

February 2016

Cork City Council's Housing Maintenance Section endeavours to provide the best service possible to tenants in relation to maintenance and repair of their rented properties. In order for the Council to do this as fairly and effectively as possible, it is essential that tenants are aware of both the City Council's responsibilities and the tenant's own responsibilities, as detailed in the Tenancy Agreement.

Cork City Council intends to issue a revised and updated Tenant's Handbook in the near future which will cover all aspects of your tenancy, including the respective maintenance responsibilities of both the City Council and its tenants. In the interim, however, tenants are asked to please note the following :

**1. Repairs that are the responsibility of the tenant will not be carried out by Cork City Council**

The list overleaf sets out the types of house repairs that are the responsibility of the tenant as per the Tenancy Agreement. Utilisation of City Council resources in carrying out repairs which are tenant's responsibility would restrict the Council's ability to deal with valid repair requests from other tenants. Thus, in the interests of equity, Cork City Council is not in a position to accept or respond to such repair requests.

**2. Logging of Repair Requests**

All Housing Maintenance repair requests should be reported via the Helpline telephone, **021 4298710**. This number is attended normally from 09.00 to 17.00 Monday to Friday. However, if calls are queued or if lines are particularly busy, then callers should avail of the automatic messaging service. Details required are tenant's name, address, brief outline of repair requested, and a contact telephone number ( in case there may be a query regarding the repair request ). Callers leaving voice messages can be assured that all messages so recorded are downloaded each day and the repair requests are logged for attention, provided of course that the repairs requested are Cork City Council's responsibility.

Tenants are asked to note that there is no counter service for personal callers at any of the Housing Maintenance depots. Depot premises are workplaces under current Health and Safety legislation and are not open to the public.

**3. The Housing Maintenance After-Hours service is restricted to emergencies only.**

Repair requests received outside of normal hours on the Helpline messaging service will be logged and considered on the morning of the next working day. However, if an emergency repair request is received outside of normal hours via the City Council Emergency Number and if, on investigation, the out of hours service requested is not considered to be an emergency, then a charge reflecting the cost incurred by Cork City Council may be duly charged to the tenant's rent account.

*Valerie O'Sullivan*

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**REPAIRS AND MAINTENANCE WHICH ARE THE RESPONSIBILITY OF THE TENANT**

<p><b>INTERNAL REPAIRS</b></p> <p>Filling plaster cracks</p> <p>Repairing and replacing cupboards, wardrobes, kitchen units and their doors, hinges, handles, locks, catches and drawers.</p> <p>Repairs to vent covers</p> <p>Repairing or replacing and fitting wall and floor tiles and floor covering.</p> <p>Repairs to fire grates, fire tiles, hearths, fireplaces and fire backs except for normal wear and tear.</p> <p>Carrying out repairs due to condensation</p> <p>Repairs to hot press fittings and shelving.</p> <p>Damage caused by the tenant, members of the household or visitors</p> <p>Repairs to internal doors, frames and saddles</p> <p>All internal decoration</p>	<p><b>EXTERNAL REPAIRS</b></p> <p>Keeping all gardens and hedges tidy</p> <p>Repairing or replacing fences, gates and garden boundary walls, sheds and outhouses whether erected by the tenant or the Council</p> <p>External painting of houses</p> <p>Cleaning silt, leaves and other deposits from gutters and downpipes</p> <p>Repairing/replacing television aerials, satellite dishes and other services installed or used only by the occupants of the house.</p>
<p><b>ELECTRICAL REPAIR</b></p> <p>Repairing and replacing lamp holders and plugs of any appliances</p> <p>Replacing fuses, except for the mains fuse.</p>	<p><b>INFESTATION</b></p> <p>Control of infestation of any type including rodent and insect infestation.</p>
<p><b>DOORS AND WINDOWS</b></p> <p>Repairing and replacing external and internal locks and handles, except for fair wear and tear</p> <p>Draught proofing doors and windows</p> <p>Repairing window stays, catches and restrictors</p> <p>Repair/replacing letterboxes</p> <p>Replacing broken glass</p>	<p><b>PLUMBING REPAIRS</b></p> <p>Repairing/replacing waste pipes inside the home</p> <p>Cleaning and clearing blockages in gully traps, toilets or internal / external drains</p> <p>Clearing airlocks and obstructions in water pipes</p> <p>Repairing/replacing toilet bowls, baths, sinks and wash hand basins except when cracked or leaking due to fair wear and tear.</p> <p>Repairing/replacing toilet cisterns and covers, except if leaking due to fair wear and tear.</p> <p>Repairing/replacing seats, chains, handles, washers and stoppers for toilets and sinks</p>
<p><b>COOKING APPLIANCES AND SHOWERS</b></p> <p>Repairing or replacing all cooking and shower appliances installed by the tenant.</p>	<p><b>ABUSED / DELIBERATELY DAMAGED ITEMS</b></p> <p>The Council will not repair nor replace items that appear to have been misused, abused or deliberately damaged.</p>

**It is recommended that you get advice from an appropriate person before carrying out these works especially in the case of electrical repairs.**