

# 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	Keep balcony and gallery floors (including gratings) clean		X	
	Repair balcony and balcony railings	X		
Bathroom	Cleaning and descaling bathtubs		X	
	Descaling shower room and sanitary fittings		X	
	Keep shelf clean		X	
	Keep wash basin clean and descale		X	
	Maintenance and/or repair of wall and floor tiles installed by tenant		X	
	Refit or replace floor tiles	X		
	Repair and/or renew sealing joints in bathroom	X		
	Repair or replace bathtub	X		
	Repair shower tap, shower head and shower fittings		X	X
	Replace shelf		X	X
Bell/ intercom	Replace shower drain cover		X	X
	Retile or replace wall tiles	X		
	Sink replacement if cracked or broken		X	
Blinds	Maintenance and repair of communal doorbell, house phone, intercom system, videophone or electric door opener (excluding bell push button at front door of dwelling)	X		
	Repair front doorbell		X	X
Boiler	Repair and/or replace sun blinds (if they belong to Plaza)	X		
Boiler	Boiler maintenance for repairs to a boiler from the energy company, please contact that company directly		X	X
	Install/repair and/or replace windvane hooks		X	X
	Maintain and repair electrically operated door openers	X		
	Repair and/or replace door handles, hinges, locks, cylinders, shields and espagnolettes on exterior doors		X	X
	Repair and/or replace hardware of entrance doors to communal areas	X		
	Repair door handles, hinges, locks, cylinders, shields of interior doors and fixed (wall) cabinets.		X	X
	Repair postbox lock		X	X
Building hardware	Repairing window hardware		X	X
	Repair/replace break-in damage to windows, doors, locks and the like		X	
Burglary				



Unit	Description	Plaza Resident Services	Tenant	Subscription service
Central heating	Maintenance and repairs to central heating system	X		
	Refilling and venting central heating		X	
	Repair broken radiator valve		X	X
	Supply and replace bleeding key, filling key and filling hose		X	X
Drainage	Keeping siphons clean		X	
	Repairing siphons		X	X
	Replace sewers partially or completely	X		
	Unclog drains in case of misuse		X	X
Electricity	Faults caused by equipment and/or changes to the installation by tenant		X	
	Repair and/or replace socket outlets, switches and lighting in common areas	X		
	Repair/replace washing machine switch		X	X
	Repairing electrical wiring and distribution board	X		
	Repairing switches and sockets		X	X
Exterior doors	Replace (main) fuse		X	
	Painting outside of outer doors	X		
	Painting the inside of external doors		X	
	Repairing a sticking exterior door		X	X
	Replacing external doors after damage due to blown open		X	
Facades	Replacing external doors in case of wood rot or normal wear and tear	X		
	Maintain and repair brickwork, pointing, facade panelling and concrete	X		
Fire safety	Maintain and replace fire extinguishers, fire alarm system and emergency lighting in common areas	X		
Floors	Levelling floors		X	
	Repairing floor construction and screed	X		
Freezing of pipes	Prevent freezing of heating pipes, radiators and outside taps		X	
	Repair broken pipes due to freezing (other than the outdoor tap)		X	
Grafitti	Repair outdoor tap due to freezing		X	
	Removal of graffiti	X		
Interior doors	Replace inner doors in case of normal wear and tear	X		
	Maintain and paint interior doors		X	
	Repair inner doors, hinges and locks		X	X
Key	Replacing (electronic) keys after loss		X	
	Replacing (electronic) keys after breakage		X	
	Replacing (electronic) keys in case of defect	X		
Kitchen & Kitchen unit	Cleaning filters		X	
	Keep extractor hood clean and grease-free inside and outside		X	
	Replace carbon filters (1x every 2 years)		X	X
	Replace/repair extractor fan	X		
	Adjust and repair hinges and door locks		X	
	Repair and/or replace countertop with scorch marks		X	
	Keep countertop and kit joints clean		X	
	Repair and/or replace grate, drain plug, sink chain and stopper		X	X
	Replace sealants on tiles, worktop and sink	X		
	Replace worn parts and repair leaks	X		
Kitchen & Kitchen unit	Repair drawer guides, loose handles and reattach loose rear panel		X	X
	Replace filters MV 1x per year		X	X



Unit	Description	Plaza Resident Services	Tenant	Subscription service
Leakage	Examination and repair of leaks	X		
Letterbox	Repair letterbox in front door		X	X
	Repair of letterbox in porch and communal areas		X	X
Lift and lift installation	Maintain and repair lift installations	X		
	Report lift faults, in complex, to lift service 24/7 (see service number in lift).	X		
Litter	Remove litter around the complex	X	X	
	Remove litter around the property		X	
Mechanical ventilation	Clean, repair and/or replace mechanical ventilation motors	X		
	Cleaning ventilation ducts in stacked buildings	X	X	
	Keep mechanical ventilation valves and filters clean		X	X
Mirrors	Replacing mirrors after crack or breakage		X	
	Replacing mirrors after weathering	X		
Paving	Keeping paving, terraces and paths clean		X	X
	Raising and repairing individual paving and terraces		X	
	Repair paving of communal paths (in case of tripping hazards and if made of Plaza)	X		
Pests	Control pests (if always and widely present in several properties)	X	X	
	Control pests sometimes present (such as rats and mice) in or near the tenant's home		X	
	Controlling bee and wasp nests in and on the house or shed		X	X
	Pests in the common room	X		
Plastered walls	Painting/texting		X	
	Repair of loose plasterwork	X		
	Repair of plasterwork after damage from drill holes or plugs		X	
Porches	Cleaning porches (if not included in service charges)		X	
	Keeping galleries clean		X	
	Repairing clamping windows		X	X
	Replacing the light bulbs in porches, galleries and communal areas	X		
	Repairing clamping windows		X	X
Rainwater drainage/rain pipe	Clean drain grate in balcony and gallery floors		X	
	Repair/unclog rainwater drains		X	X
Roof and gutter	Repair and/or replace roofing, roof penetration, gutter, tiles, skylight and roof window	X		
	Single-family house gutter cleaning		X	X
Roof tiles	Repairing roof tiles	X		
Sill	Fixing threshold inside doors		X	X
	Fixing thresholds on exterior doors	X		
Skirting boards	Fixing and replacing skirting boards		X	
Smoke detectors	Repair and/or replace smoke alarms in communal areas	X		
	Repair and/or replace smoke detector in the property (if from plaza)	X		
	Replacing batteries of smoke detectors in communal areas	X		
	Replacing battery of smoke detector in the property		X	X
Storage	Roof repair and replacement	X		
Taps	Repair taps		X	
	Repairing leaks at the main tap	X		



Unit	Description	Plaza Resident Services	Tenant	Subscription service
Toilet	Fix leak on cistern tap and pipe to cistern		X	X
	Keep kit joints clean		X	
	Keep toilet bowl clean and remove deposits		X	
	Refit or replace floor tiles	X		
	Repair and/or replacement of toilet seat and cover		X	X
	Replace kit joints		X	X
	Retile or replace wall tiles	X		
	Toilet bowl fastening	X		
	Toilet bowl replacement in case of crack or breakage		X	
	Toilet cistern/cistern repair		X	X
Ventilation grid & grille	Repair ventilation grids and ducts	X		
	Cleaning ventilation grids		X	
Waste room	Cleaning waste containers and/or wheelie bins		X	
	Keeping rubbish (container) areas clean	X		
Water pipe	Repairing leakages in pipes (if caused by tenant)		X	
	Repairing leaks	X		
Window frames	Paint exterior window frames	X		
	Repair exterior window frames in case of wood rot or wear	X		
	Repair interior window frames (small repairs, holes)		X	
Window sill	Repair window sill	X		
	Replacing damaged window sill (ceramic, plastic or natural stone)		X	

