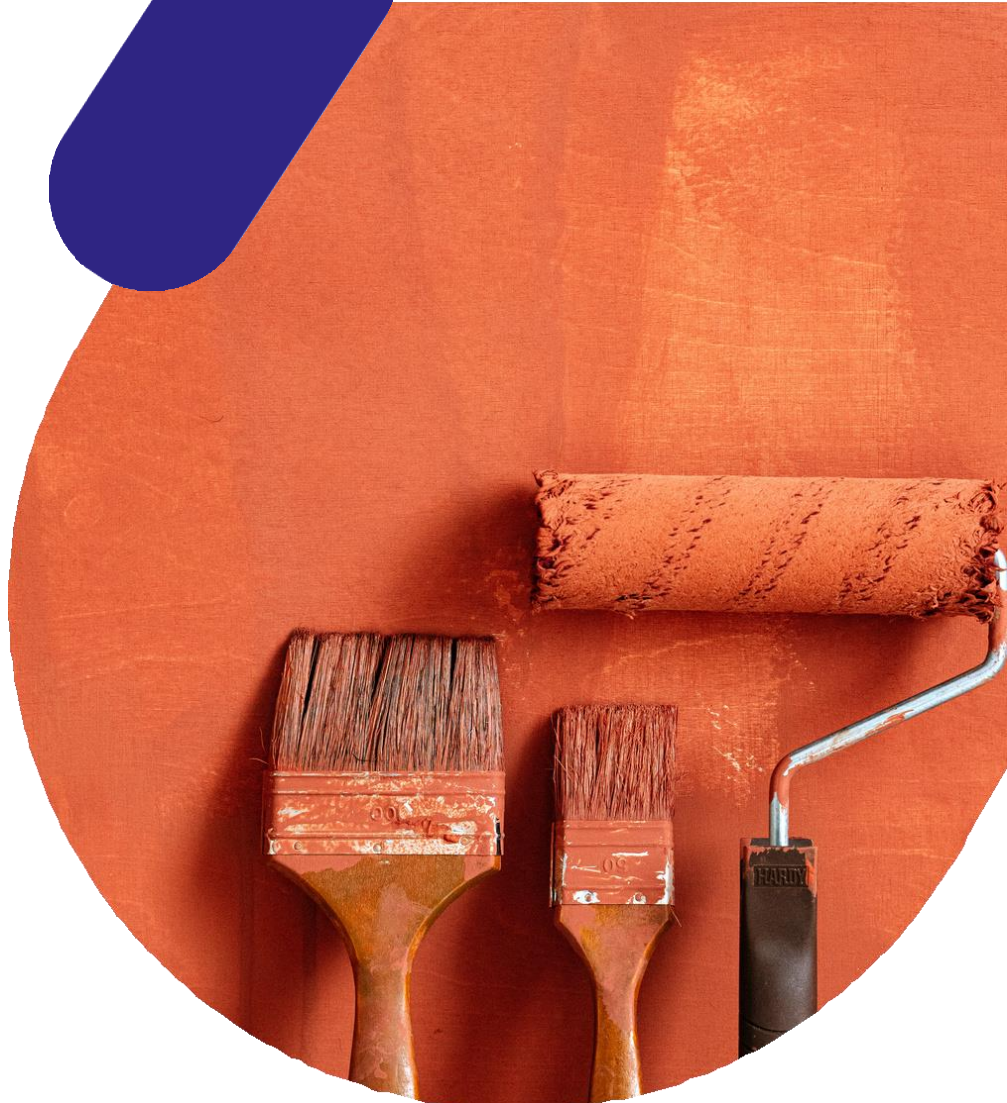


loge.GBM

Habitat de qualité avec
Grand Besançon Métropole



RENTERS' GUIDE

REPAIRS - MAINTENANCE

WHO DOES WHAT ?



www.logegbm.fr

Who repairs what in your home?

Damaged sealant? Paint wants a refresh? A smoke alarm needs replacing?

This guide will help you understand who does what in your accommodation. Our teams are here to guide you throughout your tenancy.

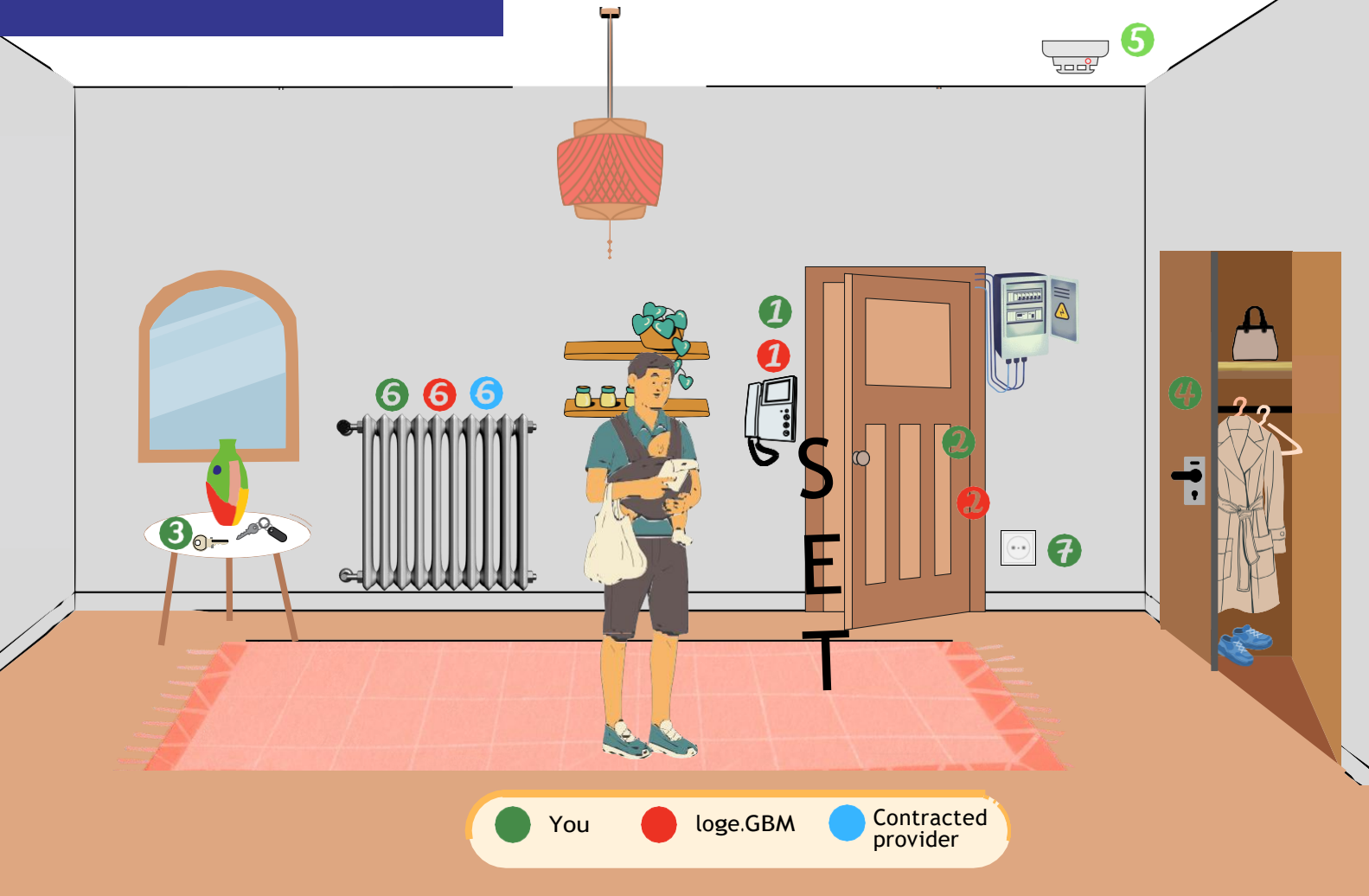
Don't hesitate to contact your agency!



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Entrance hall



Intercom

- 1 You are responsible for the handset.
- 1 Loge.GBM is responsible for the base of the phone. If the intercom is faulty, Loge.GBM will pay to replace it*

Doors

- 2 You must oil the hinges and maintain or change door handles, locks, latches and their mechanisms, as well as interior paintwork.
- 2 Loge.GBM is responsible for replacing the door frame if necessary*

Keys, badges and fobs

- 3 You are responsible for replacing lost or broken keys, badges and fobs.

Cupboards and shelves

- 4 You're in charge of maintaining and repairing shelves, cupboards and their closing mechanisms.

Smoke detectors

- 5 Smoke detectors are installed by Loge.GBM.
- 5 It is your responsibility to maintain them and test that they work. You must regularly test your smoke alarm.

Radiators and electric heaters

- 6 You should dust the radiators and heaters. **Warning! Don't take them apart.**
- 6 In case of problems with your radiators or heaters, contact your heating maintenance provider if you have collective heating ('chauffage collectif'). If you have individual heating ('chauffage individuel'), contact your loge.GBM branch.
- 6 For electric heaters, contact your Loge.GBM branch.

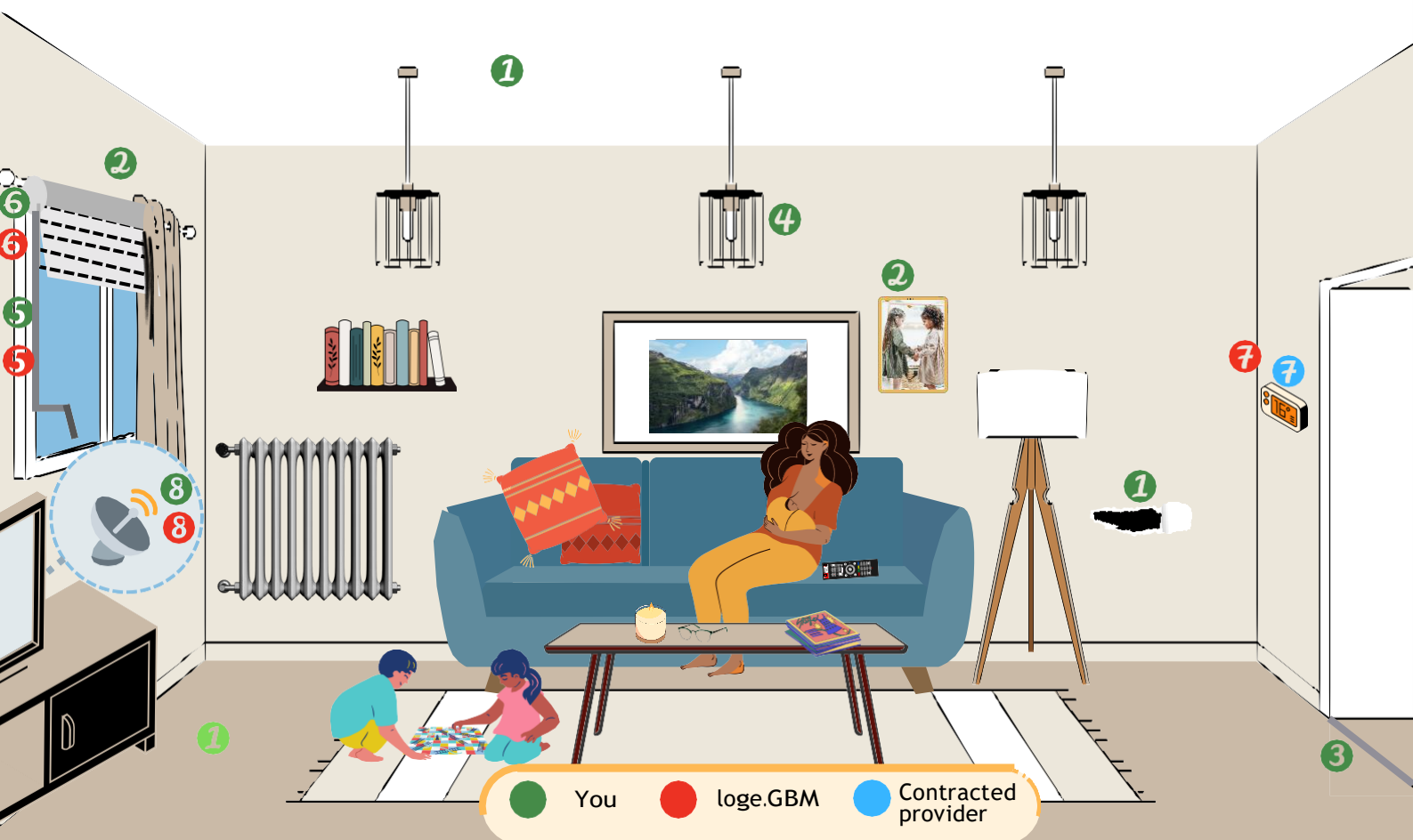
Électricité

- 7 Defective plug sockets and their surrounds are your responsibility. You should maintain the fuse board and replace fuses where necessary.

Before any repairs, you must shut off the electricity supply. Never alter the wiring of your home yourself. If there is no electricity supply to a plug socket, you should check the fuses and the main fuse board switches. If the problem persists, contact your loge.GBM branch.

*Except in case of deliberate damage.

Living and bedrooms



Ceilings and walls

- 1 To maintain and clean the ceilings, walls and floors, use appropriate products designed for use on these areas.

Make sure to keep them clean and well maintained !

You are not allowed to paint ceramic wall tiles or to install paneling. The cost of returning the accommodation to its original state will be billed to you when you move out. When replacing wallpaper, remove the existing paper first. For your safety, no polystyrene-based materials are allowed.

- 2 To put up picture frames, curtains or mirrors, we advise you to use appropriate hooks or other methods which do not require drilling. All holes must be filled in when you move out
- 3 You must re-attach or replace threshold and edging bars.

Lightbulbs and light fixtures

- 4 It is your responsibility to replace lightbulbs, fluorescent tubes and fixtures.

Windows and rolling shutters

- 5 You are responsible for replacement of glass in the windows and will have to pay for it. Never obstruct the vents in the window frame.

- 5 Loge.GBM is responsible for the window frames and any repairs to the woodwork, solely in case of problems with waterproofing*.

- 6 You are responsible for maintaining the rolling shutters, including the shutters themselves and the crank mechanism. Any replacement is paid for by you.

- 6 Loge.GBM will only intervene if the shutter or its casing is not functioning damage or improper usage.

Do not make holes in PVC windows or in the shutter casing

Thermostat

- 7 The thermostat is part of your heating maintenance contract. If you have individual heating ('chauffage individuel'), check the batteries are working before loge.GBM asking for a replacement.

Antenna and satellite dish

- 8 If you have a problem with reception, do a search for channels through your TV.
- 8 If the problem continues, contact your branch.

To install a TV antenna or satellite dish you must have permission from loge.GBM. You can apply for permission, in writing, via your loge.GBM branch. If you do not have permission, we may require you to remove the antenna or dish

***Except in case of deliberate damage**

Kitchen



The cupboard under the sink

- 1 You are in charge of maintenance and repair of the area under the sink.
- 2 You should unblock and clean the drains and pipes in your home, if your accommodation falls under the maintenance contract.
- 3 If you have a leak in any of your pipes, you must inform your branch.
- 3 You should replace any damaged silicone sealant.
- 3 For maintenance and simple repairs to the taps, see the list of contractors on page 3.

Extractor fans

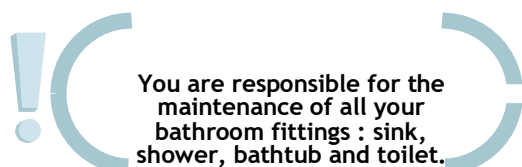
- 4 You should regularly maintain the outlets of your extractor fans and mechanical ventilation systems, checking that they are not obstructed.
- 4 The contractor is responsible for the maintenance of the entire extractor fan and mechanical ventilation system.

Water heater and boiler

- 5 Any repairs or requirements for the boiler or water heater are carried out by the contractor.

! A poorly maintained extractor fan or mechanical ventilation system can lead to mould growth inside your home.

Bathroom & toilet



You are responsible for the maintenance of all your bathroom fittings : sink, shower, bathtub and toilet.

- 1 The bathtub surround panels are your responsibility.
- 2 You should replace the toilet seat if necessary.
- 3 Contact the contracted maintenance provider if there are leaks from the toilet.

Taps and shower head

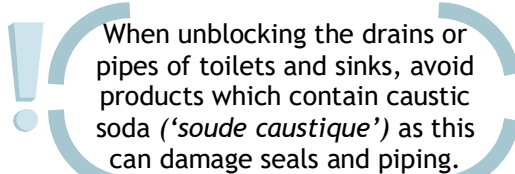
- 4 You're in charge of replacing the shower head and hose.
- 5 You're responsible for unblocking and cleaning the drains in your home, if your accommodation falls under the maintenance contract.

- 6 Contact your loge.GBM branch if you notice a leak in your pipes.

- 7 Loge.GBM is in charge of any work on shared pipes in the building.

- 8 Taps must be replaced and maintained by the contracted maintenance provider.

- 9 Any work on the boiler or hot water tank will be carried out by the contracted provider.



When unblocking the drains or pipes of toilets and sinks, avoid products which contain caustic soda ('soude caustique') as this can damage seals and piping.

Outside

Doorbell and external intercom

- 1 You're responsible for the maintenance and replacement of the doorbell.
- 1 Loge.GBM is responsible for replacing the external intercom.

Garden

- 2 You're in charge of maintaining your garden: mowing the lawn, trimming bushes, hedges and trees...
- You're also responsible for maintaining any fences and gates. You should maintain and repair the handles and locks.
- 2 Maintenance of shared green spaces is carried out by loge.GBM.



Any changes or additions to the outside space (e.g. planting trees or hedges, installing a shed, patio, or porch) must be authorised in advance by loge.GBM

Balcony, patio and covered walkway

- 3 You should maintain your balconies, patios and porches or covered walkways. Hanging baskets and window boxes should be placed within the balcony railings. Avoid getting the external walls wet when you water your plants.

Letter box and TV antenna

- 4 You are responsible for replacing the door, the lock and the keys of your letter box. In case of damage, you are also responsible for repairs. Don't hesitate to contact your insurance provider!
- 5 Only loge.GBM can authorise the installation of a TV antenna or satellite dish. If you don't ask permission, we will have the right to take the antenna or satellite dish away.

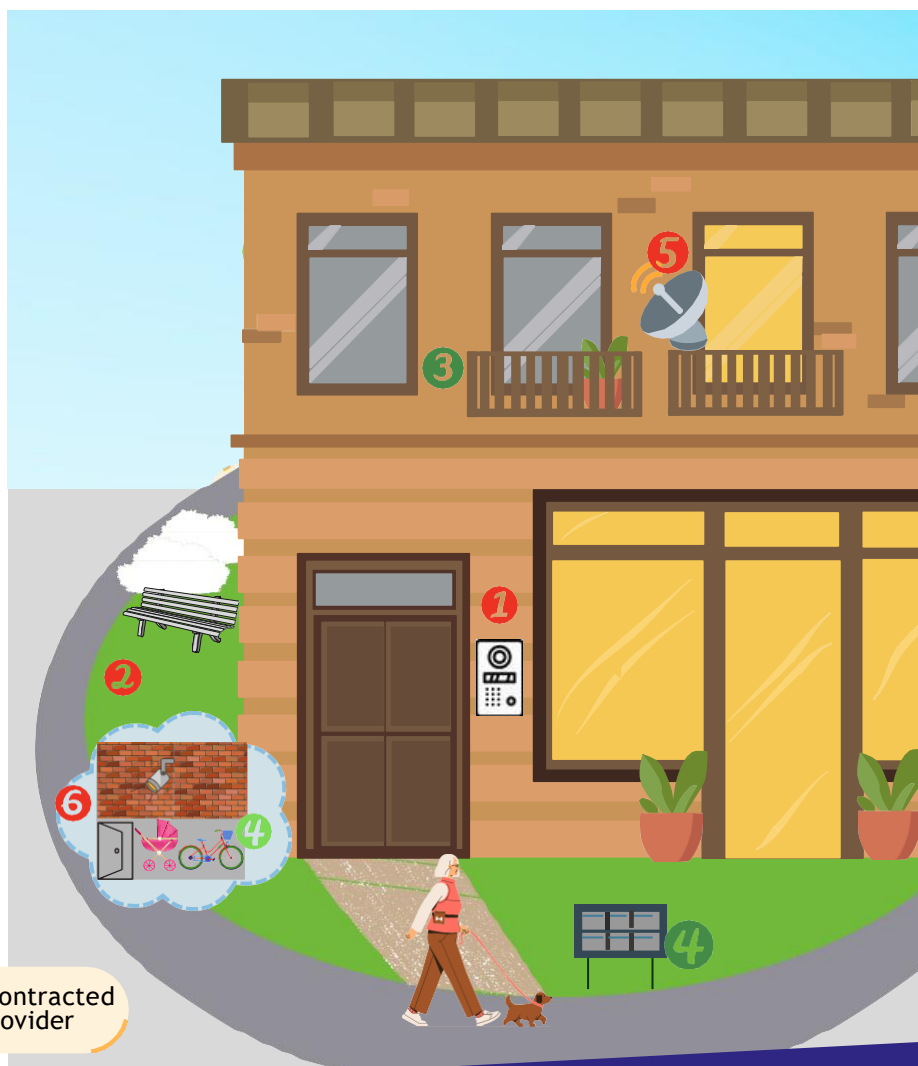
Cellar, attic and garage

- 6 If you have a cellar, attic or garage, it's your responsibility to look after the space and maintain the lock.



Don't store flammable chemicals in there!

SHARED HOUSING



You



loge.GBM



Contracted Provider

Keeping your home healthy and your bills under control

Air inside your home

Make sure you air out your home sufficiently:

- Even in winter, open windows to allow air to flow through your home once a day, for 5-10 minutes.
- In summer, air out your home twice a day when the temperatures are lowest (morning and evening). On hot days, leave your windows and shutters closed.

For your health, and to maintain a good quality of air, avoid smoking inside your home.

Never block the ventilation inlets, or the air in your home will become stale and you will soon see damp spots appear on your walls.

Clean the ventilation inlets and outlets every 6 months, so that they remain efficient. Never link up a cooker hood or a tumble dryer to a ventilation shaft!



The air in a badly ventilated home can sometimes be more polluted than the outside air in a city!

Heating

Turn down your heating when you go out. If you are leaving for several days, turn down the heating by a few degrees but don't turn it off! Getting the room back up to a temperature of 19° takes a lot of time and energy.

Use your thermostat to get the right temperature. Dust your radiators and electric heaters regularly and don't place objects in front of them. You can use thick curtains to keep warmth inside. To reduce heat loss at night, close the shutters and the curtains.

Increasing your heating temperature by 1 °C increases your energy bill by 7%.
A radiator without dust uses 10% less energy to heat the room.
Heating makes up over 60 % of your energy bill.

BE CAREFUL!



If you're using extra heaters, make sure that they are appropriate for use in your accommodation. Remember that catalytic heaters (those using gas bottles, or oil lamps) are not allowed in your accommodation. They produce a lot of moisture and should only be used in very well ventilated areas (eg. workshops and garages).



Items in shared areas of the building

Don't place items such as furniture, packaging or other materials in the communal areas of your building (eg. Stairwells, landings, cellar access points, doors which may need to be accessed by emergency services). **THESE AREAS MUST REMAIN CLEAR FOR SAFETY REASONS.**

Pests and insects

If you experience problems with pests (e.g. cockroaches or fleas) you must contact your branch as soon as possible.

While you are waiting for the appropriate chemical treatment to take place, vacuum your entire home thoroughly and immediately throw the vacuum cleaner bag in the outside bin.

Collective pest control operations in shared housing allow us to treat the entire building or even neighbourhood.

To be really effective, the treatment should take place in all homes at the same time.

Pests are neither shameful, nor inevitable!

Open your door to the contractor who comes to treat the problem to help make sure the treatment will work.

Keeping your home healthy

Electricity

- Remember to turn off the light when you leave the room, it's simple and effective!
- Try to use LED bulbs and avoid halogen bulbs. Turn off appliances instead of leaving them on standby (e.g. the TV, computer, and appliances) and unplug chargers.
- Use the 'eco' cycle and low-temperature cycles on your washing machine and dishwasher.
- Defrost your fridge and freezer regularly.



- Switch off the electricity with the circuit breaker before attempting any repairs, even changing a lightbulb.
- When a fuse blows, replace it with a fuse of the same type (including rating, size and amperage)
- Never use copper wire
- Never use an electrical appliance while you have wet feet or hands, or even bare feet.
- If you have young children, use covers for your plug sockets if the sockets do not already have internal safety features which prevent children from inserting fingers, pens etc. Some plug sockets have safety 'eclipses' which block the holes and move out of the way only when pressure is applied to both holes at the same time

Water

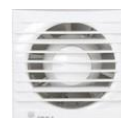
- Don't leave water running unnecessarily, for example when you're brushing your teeth or washing the dishes.
- Make use of the dual flush button on your toilet if you have one. This button allows you to choose more or less (3 or 6 litres) of water for your flush. If your taps have a very high water pressure, reduce the flow by only turning on the tap halfway or by installing aerating tap inserts.
- Check your water meter regularly. If the count is increasing even if no one is using water in your home, or if your water consumption suddenly increases for no reason, there may be a leak.
- If you notice a leak, let us know immediately by contacting your branch!
- Having a shower uses half as much water and costs half as much as having a bath.



- Having a quick shower uses 4 times less water and energy than a bath
- A dripping tap can lose an average of 35m² of water per year, costing 123€.
- When you leave the tap running, 15 litres of water is flowing out of it every minute.
- People in France use on average **150 litres of water per person per day.**

Maintenance contracts

Every year a company will carry out a maintenance check for the taps and extractor fans. This company should:



Taps

- Take apart taps and remove limscale from the spout and insert.
- Clean, remove limescale and re-grease all taps.
- Adjust the taps
- Check that the stopcock is working properly (valve which cuts off water supply)

- Check that all parts of the taps are watertight and and repair if needed.
- Check the flush mechanism and check that your toilet's plugs, drains and siphon are watertight.

Keeping your home healthy

Extractor fans and ventilation

- Clean or replace the extractor fan and mechanical ventilation openings.
- Check and clean the ventilation openings on your windows
- Check and clean the casing of the mechanical ventilation (in individual housing) found in the loft space.

Boiler

- Carry out a compulsory yearly maintenance check
- Take apart and clean the boiler
- Check the thermostat
- Check radiator valves
- Check that the heating pipes and radiators are watertight
- Sweep the chimney if you use one.

Insurance claims



If you need to make an insurance claim, you must inform loge.GBM and your insurance provider as soon as possible, **within 5 days or within 24 hours in case of theft or burglary**. Your insurance provider will guide you through the next steps.

Don't forget you'll need to provide proof of any damage. Don't throw away damaged items and keep everything that may prove the value of the items that are lost or damaged (receipts, bills, guarantees, photos, etc.)



You must take out insurance for the entire rental period. It's the law and it's written in your rental agreement.

If asked, you must provide us with proof of valid insurance. If you don't have insurance, your rental contract can be terminated.

Safety advice



Avoid plugging in multiple appliances to the same plug socket
Don't alter the sockets (adding in extra sockets to the existing wiring). This can cause short-circuits and house fires.



In individual housing, protect your water meter from freezing and empty out the pipes which feed external taps before shutting them off for winter.
Remember that you are responsible for your water meter and the pipes surrounding it.



If you are away from home for a long period of time, it's best to shut off the gas in the kitchen and your cold water meter, set your heating to frost protection in winter and unplug electrical appliances.

If you can, ask a neighbour or someone you trust to pick up your mail. Leave them a spare key and a phone number where they can contact you if needed, or in an emergency.

In case of fire, adapt your behaviour to the situation.

Remember this expression: "Where there is smoke, you must not go".

While waiting for help from the emergency services, follow these instructions:

If you are in a smoke-filled room, put a handkerchief over your mouth and nose and stay low. The clearest air will be near the floor.

In a house fire, the fumes and smoke are more deadly than the flames because they can be hot and toxic, and can cause suffocation. Depending on what is burning, you can lose consciousness from just two breaths of toxic fumes.

If you notice a fire in your home and you cannot put it out immediately:

- Evacuate the area
- Close the door of the room and of your home. This will slow the spread of the fire and smoke.
- Leave by the closest exit.

If the fire is in another room, another home or in a shared part of the building:

- Stay in your home. The smoke from the fire may fill the corridors and stairwells of the building (hot gas rises), making it dangerous or impossible to exit by these routes.
- Close the door of your home, wet it and block the gaps around the door with wet sheets
- Go to the window and make yourself visible, so that the firefighters can see you when they arrive

Don't try to evacuate the building regardless of the situation. Avoid smoke and fumes.

TOP TIPS

- Don't leave things in the hallways and on landings. They can block an evacuation in case of fire
- Call or ask someone to call the fire brigade by dialling 18 or 112
- Never go into a cloud of smoke ! If you are surrounded by smoke, put a tissue or cloth over your nose and stay low - fresh air is closer to the ground.
- Never use the elevator.

Emergency phone numbers



Fire : 18 or 112



Police : 17 or 112



Medical : 15

Contact loge.GBM



Clairs-Soleils Agency:

03 81 41 42 43

agence.clairssoleils@logegbm.fr



Planoise Agency:

03 81 41 42 43

agence.planoise@logegbm.fr

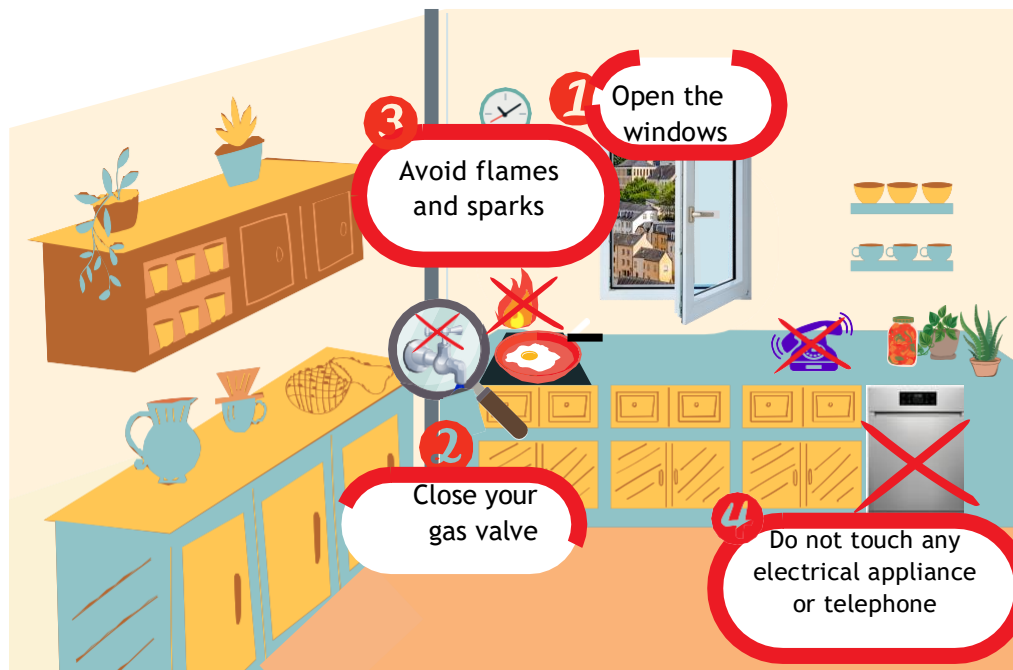


Technical emergencies outside office opening hours :

03 27 73 83 14

Safety advice

Gas leak: What should I do?



WAIT FOR THE GRDF TECHNICIAN TO ARRIVE AT YOUR HOME

Electrical failure/blackout

First check the electrics and fuse board within your home.

If it's really a network-wide blackout, contact the network manager using the help number on your electricity bills.

Good to know: You can also look up the right help number for your neighbourhood on the network manager's website.



Negligence and lack of attention are the cause of far too many accidents involving electricity in the home. It could be an overloaded extension lead or plug adaptor, DIY repairs to electrical wires or the fuse board...

NEVER ALTER THE ELECTRICAL WIRING OF YOUR HOME YOURSELF. YOUR SAFETY DEPENDS ON IT. CONTACT LOGE.GBM!

Carbon monoxide

Carbon monoxide is a poisonous gas which is invisible and odourless. It is deadly and causes around 1300 poisonings and 100 deaths every year. It is produced by problems in the burning of fuel such as butane, coal, petrol, fuel oil, natural gas, kerosene, petroleum, propane and wood.


It has a similar density to the air, so it spreads very quickly.

To avoid carbon monoxide poisoning:

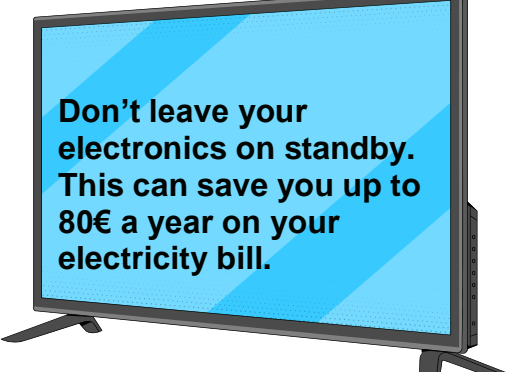
- Make sure homes are well ventilated and aired out, even in winter.
- Never block ventilation shafts even if it's cold.
- Follow the usage instructions for any combustion devices.
- Never use mobile catalytic heaters (those using gas bottles, or oil lamps). These are not allowed in your accommodation. You may use extra electric heaters instead.

Hints & tips... Good to know...

The average french home spends 1 589 € on home energy (2022 figures). Some savings are easy to achieve, by making simple changes which are accessible to everyone.



Washing your clothes on a short cycle at a high temperature, for example 60, uses 25 % less energy than a long cycle at 40°.




Don't leave your electronics on standby. This can save you up to 80€ a year on your electricity bill.




Put a lid on a pan

when you're boiling water, you'll use 25% less energy !




Using the 'eco' button on your dishwasher can reduce your energy use by 45%. You should still run a hot cycle from time to time to avoid fat build-up which can block pipes.

Buy appliances with a good energy rating (A+, A++, A+++)



Unplug chargers when they're not in use. They continue to use energy even when they aren't connected.



Reducing the temperature of your fridge by 1° uses 5 % more energy.

4° is just right !

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