

# Brochure Maintenance from A-Z

Maintenance work is part and parcel of a home. It is important that you know what maintenance work you are responsible for yourself, and for what work you can call on us. The table below provides a summary of the most common maintenance work and who is responsible for it. If you have work that we are responsible for, please report this via the customer portal

Unit	Description	Plaza Resident Services	Tenant	Subscription service
Balcony	Clean balcony and walkway floors (including grating)		X	X
	Repair balcony and balcony fencing		X	
Bathroom	Clean and descale bathtub		X	X
	Clean and descale washbasin		X	
	Clean bathroom shelf		X	
	Descal shower area and sanitary ware		X	
	Maintain and/or repair wall/floor tiles affixed by tenant		X	
	Re-affix or replace floor tiles		X	
	Re-affix or replace wall tiles		X	
	Repair and/or renew sealant in bathroom		X	
	Repair or replace bathtub		X	
	Repair shower tap, showerhead and shower fittings		X	X
	Replace bathroom shelf		X	
	Replace shower drain cover		X	
	Replace washbasin if there is crack or fracture		X	
Boiler	"Boiler maintenance for repair of a boiler belonging to the energy company, you can directly contact that company"		X	X
Burglary	Repair / replace burglary damage to windows, doors, locks and the like	X	X	
Central heating	Maintenance and repair of central heating installation		X	
	Repair broken radiator valves		X	
	Supply and replace radiator bleed key, radiator spanner and hose	X		
	Top up and bleed central heating		X	X
Doorbell / intercom	Maintenance and repair of communal doorbell, house telephone, intercom installation, videophone or electrical door opener (excluding push button at front door to the home)		X	
	Repair front doorbell		X	
Electricity	Malfunctions caused by appliance and/or changes to the installation by tenant	X		
	Repair / replace wash machine switch	X		
	Repair and/or replace power points, switches and lighting in communal areas	X		
	Repair electrical pipes and fuse box		X	
	Repair switches and power point		X	X
	Replace (main) fuse	X		

#### Emergency services:

Fire department, police and ambulance  
**112**  
 Customer support  
**+31 (0)88 226 35 16**

#### Repair or a malfunction?

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Unit	Description	Plaza Resident Services	Tenant	Subscription service
Entrance hallways	Clean walkways		X	
	Replace lamps of lighting in entrance hallways, walkways and communal areas		X	
	Clean entrance hallways (if not included in service costs)		X	
	Repair windows that jam		X	
Fire safety	Maintain and replace extinguishers, fire alarm installation and emergency lighting in the communal areas	X		
Floors	Level floors	X		
	Repair floor construction and screed	X		
Frozen pipes	Prevent (central heating) pipes, radiators and outside taps from freezing	X		
	Repair outside tap due to freezing		X	
	Repair pipes broken due to freezing (other than outside tap)	X		
Graffiti	Remove graffiti	X		
Inside doors	Maintain and paint inside doors		X	
	Repair inside doors, locks and hinges		X	
	Replace inside doors following normal wear and tear		X	
Key	Make copy of (electronic) keys after loss	X		
	Replace (electronic) keys after they are damaged	X		
	Replace (electronic) keys due to defect	X	X	
Kitchen	Clean filters		X	
	Keep extractor hood clean and grease-free inside and out	X		
	Replace / repair extractor hood		X	
	Replace carbon filters (1x per 2 years)	X		
Kitchen unit	Adjust, repair hinges and locks of doors	X		
	Clean counter and sealant	X		
	Put sealant around tiles, replace counter and sink	X		
	Repair and/or replace counter if there are burn marks	X		
	Repair and/or replace sink strainer, drain plug, sink chain and plug	X		
	Repair drawer runners, loose handles, refasten loose back panel	X	X	
	Replace mechanical ventilation filters 1x a year		X	
Leaks	Replace worn parts and repair leaks		X	
	Inspect and rectify leaks		X	X
Lift and lift installation	Maintain and repair lift installations	X		
	Report lift malfunction, in complex, to lift service 24 hours a day, 7 days a week (see service number in the lift)	X		
Litter	Remove litter around the complex		X	
	Remove litter around the home		X	X
Locks and hinges	Affix / repair and/or replace window hook	X		
	Maintain and repair electric door openers	X		
	Repair and/or replace doorknobs, hinges, locks, cylinders, plates and espagnolettes of outside doors	X		
	Repair and/or replace locks and hinges of access doors of communal areas		X	X
	Repair doorknobs, hinges, locks, cylinders, plates of inside doors and fixed (wall) cabinets	X		
	Repair locks and hinges of windows	X		
	Repair mailbox lock	X		

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Unit	Description	Plaza Resident Services	Tenant	Subscription service
Mailbox	Repair mail slot in front door		X	X
	Repair mailbox in hallway and communal areas	X		
Mechanical ventilation	Clean valves and filters of mechanical ventilation		X	X
	Clean ventilation ducts in multi-storey buildings		X	X
	Clean, repair and/or replace mechanical ventilation motor		X	X
Mirrors	Replace mirror after desilvering	X		
	Replace mirrors after crack or fracture	X		
Outside doors	Paint inner side of outside doors		X	X
	Paint outer side of outside doors		X	X
	Repair jamming outside door		X	
	Replace outside doors after damage due to blowing open		X	X
	Replace outside doors with wood rot or normal wear and tear	X		
Paved areas	Keep paved areas, terraces and paths clean		X	X
	Level and repair individual paved areas and terraces		X	
	Repair paved areas of communal paths (if there is a risk of tripping and if it belongs to Plaza)	X		
Pests	Deal with bee and wasp nests in and on the home or shed		X	X
	Pest control (if always present on a large scale in various homes)		X	X
	Pest control of pests sometimes present (like rats and mice) in or near the tenant's home		X	X
	Pests in the communal area		X	X
Plaster on walls	Repair of loosened plaster	X		
	Repair of plaster after damage due to drill holes or wall plugs		X	
	Whitewash / paint with latex	X		
Plinths	Fasten and replace plinths		X	
Rain water discharge / drainpipe	Clean discharge grating in balcony and walkway floors	X		
	Repair/unclog rain water discharge	X		
Roof and gutters	Clean roof gutters of single-family homes		X	
	Repair and/or replace roof covering, roof duct, roof gutter, roof tiles, skylight	X		
Roof tiles	Repair roof tiles		X	X
Rubbish (container) area	Keep rubbish (container) area clean		X	X
	Keep rubbish containers and/or wheelie bins clean		X	X
Sewerage	Clean siphons		X	
	Repair siphons		X	X
	Replace sewerage in whole or in part	X		
	Unclog discharge pipes following incorrect use		X	X
Smoke detectors	Repair and/or replace smoke detector in the home (if it belongs to Plaza)	X		
	Repair and/or replace smoke detectors in communal areas		X	X
	Replace smoke detector batteries in communal areas		X	
	Replace smoke detector battery in the home	X		
Storage area	Repair and replace roof		X	
Sunblind	Repair and/or replace sunblind (if it belongs to Plaza)	X		
Taps	Repair leaks in the main tap		X	X
	Repair taps		X	X
Threshold	Fasten threshold of inside doors		X	
	Fasten threshold of outside doors	X		

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Unit	Description	Plaza Resident Services	Tenant	Subscription service
Toilet	Clean sealant	X		
	Clean toilet bowl and remove scale		X	X
	Fasten toilet	X		
	Re-affix or replace floor tiles		X	
	Re-affix or replace wall tiles		X	
	Repair and/or replace toilet seat and lid	X		
	Repair leaks in cistern tap and pipe to cistern		X	X
	Replace sealant	X		
	Replace toilet if cracked or fractured		X	X
Toilet reservoir	Repair toilet reservoir / cistern	X		
Ventilation roster	Clean ventilation roster		X	X
	Repair ventilation grates and ducts		X	
Walls	Maintain and repair brickwork, pointing, wall panelling and concrete		X	
Water pipes	Repair leaks	X		
	Repair leaks in pipes (if caused by tenant)	X		
Window / door frames	Paint the outer side of outside window / door frames		X	X
	Repair inside window / door frames (small repairs, little holes)		X	
	Repair outside window / door frames if there is wood rot or wear and tear		X	X
Windowsill	Repair windowsill	X		
	Replace damaged windowsill (ceramic, plastic or natural stone)		X	

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