

## Maintenance overview for rooms and combi-houses in Wageningen

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**This booklet is part of the General Terms of Tenancy for rooms and combi-houses in Wageningen. This maintenance overview covers the maintenance (so called small repairs) to the student complexes of Idealis in Wageningen. It contains information about the maintenance obligations of the tenant and the lessor. Both tenant and lessor have legal obligations in relation to maintenance. This maintenance overview is not applicable to rooms and combi-houses in Ede.**

### **Way of using the rented property**

Repairs or replacements at the expense of Idealis are based on normal wear and tear or replacement at the end of the life span. The maintenance costs for repairs or replacements owing to inexpert use, deliberate vandalism or negligence will be charged to the tenant or the corridor.

### **Changes to the rented property**

If you want to make changes to the rented property, you need a written permission from Idealis. Idealis does not maintain the things you changed. When you give notice you must reverse facilities you introduced yourself. For more information, see [www.idealis.nl](http://www.idealis.nl).

### **Costs of maintenance**

If you read "for account of" we mean the following:

Idealis	= costs for maintenance are for the account of the lessor.
S	= costs for maintenance are for the account of the tenant (by paying your rent you also pay for several small repairs and replacements) but Idealis will repair or replace
T	= costs for maintenance are for the account of the tenant.

As a tenant you pay monthly an advance in the service costs for the part mentioned at "S". This component is called 'small repairs'. Every year in June the new advance is determined.

### **Repair applications**

You can pass on applications for repairs to us in various ways. We prefer that you do this by email or by using a repair application card.

For the right telephone numbers and email addresses of the caretakers look at [www.idealis.nl](http://www.idealis.nl).

### **For fault-clearing service**

For fault-clearing service can be contacted 24 hours a day for urgent repairs via telephone number (0317) 41 36 43. Repairs are considered urgent if they involve fire, storm, damage, system failures and gas and water leakages.

### **Planned maintenance**

Maintenance planned per complex and carried out in a short period of time. Tenants will be informed.

Section	Activities	To be implemented by	For account of	Remarks/Particulars
<b>A</b>				
<b>air grids</b>				see ventilation grids
<b>antenna system</b>				
• antenna box	repair/replace	UPC	UPC	report to UPC directly 0900-9559
• interior wiring	repair/replace	UPC	UPC	report that you are a tenant of an Idealis building,
• signal	repair	UPC	UPC	that you make use of a collective arrangement, your roomnumber, number of your corridor and postal code
• amplifier(s)	repair/replace	UPC	UPC	
• distributor(s)	repair/replace	UPC	UPC	
<b>B</b>				
<b>balcony</b>				
• floor/fence/rail/screen	repair/replace	Idealis	Idealis	
• balcony outside a room/kitchen	cleaning	T	T	
<b>banisters</b>				
	repair/replace	Idealis	Idealis	
<b>bed</b>				see room inventory
<b>boiler</b>				see hot water system and central heating
<b>bookcase</b>				see room inventory
<b>brickwork</b>				
	repair/replace	Idealis	Idealis	
	paint	T	T	in room
<b>broken windows</b>				incl. double windows
	all repairs/replacements	Idealis	S	report glass insurance via the fault-clearing service Idealis
<b>bulbs</b>				see electrical system
<b>C</b>				
<b>casement (tilting, pivoted, bottom-hung) windows</b>				see doors/windows
<b>casement fastener</b>				see fixtures and fittings
<b>ceiling</b>				see plasterwork
<b>cement screed</b>				see also floor screed
<b>cementing</b>				
	repair/replace	Idealis	Idealis	
	painting	T	T	in room
<b>central heating</b>				incl. radiators/(thermostat)buttons/sensors
	all repairs/replacements	Idealis	Idealis	
<b>cleaning maintenance</b>				
• inside the rented property	cleaning	T	T	
• outside of the rented property	cleaning	Idealis	S	
<b>clothes cupboards</b>				see room inventory
<b>clothes hook</b>				
	repair/replace	Idealis	S	
<b>clothes-line facilities</b>				
	all repairs	Idealis	S	
	replace	Idealis	S	
<b>clothes rack/magnetic board</b>				see room inventory

Section	Activities	To be implemented by	For account of	Remarks/Particulars
<b>cooker</b>	repair/replace	Idealis	S	concerns 2-point electric cooking plate
	cleaning	T	T	on inventory rooms
<b>corridor inventory</b>				on international corridors provided by Idealis and gas ring Binnenveld
• gas stove/oven/gas ring	inspect	Idealis	Idealis	all gas stoves, once every year inspection, planned maintenance*
	repair/replace	Idealis	S	
	cleaning	T	T	
• refrigerator	repair/replace	Idealis	S	
	cleaning	T	T	
• vacuum cleaner	repair/replace	Idealis	S	
	cleaning	T	T	including changing bags
• washing machine	repair/replacing	Idealis	S	
	cleaning	T	T	
• tv/tv wallbar/ • kitchen table/kitchen chairs	repair/replacing	Idealis	S	
	cleaning	T	T	
				*also applicable to all non-international corridors
<b>cupboard</b>				see also room inventory
<b>curtains</b>				only on inventory rooms
• curtain	repair/replace	Idealis	S	
• curtain	cleaning/washing	T	T	maximum 40 degrees
• rails/supports	repair/replace	Idealis	S	
<b>D</b>				
<b>desk/chair</b>				see also room inventory
<b>dome light</b>				
	repair/replace	Idealis	Idealis	
<b>doorbell (system)</b>				
	all repairs/replacements	Idealis	Idealis	
<b>door step</b>				see paneling
<b>doors/windows</b>				see also frames
• inside the rented property (room)	repair/lubricate	Idealis	S	
	replace	Idealis	Idealis	
	painting	Idealis	T	
• inside the rented property (other areas)	repair	Idealis	S	
	replace	Idealis	Idealis	
	painting	Idealis	50% S	planned maintenance
	cleaning	T	T	
• outside of the rented property	repair/lubricate/replace	Idealis	Idealis	
	painting	Idealis	Idealis	
<b>double windows</b>				see broken windows
<b>drain/drain plug</b>				see sewers
<b>drainpipe</b>				see sewers
<b>draught strip</b>				see fixtures and fittings
<b>drawer unit</b>				see room inventory
<b>E</b>				
<b>electrical system</b>				
inside the rented property:				
• earth leakage circuit breaker	reset	T	T	
• automatic fuse	reset	T	T	
• group box	repair/replace	Idealis	Idealis	
• cables/wiring	repair/replace	Idealis	Idealis	
• switching materials/wall socket/etc.	repair/replace	Idealis	S	
• (melting)fuses	replace	Idealis	S	

Section	Activities	To be implemented by	For account of	Remarks/Particulars
• starters for fluorescent light fittings	replace	Idealis	S	in lighting armature, installed by Idealis
• fluorescent tubes/bulbs	replace	Idealis	S	in lighting armature, installed by Idealis
emergency lighting	repair/replace/inspect	Idealis	Idealis	
• fluorescent tubes/bulbs	replace	Idealis	Idealis	
• starters	replace	Idealis	Idealis	
outside of the rented property:				
	all repairs/replacements	Idealis	Idealis	incl. emergency lighting and lampposts
<b>elevator</b>				
	repair/replace/inspect	Kone	Idealis	
	cleaning	Idealis	S	
	breakdown	Kone	Idealis	report to caretaker or call Kone
<b>emergency lighting</b>				see electrical system
<b>exterior lighting</b>				see electrical system
<b>extraction cap</b>				see also mechanical ventilation unit/ventilation grid
• filter	cleaning/replacement	T	T	
• cap	repair/replace	Idealis	Idealis	
• cap	cleaning	T	T	
• lamp	replace	Idealis	S	
<b>F</b>				
<b>fire extinguishing equipment</b>				
	all repairs/replacements/inspections	Idealis	Idealis	
<b>fixtures and fittings</b>				
• inside the rented property	repair	Idealis	S	
	replace	Idealis	Idealis	
• outside of the rented property	repair/replace	Idealis	Idealis	
	lubricate	Idealis	Idealis	planned maintenance
<b>float valve</b>				see also sanitary fittings
<b>floor covering</b>				
• inventory rooms and rooms Droevendaalsesteeg	repair/replace	Idealis	S	
• corridor passages	repair/replace	Idealis	S	
• kitchen	repair/replace	Idealis	Idealis	
• storage areas	repair/replace	Idealis	S	
• laundry area	repair/replace	Idealis	S	
• hallway	repair/replace	Idealis	Idealis	
• non-inventory rooms	repair/replace	T	T	
• sanitary area (non-tile floor covering)	repair/replace	Idealis	Idealis	
<b>floor decking</b>				see screed floor
<b>floor hatch</b>				
	repair/replace	Idealis	Idealis	
<b>floor tiles</b>				see tiling
<b>fuse</b>				see electrical system
<b>G</b>				
<b>garden inventory</b>				
	repair/replace	Idealis	Idealis	
<b>garden maintenance</b>				
	maintenance	Idealis	S	
	replacement of dead plants	Idealis	S	
	winter pruning	Idealis	S	

Section	Activities	To be implemented by	For account of	Remarks/Particulars
<b>gas stove/gas ring</b>				see corridor inventory
<b>gas system</b>				
• gas hose	all repairs/replacements/inspect all repairs/replacements/inspect	Idealis Idealis	Idealis S	inspect: once every year, planned maintenance inspect: once every year, planned maintenance
<b>gates, fences and partitions</b>				
	repair/replace	Idealis	Idealis	
<b>graffiti</b>				
• outside of the rented property	remove	Idealis	Idealis	
<b>grey water system</b>				
	repair/replace	Idealis	Idealis	
<b>grid</b>				see sewers
<b>H</b>				
<b>hanging lamp</b>				see room inventory
<b>hatch</b>				see floor hatch
<b>hatch cover</b>				see also casement windows and windowframe
<b>hinges</b>				see door fixtures and fittings
<b>hot water system</b>				
• boiler	all repairs/replacements	Idealis	Idealis	
• solar panel	all repairs/replacements	Idealis	Idealis	
<b>I</b>				
<b>insect control</b>				report to the caretaker as soon as possible resulting from force majeure/threat of a plague/at corridor
	combat	Idealis	Idealis	
	combat	Idealis	S	limited control at room
<b>internet connection</b>				
	repair/replace	WUR	WUR	call servicedesk IT WUR 0317-488888
<b>infoboard corridor</b>				
	repair/replace	Idealis	Idealis	
<b>inventory</b>				see room/corridor inventory/garden inventory
<b>K</b>				
<b>keys</b>				
	in case of loss or extra key	Idealis/T	T	
<b>kitchen</b>				see also sewers
• kitchen unit/top cupboards/ • kitchen top/draining board/kitchen sink	all repairs all repairs	Idealis Idealis	S S	
• connection strip between top and tiled wall	repair	Idealis	Idealis	
	replace	Idealis	Idealis	
	cleaning	T	T	
<b>kitchen sink</b>				see kitchen
<b>kitchen tap</b>				see taps
<b>kitchen unit</b>				see kitchen
<b>L</b>				
<b>leakage</b>				report to the caretaker or call the fault-clearing service

Section	Activities	To be implemented by	For account of	Remarks/Particulars
<b>letterbox</b>				
	all repairs/replacements	Idealis	Idealis	in central foyer or outside in grounds
<b>light fittings</b>				see also electrical system installed by Idealis
• inside the rented property	repair/replace	Idealis	S	
• outside of the rented property	repair/replace	Idealis	Idealis	
<b>lighting</b>				see electrical system
<b>lightning protection</b>				
	repair/replace/inspect	Idealis	Idealis	
<b>locks</b>				see fixtures and fittings
<b>lower sills</b>				see paneling
<b>M</b>				
<b>magnetic board/clothes rack</b>				see room inventory
<b>mailboxes</b>	repair/replace	Idealis	S	when installed by Idealis
<b>mattress</b>				see room inventory
<b>mechanical ventilation unit</b>				see also extraction cap
• extraction valve	repair/replace/adjust	Idealis	Idealis	
	cleaning	T	T	
• filter	replace	Idealis	S	
	cleaning	T	T	
• unit and wiring	repair/replace	Idealis	Idealis	
	synchronize/check operation	Idealis	Idealis	
<b>mirror</b>				
	repair/replace	Idealis	S	f.e. suspension frame/crack
<b>N</b>				
<b>name signs</b>				
	repair/replace	T	T	
<b>O</b>				
<b>outdoor tap</b>				see taps
<b>oven</b>				see corridor inventory
<b>P</b>				
<b>painting</b>				see plastering/wallpaper/texture paint
<b>paintwork</b>				see points under the relevant activities
<b>paneling</b>				
• inside the rented property (room)	repair/replace	Idealis	S	
	painting	T	T	
• inside the rented property (other areas)	repair/replace	Idealis	S	
	painting	Idealis	50% S	planned maintenance
• outside of the rented property	repair/replace	Idealis	Idealis	
	painting	Idealis	Idealis	
<b>pavings</b>				
	small repairs up to 2m <sup>2</sup>	Idealis	S	
	repair/replace	Idealis	Idealis	
<b>pivoted window</b>				see casement window
<b>plastering</b>				
• ceiling of room	paint	T	T	only light colour
	cleaning	T	T	
	repairings from 0,5m <sup>2</sup> on	Idealis	Idealis	

Section	Activities	To be implemented by	For account of	Remarks/Particulars
• other ceilings in the rented property	paint	Idealis	50% S	planned maintenance
	cleaning	T	T	
	repairings from 0,5m2 on	Idealis	Idealis	
• wall	fill holes	T	T	inside the rented property from 0,5 m <sup>2</sup>
	repair/replace	Idealis	Idealis	
<b>pointing</b>	repair/replace	Idealis	Idealis	
<b>pull cord</b>				
	repair/replace	Idealis	S	
<b>R</b>				
<b>radiator(buttons)</b>				see central heating
<b>rainwater drainage</b>				see sewers
<b>refrigerator</b>				see corridor inventory
<b>roof</b>				
• aluminium/zinc work	repair/replace	Idealis	Idealis	
• roof covering	repair/replace	Idealis	Idealis	
• roof conduits	repair/replace	Idealis	Idealis	
• roof lead	repair/replace	Idealis	Idealis	
• roof hatch	repair/replace	Idealis	Idealis	
• roof tiles	repair/replace	Idealis	Idealis	
<b>roof gully</b>				
	repair/replace	Idealis	Idealis	
	cleaning	Idealis	Idealis	
<b>roof terrace</b>				
	repairs to 2m <sup>2</sup>	Idealis	S	
	repairs/replace	Idealis	Idealis	
	cleaning	T	T	
<b>roof window</b>				
	all repairs	Idealis	S	
	replacements	Idealis	Idealis	
<b>room inventory</b>				on inventory rooms
	all repairs/replacements	Idealis	S	see tenancy agreement for the right package
	cleaning	T	T	
<b>S</b>				
<b>sanitary fittings</b>				
shower:				
• shower tap				see also taps
• shower head	repair/replace	Idealis	S	
• shower hose	repair/replace	Idealis	S	
• extension system	repair/replace	Idealis	S	
• shower drain (cover)	repair/replace	Idealis	S	
	unblock	Idealis	S	
• sink/sink tap/slop sink	tighten/repair	Idealis	S	
	replace	Idealis	S	
	unblock	Idealis	S	
• toilet bowl	tighten	Idealis	S	
	replace	Idealis	S	
	unblock	Idealis	S	
• toilet flushing system (cistern)	repair	Idealis	S	
	replace	Idealis	Idealis	
• toilet seat	tighten/repair	Idealis	S	
	replace	Idealis	S	
• soap tray	tighten/repair	Idealis	S	
	replace	Idealis	Idealis	
• bathroom shelf	tighten/repair	Idealis	S	
	replace	Idealis	S	

Section	Activities	To be implemented by	For account of	Remarks/Particulars
<b>sealant seams</b>	repair/replace	Idealis	Idealis	
<b>screed</b>				see floor screed
<b>screed floor</b>				
• room	repair	T	T	filling small holes or leveling/removing glue
	repair/replace	Idealis	Idealis	
• other areas	repair/replace	Idealis	Idealis	
<b>sewers</b>				incl. rainwater drains
<b>cables:</b>				
• inside the rented property	repair	Idealis	Idealis	
• inside the rented property	replace	Idealis	Idealis	
• outside of the rented property	repair/replace	Idealis	Idealis	
• inside the rented property up to w.s.	unblock	Idealis	S	w.s. = waste stack
• outside of the rented property	unblock	Idealis	Idealis	
• drains, sieves, grid, plug, stopper, siphon	cleaning	T	T	inside the rented property
• drains, sieves, grid, stopper, plug, siphon	repair/replace	Idealis	S	inside the rented property
• drains/walkway conduits	unblock	Idealis	Idealis	
	repair/replace	Idealis	Idealis	
	cleaning	Idealis	S	
• filters in pipelines	cleaning	Idealis	Idealis	
	repair/replace	Idealis	Idealis	
<b>shower</b>				see sanitary fittings
<b>shower tap</b>				see taps
<b>sieve</b>				see sewers
<b>signposting</b>	repair/replace	Idealis	Idealis	
<b>sills</b>				see paneling
<b>sink</b>				see sanitary fittings
<b>sink tap</b>				see taps
<b>siphon</b>				see sewers
<b>skirting boards</b>				see paneling
<b>slop sink</b>				see sanitary fittings
<b>smoke detector</b>				
	repair/replace	Idealis	Idealis	when connected to the electrical system
<b>solar panel</b>				see hot water system
<b>stairs</b>				
• inside and outside of the rented property	all repairs/replacements	Idealis	Idealis	fitted by Idealis
<b>stair rails</b>				see banisters
<b>stop cock</b>				see tapes
<b>storage box</b>				inside room, see doors/windows
<b>swan neck</b>				see sanitary fittings
<b>switches</b>				see electrical systems
<b>T</b>				
<b>taps(water), stopper, drain tap</b>				
	repair	Idealis	S	
	replace	Idealis	S	

Section	Activities	To be implemented by	For account of	Remarks/Particulars
• outdoor tap	defrost if frozen	Idealis	T	tenant is responsible for avoiding freezing of taps and pipes
	repair if frozen	Idealis	T	
<b>terrace</b>				see paving
<b>textured paint</b>				see wallpaper
<b>tiling</b>				
• floor tiles/wall tiles inside rented property	repair/replace	Idealis	Idealis	
	cleaning	T	T	
• floor tiles/wall tiles outside rented property	repair/replace	Idealis	Idealis	
	cleaning	Idealis	S	
<b>toilet(seat/bowl)</b>				see sanitary fittings
<b>top cupboards</b>				see kitchen
<b>V</b>				
<b>vacuum cleaner</b>				see corridor inventory
<b>ventilation grid in windows/doors</b>				see also extraction cap
	cleaning	T	T	
	repair/replace	Idealis	Idealis	
<b>ventilation unit</b>				see mechanical ventilation unit
<b>ventilator</b>				
	repair/replace	Idealis	Idealis	
	cleaning	Idealis	Idealis	
<b>W</b>				
<b>walkway</b>				
• walkway floor/fence/rail/screen	cleaning	Idealis	S	
	repair	Idealis	Idealis	
<b>wall finishing</b>				see wallpapering/textured paint
<b>wall socket</b>				see electrical system
<b>wall tiles</b>				see tiling
<b>wallpaper/textured paint</b>				
• wallpaper inside the rented property	remove	T	T	in room
• wallpaper outside the rented property	repair/replace/paint	T	T	in room
• wallpaper inside the rented property*	repair/replace/paint	Idealis	50% S	planned maintenance
• textured paint on walls/ceilings*	repair/replace/paint	Idealis	50% S	planned maintenance
* other areas				
<b>washing machine</b>				see corridor inventory
<b>washing machine connection</b>				
	all repairs	Idealis	S	
	replacements	Idealis	Idealis	
<b>water system</b>				
• pipes/valves/pumps	repairs/replacements	Idealis	Idealis	see also taps and sanitary fittings
• pressure reducer	repairs/replacements	Idealis	Idealis	
<b>WC bowl (seat)</b>				see sanitary fittings
<b>window cleaning</b>				
• inside of façade	cleaning	T	T	inside the rented property
• outside façade	cleaning	Idealis	Idealis	once a year
• other, outside of the rented property	cleaning	Idealis	S	
<b>window frame</b>				
• outside the rented property	repair/replace	Idealis	Idealis	

Section	Activities	To be implemented by	For account of	Remarks/Particulars
• inside the rented property	repair/replace	Idealis	S	
• exterior façade frames	painting	Idealis	Idealis	planned maintenance
	cleaning	Idealis	Idealis	once a year
• interior façade frames	painting	T	T	in room, see also casement windows and doors
• interior doorframes room	painting	T	T	see also casement windows and doors
	cleaning	T	T	
• interior doorframes, other	painting	Idealis	50% S	planned maintenance
	cleaning	T	T	
<b>windows</b>				see casement windows and glass
<b>windowsill</b>	repair	Idealis	S	
	replace	Idealis	Idealis	
<b>windowsill(stone)</b>				
	repair/replace	Idealis	Idealis	

