



Maintenance Overview

If you do not pay for the service agreement through your service costs (check your rent composition) then the costs that would be covered by the agreement will have to be paid by yourself

Part	Activity	At the expense of
Glass		
Windows inside	Repair/replacement in the event of breakage/damage	Covered by glass insurance
Windows outside/stairwell	Repair/replacement in the event of breakage/damage	Covered by glass insurance
Dome lights	Repair/replacement	Covered by glass insurance
Secondary windows	Replacement in the event of breakage	Covered by glass insurance
Glass	Cleaning	Tenant (If not accessible to the tenant then the costs for any aerial platform are for DUWO)
Wallpaper		
Wall coverings / wallpaper	Application/repair/replacement	Tenant (For Accommodate student it goes through DUWO via the service costs)
Doorbell/intercom		
Doorbell / doorbell system (individual)	Repair/replacement	Covered by service agreement
Internal telephone / intercom inside the house	Repair	Covered by service agreement
Storage areas		
Storage areas	Cleaning	Tenant
Pavement		
Pavement including replacing broken tiles, on the tenant's private property	Repair	Tenant (Accommodate through DUWO via the service costs)
Terraces/garden paths/courtyards/grounds, on common ground	Repair/replacement	Tenant (In Leiden via gardening service. Accommodate through DUWO via the service costs)
Weed, on common ground	Control	Tenant (In Leiden via gardening service. Accommodate through DUWO via the service costs)
Fire extinguishers		
Movable assets, including portable extinguishers	Repair/replacement/inspection	Half of the bill is for the tenant (Via service agreement)
Immovable assets, including hydrants (handle dry fire pipe)	Repair/replacement/inspection	DUWO

Mailboxes		
Mailbox locks/flaps	Repair/replacement	Covered by service agreement

Part	Activity	At the expense of
Central heating / hot water system		
Individual central heating system/boiler/geyser, non-student accommodation	Bleeding/refilling	Tenant
Individual central heating system/boiler/geyser, student accommodation	Bleeding/refilling	Covered by service agreement
Individual central heating system/boiler, Accommodate	Bleeding/refilling	Covered by service agreement
Electrical system		
Switches/wall sockets/sockets/light suspension points /cable – telephone and computer connections and similar parts of data networks	Repair	Covered by service agreement
Safety fuses/fuse holders	Replacement	Tenant
Lamps/starters lighting installation of general and common areas	Replacement/supply	Covered by service agreement
Circuit breakers	Putting into operation	Tenant
Gas system		
Cooker (movable)	Placement/connection/repair/replacement	Tenant (Accommodate through DUWO via the service costs) (in case of built-in cooking appliances, the costs for replacement are for DUWO)
Curtains		
Window coverings including mounting (materials)	Delivery/placement/repair/replacement	Tenant (Accommodate through DUWO via the service costs)
Gutters and rainwater drains		
Gutters/downpipes (single-family) homes, as far as accessible to the tenant	Cleaning	Via service agreement
Balcony downpipes, individual homes, as far as accessible to the tenant	Cleaning	Tenant
Balcony/gallery downpipes, common, as far as accessible to the tenant	Cleaning	Tenant
Locks and hinges		
Locks and hinges exterior doors/windows/house entrance door	Maintenance	Covered by service agreement
Locks and hinges interior doors/windows	Maintenance	Covered by service agreement

Locks and hinges	Expansion/improvement, e.g., additional burglary resistant features	Tenant
Key	Replacement, following loss/breakage	Tenant
Additional key(s)	Replacement/delivery	Tenant
Lock/cylinder	Replacement, e.g., as a result of loss/breakage of key	Tenant
Fences/partitions		
Boundaries/garden fences/privacy screens, single-family homes	Repair/replacement	Tenant
Pests		
Pests (such as rats, mice, fleas, wasps' nests, lice, bed bugs, moths, silverfish, pharaoh ants and cockroaches)	Control	Covered by service agreement
Living and general areas including associated facilities and inventory	Cleaning/disinfection	Tenant

Part	Activity	At the expense of
Sewage		
Drain/siphons	Repair	Covered by service agreement
Sewage/sink drains/siphons, etc. in the house	Unclogging	Covered by service agreement
Sanitary fittings		
Shower set (hand shower/shower hose/shower bar/tap drain/faucets/sink/washbasin stoppers)	Repair/replacement	Covered by service agreement
Sinks/fountains	Attachment	Covered by service agreement
Tap/mixer tap, including washers	Repair	Covered by service agreement
Toilet bowl/cisterns/sinks/fountains etc.	Repair	Covered by service agreement
Leaking toilet/reservoir connections	Repair	Covered by service agreement
Toilet seat	Repair/replacement	Covered by service agreement
Bathroom mirror/shelf	Repair	Covered by service agreement
Painting/whitewashing		
Walls/ceilings of room or house	Lime washing/whitewashing/painting	Tenant (Accommodate through DUWO via the service costs) In Leiden through the Painting Fund)
Wooden doors / frames of room or house	Painting	Tenant (In Leiden through the Painting Fund)
Doors/frames common areas	Painting	Tenant (In Leiden through the Painting Fund)

Walls/ceilings common areas, with non-self-contained units	Painting and painting advice, carried out by tenant	Tenant (Via service agreement. In Leiden through the Painting Fund)
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Monumental building elements (interior)	Painting	DUWO (In Leiden through the Painting Fund)
Chimneys		
Chimneys, individual	Sweeping	Tenant
Stucco		
Stucco	Repair of shrinkage cracks	Tenant
Walls/ceilings (housing)	Patching of holes	Tenant
Gardens		
Yard/gardens/borders, belonging to house, including planting, as far as the private property of the tenant is concerned	Maintenance	Tenant
Common garden / outdoor area	Maintenance	Tenant (In Leiden via gardening service)
Planting in common garden/outdoor area	Supply/planting/maintenance	Tenant (In Leiden via gardening service)
Lawns in common garden/outdoor area	Maintenance/mowing	Tenant (In Leiden via gardening service)
Trees in common garden / outdoor area	Pruning/inspection	Tenant (In Leiden via gardening service)
Subsidence in communal garden/outdoor area	Supply of garden soil and sand	DUWO (In Leiden via gardening service)

Part	Activity	At the expense of
Ventilation/Mechanical ventilation		
Ventilation grilles/valves of mechanical ventilation in own room or house	Cleaning/replacement	Covered by service agreement
Ventilation grilles / valves of mechanical ventilation in the common areas	Cleaning/replacement	Covered by service agreement
Draft strips, earth-fixed and nail-fixed	Repair/replacement	Covered by service agreement
Draft strips (not earth- and nail-fixed)	Installation/repair	Covered by service agreement
Floor coverings		
Floor covering incl. subfloors/parquet/tiles laid by the tenant in own living space	Removal/disposal/relaying, if necessary for performance of work/inspections	Tenant (In Accommodate and in common areas via service costs)
Water pipes		
Water pipes/systems	Freeze prevention/provisions in the event of strongly freezing weather	Tenant