

Apartments' maintenance booklet

ITEM	ACTIVITY	CARRIED OUT BY	PAYABLE BY	COMMENTS/DETAILS
A				
Air grilles				See ventilation grilles
Antenna system				Concerns Nobelweg/Lombardi/Bassecour/Wilhelminaweg/Pedelbuilding/Kloosterstegen/Salverdaplein 1/3a/4/5/6
Antenna case	Repair/replace	T	T	
Internal cables	Replace	Idealis	Idealis	From meter to connection point living room
Signal	Repair	UPC	UPC	Outside apartment, call 0900-1580
Amplifier(s)	Repair/replace	UPC	UPC	Outside apartment, call 0900-1580
Distributor(s)	Repair/replace	UPC	UPC	Outside apartment, call 0900-1580
Antenna system				All other apartments
Antenna case	Repair/replace	UPC	UPC	Report to UPC directly 0900- 9559
Internal cables	Repair/replace	UPC	UPC	report you are a tenant of an Idealis
Signal	Repair	UPC	UPC	building, you make use of a collective
Amplifier(s)	Repair/replace	UPC	UPC	arrangement, your house number and
Distributor(s)	Repair/replace			postal code
				Not applicable to Droevendaalsesteeg
B				
Balcony				See walkway
Floor/railing/banisters/screen	Clean	T	T	
	Minor repairs	T	T	
	Replace	Idealis	Idealis	
Bathroom fixtures				
Shower				See taps
Shower tap				

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Shower head	Repair/replace	T	T	
Shower hose	Repair/replace	T	T	
Extension fitting	Repair/replace	T	T	
Shower drain (cover)	Repair/replace	T	T	
	Unblock	Idealis	T	
Washbasin/fountain/sink	Fix/repair	T	T	
	Replace	Idealis	Idealis	According to plan
	Unblock	Idealis	S	
Toilet bowl	Fix	T	T	
	Replace	Idealis	Idealis	According to plan
	Unblock	Idealis	T	
Toilet cistern	Repair	T	T	
	Replace	T	T	
Toilet seat	Fix/repair	T	T	
	Replace	T	T	
Soap dish	Fix/repair	T	T	
	Replace	T	T	
Shelf	Fix/repair	T	T	
	Replace	T	T	

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Bell (installation)				
	All repairs/replacements	Idealis	Idealis	The communal installation or bell installation
	All repairs/replacements	T	T	The non-communal part
C				
Casement windows				See windows/door frames
Ceiling				See stuccowork
Central heating				Concerns Nobelweg/Lombardi/Bassecour/Wilhelminaweg/Pedelbuilding/Kloosterstegen/Salverdaplein 1/3a/4/5/6
	Top up/bleed/restart	T	T	
	Faults	Idealis	Idealis	Call fault-clearing service (0317) 41 36 43
	All repairs/replacements	Idealis	Idealis	
	Replacing filling hose and coupling screws	T	T	
Central heating				All other apartments
	Repairs/replace			Incl. radiators/(thermostat) buttons/sensors
Cistern/tank				See bathroom fixtures
Cleaning maintenance work				Various general areas
Inside the rented property	Clean	T	T	
Outside the rented property	Clean	Idealis	S	According to cleaning maintenance contract
Cooker hood/extractor				See mechanical ventilation
Filter	Clean/replace	T	T	

ITEM	ACTIVITY	CARRIED OUT BY	PAYABLE BY	COMMENTS/DETAILS
Hood	Clean	T	T	
	Repair/replace	Idealis	Idealis	
Lamp	Replace	T	T	
Counter/ work top				See kitchen
D				
Dish antenna		T	T	
				tenant's change, subject to caretaker's approval
Doors/windows				See window/door frames
Inside the rented property	Repair/lubricate/adjust	T	T	Adjust window in consultation with caretaker
	Replace	Idealis	Idealis	
	Paint	T	T	
	Clean	T	T	
Outside the rented property	Repair/lubricate/adjust	Idealis	Idealis	
	Replace	Idealis	Idealis	
	Paint	Idealis	Idealis	
	Clean	Idealis	S	According to cleaning contract
Drainpipe				See sewerage system
E				
Electrical installation				
Inside the rented property				
Earth leakage circuit breaker	Reset	T	T	
Automatic fuse	Reset	T	T	
Distribution board	Repair/replace	Idealis	Idealis	
Wires/wiring	Repair/replace	Idealis	Idealis	
Switch devices/wcd/etc	Repair/replace	T	T	
Fusible cut-outs	Replace	T	T	

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Outside the rented property				Various communal areas, incl. emergency lighting
	All repairs/replacements	Idealis	Idealis	
Lamps, starters	Replace	Idealis	S	
Emergency lighting				See electrical installation
Exterior lighting				See lighting
F				
Filling hose				See central heating
Fire extinguishing equipment				
	All repairs/replacements	Idealis	Idealis	Installed by Idealis
	Inspections	Idealis	Idealis	
Floor finish				
	Repair	T	T	Filling small holes, smooth/ free from glue
Floor hatch				
	Repair/replace	Idealis	Idealis	
Floor tiles				See tiles
G				
Garage door				Car park on Salverdaplein
	All repairs/replacements	Idealis	S	Report to Bakker management team 0317 410559
				Diedenweg 175 and Haarweg 297 report to caretaker

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Garden contents				
	Repair/replace	Idealis	Idealis	
Garden maintenance				If applicable
	Maintenance	Idealis	S	According to garden maintenance contract
	Replace dead plants	Idealis	S	
	Winter pruning	Idealis	S	
	Some replacement/renovation work	Idealis	Idealis	
Gas installation				from meter to gas tap kitchen or central heating/hot water boiler
	Repair/replace	Idealis	Idealis	
Gaspipes/tap/hose/plate	Check	Idealis	Idealis	1X per year according to maintenance contract. Not applicable to Bassecour and Wilhelminaweg
Gastap	Repair/replace	T	T	
Glass breakages				Glass in the outside walls and apartments in the general areas of the building incl. double glazing
	All repairs/replacements	Idealis	S	Call fault-clearing service Idealis
Glass (washing)				
Inside the rented property	Clean	T	T	
Outside the rented property	Clean	Idealis	S	According to cleaning maintenance contract
Outside façade	Clean	Idealis	Idealis	1 x per year
Graffiti				
Outside the rented property	Remove	Idealis	Idealis	
Gutter				
	Repair/replace	Idealis	Idealis	

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	Clean	Idealis	Idealis	
H				
Hatch				See floor hatch
Hinges and locks				See doors / windows
Inside the rented property	Repair/lubricate/adjust	T	T	
	Replace	T	T	
Outside the rented property	Repair/lubricate/adjust	Idealis	Idealis	Incl. electrical door openers at entrance doors
	Replace	Idealis	Idealis	
Hopper window				See doors / windows
Hot water installation				
Boiler	All repairs/replacements	Idealis	Idealis	
Solar panel	All repairs/replacements	Idealis	Idealis	
Combination boiler				See central heating
I				
Intercom installation				See bell installation
Internet connection WUR				If applicable in the building
	Repair/replace	WUR	WUR	Call Servicedesk IT WUR
J				
Joinery work				See panelling of wood
K				
Keys				
	In event of loss or theft	Idealis	T	

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Kitchen				
Kitchen unit/overhead cupboards				
Kitchen worktop/sink/bowl	All repairs	T	T	
	Replace	Idealis	Idealis	According to plan
Silicon strip worktop/tiled wall	Repair	T	T	
	Replace	Idealis	Idealis	According to plan
Cooking plate / counter / worktop	Replace/repair	Idealis	Idealis	Applicable to MIVA apartment Marijkeweg and Nobelweg
L				
Lamps				See electrical installation
Letterbox				
	All repairs/replacements	Idealis	Idealis	in central hall or outside on site
	All repairs/replacements	T	T	apartment front door
Lift				
	Repair/replace/inspect	Idealis	Idealis	
	Clean	Idealis	S	According to cleaning maintenance contract
	Fault	KONE	Idealis	Report to caretaker or call KONE
Light fittings				See electrical installations
Lighting				See electrical installations
Lightning conductor				
	Repair/replace/inspect	Idealis	Idealis	
M				

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Masonry				
	Replace/repair	Idealis	Idealis	
Mechanical ventilation unit				See cooker hood/extractor
Extraction valve	Repair/replace/adjust	Idealis	Idealis	
	Cleaning	T	T	
Filter	Replace	T	T	
	Clean	T	T	
Unit and pipe work	Repair/replace	Idealis	Idealis	
	Adjust/inspect functioning	Idealis	Idealis	According to plan
Mirror				
	Minor repairs	T	T	Suspension
	Replace	Idealis	Idealis	Staining
N				
Nameplates				
	Supply	Idealis	Idealis	One-off at start of rent contract
O				
Outside tap				See taps
P				
Paintwork				See info under relevant activity
Panelling of wood				
Inside the rented property	Repair/replace	T	T	
	Paint	T	T	
Outside the rented property	Repair/replace	Idealis	Idealis	
	Paint	Idealis	Idealis	

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Paving				Belonging to the apartment and on Idealis site
	Minor repairs up to 2 m ²	T	T	
	Repair/replace	Idealis	Idealis	More than 2 m2/ surface area
Pointing				
	Repair/replace	Idealis	Idealis	
R				
Radiator switches				See central heating
Railings/banisters				
Inside the rented property	Minor repairs	T	T	on handrails
	Replace	Idealis	Idealis	railing
Outside the rented property	Repair/ replace	Idealis	Idealis	
Railings/boundary fencing				
	Repair/replace	Idealis	Idealis	
Roof				
Aluminium/zinc	Repair/replace	Idealis	Idealis	
Roofing	Repair/replace	Idealis	Idealis	
Roof vent flanges	Repair/replace	Idealis	Idealis	
Roof lead	Repair/replace	Idealis	Idealis	
Roof hatch	Repair/replace	Idealis	Idealis	
Roof tiles	Repair/replace	Idealis	Idealis	

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Roof terrace				See paving
S				
Safety fuse				See electrical installations
Sealant				
	Repair	T	T	
	Replace	Idealis	Idealis	According to plan
Secondary glazing				See glass breakages
Sewerage system				incl. rainwater drainage
Inside the rented property				
Water pipes	Minor repairs	T	T	
	Replace	Idealis	Idealis	
	Unblock	Idealis	S	
Drain, strainer, grid, plug, bung	Repair/replace	T	T	
Trap	Clean	T	T	
Outside the rented property				
Pipe work	Repair/replace	Idealis	Idealis	
	Unblock	Idealis	Idealis	
Drains/walkway feedthroughs	Unblock	Idealis	Idealis	
	Repair/replace	Idealis	Idealis	
	Clean	Idealis	S	
Filters in pipes	Clean	Idealis	Idealis	
	Repair/replace	Idealis	Idealis	

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Shelf				See bathroom fixtures
Shower				See bathroom fixtures
Signposting	Repair/replace	Idealis	Idealis	In outside spaces and communal areas
Sink				See kitchen/bathroom fixtures
Skirting boards				See panelling
Skylight	All repairs	Idealis	Idealis	
	Replace	Idealis	Idealis	
Smoke alarm				Attached to electrical system
	Repair/replace	Idealis	Idealis	
Socket				See electrical installations
Stairs				
Inside the rented property	Minor repairs	T	T	
	Replace	Idealis	Idealis	
Outside the rented property	All repairs/replacements	Idealis	Idealis	
Stop tap				See taps
Stuccowork				Inside the rented property
Ceiling/wall	Whitewash	T	T	
	Clean	T	T	
	Minor repairs	T	T	
	Repairs from 0.5m ² upwards	Idealis	Idealis	

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Sunblinds				tenant's change, in consultation with caretaker / Idealis
Switches				See electrical installations
T				
Tap water / stop cock / drain taps				
	Minor repairs	T	T	
	Replace	Idealis	Idealis	
(Outside) tap	Thaw in freezing conditions	Idealis	T	T is responsible for freeze-protection measures
	Repairs due to frozen pipes	Idealis	T	T is responsible for freeze-protection measures
Terrace				See paving
Textured paint				See wallpaper/stuccowork
Thresholds				See panelling of wood
Tiles				Inside the rented property
Floor tiles/wall tiles	Repair/replace	Idealis	Idealis	Loose tiles
	Fill gaps	T	T	
	Clean	T	T	
Toilet (seat/bowl)				See bathroom fixtures
V				
Ventilation grilles				In windows and doors
	Clean	T	T	
	Repair/replace	Idealis	Idealis	

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Ventilation unit				See mechanical ventilation unit
Vent pipe(s)/waste plug				See sewerage system
Vermin control				Report to caretaker as quickly as possible
	Take pest control measures	Idealis	Idealis	Due to force majeure/threat of infestation
	Take pest control measures	T	T	Limited measures within the rented property
W				
Walkway				See balcony
Walkway floor/fence/banisters/screen	Clean	Idealis	S	According to cleaning maintenance contract
	Repair	Idealis	Idealis	
Wall finish				See wallpaper/textured paint
Wall socket				See electrical installations
Wall tiles				See tiles
Wallpaper/textured paint				
Inside the rented property	Remove	T	T	
Inside the rented property	Repair/replace/whitewash	T	T	
Washbasin				See bathroom fixtures
Washing machine connection				
	All repairs	T	T	
	Replace	Idealis	Idealis	

ITEM	ACTIVITY	CARRIED OUT BY	PAYABLE BY	COMMENTS/DETAILS
Water heater/boiler				See hot water installation
Water installation				See taps and bathroom fixtures
WC bowl (seat)				See bathroom fixtures
Weather stripping				See hinges and locks
Whitewashing				See stuccowork/wallpaper/textured paint
Windows				See doors/ windows
Window/door frames				When made of wood
Inside the rented property	Paint	T	T	
	Clean	T	T	
Outside the rented property	Paint	Idealis	Idealis	According to plan
	Clean	Idealis	S	General areas in a building
				According to cleaning contract
Windowsill				
	Replace	T	T	
	Repair	Idealis	Idealis	
Windowsill (stone)				
	Repair/replace	Idealis	Idealis	

1 April 2011