



Welcome!

We are pleased to welcome you as a tenant of our Short Stay Facilities. As part of our efforts to make your stay as pleasant as possible, we kindly request that you read the following information as well as your lease agreement carefully.

Technical Matters: Residence Assistants (RAs) and Caretakers

Technical emergency?

- › Please contact the Residence Assistant (RA) of your building. The telephone number and address are posted in your building.
- › Please note: Not all buildings have an RA, in which case you should contact the Caretaker during office hours. In case of a technical emergency outside office hours, please call: 020 621 43 33 and press 1 when the recorded voice stops speaking.
- › If you live at Jacob van Arteveldestraat (Foyer), please call: 020 613 62 65.

In case of an accident/fire/serious emergency, call the national emergency number: 112.



Head office - De Key Short Stay Facilities

Address:
Hoogte Kadijk 179
1018 BK Amsterdam

T 020 621 46 51
F 020 621 43 22
shortstay@dekey.nl
www.shortstay.dekey.nl

Opening hours

Monday - Friday 08:30 - 16:30

Opening hours of the Payment Desk

Monday - Thursday 08:30 - 16:30
Friday 08:30 - 12:30

If you contact us, please mention your surname, address or eleven-digit reference number.



Short Stay Facilities House Regulations



For the well-being of all residents, please observe the following policies and house rules:

Arrival in your room

- › Please check the inventory list that has been enclosed with your lease agreement. Please make sure you inform the Caretaker of any missing or damaged items by filling out the form within two weeks after your arrival.

Rooms/apartments

- › If you find it necessary during the year to have repairs made to your room or common areas, please contact your Residence Assistant (RA) or Caretaker, who will arrange for the work to be carried out by the professional maintenance team.

- › Pets are not allowed.

- › Furniture may not be moved from one room to another. All fittings in the room and in other spaces are to remain in place.

- › It is prohibited to put any extra furnishings coming from the street in your room or anywhere else in the building, due to the risk of household pests such as mice, bugs and cockroaches. Please note that De Key Short Stay Facilities will take care of pest control, but will not cover additional costs.

- › Potential fire hazards, such as electrical appliances, are not allowed in your room. These also include refrigerators, rice cookers, electric radiators, etc. We do allow a radio/CD player, TV, computer and shaver, providing the electric cords stay within the room.

- › The Caretaker reserves the right to inspect your room at any time during your stay.

- › Due to the fire department and noise regulations, it is prohibited to have parties, either in your own room or in common rooms without the permission of the RA/Caretaker.

- › Comfortable dorm living requires common sense, sensitivity and consideration of others.

- › Silence must be observed between 22:00 and 08:00.

- › Although we want you to feel at home in your room, no painting or decorating of a permanent nature is

permitted in the rooms. It is not allowed to use tape or other adhesives that leave permanent marks on painted walls. Students will be held liable and fined for all damage done to rooms or furniture and for all other acts that damage or deface the premises.

- › A vacuum cleaner for common use is at your disposal. Please return it directly after use, so that others can use it as well.

Subletting

- › It is strictly forbidden to sublet the leased accommodation. If you suspect illegal tenancy on the premises, we urge you to report this to De Key.

Visitors

- › Visitors are allowed to stay with you for up to one week, as long as you inform De Key in advance about the expected arrival and departure dates and the number of guests (max 2). If you share a room, you must provide us with written permission from your roommate.

- › We do not provide extra mattresses.

Sharing a room

- › Please bear in mind that you might not have the same habits as your roommate. If you respect each other you will find that having a roommate can be really fun.

Smoking

- › Smoking is not allowed in the communal areas such as the kitchen, hallways, corridor, bathroom, laundry room, etc. You are allowed to smoke in your own single room.

Keys

- › You are responsible for your keys and you are not allowed to let other people use them or make duplicates.

- › If you have lost or damaged a key, the Caretaker will provide you with a new one. The cost of a new key can run up to a €50 or even more if the lock needs to be replaced as well.

- › If you lose your keys outside office hours, contact the RA or ask friends if you can stay with them until the office of De Key is open again. Since the keys need to be certified, please try to avoid calling a locksmith.

- › Do not leave keys in hiding places or record your address on your key ring.

Stolen property

- › In the event of theft, contact your RA or Caretaker immediately. After that, please contact the police to inform them about your stolen property. Since Short Stay Facilities is not responsible for lost, stolen or damaged property, we request that you take out personal property insurance. Please take a look at our website www.shortstay.dekey.nl. The best insurance, however, is to keep your doors and windows locked.

Doors

- › For your own safety, all doors need to be closed at all times.

- › Never allow somebody you don't know to enter the building or your own room.

Fire regulations

- › Familiarize yourself with the nearest exit and emergency exit. Locate the extinguishers, fire alarms and phones.

- › Emergency fire doors and exits should not be blocked on either side by furniture or other obstructions. Occupants are not allowed to place objects on outside windowsills, ledges or fire escapes.

- › In case of a fire, call 112. Never use the elevators in the event of a fire! If there is smoke, stay low to the ground and use the walls to find your way out.

- › The fire alarm, fire extinguishers and emergency exits are only to be used in case of an emergency. Misuse will be fined and reported to the police.

Corridors

- › There must be a clear passage at all times. The corridors serve as escape routes, so blocking them will be dangerous in case of fire.

- › Therefore any bikes, furniture or other objects found in the hallways will be removed at your cost.

Noise nuisance

- › Please bear in mind that tenants or neighbours may be disturbed by loud music or other noise. Loud noise is not allowed after 22:00.

- › Also please note that the corridors can be noisy.

Windows

- › Please close all windows when you leave your room, as strong winds, rain or intruders might cause damage. If windows are left open and damage occurs as a result, all costs will be for the tenant.

Roof

- › It is not permitted to use the roof, unless it is part of the emergency plan.

Garbage

- › Garbage is to be deposited in the containers, or outside on the pavement on the allocated days.

- › Empty bottles for which you have paid a deposit ('statiegeld') are to be returned to the store. Other glassware is to be deposited in one of the glass recycling containers on the street.

- › Paper needs to be thrown away in the paper bin.

Communal areas

- › Tenants are jointly responsible for cleaning the communal kitchens, rooms, showers and toilets. Failure to do so will result in De Key hiring a professional cleaning company and recovering the costs from the tenants.

- › The hallway, entrance and staircases of most buildings are cleaned by a cleaning company.

- › The furniture in the common areas is to remain there and personal belongings should be removed when you leave a common area.

Kitchens

- › Do not leave food unattended while cooking and make sure that the appliances are turned off again when you leave the kitchen.

- › Please keep the kitchen clean and hygienic. Food should be kept in sealed containers marked with your name. Respect other people's property and do not use someone else's food or kitchen utensils without their permission.

- › Please do not throw grease, oil or leftovers down the kitchen sink or toilet. This will obstruct the drainage. Any costs for unblocking the drains as a result of this will be at the tenant's expense.

Laundry

- › Washing and drying facilities are available on all premises. This facility is included in the rent, except at Rode Kruislaan and Bergwijkdreef.

Internet

- › Wired: Rode Kruislaan, Prins Hendrikkade, Sarphatistraat, Funenpark, Bickerswerf, Grote Bickersstraat (Narwal), Gevleweg, Prinsengracht, Weesperstraat, Meer en Vaart (the internet is 'Plug and Play').

If you are unable to establish a connection, please check your configurations before contacting the Caretaker on 020 621 43 33.

- › Wireless: Plantage Muidergracht and Foyer (Jacob van Arteveldestraat). You will receive a username and password from ICT0031. Contact 020 330 44 11 or helpdesk@0031ICT.nl

- › No internet connection: Hoogte Kadijk and Westermarkt.

- › The internet connection will be disconnected immediately if we suspect illegal activities, a virus or misuse.

- › Setting up your laptop, PC, router or modem to function as a server is strictly forbidden. This will cause other users to connect to your server instead of ours. Any disruptions or costs as a result of this will be at your expense and you will be fined a sum of €250.

Post

- › Please check your mailbox regularly. Any post addressed to previous tenants can be returned to the sender by writing 'retour afzender' on the envelope and depositing it in any TNT post box on the street.

- › If a package is too large for your mailbox and you are not at home, TNT will leave a note for you to pick it up at the post office.

Payment of rent

- › Monthly payments must be made in advance, before the first day of every month.

- › Please transfer the money to ING account number 13.81.40 of Woonstichting De Key, Hoogte Kadijk 179, Amsterdam. Don't forget to mention your surname, address, room number and eleven-digit reference number.

- › Payments made via a foreign bank account will need the following codes: IBAN NL 22 INGB 0000138140, BIC/SWIFT code ING BNL 2A.

- › For cash payments, please visit the GWK Traveler bank (at Amsterdam Central Station). It is not possible to pay in cash at our office.

- › If paying from a Dutch bank account, you can ask your bank to automatically transfer the rent to Short Stay each month via an 'automatische incasso'.

- › If the rent is not paid in full and on time, we will be forced to deny you access to your room.

Departure

- › At the end of your lease date, the Caretaker or RA will stop by your room to carry out a final inspection of your room and collect the keys from you. He/she will fill in a report. Please come by our office with this report and your passport and we will make the final calculation. De Key's SSF office will send this calculation to the GWK Traveler and you can pick up your deposit when you leave. Of course, if everything is in good order, you can pick up the full amount of the deposit at the Traveler agency at the Central Station in Amsterdam. If you leave at an earlier date/time, make sure you contact the Caretaker or RA to arrange an appointment. (Contact details can be found on our website or the last page of your lease agreement). If you leave during a weekend or holiday or outside office hours, the Caretaker will not be able to carry out the final inspection in your presence. If the Caretaker or RA finds shortcomings after your departure, you will be charged for the costs.

- › Three weeks before your lease expires, we will send you a letter with instructions on how to check out.

- › Check-out time is at 12:00 on the last day of your lease agreement.

- › Do not forget to leave the keys! You can drop the keys off (in the brown envelope) in the mailbox of the RA or Caretaker or give them the keys personally.

- › The room needs to be left behind clean, empty and in a good condition. Damages or losses will be deducted from your deposit.

- › The decision of the Caretaker concerning the state of your room is final. The Short Stay staff will not enter into any discussions about costs or damages.

Please note: The Caretakers and Residence Assistants are allowed to take action on behalf of the UvA or De Key when the house rules of De Key Short Stay Facilities are violated.