

YOUR PREVENTATIVE MAINTENANCE RESPONSIBILITY

You are required to perform preventive maintenance work normally expected of a prudent homeowner.

Boilers	Check water pressure periodically (more often during winter)
Oil Fired boilers	Turn boiler off when delivering oil (wait two hours to restart)
Air Conditioners	Clean filters regularly
Storm Drainage	Keep outdoor storm drainage grates free of leaves/debris
Balconies	Keep floor drain clean and free of leaves/debris at all times
Bathroom Drains	Use drain cleaners semiannually to prevent clogging. <u>NOTE: Don't remove center screw in shower/bathtub drains</u>
Chimney Cleaning	Annual cleaning to prevent house fire
Dishwasher	Add salt to soften water and clean filter regularly
Range Filters	Clean and/or replace stove exhaust hood filter
Washer/Dryer	Clean filters/exhaust hose/empty dryer water tray
Refrigerator	Regularly clean
Outdoor Water	Before winter (if possible) it is necessary to turn off water supply to outdoor water taps/irrigation systems to avoid damage to pipes due to freezing weather as well as disconnecting any hoses

LANDLORD PREVENTATIVE MAINTENANCE RESPONSIBILITY

Periodically the landlord will require access to your home to perform preventative maintenance as prescribed by Italian law and your contract. If you have a maintenance problem beyond minor maintenance in your home you should contact the landlord (the Housing Management Office can assist). The landlord may have to contact a technician and repair time may be delayed due to the technicians' schedule, so try to be as flexible as possible. It is usually impossible to get a technician immediately. Please allow the landlord a reasonable amount of time to contact the technician and get back to you with appointment time.

- Technicians can be delayed by prior appointments or emergency situations.
- Please plan your schedule to be home for a while after the appointment time in case this happens.
- Ensure that all family members are aware that the landlord and/or technician will be coming so that they will let them enter the house.
- If the landlord does not respond to your problem contact the Housing Management Office and have a specialist contact your landlord again to resolve the issue.
- If after a reasonable time and repeated contact the landlord does not respond or resolve the problem then you should send a registered letter through the Italian post to your landlord.
 - The letter can be in English. The letter should state the nature of the problem needing resolution. Inform the landlord that the landlord has 15 days from the date the letter is sent to perform the maintenance or repairs. Include in the letter that you will call your own technician if there is no response after the 15 days and deduct the cost of the repairs from the next rental payment. Ensure that a copy of the letter is on file at the Housing Management Office and keep a copy for yourself.

Fortunately, this last step rarely needs to be taken and it usually motivates the landlord into fixing your problem. If the landlord does not respond after your letter you now have the option of contacting a technician. To find a local technician you can look in the local phone book. Housing Office Specialists can assist you in contacting the technician if you need help.

MINOR AND MAJOR MAINTENANCE RESPONSIBILITY

In Italy, household maintenance is commonly identified as minor or major maintenance. Minor maintenance is the responsibility of the tenant; major maintenance falls to the landlord. As stated in the lease agreement, you can require your landlord to perform the minor maintenance but you will be charged for incurred costs. You may elect to do it yourself or hire and pay a repairman of your choice. Common practice is to have your landlord manage it. Below information is provided to help clarify maintenance responsibilities. Please keep in mind the lease governs what is required to be performed. **Some of the landlord responsibilities are at landlord's discretion and not mandatory so please refer to your lease:**

	TENANT	LANDLORD
1. TV/SATELLITE ANTENNA		
a. Condo: Replacement costs other than tenant negligence		X
b. Condo: Minor maintenance and repair	X	
c. Single User: Installation, repair and replacement	X	
2. PHONE AND INTERNET		
a. Installation new/additional phone/data outlets	X	
3. ELECTRICAL SYSTEM		
a. Replacement of wiring or major components to include masonry work		X
b. Minor maintenance for regular operation, broken outlets, light fixtures, light switches, bulb sockets	X	
c. Compliance with Italian safety standards		X
d. Minor maintenance of smoke/fire/intrusion detections systems (batteries, remote control)	X	
4. SANITARY SYSTEM		
a. Replacement of the system or parts of it due to life cycle to include masonry work (pipes, faucets-flush tanks)		X
b. Minor maintenance, replacement of washers, P-traps, floating valves, unclogging of drains, toilet seats, shower hose and shower heads, etc..	X	
c. Compliance with environmental standard to include connections to the public sewage system		X
5. HEATING/COOLING SYSTEM		
a. Operation costs to include oil/gas, electricity, annual cleaning of the furnace, A/C filters	X	
b. Replacement of the system or parts (furnace, pumps, valves)		X
c. Compliance with Italian standards		X
6. DOORS-WINDOWS-SHUTTERS		
a. Replacement of cords, springs, hooks, slats, locks and keys, handles, hinges, glass panels, other than acts of nature	X	
b. Major maintenance or replacements due to fair wear and tear or fortuity and accidental damage other than tenant negligence of rollanda, doors and frames, shutters		X

c. Exterior maintenance (varnishing-stain)		X
7. FLOORS AND WALLS		
a. Replacement or repair of floors and wall finishing due to defective workmanship or poor quality of materials, life cycle, other than tenant negligence		X
b. Scratches on wood floors caused by movers/pets/abuse. Broken tile due to someone dropping something heavy. Damage to walls from crayons/dark paint/enamel or latex based paint.	X	
8. KITCHEN CABINETS/RANGE FILTER		
a. Major maintenance or replacements due to fair wear and tear or fortuity and accidental damage other than tenant negligence		X
b. Minor maintenance, replacement of door knobs, hinges, counter top lighting, range hood filter	X	
9. UNIT PROVIDED APPLIANCES/FURNISHINGS		
a. Minor appliances repair	X	
b. Furnishings minor maintenance, replacement of door knobs, hinges, light bulbs, etc.	X	
c. Major repair/replacement other than abuse/misuse		X
10. EXTERIOR		
a. Initial installation, replacement or repair of main water and sewage lines including masonry work		X
b. Replacement of doorbell, doors, marble sills, woodwork, railing, pavements, sidewalks, fences, gates, intercom system, common areas lighting		X
c. Minor maintenance and repair of doorbell, intercom system, gate remotes (including batteries)	X	
d. Painting of walls, plastering, insulation, replacement of gutters and storm drains, roof tiles, chimney, and maintenance of gates		X
e. Pest control inside and outside	X	
f. Minor maintenance, cleaning of roof gutters and downspouts	X	
g. Ground maintenance of private lawn, common areas, playgrounds	X	