOKING & HEATING APPLIANCES

1. gas or other heating or cooking appliances installed by the tenant(s)
2. The basket / grate in all fire places and the replacement of glass panels in doors of room heaters
3. Damaged caused to room heater by improper use
4. Repair and replacement of tiles on fireplace / hearth

GENERAL

1. The tenant(s) shall be responsible for the repair of any wilful or malicious damage and if the Council undertakes repairs resulting from such damages the cost of such repairs will be charged to the tenant(s)
2. The tenant(s) shall be responsible for repairs to doors, windows, fixtures and fittings in the dwelling caused by destruction or damage by burglary, housebreaking, larceny or theft.
3. Tenants are reminded of their obligation to pay their rent punctually and to keep their rent accounts clear. The position of a tenant's rent account will be examined on the receipt of a maintenance request by the Council and the Council will undertake to carry out those repairs, for which it has responsibility, only in the event of a tenant having a clear rent account.
4. South Dublin County Council are not responsible for the control of rodents or pests. The Eastern health board has a pest control section which provides the necessary service. They may be contacted at 01 - 4542087 / 01 4541388.

RESPONSE MAINTENANCE — OUR RESPONSIBILITIES TO TENANTS

Maintenance requests are categorised as follows:

| <u>CATEGORY</u> | <u>TIMESCALE</u> | <u>EXAMPLE</u> |
|-----------------|--------------------|---|
| Emergency | 1 – 5 working days | Smoking fuseboard |
| Urgent | 10 working days | Leak under sink unit |
| Routine | 12 weeks + | Replace toilet cistern |
| Cyclical | 1 – 7 years | Leaking gutters, replacement hall door etc. |

EXTERNAL REPAIRS

1. Repairs to roof's due to storm damage
2. Repairs to gutters and down pipes, fascia and soffits, chimney repairs.
3. External plastering
4. External painting of windows and doors (7 year cyclical work)
5. Replacement of windows, hall and back door, frames and sashes through decay.
6. Sewerage / main drain repairs.
7. Repairs to footpaths / driveways / steps where subsidence has occurred.
8. Cost of clearing of blocked house drain where a dwelling is served by a single drain and the apportioned cost of clearing a combined drain.
6. Repair or replacement of immersion heater
7. Repairs to burst pipes in the dwelling caused by frost or freezing temperatures
8. Replacement or repair of waste pipes inside the dwelling
9. Clearing airlocks in pipes
10. Replacement or repair of taps on sink unit and wash hand basins including leaking and dripping taps
11. Replacement or repair of ball cock or other water flotation control unit within the unit
12. Attic tank replacement, all service pipework
13. Replacement of fire backs
14. Reenameling of baths where enamel is chipped or damaged.

For further information please contact the Response Maintenance Section:

Tallaght 01 414 9393
Clondalkin 01 414 9384
Email: hmaint@sdublincoco.ie
Website: www.southdublin.ie
 Opening hours: Mon – Thurs 9.00am to 5.00pm
 Friday - 9.00am to 4.30pm

Tenants are advised that all maintenance requests must be reported in the first instance to the Response Maintenance Office within their area for attention. Maintenance requests **MUST NOT** be forwarded directly to the maintenance Depot's.

INTERNAL REPAIRS

1. Gas servicing to Council installed heating systems
2. Copper cylinder replacement
3. Electrical repairs with the exception of those outlined as tenants responsibilities
4. The repair of light switches (replacement light switches shall be flush type rocker arm 5 amp switches to appropriate industry standard)
5. The repair of the electrical connections to the water heating cylinder