

To: The Lord Mayor, Chairperson and Members of
North Central Area Committee

Meeting: 15th November 2021

Response to request for a Housing Maintenance report by Cllr. MacDonncha under the following headings:

Housing maintenance

- Response times to requests for maintenance
- Staffing levels, current and needed
- Window replacement programme

Response times to request for Maintenance

A tenant can call Housing Maintenance Section by phone on 01-222 2222 or they can email maintenance@dublincity.ie.

Every tenant has an account with the following details:

Name, Address, Contact number, previous address, length of time they are a Dublin City Council tenant.

All jobs are logged on a system called Anite which every depot has access to this. On receipt of jobs by the depot, they are allocated to the relevant personnel in each depot. Dublin City Council has 191 Flat complexes across the City, and 11,000 houses. We have 11 Area Maintenance Officers operating this service across the city.

We acknowledge the system has not been operating as efficiently as we would like during the current pandemic, but we are currently working through all maintenance requests logged on our system.

It is important that maintenance requests are recorded on Anite by contacting Housing Maintenance, the Local Area Offices or via a public representative. On occasion, in response to representations, we have found that maintenance requests have not been logged/recorded onto our Anite system and Housing Maintenance Section has no knowledge of works that may be required, therefore repairs can remain undone. Public representatives can email Housing Maintenance a list of maintenance issues for individual properties to be logged/record onto our system and any follow up on the requests. We would require the tenants name, address, relevant details of the maintenance issue and their contact details in order for the depot to arrange an appointment with the tenant.

As per the response time in our Tenant Handbook outlined below, we would consider a response time of 8 weeks a reasonable timeframe for a regular request.

- An emergency - It will be followed up immediately
- Urgent- up to 5 working days
- Routine – up to 8 weeks

Staffing Levels: Current & Needed

Section	Title	No.
Housing Maintenance Administration	Senior Executive Officer	1
	Administrative Officer	1
	Senior Staff Officer	1
	Staff Officer	1
	Clerical Officer	8
	Project Estate Officer	1
Voids Unit/Multi Unit Development/ Adaption & Extensions	Administrative Officer	1
	Area Maintenance Officer	2
	Staff Officer	2
Multi Units Development	Senior Staff Officer	1
	Assistant Staff Officer	1
	Clerical Officer	1
Tenants Adaption & Extensions	Assistant Staff Officer	1
	Clerical Officer	1
Insurances & Claims	Senior Staff Officer	1
Housing Maintenance – Technical	Senior Executive Engineer	1
	Executive Engineer	3
	Assistant Engineer	2
	Area Maintenance Officer	1
	Clerical Officer	1
Mechanical & Energy Efficiency	Senior Executive Engineer	1
	Executive Engineer	2
	Assistant Engineer	1
	Energy Liaison Officer	2
	Inspector	2
	Assistant Foreman/Foreman	2
	Clerical Officer	3
	Fitter	1
	Plumber	1
	Charge-hand	2

There are a total of 465 staff in the 8 Depots and they include the following staff:

Area Maintenance Officers, General Operatives, Foreman, Plumbers, Plasterers, Brick Layers, Slaters, Charge hand, Drivers, Glaziers, Roofers, Time keepers.

Depot	Staff Number
Ballyfermot	23
Ballymun	21
Bannow Road	21
Cabra	28
Marks Lane	25
Portland Row	41
Sundrive	27
Newtown	22
Civic Maintenance	27
Steel Fab	21
Paint Squad	49
Workshop	18
Caretakers	142
Total Staff	465

Window Replacement Programme

We currently have windows for 260 properties at different stages of manufacture in the workshop.

A further 91 properties have been assessed and measured. These are ready to be sent on to the shop floor for manufacture.

There are 749 properties that require assessment and are awaiting assessment to see if joinery is required.

Siobhan Bourke
Acting Executive Housing Officer

Date: 3rd November, 2021.