



2 Your Home



2.1 Reporting a repair

New houses/apartments

All new properties will have small problems and repairs. These are known as defects or snags. The **defects or snagging period** is the time in which the builders who constructed the properties are responsible for all repairs. Depending on the scheme this period will last 6 or 12 months. Undoubtedly there will be things in your property that will need fixing or attending to. Please be patient and all repairs will be completed within the defects period.

How should I deal with repairs during the defects period?

- During the first weeks in the new property you will be required to jot down all problems and “snags” on a **Snag Sheet**. You will be given a Snag Sheet at handover.
- The Snag Sheet is for all **small and non-urgent problems**.
- Your Housing Officer will let you know when to hand back in the Snag Sheet.
- **Do not report repairs directly to the builder – even if they are still working on site.** Clúid needs to know about all the repairs that occur in your property, so please list them on the Snag Sheet.
- **Emergency repairs should be reported immediately to your local Clúid office.**
- You must allow access to Clúid staff and/or contractors to carry out repairs and inspect the property.
- If the builder does not come at the agreed time or if you are not satisfied, please contact your Housing Officer. It is your responsibility to let us know if the repair has not been carried out satisfactorily.
- Remember non-urgent problems will be repaired within the defect period and may not be dealt with immediately.

After the defects period

When the defects period is over all repairs must be reported to your local Clúid office. When there is a problem that needs repairs you should:

- Check first whether the repair is your **responsibility**. See Section 2.2
- Phone the **local Clúid office** to report the problem
- Provide **exact details** of the problem

Clúid will:

- Tell you **when** the repair will be carried out.
- Give you a **repairs order number** so that you have a record of reporting the repair. You should use this number any time you make follow up calls about the repair.

How quickly will Clúid respond to repairs and what must I do to assist?

The timeframe for repairs depends on the urgency of the problem. We have three different categories:

Type of repairs	Clúid's response time	Your responsibility
Emergencies (e.g. no heating in cold weather, no drinking water)	24 hours	You or someone you trust must wait in your home for a contractor to arrive. We will aim to get to you within 4 hours.
Urgent (e.g. partial failure of the heating system)	5 working days	We will need a contact phone number from you so that the contractor can get in touch with you.
Routine	20 days (or up to 40 days if an inspection is required first)	You or someone you trust must give access to your home to the Housing Officer (for any inspections) and to the contractor (for the repairs). You will of course be notified in advance.

Inspections

Sometimes we need to do an inspection before ordering the work. Your Housing Officer will contact you and make an appointment. If no one is at home to meet the Housing Officer the repair order will be cancelled. We will leave a note to explain this. If you still need us to carry out the repair you will have to make a new report to your local office. Following inspection any necessary work will be completed within 20 working days.



How does Clúid check the quality of repairs?

The Housing Officers check some repairs when they are completed (on average 1 in 10 jobs). You can also help us by answering the questions at the bottom of the repair confirmation letter and returning the slip to us in the Freepost envelope provided. That way we find out how good our repair service is, and what we can improve.

2.2

Repair responsibilities

Clúid's Responsibilities

Clúid's responsibilities are to:

- Repair the structure and the outside of properties. This includes drains, gutters and external pipes
- Repair and maintain the main services such as water, gas, electricity, sanitation and heating
- Repair any steps and paths that we provided for access to the property
- Repair any boundary wall or fence provided by Clúid
- Repair and maintain all communal lighting (unless taken in charge by the local authority)
- Repair and maintain all common areas around apartments, i.e. any area not part of your premises which are shared with other tenants including halls, stairways, lighting and lifts
- Maintain open spaces, drainage, roads etc (unless taken in charge by the local authority)
- Periodically paint the exterior of houses

Your Responsibilities

You must repair or replace any parts of the building that are damaged by you, by members of your family (including children) or your visitors. This includes damage to the structure of the dwelling as well as installations, fixtures and fittings. It also includes damage to the outside of the property. If Clúid have to carry out any of these repairs you will be charged.

You are responsible for the following:

Outdoors

- Replacing TV aerials (except in apartment blocks)
- Repairing or replacing gate and shed latches and bolts
- Replacing broken glass
- Cleaning gullies, for rainwater, washing machines etc.
- Replacing lost/missing gully grids
- Replacing bulbs to security lights on the outside of your home, (but not lights in common areas/streets)
- Replacing lost keys to door and window locks
- Repairing/replacing defective door bell pushes
- Re-fixing loose handles to doors and windows
- Replacing lost or stolen fobs, swipe cards, post box keys (or paying back Clúid for the replacement of same)
- Oiling door and window hinges and locks
- Replacing letter box covers

Indoors

- Repairing or replacing plugs and chains to sinks, wash hand basins and baths
- Replacing any items broken or damaged around the property
- Repairing surface damage to internal plasterwork
- Replacing damaged pelmet, picture and curtain rails
- Re-tightening loose fixtures and fittings
- Unblocking sinks and wastes
- Replacing broken hoses to showers and shower heads
- Replacing internal light bulbs
- Resetting trip switches
- Replacing broken toilet handles
- Replacing broken toilet seats
- Re-fixing loose handles to doors and windows
- Installing washing machine, cooker, dishwasher etc.
- Replacing meter cupboard doors
- Replacing fire grates
- Bleeding radiators
- Removing scale from taps, sinks, baths and toilet pans
- Re-sizing doors to fit over floor coverings
- Replacing batteries to fire alarms
- Decorating the inside of your home

What else am I responsible for?

You are also responsible for:

- Taking reasonable steps to prevent pipes freezing in winter. This can be done by using the heating provided in your home.
- Preventing drains from becoming blocked. You will be charged for blockages caused by toys, toilet fresheners, nappies etc.
- Sweeping out your chimney once a year and keeping it clean.
- Properly installing washing machines and electrical and gas appliances, by using only suitably qualified professionals to carry out this work.
- Allowing Clúid staff and contractors access to the property to inspect or carry out repairs. Clúid will give at least 24 hours notice unless it is an emergency.

What is a re-chargeable repair?

You must pay Clúid any costs we run up in repairing damage caused by you or as a result of you failing to carry out repairs you are responsible for. This is known as re-chargeable repairs. You will also be charged if we incur unnecessary call out costs, e.g. if we could not gain access to the property at the time we agreed with you, or if we were called out to inspect faulty electrics when it was only a case of tripped switches. If you feel the re-charge is unfair, you have the right to appeal. Details of how to appeal will be sent out to you along with the request for payment.

2.3

Dealing with common problems

A few simple checks and actions may solve a problem in your home without the need to report a repair. Consult any manuals we have provided you with, e.g. for the heating system.

Condensation

Condensation occurs where water is visible as a mist on windows and smooth wall surfaces. It is usually not apparent on painted or papered walls, but can still be there. Condensation causes black mould growth which is bad for your home and your health.

Any black mould growth indicates excessive moisture and gives warning that the heating, structural insulation, ventilation or all three may not be effective. Please report any black mould growth to your Housing Officer. He/she will advise you in relation to the condensation and may assess the level of air circulating in the property. It should, however, be noted that all Clúid properties have ventilation that is in accordance with building regulations at the time of construction.



How can I prevent condensation?

- Always ensure you have adequate ventilation, by opening any installed wall or window vents, particularly in bathrooms or kitchens after use.
- Ensure regular ventilation of the property, particularly in winter months.
- Try to have a source of background heat available, even if it is a small radiator or storage heater set to minimum temperature, especially in the bathroom during and after baths or showers.
- Open the windows as often as is safe and practical, depending on the time of year.
- Do not dry clothes on radiators.

Please remember the best weapons against condensation are a combination of **background heat and good ventilation**. Following the above guidelines will help to protect your home from black mould growth and its harmful effects.

Other problems



What if my heating breaks down?

Yes, it may happen! When it comes to the heating and plumbing systems there are a few things that you can check out before calling your local office. Don't take any risks; use your common sense to decide whether or not you can sort out the problem. If in doubt contact your local office.

1. Check that you have oil in the tank or credit in the gas card.
2. Check the thermostat – it may be set at the wrong temperature.
3. Use the radiator key to check for air locks – bleed the radiator.
4. Is the timer on?
5. Is the on/off lever to the oil tank or gas meter in the correct position?
6. If you smell gas, call Bord Gáis immediately on **1850 20 50 20**
7. If none of the above work, then contact the local office.

Consult any written information you have received about the heating system – using the heating system effectively and efficiently will save you money.

What if there's a leak?

1. Try to identify the source of the leak.
2. Do what you can to minimise the damage such as lifting the carpet or lino around the area and place a towel around the pipe.
3. Contact the local office.

What if there's a flood?

1. Turn the water off at the mains and call the local office.



What if the electrics aren't working?

1. Check the fuse box / plug. Are trip switches in the right position?
2. Do your neighbours have power? If not, there may be a power cut in the area.
3. Turn the mains off, if you smell burning or see smoke.
4. Contact the local office.

2.4 Out-of-hours emergency service

Clúid has an out-of hours service for emergencies. The service is available to tenants outside office hours, i.e. daily from 5pm to 9am, at weekends, on public holidays and over Christmas. The service covers emergencies only, e.g. fire or flood. The number is **1890 789 987**



When should I use the emergency out-of-hours number?

You should use the **1890** number:

- If there is major damage to your home
- If that damage creates a risk to the safety of your household, or of the building
- If the Clúid office is closed

It should **NOT** be used to report repairs, such as heating failures, leaks, broken door locks etc. Please note there is a charge of €25 per call for prank calls or inappropriate use of the **1890** number.

2.5 Making changes and alterations

This section looks at maintaining the property and making it your home. As you settle in you probably want to make changes and alterations to suit your own tastes and make the property your home. This is natural, and we encourage it!

But we must make sure that the alterations are safe and will not detract from the property and the estate. That's why you must formally request permission for any changes before any work begins. You must put your request in writing.

Clúid will allow most reasonable alterations to properties. Each request will be looked at individually but in general the following guidelines apply:

- No structural changes may be made, e.g. knocking through or removing walls.
- Fencing/walls should not be higher than 950mm around the front gardens.
- No fencing or walls will be allowed at the front of residents' homes if these were designed as open plan.
- You are not permitted to paint the outside of your home.
- External structures (such as sheds or extensions) will only be permitted if you have appropriate planning permission, have consulted your neighbours and satisfy any other statutory regulations.

There are also a number of other conditions:

- Clúid insists that qualified tradesmen are used in any work carried out to property e.g. qualified gas fitters and electricians. We will look for test certificates when the work is completed.
- The tradesmen you employ must have adequate insurance cover.
- If you are not sure how to go about organising repairs or alterations please ask your Housing Officer for guidance. Housing Officers will advise you on how to ensure that work is carried out to a high standard.
- Please do not commence any works until we have given you permission in writing.
- No alterations should be made during the defects period, i.e. in the first year of a new property.
- Clúid will not repair or maintain any changes or additions you have made. For example, if you install an electrical shower with our permission, you will be responsible for any repairs to that shower afterwards.
- Clúid will not compensate you for any alterations or improvements you have made if you leave.
- If you decide to leave the property and wish to remove any alterations or improvements made during your tenancy you must reinstate the original item(s) and they must be in reasonable condition, e.g. kitchen units, doors.
- We may also ask you to reinstate the original features before you move out if your alterations are of lesser quality or do not comply with our design standards.

Satellite Dishes

- Satellite dishes may not be attached to the front or sides of buildings or on blocks of flats.
- If you want to install a satellite dish we ask that you attach it to the rear of the chimney of your house.
- Under no circumstances should more than one dish be attached to any building.
- Any tenant responsible for an incorrectly attached dish will be asked to remove it at their own expense.



Can I change the internal decoration?

Yes, you can decorate the inside of your home. If you are moving into a new property, please do not hang wallpaper in the first year as Clúid needs to monitor any settlement cracks or stains that may appear. After the first year it is not a problem. If you want to paint the walls in the first year of a new property, remember that repairs on minor cracks in the plaster work may be needed during this time. Clúid is not responsible for matching any new paint colours you may have used, so if you are re-decorating, keep some of the paint.

What if I want to put in a shower?

Talk to your Housing Officer about what you are planning to do. We must be satisfied that the shower is installed safely, to a high standard and will be maintained by you.

Can I paint the outside of my property?

If you want to make changes to the outside decor of the property you must ask your Housing Officer for permission. Clúid Housing Association is responsible for maintaining the exterior. We hope you agree with us that the outside appearance of the properties is extremely important. We will paint the exterior as natural wear and tear requires.

2.6

Gardens and open spaces

Gardens, balconies and communal green spaces play a huge part in keeping an estate looking well and attractive, so it is very important they are tidy and well maintained.



What about the garden?

The upkeep of both front and back gardens is your responsibility. They are yours to design and enjoy. For those who are not so green fingered we ask as a minimum that you keep your grass mowed. You and your neighbours or the Residents' Association might decide to buy a communal lawnmower, which can cut down costs. Litter and refuse must be cleared from the gardens regularly. Use of the garden as a dumping ground for bulk items or for hoarding refuse will not be tolerated.

Can I plant trees or shrubs?

Yes, you can plant small trees or shrubs in your private garden. But please be reasonable with the type of trees and shrubs you are choosing – they should be suitable for small gardens, not cause a nuisance to neighbours (in terms of overshadowing or leaves falling) and of course their roots and branches should not damage the house.

What if I don't have a garden but a balcony?

It is your responsibility to keep your balcony tidy. Of course you are welcome to have flower pots and garden furniture on the balcony, but it is not acceptable to hang washing out on the balcony or to store prams, bicycles or other bulky items on the balcony. For safety reasons you are also not allowed to use any barbeques, patio heaters or gas cylinders on your balcony.

Who is looking after the communal green areas?

In some new schemes the builder is responsible for maintaining the landscaping of the communal areas for the first year. Where this is not the case, your Housing Officer is responsible for arranging maintenance of the communal areas. This is sometimes done in conjunction with the residents. If you have any suggestions or would like to get involved with the landscaping, talk to your Housing Officer. We also rely on the tenants to keep the open areas tidy and litter free and not to allow dogs to foul.



What if I want to put up a wall or a fence between my neighbour and myself?

Firstly talk to your neighbours about what you would like to do. If they are unhappy about your plans see if a compromise can be reached. You will need authorisation from your Housing Officer. Please note that on open plan estates you will not be given permission to put up a wall or a fence at the front of your house.

Who sweeps the footpaths and roads?

In some cases the local authority is responsible for cleaning roads and pathways. However, it often falls to people living on the estate to organise a local clean up. You can make a major contribution if you take responsibility for keeping the area immediately outside your home litter free.

2.7

Adaptations for disabled or older persons

Sometimes tenants need to adapt their dwelling to help with access or mobility issues. If you need adaptations or mobility aids in your home, contact your Housing Officer and he/she will advise you on your options. Options might include a transfer to more suitable accommodation or an application by you to the local authority for a grant under the Housing Adaptation Grant Scheme for People with a Disability or the Mobility Aids Grant Scheme. Clúid does not pay for adaptations.