

FKP
FUNDASHON KAS POPULAR



**WHO IS
RESPONSIBLE
FOR MAINTENANCE
OF WHAT?**

THE ABCs OF MAINTENANCE

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WAAIGAT, CURAÇAO

WWW.FKP.CW





THE ABCs OF MAINTENANCE



WHAT ARE YOU LOOKING FOR?

here you will be able to find sections of the apartment
that are in need of maintenance or repair



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WHAT ARE YOU LOOKING FOR?

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that are in need of maintenance or repair

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SHORT INTRODUCTION

The following pages reveal a list of key words that describe elements within a house or an apartment which are likely to or must be maintained or repaired. We have compiled all possible maintenance and repair complaints that could present while renting one of our properties, and have grouped these in sections in or around the property.

For example, on the Bathroom page(s), all elements in a bathroom that could require repair or maintenance are mentioned. Not in alphabetical order.

It is possible that elements could repeat in more than one section in a house/apartment, e.g. ceiling or drainage, which could appear in the bathroom and in the kitchen. These elements are also grouped individually. Finally, certain general issues that may present themselves such as painting and problems with pests are mentioned the section of this booklet called “General”.

Behind each element of maintenance or repair you will find a letter “T” or “F”, referring to who is responsible for maintenance of repair of that particular element in or around the property. The Tenant is responsible for maintenance and repair of all elements where a letter “T” appears, whereas FKP is responsible for all elements where the letter “F” appears. These repairs will subsequently be carried out by the maintenance department of FKP.

“T” stands for Tenant and “F” stands for FKP.





1

An explanation on who is responsible for which type of maintenance according to the rental agreement

Run-of-the-mill repairs are usually done by the tenant. The tenant is generally responsible for maintenance, repair and replacements which emerge as a result of negligence, carelessness and neglect. Each case will be carefully evaluated by an a member of our Maintenance department. Repairs and maintenance as a result of wear and depreciation will be taken care of by the property owner (FKP).

FKP will charge for maintenance or repair in cases of negligence or carelessness by the tenant. For example, if something is broken or damaged on purpose or damaged before the expected depreciation period has transpired. In these cases, the repair or replacement costs must be covered by the tenant.

Issues pertaining maintenance or repairs which are not mentioned in this booklet will be funded by FKP.

2

FKP (property owner) and Administrator of the Government owned housing

If anything must be repaired in your apartment/Home which is the responsibility of FKP, please call our maintenance department for an appointment between 07.30 and noon, or 13.30 and 16.00.:

- Phone: 432-6000, 432-6226 òf 432-6265.
- Website: www.fkp.cw
- Whatsapp +599 9 432-6000
- Facebook: FKP - Fundashon Kas Popular



3 Tenant

When a letter “T” (referencing the Tenant) is shown, the tenant is responsible for that particular repair or maintenance. As a tenant of an FKP property, you may call FKP requesting for an FKP technician to carry out the repair. In this case the tenant will be charged for the repair costs.

When a letter “F” (referencing FKP) is shown, FKP is responsible for that particular repair or maintenance.

4 Glass Damage

You, as the tenant, are responsible for all repair of broken, cracked or damaged window or door glass. As a tenant of an FKP property, you may call FKP requesting for an FKP technician to carry out the repair. In this case the tenant will be charged for the repair costs.

5 Repositioning of Furniture/ belongings

In instances where FKP or FKP appointed subcontractors must carry out repair or maintenance to a property, the tenant/occupant will be responsible for all repositioning of furniture and other belongings that impede the labor at hand. FKP or FKP appointed subcontractors are not responsible for furniture nor belongings of the tenant.

6 Illegal Installation of Utilities

In the case that theft of electricity or water, or an illegal utility installation is discovered on an FKP property, FKP will report this to the corresponding authorities.

7

Insurance

Tenants are responsible for costs of damage to your furniture as a result of burglary, fire, accidents and natural disaster and other similar events. It is therefore advisable to have a home insurance, which cover the above mentioned damages, as well possible damage to the property.

8

Service Costs

Tenants are responsible for costs of damage to your furniture as a result of burglary, fire, accidents and natural disaster and other similar events. It is therefore prudent to have a home insurance, which cover the above mentioned damages, as well possible damage to the property. It is also advisable to have a liability insurance covering possible damages that could originate from having an outside antenna.

9

Home Addition

It is not permitted to do any additional permanent construction or expansion to the rental property. Furthermore, FKP will not do any maintenance or repair to additions done by the tenant in, attached to, or around the property. This is also the case for additions to rental properties, which were carried out in the past.

At termination of the lease contract, FKP will not reimburse the departing tenant, for any modifications, additions or expansions done to the property.

The property must be returned in good condition and in its original state, as was when the lease contract was signed with FKP.







Cesspool



Shower



Drain Blockage



Soap Holder

BATHROOM

Drain



Repair to pipes and drainage.

F In case the damage is caused by the tenant, the repair cost will be charged to the tenant. e.g. damaged caused by clogging due to hair, excessive toilet paper, grease, wipes, etc.

Soap Holder

Fix or replacement

T

Bathroom Sink

Repair or replacement of sink, due to decay or depreciation

F For example in case of detachment from the wall.

Cesspit

Maintenance or repair in case of natural decay

F

Cesspit emptying

T In case the cesspit is full and must be emptied, please contact Selikor

Shower

Maintenance of attachment hose, handheld showerhead, showerhead holder, connections

T

repair or replacement of shower area sealing

F

replacement of drain stopper

T

Sewage Drain Blockage

release/repair of sewage drain blockage

F In case this happens, it is not the responsibility of the tenant





Well



Sewerage



Shower Drain



Toilet Floater

BATHROOM

| | | |
|---|---|--|
| Clogging of the well | unclog the well in the yard | F |
| Sewerage clog | unclogging of drain and internal sewerage pipeline up to the p-trap/ shower drain, in case of broken pipes or clogging due to tree roots. | F In case the damage is caused by the tenant, the repair cost will be charged to the tenant. e.g. damaged caused by clogging due to hair, excessive toilet paper, grease, wipes, etc. |
| Clogging of bathroom sink, toilet and shower | unclog bathroom sink, toilet, or shower drain. | T Caused by e.g. hair, toilet paper, wipes, grease, clothes, cups, toys, etc. |
| Faucet | repair of faucet leak | T |
| | replacement of spout o-ring | T |
| Walltiles | reattach or replace loose or cracked walltiles | F |
| Plumbing | fix or replace plumbing leaks | F |
| Toilet | repair or replace toilet seat | T |
| | replacement of toilets and toilet tanks | F |
| | repair and relacement of toilet parts, such as floaters etc. | F Except in cases where damage to the toilet parts has been done by the tenant. |



Windowsill



Window Glass



Window Frame



Window Handle

WINDOW

| | | |
|---------------------|---|--|
| Window | Repair or replace parts for closing the window, window handle, wood, latch, window hook eye latch, sliding window balance spring, and other parts | F Except in cases where damage has been done by the tenant. |
| Windowsill | repair or replace windowsill | F Except in cases where damage has been done by the tenant. |
| Window Glass | replace window glass | T When broken or damaged by natural causes or third party |
| Window Frame | Window frame | F |

MAINTENANCE a common duty



Do not through toilet paper, wipes, kotex, tampons, toys, jeans or other artifacts in the toilet.
Use the trash can!



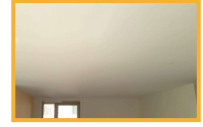
Roof



Gutter



Scuttle



Ceiling

ROOF/CEILING

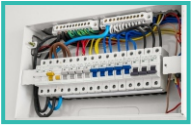
| | | | |
|----------------|--|----------|--|
| Roof | Repair and replace roof or roofing material. | F | Except in cases where damage has been done by the tenant or by a third party as a result of throwing stones, fireworks, etc. |
| | Repair roof leakage | F | |
| Gutter | Declutter and cleaning of gutter | T | |
| Scuttle | Repair or replace ceiling scuttle | F | |
| Ceiling | Repair of hanging or broken ceiling | F | |
| | Repair of ceiling leakage | F | |

MAINTENANCE a common duty



In order to avoid clogs, do not through wasted food in the kitchen sink. To avoid plagues and pests, do not through food waste out in the yard.

Kindly deposit all food waste in a (garbage) bag, and deposit these in the “Klikos” (green Selikor provided garbage bins) on the day scheduled pick-up day of the week (by Selikor).



Fuse Box



Airconditioning



Wall Outlet



Lightswitch

ELECTRICITY

Installation of AC

Installation of 220 Volt

For this, the tenant must first receive approval from FKP. Furthermore, the Maintenance Department must concur if the connection complies with FKP installation standards

T
T

Electrical Cable/ Circuit breaker panel

Repair electrical cables and fuse boxes the belong to the rental property

F

Fuse Box

Repair/replace fuse box

F

Replace individual fuses

T

Lightswitch/ Wall Outlet

Repair and replace light switches and wall outlets

F

Broken or cracked wall plates and switch plates

T

MAINTENANCE a common duty

Make sure to always have a drain plunger to unclog toilets and sinks.

Do not pour old (cooking) grease in the toilet or sink, as this can also cause clogging.





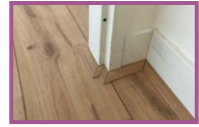
Floor Tiles



Grout



Stairs

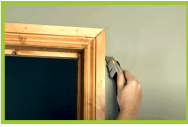


Laminate Flooring

FLOOR

| | | |
|--------------------|---|--|
| Floor | Repair floor finishing | F All FKP properties are delivered with fine cemented flooring. Each resident may decide whether they will leave the floor in its original state, or install tiles, laminate or carpet. |
| Floor Tiles | Can be installed with FKP consent | T |
| | Repair and replacement of loose or cracked tiles | F Only in cases where the original tiles installed by FKP require maintenance or replacement. Not tiles installed by current or previous tenants. |
| | Repair or replacement of damaged tiles caused by tenant | T |
| | Repair or replacement of grout | F Only in cases where the original tiles installed by FKP require grout replacement. Not tiles installed by current or previous tenants. |
| | Grout cleansing | T |
| Stairs | Replace stair railings | F |
| | Repair and replace stairs | F |





Door Frame



Paint



Ceiling



Wallpaper

GENERAL

Antenna/ TV Dish

The tenant is responsible for all attributes pertaining this category.

T

Paint

Painting of outside walls

F

Painting of exterior part of doors and windows

F

Painting of exterior part of door and window frames

F

Painting of interior ceilings and walls, interior doors, windows, and frames

T

Painting of interior door and window frames

T

Painting of interior wooden stair railings

T

Wallpaper

T

Fire

T





Plague



Plastering



Burglary



Phone



| | | | |
|--|--|----------|---|
| Burglary | Kindly consult page 7, section 7 | T | |
| Utility Connection Phone, internet, water, electricity) | Application for connection or termination of application and reporting interferences | T | |
| Plagues | Treating termites and tree fungus on property | F | Except for tenant's furniture |
| | Treatment against rats, wasps, ants, and other insects, as well as disinfecting | T | After having assessed the situation and the cause |
| | Treatment against roaches and other plagues inside the property | T | |
| | Treatment against roaches when plague originates in several properties, common areas | F | |
| Plastering/ Masonry | Repair of masonry or plastering after damage is caused by tenant | T | |
| | repair and replace loose or decaying masonry or plastering | F | |

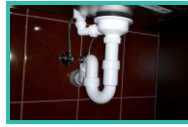




Drain



Clogging



P Drain Pipe



Propane

KITCHEN

| | | |
|--------------------------------------|---|--|
| Drain | P Pipe and plumbing repair | F Except in cases where damage has been done by the tenant |
| Kitchen Sink | Replace drain, P Pipe clogs and drainage pipes. | T |
| | Repair of leaking pipelines | F Except in cases where damage has been done by the tenant. |
| | Replacement of Kitchen sink counter | F In case the repair of replacement is as a result of wear and tear or depreciation |
| Unclog the kitchen sink drain | Unclog kitchen sink | T As a result of grease, food waste, etc. |
| Propane | Propane gas installation | T Petition for a new propane connection can be done at Curgas |
| | Repair or replace propane line that belongs to the original property pipe lines | F |
| | Repair or replace faucet and hose connection attached to the propane tank | T |
| Kitchen Cabinets | Repair of replace wooden cabinets caused by wear and tear of natural depreciation | F Except in cases where damage has been done by the tenant. |
| Faucet | Repair leaking faucet | T |
| | Replacement of O-Ring (rubber ring) | T |
| Wall Tiles | Repair loose or cracked wall tiles | F |
| Plumbing | Repair pipeline and plumbing leakage | F |



Trees and Plants



Porch



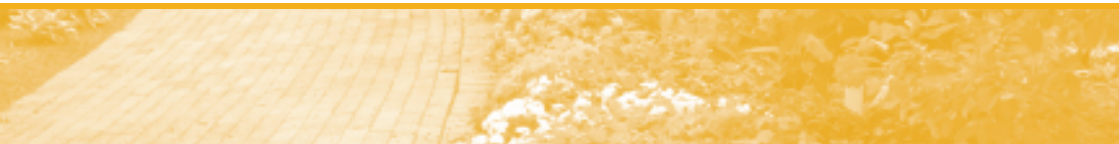
Garden



Gate

YARD/PORCH/GARDEN

| | | |
|-------------------------|---|--|
| Hallway | Keep hallway belonging to the property clean | T |
| Garden | Maintain the garden belonging to the property | T Maintain and clean yard and vicinity regularly, cut plants, cut grass, prune trees that are on your property or hanging in your yard. Properly dispense with garbage and bulky waste in yard . |
| Trees and Plants | Remove a tree from the yard | T |
| Individual Gate | Repair or replace | T |
| Boundary Fence | Repair load bearing walls, fences, picket fence, brick wall and gates | T Each property yard comes with a property division. FKP insures that tenant receives this in well maintained. Further maintenance of this division is the tenant's responsibility. Replacement of this division by tenant can only take effect with FKP's consent. |
| Terrace/Porch | Maintenance and tidying up of terrace/porch belonging to the property | F |





Door



Frame



Keys



Door Glass

DOOR

| | | | |
|--|---|----------|---|
| Door Glass | Replace door glass | T | In cases of damage as a result of strong wind or third parties |
| Frame | Repair frame | F | |
| Door | Repair or replace attributes like window stopper, window wind hook eye latch, etc | F | |
| Kitchen Entrance/Main Entrance | Repair exterior door handle | F | |
| | Repair or replace exteriorlock | F | |
| | Replace exteriordoor frame | F | |
| | Grease door hinge | T | |
| Bedroom door/ Bathroom door | Repair or replace interior doors in case of damage | T | An exception could be made in case of expansion of the triplex wood or termite infestation. |
| | Repair and replace interior doors due to rotting, wear and tear or natural depreciation | F | |
| | Replacement of interior door handles, hinges, locks due to wear and tear | H | |
| Keys | Periodically grease interior locks, repair door handles and hinges | H | |
| | Duplicate keys, including cases of loss or theft/burglary | H | FKP must be informed in cases of loss of property keys or purchase of spare keys. On termination of the lease contract all keys, including spare keys must be relinquished. |

MAINTENANCE a common duty



It is recommended to have baking soda around. Baking soda has various convenient uses when cleaning a house.

MAINTENANCE a common duty



Always have a can of WD-40, as this product could help with:

- jammed locks
- stuck window handles
- stiff door hinges

SPECIFIC REPAIR AND REPLACEMENT

FOR APARTMENTS AND HOUSING COMPLEXES

| | | |
|---------------------|---------------------------|--|
| Roof/Ceiling | Rainwater drainage | F Clean and remove clogs from the property sewerage pipeline |
| Electricity | Lighting | F Repair and replace lighting in common areas |
| | Intercom | F Repair and replace intercom installation |
| Floor | Stairs | F Maintenance/cleaning of common area stairwell |
| General | Bell | F Repair and replace attributes pertaining to frontdoor doorbell |
| | Mailbox | F Repair of mailbox and mailbox name tags in common areas and apartment complexes |
| | Paint | T Painting of shed's interior walls |
| | Gallery/front hall | T Cleaning of the gallery passage way, maintaining it free of obstacles |
| | Storage Shed | F Painting the exterior of the storage shed providing by FKP |
| | Elevator | F Repair and replace the elevator installation |
| | Extractor Hood | F Repair of extractor hood |
| | | F Replacement of extractor hood grid and filter |

FOR APARTMENTS AND HOUSING COMPLEXES

| | | | |
|-------------------------------|---------------------------------|---|---|
| Yard/Porch/ Garden | Path/Hallway | T | Keep Paths and Hallway clean |
| | Private Garden | T | Maintenance of property garden |
| | Shared/Common Garden | F | Maintenance of common garden, common areas and apartment complex garden |
| | Boundary Fences | F | Repair of load bearing walls, perimeter walls, fences, brick walls and gates. |
| Gate/ Doorway | Doorway | F | Clean building entrance and doorway (apartment complex) |
| | Individual Property Gate | T | Repair or replace as a result of wear and tear or depreciation |
| | Shared Gate | F | Repair and replace |
| | Electric Gate/Fence | F | Repair and replace |
| | | F | Repair or replace mechanism. Only if installed by FKP |
| Keys | T | Remote control for opening electric gate/door. Rules for remote control management is applicable. | |
| | T | Making of spare/new keys, including in cases of loss or theft. FKP must be informed in all cases of loss of property keys, before making spare keys. When terminating lease contract, all keys, including spare keys, must be relinquished. | |

IN CASE OF EMERGENCY

GENERAL INFORMATION OF MINISTRY 433-3123

FIRE DEPARTMENT 462-9111

HEALTH SERVICES 432-2800

POLICE 911

GARBAGE COLLECTION SERVICES 434-1300

MINISTRY OF TRAFFIC, TRANSPORTATION
AND URBAN PLANNING 433-3200

MINISTRY OF PUBLIC HEALTH AND NATURE . . . 466-9366

DEPARTMENT OF ENVIRONMENTAL VIOLATION 462-1444

ELECTRICITY COMPANY 463-2000



THE ABCs OF MAINTENANCE

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