

Short Stay

Houserules & information





Welcome to your Green Housing Studio!

Welcome to your studio! We're thrilled to have you in the vibrant Wyck district. Whether you're here for work, study, or leisure, we aim to make your stay as comfortable as possible.

This booklet contains essential information and guidelines to ensure a smooth experience. Please take a moment to review the key details on the first pages, followed by House Rules, Information, and some extras.

If you have any questions or need assistance, our friendly staff is here to help.

Enjoy your stay and make the most of your time in Maastricht!

Best wishes,
The Green Housing Team

Important Information

Emergency Situations

For emergencies (such as a major FIRE) dial 112 immediately.

Police, Non-Urgent

Call the non-urgent police number, 0900 8844, for non-emergency issues like theft, damage to property, noise complaints, general inquiries, or suspicious activity that doesn't pose an immediate threat.

Do You Have A Problem In Your Studio?

All maintenance requests should be sent via email to: onderhoud@greenhousing.nl. Your request will be processed within 2 working days.

Urgent Matters

For urgent issues (e.g., no water, electricity, or heating), call or message Green Housing at +31620204090.

Internet and WiFi

For any questions or issues related to internet and WiFi, please email: support@bluemotica.com.

Note: We have selected the highest available internet subscription on the market. However, we do not have control over the service quality provided by the national provider.

Reimbursement Clause

The lessor reserves the right not to reimburse costs if it is found that no urgent repair was required.

BSGW

your rent is an all-in price, but the BSGW waste collection levy is a personal city tax that we cannot pay on your behalf. This bill will come directly from the municipality [BSGW]

If you contact Green Housing, please, always mention your adress and studio number

Smoking Policy

Smoking (cigarettes, vapes, etc.) is strictly prohibited on the premises. Violations may result in immediate termination of your rental agreement.

Common Areas

Personal items are not permitted in common areas. The landlord may remove and dispose of any items left in these spaces (at cost of one, or all tenants).

Storage Rooms || Elements

Studios at the elements have a storage room in the basement for non-valuable items (e.g., bicycles, garbage bags). We recommend not storing valuables here, as Green Housing is not responsible for any theft or damage to items in or around the storage area.

Garbage Disposal || Elements

You must use special Maastricht garbage bags for organic and general waste, which are available for purchase at all supermarkets in Maastricht. Garbage bags can be placed outside for collection every two weeks. The rest you must recycle [waste management]

Garbage Disposal || Lage Barakken

you can leave your organic and general waste in the container at the back of the building The rest you must recycle [waste management]

Battery Replacement

To replace the batteries in your studio door lock, remove the bottom cover. Spare batteries are available at the office.

End of Lease

Notify us in advance of your departure date. The studio must be vacated by 10:30 AM on the last day. Cleaning service can be arranged for €150.

Waste Management in Maastricht

Maastricht is working towards becoming waste-free by 2030, and to achieve this goal, the city has made significant improvements to its waste management system. Proper waste sorting plays a crucial role in ensuring that materials are recycled efficiently, minimizing their environmental impact. Plus, recycling correctly helps save money! If you scan the QR-code below, you'll find answers to these questions

- How do I separate my waste?
- Where can I dispose of my waste?
- When is trash collection?

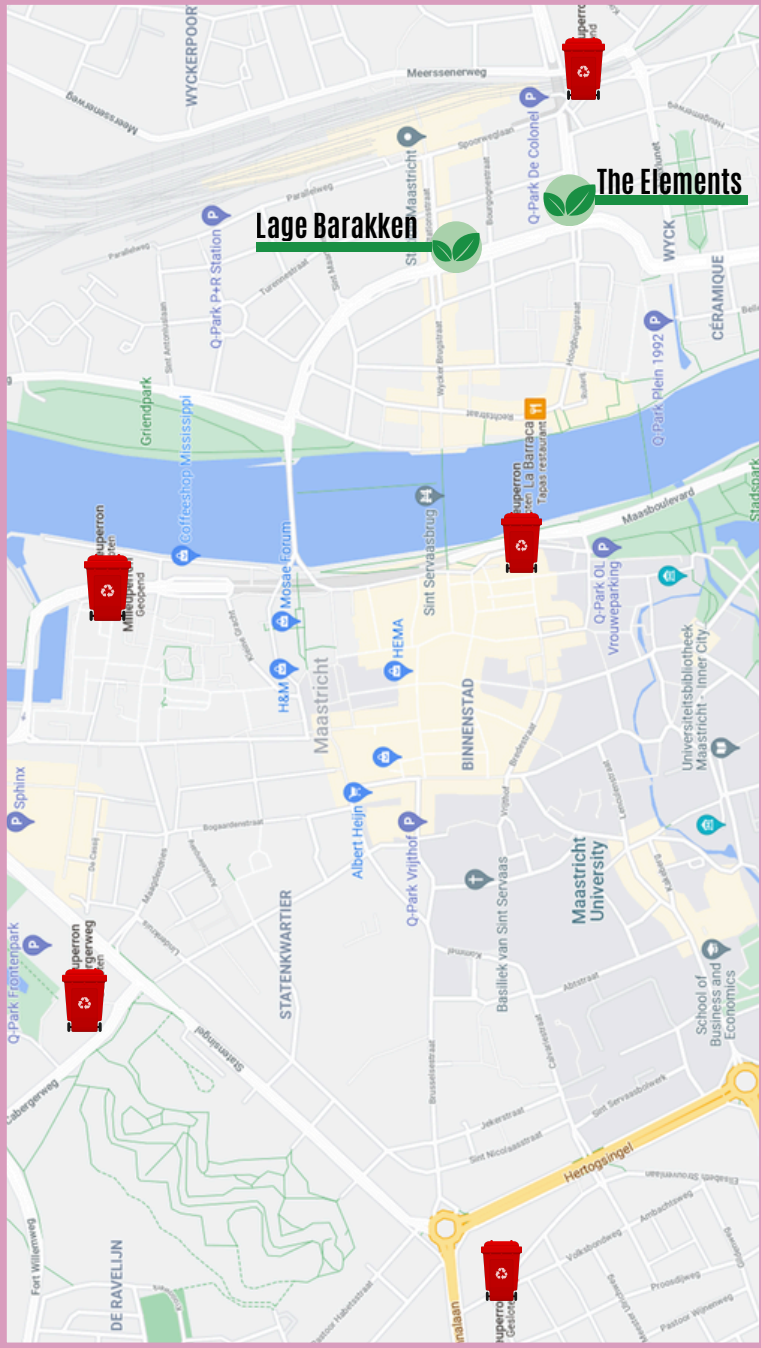
In the Netherlands, we have various methods for recycling. You can leave your organic and general waste outside your home on designated days in the correct containers and bags. For recyclables such as plastic, paper, cardboard, metal, and glass, take them to your local recycling point (milieuperon). For less common waste, like electrical appliances, head to the nearest milieupark. check this youtube video for more info: <https://youtu.be/zF9mRUpxJNg>

or check the website: www.gemeentemaastricht.nl/en/waste-management

Do you live at Lage Barakken?

you can leave your **organic and general waste** in the container at the back of the building

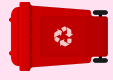




Lage Barakken

The Elements

Recycleparks Maastricht





What you will find:

House Rules

- General House Rules
- Common Areas
- Studio

Information

- Useful Contact Information
- BSGW
- Doorcodes
- Kitchen Equipment
- Check Out Information

Extra

- Festive Days
- Instagram
- Google Review
- Your Experience

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.

Smoking

Smoking inside the building is **NOT** allowed! Smoking cigarettes, vapes and anything else in that shape or form is strictly prohibited. Violation of this rule results in an immediate termination of the rental agreement!

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 Disposal

Tenants must dispose of household waste in accordance with local municipality regulations and only in the designated waste containers. Improper disposal of garbage or other household products will result in removal by a cleaning company, as directed by the landlord. The costs for this service will be charged to the tenant responsible for the improper disposal. If the responsible tenant cannot be identified, the costs will be added to the service charges.

Storage Rules

Storing hazardous or flammable substances in the storage facility is strictly prohibited. Tenants are only permitted to use the electricity supply in the storage room for lighting, and for storing scooters, electric bicycles, or engaging in hobby projects within the storage space. We recommend not storing valuables here, as Green Housing is not responsible for any theft or damage to items in or around the storage area.

Only applies to studios
located at **Lage Barakken**

Only applies to studios
located at **The Elements**
(Akerstraat 16 - 18)

Outside Space

As a resident, you may use the common outdoor space. However, you are not allowed to organize parties or cause noise nuisance. You must be considerate of your neighbors at all times. Garbage after using the courtyard should always be cleaned up by yourself or placed in the container. Each resident may place one bicycle in the courtyard. Visitors must park their bikes outside.

Common Areas

Placement of Items

No paintings, posters, billboards, or similar items are allowed in communal areas without the landlord's permission. It is also prohibited to place any objects, such as (moped/electric) bicycles, scooters, motorcycles, shopping carts, rollators, benches, or flower boxes, in communal areas.

Smoking

Smoking is strictly prohibited in all communal areas.

Building Security

To prevent unauthorized access, residents must ensure that entrance doors are locked after use.

Noise Control

Residents must keep noise to a minimum in communal areas. Between 22:00 and 07:00, please keep the noise in the building to a minimum.

Cleanliness and Removal of Stored Items

Residents are responsible for keeping communal areas clean. If a resident fails to maintain cleanliness, they must clean the area or arrange for cleaning at their expense. If they do not comply after a written reminder, the landlord will hire third parties to clean, and the costs will be charged to the resident. Advertising materials and brochures should not be left in communal areas after mail collection. Residents are expected to take these items home or dispose of them properly.

Any items left in communal areas will be removed by the landlord. The cost of removal will be charged to the responsible resident or, if the owner cannot be identified, to the entire complex. So, address each other about keeping the shared spaces clean.

Studio

Upholstery and Furniture:

No changes may be made to the upholstery or furniture of the home.

Musical Instruments:

When placing musical instruments, one must make sure not to bother their neighbours (by using headphones or music dampening objects)

Disturbing Work:

Activities such as drilling, sawing, and carpentry are only allowed between 8 a.m. and 8 p.m., and not on Sundays or public holidays.

Noise Control:

Tenants must ensure peace and quiet and avoid disruptive use of sound equipment, particularly between 8 p.m. and 8 a.m.

Drilling and Modifications:

Drilling, nailing, screwing, or chopping into the subfloors is prohibited.

Window Decoration:

Proper window decoration is required. Newspapers, towels, blankets, sheets, and plastic are not allowed.

Use of Private Terraces [if applicable]

Private terraces must not be used as storage areas for bicycles, prams, walkers, garbage bags, etc.

Renovations and Modifications:

or renovations to the home can only be made with prior written permission from the landlord.

Sun Protection:

Installing sun protection requires written permission from the landlord.

Waste Disposal:

It is forbidden to place garbage bags on balconies or galleries, keep food outside, or throw food over the balcony, even to feed birds.

Hanging Items:

Knocking mats/rugs, hanging laundry, planters, or other objects outside the balconies is not allowed.

Mechanical Extraction Systems:

In homes with mechanical extraction, it is not allowed to connect extractor hoods with motors to the duct.

Window Frames:

Drilling or attaching items, such as name plates, to window frames is not permitted.



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.

✓ **Initial Reminder:**

You will be notified by the landlord about the breach of rules.

✓ **Charge for Damages:**

Any costs arising from non-compliance will be billed to the responsible party, as outlined in the rental agreement.

✓ **Repeated Violations:**

If the behavior is repeated, a formal meeting with the landlord will be scheduled to address the issue.

✓ **Legal Action:**

If the issue persists and no resolution is reached, the landlord may pursue legal action, which could result in termination of the lease. Any associated costs will be charged to the responsible individual.

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.

Useful Contact Information Maastricht

Police Station Maastricht

Phone Number: +31 900 8844 (non-emergency)

Emergency Number: 112

Address: Prins Bisschopsingel 53, 6212 AD Maastricht

Website: www.politie.nl

Maastricht Hospital (MUMC+)

Phone Number: +31 43 387 6543

Address: P. Debyelaan 25, 6229 HX Maastricht

Website: www.mumc.nl

General Practitioner Out-of-Hours Service (Huisartsenpost Maastricht)

Phone Number: +31 43 387 7777

Address: P. Debyelaan 25 (next to MUMC+), 6229 HX Maastricht

Website: www.huisartsenpostenlimburg.nl

Municipality of Maastricht

Phone Number: +31 43 350 4040

Email Address: gemeente@maastricht.nl

Address: Mosae Forum 10, 6211 DW Maastricht



Gemeente
Maastricht

The Waste Collection Levy (BSGW)

In Maastricht, every household contributes to the local waste collection through the waste collection levy (Afvalstoffenheffing), issued by BSGW. The bill usually goes to the person registered the longest at the address, but in shared or short-stay studios the cost should be divided fairly among tenants.

The bill typically arrives between late February and early March. If you have a MijnOverheid digital mailbox, you might see it there first.

You cannot object to the amount, but you can apply for a remission (kwijtschelding) to lower your payment. If you have limited savings and income, you may qualify. Applications can be done online or by post.

www.bsgw.nl/en

For step-by-step instructions and more information, check the municipality's finance page or contact BSGW directly.

Doorcodes

in our short stay buildings, we make use of readeasy doorcodes. With the app linked to your email address, you can access the doors you need during your stay. This is done via bluetooth, so no internet connection is required. These doors work on batteries. During your stay it is possible that you will get a warning to replace these batteries. Don't panic, your key will still work another week or two when you receive this message



To replace the batteries, you can unscrew the screw at the bottom of the lock and remove the cover. You will find 3 batteries on each side, you can replace these. These are AA batteries. In the office, we always have spare batteries you can come and get

If you have locked yourself out, we would like to ask you to have one of the other residents contact green housing if possible/during office hours. We can then give this resident temporary access to your studio to get back in.

If Green Housing is unreachable, you can call a locksmith. We recommend you call a local locksmith. Always ask the costs beforehand. A normal price in weekends and at night would be around 150 euros. These costs will always be the responsibility of the tenant!

Kitchen Equipment

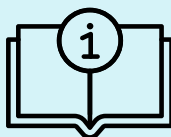
You can find all the manuals of the kitchen equipment here.

Here you will find the manuals of:

- The Dishwasher
- The Refrigerator
- The Cooking Plates
- The Microwave
- The Extractor Hood



<https://green-housing.nl/manuals/>



Storage Rooms

Each studio has its own storage room in the basement of the building. This storage room is for storing garbage bags, a bicycle or other items of no value.

It is highly recommended not to place valuables in the storage room! Green Housing is not responsible for theft or damage to items in or around the storage room(s)



**Only applies to studios
located at The Elements
(Akerstraat 16 - 18)**

Check-Out Instructions for Your Short Stay Studio

End of Rental Period: Below is the check-out checklist. Please inform us, as soon as possible, of your departure date and if you wish to use our cleaning service (€150).

Final Check-Out: Must be completed by 10:30 a.m. on your last rental day. There will be no physical check-out; simply close the door behind you. Early departure is allowed at any time; notifying us can expedite inspection and deposit return.

Key Return: Leave all keys (mailbox, storage, bike parking) on the kitchen counter.

Studio Inspection: All studios will be inspected. Issues found will be documented with photos, and related costs will be deducted from the deposit.

Studio Condition on Departure:

- Remove all personal items.
- Empty the fridge and freezer.
- Dispose of all trash.
- No dirty dishes left.
- Empty storage room and mailbox.
- Unregister from the address at the municipality.

If You Do Not Want To Use Our Cleaning Service (€150):

- Remove limescale from bathroom and kitchen.
- Thoroughly clean extractor, hobs, and oven.
- Vacuum and mop all floors.
- Clean and dust under the sofa and bed, including the carpet.
- Remove cobwebs.
- Clean all cabinets; do not leave hangers.
- Air out the apartment.
- Clean windows from the inside.

Report Any Issues: Notify us of any defects or damage via email before departure so we can account for them during inspection.



List of the 20 most important festivals and festive days in Maastricht

1. New Year's Day (January 1)
2. Carnival (February or March, depending on the year)
3. Maastricht International Film Festival Lumiere (early March)
4. Maastricht Art and Antiques Fair TEFAF (usually early April)
5. Kingsday (April 27)
6. Liberation Day (May 5)
7. Ascension Day (40 days after Easter, typically in May)
8. Whitsun / Pentecost (50 days after Easter, typically in May or June)
9. Maastricht Jazz Festival (mid-July)
10. The Dutch National Opera and Ballet Performances (dates vary, usually in summer)
11. Zomerparkfeest (typically mid-August)
12. preuvenemint (last weekend of August)
13. Halloween (October 31)
14. Sinterklaas Arrival (mid-November)
15. St. Martin's Day (November 11)
16. Start of the Carnival Season/ eleventh of the eleventh (November 11)
17. Festival of Light Maastricht (dates vary, usually in autumn)
18. Christmas Markets (late November to December)
19. Sinterklaas Eve (December 5)
20. Christmas (December 25)
21. New Year's Eve Celebration (December 31)



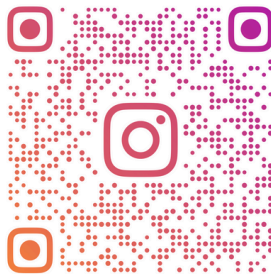
Follow Green Housing on Instagram!

We're excited to announce that Green Housing is on Instagram! 🎉 Follow us @greenhousing_maastricht for valuable tips and updates designed to make your stay as smooth as possible. This isn't just another social media channel—it's a practical resource for you!

Why should you follow us? Here's what you'll find:

- new offers
- important notices
- festive days information
- much more to come

By following us, you'll have all this helpful information right at your fingertips. Remember, we created this for you—to help make your stay at Green Housing as comfortable and convenient as possible.



GREENHOUSING_MAASTRICHT

Thank you for being part of the Green Housing community. We truly appreciate your support! ❤️

We'd Love to Hear from You!

At Green Housing, we're always striving to make your stay as comfortable and enjoyable as possible. If you've had a positive experience with us, we'd really appreciate it if you could take a moment to leave us a Google review! Your feedback helps us improve and lets others know what they can expect when staying with us.

Why leave a review?

Share your experience and help others find the perfect place to stay.

Tell us what you loved about your studio or your time at Green Housing.

Your thoughts are valuable to us and help us continue to improve.



MariiCM

Review van  Google



5/5 · 2 maanden geleden

I've lived in Maastricht for three years and moved three times during that time. I've heard countless stories from students who've had terrible experiences with...[Meer](#)



Abeer

Review van  Google



5/5 · 11 maanden geleden

During my time in Maastricht, Nicole Zeegers was incredibly helpful. I highly recommend Green Housing to anyone seeking the ideal accommodation in the city.



Konstantin

Review van  Google



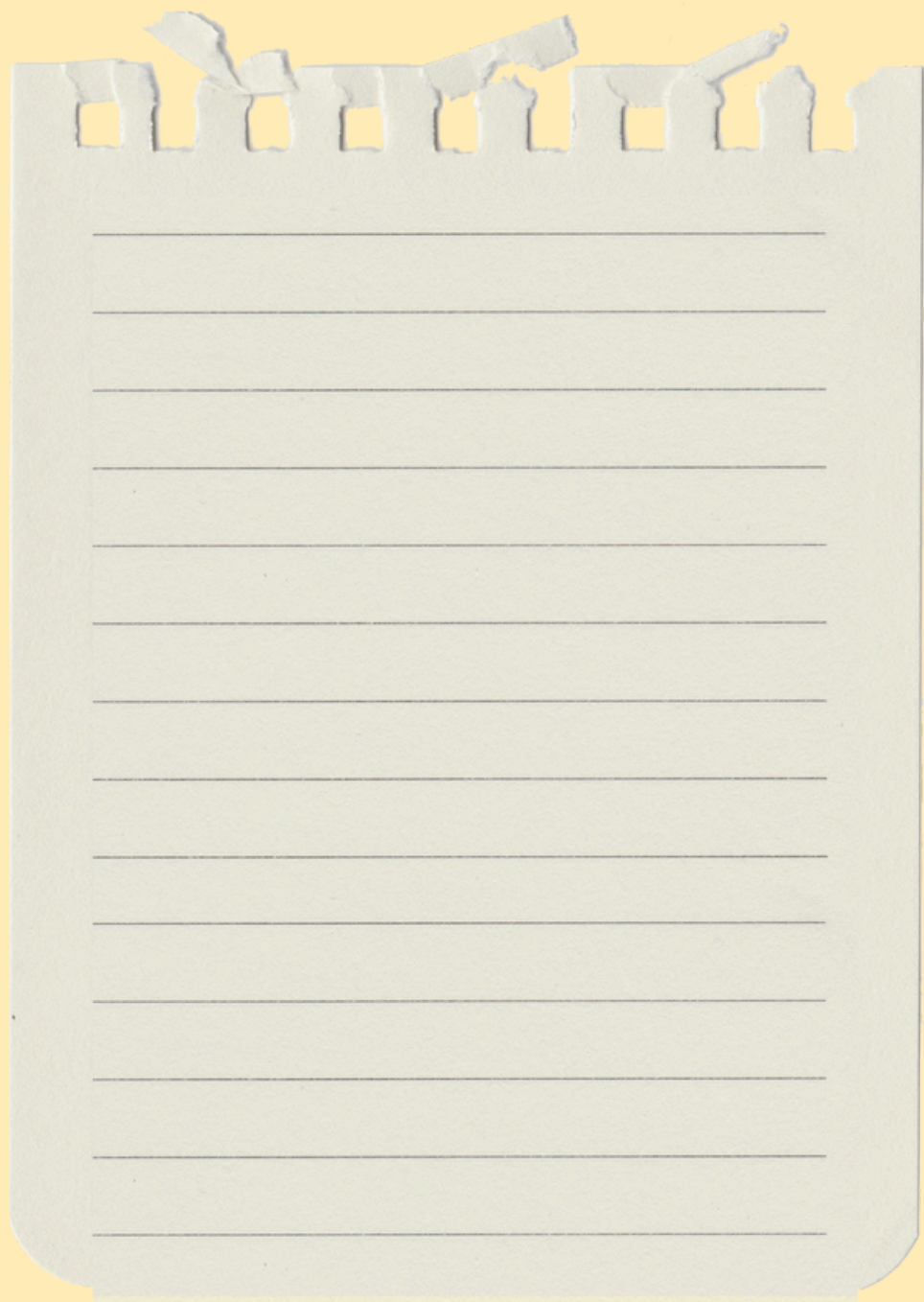
5/5 · 3 jaar geleden

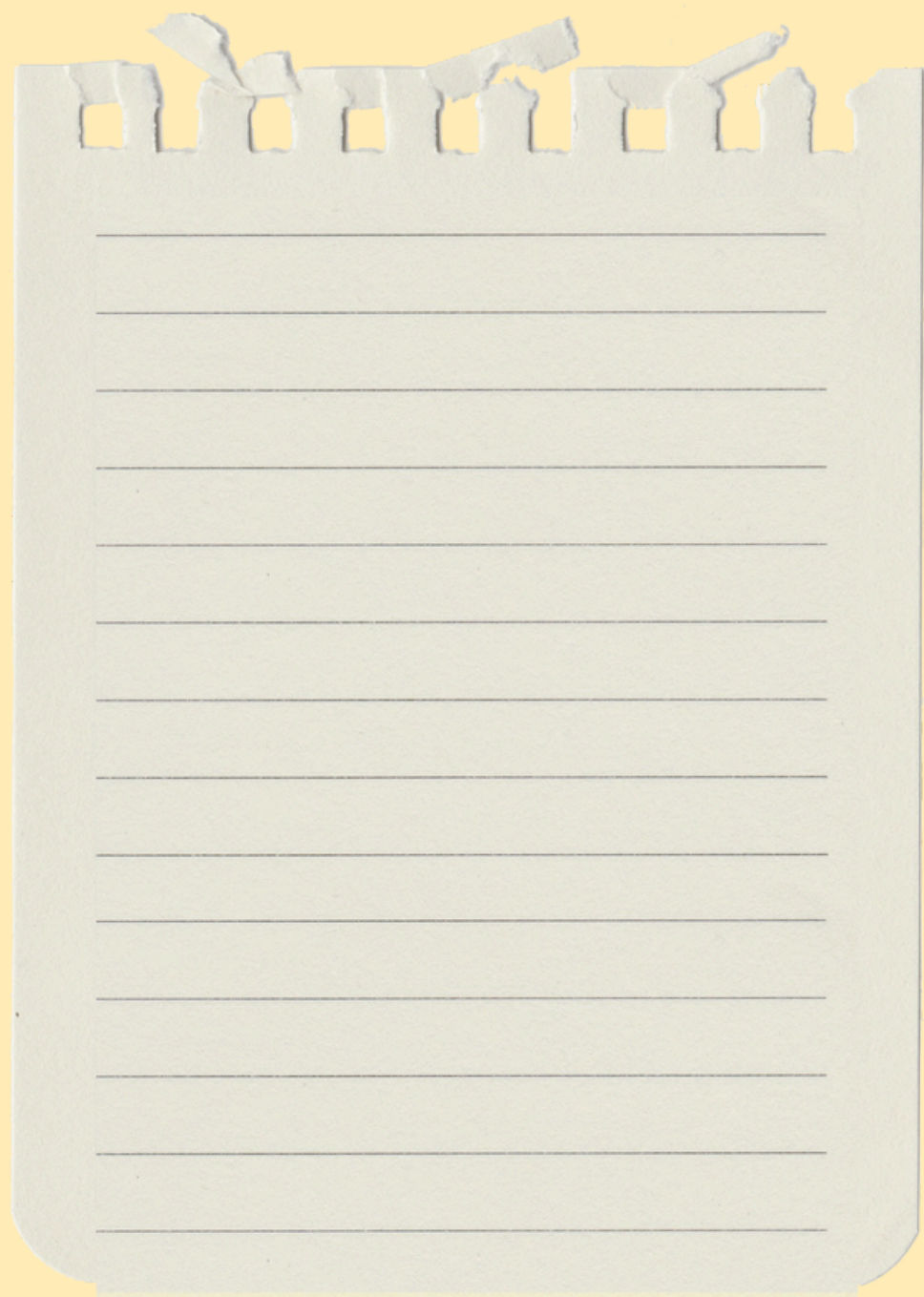
The experience of interaction with the company is the most positive. Green Housing helped me to quickly find an apartment in the student-saturated...[Meer](#)

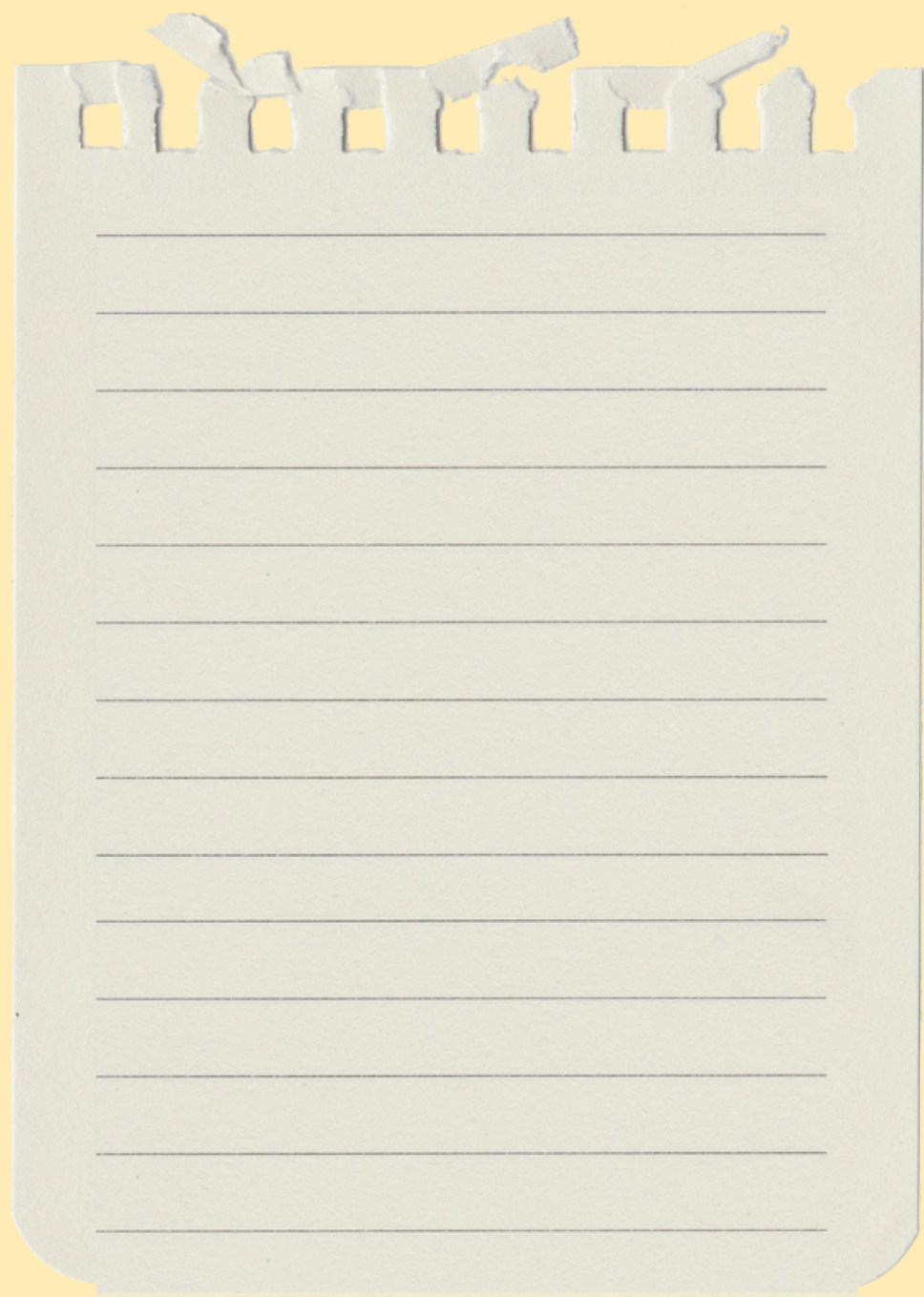
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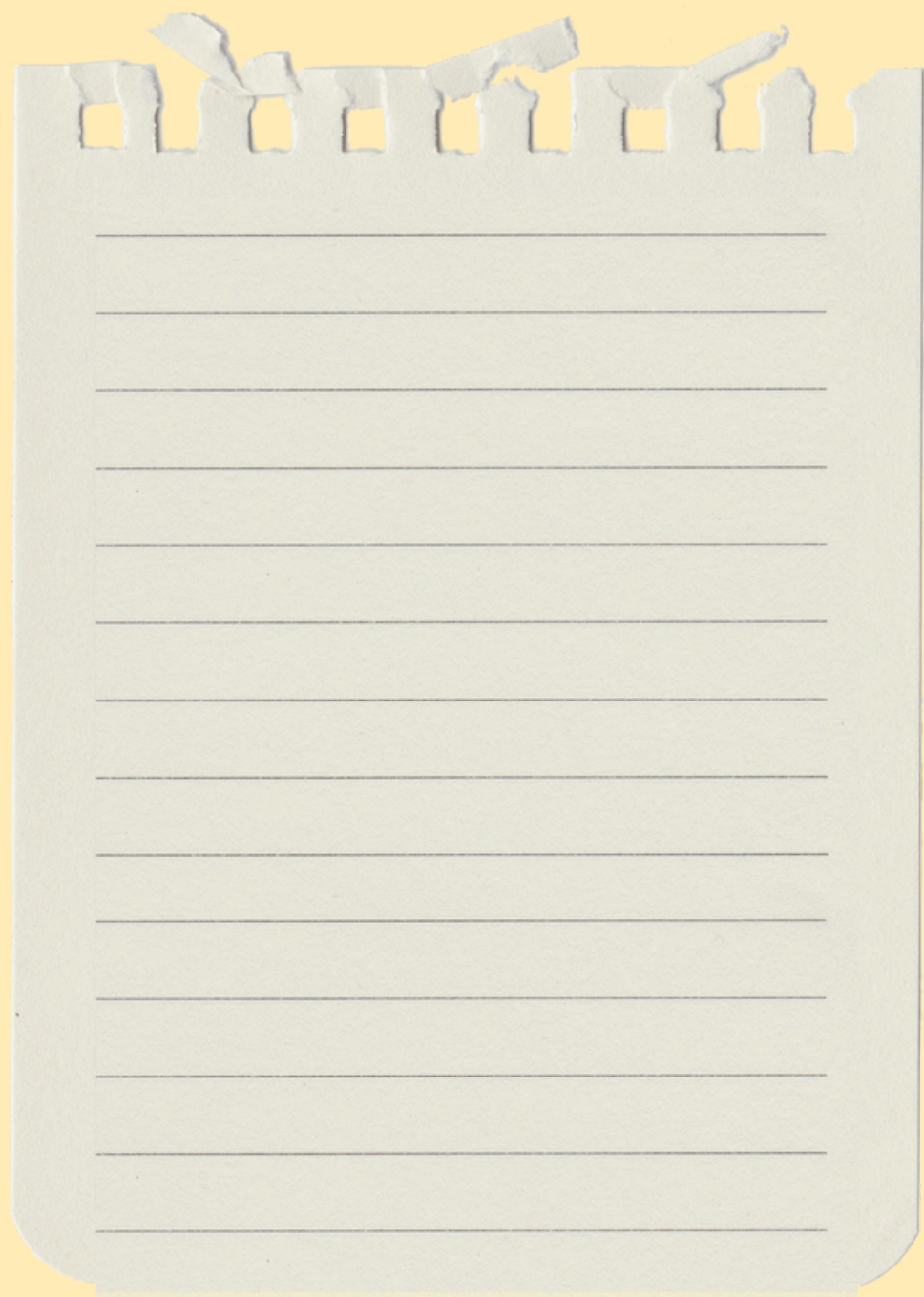
We value your feedback.

Leave your thoughts to
guide and inspire the next
tenant's stay.











Green Housing