

Maintenance Guide

for buildings with Management Structure



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Introduction

Maintenance

The roles of the landlord and tenant concerning maintenance are legally defined in tenancy law. This states that the landlord is obliged to maintain the property, while the tenant has a duty to care for it properly. This brochure gives a practical explanation of these legal provisions to help inform tenants who are renting in complexes where the Management Structure is in operation. Tenants should refer to the Terms & Conditions in the tenancy agreement for the official provisions that apply. In the case of any dispute, the tenancy agreement and tenancy law prevail: the content of this brochure is not legally binding.

Landlord's role

Stadswonen Rotterdam is the landlord and is responsible for the overall technical condition of accommodations and residential buildings. Any required maintenance work is paid for by the landlord. In order to guarantee the building remains in a good state of repair, Stadswonen Rotterdam works according to a 25-year plan which ensures all necessary maintenance work is carried out in a timely and proactive manner.

Tenant's role

Tenants have a duty to take good care of their accommodation and communal areas associated with it. Minor repairs and day-to-day maintenance are every tenant's legal responsibility (as outlined in this document). Further information on this can be found in the "Minor repairs decree" ("Besluit kleine herstellingen") under clause 7:24 of the Civil Code (only available in Dutch). Also see www.wetten.nl).

Any maintenance and repair work that needs to be carried out as a result of negligence, uncleanliness, destruction or inappropriate use by tenants or their guests must be paid for by the tenant.

Minor Repairs Fund

In residential buildings and premises where the Management Structure applies, most of the minor repairs and day-to-day upkeep work is paid for on the tenants' behalf out of the Minor Repairs Fund.

Due to the relatively short periods that each tenant occupies, it's not considered fair for current tenants to pay for maintenance resulting from wear and tear which has accumulated over time from previous tenants' occupation.

The Minor Repairs Fund therefore provides a means of paying for these by spreading the cost over a longer period of time.

In residential properties consisting of 30 or more accommodations, the Minor Repairs Fund is managed by the Residents Committee. They can carry out or commission work on behalf of the tenants. It's possible that some (simple) repairs can be carried out by a building's Residents' Committee, which saves money on hourly rates and call-out fees. For small buildings (29 or fewer accommodations), Stadswonen Rotterdam manages the Minor Repairs Fund and commissions the work.

Service Fund

There are some maintenance tasks which fall under the tenant's financial responsibility but, for various reasons, can't or mustn't be carried out by the tenant. These include things such as unblocking (rainwater) drains and 24-hour emergency service for lifts and central heating systems. These costs are covered by the Service Fund, which is managed by Stadswonen Rotterdam.

Inventory

The fund for 'inventory and communal area furnishings' is managed by Stadswonen Rotterdam. This is used to pay for replacements and (minor) maintenance work for items in the inventory. Stadswonen Rotterdam's standard inventory package consists of carpets/flooring, curtains, four-ring cooking hob (gas/electric) and small fridge.

In some cases this package may vary (for example with carpets only included in shared hallways, etc.).

Cleaning

'Cleaning' covers cleaning of the communal spaces such as entranceways, hallways, stairways, lifts and other walkways. Some other incidental cleaning costs within the complex also fall under 'Cleaning'.

Reporting damage and requesting repairs

Any breakage reports and requests for repairs can be made via WhatsApp, the Stadswonen Portal or by telephone call.

- WhatsApp: Send a message to 0229 255 039. Save this number in your contacts to quickly and easily start a conversation as and when you need to.
- The Stadswonen Portal: Log in, choose 'request repairs' and fill in the form.
- Call us: You can report breakages 24/7 by calling 010 24 56 700.
For non-urgent repairs, we'll arrange a time to do the work. Urgent matters such as gas or water leaks or storm damage will be dealt with immediately.

Insurance

The landlord and tenant can each insure themselves against major damage. The most common are fire, break-in and window breakage.

Stadswonen Rotterdam insures the accommodation space (including any related inventory). The tenant can insure themselves against damage to or theft of their possessions. It's important to consider that costs to the tenant as a result of things such as fire or break-in can mount up. In addition to replacing damaged or stolen possessions, repairs to the accommodation following a break-in or damage caused by a water leak, such as replacing flooring, are basically paid for by the tenant.

Therefore Stadswonen Rotterdam advises its tenants to take out a suitable, and preferentially comprehensive, contents insurance policy (which covers both burglary and window damage).

Reference guide

The following pages provide an overview of work which could potentially take place in the residential properties and accommodations. It shows a per-item breakdown for what is charged and who to.

Accommodation

Where the term ‘accommodation’ appears, unless otherwise indicated this refers to everything associated with the accommodation spaces, including any directly associated joint and common areas.

Common areas

Where the term ‘common areas’ appears, unless otherwise indicated this refers to all communal areas within the building or property. These span from inside the common entrance(s) to the individual accommodation space, thereby including areas such as corridors, (emergency) stairwells and walkways.

	Landlord	Tenant	Minor Repairs Fund	Service Fund	Inventory	Cleaning
1 • General						
Work (maintenance, repairs, etc.) due to negligence, uncleanliness, vandalism or inappropriate use by tenant (or their guests)		■				
Cleaning inside the accommodation		■				
Cleaning of common areas						■
Control of longhorn beetles, woodworm and pharaoh ants	■					
Control of cockroaches (50%-50% rule)	■		■			
Control of vermin (mice, wasps, etc.) other than cockroaches, beetles, woodworm and pharaoh ants		■				
2 • Windows, paintwork and wallpaper						
Wallpaper inside accommodation		■				
Outside paintwork	■					
Window breakage in common areas			■			
Window breakage in building entrance	■					
Window breakage in accommodation		■				
Paintwork on walls and ceilings in building's common areas				■		
Paintwork on walls and ceilings (except suspended ceilings) in accommodation		■				
3 • Hinges and catches						
Electronic locks: maintenance, repairs and replacement of electronic parts	■					
Electronic locks: maintenance, repairs and replacement of mechanical parts			■			
Electronic locks: scheduled replacement of batteries				■		
Electronic locks: as-needed replacement of batteries			■			
Maintaining functionality (e.g. through lubrication) of hinges and catches			■			
Minor repairs to window frames, doors (incl. spring mechanisms) and windows in common areas			■			

	Landlord	Tenant	Minor Repairs Fund	Service Fund	Inventory	Cleaning
Minor repairs to window frames, doors (incl. spring mechanisms) and windows in accommodation			■			
Maintenance and repair of break-in prevention measures put in place by the tenant		■				
Maintenance and repair of break-in prevention measures put in place by Stadswonen Rotterdam			■			
Maintenance work on general entrance door(s) (including frame(s) in the building	■					
Regular maintenance of plastic or aluminium frames and windows (incl. window grilles) in accommodation				■		
Repair work following break-in to windows, doors and frames in the building's communal areas	■					
Repair work following break-in to windows, doors and frames in the accommodation		■				
Replacement of windows, doors (incl. springs) and frames due to general wear and tear in all areas	■					
Replacement of hinges and catches due to general wear and tear in all areas	■					
4 • Walls and façades						
Repair of cracks and dents caused by shrinkage in stuccowork in accommodation		■				
Maintenance and replacement of tiling	■					
Maintenance and repairs to outer façades and walls	■					
Repairs to loose stuccowork	■					
5 • Roofs and chimneys						
Maintenance and replacement of roof coverings	■					
Maintenance and replacement of chimneys	■					

	Landlord	Tenant	Minor Repairs Fund	Service Fund	Inventory	Cleaning
6 • Sewers and gutters						
Maintenance and replacement of drains, gutters and sewage pipes	■					
Unblocking of all drains				■		
Cleaning all accessible drains inside the accommodation and keeping them clear from obstructions		■				
Cleaning and unblocking of gutters, drainpipes and rainwater drainage systems	■					
7 • Kitchen, shower and toilet						
Shower and toilet fittings (such as toilet seat, shower curtain, shower cubicle, shower rail, etc.): replacement			■			
Shower and toilet fixtures (such as toilet bowl, cistern, sink incl. overflow): replacement due to general wear and tear	■					
Shower and toilet fittings (such as ballcock, overflow, etc.): minor repairs			■			
Kitchen units and worktops: replacement due to general wear and tear	■					
Kitchen units: minor repairs			■			
Cooking hobs (incl. gas connection pipe) and fridge: replacement due to general wear and tear					■	
Cooking hobs (incl. gas connection pipe) and fridges: minor repairs					■	
Taps and showerheads: maintaining usability (incl. regular descaling)		■				
Taps: replacement due to general wear and tear	■					
Taps: minor repairs (incl. replacing washers)			■			
Waterproof sealant: repairs and restoration	■					
Waterproof sealant: cleaning		■				
Drainage: unblocking of pipes				■		
Drainage: cleaning all accessible drains inside the accommodation and keeping them clear from obstructions		■				
Tiles: maintenance and replacement	■					
Extractor fans/hoods: replacement due to general wear and tear	■					
Extractor fans/hoods: minor repairs			■			



Landlord
 Tenant
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 Inventory
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8 • Systems

Telephone and data (internet) system: installation, maintenance and replacement of infrastructure not provided by Stadswonen Rotterdam (incl. minor repairs)

Telephone and data (internet) system: minor repairs to infrastructure provided by Stadswonen Rotterdam inside the accommodation (incl. KennisGlas®)

Telephone and data (internet) system: maintenance and replacement of infrastructure provided by Stadswonen Rotterdam within the overall shared system (incl. KennisGlas®)

Doorbell: maintenance and replacement of push buttons in the accommodation

Fire safety: maintenance and replacement of equipment provided by Stadswonen Rotterdam such as fire hoses, powder sprays, etc.

Fire safety: replacement (due to wear and tear) of smoke alarms provided by Stadswonen Rotterdam

Fire safety: minor repairs to smoke alarms provided by Stadswonen Rotterdam

Pressure boosting system: 24-hour contract

Pressure boosting system: maintenance, repair and replacement

Electrics: minor repairs inside accommodation

Electrics: maintenance and replacement of infrastructure incl. wiring, fuse box and circuit breaker

Electrics: replacement of connections and fuses in the shared fuse box in larger buildings (29 or more accommodations)

Electrics: replacement of connections and fuses in the shared fuse box in small buildings (less than 29 accommodations)

Gas: repair and replacement of main valve and gas taps

Gas: maintenance and replacement of system inside the building as from the meter or main valve

	Landlord	Tenant	Minor Repairs Fund	Service Fund	Inventory	Cleaning
Intercom: minor repairs to the buzzers, intercom phones, electronic entry system and transformers			■			
Intercom: maintenance and replacement of buzzers, intercom phones, electronic entry system and transformers	■					
Lifts: 24-hour emergency call-out				■		
Lifts: maintenance, inspections and rectification of malfunctions	■					
Mechanical ventilation system: maintenance and replacement of roof and wall-mounted fans	■					
Mechanical ventilation system: cleaning and replacement of filters in roof and wall-mounted fans	■					
Mechanical ventilation system: cleaning of filters and rosettes (incl. extractor hoods) inside accommodation		■				
Radio and TV system: maintenance and replacement of infrastructure (incl. signal boosters)	■					
Radio and TV system: minor repairs inside accommodation			■			
Lighting: maintenance and replacement of (emergency) lighting in (communal) hallways, stairwells, entranceways, walkways and porches	■					
Lighting: scheduled replacement of bulbs, switches etc. In (emergency) lighting in (communal) hallways, stairwells, entranceways, walkways, porches and non-public parking places and courtyards				■		
Lighting: as-needed replacement of bulbs, switches etc. In (emergency) lighting in (communal) hallways, stairwells, entranceways, walkways, porches and non-public parking places and courtyards			■			
Lighting: replacement of bulbs, switches etc. inside the accommodation		■				
Heating and (hot) water system: repairs to system inside accommodation following incidents such as freezing		■				
Heating and (hot) water system: minor repairs to infrastructure inside the accommodation (incl. taps, motion sensors, etc.)			■			



	Landlord	Tenant	Minor Repairs Fund	Service Fund	Inventory	Cleaning
Heating and (hot) water system: maintenance and replacement of system inside the accommodation	■					
Heating and (hot) water system: bleeding and refilling of (individual) system inside the accommodation		■				
Heating and (hot) water system: bleeding and refilling of the shared system				■		
Heating and (hot) water system: bleeding of radiators inside the accommodation		■				
Heating and (hot) water system: re-start following outage				■		
9 • Gardens and pathways						
Maintenance of shared public garden areas including planting and paving	■					
Maintenance of shared non-public garden areas including planting and paving				■		
Maintenance and replacement of walls, fences and railings provided by Stadswonen Rotterdam	■					
Maintenance and replacement of partitions, fences and railings provided by the tenant		■				
Maintenance of outdoor area and garden directly associated with accommodation, including planting and paving		■				
10 • Soft furnishings						
Curtains (incl. rails): replacement due to general wear and tear					■	
Curtains (incl. rails): minor repairs					■	
Curtains (incl. rails): cleaning		■				
Carpets/flooring (common areas and accommodations): replacement due to general wear and tear					■	
Carpets/flooring (common areas and accommodations): minor repairs					■	
Carpets/flooring: cleaning inside accommodation		■				
Carpets/flooring: cleaning outside accommodation (common areas)						■

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