

# MAINTENANCE GUIDE

Keep this maintenance guide in your meter cupboard!

## OVERVIEW OF DEFECTS FOR WHICH TENANT IS RESPONSIBLE

### Door and Window Hardware/Interior

- adjusting doors
- replacing control rods
- adjusting cupboards and kitchen cupboards
- repairing kitchen drawers and runners
- replacing and/or repairing locks, bolts and hinges
- fitting and/or replacing draught excluders
- replacing keys/locks in the event of loss, theft or breakage

### Door and Window Hardware/Exterior

- fitting and/or replacing draught excluders
- replacing keys/locks in the event of loss, theft or breakage
- repairing casement stays
- repairing locks, bolts and hinges

### Walls, Floors and Ceilings

- repairing skirting boards and thresholds
- filling shrinkage cracks
- repairing painting and/or wallpapering

### Sanitary Facilities

- securing the toilet bowl
- replacing the wax seal
- securing or replacing the toilet seat
- repairing or replacing the shower fittings
- replacing the tap parts such as washers, internal work, aerator and knobs
- repairing defects in the toilet cistern
- replacing glass shelves, soap holders and toilet roll holders

- replacing sink and basin stoppers
- securing mirrors and washbasins
- replacing mirrors
- repairing or replacing grates and drain plugs

### Pipework and Drains

- unblocking individual drains
- cleaning roof gutters
- repairing or replacing siphons
- keeping pipework frost-free

### Services and Electricity

- filling and venting the central heating system
- keeping the central heating system frost-free
- repairing or replacing the filling hose set
- short circuits from own devices
- replacing switches such as: switches, wall sockets, switch plates and central box covers
- repairing or replacing front door bell, front door push buttons and transformer
- replacing filters for mechanical ventilation and defective lights

### Miscellaneous

- relaying occasional subsided paving
- sweeping chimney flues
- keeping ventilation ducts free
- glass breakage unless covered via service costs or glass insurance

## \*DEFECTS FOR WHICH LESSOR IS RESPONSIBLE

### Door and window hardware/interior

- replacing windows, doors and frames in the exterior walls
- repairing or replacing roofing
- replacing jointing
- repaving collective paving
- treating concrete work
- repairing or replacing central heating systems

- replacing kitchen units
- replacing mechanically worn sanitary facilities
- dealing with exterior paintwork
- repairing stuccowork of walls and ceilings
- repairing or replacing mechanical ventilation
- replacing plumbing

\* Always at the discretion of the technical manager/owner of your rental property/complex. No rights can be derived from any misprints or typesetting errors.

## ANY REPAIRS NEEDED, OR IS THERE A BREAKDOWN?

### Urgent: 24-hour service

For urgent cases we can be reached 24 hours a day on telephone number **+31 (0)88 432 4100**.

### Not Urgent: Report a repair or breakdown online simply and fast

Things like a leaking tap, general maintenance, a broken lamp, exterior painting or a loose tile are all annoying, but they are not urgent. You can report your request or breakdown notification 24 hours a day, seven days a week online via **www.mvgm.nl/portalen**. For non-urgent matters, you can also reach us by telephone during office hours.



[WWW.MVGM.NL](http://WWW.MVGM.NL)

## MVGM WONEN CONTACT DETAILS

### Breakdowns

[www.mvgm.nl/portalen](http://www.mvgm.nl/portalen)  
[kcc.wonen@mvgm.nl](mailto:kcc.wonen@mvgm.nl)

### Urgent Breakdowns 24-hour

**+31(0)88 - 432 41 00**

### Notice of Termination

[huuroopzegging.wonen@mvgm.nl](mailto:huroopzegging.wonen@mvgm.nl)  
5777, 4801 ED BREDA, the Netherlands

### Rent Payment

**+31(0)88 - 432 48 78**  
[debiteuren.wonen@mvgm.nl](mailto:debiteuren.wonen@mvgm.nl)