



## **Housing Maintenance & Repairs**

### **Emergency Repairs Contact number 0761 102020**

This document outlines what repairs and maintenance are directly provided by the Council to council housing tenants.

#### **Routine Maintenance and Repairs**

- Repairs to roofs, gutters, downpipes, fascia and soffit, chimneystack and capping.
- Repairs to structural defects in floors, joists and ceilings and stairs.
- Electrical repairs other than tenant's responsibilities.
- Plumbing repairs other than tenant's responsibilities.
- Repairs to gas heating boilers and gas fires other than tenant's responsibilities.
- New fireplace and chair back installations.
- Structural defects to the house.

#### **Planned Maintenance**

- Gas heating boiler service and gas fire service.
- Fire Blanket installation.
- Essential adaptations for people with disabilities.

**The Council provides an out-of-hours emergency service, 7 days per week, for the following repairs:**

#### **Electrical**

- Smoking fuse board.
- Complete power failure.
- Partial power failure i.e. failure of all upstairs or downstairs electrics.

#### **Gas heating**

- If you smell gas you should immediately contact Bord Gáis emergency on 1850 20 50 50

#### **Plumbing**

- Water leaking through light fitting.
- Serious water leaks from burst pipes threatening to flood the property.
- Blocked main sewer.

#### **Structural damage**

- Storm damage to roof.
- Structural damage following a fire.
- Vacant house being vandalized.

**Points to Note**

- Non-emergency repairs will be logged for attention the next working day.
- If you request a call out for a non-emergency item you may be subject to a call out charge reflecting the callout costs.
- Tenants must have a clear rent account.
- Routine and planned repairs will only be carried out where the tenants rent account is up to date or an agreement is in place and is being complied with.

**Fire Safety in your home**

Please ensure in the interests of your safety and that of your family that you have working smoke alarms in your house. Check your smoke alarms regularly.