



**Maintenance of your home**



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# Who does what?

**To be able to enjoy living in your rental unit, it needs to be properly maintained. We differentiate between minor and major maintenance. Minor maintenance includes activities such as topping up the central heating system, replacing a tap washer or cleaning roof gutters. Major maintenance, as the name implies, includes activities such as repairing roofs, outside painting activities or replacing the kitchen. All major maintenance activities are paid for by Vesteda; minor maintenance work is, in principle, carried out by you. This brochure explains who does what in terms of maintaining, repairing, restoring or replacing components in and around your rental unit.**

## **What does Vesteda do for you?**

As landlord, we are responsible for major maintenance and bear the resulting costs. Besides the examples mentioned above, major maintenance also includes repairing or replacing the central heating unit, replacing the jointing on the outside wall or replacing outer doors in case of wear and tear. These are all activities which ensure that you can continue living comfortably and enjoyably in your unit. The list on the following page shows which activities we carry out for you. Most of the

costs involved are included in the service costs. Accordingly, you do not have to worry about major maintenance activities for your rental unit. This is just one of the many advantages of renting.

## **What do we expect of you?**

As a responsible tenant, we also expect you to carry out certain maintenance activities. For example, you are responsible for any facilities installed by you in or around the rental unit after approval by Vesteda. Examples include garden lighting fixtures, a cooker hood, a sunblind etc. You must take care of maintenance or repair activities for these facilities. You must also pay for the costs of any repairs which are necessary as a result of damage inflicted to or in the rental unit or incorrect, incompetent or improper use. Finally, you are also responsible for minor maintenance activities made necessary by the normal use of your rental unit. This includes greasing locks and hinges, installing weather strips, replacing broken light switches etc. All these maintenance activities can be found in the overview list.

### **Liability costs**

The term “liability costs” refers to the fact that the actual cause of a malfunction or breakdown sometimes only becomes clear after repair activities have been carried out. In such cases, the following principle applies: the party causing the malfunction pays for the costs.

For example, your drainage/sewer pipe may become blocked. If it turns out that the blockage was caused by an entire roll of toilet paper, nappies or cat litter, then the repair costs will be charged to you. If you are not responsible for the malfunction, then Vesteda pays the bill.

Another example would be if the electricity repeatedly fails. If the service employee, after investigating the matter, determines that your freezer caused a short-circuit, then the costs incurred will be charged to you. If the cause of the short-circuit is located in the meter cupboard, then Vesteda will of course pay for the costs. If you report this type of breakdown, our employees will always inform you that repairs will be carried out on the basis of retroactive liability.

### **Reference list**

We do our best to make sure that your rental unit does not experience any breakdowns or malfunctions, but not everything can be foreseen. If you have to deal with maintenance activities, first check the reference list below to see who does what. Keep this folder in a handy place. If a specific topic is not listed, do not hesitate to telephone the Technical Service Call Centre. We will be glad to help you.

## **Technical Service Call Centre**

For reporting breakdowns/malfunctions, requesting repairs or obtaining information on such matters, please telephone the Technical Service Call Centre:

**0800 - 837 83 32**

or using letters

**0800 - VESTEDA**

Of course, for urgent matters, we are available 24 hours a day. For non-urgent matters, please call only on working days during office hours.

# Reference list and description of activities





Below, you can easily and quickly find out who does what. A list with keywords and synonyms for minor and major maintenance activities can be found in the back.

**The colour indicates who does what:**

- **This is done by Vesteda**  
This type of maintenance falls under the responsibility of Vesteda, so you don't have to worry about it.
- **This is done by you**  
As a tenant, you are responsible for this type of maintenance.

### **Drains**

- ■ Unblocking drains from sink, bathtub, shower, trap, rainwater pipe etc. (unblocking activities charged on basis of liability)
- Cleaning balcony drain
- Replacing roof gutters after normal wear and tear
- Cleaning roof gutter in case of single-family house
- Cleaning any roof gutters on apartments
- Repairing sewer pipes after soil settlement outside your rental unit
- Replacing sewer pipes after wear and tear

### **Cooker hood**

- Repairing cooker hood if owned by Vesteda
- Repairing cooker hood if owned by tenant
- Keeping cooker hood clean and replacing filters

### **Balcony**

- Maintaining balcony and walkway fencing and making sure they are solidly attached

### **Glazing**

- Replacing glazing in shared areas in case of breakage
- Replacing glazing inside and outside your rental unit in case of breakage (Vesteda has taken out glass insurance for tenants on its own account)

### **Doorbell/intercom unit**

- Repairing individual doorbells
- Repairing shared doorbell system
- Repairing intercom installation and internal telephone system
- Repairing IRS installation

### **Storerooms and sheds**

- Repairing storage floor

### **Fire corridors**

- Maintaining the paved surface in fire corridors/paths
- Keeping fire corridors/paths clean

■ **Maintenance by Vesteda**

■ **Maintenance by you**

### **Letterbox**

- Replacing or renovating letterboxes in shared areas
- Maintenance of letterbox opening of your individual unit
- Repairing or replacing letterbox lock in case of excessive wear and tear

### **Central antenna installation (cai)**

- Malfunctions affecting radio and/or TV reception (please report this to your cable company)

### **Central heating**

- Malfunctions/breakdowns affecting central heating units of whatever type if owned by Vesteda
- Malfunctions/breakdowns affecting shared central heating installations
- Water heaters/geysers if not owned by Vesteda (i.e. via third party)
- Topping up central heating unit
- Bleeding the central heating unit
- Cleaning central heating or combination boiler
- Malfunctions/breakdowns affecting central heating pipes, radiator or radiator valves
- Repairing the thermostat
- Replacing battery of thermostat if necessary
- Freezing of or damage to central heating installation

### **Roof**

- Maintaining and replacing roofing, roof lead-throughs and roof tiles after normal wear and tear or due to storm

### **Electrical systems**

- ■ Maintenance of and repairs to electrical installation, including meter cupboard wiring and earth connections in your rental unit (repair costs on basis of liability)
- Repairs to electricity meter in your rental unit (via utility power company)
- Repairs to switches and wall sockets in your rental unit or storeroom
- Maintenance of and repairs to lighting, switches and wall sockets in shared areas and car parks
- Maintenance of and repairs to self-installed outdoor lighting
- Maintenance and replacement of safety fuses or lamps in your rental unit
- Damage resulting from short-circuit caused by tenant

### **Hinges and locks**

- Maintenance, greasing and replacement of door handles, locks, and hinges for doors and frames in your rental unit, storeroom or garage
- Idem, but in shared areas
- Replacing hinges and locks in case of normal wear and tear
- Replacing or repairing hinges and locks due to incompetent or inappropriate use
- Repairing and adjusting or replacing door-springs in shared areas
- Having additional keys made, whether to replace lost ones or not (if certified key, only via Vesteda)
- Outer fastenings

### **Breaking and entering**

- Repairing breaking-and-entering damage to doors, windows, frames or hinges and locks, after making official report to police

### **Cupboards/cabinets**

- Maintenance and repairs on built-in or freestanding cupboard/cabinets, including hinges and locks

### **Kitchen**

- Replacing kitchen unit and countertop after useful lifetime
- Repairing kitchen drawers, hinges, knobs and handles and adjusting doors/drawers
- Damage resulting from leakage not reported in a timely fashion

### **Elastic joints**

- Maintenance and repairs to elastic joints on the outside of your rental unit
- Maintenance and repairs to elastic joints inside your rental unit

### **Frames, windows and doors**

- Repairing and renovating outdoor frames, windows and doors (also refer to paint work)
- Renovating outdoor frames, windows and doors as a result of wood rot
- Repairs and maintenance of indoor frames and doors in your rental unit or storeroom (also refer to paintwork)
- Renovating inside doors in case of excessive wear and tear

■ **Maintenance by Vesteda**

■ **Maintenance by you**

### **Pipes - water and gas**

- Gas pipes from mains pipe to gas meter, including main valve (via gas supplier)
- Repairing or replacing gas pipes from the main valve, including gas valves, if installed by Vesteda
- Insufficient gas supply (via gas supplier)
- Repairs on water pipes up to and including main valve (via water supplier)
- Repairs on standard water pipes from main valve
- Maintenance and repairs on self-installed water pipes
- Thawing and repairs necessitated by freezing of water pipes

### **Lift and lift installation**

- Maintenance and repairs on lift
- Inspections and resolving lift malfunctions

### **Air grates**

- Maintenance and repairs on circulation and ventilation grates in your rental unit
- Cleaning and replacing filters in your rental unit
- Replacing circulation and ventilation grates in case of excessive wear and tear

### **Mechanical ventilation**

- Maintenance and repairs on mechanical ventilation units

### **Brickwork**

- Maintenance and repairs on outdoor brickwork and jointing

### **Nameplates**

- Follow-up orders for nameplates for apartments (only via Vesteda)

### **Pests/vermin**

- Combating pests/vermin such as lice, wasps, bees, ants, beetles, rats, mice, fleas and other pests (when relevant via municipal council)
- Disinfecting your rental unit in connection with presence of cockroaches or long-horned beetles
- Combating pests in shared areas

### **Skirting board**

- Maintaining, repairing or replacing skirting board
- Maintaining, repairing or replacing skirting board in shared areas

### **Sanitary areas**

- Replacing washbasin, shower, bathtub, toilet bowl and reservoir in case of normal wear and tear
- Maintenance and replacement of shelves, mirrors, toilet seats, sealing rings/gaskets and hand showers, height adjustment rod, shower hose and other sanitary accessories
- Maintenance and repairs on toilet reservoir and, if necessary, replacing parts such as float, float valve etc.
- Descaling float, reservoir, toilet bowl or activation mechanism when necessary
- Maintenance and repairs on taps and mixing taps, including replacement of the washer
- Replacing taps and mixing taps in case of normal wear and tear
- Cleaning and minor repairs to bathtub

### **Paintwork**

- Outside paintwork on frames, windows and doors
- Indoor paintwork in shared areas
- Indoor paintwork/wallpapering in your rental unit or storeroom

### **Cleaning**

- Cleaning shared areas (usually included in service costs)
- Cleaning your own rental unit and storeroom

### **Chimneys**

- Repairs to chimneys and ventilation ducts
- For single-family houses, chimneys should, as a rule, be cleaned once a year

### **Plasterwork**

- Repairing plasterwork on walls or ceilings if it comes loose from the base layer
- Maintenance or repairs on plasterwork for facilities installed by tenant, including holes, plugs etc.
- Repairing plasterwork in shared areas



■ **Maintenance by Vesteda**

■ **Maintenance by you**

### **Tiling**

■ Repairing loose wall or floor tiles

■ Maintenance or repairs on tiles necessitated by facilities installed by tenant, including holes, plugs etc.

■ Repairing tiles in shared areas

### ■ **Telephone connection**

(via provider of telephone services)

### **Tochtstrips**

■ Maintaining and replacing weather strips

### **Trappen**

■ Renovating stairs or handrail in case of excessive wear and tear

■ Maintenance and repairs on handrails and stairs in your rental unit

■ Ensuring that the handrail in your rental unit is securely attached

■ Maintenance and repairs on stairs or handrails in shared areas

■ Maintenance and repairs on outside stairs

### **Tuinen**

■ In front of and behind your rental unit (minor instances of subsidence)

■ Restoring gardens, paving and terraces to proper level after serious instances of subsidence

■ Installation and maintenance of individual gardens

■ Removing vegetation/plants etc. in order to raise level of individual garden

■ Maintenance of shared paved surfaces if owned by Vesteda

■ Installation and maintenance of shared gardens if owned by Vesteda

■ Maintaining or replacing border fencing/markings installed by Vesteda

■ Maintaining or replacing border fencing/markings installed by tenant

### **Vensterbanken**

■ Replacing windowsills in case of normal wear and tear

■ Maintenance and repairs on windowsills in your rental unit

■ **Maintenance by Vesteda**

■ **Maintenance by you**

### **Changes to rental unit**

- Installing and removing facilities for the disabled within the framework of the WVG (facilities for the disabled, contact municipality for information; always consult with Vesteda beforehand)
- Maintenance of facilities for the disabled within the framework of the WVG (contact municipal council for information)

### **Awning/sunblinds**

- Maintenance and repairs if owned by tenant
- Maintenance and repairs if owned by Vesteda

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|                         |                                   |
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April 2005. This brochure has been prepared with the greatest possible care by carefully and accurately using all the available information. Nevertheless, we cannot exclude the possibility of mistakes, and therefore no rights or liability may be claimed on the basis of the contents.



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