

Houserules and
information

The Elements

Akerstraat 16- 18 | Maastricht



GREEN
HOUSING

Important information

Maintenance requests should be sent to onderhoud@green-housing.nl.
Your request will be processed within 2 working days.

For urgent matters (about water, electricity and heating) you can contact Green Housing by telephone on +31620204090

In situations such as fire or a major leak. Quick action is required, you should call the emergency number **112**.
The lessor reserves the right not to reimburse the costs if it appears that no urgent repair was required.

Taxes

Personal Municipale taxes of Maastricht are at the expense of the resident. These are deducted from the deposit on the basis of subsequent calculation.

Internet

For questions about wifi signal you can send an email to support@bluemotica.com
The service company will be contacted as soon as possible to review the situation in your home.

We have chosen the highest available internet subscription on the market. However, we have no influence on the quality of the internet from our largest national provider.

Garbage

You need to buy special Maastricht garbage bags. You can buy them at all supermarkets in Maastricht. You can put them outside once every 2 weeks. Store your garbagebag in **your own cellar**, while waiting for garbage pick-up.

Free recycling at the recycling parks in Maastricht:
Plastic | cans | paper and glass

More information about waste and waste including collection dates in Maastricht:
www.gemeentemastricht.nl/Waste-en-Milieu/Wastekalender

Kitchen equipment

You can find all the manuals of the kitchen equipment online:
<https://green-housing.nl/manuals>

Smoking is not allowed in the studios or common areas

Door entrance

We do not use keys or cards in The Elements, we have installed an innovative doorsystem!
To enter your new studio at The Elements, you need to download the TOEGANG app:

Play Store. https://play.google.com/store/apps/details?id=nl.triple_eye.access

App Store. <https://apps.apple.com/nl/app/simplex-access/id1127384617>

Before- or during your check-in, you'll receive a **registration code** for this app, only with this app you get access to the building and your studio door.

Door batteries

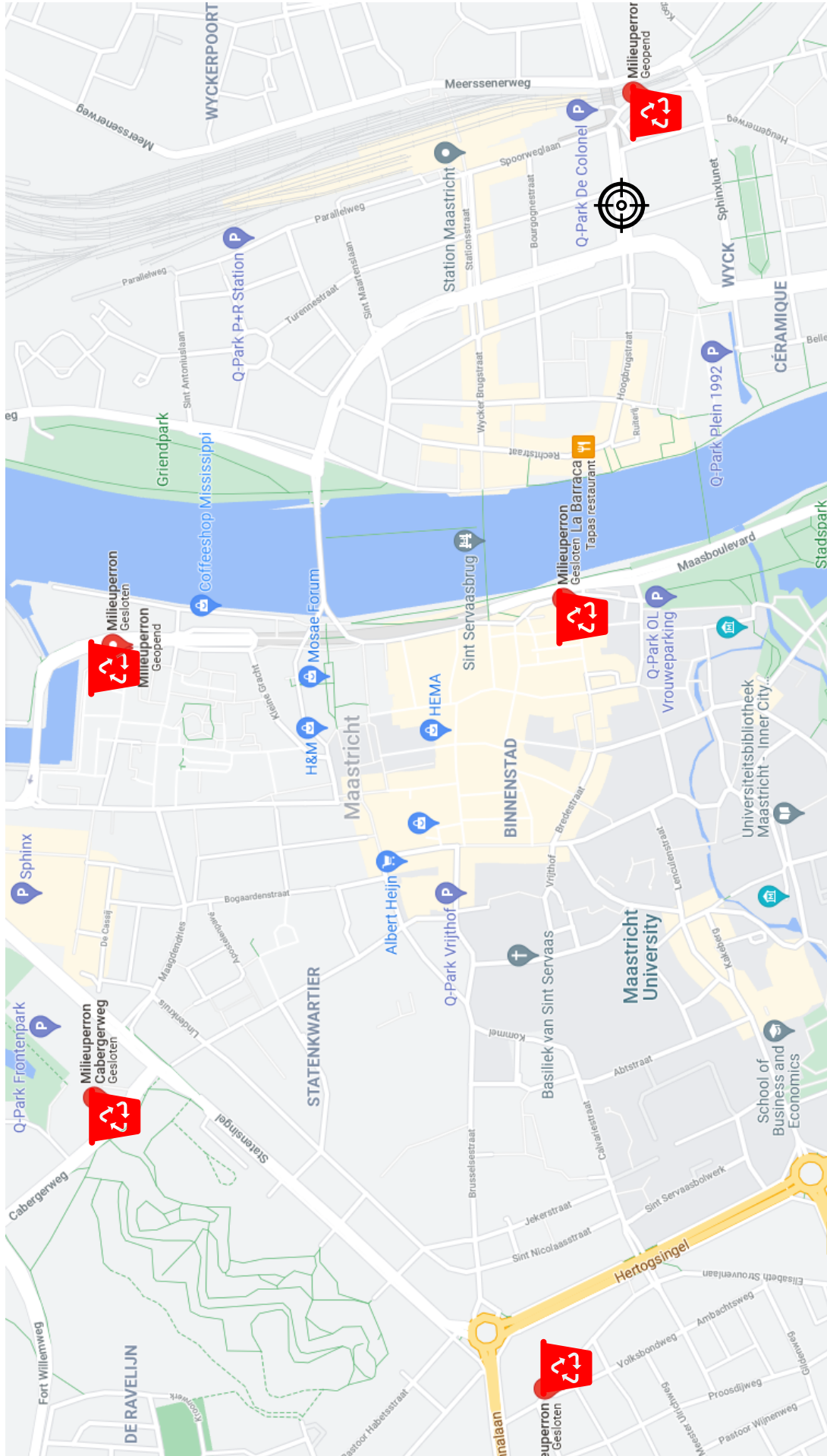
When you receive a red warning in your ToegangApp, you still have several days to change the batteries in your lock. You can send a message to onderhoud@green-housing.nl and come and pick up 6 new batteries. Altering the batteries is easy and 'how to' can be found at the last page of this brochure.

END of lease | Check-out

Let us know at least 1 week beforehand, what day and time you want to check-out.
Your apartment (including bathroom and kitchen) needs to be professionally cleaned after moving out. You can arrange this yourself or (when cleaning is not sufficient) cleaning will be done by the landlord; costs are € 150,-



Recyclepark Maastricht center Glas | Paper | Plastic & Tin



General house rules

The general house rules are intended to promote the living climate and thus the enjoyment of all residents (tenants). Compliance with these rules is therefore considered very important and violation of them may be grounds for the landlord to terminate the lease. The general house rules and the general rental conditions are both applicable and inextricably linked to the rental contract.

We have set out these house rules for you below and we trust that you will comply with them. Briefly; As a tenant, you must use the house and the communal areas with due care.

General common areas

- No paintings, posters, billboards, etc. may be placed in the communal areas without the landlord's permission.
- It is not permitted to place (moped/electric) bicycles, scooters, motorcycles, shopping carts, rollators, benches, flower boxes or objects of any kind in the communal areas, anywhere.
- Smoking is prohibited in the common areas.
- To prevent unwanted visitors from entering the building, the entrance doors must be locked after use.
- The residents and users must refrain from soiling the common areas. In the event of violation of this prohibition, the relevant tenant must clean or have it cleaned at his own expense. If the tenant concerned does not comply with this, the landlord will, after a written reminder from the tenant concerned, instruct third parties to do so at the expense of the tenant concerned. Do not leave any advertising or brochure material after emptying your mailbox. Take it with you to your home or throw it in the appropriate waste bin.
- Everyone is obliged to refrain from noise in the common areas.
- Stored items in the general communal areas will be removed by the landlord. Costs of this will be passed on to the relevant tenant or at the complex if the tenant cannot be traced.

Apartment - Studio

- No changes may be made to the upholstery or furniture of the home.
- When placing musical instruments, the part on which the relevant instrument is placed, both the wall, floor and ceiling, must be provided with a sound-damping insulating layer.
- Disturbing work in the home, such as drilling, sawing, carpentry, etc. may not be carried out before 8 a.m. and not after 8 p.m. and not on Sundays or equivalent generally recognized public holidays.
- The tenant has the duty to ensure peace and quiet and not to make any annoying or disruptive use of sound equipment. In particular, between 8 p.m. and 8 a.m.
- Drilling, nailing, screwing or chopping into the subfloors is prohibited.
- You must ensure proper window decoration. Newspapers, towels, blankets, sheets, plastic etc. are not allowed.
- Balconies, conservatories and loggias may not be used as storage areas for bicycles, prams, walkers, garbage bags, etc.
- Balconies, conservatories and loggias may not be closed with tarpaulin, cloths and/or other materials without written permission from the landlord.
- You can only make changes/renovations in or to your home with the prior written permission of the landlord.
- Sun protection is only permitted after written permission from the landlord.
- It is forbidden to put garbage bags on the balconies or galleries, to keep food leftovers outside or to throw them over the balcony. Even if this serves to feed birds
- Knocking mats/rugs, hanging laundry, planters and/or other objects outside the balconies is not allowed.
- In houses/apartments with mechanical extraction, it is not permitted to connect extractor hoods with motors to the duct.
- It is not allowed to drill and/or stick on window frames (eg name plates).

Pets

The tenant is not allowed to have or have pets in the rented property without written approval from the lessor.

Antennas

- Satellites/ Antennas or other forms of receiving systems are not allowed.
- Damage caused by the installation and removal of antennas are at the expense of the tenant.

Garbage facility

- the tenant is obliged to present the household waste in accordance with the regulations set or to be imposed by the municipality and/or only in the appropriate waste containers.
- Improper disposal of garbage or other household products will be removed by a cleaning company on the instructions of the lessor and will be charged to the polluter. If this cannot be found, the costs will be charged to the service costs.

Salvage

- The storage or storage of hazardous and/or combustible substances in the storage facility is prohibited.
- The tenant is only allowed to use the electricity supply in the storage room for lighting and the storage of scooters, electric bicycles and hobby jobs in the storage room.

Measures in case of non-compliance with the house rules

In the event of non-compliance with the General House Rules, the landlord will take the following actions.

- ✓ You will be addressed by the landlord
- ✓ Costs arising from non-compliance with the General House Rules will be charged to the relevant person(s) in accordance with the rental contract or in the manner specified.
- ✓ If you repeat this, you will be invited for a meeting with the landlord.
- ✓ If the above does not lead to a result, the landlord can take legal action, which can lead to termination of the lease. These costs will also be charged to the person concerned.

These General House Rules are part of the General Rental Conditions of the owner. It is important that you observe the rules stated in the House Rules and the General Rental Conditions. Consult with each other when these rules are violated and/or conflicts arise. Talking helps, consult with your neighbors.

As a tenant you are responsible for your guests and you must inform your guests introducing the general house rules that apply to your residential complex.

Tips for tenants!

When you move into a new home, introduce yourself to the neighbors.

Music is at the top of the top ten of annoying noises. With the volume knob all the way open makes it impossible for others to listen to their own favorite music. Or encourage others to turn up the music too loudly to drown out yours. That's how you sometimes annoy each other. Don't let the bass tones dominate because they boom through the most. It makes a lot of difference if you place the speaker boxes on a layer of rubber or felt and keep them clear of the wall separating the house.

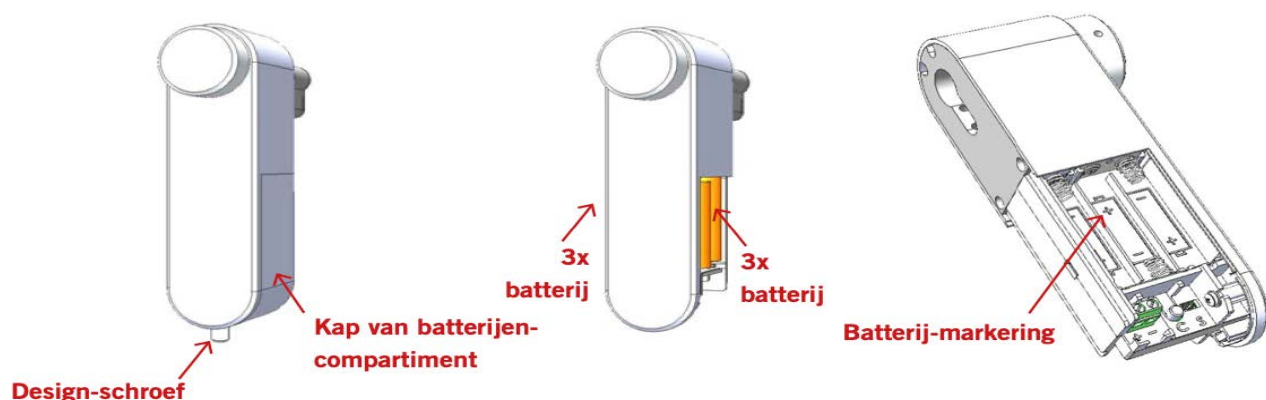
Keep windows and doors closed when the music is on. Especially in good weather.

If you play a musical instrument yourself, you can discuss with your neighbors at what times it is most convenient.

You can easily prevent banging doors by holding the doorknob until the door is closed. Little effort. Plastic bumpers or draft excluders in the door jambs also help dampen the sound. Wear soft footwear and stick felt pads under the chair and table legs to prevent sliding noises. This also saves your floor.

Limit your DIY and hobby activities to reasonable times as much as possible. Keep in mind with the sleeping times of children and possible shifts of your neighbors. And let the neighbors know ahead of time if you're embarking on a major job. When leaving late at night, ask your guests if they want to be quiet, so don't shout loudly and drive away loudly honking. If, despite everything, a disagreement arises with the neighbors, try to resolve this with a conversation as soon as possible.

HOW TO CHANGE THE BATTERIES OF YOU DOOR LOCK



Volg de volgende stappen voor het plaatsen of vervangen van de batterijen:

- Draai met de hand de design-schroef los en verwijder deze.
- Schuif de kap van het batterijencompartiment naar beneden en verwijder deze.