



Service contract

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What is the service contract?

You rent a flat from J.H.F. Schopman en Zonen B.V. They have outsourced the management to AHAM Vastgoed, hereinafter referred to as AHAM.

AHAM offers the Tenant the option to take out a service contract. If you opt for a service contract, specific maintenance work, which under the law is for the account of Tenant, will be carried out by and for the account of the Landlord. This is provided for in Book 7, Article 240, of the Civil Code and the Small Repairs Decree [*Besluit kleine herstellingen*] (www.wetten.nl).

For this service, there is a monthly fee of €7,77. price level as at 1 January 2019. This seamlessly covers you for the most common household repairs. The latest version of the service contract is available via the website www.aham.nl

Exceptions

There are a number of repairs and replacements that are always at your own expense. This concerns repairs and replacements that are necessary as a result of damage, destruction, incompetent or incorrect use by the Tenant, members of Tenant's household or people for whom he/she is responsible. For example:

- Replacement of keys and locks in the event the keys are lost or broken;
- Damage from pipes that froze if you took insufficient measures to prevent this;
- Damage to doors and windows as a result of being blown open or shut;
- Damage to tiles, for example due to drilling;
- Damage to sanitaryware, for example to the sink because something fell into it;
- Blockage of the main sewer because items were thrown out via the toilet or the drain.
- When a repair is carried out in your flat, you must make sure that the repair site is easily accessible.

Service charges

There is also work that is for the Tenant's account but because it is of a general nature, maintenance of a common courtyard garden for example, it is carried out

by the Landlord. The costs of carrying it out are passed on to the Tenant via the service charges. The work that is passed on via the service charges is listed in the rental agreement.

Addition or replacement by the Tenant

If you personally have things installed or replaced in or on your flat, the repairs and maintenance thereof are for your own account. For example, this may involve fencing or panelling. You are also liable for any damage to the flat or the building and for any damage to third parties that is caused by these features.

Who does what?

The Small Repairs Decree includes which maintenance work is for the Tenant. Via the service contract, you can have a number of repairs that are legally for the account of the Tenant carried out by and for the account of the Landlord. Specified in the maintenance overview are the details of which maintenance work is for the Tenant, Landlord or falls under the service contract. This is indicated as follows in the maintenance overview:

- = Tenant
- = Landlord
- = The costs are for the account of the Tenant, unless the Tenant has a service contract (SC) with AHAM. In that case, the work is for the account of the Landlord.

How does the service contract work?

Taking out and cancelling the service contract

The service contract is usually taken out immediately at the conclusion of the rental agreement. If you did not opt to take out a service contract before concluding the rental agreement, you can do so later on by filling out the application form. You can download this form on the website www.aham.nl. After this application, your flat will be first inspected by one of the AHAM supervisors. If defects are found during the inspection, which fall under the cover of the service contract, they will still be for the account of the Tenant. All defects that fall under the cover and that appear after the conclusion of the service contract will from then on be resolved by and for the account of the Landlord.

The minimum duration of the service contract is one year. After this year, a one-month notice period will apply. In this case, the service contract can only be terminated on the first of the month. Of course the contract ends automatically when the rental agreement ends.

AHAM can terminate the service contact immediately if the Tenant abuses the scheme.

Changes to the service contract

Once a year, the Landlord is free to:

1. amend the general terms and conditions;
2. adapt work that falls under the service contract;
3. modify the maintenance overview;
4. adjust contract charges to the price level.

If one of these situations arises, you will be informed in writing.

You can download the amended service contract via the website www.aham.nl. If you do not agree with the changes, you are free to terminate the contract as from the starting date of the change(s).

Suspension of the service contract

If there is a delay of more than 30 days in paying the fee, AHAM has the right to not carry out repairs or maintenance under the service contract. A notice of default is not required. This does not release the Tenant from paying the arrears.

Reporting repair requests

- You report repair requests to the maintenance department, via the AHAM website, www.aham.nl;
- AHAM determines the choice of materials and decides whether something is to be repaired or replaced;
- Changes you make yourself do not fall under the service contract;
- AHAM has the work carried out within a reasonable timeframe after reporting and within usual working hours; by appointment as much as possible and if the (weather) conditions permit;
- When an appointment is made, AHAM expects that the Tenant (or someone representing him/her) is home. If that is not the case, AHAM will bill the call-out charges;
- Not included in the service contract is the maintenance work that is the result of gross negligence, carelessness, improper uses or rough treatment by Tenant, his/her household members or people for whom he/she is responsible. Likewise in the event of filthiness, AHAM can decide not to perform any work within the framework of the service contract.

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Water

Prevent freezing

- As Tenant you must make sure that the water pipes never freeze. Shut off the water pipes and let them drain when frost is announced and you will not be at home for a longer period of time. This is how you do that: turn off the main tap. Open all taps, including the drain tap next to the main tap. If no more water comes out, then again turn off the taps and the drain tap;
- Water pipes that lie against a cold outside wall or in a crawl space can also freeze. Shut them off and let them drain, or pack them with heat-insulating material. Also pay attention to water pipes and taps outside your flat;
- It may be that the main tap for several flats is in your flat. In that case, warn your neighbours if you are going to shut off the water ;
- Make sure that the pipes in the central heating system do not freeze. You can prevent this by not setting your room thermostat below 10°C in winter and making sure that all radiators are open.

Prevent legionnaires' disease

If you do not use your water pipe for more than a week, for example when you are on holiday, its quality will deteriorate. The legionella bacteria that cause legionnaires' disease (legionellosis) can develop in stagnant water. People with a weakened immune system against infections are especially susceptible to infection. The disease manifests itself in flu-like symptoms or even severe pneumonia. The legionella bacterium is mainly found in stagnant (drinking) water between 25°C and 55°C. You can become infected by inhaling small drops of water (vapour), for example while showering. You can however drink the water without risk of contamination. The disease is not contagious from person to person.

You can prevent legionella infection in a number of ways:

- Turn on taps you do not use very often for at least a minute every week;
- Set the mixer taps in the middle, so that the cold and hot water pipes are rinsed at the same time. With thermostatic mixer taps, you do not have to change the temperature setting;
- Have you been away for longer than a week? Then it is wise to rinse all the taps in your flat for at least a minute. Just let the tap water flow gently and

prevent the water from spraying. If you want to rinse out the showerhead, then hold the head under water in a bucket. Or remove the showerhead. Also rinse a garden hose that has not been used for a while. Remove the spray head or hold the head under water in a bucket or watering can as you rinse out the hose. You can use the rinse water to water plants without risk. You can usually set the temperature of the water heater (geyser, boiler, combi boiler) yourself. Set the unit to 60°C or 65°C, but do not go too far. Too high temperatures (over 70°C) lead to a higher risk of limescale and risk of burning/scalding. Refer to the operating and maintenance instructions for the water heater and ask your service engineer to check the setting.

Taps

Taps that are not used often can become blocked by calcium deposits in the water. You can prevent this by regularly opening and closing the taps. Be sure to do this for the main tap. At the same time, you are checking to see if it is still working properly.

Heating

The central heating

If you have a central heating system from the Landlord, then the boiler will be regularly checked and cleaned. It is your responsibility to add water to the central heating system and to bleed the radiators. A filling hose set is available with the boiler for this purpose. If you have not received it, please contact AHAM. The thermostat of the flat may be equipped with a battery, which you must replace in good time. A message will appear on the thermostat display indicating the battery must be replaced. If your flat is connected to a common heating system, you only need to bleed the radiators.

What can you do in the event of heating failure?

- Check that the plug is plugged in and the switch is turned on;
- Check that the pilot light is on. Switch it on (modern boilers do not always have a pilot light, also see the operating instructions);
- Check that the radiator knob is open;

- Check whether a stop (fuse) has blown in the meter cupboard and replace the blown fuse. With new meter boxes you can reset the earth leakage circuit breaker or the relevant circuit breaker;
- Check whether the gas tap for the central heating system is open;
- If the electricity or gas fails, ring the energy company ;
- Check the meter to see if there is sufficient water in the installation and, if necessary, top up the installation (wait until the boiler is lukewarm to prevent scalding);
- Bleed the radiators and insofar as possible, the boiler;
- The boiler thermostat or the room thermostat may be set too low. Try and see if the heating works if you set it higher;
- The battery of the room thermostat may be flat;
- Only ring the breakdown number of our heating firm once you have checked the above issues and the central heating still is not working. If the heating installer comes for nothing, then you will bear the costs;
- If you have a central heating installation that does not belong to the rented premises, you will personally have to have this installation checked annually.

The heating system works best if you ventilate it well. Ventilation is also important to keep your flat dry; heating a damp flat costs more energy and moulds are more likely to occur in a damp home. Open a window or outside door for half an hour a day. Many flats have ventilation grilles. Make sure they are permanently open and clean them regularly. There are also flats with mechanical ventilation. The valves or grilles of these systems must be open. Occasionally cleaning is also necessary.

Drainage

Prevent and fix blockages in the toilet and drain pipes

You can prevent blockages by placing a little sieve in your kitchen sink. Once a month, rinse the drain pipes with hot water and some ordinary soda. Never use caustic soda or other aggressive unblocking agents; they can damage the pipe.

A clogged drain nonetheless?

First try to solve the problem with a rubber plunger. If this does not work, place a bucket under the gooseneck, unscrew the siphon and try to release the blockage by gently poking in the tube. Check the shower tray to see if the shower drain is clogged. If all this fails, you can call in a drain unblocking company at your own expense.

Miscellaneous

The residual current device

Many flats have a residual current device in the meter cupboard. This is meant to switch off the power when a household appliance is powered. It is important for your safety that the switch works properly. We recommend that you test it every three months. To do so, press the button with a T (of test). The power will switch off if it is working properly. You can then switch the power back on by turning the switch. If the switch does not work, you can report this via the website www.aham.nl.

Gutters

Cleaning gutters and rainwater pipes is a task for the Tenant in single-family homes. In apartment blocks, it is often not possible for the Tenant to independently clean the gutters and rainwater pipes. In these blocks, gutters and rainwater pipes are cleaned by the Landlord.

Doorway, stairwell and storage area entrance

The Tenants using a doorway are jointly responsible for cleaning that doorway, stairwell and storage area entrance. For this, make arrangements with your neighbours so that it remains neat and tidy and no objects or rubbish are in the common areas. In certain blocks, the cleaning is centrally arranged by AHAM. Then the costs of the cleaning are passed on to the Tenant via the service charges.

Gardens

A garden requires maintenance. So if you do not like gardening, it is wise to choose plants that you do not have to worry about. You can also limit the maintenance of your garden by increasing the size of your patio. In any case, make sure that your facade, window frames and roof remain easily accessible for any maintenance. It is not permitted to let climbing plants grow against the facade; they can damage the facade.

Boundary

Discuss with your neighbours before you place a boundary. That will prevent misunderstandings.

And perhaps you can even agree to place the fence, hedge, etc. together and share the costs. In the case of boundaries, you should take the following into account:

- The boundary in the back garden may be 2 metres high at most;
- The boundary in the front garden may be 1 metre high at most;
- Make sure you have a safe and sturdy construction;
- You can use brick, stone, wood, shrubs and (climbing) plants to make a boundary;
- We prefer shrubs or climbing plants for boundaries in the front gardens;
- Costs of garden maintenance are at your own expense. You are also liable for any damage suffered by AHAM or third parties as a result of the creation, possession or removal of your boundary.

Exceptions to the above are the boundary partitions placed by AHAM. In that case AHAM is responsible for the repair and replacement. Tenants are responsible for the maintenance of the boundary partitions placed by AHAM.

Trees

Would you like to plant a tree in your garden? Then first check how tall and how wide it will be when it is grown, and how fast it will grow. Also consult with your neighbours. A tree can take away a lot of light.

You may not plant trees less than 2 metres from the boundary line with your neighbours. The tree must also be at least 2 metres from the façade. For shrubs, we go with half a metre. If you want to remove a tree and the trunk has a diameter of more than 10 cm, you need a felling permit. You can apply for this permit at your municipality or urban district.

Storm and fire damage

The building is insured by AHAM against damage caused by storm, water and fire. Please report this damage to us as soon as possible. You should limit the risk of damage as much as possible. For example, with strong winds, shut windows and doors. Damage to the contents caused by fire, storm or leakage, for example, is not covered by the Landlord's building insurance and cannot be recovered from

the Landlord. You can insure yourself against these risks by taking out household contents insurance.

Maintenance overview

		Tenant	Landlord	Service contract
A				
Kitchen unit	Repair or replace		●	
Residual current device (see electrical installation)	Maintain, repair or replace		●	
Drainage (see sewerage system)	Repair or replace		●	
Drainage (see sewerage system)	Clean	●		
Extractor filters	Replace	●		
Extractor filters	Repair or replace		●	
Extractor installation (see ventilation)	Repair or replace		●	
Extractor installation (see ventilation)	Clean	●		
B				
Bath (see sanitaryware)	Repair or replace		●	
Landlord's bathroom accessories (see sanitaryware)	Maintain, repair or replace	●		●
Balconies and railings (also see in stairways)	Maintain, repair or replace		●	
Balcony drainage (see sewerage system)	Repair or replace		●	
Balcony drainage (see sewerage system)	Clean	●		
Wallpaper	Maintain, repair or replace	●		
Bell	Replace		●	
Bell	Maintain	●		●
Paving grounds flat	Maintain	●		
Concrete	Maintain, repair or replace		●	
Trees (see garden)	Maintain	●		
Letter box	Maintain, repair or replace	●		●
Outside lighting, replace bulbs	Maintain, repair or replace	●		
C				
Carport	Maintain	●		
Carport	Repair or replace		●	
Central heating	Maintain, repair or replace		●	
Central heating 24 hour service contract. For this you can get in touch with Vos CV 020-4714151 (for Amsterdam & Haarlem)	Service charges	●		
Central heating water pressure bleed	Bleed	●		
Toilet bowl	Replace		●	
Toilet bowl	Maintain	●		●

		Tenant	Landlord	Service contract
D				
Roofs	Maintain, repair or replace		●	
Roofs (accessible for tenant)	Clean	●		
Gutters	Repair or replace		●	
Gutters, single family homes	Clean	●		
Gutters, multi-family homes	Clean		●	
Doorbell	Replace		●	
Doorbell	Maintain	●		●
Door closer (general exterior door)	Maintain, repair or replace		●	
Doors, exterior, including entrance door to the home, daily maintenance	Repair or replace	●		●
Doors, damage burglary (subject to official (police) report)	Insurance (in service charges)	●		
Doors, interior	Repair or replace		●	
Doors, interior	Maintain	●		
Door opener	Maintain, repair or replace	●		●
Entryphone	Replace		●	
Entryphone	Maintain	●		●
Shower fittings	Maintain, repair or replace	●		●
E				
Electrical installation	Repair or replace		●	
Electrical installation fuses	Replace	●		
Electrical installation switches and socket outlets	Maintain, repair or replace	●		
F				
Fountain basin	Replace		●	
G				
Garage roofing	Repair or replace		●	
Garage roof	Clean	●		
Garage	Maintain	●		
Garage door hinges and locks	Maintain, repair or replace	●		●
Garage door burglary (subject to official (police) report)	Maintain, repair or replace		●	
Gas installation	Maintain, repair or replace		●	
Common areas	Clean	●		
Façade	Maintain, repair or replace		●	
Glass	Insurance (in service charges)	●		
Window washing accessible for Tenant	Clean	●		
Window washing not accessible for Tenant	Clean		●	

G (continuation)

		Tenant	Landlord	Service contract
Gutter, single-family home	Clean	●		
Gutter, multi-family home	Clean		●	
Gutter	Maintain, repair or replace		●	
Sink drain	Maintain	●		
Sink drain, unblock	Clean	●		
Curtains (inasmuch as they belong to the rented premises)	Repair or replace		●	
Curtains (inasmuch as they belong to the rented premises)	Clean	●		
Graffiti accessible for Tenant	Clean	●		●
Graffiti not accessible for Tenant	Clean		●	

H

Hinges and locks	Maintain, repair or replace	●		●
Hinges and locks, burglary (subject to official (police) report)	Repair or replace		●	
Hinges and locks, plastic frames	Maintain, repair or replace	●		●
Rainwater drainage	Repair or replace		●	
Rainwater drainage, single-family homes	Clean	●		
Rainwater drainage, multi-family homes	Clean		●	
Woodwork, other	Maintain	●		
Woodwork, other	Clean	●		
Woodwork, other	Replace		●	
Hydrophore (pressure booster pump)	Maintain, repair or replace		●	

I

Contents/Inventory	Maintain, repair or replace	●		
Contents/Inventory (insofar as it belongs to the rented premises)	Repair or replace		●	
Contents/Inventory (insofar as it belongs to the rented premises)	Maintain	●		
Contents/Inventory (insofar as it belongs to the rented premises)	Clean	●		
Built-in equipment (insofar as it belongs to the rented premises)	Replace		●	
Built-in equipment, parts (insofar as it belongs to the rented premises)	Maintain, repair or replace	●		

		Tenant	Landlord	Service contract
K				
Cable installation to inside the meter cupboard	Maintain, repair or replace		●	
Cable request and connection	Maintain, repair or replace	●		
Cupboards (fitted) wardrobe interior	Maintain, repair or replace	●		
Cupboards (fitted) outside the wardrobe interior	Maintain, repair or replace	●		
Kitchen unit	Replace		●	
Kitchen unit	Maintain	●		
Frames, outside	Replace		●	
Frames, outside	Paint		●	
Frames, except for inside	Paint	●		
Frames, outside and inside	Clean	●		
Frames, inside	Maintain	●		
Frames, inside	Paint	●		
Frames, inside	Repair or replace		●	
Taps, tap parts	Maintain, repair or replace	●		●
Taps	Replace		●	
L				
Railing (fixed, single-family home)	Maintain	●		
Railing replace	Replace		●	
Lift	Maintain, repair or replace		●	
Bathtub	Replace		●	
Bathtub	Maintain	●		
Air vent, façade	Repair or replace		●	
Air vents, inside flat	Maintain	●		
M				
Mechanical ventilation (see ventilation)	Maintain	●		
Mechanical ventilation (see ventilation)	Clean	●		
Mechanical ventilation (see ventilation)	Replace		●	
Walls inside (wall covering)	Maintain, repair or replace	●		
O				
Pest control affecting construction	Control		●	
Pest control: rats, mice and fleas	Control	●		

		Tenant	Landlord	Service contract
P				
Ceilings (see stucco or system ceilings)	Paint	●		
Skirting boards (see woodwork, other)	Maintain, repair or replace	●		
R				
Window cords/ropes	Replace	●		●
Radiators (see central heating)	Maintain	●		
Radiators	Bleed	●		
Radiators	Replace		●	
Windows	Repair or replace		●	
Windows, damage due to fault of Tenant (blow open/shut)	Repair or replace	●		
Windows, hinges and locks	Maintain	●		●
Rain pipe	Repair or replace		●	
Rain pipe, single-family home	Clean	●		
Rain pipe, multi-family home	Clean		●	
Tank (see sanitaryware)	Repair or replace		●	
Tank, parts	Repair or replace	●		●
Sewage (waste water drainage pipe)	Repair or replace		●	
Sewage (waste water drainage pipe)	Clean	●		
Exhaust ducting, single-family home	Sweep	●		
Exhaust ducting, multi-family home	Sweep	●		
Vents, façade and mechanical ventilation	Maintain, repair or replace		●	
Vents, other, natural ventilation within home	Maintain	●		
Vents, all present in the home	Clean	●		
Windows, replace	Insurance (in service charges)	●		
Windows, general area not accessible for Tenant	Maintain, repair or replace		●	
Window, if accessible for Tenant	Clean	●		
Windows not accessible for Tenant	Clean		●	
S				
Sanitaryware	Replace		●	
Sanitaryware	Maintain	●		

S (continuation)

		Tenant	Landlord	Service contract
Sanitaryware, parts	Maintain, repair or replace	●		
Sanitaryware, general damage by Tenant	Repair or replace	●		
Switches	Maintain, repair or replace	●		
Hinges (see hinges and locks)	Maintain, repair or replace	●		●
Paintwork, outside	Paint		●	
Paintwork, common areas	Paint		●	
Paintwork, inside	Paint	●		
Paintwork, fence	Paint	●		
Chimney	Maintain, repair or replace		●	
Chimney, single-family homes	Sweep	●		
Chimney, multi-family homes	Sweep	●		
Fence (see paintwork and gardens)	Maintain, repair or replace	●		
Shed, construction	Maintain, repair or replace		●	
Shed, paintwork and maintenance of interior	Maintain	●		
Keys	Replace	●		
Locks	Repair or replace	●		●
Mirror (see sanitaryware) belonging to Landlord	Maintain, repair or replace	●		●
Power outlet (see electrical installation)	Maintain, repair or replace	●		
Fuses (see electrical installation)	Maintain, repair or replace	●		
Cistern (see sanitaryware)	Maintain, repair or replace		●	
Cistern, parts	Maintain, repair or replace	●		●
Stucco, slightly damaged	Maintain, repair or replace	●		
Stucco, severely damaged	Maintain		●	

T

Telephone connection	Application and connection costs	●		
TV connection	Application and connection costs	●		
Patio (see gardens)	Maintain	●		
Weather strips, outside windows, doors	Repair or replace	●		●
Toilet	Repair or replace		●	
Toilet parts	Maintain, repair or replace	●		
Stairs inside the home	Maintain	●		
Stairs inside the home	Replace		●	
Stairs inside the home, loft ladder	Maintain	●		
Stairs inside the home, loft ladder	Repair or replace		●	
Stair, general areas	Clean	●		
Stairs, general areas	Repair or replace		●	
Handrail inside the home	Maintain	●		
Stairway	Clean	●		

Gardens

Maintain



T (continuation)

Gardens, communal

Service charges

Tenant

Landlord

Service contract



V

Window sills

Maintain



Ventilation

Repair or replace



Ventilation

Clean



Ventilation: filters

Replace



Lighting, the installation in general areas

Repair or replace



Lighting , replace bulbs common areas

Service costs



Videophone

Replace



Videophone

Maintain



Floors, structural (no floor finish)

Maintain, repair or replace



Floors, finish (insofar as belonging to the rented premises)

Repair or replace



Floors, finish (insofar as belonging to the rented premises)

Maintain



Floors, finish (insofar as belonging to the rented premises)

Clean



Float (see sanitaryware)

Maintain, repair or replace



Wastewater pump

Maintain, repair or replace



W

Wallcovering

Maintain, repair or replace



Water heater (see central heating) of Tenant

Maintain, repair or replace



Sink (see sanitaryware)

Maintain, repair or replace



Water mains

Maintain, repair or replace



Water mains

Prevent freezing



Water mains

Thaw and repair



Toilet (see sanitaryware)

Maintain, repair or replace



Toilet accessories (insofar as belonging to the rented premises)

Maintain, repair or replace

