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## Welcome to the Netherlands!

Vestide provides housing for students, international guests and other short-stayers who are studying in Eindhoven for a limited period of time. Are you a full-time student of the TU/e, Design Academy or Fontys? If so, you are eligible to rent housing through Vestide.

Vestide is the largest student housing provider in Eindhoven. We rent out more than 2,500 rooms and apartments close to the city centre, 800 of which are units specifically tailored to short-stayers. But Vestide offers more than housing alone. We aim to be a helpful and understanding landlord for the duration of your stay. It is important to us that the time spent living in your new room or apartment is a pleasant experience.

This brochure contains detailed information on rental options, your residence, cleaning, repairs and what to do if you have any complaints. If you still have questions after reading this brochure, please do not hesitate to contact us.

T +31(0)40-297 93 80  
E [info@vestide.nl](mailto:info@vestide.nl)  
W [www.vestide.nl](http://www.vestide.nl)  
Willemstraat 28, Eindhoven

Open: Monday-Friday from 9:00 a.m. to 5:00 p.m.

Vestide wishes you a very pleasant stay in Eindhoven!

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# 1. Rental Information

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## The keys!

You can pick up the keys to your residence at the *Woonwinkel* housing office, located at Willemstraat 28 in Eindhoven. Here you can sign the tenancy agreement and pay the first month's rent plus a deposit. Payment can be made in cash (euro's), using a debit card (PIN) or with your credit card. Do not forget to bring your passport or identity card.

## Contract

You will be asked to sign a tenancy agreement with Vestide for a fixed period of one year at most. The agreement cannot be terminated early. The tenancy agreement and General Terms and Conditions contain all rights and obligations of both the tenant and landlord.

Visit [www.vestide.nl](http://www.vestide.nl) to view a sample tenancy agreement for private and shared housing, as well as for downloads and brochures. The General Terms and Conditions of Tenancy can also be found on the website.

## All-in rent

The monthly rent is all-inclusive. This means that you will not receive additional bills for electricity, water, Internet, etc. What is included in the monthly rent? Gas, water, electricity, furnishings, bed linen, kitchen inventory, repair service, building maintenance, household contents insurance (note: applies to Vestide property only), glass insurance, taxes and the use of the Internet.

If you still receive a bill for your residence, submit it to Vestide.

## Payment & direct debit

You are required to pay your rent monthly in advance. Vestide must receive the rent by the first of the month\*. Rent can be paid in a number of ways:

- Direct debit.  
This requires that you authorise Vestide to debit the rent from your bank account. The authorisation form for direct debit payment can be obtained from the *Woonwinkel*.
- Manual payment transfer.  
Vestide will send you a giro payment slip every month that can be used to make the payment using online banking.
- Payment to the office.  
Rent can be paid in person at the *Woonwinkel* housing office. You can pay in cash, using a (Dutch) debit card (PIN) or credit card (Visa or MasterCard).

When transferring the rent, please use the following information:

Account number: 3408435  
In the name of: St. Woonbedrijf SWS.Hhvl  
Include your name, address and tenancy agreement number with every payment.

Payments made from a foreign bank require the following information:

IBAN: NL90INGB0003408435  
BIC: INGBNL2A

\*Different payment deadlines apply to exchange students. These deadlines are coordinated with the educational institute.

## Rent payment problems

If you do not pay your rent on time, you will be sent a payment reminder. If you pay your rent immediately after receiving this reminder, you will not encounter any problems. If you have problems paying your rent, contact us as quickly as possible. If you run up rent arrears and do not respond to payment requests, Vestide will call in a bailiff.



### **Insurance & healthcare**

Students are not automatically insured in the Netherlands. Immediately after arriving in the Netherlands, make sure to take out liability insurance, household contents insurance and healthcare insurance to avoid any problems. Tip: Inquire at your educational institute about the requirements.

Vestide is insured for its own property, but not for the personal property of tenants. Should something happen to your property due to, for example, theft or fire, you will need to have household contents insurance to receive compensation.

If you experience any health problems, you can visit a general practitioner. Vestide has had positive experiences with the following healthcare providers:

General Practitioner  
Dr. V.J.G.M. de Kort  
Weverstraat 1  
5612 CW Eindhoven  
T +31(0)40-243 82 15

Dentist  
Tandartsenpraktijk Weijland & Neuteboom (dental clinic)  
Botenlaan 82  
5652 CB Eindhoven  
T +31(0)40-251 45 27

Hospital  
Catharinaziekenhuis  
Michelangelolaan 2  
5623 EJ Eindhoven  
T +31(0)40-239 91 11

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## 2. Residence & Furnishings

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### Residence types

All residences offered by Vestide come completely furnished. We offer a choice of two types of residences: private and shared. A private residence comes with a private kitchen, bathroom and toilet. In a shared residence, all facilities are shared alike by tenants. This means that you share a living room, kitchen and/or bathroom and toilet with 3-5 persons from different countries and cultures. Men and women may also share the same housing unit. Naturally all tenants have a private bedroom.

Residences are allocated based on availability. You can indicate a preference for a private or shared residence as well as the maximum rent. Vestide will make every effort to meet your requests.

Every accommodation includes a bicycle shed, washing machine and Internet subscription.

### Furnishings

There are three types of furnishing options:

- **Standard:** your room is furnished with a bed, wardrobe, desk and chair. The common areas feature simple furnishings.
- **Standard plus:** your room is furnished with a bed, wardrobe, desk and comfortable chair. The common areas are fully furnished.
- **Standard deluxe:** your room is fully and comfortably furnished and includes a television. The common areas are furnished with deluxe amenities.

Every accommodation is fully furnished. Bed linen (fitted sheet, duvet and pillow) are included. The kitchen comes with all necessary cooking supplies, such as pots and pans, a refrigerator and a gas cooker. Cooking takes place on a gas or electric cook top. Every residence comes with its own crockery box that includes dishes, cutlery and glassware. All residences are clean on arrival. If you are renting a shared residence, the common areas may already be in use by your housemates when you move in.

We make every effort to ensure that your residence is completely in order by the time you arrive. However, it is possible that the furnishings are incomplete. We therefore ask that you check to make sure everything is present on your arrival using the inventory list.

Tip: Make sure to inform Vestide of any missing items immediately in order to avoid being charged for those items at the end of your stay.

### Guests

Friends and family are welcome to visit you and spend the night. However, there is a three night maximum stay limit. This rule is to prevent visitors from becoming permanent guests. Inform your housemates that you are receiving a guest so they know who is in the residence.

Animals and pets are never allowed in Vestide accommodations at any time.

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### 3. Cleaning & Waste Disposal

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#### Regular cleaning

If you have a private residence, cleaning is your responsibility. If you are sharing an accommodation with other students, cleaning is a shared responsibility. Vestide asks that you clean your accommodation regularly. This includes not only your own room, but also the kitchen, bathroom, toilet and living room.

All residences are clean and in good condition when tenants move in. We expect them to be kept clean and to be clean when you move out. Vestide conducts cleaning inspections on a regular basis. If the rooms do not meet our cleaning standards, we will call in a cleaning company and all cleaning costs will be charged to the tenants. The same applies when moving out of the residence.

Tip: Make sure to clean regularly to avoid unnecessary build-up.

#### Cleaning products

Cleaning products such as all-purpose cleaner, washing-up liquid and toilet cleaner can be bought in any supermarket. All accommodations are furnished with a vacuum cleaner. Vacuum cleaner bags - for example - can be purchased at Blokker or Hema.

Tip: draw up a cleaning schedule with your housemates and stick to it. Do not be afraid to talk to a housemate about a failure to follow the schedule. Remember that cleaning is a shared responsibility!

#### To-do list

To make cleaning easier, Vestide has drawn up a list of cleaning tasks:

- Clean furniture using a damp cloth.
- Vacuum or mop the floor, also under and behind furniture.
- Remove waste from your room and empty all rubbish bins.
- Clean the shower, toilet and washbasin, as well as the floor and wall tiles.
- Keep the ventilation grids and drains clean.
- Do not leave leftovers lying around.
- Keep the cooking ring clean. Clean the work top, kitchen cabinets and refrigerator.
- Clean the washing machine.
- Do not use the common areas, storerooms and balconies as storage areas; make sure all passageways are free of obstacles.
- Hang decorations in the designated locations.

Tip: Do not adhere stickers to tiles, doors or walls, as these are difficult to remove and often leave behind glue or cause surface damage.

#### Waste instructions

In the Netherlands, waste is often disposed of separately as household waste, paper, glass, plastic and bulky waste.

##### *Household waste*

It is important to dispose of household waste in the proper manner. You are obliged to use special (grey) rubbish bags, which can be bought in any supermarket. Larger complexes will have a container area where you can dispose of rubbish bags in containers. If your residence has an underground container, Vestide will provide you with a special pass for opening the container.

Not all residential complexes have a container area. Instead, rubbish bags are placed on the kerb on the day that waste is picked up by the municipality. These set pick-up days are different in every neighbourhood. A waste pick-up schedule for every accommodation can be obtained by calling the Municipality of Eindhoven at +31(0)40-2386000.

### *Paper*

There is a separate (blue) container for paper disposal available in the complex. Some complexes also have self-extinguishing paper containers near the letterboxes. The container is emptied weekly. If your accommodation does not have a blue container, you can place waste paper in cardboard boxes on the kerb. The rules for household waste disposal also apply to paper disposal.

### *Glass/plastic*

Empty glasses, jars and wine bottles should be disposed of in the bottle bank. These large dark green containers are often located next to supermarkets. Many plastic soft drink bottles and beer bottles are returnables. They can be returned to the supermarket to receive back your deposit. All other plastic waste can be disposed of as household waste.

### *Bulky household waste*

Waste that does not fit into a rubbish bag or the container is considered bulky waste. All residents of Eindhoven receive a *stadspas* (city pass) that can be used to dispose of bulky household waste free of charge at the waste recycling centre. Waste recycling centres can be found at Esperheid 1, Gabriel Metsulaan 5b and Lodewijkstraat 7. Call CURE at +31(0)40-238 60 00 for more information.

If you have any questions on waste separation, contact one of our client managers by phone at +31(0)40-297 93 80 or visit the *Woonwinkel*.

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## 4. Repairs & Maintenance

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### Submitting a repair request

Do you have a door that jams, a broken electric outlet, a leaky tap or a broken window? You can submit a [repair request](#) through the Vestide website. A repairman will contact you within two working days to schedule a repair. You can also call Vestide and schedule a repair directly. There is no charge for repair unless the damage was caused intentionally by a tenant.

Do you have a burned-out light bulb? Vestide provides two extra light bulbs. If additional bulbs are needed, you can purchase new ones at any supermarket.

### Specific types of repairs

For certain types of repairs, you can contact the relevant repair company directly:

- Broken windows Verbo T +31(0)40-245 56 55
- Clogged drain C.O.R. T +31(0)40-283 60 43
- Internet the phone number for the provider will be provided on signing your tenancy agreement.
- Central heating problems the phone number for the repairman is stated on the central heating boiler.
- Lift problems the phone number for the repairman is stated in the lift.

We are available 24 hours a day for urgent repairs at +31(0)40-297 93 80.

### Lost key

In the event that you lose the key to your residence, inform Vestide as quickly as possible. It is not possible to have extra keys made, but you can buy a new key for €13 (each) at the Vestide *Woonwinkel*. Remember to bring your passport or identity card with you when buying a new key.

Tip: Do not place an address label on your keys. If someone finds them, they will know where you live.

If you lose your key outside of office hours, call Vestide at +31(0)40-297 93 80. The contractor will contact you within two hours to replace the cylinder or to let you into the accommodation. You will be charged a fee of €125,- for this service. If the lock becomes damaged or broken at no fault of your own, Vestide will pay this fee.

Tip: If you accidentally lock yourself out, first try to contact one of your housemates to let you in.

### Maintenance

The common areas (stairwells, walkways, lifts, etc.) of the complex are cleaned professionally by Vestide.

Large-scale maintenance to our complex will be stated at [www.vestide.nl](http://www.vestide.nl). Go to [maintenance at my residence](#) and enter your details to view all relevant information on any scheduled maintenance work.

### Do-it-yourself

It is important to us that the time spent living in your new residence is a pleasant experience. Since you are renting a fully furnished residence for a period of up to one year, the number of changes that you can make is limited.

- You are free to hang up paintings or posters. Use hanging systems or picture moulding that is already on the wall. Are the walls not already fitted with these? Use special poster adhesive strips, which can be bought at the supermarket or hardware store.
- Do not adhere stickers or tape to the wood of the kitchen cabinets, window or doorframes or walls. The use of thumbtacks and nails is not permitted on walls or in door or window frames.
- You are not permitted to paint your room.
- You may rearrange the furniture, with the exception of furniture that is attached to the wall for stability purposes.
- A dish antenna may not be installed.

- You are allowed to keep a microwave or TV in your room, but you are responsible for removing it when moving out.

Tip:

If you have any doubts about changes, contact your district or area manager at +31(0)40-297 93 80.

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## 5. Energy & Safety

*[power consumption](#) | [burglary](#) | [fire safety](#) | [damage](#)*

### Power consumption

Everyone is aware of the importance of energy conservation. Vestide has put together a number of tips for limiting power consumption:

#### Heating

- Switch off the heating when leaving the residence.
- Lower the heating an hour before going to bed.
- Do not place furniture in front of or against the radiators.
- Close the curtains in the evening and at night.
- Wear warm clothing and shoes indoors during the winter.

#### Ventilation

- Daily airing of the residence is not a waste of energy.
- Open the windows briefly every day.
- Always keep the ventilation grids open.
- Air out the room after showering or when cooking.

#### Electricity

- Switch off all lights when you leave a room.
- Do not leave appliances on stand-by, but switch them off completely.
- Wash laundry at a low temperature and do a full load.

#### Cooking & cooling

- Use lids on pans when cooking.
- Defrost frozen food before heating.
- Allow food to cool down before placing it in the refrigerator.
- Do not set the refrigerator to colder than 4°C.
- Do not place the refrigerator next to a radiator.
- When not using the refrigerator for a longer period of time, switch it off and leave the door open.

### Prevent burglary

Vestide makes every effort to guarantee safety in and around the building. But we need everyone's cooperation to do so. The following tips will help keep out burglars.

- Close all windows and doors properly.
- Do not allow strangers into the building.
- Pay attention to anyone who enters the building together with you.
- Always lock your bicycle.
- Do not place items in front of the (main) door to hold it open.
- Inform your housemates if you are going on holiday or will be away for a longer period of time.
- Have your housemates empty your letterbox if you are away for several days.
- Do not leave valuables where they can be seen; keep them in your private room.

Tip: If you become suspicious about someone who wants to enter the building, ask to see proof of identity. If you encounter a problem, cry for help or call the police at 0900-8844.

### Fire safety

What should you do if fire breaks out? Try to extinguish the fire as quickly as possible. Warn your housemates and the district manager immediately. Are you unable to put out the fire? Call the emergency number immediately: 112.

Fire safety in buildings is extremely important. Dutch fire safety requirements must meet strict standards. The fire brigade conducts regular inspections, also inside Vestide buildings. Naturally our buildings meet all fire safety requirements. That is why you will find smoke detectors, fire alarm systems, escape routes and extinguishers in all buildings.

We also ask for your cooperation in keeping your residence and building safe from fire:

- Make sure that escape routes are always unobstructed. The escape routes are indicated in the escape plans, on the notice boards and in the common areas.
- Keep fire doors closed. Never block doors with a door spring, as they will no longer be fire-resistant.
- Never use public areas for storing waste, bicycles, furniture or other items.
- Place your bicycle in the bicycle shed. If there is no shed in your building, place your bicycle in the bicycle rack. Your bicycle should not be placed anywhere else in the building. Do not use the bicycle shed to store waste or paper.
- If an emergency lighting lamp needs replacing, inform Vestide.
- Always report any fires to Vestide, regardless of size. This enables us to further strengthen our fire safety measures.
- Do you have a housemate who disregards fire safety or other rules? Talk to him or her about it! After all, this affects your own personal safety.

We must rigidly enforce all rules. Fire safety precautions are in everyone's interest. That is why we carry out regular inspections of escape routes, etc.

### **Damage**

If damage has occurred as a result of burglary or fire, always inform the police and Vestide. The general phone number for the police in the Netherlands is 0900-8844. Do not start cleaning up until the police or Vestide has inspected the damage. Was your personal property damaged? Remember to inform your theft insurer.

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## 6. Moving Out

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### End of the rent period

Towards the end of your rent period, you will need to take care of a number of matters. Vestide will provide as much assistance as possible.

### Final date of tenancy agreement

First check to make sure the final date of your tenancy agreement corresponds to the date on which you are moving out. Is your move-out date earlier? Inform Vestide so that we can schedule the (final) inspection in time.

### Payment of last rent period

Make sure your final rent is paid before moving out. You are required to pay rent through the date stated in your tenancy agreement. Please note: you cannot use the deposit as your final rent payment!

### Pre-inspection

A Vestide staff member will visit your residence to discuss what needs to be done before the end of your tenancy agreement. A pre-inspection form will be completed that will also be used during the final inspection. Pre-inspections take place on weekdays between 9:00 a.m. and 5:00 p.m.

### Final inspection

The final inspection takes place on the day of your departure. We check to make sure your room and all common areas are in good order, collect all keys and draw up a final inspection report. If there is damage to any property or items are missing, you will be charged. The amount owed will be deducted from your deposit. If a key is missing, you will also be required to pay a fee (€13 per key).

Tip: the final inspection always takes place on a weekday between 9:00 a.m. and 5:00 p.m. Keep this in mind when booking a return flight home.

### Guidelines

You are expected to leave your room and all common areas clean and in good shape. A number of guidelines have been drawn up to assist you:

- Make sure all of your personal belongings are packed.
- Remove any items that you personally added to your room or the common areas.
- Remove all waste from your room and the common areas.
- Bed linen (fitted sheet, duvet and pillow) may be taken with you.
- Doors, frames and windows must be undamaged.
- Posters must be removed without leaving behind any damage.
- The inventory belonging to your room must be complete and undamaged.
- The contents of the crockery box must be complete, clean and in good condition.
- The inventory of the common areas must be complete, clean and in good condition. Clean all dishes.
- Clean your room and all common areas according to the to-do list in Chapter 3. All rooms in the entire accommodation must be clear of any dirt, dust, spider webs and stains.
- Remember to clean the bicycle shed, garden or balcony.

Tip: Do not forget to have your name removed from the Municipality of Eindhoven registry before departing.

Tip: Are you staying in Eindhoven? Remember to inform all relevant organisations of your new (postal) address.

### **Deposit return**

The deposit that you paid at the start of your rent period will be returned to you either in full or in part (cash) at the end of your rent period. Any damage detected during the final inspection will be deducted from the deposit. After the final inspection, you will receive a form stating the condition of your residence on moving out. Take this form with you to the *Woonwinkel* at Willemstraat 28 to retrieve your deposit (cash). Remember to bring proof of identity. Are you unable to pick up the deposit before leaving? Vestide can pay the amount into a (foreign) bank account if necessary. Make sure to provide the following information:

- Your (new) address.
- The name of your bank.
- Your bank account number.
- Your International Bank Account Number (IBAN) number.
- The BIC/SWIFT code for your bank.

Tip: Provide Vestide with your new address and e-mail information to ensure that we send the final settlement to the proper address.

### **Moving & new tenancy agreement**

Would you like to stay longer in Eindhoven and are you a student of the TU/e or Design Academy? If so, you can request a new tenancy agreement. This request must be received by Vestide at least six weeks prior to the final date of your current agreement. Make sure to include a statement from your educational institute that you are still studying in Eindhoven. You will receive a letter from us stating whether or not your request has been approved and, if relevant, inviting you to sign a new tenancy agreement.

The new tenancy agreement is again valid for a set period of one year at most, cannot be terminated early and may entail a higher rent. See the Vestide website for all [moving and new tenancy agreement guidelines](#).

Tip: Would you like to continue studying and living in the Netherlands? [Register as quickly as possible as a person seeking housing](#) with Vestide. Residences are allocated based on availability and accrued registration time.

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## 7. Complaints

[nuisance](#) | [neighbourhood manager](#) | [Complaints](#)

### **Nuisance**

You are living together with other people in a building and neighbourhood. That means that you will sometimes hear sounds from other residents. Be considerate of each other and do not make any noise between 10:00 p.m. and 8:00 a.m. If you experience any nuisance, try talking to the person in question first and together arrive at a solution.

If this is not possible, Vestide can assist you. Together we will look at the problem and try to find a solution that suits both parties. If the problem concerns a threat, violence or vandalism, contact the police immediately. The general number is 0900-8844 or, in the event of an emergency, call 112.

### **Neighbourhood manager**

Good housing is about more than just having a roof over your head. Vestide feels strongly about you feeling at home. That is why we maintain contact with our tenants. We wish to be available and easily recognisable. If you have any questions, stop by the *Woonwinkel*. Vestide also has neighbourhood managers, who act as the eyes and ears of our organisation in the neighbourhood.

The neighbourhood manager is the first point of contact for a neighbourhood or building. He or she oversees the cleaning schedule, fire safety and talks to tenants about the appearance of the building.

Vestide neighbourhood managers can be reached at +31(0)40-297 93 80. You can also talk to them directly if you see them in your building.

### **Complaints**

Vestide feels very strongly about customer satisfaction. Nonetheless, it is possible that you are not completely satisfied with the maintenance of your residence or have experienced nuisance problems for a longer period and feel that nothing has been done to remedy the situation. Contact Vestide first to discuss your complaint. We are open to hearing about your problems. You can contact us by phone or e-mail or visit the *Woonwinkel*.

If you feel that Vestide is not dealing with your complaint properly or sufficiently, you can contact the Complaints Committee. The easiest way to do this is to fill out a [complaint form](#) through [www.vestide.nl](http://www.vestide.nl). Include any correspondence with Vestide regarding your complaint. You can also pick up a complaint form at the *Woonwinkel*. The complaint handling process is described at our website.

The Vestide Complaints Committee is an independent organisation. It is preferable that you submit your complaint using the Vestide website. You can also submit your complaint in writing to:

Secretariaat Klachtencommissie WOONBEDRIJF

Antwoordnummer 10191

5600 VB Eindhoven

T: +31(0)40-243 43 43

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## 8. Addresses & Phone Numbers

### Vestide

Vestide, Student Housing  
A division of the Stichting Woonbedrijf SWS.Hhvl  
Postbus 280  
5600 AG Eindhoven

T +31(0)40-297 93 80  
E info@vestide.nl  
W www.vestide.nl

*Woonwinkel* Vestide:  
Willemstraat 28, Eindhoven  
Open: Monday-Friday from 9:00 a.m. to 5:00 p.m.

Vestide can be reached by phone at  
+31(0)40-297 93 80  
Monday-Friday from 8:00 a.m. to 5:00 p.m.

### Healthcare & emergencies

Emergency number 112 Ambulance, police, fire brigade  
Only to be used in the event of an emergency.

Police 0900-88 44  
*Central Police Station*  
Mathildelaan 4  
5611 BL Eindhoven

General Practitioner T +31(0)40-243 82 15

GP out-of-hours surgery T 0900-88 61 Outside of regular hours

Dentist T +31(0)40-251 45 27

Hospital T +31(0)40-239 91 11

### Repairs

Emergency number T +31(0)40- 297 93 80 Urgent repairs, 24 hours a day

Broken windows T +31(0)40-245 56 55

Clogged drain T +31(0)40-283 60 43

Lift the phone number for the repairman is stated in the lift

Central Heating Boiler the phone number for the repairman is stated on the central heating boiler

Internet the phone number for the provider will be provided on signing your tenancy agreement

### Complaints

Complaints Committee T +31(0)40-297 93 80  
*Postal address*  
Antwoordnummer 10191  
5600 VB Eindhoven

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