



## When should I use the emergency out-of-hours service?



You should use the emergency service

- If there is major damage to your home and
- 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 minor leaks, broken door locks etc. Please note there is a charge of €25 per call for prank calls or inappropriate use of the "out of hours" service.

## 5.4 Repair responsibilities

### Clúid's Responsibilities

Our 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, space heating and heating of water
- Repair any steps and paths that is an essential means of access to 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, fire alarms and lifts
- Maintain open spaces, drainage, roads etc (unless taken in charge by the local authority)
- Periodically paint the exterior of houses where required

### 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 we have to carry out any of these repairs you will be charged.

You are also responsible for the following:

#### Outdoors

- Replacing TV aerials (except in apartment blocks)
- Repairing or replacing gate and shed latches and bolts
- Replacing broken glass and window panes
- 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

- Replacing plugs and chains to sinks, wash hand basins and baths
- Repairing surface damage to internal plasterwork
- Replacing damaged pelmet, picture and curtain rails
- Re-tightening loose fixtures and fittings
- Unblocking sinks and wastes
- Replacing hoses to showers and shower heads
- Replacing internal light bulbs
- Resetting trip switches
- Replacing broken toilet handles and toilet seats
- Re-fixing loose handles to doors and windows
- Installing washing machine, cooker, dishwasher etc.
- Replacing meter cupboard doors
- Cleaning chimneys (in some properties – see below)
- 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
- Carrying out internal decorations



## What else am I responsible for?

You are also responsible for:

- Taking reasonable steps to prevent pipes freezing in winter. See Section 5.7
- Preventing drains from becoming blocked. You will be charged for blockages caused by toys, toilet fresheners, nappies etc.
- 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.



## Who is responsible for chimney sweeping?

This depends on the heating system in your home. We will sweep your chimney every year if you have

- a stove or range fitted by Clúid
- a back boiler
- electric storage heating with an open fire

If you have gas or oil central heating, we assume that the open fire is only a secondary form of heating. That means you are responsible for sweeping the chimney if you use the open fire. It is important to have the chimney swept to reduce the risk of carbon monoxide poisoning. See also Section 6.6