

Central Heating Boiler Servicing Scheme 2013

Frequently Asked Questions (FAQs)

Q.1 When will my boiler be serviced?

A. The boiler will be serviced this year. The contractor for your area will contact you in advance to make an appointment.

Q.2 Will the boiler be serviced every year?

A. From 2013, Cork City Council will arrange for the boiler to be serviced annually.

Q.3 I recently had my boiler serviced, can I get a refund?

A. If the boiler was serviced between 1st January 2013 and 12th February 2013 inclusive a refund will be made subject to the service contractor being a registered member of the Registered Gas Installers of Ireland (RGI) and the service contractor being tax compliant. On submission of the following documentation to the Housing Maintenance Section the refund will be processed:

- original RGI 3 Certificate
- original Receipt

The next boiler service will be done by Cork City Council.

Q.4 If a fault is found with the boiler, will the contractor fix it there and then?

A. All necessary repairs will be carried out by the contractor to return the boiler to proper working order. Depending on the nature of the fault, the contractor may be able to carry out the repair there and then.

Q.5 My boiler has been deemed unfit for purpose by the contractor, what will happen now?

A. It will be the Council's intention to replace/repair any items that need to be, arising from the service.

Q.6 I don't have a central heating system. I would like to have it installed

A. The property will be added to a list of properties for the installation of a central heating system. In the meantime the Rents Section will be notified, on confirmation from the contractor, the €2 per week will be discontinued until the heating system is installed and the additional payment already paid by you will be credited to your rent account.

Q.7 I don't have a central heating system in the house and I don't want one

A. When the contractor confirms that there is no heating system installed, the Rents Section will be notified, the €2 per week will be discontinued and the additional payment already paid by you will be credited to your rent account.

Q.8 I have a gas heating system in my house. I do not use it and the meter is locked. Do I have to pay the additional €2 per week?

A. Yes. The Council, as Landlord, must ensure the system is in proper working order whether it is currently in use or not.

Q.9 My heating hasn't worked for years and I don't use it, I don't want it serviced

A. The City Council, as Landlord, has a responsibility to ensure that the boiler in your house is in good working order, whether or not it is used.

Q.10 I get my boiler serviced every year by the same person and would prefer to continue this way

A. The City Council, as Landlord, has a responsibility to ensure that the boiler in your house is in good working order. From now on the Council will arrange for the boiler to be serviced.

Q.11 I am part of a district heating scheme, will my rent be increased?

A. This falls under a different scheme. If the €2.00 has inadvertently been added to your weekly rent, please notify the Rents Section who will credit any payments made to your rent account.