

Central Heating Boiler Servicing Scheme and Heat Exchange Unit servicing scheme.

Frequently Asked Questions (FAQs)

Q.1 When will my boiler be serviced?

A. The boiler will be serviced this year. The contractor for your area will contact you in advance to make an appointment.

Q.2 Will the boiler be serviced every year?

A. Yes. Cork City Council will arrange a service annually.

Q.3 If a fault is found with the boiler, will the contractor fix it there and then?

A. All necessary repairs will be carried out by the contractor to return the boiler to proper working order. Depending on the nature of the fault, the contractor may be able to carry out the repair there and then.

Q.4 My boiler has been deemed unfit for purpose by the contractor, what will happen now?

A. It will be the Council's intention to replace or repair any items that deemed unfit for purpose, arising from the service.

Q.5 I don't have a central heating system. I would like to have it installed

A. The property will be added to a list of properties for the installation of a central heating system. In the meantime the Rents Section will be notified, on confirmation from the contractor, the €2 per week will be discontinued until the heating system is installed and the additional payment already paid by you will be credited to your rent account.

Q.6 I don't have a central heating system in the house and I don't want one

A. When the contractor confirms that there is no heating system installed, the Rents Section will be notified, the €2 per week will be discontinued and the additional payment already paid by you will be credited to your rent account.

Q.7 I have a central heating system in my house. I do not use it as the meter is locked. Do I have to pay the additional €2 per week?

A. Yes, In this case the Boiler Service Charge still applies. The City Council, as Landlord, has a responsibility to ensure that the boiler in your house is in good working order and the pipe work is safe. The contractor will call once a year to assess the system, and do a soundness test on the gas line.

If at some stage you arrange for the meter to be unlocked, please note that you must notify the Housing Maintenance Section that the meter has been unlocked and a boiler service will be arranged.

Q.8 My heating hasn't worked for years and I don't use it, I don't want it serviced

A. The City Council, as Landlord, has a responsibility to ensure that the boiler in your house is in good working order and the pipe work is safe, whether or not it is used.

Q.9 I get my boiler serviced every year by the same person and would prefer to continue this way

A. The City Council, as Landlord, has a responsibility to ensure that the boiler in your house is in good working order. From now on the Council will arrange for the boiler to be serviced.

Q.10 I am part of a district heating scheme, will my rent be increased?

A. This falls under a different scheme. If the Service Charge has inadvertently been added to your weekly rent, please notify the Rents Section who will credit any payments made to your rent account.

Q.11 I have a Heat Exchange central heating system do I have to pay the Boiler Service Charge?

A. These heat exchange units also require servicing once a year. A contract will be arranged to service these units. The service charge will apply in this case.

