

Guidelines for maintenance of your home

Findex Vastgoedbeheer is **not** responsible for all maintenance or repair of defects, you as a tenant also have a maintenance commitment. These responsibilities concern maintenance or repairs that do not entail excessive costs and/or specialist knowledge. In the overview below, you will find the guidelines about work in, on, and on your home.

Maintenance

This umbrella term refers to the total of activities to keep your home in an acceptable condition. Findex Vastgoedbeheer assumes that the tenant uses and maintains the house, which can be logically expected of you as a tenant. Examples of maintenance include interior painting, bleeding and refilling the heating installation, and restarting the heating installation after failure.

Clean

As a tenant, you are responsible for keeping your home clean, including associated parts. Think of cleaning the toilet, shower and sink drain, leaves on the balcony, combating vermin and mold.

Costs due to damage to the tenant

Damage caused by negligence, improper use, or the improper maintenance of installations and accessories by the tenant himself or by persons designated by him or her.

The maintenance overview describes for each situation who is responsible for what. To avoid confusion, it is described what exactly is meant by maintenance, repair, replacement, and cleaning.

Repair

All small cases that can be returned to their old state by a tenant, such as taping a weather strip or tightening a door handle.

Replace

Something of a small size broken in your home such as a crane, a lamp, or a hinge? Then you will reasonably have to replace the object.

Maintenance Overview

| | | Tenant | Owner | Service Costs |
|---|--------------------------------|--------|-------|---------------|
| B | | | | |
| Balcony | Maintenance, repair or replace | | ● | |
| Balcony | Clean | ● | | |
| Balcony drain (see sewerage) | Repair or replace | | ● | |
| Balcony drain (see sewerage) | Clean | ● | | |
| Bathroom Owner elements | Maintenance, repair or replace | ● | | |
| Bathtub | Repair or replace | | ● | |
| Bathtub | Maintenance | ● | | |
| Built-in equipment (if part of the rented property) | Replace | | ● | |
| Built-in equipment elements (if part of the rented property) | Maintenance, repair or replace | ● | | |
| C | | | | |
| Cable installation up to the meter cupboard | Maintenance, repair or replace | | ● | |
| Cable request and connection | Maintenance, repair or replace | ● | | |
| Ceiling | Paint | ● | | |
| Central heating | Maintenance, repair or replace | | ● | |
| Central heating venting water pressure | Bleed | ● | | |
| Chimney | Maintenance, repair or replace | | ● | |
| Cistern (see sanitary) | Maintenance, repair or replace | | ● | |
| Cistern elements | Maintenance, repair or replace | ● | | |
| Concrete | Maintenance, repair or replace | | ● | |
| Contents and inventory | Maintenance, repair or replace | ● | | |
| Cranes | Replace | | ● | |
| Cranes elements | Maintenance, repair or replace | ● | | |
| Cupboards part of the rented property | Maintenance, repair or replace | ● | | |

D

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| Door damage due to burglary | Insurance (barring for contents insurance) | ● | | |
| Doorbell | Replace | | ● | |
| Doorbell | Maintenance | | | ● |
| Doorphone | Replace | | ● | |
| Doorphone | Maintenance | | | ● |
| Doors inside | Repair or replace | | ● | |
| Doors inside | Maintenance | ● | | |
| Doors outside, entrance doors to residential | Repair or replace | | | ● |
| Doors outside, entrance doors to residential | Maintenance | ● | | |
| Downspout | Repair or replace | | ● | |
| Draft strips outside windows and doors | Repair or replace | | | ● |
| Drain (see sewerage) | Repareren of vervangen | | ● | |
| Drain (see sewerage) | Clean | ● | | |

E

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|---|--------------------------------|---|---|---|
| Earth leakage circuit breaker | Maintenance, repair or replace | | ● | |
| Electrical installation | Repair or replace | | ● | |
| Electrical installation fuse box | Replace | ● | | |
| Electrical installation switches and wall sockets | Maintenance, repair or replace | ● | | |
| Elevator | Maintenance, repair or replace | | | ● |
| Extractor hood | Repair or replace | | ● | |
| Extractor hood filters | Replace | ● | | |
| Extractor hood installation (see ventilation) | Repair or replace | | ● | |
| Extractor hood installation (see ventilation) | Clean | ● | | |

F

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|--|--------------------------------|---|---|--|
| Facade | Maintenance, repair or replace | | ● | |
| Floor finish (if part of the rented property) | Repair or replace | | ● | |
| Floor finish (if part of the rented property) | Maintenance | ● | | |
| Floor finish (if part of the rented property) | Clean | ● | | |
| Floors constructive | Maintenance, repair or replace | | ● | |

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| Fountain elements | Maintenance, repair or replace | ● | | |
| Fountain in toilet | Repair or replace | | ● | |
| Fuse in fuse box (see electrical installation) | Maintenance, repair or replace | ● | | |

G

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|---|---|---|---|---|
| Garden general area | Maintenance | ● | | |
| Garden general area | Service costs | | | ● |
| Gas installation | Maintenance, repair or replace | | ● | |
| General sanitary facilities due to damage to the tenant | Repair or replace | ● | | |
| Common area | Clean | ● | | |
| Glass inside the residential | Insurance (barring for liability or additional home contents insurance) | ● | | |
| Glass outside the residential | Maintenance, repair or replace | | ● | |
| Grids available in residential | Clean | ● | | |
| Grilles facade and mechanical ventilation | Maintenance, repair or replace | | | ● |
| Grilles for other natural ventilation in residential | Maintenance | ● | | |
| Gutters | Maintenance, repair or replace | | ● | |
| Gutters | Repair or replace | | ● | |

H

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|----------------------------------|---|---|---|---|
| Handrail general area | Repair or replace | | | ● |
| Handrail in residential | Maintenance | ● | | |
| Hinges and locks | Maintenance, repair or replace | ● | | |
| Hinges and locks due to burglary | Repair or replace (barring for contents insurance) | ● | | |
| Hinges and locks frames | Maintenance, repair or replace | | ● | |

K

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| Keys | Replace | ● | | |
| Kitchen block | Replace | | ● | |
| Kitchen block | Maintenance | ● | | |

L

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|--------------------------|--------------------------------|---|--|---|
| Lighting in general area | Service costs | | | ● |
| Lighting outdoor lamps | Maintenance, repair or replace | | | ● |
| Locks | Repair or replace | ● | | |

M

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|---|--------------------------------|---|---|---|
| Mailbox | Maintenance, repair or replace | | | ● |
| Mechanical ventilation (see ventilation) | Maintenance | ● | | |
| Mechanical ventilation (see ventilation) | Clean | ● | | |
| Mechanical ventilation (see ventilation) | Replace | | ● | |
| Mirror from Landlord | Maintenance, repair or replace | ● | | |

P

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|---|--------------------------------|---|---|---|
| Paintwork general area | Paint | | | ● |
| Paintwork inside | Paint | ● | | |
| Paintwork outside | Paint | | | ● |
| Pest control to, in or at the construction of a residential | Combat | | ● | |
| Pest control: rats, mice, cockroaches and fleas | Combat | ● | | |
| Plasterwork large damage | Maintenance | | ● | |
| Plasterwork small damage | Maintenance, repair or replace | ● | | |

R

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|------------------------------------|--------------------------------|---|---|--|
| Radiators | Bleed | ● | | |
| Radiators | Replace | | ● | |
| Radiators (see central heating) | Maintenance | ● | | |
| Rainwater drainage | Repair or replace | | ● | |
| Reservoir (see sanitary) | Repair or replace | | ● | |
| Reservoir elements | Repair or replace | ● | | |
| Roofs | Maintenance, repair or replace | | ● | |
| Roofs accessible to the tenant | Clean | ● | | |

S

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|---|--------------------------------|---|---|--|
| Sanitary | Replace | | ● | |
| Sanitary | Maintenance | ● | | |
| Sanitary elementen | Maintenance, repair or replace | ● | | |
| Sanitary facilities due to damage to the tenant | Repair or replace | ● | | |
| Sewage (drainage pipe) | Repair or replace | | ● | |

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|---------------------------------------|--------------------------------|---|---|---|
| Sewage (drainage pipe) | Clean | ● | | |
| Shower | Maintenance, repair or replace | | ● | |
| Shower | Clean | ● | | |
| Shower elements | Maintenance, repair or replace | ● | | |
| Sink drain | Maintenance | ● | | |
| Sink drain unclog | Clean | ● | | |
| Skirting | Maintenance, repair or replace | ● | | |
| Sockets (see electrical installation) | Maintenance, repair or replace | ● | | |
| Stairs in general area | Clean | ● | | |
| Stairs in general area | Repair or replace | | | ● |
| Stairs in residential | Maintenance | ● | | |
| Stairs in residential | Replace | | ● | |
| Stairwell | Clean | ● | | |
| Switches | Maintenance, repair or replace | ● | | |

T

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|----------------------|----------------------------------|---|--|---|
| Telephone connection | Application and connection costs | ● | | |
| Toilet | Repair or replace | | | ● |
| Toilet elements | Maintenance, repair or replace | ● | | |
| TV connection | Application and connection costs | ● | | |

V

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|---------------------------------|-------------------|---|---|---|
| Ventilation | Repair or replace | | ● | |
| Ventilation | Clean | ● | | |
| Ventilation filters | Replace | ● | | |
| Ventilation grid facade | Repair or replace | | | ● |
| Ventilation grid in residential | Maintenance | ● | | |
| Videophone | Replace | | | ● |
| Videophone | Maintenance | ● | | |

W

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|--------------------------------------|--------------------------------|---|--|---|
| Wall finish | Maintenance, repair or replace | ● | | |
| Wallpaper | Maintenance, repair or replace | ● | | |
| Walls in residential, wall finishing | Maintenance, repair or replace | ● | | |
| Washbasin | Repair or replace | | | ● |

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|--|--|---|---|---|
| Washbasin | Maintenance | ● | | |
| Water pipe | Maintenance, repair or replace | | ● | |
| Water pipe | Voorkom bevriezing | ● | | |
| Water pipe | Ontdooien en herstellen | ● | | |
| Window cleaning inside residential | Clean | ● | | |
| Window cleaning outside residential | Clean | | ● | |
| Window frames inside | Clean | ● | | |
| Window frames inside | Maintenance | ● | | |
| Window frames inside | Paint | ● | | |
| Window frames inside | Repair or replace | | ● | |
| Window frames outside | Replace | | ● | |
| Window frames outside | Paint | | ● | |
| Window ropes | Replace | ● | | |
| Window sills | Maintenance | ● | | |
| Windows | Repair or replace | | ● | |
| Windows damaged by tenant: blowing open and closed, broken window and other damage | Repair or replace | ● | | |
| Windows general area | Maintenance, repair or replace | | | ● |
| Windows hinges and locks | Maintenance | | | ● |
| Windows replace (except tenant fault) | Insurance, is covered by service costs | | | ● |
| Woodwork | Maintenance | ● | | |
| Woodwork | Clean | ● | | |
| Woodwork | Replace | | ● | |