

Frequently Asked Questions

Vacating the Dwelling

1) Q. How much notice will we be given to vacate our homes?

A. The Project Manager will communicate to the Scheme Participant, not less than 30 days in advance of a date to vacate the dwelling, to enable the Works Contractor to enter and remain in the dwelling to carry out the Remedial Works.

2) Q. How long will we be out of our homes?

A. The Remedial Works should normally not take more than 3 months from the date of obtaining vacant possession.

3) Q. Who do we give the keys and alarm code of the dwelling to, on the day we vacate the property?

A. The Project Manager or the Engineer will liaise with Scheme Participants in advance to arrange the handing over of keys and alarm code numbers.

4) Q. What happens if the contract overruns?

A. The Scheme Participant will be notified promptly, in the unlikely event of an overrun.

Services/Utilities

5) Q. Will we have to remove light fittings?

A. No

6) Q. Do we need to contact our service providers ourselves?

A. Yes. Scheme Participants need to notify their service providers before Remedial Works begin. Refer to Section 3.4 Dwelling Remediation Pyrite Remediation Scheme – Guide for Scheme Participants.

7) Q. Who will be responsible for organising gas/electricity cut off and reconnection fees?

A. The Works Contractor will isolate services, gas supply, electricity supply, water supply and drain down the heating system. Any reconnection fees are a matter for the Scheme Participant.

8) Q. Who pays for line rental for our landlines & TV when the dwelling is vacated?

A. The Scheme Participant is responsible for these costs.

9) Q. Who pays for electrical usage while the Contractor is onsite?

A. The Works Contractor will pay for any electricity used in connection with the Remedial Works.

10) Q. Will our alarm be affected?

A. In some situations the alarm may be affected depending on location and wiring. In any case, the Works Contractor will reinstate the alarm in the same condition and configuration as before the Remedial Works started.

11) Q. There is a charge of €65 for post redirection for 3 months, is this covered?

A. No. The only recoverable expenses in the Scheme are Building Condition Assessment, alternative accommodation, and the removal, storage and return of contents.

12) Q. How will our house insurance be affected? Will temporary house insurance be needed in the alternative accommodation? Will this be covered?

A. Scheme Participant is responsible for maintaining insurance cover on the dwelling and his/her contents (wherever stored) during the course of the Remedial Works. Insurance cover should be for the full reinstatement value of the dwelling, including professional fees. The Scheme Participant / Occupant is obliged to tell his/her insurers of the Remedial Works taking place. Any contents left in the dwelling will be at the sole risk of the Scheme Participant / Occupant. See Section 5.5 Homeowner's Insurance Declaration.

Finishes, Fixtures and Fittings

13) Q. What is the process for replacing our flooring and wall coverings? Do we get to choose these or will we be given an allowance to replace these items?

A. The Engineer carries out a survey of finishes, fixtures and fittings in each dwelling and assesses them for re-use at the Remedial Works Plan Stage (Stage 3). This assessment determines whether the items will be retained or replaced. In general, fixtures and fittings (e.g. kitchen units, sanitary ware etc.) will be removed as necessary during the Remedial Works and reinstated on completion of the Remedial Works. Any fixtures and fittings damaged as a result of pyritic heave, will be repaired or replaced if necessary. Replacement, where necessary, of finishes, fixtures and fittings will generally be on a like for like basis, in consultation with the Scheme Participant. However, expensive or difficult to source finishes, fixtures or fittings will be replaced by those of good serviceable quality, as determined by the Engineer. In general, the Works Contractor will provide samples of replacement finishes (e.g. flooring samples, paint colour ranges etc.) for Scheme Participants to choose from.

14) Q. Can we have solid timber flooring on a newly laid concrete floor slab?

A. Solid timber floors cannot be replaced on a like for like basis as the new floor slab moisture levels would not accommodate this within the timeframe of the contract, however timber flooring of good serviceable quality i.e. engineered boards will be fitted in lieu of solid timber floors.

15) Q. We have solid oak oiled floors downstairs, is it possible to relay them?

A. Existing solid timber floors cannot be re-laid as the new floor slab moisture levels would not accommodate this within the timeframe of the contract, however timber flooring of good serviceable quality i.e. engineered boards will be fitted in lieu of solid timber floors.

16) Q. Will the stairs/ stair carpet be removed?

A. The Works Contractor will decide how best to protect the stairs and coverings during the Remedial Works.

17) Q. Will all cracks upstairs be filled and painted?

A. Only cracks associated with pyritic heave will be repaired. The Remedial Works Plan for the dwelling will identify all Remedial Works to be carried out.

18) Q. Will skirting boards be replaced?

A. Yes, if necessary. The Remedial Works Plan for the dwelling will identify all elements to be replaced.

19) Q. Will cracked tiles/bath in upstairs bathrooms be replaced?

A. Only damage associated with pyritic heave will be repaired.

20) Q. How will our kitchen presses be removed, identified & stored?

A. The Works Contractor will be responsible for the identification and storage of all fixtures and fittings including kitchen presses.

Accommodation

21) Q. Will the Housing Agency organise alternative accommodation for us?

A. No. The Housing Agency will not organise alternative accommodation. It is the Scheme Participant's responsibility to vacate their dwelling in order for Remedial Works to begin.

Removals, Storage and Returns

22) Q. Will our boiler, radiators, gas fire/fireplace & downstairs bathroom need to be removed?

A. Generally, boilers will not need to be moved. However, where it is necessary, the Works Contractor will be responsible for the identification and proper storage of the boiler. The same applies to all other fixtures and fittings including radiators, gas fire/fireplace & sanitary fittings that may need to be removed.

23) Q. Do we need to remove our curtain poles and light fittings?

No.

24) Q. Do we need to remove our curtains and blinds?

A. Yes. All curtains, blinds or any other window soft furnishings must be removed from the entire house, including upstairs and placed in storage.

25) Q. Do we need to remove our garden furniture and the contents from our attics/ garden shed?

A. It is the responsibility of the Scheme Participant to leave the dwelling empty for the Works Contractor. Any contents left in the dwelling or on the property will be at the sole risk of the Scheme Participant/occupant.

26) Q. Can we store anything upstairs?

A. Any contents left in the property will be at the sole risk of the Scheme Participant/occupant.

27) Q. How will carpets be protected if white goods are moved up stairs?

A. The Works Contractor will be responsible for protecting the carpets upstairs.

Remedial Works

28) Q. Can we get additional works carried out?

A. The Scheme is set up to only remediate damage due to pyritic heave in dwellings, the Scheme will only provide for the work identified in the Remedial Works Plan.

29) Q. We have damage in the rooms upstairs, will these walls be re-plastered & painted?

A. In general, walls upstairs will not require any work. However, damage caused by pyritic heave will be remediated. The Remedial Works Plan for the dwelling will identify all Remedial Works to be carried out.

30) Q. If we have modified our home, as in added extra kitchen presses, made changes to our doors, architraves will these be replaced too?

A. The dwelling will be reinstated on a like for like basis, i.e. as it was when the Remedial Works Plan was prepared by the Engineer. However, expensive or difficult to source finishes, fixtures or fittings will be replaced by those of good serviceable quality. The Engineers decision on the replacement or reuse of any finishes will be final.

31) Q. Will the landscaped areas around our homes be affected?

A. The Remedial Works will involve the removal of hardcore externally within 500mm of the perimeter of the dwelling. Usually this area is covered by a footpath. Footpaths will be reinstated. Landscaping (trees, plants and shrubs etc.) is outside the scope of the Scheme. Where the perimeter area of the dwelling is landscaped, the Works Contractor, having removed the hardcore, will reinstate the area to match existing ground levels and finish the area with soil. Replanting or reseeding is outside the scope of the Scheme.

32) Q. Will our decking or patio be reinstated?

A. Yes. It should however be noted that any rotted or defective timber decking or supports will not be re-laid.

33) Q. Will our garden gates be rehung?

A. Yes. However, rotted or defective gates will not be replaced or repaired.

Payment of Costs

34) Q. Can we claim rent/storage on monthly basis?

A. Preferably, one claim should be made for all recoverable expenses once the Remedial Works are complete. However, to avoid financial hardship to Scheme Participants, the Housing Agency may make full or partial payments to Scheme Participants, during the Remedial Works, where valid claims (including original receipts) are submitted.

35) Q. How quickly will claims be dealt with?

A. The Housing Agency aims to process payments within 14 days after receipt of valid claims. However, a claim with no receipts, incorrect bank account details and incorrectly completed Homeowners Payment Request Form will not be processed until full documentation and correct details are received. All refund payments will be by electronic transfer.

36) Q. If no suitable alternative accommodation is found, can we get an "allowance" if we have to move in with family?

A. There are no "allowances" within the Scheme. However, Scheme Participants may recoup expenses for alternative accommodation paid to landlords, letting agencies, family members, friends, etc. so long as a valid claim is made to the Housing Agency. See Section 6 Recouping Expenses.

37) Q. I am a Scheme Participant and rent out the dwelling that is to be remediated. Will I be compensated while the occupants are out of the dwelling?

A. There is no provision in the Scheme for compensating Scheme Participants for the lack of rental income on the dwelling during the period of remediation. However, Scheme Participants may recoup alternative accommodation expenses for the dwelling occupant(s), if a valid claim is made to the Housing Agency i.e. on the submission of a valid receipt. See Section 6 Recouping Expenses.

38) Q. Will the deposit be paid upfront by the Housing Agency for alternative accommodation?

A. There is no provision in the Scheme to pay for deposits. See Section 6 Recouping Expenses for the details of recoverable expenses.

39) Q. Will we be given an allowance to pay for storage upfront?

A. Only in exceptional situations will monies be paid upfront. See Section 6 Recouping Expenses.

Snagging List

40) Q. Do we as the homeowner get to inspect our homes before completion?

A. Once the Remedial Works are complete, the Engineer inspects the dwelling for snags. The Engineer will then invite the Scheme Participant to visit the dwelling. Engineer may incorporate any relevant comments from the Scheme Participant into the final Snag List. The Engineer will forward the Snag List to the Works Contractor to be addressed and send a copy to the Scheme Participant. When the items on the Snag List have been addressed the Engineer will invite the Scheme Participant to view the dwelling again. In the case of any dispute with regard to the Snag List the matter shall be determined by the Engineer whose decision shall be final.

Certificate of Remediation

41) Q. Who signs off to say the works have been completed satisfactorily?

A. On completion of the Remedial Works, the Works Contractor and the Engineer sign and issue the Certificate of Remediation to the Scheme Participant. The Certificate of Remediation states that the Remedial Works have been completed in accordance with the requirements of I.S. 398-2:2013: Reactive pyrite in the sub-floor hardcore material – Part 2: Methodology for remediation works.

42) Q. Will our mortgage provider and house insurance company be informed that the work has taken place?

A. On completion, the Scheme Participant will receive a signed Certificate of Remediation in accordance with Annex B of IS 398-2: 2013: Reactive pyrite in the sub-floor hardcore material – Part 2: Methodology for remediation works, for the dwelling. This may then be supplied to lenders, insurers, etc. as required. See Section 5 The Homeowner's Agreement.