

Circle VHA

Repairs and Maintenance Guide

WELCOME TO YOUR REPAIRS GUIDE

This document will outline the role of Circle VHA in the repairs and maintenance of your home.



Phone 01-4072110



repairs@circlevha.ie

Circle VHA Responsibilities

Repairs & Maintenance

We aim to properly maintain our properties for current and future use. Circle VHA is responsible for the structural repairs to our rented properties. This includes repair to the following:



Foundations, roofs, walls and floors



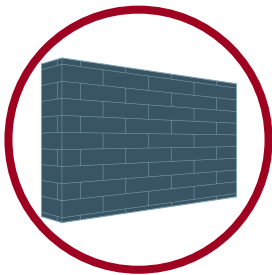
Ceilings



Plaster Work



Heating and Electrical Facilities



Boundary Walls or Fences Provided by Circle VHA



Toilet bowls, baths and sinks



Window Sills and Frames



External Drains and Pipes



Gutters

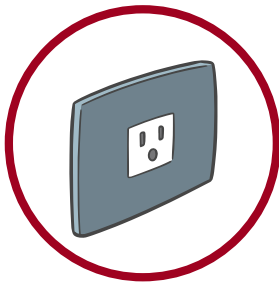


External Doors

Tenant Responsibilities

As a Tenant of Circle you are responsible for the regular care, repair and internal decoration of your homes.

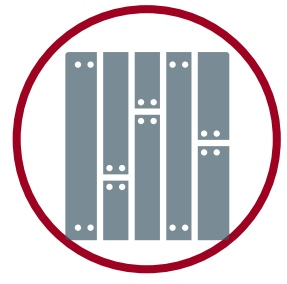
Examples of repairs and maintenance both inside and outside homes that tenants are responsible for include:



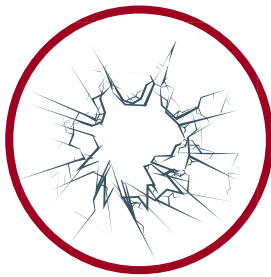
Electrical sockets and fuses (except main fuses)



Light fittings /
Light Bulbs



Skirting board replacement



Replacement of broken glass in your home



Damage to Windows and Doors that is not the result of normal wear & tear.



Minor Cracks to Plaster



Replacement of locks and keys in the event of lost keys



Locks and Bolts replacement and or additional installation



Pest Control

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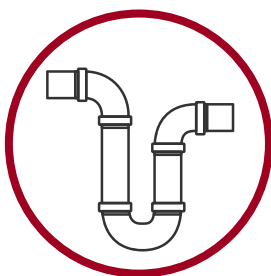
Unblocking sinks, toilets and baths



Repairs to or replacement of sanitary ware
(not as a result of general wear and tear)



Control and care of private gardens, including grass verges at front of dwelling



Plumbing, including cleaning of gully traps and waste pipes from baths and sinks.

Replacement of cisterns, washers, stoppers and repairs to leaking or dripping taps



Repairs to or replacement of showers, plugs, toilet seats, cupboards, wardrobes, kitchen units, including kitchen doors, hinges, handles, locks, catches, and drawers



Re-chargeable repairs

Tenants are responsible for the regular care, repair and internal decoration of their homes. The tenant will be liable for any costs incurred by Circle VHA due to repairs carried out that are normally considered to be the responsibility of the tenant. These are called re-chargeable repairs. Where a tenant is unable to carry out such repairs due to disability or old age, for example, Circle VHA may carry out these repairs on the tenant's behalf and charge the tenant for this work.

Logging of repair reports

Any structural repair or maintenance issues should be reported directly to the Property Services Officer or by email to repairs@circlevha.ie or to the central Circle VHA office. All reports of repairs are logged and are categorised as follows:

How do I advise Circle VHA of a repair or fault identified where I live?

Please contact our head office on **01 4072110** or send an email to [**repairs@circlevha.ie**](mailto:repairs@circlevha.ie) or use our Report a Repair form



How do I contact the managing agent in the case of an emergency?

Each managing agent has an after-hours phone number that residents can use to report emergency repairs, such as maintenance problems relating to common door entrances, intercoms or communal lights. The managing agent's contact details should be available on the wall in the ground floor area of the apartment block.

Circle VHA operates an out-of-office emergency line at no additional charge. [In the case of an emergency \(fire, flood, security breach\) please ring_053-9374832](#)

What repairs and maintenance is the management company responsible for?

The management company is responsible to repairs to the common areas only. The management company is not responsible for any repairs and maintenance works inside your apartment / house.

Please contact the managing agent responsible for the scheme for any maintenance problems relating to common door entrances, intercoms or communal lights. Their contact details should be available on a wall in the ground floor entrance area of the apartment block.

Can I engage a contractor to undertake works on behalf of the management company?

No, the management company alone has responsibility to authorise contractors to undertake works in a development.