

# Dún Laoghaire-Rathdown County Council

---

# Preparing for Winter

Information from Housing Maintenance Services to help you in the future to:

- **Protect your home during very cold weather.**
- **Advice on what to do if your pipes freeze or burst.**
- **Advice on tenants responsibilities.**

## Contents

✔ Plumbing advice: preparing for winter	2
💧 Condensation: what is it?	4
🔥 Fire safety	7
👤 Tenants responsibilities: maintaining your property	14

## ✔ Plumbing advice: preparing for winter



### ✔ Find your stopcock

The stopcock is used for turning off and on the cold water system in your home. When you turn the stopcock in a clockwise direction the water supply will be shut off. Stopcocks are usually found in your kitchen, below the sink unit. However in some houses the stopcock is found in a front or back hall or in a larder unit. It is important you know where the stopcock is and that it is working before it is required.

### ✔ Don't freeze up this winter

During spells of severe cold weather it is possible for water pipes in your home to freeze which may lead to a burst pipe when the thaw sets in.

This can cause inconvenience and damage your home and belongings. There are some simple precautions you can take to reduce the risk of frozen pipes or deal with situations where pipes burst.

#### Help prevent your pipes from freezing.

- Keep your home as warm as possible, even when you are out, by setting the central heating to come on for short periods.
- If you feel you are able, lift the trap door to the roof space slightly to allow warmer air circulate around

pipes and water tanks, remember to close it again afterwards.

- Open the doors to the sink unit to allow warmer air round the pipes.
- Allow warmer air to circulate round the house by slightly opening doors to all rooms and minimising drafts from outside.
- If you are away from home, ensure that the central heating comes on for regular short intervals and ask someone to check regularly for frozen pipes.



#### Dealing with frozen pipes.

- Turn the water supply off at the stopcock.
- Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.
- Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has thawed.
- Thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any

water), beginning from the tap end and working back towards the cold water tank.

- Never use a heat gun or blow torch.
- If you have solid flue room heater, or an open fire with a back boiler you should let it go out.
- If you have oil or gas boilers you should reduce your water usage, but you can continue to run your heating at a low setting only if your heating system is not affected.

### What should I do if I have no water?

- If your water supply fails, the problem may be a burst pipe in your home or there may be a leak in the mains system outside your home.
- If there is cold water at the cold tap in the kitchen then the mains supply is working.
- If you think it is a mains water supply, contact Irish Water.

### If you have a burst pipe.

- Turn off the water by turning the stopcock clockwise.
- Turn on all the cold taps and catch the water in the bath or sink to use for flushing the toilet later.
- Block the escaping water with thick cloths like towels
- If the water has come into contact with electrical fittings the electricity should be turned off at the mains if it is safe to do so. If the water has come in contact with the Mains Box, do not attempt to touch and do not use any electrical equipment in the house.
- Turn off your gas or oil heating systems.
- If you have solid flue room heater or an open fire, let it go out.
- Contact Housing Maintenance Services.

### ✔ How do I drain my cold water tank?

- With the water turned off at the stopcock, turn on all cold taps and flush the toilet several times.
- If you have a solid fuel room heater or open fire which heats your water and radiators you should let it burn out. Do not light it until the system has been checked. If you have an open fire that does not heat your water or radiators but provides heat only to the room, it is safe to continue to use.

- Turn off oil or gas heating systems and do not use again until they have been checked.
- Do not use the immersion as this may cause the hot water cylinder to collapse.
- Do not turn on the water supply at the stopcock until the burst has been repaired.
- Contact Housing Maintenance Services.

### ✔ What should I do if my water is cut off?

- If your water supply fails the problem may be a burst pipe somewhere in your home or there may be a leak in your home or there may be a leak in the mains water system.
- Call Irish Water on 1890 278 278 if you think it's a problem with the mains.
- Turn off oil or gas heating systems and do not use again until they have been checked.
- Contact Housing Maintenance Services on 01 2054700 if you think it's a problem with a leak in your home.

### 📌 Keep your property tidy

**You don't have to spend money on shrubs, pots and plants. Just keeping your grass cut and free from litter makes a huge difference.**

A clean and tidy garden is an added space for you and your family to enjoy. Well maintained gardens also improve the appearance of your home and neighbourhood and tend to discourage litter and vandalism. Untidy and overgrown gardens will have the opposite effect.

Don't forget that a condition of every tenancy agreement is that all tenants must maintain their dwelling, including the garden, in a clean and tidy condition. Overgrown gardens can blight neighbourhoods and even become a health hazard, attracting litter and vermin. The Housing Department will be forced to take effective action if you do not keep your side of the bargain.



## ✔ If the water is off can I use my heating?

- Different types of heating systems need looking after in different ways in the event of water supply failure. Check what type of system you have and follow the advice below.
- If you have a heating system which uses a cold water storage tank (usually in the attic) and if the water supply is cut off but your cold water storage tank is full, it's still safe to run your central heating. You should not use your hot water.
- A system with a cold water storage tank may give limited amount of hot water after the supply is cut off, but you risk running the storage tank dry. If that

happens it will create an airlock when the water comes back on again, so don't be tempted.

- If your cold water storage tank has run dry. Do not use your central heating system or your hot water as this could cause your hot water cylinder to collapse.

### Solid fuel central heating system

- If you have a back boiler on your fire (i.e. if your fire heats water or radiators in your home) do not light your fire while the water is off.
- Once the water supply has been restored, light only a small fire at first.
- Contact Housing Maintenance Services on 01 2054700 if you are not sure which type of heating system you may have.

---

## 💧 Condensation: what is it?

Condensation is the dampness formed when air laden with water vapour is cooled by contact with a cold surface. Here you can find out how to identify and treat condensation.



### **i** Why do you get condensation?

The air we breathe can hold varying amounts of water vapour, depending on its temperature. If warm moist air is cooled by a cold surface, such as a window or external wall, it is then no longer able to hold the same amount of water vapour. The air-borne moisture turns into droplets of water and collects on the cold surface. This is called condensation.

### **i** When is it a problem?

Every home gets condensation at some time – usually when lots of moisture and steam are being produced – for example, at bath times, when a main meal is being cooked or when clothes are being washed.

It is quite normal to find your bedroom windows misted up in the morning after a cold night. There is nothing much you can do to stop this.

However, if your home never seems to be free from condensation, read on.

### **i** How can you tell its condensation?

Are you sure it is condensation? Dampness in your home may not be caused by condensation at all. It could be caused by leaking pipes, a leaking roof or rising damp.

Leaks often result in patches of damp coming through the plaster and wallpaper near where the leak is. Rising damp can be identified by a damp 'tidemark' low down on the walls indoors.

Condensation, on the other hand, is surface dampness. It mainly occurs on cold walls indoors and other cold surfaces such as tiles and cold water supply pipes under sinks and hand basins.

Condensation is usually at its worst during the winter. It often results in black mould growing on walls and other surfaces.

## **i** What can you do about it?

### The four main ways to deal with condensation are:

1. Produce less water vapour or steam in your home.
2. Don't let the water vapour and steam that is produced spread all round the house.
3. Keep your home ventilated.
4. Keep your home warm.

To deal with a condensation problem effectively, you will probably need to do all four, though the first three are the most important and can be done at no cost.



### 1) Produce less water vapour

The amount of condensation depends on how much water vapour is in the air.

Many everyday activities add to the water vapour level in your home, but their effect can be kept to a minimum.

#### Cooking

- Cover pans when you're cooking.

- Don't leave kettles and pans boiling longer than necessary.

#### Drying clothes

- Hang washing outside to dry whenever you can.
- If you have to use a tumble dryer make sure it's vented to the outside.
- If you have to dry washing indoors use the bathroom and keep the door shut and the room well ventilated.
- Do not hang wet washing on radiators all round your home – doing so is very likely to cause condensation problems.

#### Bathing

- Keep the bathroom door shut and the room well ventilated.

#### Paraffin and some types of gas heaters

- Avoid using these sorts of heaters - they are one of the main causes of major condensation problems.
- Paraffin heaters, portable bottled gas heaters and fixed flue less gas heaters all produce heat, but at the same time they also put a lot of water vapour into the air.
- One gallon of water is produced by one gallon of gas or paraffin burning. Paraffin and portable bottled gas heaters can also be dangerous and very expensive to run. They can cost as much as, or even more than, heating using peak rate electricity.

### 2) Don't let it spread

- Confine wet air to just a few rooms.
- Your bathroom and kitchen are 'wet rooms' - keep these doors shut so the wet air can't spread to the rest of your home.
- Keep the door shut to stop the moist air spreading into the rest of your home, especially when you're washing, cooking or taking a shower or bath.
- At the same time make sure your bathroom and kitchen are well ventilated so the water vapour can escape outside.
- This is even more important if some of the other rooms are very cold. If rooms are not being used and are unheated it's a good idea to keep their doors shut.

## 6 | Preparing for Winter

- Don't completely draught-proof kitchens, bathrooms and other rooms where condensation is already a problem - you could make it far worse.



### 3) Keep your home ventilated

- Let wet air out.
- The best way to remove water vapour is by providing adequate ventilation. Nobody likes draughts, but some ventilation is vital.
- Keep a small window ajar, or a trickle ventilator open, in each occupied room to give background ventilation, (but make sure your home is still secure).
- Open the windows to let the water vapour out, especially when you're doing the washing or cooking.
- Windows near the ceiling are more effective at letting water vapour out than ones lower down.
- But don't forget to keep your home secure!
- If you open windows, make sure you shut them again when you go out.
- If you leave small windows open for background ventilation, make sure they're not accessible from the outside, for example, from a shed roof.

### 4) Keep your home warm

- Heating your home can help solve a condensation problem, but only if it's used in addition to the other three steps already described.
- However, first of all it needs to be 'dry heat', such as central heating or gas fires, not paraffin or portable gas heaters.
- Secondly, simply heating your home will tend to warm the air. Warmer air holds more water vapour, so the air



in your home could become even wetter. There'll be more water to condense out onto any cold surfaces.

- This is more likely to be a problem if you only put the heating on for an hour in the morning and an hour at night. In this case only the air is warmed, and building fabric itself stays cold, so there's more chance of warm wet air being in contact with cold surfaces.
- The best approach to heating in order to reduce condensation, assuming you have taken the other three steps, is to heat your home at a low level for a long time.

Keep the heating on, but set it to provide just a minimum of background heating. This will warm the whole building up and keep it warm, so there are no cold surfaces.

### Dealing with mould growth

The best way of tackling mould is to reduce the condensation levels and prevent it growing in the first place.

Dampness from condensation often causes the growth of black mould on walls and other cold surfaces such as tiles. Mould and mildew can also grow on furnishings, curtains and even clothes in wardrobes. It may first appear in corners or behind cupboards, but it can spread across entire walls.

Mould can spoil wallpaper and furnishings and can make your home unhealthy.

Mould on washable surfaces can be removed by wiping down with detergents or proprietary mould removers. It can be washed out of fabrics, but may leave stains or spoil colours.

## 🔍 Fire safety

### The 3 Golden Rules

1. Escape Drill – plan and practice
2. Smoke Alarm – test regularly
3. Survey your home and implement fire safety measures

### 🔍 Fire Prevention – General Housekeeping

- Give heat sources enough space for heat to dissipate.
- Don't overload electrical sockets.
- Turn off all electrical appliances after use.
- Avoid the build-up of papers and refuse.
- Store combustibles appropriately - not along escape routes.
- Maintain adequate means of escape.
- Keep escape routes clear of all obstructions and do not store any items in the porch.



### 🔍 General Fire Safety in Your Home

#### Fire Prevention – 11 Key Points

1. Keep matches and lighters out of children's reach.
2. Take extreme care when cooking chips/fried food, never leave a chip-pan unattended.
3. Check electric blankets regularly for wear and tear / damage and ensure they are used according to instructions.
4. Use an effective spark guard on open fires especially before going to bed or if children are around.
5. Do not leave newspapers, clothes or material too close to a fire or heaters.
6. Switch off and unplug all non-essential appliances when not in use.
7. Provide large, stable ashtrays in the event of smoking – a burning cigarette end can smoulder for hours before igniting and spreading.
8. Never smoke in bed.
9. Check all leads and plugs for fraying or burning and replace if necessary. Do not overload sockets.
10. Get a qualified electrical contractor to carry out installation and repairs to electrical appliances and fittings, don't take chances.
11. Take special precautions at holiday periods, Halloween and Christmas.

### 🔍 Fire Prevention – What to look out for!

- Check your home room by room for fire dangers and correct them.
- Remember most fires in home start at night when we are sleeping.

#### In Summary:

- Identify risks around the home and eliminate hazards.
- Plan escape routes & practice fire drills remember the most important thing is prevention – prevent a fire happening in your home in the first place!





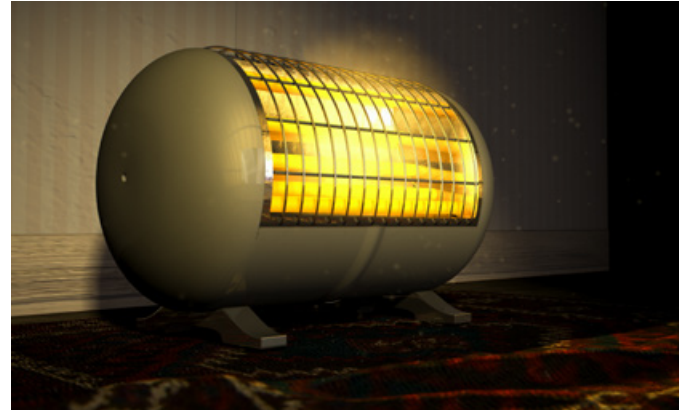
## In General:

### Open Fires

- Always use a properly fitting spark-guard in front of open fires especially when you are going out or going to bed.
- Don't use an open fire to air clothes as this is a major fire risk.
- Clean your chimney regularly.
- Don't store items like papers, magazines, clothing or combustible items near a fire.
- Be careful how you dispose of hot ashes. Don't place them in a plastic bin.
- Keep matches and lighters away from children.

### Portable Heaters

- Be extremely careful how you use portable heaters.
- Position them away from furniture, curtains and flammable items.
- Ensure portable heaters are switched off and/or plugged out before you leave the room or go to bed at night.
- Never move portable heaters while they are in use.



### In the Kitchen

- Provide a fire blanket in your kitchen and learn how to use them.
- Keep the cooker clean - grease can cause fires.
- Clean and replace filters in extractor fans on a regular basis.
- Don't have anything combustible near the cooker.

## ▶ Annual boiler servicing

### It is essential that all gas and oil boiler are checked annually.

If you are paying the central heating charge Housing Maintenance provides this service annually, but on occasions it can prove difficult to get access. We realise that for our tenants who are working, or possibly away from home for periods, it is not always possible for us to complete the annual service when we would like to. We do try and be flexible as possible to suit the needs of our tenants, but ultimately, as this is a safety requirement placed on

Housing Maintenance Services, we **MUST** carry out this work.

We would ask all tenants to help us to help them, so that this essential maintenance work can be completed. We will continue to try and be flexible as possible to arrange suitable dates and times with you and our contractors who are carrying out this work on behalf of the Council.

If our Contractor has called and could not gain access to service

your boiler they will leave a calling card outlining when they called and will leave contact details for you to rearrange a suitable time to carry out these works. Remember it is essential that all gas and oil boiler are checked annually.

If you have any queries or questions relating to servicing of your boiler, please do not hesitate to contact Housing Maintenance Services, who will be delighted to help.



**Avoid the use of chip pans – If you do use them:**

- Never leave them unattended.
- Never fill the pan more than on third full of oil.
- Never move a hot chip pan.

**At Night:**

- Never smoke in bed.
- Have a torch or flash lamp near your bed for light in case of an emergency.
- Never leave your mobile phone charger plugged in at night-time or when leaving the house.
- Electric blankets - check regularly for wear or damage.

**Have your blanket checked or replaced if:**

- The fabric or flex is worn or frayed.
- There are scorch marks anywhere.
- The tie-tapes are damaged or missing.
- Any connections are loose.
- You are in any doubt.
- The plug or mains lead is damaged - make sure this repaired before you use it. Remember old blankets are more likely to have these faults.
- Always turn off and unplug your electric blanket before going to sleep.

**Last Thing at Night**

- Ensure spark guards are in front of open fires.
- Switch off and unplug all electrical items. Do not leave the television, radio or computer on standby.

- Plug out phone chargers.
- If your exit requires a key for opening, ensure the key is in the lock before going to bed.
- Ensure all escape routes are clear.
- Close all doors (especially from the kitchen and living room).

**Smokers**

- Don't smoke when you're feeling tired, especially when you are in bed or relaxing in a chair.
- Always use an ashtray.
- Extinguish cigarettes fully and empty the ashtrays before going to bed. Ensure the ashtray contents are fully extinguished before disposing of them.

**Electrical Items**

- Use electrical items carefully and store them properly when they are not in use.
- Don't overload sockets or use double adapters.
- If electrical cables or plugs are damaged, worn or frayed, contact an electrician.

**Storage**

Rubbish, newspapers etc. should not be allowed to build up and should be stored or removed appropriately.

Flammable materials such as paints, solvents, adhesives (glues) and chemicals should not be stored in the home.

Keep escape routes clear of all obstructions and do not store any items in the hallway or porch.

**Smoke Alarms**

Smoke alarms are very important for early warning – smoke will not wake you up in fact it will make you sleep more deeply.

Smoke alarms buy you time to allow you and your family to get safely out of the house. They should be tested weekly – by pressing the test button.

**Make a Fire Escape Plan**

- Decide on a meeting point outside.
- Telephone the Fire Brigade on 999 or 112.
- Practice the plan.
- If you have overnight visitors tell them about the plan.

## ▶ Household insurances

**YOUR HOUSE CONTENTS... Are they insured? Don't delay... insure your belongings now. Flooding, a burst pipe, a house fire, a burglary.**

### **Any of these could happen to you.**

Could you immediately afford to replace your carpets, your furniture and electrical equipment? For most of us the answer is **NO**.

The last number of winters has been marked by floods, frightening drops in temperature, resulting in burst pipes and subsequent water damage.

Some of our tenants had no insurance cover and subsequently had to try to replace all the damaged goods themselves. If you had no house contents insurance, could you afford to do it? Most could not. Yet for little more than €2.20 each week, you can be protected.

Dún Laoghaire Rathdown County Council will maintain and repair your property, but it is **NOT** responsible for the contents of your home.

Further information on obtaining home insurance is available from your local insurance broker. Make sure you get several quotes before making a decision. Many will arrange for you to pay monthly or weekly.



### **If you do have a fire in your house:**

- Close all doors behind you as you leave.
- If your clothes catch fire – remember - Stop, Drop & Roll
- Keep low to the ground (air is fresher).
- Go to the a meeting point outside the house.
- Do not re-renter the house for any reason.
- Telephone the fire brigade from a neighbouring house or mobile phone. Call 999 or 112.
- Do not re-enter the house until advised to by the fire brigade.

## Fire Safety at Christmas

### **Christmas Trees**

- Place real Christmas trees securely in a sturdy base filled with water – metal stands cause trees to dry out and become flammable.
- Check water level daily.
- Ensure artificial trees have been pre-treated to increase flame resistance.
- Keep tree away from candles, heaters, fireplaces or other heat sources.
- Dispose of tree properly – never burn a real tree in the fireplace.



## Christmas Lights

### Indoors

- Only buy Christmas lights marked with a safety standard.
- Make sure a competent person checks all connections and examines the wiring for fraying.
- If in doubt, throw them out.
- Don't overload sockets.
- Unplug all Christmas lights and electrical appliances before leaving your home or going to bed.

### Outdoors

- Ensure lights are suitable for outdoor use.
- Check all wiring and follow manufacturer's instructions.
- Fasten the bulbs securely and point the sockets down to avoid moisture building up.
- Never use indoor extension leads outside.
- Keep outdoor electrical connections above ground and out of puddles and snow.
- Ensure trees hung with Christmas lights are not touching power lines.

### Other Christmas Fire Safety Tips

- Never burn wrapping paper in your fireplace.
- Keep strings of Christmas cards away from candles and open fires.
- Fit a spark guard in front of open fires.
- Extinguish cigarettes properly and do not let ashtrays get overfilled.
- Check that your smoke alarms are in perfect working order.
- Never remove batteries from smoke alarm to use in children's toys.
- Clean out the oven and stove prior to Christmas.



## Candles

An Office of the Director of Consumer Affairs (ODCA) survey found that consumers are exposed to serious risk due to the lack of advice when using candles and candle-holders. Of the 482 items inspected 117 or 24.3% failed a visual risk assessment either due to lack of warnings, warnings not provided in English or because the items clearly presented a safety hazard.

### Remember when it comes to candles:

- Keep them out of reach of children and pets.
- Trim the wick to 6mm (1/4 inch) each time before burning.
- Always use an appropriate candle holder placed on a stable, heat-resistant surface.
- Keep burning candles away from drafts, vents and air currents.
- Extinguish a candle if it smokes or flickers repeatedly or if the flame becomes too high.
- Keep the wax pool free of wick trimmings, matches and debris at all times.



- Do not burn a candle for longer than manufacturer recommends.
- Extinguish the flame if it comes too close to the holder or container.
- Place lighted candles at least 75mm apart from one another.
- Never place a candle on top of a TV set and keep well away from curtains.
- Always extinguish candles before leaving the house or going to bed.
- Never use candles on Christmas trees, even artificial ones.
- Remember hot wax burns!

## ▶ Bogus callers

### Reports of bogus callers tricking their way into people's homes are a regular occurrence.

Often the problem arises because people are very trusting and will accept strangers into their homes. It is very important to be wary.

Housing Maintenance Services or our contractors will only call on foot of a Maintenance Request being received from you or to provide servicing to your Gas Boiler or to carry our Planned Maintenance to your home.

All Council and utility workers carry identification and tenants are asked to make sure you check for appropriate identification before letting anybody into your home. The requirement to carry identification also applies to all Council-appointed contractors.

It is the policy of Housing Maintenance Services to notify tenants by letter in advance of any surveys and/or works that fall under the term Planned Maintenance. If you are not happy you can call Housing Maintenance Services on **01-2054700 Ext 4149** to check if they are working on behalf of the Council.

**DOOR CHAIN:** IF YOU HAVE ONE USE IT

**IDENTITY CARD:** A FORGOTTEN CARD IS NO EXCUSE

**GARDAÍ:** CALL THEM IF YOU'RE SUSPICIOUS

## DON'T LET THEM IN

## ▶ Help your neighbour

### The cold weather can be difficult time for people who are more vulnerable.

If you know someone who is elderly, has a disability. Or is housebound, check on them and make sure they are okay.

During extreme weather conditions many older people will not be able to get out and it is at this time that a visit from a neighbour may be appreciated.



### Fire Blankets:

The Housing Department has installed a fire blanket in your home. They are for use on a once off basis and if used please contact Housing Maintenance Services on 01-2054700 Ext 4149 for a replacement. If a fire blanket was

not installed for any reason please contact us to arrange for installation.

As it is not possible for this guide to address all issues that may arise in respect of home safety the reader is advised that further information on topic addressed may also be found at the following websites:

**Fire safety in the home – Department of Environment**

<http://www.environ.ie/en/Community/NationalDirectorateforFireandEmergencyManagement/FireSafety/FireSafetyintheHome/>

**Electricity safety in the Home – Electric Ireland**

[https://www.electricireland.ie/ei/residential/safety/safety\\_around\\_the\\_house.jsp](https://www.electricireland.ie/ei/residential/safety/safety_around_the_house.jsp)



**For more information**

**Housing Maintenance Services**

Dún Laoghaire Rathdown  
County Council

01 2054700 Ext 4149/4118

**📞 Emergency contact numbers**

**Housing Maintenance Services**

01 2054700 ext 4118 – 4119

**Fire/Ambulance** 999 or 112

**Bord Gáis** 1850 20 50 50

**Electric Ireland** 1850 30 50 90

**SSE Airtricity** 1850 81 22 20

**Irish Water** 1890 27 82 78

**📞 Garda stations serving Dún Laoghaire-Rathdown County Council**

**Blackrock** (01) 666 5200

**Bray** (01) 666 5300

**Cabinteely** (01) 666 5400

**Dundrum** (01) 666 5600

**Dún Laoghaire** (01) 666 5000

**Rathfarnham** (01) 666 6500

**Shankhill** (01) 666 5300

**🗨 Abandoned homes**

If you know of a Council property which has been abandoned or is not being used, report it to the Housing Department immediately. You don't have to give your name. This type of behaviour is depriving someone in need of a home.



# 🕒 Tenants responsibilities: maintaining your property

The County Council has reviewed its housing maintenance service to see how it can be made more efficient and responsive to our tenants within the resources available. We consider that everyone will get a better service if tenants are aware of and meet their responsibilities as set out in the tenant's handbook and tenancy agreement.

## 1. Repairs that are the responsibility of the Tenant will not be carried out by Housing Maintenance Services.

The list sets out the types of house repairs that have always been the responsibility of the Tenant. The County Council will not carry out these repairs. All staff have been instructed not to accept these types of repair requests. However, if a repair request is attended to and deemed to be Tenant Responsibility after an inspection by the Area Inspector a €50.00 charge will be applied to the rent account.

## 2. The Housing Maintenance After-Hours service is to be restricted to Emergencies only.

Any repair requests received for attention after 5.00pm in the evening will not be considered until the morning of the next working day. If the caller indicates that he/she is requesting an emergency call out a call out charge of €50.00 will be applied to their rent account if, on investigation, it is not considered to be an emergency.

If you have any queries in regard you should contact our Housing Maintenance Section on 01 2054700 ext 4118/4119/4034.

## 2. Can I make alterations to my home?

If you want to make alterations to your home, you must first apply in writing to Housing Maintenance Services for permission to carry out the work. Your letter should state exactly what you plan to do and who will carry out the work. We may ask for more information before making any decision.

You may need planning permission for certain works or alterations such as putting in a driveway. An application for planning permission will not be accepted unless Housing Maintenance Services has given permission to

carry out the works or alterations. If you receive planning permission, you must send a copy of the Grant of Permission to the Housing Department.

**Do** not carry out any works or alterations without permission and never interfere with the structure of the house. If you do you will be breaking your tenancy agreement and we will take immediate action to return the house to its original condition.



## Internal Repairs

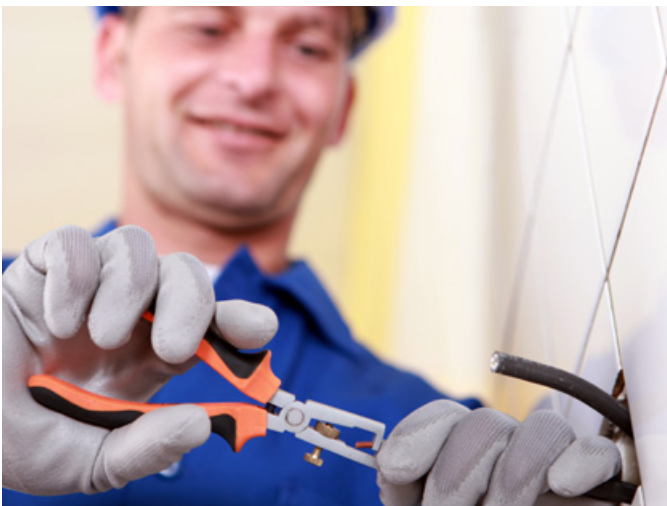
- Filling Plaster Cracks.
- Repairing and replacing cupboards Wardrobes, kitchen units and their doors, hinges, handles, locks, catches and drawers.
- Repairing, replacing and fitting wall and floor tiles and floor covering.
- Damage caused by the tenant, members of the household or visitors.
- Carrying out repairs due to condensation
- All internal decoration.
- Repairing woodwork including floors, doors and skirting boards.
- Chimney sweeping.



## Electrical Repairs

- Repairing or replacing ceiling roses, lamp holders and plugs of any appliances.
- Replacing fuses, except for mains fuse.
- Replacing elements for electric fires.
- Repairing electrical appliances, fires and heaters not installed by us.
- Replacing light bulbs and pilot lights bulbs.
- Installing and repairing doorbells.

Note: All electrical repairs (other than replacing bulbs and fuses) must be carried out by a qualified and competent electrician.



## Doors and Windows

- Repairing or replacing external and internal door locks and handles.
- Repairing window stays, catches and restrictors.
- Draught proofing doors and windows.
- Replacing broken glass.
- Repairing permavents where fitted.
- Repairing or replacing internal tiles on window sills and window boards.
- Repairing letter boxes.
- Painting Internal timber work on windows and doors.

## External Repairs

- Keeping gardens and hedges tidy.
- Repairing or replacing fences, gates and garden boundary walls, whether erected by the tenant or the council.
- Repairing or replacing or re-erecting front gates, side gates or doors leading to garden areas.
- Repairing fuel sheds or outhouses, unless they form part of the structure of the house.
- Cleaning silt, leaves or other deposits from gutters or downpipes.



## Plumbing Repairs

- Cleaning gully traps.
- Paying the cost of clearing a blocked house drain (if you have a single drain) and paying part of the cost if you have a combined drain.
- Repairing or replacing waste pipes inside your home.
- Clearing airlocks in pipes.
- Repairing or replacing taps on sink units and wash hand basins, including leaking or dripping taps.
- Repairing or replacing a toilet bowl except if it is cracked and leaking due to normal wear and tear.
- Repairing or replacing a ballcock or other water flotation device in a toilet cistern.
- Repairing or replacing of toilet seats, chains and handles.
- Repairing burst pipes caused by frost or freezing temperatures and repairing damage to contents resulting from the burst pipe.

## ▶ Emergency contact numbers

### **Housing Maintenance Services**

01 2054700 ext 4118 – 4119

**Garda/Fire/Ambulance** 999 or 112

**Bord Gáis** 1850 20 50 50

**Electric Ireland** 1850 30 50 90

**SSE Airtricity** 1850 81 22 20

**Irish Water** 1890 27 82 78

## **Acknowledgements**

Dublin City Council, Dublin Fire Brigade, Department of Environment, Community and Local Government, Office of the Director of Consumer Affairs, Electric Ireland, Irish Water and [NIHE.co.uk](http://NIHE.co.uk)