



Service Contract

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What is the Service Contract?

You rent a property from J.H.F. Schopman en Zonen B.V. The management of the property has been outsourced to AHAM Vastgoed (hereinafter: AHAM).

AHAM offers tenants the option to take out a service subscription. Under this subscription, certain maintenance tasks that are legally the responsibility of the tenant are carried out by, and at the expense of, the landlord. This arrangement is based on Article 7:240 of the Dutch Civil Code and the Small Repairs Decree (Besluit kleine herstellingen), which can be consulted at www.wetten.nl.

The service subscription costs €10 per month (price level as of 1 January 2026). It provides a convenient solution for many common maintenance issues in your home.

The most up-to-date version of the service subscription can be found at www.aham.nl.

Exclusions

Not all repairs are covered by the service subscription. Repairs and replacements resulting from damage, vandalism, improper or careless use by yourself, your household members, or persons for whom you are liable, are always at your own expense.

Examples include:

- replacement of keys and locks in case of loss or broken keys;
- damage caused by frozen pipes due to insufficient preventive measures;
- damage to doors and windows caused by them being blown open or shut;
- damage to tiles, for example as a result of drilling;
- damage to sanitary fixtures, such as a washbasin damaged by an impact;
- blockages of the main sewer caused by flushing unsuitable materials down the toilet or drain.

When a repair is carried out, you must ensure that the relevant area is easily accessible.

Service Charges

Some maintenance activities are legally the tenant's responsibility but are carried out by the landlord due to their general nature, such as the maintenance of a shared inner courtyard. The costs for these activities are charged to you via the service charges. The services included in the service charges are specified in your tenancy agreement.

Tenant-installed Additions or Replacements

If you install or replace any fixtures or fittings in or around the property yourself (for example, a fence or custom woodwork), the maintenance and any repairs related to these are entirely at your own expense. You are also liable for any damage to the property, the building, or third parties resulting from such installations.

How Does the Service Subscription Work?

Roles and Responsibilities

The Small Repairs Decree (Besluit Kleine Herstellingen) specifies which maintenance tasks are the responsibility of the tenant. A number of these legally tenant-responsible repairs can be carried out by the landlord under the service subscription, at the landlord's expense. The maintenance overview clearly sets out which tasks are the responsibility of the tenant, the landlord, or are covered by the service subscription.

Taking Out or Cancelling the Service Subscription

The service subscription is usually taken out at the time the tenancy agreement is concluded. If you do not yet have a service subscription, you can apply for one via the contact form on www.aham.nl or by email at ond@aham.nl. The monthly fee is €10.

After your application, your property will first be inspected by an AHAM property supervisor. Any defects identified during this inspection that fall within the scope of the service subscription will still be at the tenant's expense. Defects that arise after the start date of the subscription and are covered by the service subscription will be resolved by the landlord.

The service subscription has a minimum term of one year. After this period, a notice period of one month applies, with cancellation only possible as of the first day of the month. The subscription automatically ends when the tenancy agreement is terminated.

AHAM reserves the right to terminate the service subscription with immediate effect in the event of misuse.

Changes to the Service Contract

The landlord is entitled to make changes once per year, including:

- amending the general terms and conditions;
- adjusting the services covered by the service subscription;
- updating the maintenance overview;
- adjusting the subscription fee in line with price developments.

If any of these changes occur, you will be informed in writing. The amended service subscription can then be downloaded via www.aham.nl. If you do not agree with the changes, you are free to cancel the subscription as of the effective date of the amendment(s).

Suspension of the Service Subscription

If payment of the subscription fee is overdue by more than 30 days, AHAM is entitled to suspend the performance of repairs or maintenance under the service subscription. No formal notice of default is required for this suspension. This does not release the tenant from the obligation to pay the outstanding amount.

Repair Requests

- Repair requests must be submitted to the Maintenance Department via the AHAM website: www.aham.nl.
- AHAM determines the choice of materials and decides whether an item will be repaired or replaced.
- Alterations or additions made by the tenant are not covered by the service subscription.
- AHAM will carry out the work within a reasonable timeframe after the request has been submitted and during normal working hours, preferably by appointment and subject to suitable (weather) conditions.
- If an appointment has been scheduled, AHAM expects the tenant (or a representative) to be present. If this is not the case, call-out charges will be invoiced.
- The service subscription does not cover maintenance work resulting from gross negligence, poor housekeeping, improper use, or rough occupancy by the tenant, household members, or persons for whom the tenant is liable. In cases of severe contamination, AHAM may also decide not to carry out work under the service subscription.

Guidelines

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Water

Preventing Frozen Pipes

- As a tenant, you are responsible for ensuring that the water pipes do not freeze. If frost is forecast and you will be away from the property for an extended period, shut off the water supply and drain the pipes. Proceed as follows: turn off the main shut-off valve, open all taps—including the drain valve located near the main valve—and once no more water flows out, close the taps and the drain valve again.
- Water pipes located against a cold external wall or in a crawl space are also at risk of freezing. Shut these off and drain them, or insulate them with suitable thermal insulation material. This also applies to water pipes and taps located outside the property.
- In some cases, the main shut-off valve may serve multiple homes within the building. If so, please inform your neighbours before shutting off the water supply.
- Make sure that the pipes of the central heating system do not freeze. During winter, this can be prevented by setting the room thermostat no lower than 10°C and ensuring that all radiators remain open.

Preventing Legionella Contamination

If a water system is not used for more than one week—for example during a holiday—the water quality may deteriorate. In stagnant water, the legionella bacterium can develop, which can cause Legionnaires' disease. People with weakened immune systems are particularly vulnerable. The illness may present with flu-like symptoms or, in severe cases, pneumonia.

Legionella bacteria are most commonly found in stagnant (drinking) water at temperatures between **25°C and 55°C**. Infection can occur through inhaling small water droplets (aerosols), for example while showering. Drinking the water does not pose a risk of infection. Legionnaires' disease is not contagious from person to person.

You can reduce the risk of legionella contamination in the following ways:

- Run taps that are used infrequently at least once a week for a minimum of one minute.
- Set mixer taps to the middle position so that both the hot and cold water pipes are flushed simultaneously. For thermostatic mixer taps, the temperature setting does not need to be adjusted.
- If you have been away for more than one week, it is advisable to flush all taps in the property for at least one minute. Allow the water to flow gently and avoid creating water spray. When flushing a shower head, hold it submerged in a bucket of water or remove the shower head entirely. Also flush garden hoses that have not been used for some time; remove the spray nozzle or keep it submerged in a bucket or watering can. The flushed water can safely be used for watering plants.
- The temperature of the hot water appliance (such as a water heater, boiler, or combi boiler) can usually be set by the tenant. Set the appliance to 60°C or 65°C, but avoid higher temperatures. Temperatures above 70°C increase the risk of limescale buildup and scalding. Please consult the appliance's operating and maintenance instructions and ask your maintenance technician to check the settings if needed.

Taps

Taps that are used infrequently may become stiff due to limescale buildup. This can be prevented by turning taps on and off regularly—especially the main shut-off valve. This also allows you to check that it is still functioning properly.

Heating

Central Heating

If your home has a central heating system provided by the landlord, the boiler is inspected and serviced regularly. As a tenant, you are responsible for topping up the system with water and bleeding the radiators. A filling hose set is provided near the boiler. If you did not receive one, please contact AHAM.

The thermostat in your home may operate on batteries, which must be replaced in time. When the battery needs replacing, a notification will appear on the thermostat display. If your home is connected to a shared heating system, you only need to bleed the radiators.

What to do in case of a central heating malfunction

Before reporting a fault, please check the following:

- Check whether the plug is properly inserted and the power switch is turned on. Also check whether the pilot light is on and relight it if necessary (note that modern boilers do not always have a pilot light; please refer to the user manual).
- Check whether the radiator valves are fully open.
- Check whether a fuse has blown in the meter cupboard and replace it if necessary. In newer meter cupboards, you can reset the residual current device (RCD) or the relevant circuit breaker.
- Check whether the gas valve near the boiler is open.
- If there is a power or gas outage, please contact your energy supplier.
- Check the pressure gauge to see whether there is sufficient water in the system and top it up if necessary (wait until the boiler is lukewarm to avoid burns).
- Bleed the radiators and, where possible, the boiler.
- The boiler thermostat or room thermostat may be set too low; try increasing the temperature to see if the system starts working.
- The batteries in the room thermostat may be depleted.
- Only contact the fault service number of our heating contractor after you have checked all of the above and the heating system is still not working. If the technician is called out unnecessarily, the costs will be charged to you.
- If you have a central heating system that does not belong to the rented property, you are responsible for having it serviced annually.

Ventilation and Efficient Heating

Your heating system works most efficiently when the home is well ventilated. Proper ventilation also helps keep your home dry; heating a damp home requires more energy, and damp conditions increase the risk of mould. We recommend opening a window or external door for at least 30 minutes every day.

Many homes are fitted with ventilation grilles. Please ensure these remain permanently open and are cleaned regularly. Some homes are equipped with mechanical ventilation systems; the vents or grilles of these systems must remain open and should also be cleaned periodically.

Drainage

You can help prevent blockages by placing a strainer in your kitchen sink. Once a month, flush the drainpipes with hot water and a small amount of ordinary washing soda. Never use caustic soda or other aggressive drain cleaners, as these can damage the pipes.

What to do if a drain is blocked

First, try to resolve the blockage using a rubber plunger. If this does not work, place a bucket under the trap (U-bend), loosen the siphon, and carefully try to remove the blockage by gently probing inside the pipe. If the shower drain is blocked, check the drain grate as well.

If none of these measures solve the problem, you may contact a professional drain cleaning company. Any costs incurred will be at your own expense.

Other Matters

Residual Current Device (RCD)

Many homes are equipped with a residual current device (RCD) in the meter cupboard. This safety device automatically cuts off the electricity supply if a household appliance becomes live. For your safety, it is important that the RCD functions properly. We recommend testing it every three months by pressing the button marked "T" (test). If the device is working correctly, the power will switch off. You can then restore the power by resetting the switch.

If the RCD does not function properly, please report this via www.aham.nl.

Gutters

In single-family homes, cleaning gutters and rainwater downpipes is the tenant's responsibility. In apartment buildings, it is often not possible for tenants to carry out this work themselves. In such cases, the landlord is responsible for cleaning the gutters and rainwater drainage systems.

Entrance Hall, Stairwell and Storage Corridors

Residents of a shared entrance hall are jointly responsible for keeping the entrance, stairwell and storage corridors clean. Please make arrangements with your neighbours to ensure these areas remain tidy and free of belongings or waste.

In some complexes, cleaning is centrally organised by AHAM. In those cases, the cleaning costs are charged to tenants via the service charges.

Gardens

A garden requires regular maintenance. If you prefer low-maintenance gardening, it is advisable to choose plants that require little care. You can also reduce maintenance by enlarging your terrace.

Please ensure that the façade, window frames and roof remain easily accessible for maintenance work. It is not permitted to allow climbing plants to grow against the façade, as these may cause damage.

Boundary Fences and Dividing Structures

Consult your neighbours before installing a boundary fence or dividing structure to avoid misunderstandings. You may also agree to install a fence or hedge jointly and share the costs. When installing a boundary fence, please take the following into account:

- A fence in the back garden may be no higher than 2 metres; in the front garden, the maximum height is 1 metre.
- The structure must be sturdy and safe.
- You may use brick, wood, shrubs or climbing plants.
- In front gardens, shrubs or climbing plants are preferred.
- Garden maintenance costs are entirely at your own expense. You are also liable for any damage suffered by AHAM or third parties as a result of installing, maintaining or removing a boundary fence.

An exception applies to boundary fences installed by AHAM. In such cases, AHAM is responsible for repair and replacement. Tenants are responsible for the maintenance of boundary fences installed by AHAM.

Trees

If you wish to plant a tree in your garden, first consider how tall and wide it will grow and how quickly it develops. Please also consult your neighbours, as trees can significantly reduce light. Trees may not be planted closer than 2 metres to the boundary with neighbouring properties and must be at least 2 metres away from the façade. For shrubs, a minimum distance of 0.5 metres applies.

If you wish to remove a tree with a trunk diameter of more than 10 cm, a felling permit is required. This permit can be requested from your municipality or district authority.

Damage Caused by Storm or Fire

The building is insured by AHAM against damage caused by storm, water and fire. Please report such damage to us as soon as possible. You are expected to take reasonable measures to minimise the risk of damage, for example by closing windows and doors during strong winds. Damage to personal belongings, such as furniture or floor coverings, caused by fire, storm or leakage, is not covered by the landlord's building insurance and cannot be recovered from the landlord. We therefore strongly recommend taking out a household contents insurance policy.

Maintenance Overview

Legenda

T: Tenant

L: Landlord

S: Service Contract

A

Air vents (façade)	Repair or replacement		L	
Air vents (inside flat)	Maintenance	T		

B

Balconies & railings	Maintenance, repair or replacement		L	
Balcony drainage	Repair or replacement		L	
Balcony drainage	Cleaning	T		
Bath	Repair or replacement		L	
Bathroom accessoires (owned by landlord)	Maintenance, repair or replacement	T		S
Bathtub	Replacement		L	
Bathtub	Maintenance	T		
Bell	Replacement		L	
Bell	Maintenance	T		S
Built-in equipment *	Replacement		L	S
Built-in equipment (parts)*	Maintenance, repair or replacement	T		

*(insofar as it forms part of the leased property)

C

Carport	Maintenance	T		
Carport	Repair or replacement		L	
Ceilings	Schilderen	T		
Central heating	Maintenance, repair or replacement		L	
Central heating (water pressure bleed)	Ontluchten	T		
Chimney	Maintenance, repair or replacement		L	
Chimney	Sweep	T		
Chimney	Sweep	T		
Cistern	Maintenance, repair or replacement		L	
Cistern (parts)	Maintenance, repair or replacement	T		S
Common areas	Cleaning	T		
Concrete	Maintenance, repair or replacement		L	
Cupboards (fitted) outside the wardrobe interior	Maintenance, repair or replacement	T		
Cupboards (fitted) wardrobe interior	Maintenance, repair or replacement	T		
Curtains*	Repair or replacement		L	
Curtains*	Cleaning	T		

D

Door closer	Maintenance, repair or replacement		L	
Door opener	Maintenance, repair or replacement	T		S
Doorbell	Replacement		L	
Doorbell	Maintenance	T		S
Doors (damage burglary)	Verzekering (in service kosten)	T		
Doors (exterior)	Repair or replacement	T		S
Doors (interior)	Repair or replacement		L	

Doors (interior)	Maintenance	T		
Drainage	Repair or replacement		L	
Drainage	Cleaning	T		

E & F

Electrical installation	Repair or replacement		L	
Electrical installation (fuses)	Replace	T		
Electrical installation (socket outlets)	Maintenance, repair or replacement	T		
Electrical installation (switches)	Maintenance, repair or replacement	T		
Entryphone	Replacement		L	
Entryphone	Maintenance	T		S
Exhaust ducting	Vegen	T		
Exhaust ducting	Vegen	T		
Extractor filters	Replacement	T		
Extractor	Repair or replacement		L	
Extractor installation	Repair or replacement		L	
Extractor installation	Cleaning	T		
Façade	Maintenance, repair or replacement		L	
Fence	Maintenance, repair or replacement	T		
Float	Maintenance, repair or replacement	T		S
Floors (finish) *	Repair or replacement		L	
Floors (finish) *	Maintenance	T		
Floors (finish) *	Cleaning	T		
Floors (structural no finish)	Maintenance, repair or replacement		L	
Fountain basin	Replacement		L	
Frames (except for inside)	Painting	T		
Frames (inside)	Maintenance	T		
Frames (inside)	Paint		L	
Frames (outside and inside)	Cleaning	T		
Frames (outside)	Replacement		L	
Frames (outside)	Painting		L	
Fuses	Maintenance, repair or replacement	T		

*(insofar as it forms part of the leased property)

G

Garage	Maintenance	T		
Garage (door, hinges and locks)	Maintenance, repair or replacement	T		S
Garage door (damage burglary)	Maintenance, repair or replacement		L	
Garage roofing	Repair or replace		L	
Garage roof	Cleaning	T		
Gardens	Maintenance	T		
Gardens (communal)	Service kosten	T		
Gas installation	Maintenance, repair or replacement		L	
Glass	Insurance (in service costs)	T		
Graffiti (accessible for tenant)	Cleaning	T		S
Graffiti (not accessible for tenant)	Cleaning		L	
Gutter	Maintenance, repair or replacement		L	
Gutter (multi-family home)	Cleaning		L	
Gutter (single-family home)	Cleaning	T		

Gutters	Repair or replace		L	
Gutters eengezinswoningen	Cleaning	T		
Gutters meergezinswoningen	Cleaning		L	

*(insofar as it forms part of the leased property)

H

Handrail (inside the home)	Maintenance	T		
Hinges & Locks	Maintenance, repair or replacement	T		S
Hinges & Locks (damage burglary)	Repair or replace		L	
Hinges & Locks (plastic frames)	Maintenance, repair or replacement	T		S
Hydrophore (pressure booster pump)	Replacement		L	

I

Inventory & Contents	Maintenance, repair or replacement	T		
Inventory & Contents *	Repair or replacement		L	
Inventory & Contents *	Maintenance	T		
Inventory & Contents *	Cleaning	T		

*(insofar as it forms part of the leased property)

K

Kabel aanleg tot in meterkast	Maintenance, repair or replacement		L	
Kabel aanvraag en aansluiting	Maintenance, repair or replacement	T		
Kitchen unit	Replacement		L	
Kitchen unit	Maintenance	T		
Kitchen unit	Repair or replacement		L	
Keys	Replacement	T		

L

Lighting (installation general areas)	Repair or replacement		L	
Lighting (replacing light bulbs)	Service costs	T		
Lift	Maintenance, repair or replacement		L	
Locks	Repair or replacement	T		S
Letter box	Maintenance, repair or replacement	T		S

M

Mechanical ventilation	Maintenance	T		
Mechanical ventilation	Schoonmaken	T		
Mechanical ventilation	Replacement		L	
Mirror (belonging to landlord)	Maintenance, repair or replacement	T		S

O & P

Outside lighting (replacing bulbs)	Maintenance, repair or replacement	T		
Pest control (affecting construction)	Control		L	
Pest control (rats, mice and fleas)	Control	T		
Patio	Maintenance	T		
Paintwork (outside)	Paint		L	
Paintwork (common areas)	Paint		L	

Paintwork (inside)	Paint	T		
Paintwork (fence)	Paint	T		
Power outlet	Replacement	T		
Paving grounds flat	Maintenance	T		

R

Radiators	Maintenance	T		
Radiators	Ontluchten	T		
Radiators	Replacement		L	
Railing (fixed, single-family home)	Maintenance	T		S
Railing (replace)	Replacement		L	
Rain pipe	Repair or replacement		L	
Rain pipe (eengezinswoning)	Cleaning	T		
Rain pipe (meergezinswoning)	Cleaning		L	
Rainwater drainage	Repair or replacement		L	
Rainwater drainage (multiple-family home)	Cleaning		L	
Rainwater drainage (single-family home)	Cleaning	T		
Residual current device	Maintenance, repair or replacement		L	
Roof	Maintenance, repair or replacement		L	
Roof (accessible for tenant)	Cleaning	T		

S

Sanitaryware	Replacement		L	
Sanitaryware	Maintenance	T		
Sanitaryware (general damage by tenant)	Repair or replacement	T		
Sanitaryware (parts)	Maintenance, repair or replacement	T		
Sewage (waste water drainage pipe)	Repair or replacement		L	
Sewage (waste water drainage pipe)	Cleaning	T		
Shed (construction)	Maintenance, repair or replacement		L	
Shed (paintwork and maintenance of interior)	Maintenance	T		
Shower fittings	Maintenance, repair or replacement	T		S
Sink	Maintenance, repair or replacement		L	
Sink drain	Maintenance	T		
Sink drain (unblocking)	Cleaning	T		
Skirting boards	Maintenance, repair or replacement	T		
Stairs (general areas)	Cleaning	T		
Stairs (general areas)	Repair or replacement		L	
Stairs (inside the home)	Maintenance	T		
Stairs (inside the home)	Replacement		L	
Stairs (inside the home, loft ladder)	Maintenance	T		
Stairs (inside the home, loft ladder)	Repair or replacement		L	
Stairway	Cleaning	T		
Stucco (severely damaged)	Maintenance		L	
Stucco (slightly damaged)	Maintenance, repair or replacement	T		
Switches	Maintenance, repair or replacement	T		

T

Tank	Repair or replace		L	
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Tank (parts)	Repair or replacement	T		S
Taps	Replacement		L	
Taps (tap parts)	Maintenance, repair or replacement	T		S
Telephone connection	Application and connection fees	T		
Toilet	Repair or replacement		L	
Toilet	Maintenance, repair or replacement		L	
Toilet (parts)	Maintenance, repair or replacement	T		
Toilet accessories *	Maintenance, repair or replacement	T		S
Toilet bowl	Replacement		L	
Toilet bowl	Maintenance	T		S
Trees	Maintenance	T		
TV connection	Application and connection fees	T		

*(insofar as it forms part of the leased property)

V

Ventilation	Repair or replacement		L	
Ventilation	Cleaning	T		
Ventilation (filters)	Replacement	T		
Vents	Maintenance	T		
Vents	Cleaning	T		
Vents	Maintenance, repair or replacement	T		
Videophone	Maintenance	T		S
Videophone	Replacement		L	

*(insofar as it forms part of the leased property)

W

Wallcovering	Maintenance, repair or replacement	T		
Wallpaper	Maintenance, repair or replacement	T		
Walls inside	Maintenance, repair or replacement	T		
Waste water pump	Maintenance, repair or replacement		L	
Water heater	Maintenance, repair or replacement	T		
Water mains	Maintenance, repair or replacement		L	
Water mains	Preventing freezing	T		
Water mains	Defrosting and restoring	T		
Weather strips	Repair or replacement	T		S
Window (cords & ropes)	Replacement	T		S
Window cleaning (accessible for tenant)	Cleaning	T		
Window cleaning (not accessible for tenant)	Cleaning		L	
Window sills	Maintenance	T		
Windows	Insurance (in service costs)	T		
Windows	Maintenance, repair or replacement		L	
Windows	Cleaning	T		
Windows	Cleaning		L	
Windows	Repair or replacement		L	
Windows (damage fault of tenant)	Repair or replacement			
Windows (hinges and locks)	Maintenance	T		S
Woodwork (other)	Maintenance	T		
Woodwork (other)	Cleaning	T		
Woodwork (other)	Replacement		L	