

Maintenance overview student rooms in Wageningen

This booklet covers the maintenance (so called small repairs) to the student complexes of WU in Wageningen.

It contains information about the maintenance obligations of the tenant and the lessor. Both tenant and lessor have legal obligations in relation to maintenance.

Way of using the rented property

Repairs or replacements at the expense of WU are based on normal wear and tear or replacement at the end of the life span. The maintenance costs for repairs or replacements owing to inexpert use, deliberate vandalism or negligence will be charged to the tenant or the corridor.

Changes to the rented property

If you want to make changes to the rented property, you need a written permission from WU. WU does not maintain the things you changed. When you give notice you must reverse facilities you introduced yourself. For more information, see www.WUR.nl.

Costs of maintenance

If you read "for account of" we mean the following:

- WU = costs for maintenance are for the account of the lessor.
- S = costs for maintenance are for the account of the tenant (by paying your rent you also pay for several small repairs and replacements) but WU will repair or replace
- T = costs for maintenance are for the account of the tenant.

As a tenant you pay monthly an advance in the service costs for the part mentioned at "S". This component is called 'small repairs'. Every year in June the new advance is determined.

Repair applications

You can pass on applications for repairs to us in various ways. We prefer that you do this by email or by using a repair application card.

Fault-clearing service

When you can not reach the caretaker, you can contact the fault-clearing services for urgent repairs. The fault-clearing service can be contacted 24 hours a day for urgent repairs via telephone number (0317) 48 39 54. During office hours you can contact your caretaker. Repairs are considered urgent if they involve fire, storm, damage, system failures and gas and water leakages.

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
A				
air grids				see also ventilation grids
antenna system				
• antenna box	repair/replace	UPC	UPC	report to caretaker or UPC directly 0900-1580
• interior wiring	repair/replace	UPC	UPC	report that you are a tenant of a WU building, that you make use of a collective arrangement, your room number, number of your corridor and postal code.
• signal	repair	UPC	UPC	
• amplifier(s)	repair/replace	UPC	UPC	
• distributor(s)	repair/replace	UPC	UPC	
alarm systems				see also smoke detector
	repair/replace	WU	WU	in meeting areas/paper store areas/electrical system areas
B				
balcony				see also walkway
• floor/fence/ rail/screen	repair/replace	WU	WU	
• balcony outside a room/kitchen	cleaning	T	T	

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
banisters				incl. supports
	repair/replace	WU	WU	fitted by WU
battery (smoke detector)				see also smoke detector
bed				see also room inventory
boiler				see also hot water system and central heating
bookcase				see also room inventory
boundary				see also gates, fences
brickwork	repair/replace	WU	WU	
	paint	WU	WU	
broken windows				incl. double windows
	all repairs/replacements	WU	S	report glass insurance via the fault-clearing service WU
bulbs				see also electrical system
bushes				see also garden maintenance

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
C				
casement (tilting, pivoted, bottom-hung) windows				see also frames
• inside the rented property	repair/lubricate	WU	T	
	replace	WU	WU	
	painting	WU	T	in room, see the info sheet on guidelines for vacating accommodations
• outside of the rented property	repair/lubricate/replace	WU	WU	
	painting	WU	WU	
casement fastener				see also door fixtures and fittings
ceiling				see also plasterwork
cement floor				see also floor screed
cement screed				see also floor screed
cementing	repair/replace	WU	WU	
central heating	All repairs/replacements	WU	WU	incl. radiators/(thermostat) buttons/sensors
chair				see also room inventory
cistern				see also sanitary fittings

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
cleaning maintenance				
• inside the rented property	cleaning	T	T	
• outside of the rented property	cleaning	WU	S	on grounds of cleaning maintenance agreement
• in case of mutation	cleaning	WU	WU	
closet				see also sanitary fittings
clothes cupboards				see also room inventory
clothes hook	repair	WU	S	
	replace	WU	S	
clothes-line facilities	all repairs	WU	S	
	replace	WU	S	
clothes rack/magnetic board				see also room inventory
coat hook				see also clothes rack
cooker				see also corridor inventory
corridor inventory				placed by WU
• gas stove/oven/gas ring	repair/replace/inspect	WU	S	
	cleaning	T	T	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• refrigerator	repair/replace	WU	S	
	cleaning	T	T	
• vacuum cleaner	repair/replace	WU	S	
	cleaning	T	T	including changing bags
• other (for international corridors)	repair/replace	WU	S	ask the caretaker for the right goods
	cleaning	T	T	
cover flashing				see also roof
cupboard				see also room inventory
curtains				on label rooms
• curtain	repair/replace	WU	S	
• curtain	cleaning/washing	T	T	maximum 40 degrees
• rails	repair/replace	WU	S	
• supports	repair/replace	WU	S	
D				
desk/chair				see also room inventory
dish antenna	place	T	T	under consultation with WU
dome light	repair/replace	WU	WU	
doorbell				see also doorbell (system)



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
doorbell (system)	all repairs/replacements	WU	WU	
door stop				see also electrical systems
door closer				see also door fixtures and fittings
doors				see also frames
• inside the rented property (room)	repair	WU	S	
	replace	WU	WU	
	painting	WU	T	see the info sheet on guidelines for vacating accommodations
• inside the rented property (other areas)	repair	WU	S	
	replace	WU	WU	
	painting	WU	50% S	planned implementation
	cleaning	T	T	
• outside of the rented property	repair	WU	WU	
	painting	WU	WU	
	replace door	WU	WU	
double windows				see also glass
drain				see also sewers

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
drain plug				see also sewers
drain tap				see also tapes
drainage (pipes)				see also sewers
drainpipe				see also sewers
draught strip				see also door fixtures and fittings
drawer unit				see also room inventory
E				
earth leakage switch				see also electrical system
electrical system; inside the rented property				
• earth leakage circuit breaker	reset	T	T	
• automatic fuse	reset	T	T	
• group box	repair/replace	WU	WU	
• cables/wiring	repair/replace	WU	WU	
• switching materials/wall socket/etc.	repair/replace	WU	S	
• (melting)fuses	replace	WU	S	
• starters for fluorescent light fittings	replace	WU	S	in lighting armature, installed by WU

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• fluorescent tubes/bulbs	replace	WU	S	in lighting armature, installed by WU
• emergency lighting	repair/replace/inspect	WU	WU	
• fluorescent tubes/bulbs	replace	WU	WU	
• starters	replace	WU	WU	
electrical system; outside the rented property	all repairs/replacements	WU	WU	incl. emergency lighting and lampposts
elevator	repair/replace/inspect	WU	WU	
	cleaning	WU	S	
	breakdown	Kone	WU	report to caretaker
emergency lighting				see also electrical system
exterior lighting				see also lighting
extraction cap				see also mechanical ventilation unit/ventilation grid
• filter	cleaning/replacement	T	T	
• cap	cleaning	T	T	
• cap	repair/replace	WU	WU	
• lamp	replace	T	T	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
extraction valve				see also mechanical ventilation unit/ventilation grid
	repair/replace/adjust	WU	S	
	cleaning	T	T	
F				
finishing slats				see also panelling
fire extinguisher				see also fire extinguishing equipment
fire extinguishing equipment	all repairs/replacements/inspections	WU	WU	
fixtures and fittings				see also doors
• inside the rented property	repair	WU	S	
	replace	WU	WU	
• outside of the rented property	repair/lubricate/replace	WU	WU	
float valve				see also sanitary fittings
floor				see also floor screed
floor covering				
• label rooms	repair/replace	WU	S	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• corridor passages	repair/replace	WU	S	
• kitchen	repair/replace	WU	WU	
• storage areas	repair/replace	WU	S	
• laundry area	repair/replace	WU	S	
floor decking				see also screed floor
floor hatch	repair/replace	WU	WU	
floor tiles				see also tiling
fountain				see also sanitary fittings
fuse				see also electrical system
G				
garden inventory	repair/replace	WU	WU	
garden maintenance	maintenance	WU	S	
	replacement of dead plants	WU	S	
	winter pruning	WU	S	
	partial replacement/renovation	WU	WU	
gas stove/gas ring				see also corridor inventory



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
gas system	all repairs/replacements	WU	WU	
gates, fences and partitions	repair/replace	WU	WU	
graffiti				
• outside of the rented property	remove	WU	WU	
green area				see also garden maintenance
grey water system	repair/replace	WU	WU	
grid				see also sewers
gulley				see also roof gulley
H				
hanging lamp				see also room inventory
hatch				see also floor hatch
hatch cover				see also casement windows and window frame
hinges				see also door fixtures and fittings



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
hot water system				
• boiler	all repairs/replacements	WU	WU	
• solar panel	all repairs/replacements	WU	WU	
I				
insect control				report to the caretaker as soon as possible
				see also pest control
	combat	WU	WU	resulting from force majeure/threat of a plague/at corridor
	combat	WU	S	limited control at room
intercom system				see also doorbell system
internet connection	repair/replace	WU	WU	helpdesk WU telephone no. 0317 488888
inventory				see room or corridor inventory
K				
keys	in case of loss or extra key	WU/T	T	
kitchen				
• kitchen unit/top cupboards	all repairs	WU	S	see also sewers

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• kitchen top/draining board				
• connection strip between top and tiled wall	repair	WU	WU	
	replace	WU	WU	
	cleaning	T	T	
kitchen sink				see also kitchen
kitchen tap				see also taps
kitchen unit				see also kitchen
L				
leakage	inspect	WU	WU	
letterbox	all repairs/replacements	WU	WU	in central foyer or outside in grounds
	all repairs	WU	S	in international corridors
	replacements	WU	S	in international corridors
light fittings				see also lighting and electrical system
• inside the rented property	repair/replace	WU	S	
• outside of the rented property	repair/replace	WU	WU	

Section	Activities	To be implemented by	For account of	Remarks/ Particulars
lighting				see also electrical system
lightning protection	repair/replace/inspect	WU	WU	
litter				
• outside of the rented property	remove	WU	S	on grounds of cleaning maintenance agreement, report
				location
locks				see also door fixtures and fittings
lower sills				see also panelling
M				
magnetic board/ clothes rack				see also room inventory
mailboxes				see also letterbox
mattress				see also room inventory
mechanical ventilation unit				see also extraction valves/extraction cap
• filter	replace	WU	S	
	cleaning	T	T	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• unit and wiring	repair/replace	WU	WU	
	synchronize/check operation	WU	WU	
mirror	repair/replace	WU	S	f.e. suspension frame/crack
N				
name signs	repair/replace	T	T	
narrow shelf				see also sanitary
O				
outdoor tap				see also taps
oven				see also corridor inventory
P				
painting				see also plasterwork/wallpapering
paintwork				see points under the relevant activities
panelling				see also carpentry
• inside the rented property (room)	repair/replace	WU	S	
	painting	WU	WU	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• inside the rented property (other areas)	repair/replace	WU	S	
	painting	WU	50% S	planned implementation
• outside of the rented property	repair/replace	WU	WU	
	painting	WU	WU	
paths				see also paving
paving	small repairs up to 2m2	WU	T	
	repair/replace	WU	WU	
pivoted window				see also casement window
plants				see also garden maintenance
plastering				
• ceiling of room	paint	WU	WU	only light colour
	cleaning	T	T	
	repairs from 0,5m2 on	WU	WU	
• other ceilings in the rented property	paint	WU	50% S	planned implementation
	cleaning	T	T	
	repairs from 0,5m2 on	WU	WU	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• wall	fill holes	T	T	inside the rented property
	repair/replace	WU	WU	from 0,5 m2
pointing	repair/replace	WU	WU	
pressure reducer				see also water system
pressure-water	all repairs/ replacements	WU	WU	
pull cord	repair/replace	WU	S	
R				
radiator(buttons)				see also central heating
rainwater drainage				see also sewers
refrigerator				see also corridor inventory
roof				
• aluminium/zinc work	repair/replace	WU	WU	
• roof covering	repair/replace	WU	WU	
• roof conduits	repair/replace	WU	WU	
• roof lead	repair/replace	WU	WU	
• roof hatch	repair/replace	WU	WU	
• roof tiles	repair/replace	WU	WU	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
roof gully	repair/replace	WU	WU	
	cleaning	WU	WU	
roof terrace				see also paving
roof window	all repairs	WU	S	
	replacements	WU	WU	
room inventory				on label rooms
	all repairs/ replacements	WU	S	see tenancy agreement for the right package
	cleaning	T	T	
S				
sanitary fittings				
shower:				
• shower tap				see also taps
• shower head	repair/replace	WU	S	
• shower hose	repair/replace	WU	S	
• extension system	repair/replace	WU	S	
• shower drain (cover)	repair/replace	WU	S	
	unblock	WU	S	
• sink/sink tap/slop sink	tighten/repair	WU	S	
	replace	WU	S	
	unblock	WU	S	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• toilet bowl	tighten	WU	S	
	replace	WU	S	
	unblock	WU	S	
• toilet flushing system (cistern)	repair	WU	S	
	replace	WU	WU	
• toilet seat	tighten/repair	WU	S	
	replace	WU	S	
• soap tray	tighten/repair	WU	S	
	replace	WU	WU	
• bathroom shelf	tighten/repair	WU	S	
	replace	WU	S	
screed				see also floor screed
screed floor				
• room	repair	T	T	filling small holes or levelling/removing glue
	repair/replace	WU	WU	
• other areas	repair/replace	WU	WU	
sewers				incl. rainwater drains
cables:				
• inside the rented property	repair	WU	WU	



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• inside the rented property	replace	WU	WU	
• outside of the rented property	repair/replace	WU	WU	
• inside the rented property up to w.s.	unblock	WU	S	w.s. = waste stack
• outside of the rented property	unblock	WU	WU	
• drains, sieves, grid, plug, stopper, siphon	cleaning	T	T	inside the rented property
• drains, sieves, grid, stopper, plug, siphon	repair/replace	WU	S	inside the rented property
• drains/walkway conduits	unblock	WU	WU	
	repair/replace	WU	WU	
	cleaning	WU	S	
• filters in pipelines	cleaning	WU	WU	
	repair/replace	WU	WU	
shower				see also sanitary fittings
shower tap				see also taps
sieve				see also sewers
signposting	repair/replace	WU	WU	
sills				see also panelling
sink				see also sanitary fittings



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
sink tap				see also taps
siphon				see also sewers
skirting boards				see also panelling
slop sink				see also sanitary fittings
smoke detector	repair/replace	WU	S	
• battery	replace	T	S	collect battery from the caretaker
switches				see also electrical systems
solar panel				see also hot water system
stairs				
• inside and outside of the rented property	all repairs/ replacements	WU	WU	fitted by WU
stair rails				see also banisters
stop cock				see also tapes
Swan neck				see also sanitary fittings



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
T				
taps(water) , stopper, drain tap	repair	WU	S	
	replace	WU	WU	
• outdoor tap	defrost if frozen	WU	T	
	repair if frozen	WU	T	
telephone connection	repair/replace	KPN	T	
terrace				see also paving
textured paint				see also wallpaper
tiled path				see also paving
tiling				inside the rented property
• floor tiles/wall tiles	repair/replace	WU	WU	
	cleaning	T	T	
toilet(seat/bowl)				see also sanitary fittings
top cupboards				see also kitchen
traffic sign				see also signposting
trees				see also garden maintenance



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
V				
vacuum cleaner				see also corridor inventory
ventilation grid in windows/doors				see also extraction valves or extraction cap
	cleaning	T	T	
	repair/replace	WU	WU	
ventilation unit				see also mechanical ventilation unit
ventilator	repair/replace	WU	WU	
	cleaning	WU	WU	
W				
walkway				see also balcony
• walkway	cleaning	WU	S	on grounds of cleaning maintenance agreement
	repair	WU	WU	
wall finishing				see also wallpapering/textured paint
wall socket				see also electrical system
wall tiles				see also tiling



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
wallpaper/textured paint				
• wallpaper inside the rented property	remove	WU	WU	in room
• wallpaper outside the rented property	repair/replace/paint	WU	WU	in room
• wallpaper inside the rented property	repair/replace/paint	WU	50% S	except for the room, planned implementation
• textured paint on walls/ceilings	repair/replace/paint	WU	50% S	except for the room, planned implementation
wardrobes				see also kitchen
washing machine				see also corridor inventory
washing machine connection	all repairs	WU	S	
	replacements	WU	WU	
water system				
• pipes/valves/pumps	repairs/replacements	WU	WU	see also taps and sanitary fittings
• pressure reducer	repairs/replacements	WU	WU	
WC bowl (seat)				see also sanitary fittings
window cleaning				see also glass cleaning
• inside of façade	cleaning	T	T	inside the rented property



Section	Activities	To be implemented by	For account of	Remarks/ Particulars
• outside façade	cleaning	WU	WU	once a year, planned implementation
• other, outside of the rented property	cleaning	WU	S	on grounds of cleaning maintenance agreement
window frame				wood, aluminium, synthetic, steel
• outside the rented property	repair/replace	WU	WU	
• inside the rented property	repair/replace	WU	S	
• exterior façade frames	painting	WU	WU	exterior, planned implementation
• interior façade frames	painting	WU	WU	in room, see also casement windows and doors
• interior doorframes room	painting	WU	WU	see also casement windows and doors
	cleaning	T	T	
• interior doorframes, other	painting	WU	50% S	planned implementation
	cleaning	T	T	
windows				see also broken windows and window cleaning
				see also casement windows and glass
windowsill	repair	WU	S	
	replace	WU	WU	
windowsill(stone)	repair/replace	WU	WU	