

HOUSING MAINTENANCE COUNCIL AND TENANT RESPONSIBILITIES

Tá leagan Gaeilge ar fáil chomh maith.

The Council is responsible for structural-type repairs, e.g. roofs, chimneys, external walls, external doors, windows (excluding glass). Each tenant, on the signing of his/her Tenancy Agreement, assumes responsibility for repairs of a non-structural nature. The Council will carry out repairs subject to the following considerations and the availability of adequate funding and staff resources:

1. RENT ARREARS

Tenants who allow rent arrears to accumulate on their account may affect their eligibility for maintenance works, and will have automatic eligibility only for emergency / urgent repairs.

2. MALICIOUS DAMAGES

Tenants are responsible for the repair of any willful or malicious damage by any person and if the Council undertakes repairs resulting from such damages, the cost of such repairs will be charged to the tenant.

3. ALTERATIONS TO DWELLING

Tenants must always seek written permission from the Housing Unit before carrying out structural works to property, e.g. removal of walls, erecting a satellite dish, etc., as these must be in accordance with building regulations and planning requirements.

4. UNSAFE WORKS

In the case of electrical, plumbing or other specialized repairs, work should only be done by a Qualified Contractor. If the Council has to execute repairs arising from unsafe works, the cost of such repairs will be charged to the tenant(s).

5. NEGLECT OF PROPERTY

If damage is caused by neglect or failure to maintain the dwelling and works are arranged or carried out by the Council for the safety / protection of the property, the cost of such repairs will be charged to the tenant.

REPORTING A MAINTENANCE ISSUE

- Refer to this booklet first of all to check if the issue is your responsibility.
- All damage to Council property including the structure must be made within a maximum of 24 hours of occurrence. Where tenant safety is involved it must be reported immediately.
- If your repair request is the responsibility of the Maintenance Unit, you can report this to the Maintenance Section by logging the repair request at <https://www.galway.ie/RepairRequest>

Alternatively, housing maintenance requests can also be logged by calling 091 509306. If there is no reply from above telephone number please leave a message to include your name, address, telephone number & a brief description of the matter you wish to report.

Maintenance Requests **MUST NOT** be reported directly to the Maintenance Foreman or by emailing individual staff email accounts.

- The Maintenance Section staff will request details of the issue so that it can be recorded and referred to the Housing Engineer setting out its urgency, e.g. if there is a threat to life / property or it is a general repair issue. If the issue is your

responsibility, or it cannot be looked into due to lack of funding, you will be notified at this stage.

- The Housing Engineer will schedule the maintenance issue according to its reported urgency. If it is considered that a tenant deliberately caused the damage to create a call-out, or deliberately over-stated the case for malicious reasons, the tenant will be charged the cost of the call-out.

TENANT RESPONSIBILITIES

GENERAL:

- **Boundary of property:** repair and maintain all fences, gates, driveways, entrances and boundaries, where provided. Oil spills on driveways must be cleared immediately.
- **Chimney:** get chimney cleaned at least once per year and keep receipts.
- **Doors:** repair and maintain external and internal doors and their handles, locks and hinges.
- **Garden / Hedges:** maintain gardens and hedges in tidy condition [inspection of the house and environs may be carried out by Council staff at any time for monitoring purposes].
- **Insurance:** you are advised to insure the contents of your home.
- **Kitchen Units / Cupboards:** maintain cupboards / kitchen units and replace their doors, drawers, hinges, locks and handles, if required
- **Refuse:** regular removal of domestic refuse [evidence of receipts or letter from Waste Disposal Collector may be requested by the Council at any time].
- **Rodents / Pests:** ensure infestation is not caused by your actions, and arrange Rentokil services immediately if infestation occurs [if this must be arranged by Council due to spread of infestation to other properties, the tenant is responsible for the cost].
- **Sheds (where provided):** maintain fuel shed, including door and fittings.
- **Smoke alarms / Heat Detectors:** replace batteries and regularly check alarms to ensure they are working.
- **Tiling:** repair of wall, floor and fireplace tiles.
- **Walls:** repair of any internal plaster cracks, and painting / decorating of internal and external walls.
- **Waste matter:** proper disposal of garden rubble, scrapped bicycles / other vehicles [tenant is responsible for arranging and paying for any skips where required to remove build-up of refuse or waste matter].
- **Windows:** replace glass in windows panes, and window stays / catches / restrictors as required.

PLUMBING / HEATING:

- **Air Vents:** these are essential for ventilating the house and must never be blocked or obstructed as this will cause blackening of walls & dampness [where this is found to be the cause of dampness, the tenant will be responsible for repair.
- **Boiler:** the boiler of oil-fired or gas central heating must be serviced annually by a qualified person and maintained per manufacturers guidance and keep the service report which may be requested by Galway County Council at a later date.
- **Drainage:** clear any blocked house drains.
- **Gutters:** Clear all gutters, gullies and eave-shoots at least once a year and keep receipts.
- **Burst Pipes:** Repair any burst pipes or leaks caused by wear and tear.
- **Fireplace:** replacement of hearth or surround tiles.
- **Range / Solid Fuel Cooker:** maintain range / cooker per manufacturers guidance, and replace parts if required, i.e. fire bricks, grates, fire box, doors, door handles.
- **Sanitary Ware:** repair or replace toilet bowls, baths, sinks, wash-hand basins, toilet cistern, toilet seats, chains and handles.

- **Septic Tank:** emptying of the septic tank is the full responsibility of the tenant. Where a house is connected to a Puraflo System, the maintenance of this system is the responsibility of a tenant, and must be carried out in accordance with manufacturer's guidance.
- **Water Treatment Systems:** The tenant is responsible for providing salt and replacing UVA lamps.
- **Sewers:** ensure the sewer connection between your home & the main sewer line is kept clear.
- **Taps:** repair and / or replace any leaking / dripping taps.

ELECTRICAL:

- **Electrical appliances:** repair or replace electrical appliances, switches, plugs, sockets, fuses (except main fuse) as required. Responsibility for repair of all appliances installed by the tenant.
- **Electric showers:** repair or replace electric showers, if required.
- **Immersion:** repair or replace immersion heater, if required.
- **Light Bulbs:** replacement of light bulbs, both internal and external.

EXCEPTIONAL CIRCUMSTANCES:

The Council will consider requests to execute some "tenant responsibility repairs" where exceptional circumstances such as old age, infirmity or disability make it impossible for the tenant to do so.

COUNCIL RESPONSIBILITIES

The following works will be undertaken by the Council subject to funds being available:

- **Chimneys:** repair and replacement of external portion of chimneys and cappings.
- **Doors:** replacement of external doors / frames where necessary.
- **Radiators and Central Heating Boilers:** replacement of radiators or boiler.
- **Roofs:** repair and replacement of roof including tiles/slates, ridge cappings, barge, and fascia & soffits.
- **Sewers:** maintenance of main sewer line.
- **Solid Fuel Cookers:** The Council will consider the provision of another form of central heating instead of a replacement range if this is considered more appropriate.
- **Walls:** plastering, brickwork / block-work of external walls.
- **Water Tanks:** repair or replacement of both internal and external water tanks.
- **Windows:** repair and replacement of windows and sashes.

Please note that the Council will not be responsible for carrying out the above responsibilities if it is our opinion that the damage has been caused by the tenant's deliberate action or carelessness. If the Council repairs damage which has been caused by the tenant or through tenant neglect, the cost of these repairs will be recouped from the tenant by Galway County Council.

How to log your Repair Request?

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