

**Information
for tenants**





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1. Welcome

Congratulations on your new home and welcome to Stadswonen Rotterdam!

Stadswonen Rotterdam

Stadswonen Rotterdam is the largest provider of housing for students in Rotterdam. We offer over 6,000 rooms, studios and apartments. Our buildings are located in and around the centre and near to educational establishments and public transport.

We also consider your needs after you leave full-time education. Everyone who rents from us and goes on to get a job after leaving college has the opportunity to move to our apartments, which are just right for young working people. In this way, we support our tenants who want to continue living in Rotterdam after their studies.

A division of Woonstad Rotterdam

Stadswonen Rotterdam is part of Woonstad Rotterdam, the city's largest housing association. Which is good for us and good for you! Because it means we have more to offer to meet your wants and needs when it comes to housing, buildings and neighbourhoods.

2. Stichting Huurdersbelang Stadswonen

Stichting Huurdersbelang Stadswonen Rotterdam (SHS) represents the interests of the tenants of Stadswonen Rotterdam. As tenants' organisation, they regularly meet with our management board to discuss what is going well and what could be improved.

3. Tenant representation

To reach agreements that result in an optimal living climate, tenant representatives maintain communications between

tenants and Stadswonen Rotterdam. Please also refer to the Management Regulations on our website.

Residents' committee

All of Stadswonen Rotterdam's large residential buildings have their own residents' committee. A residents' committee consists of four to ten people who are resident in the building, who represent it and all those who live in it. They look after all their co-tenants' interests and ensure that agreements between them and Stadswonen Rotterdam are adhered to.

The residents' committee convenes at least eight times a year to discuss the state of affairs in the following focus areas:

- Nomination of new tenants;
- Review of current service charges and the state of the different funds;
- The organisation of walk-in consultations, handling and settlement of social issues in the building, maintenance and repair requests and other questions;
- Monitoring and maintaining a positive residential and study environment. In other words: the residential building needs to be kept clean, in proper order and safe.

The manager

The chairperson of the residents' committee manages the building and, in many cases, acts as the link between tenant and rental company. This manager is the point of contact for the property, so if there is anything in your building you're not happy with or you have questions about, just get in touch with them. This management role is always undertaken by someone who is, themselves, resident in one of our buildings. Which is ideal, because he or she understands exactly what it's all about and what is necessary to make everything good.

Nestor

Smaller buildings rented to members of study and student associations which do not have a residents' committee often

have a nestor instead. A nestor is a kind of ‘guardian’ for the building who voluntarily takes responsibility for arranging various things for the residents and maintains contact with us.

Tenant team

For residential buildings that operate outside of the management structure, residents are represented by a tenant team. Stadswonen Rotterdam supports tenant teams with a periodic financial contribution, the provision of information and assistance with communication.

4. Rental agreement and Terms and Conditions

The rental agreement you sign with Stadswonen Rotterdam is not just a list of agreements about the property you’re going to rent, it is a document of important legal significance. Signing this is a commitment to abiding by a number of clearly defined rights and obligations. These are stated in the rental agreement, the Rental Terms and Conditions and the Management Regulations (if this applies to you). These documents lay out how you, as the tenant, and we, as the landlord, deal with each other, including in the event of differences of opinion or if you have a complaint. It also contains agreements on things such as keeping pets, holding parties and subletting your accommodation.

Campus contract

A campus contract is a rental agreement for accommodation intended for students. This contract states that you may only reside in that accommodation if you are a student and for as long as you are still studying. After completing or ending your studies, you must vacate the accommodation within six months.

Five year contract

If you move to one of our apartments after finishing your studies, you’ll you get a contract for a maximum of five years

This means we agree that you will vacate the accommodation in a maximum of five years' time after signing the contract, so that it can be freed up for new tenants who have found employment after studying.

5. Information

Residents who want to stay up-to-date with our news and developments can do so in a number of different ways.

Website

News, important forms, terms & conditions and interesting blog posts about student life in Rotterdam can all be found on our website, stadwonenrotterdam.nl

The Stadswonen Portal

Tenants can log in to the Stadswonen Portal, which is a personal online environment where you manage all kinds of arrangements to do with your accommodation, such as paying your rent, reporting a breakage or requesting permission to sublet.

Information screens

Many of our residential buildings have information screens installed, where we and the residents' representation display important information and latest news.

News email

Several times a year, we send tenants a news email containing both important and nice-to-know information.

Social media

You can follow us on Facebook, Instagram and YouTube. We use these to share cheap-to-make recipes, information about good places to visit in the city, residents' stories and tips for living in rooms in Rotterdam.

6. Rental price

Composition of rental price

The rental price includes both the basic rent and the service costs. The basic rent only covers the rent of the space itself. Along with this, you also have to pay service costs for things such as electricity, heating, water, the Minor Repairs Fund, waste disposal, government imposed levies and cleaning of common areas. Exactly what you pay for and how much you pay is stated in the appendix to your rental agreement.

Housing allowance

Our studios and apartments are eligible for housing allowance. Our rooms have also been designated as eligible for housing allowance. Whether or not you qualify for receiving housing allowance depends on how much rent you pay (basic rent together with eligible service costs), your age and your financial situation.

If you are applying for housing allowance, you need to state that the type of accommodation is 'onzelfstandig, aangewezen' (non-independent, designated). If you need to provide proof of this to support your application, you can request it from us. More information is available at supplements.nl.

Rent adjustment

The basic rental price for your accommodation is adjusted every year. This involves a percentage increase determined by the Stadswonen Rotterdam board within the framework set by the government. The service costs are also adjusted every year to ensure that these advance payments cover the actual costs incurred as adequately as possible.

7. Payment of your rent

Direct debit

Our standard arrangement for rent payments is direct debit

(automatische incasso). The rent is automatically transferred from your account via a pre-authorized payment, meaning that you don't have to worry about making your payments on time.

AcceptEasy

You can also choose to pay your rent via AcceptEasy. AcceptEasy is a digital giro transfer which enables you to pay with one click via iDeal. Every month you'll receive an email from us containing a link to iDeal.

Repayment plan

Due to circumstances, a situation may develop where you are temporarily unable to pay your rent. In such cases Stadswonen Rotterdam is prepared to consult with you and draw up a repayment plan for your arrears. Be sure to apply for such an arrangement in time.

8. Moving in

Registering with the Municipality

you are required to register with the Municipality of Rotterdam within five days of the start date of your tenancy agreement. To this end, you will need a Lessor's Statement, which you will be provided with by us.

Inspection

We will hand the accommodation over to you in good condition. This will be detailed in an inspection form, a copy of which will be left in your accommodation. If you notice defects that are not mentioned in the form, you need to report them via the Stadswonen Portal within seven calendar days of your tenancy agreement's start date. We will inspect the defects you report and inform you of the conclusion. If necessary, we will have repair work carried out.

Keys

You'll receive two identical keys. If you are going to be sharing the

accommodation with your partner, you'll be given three of these.

You can order additional keys for €19.50 per key. When you pick up the key(s) at our office you'll need to show valid ID. You can also authorise someone else to pick up your key(s) for you. They will need to show:

- Signed, written authorisation from you, including the date of the signature and the name of the person you have authorised;
- A copy of your ID;
- Their own ID.

Inventory

In most residences, we provide a standard package of furnishings that generally includes: carpeting, curtains, refrigerator and hob. The costs of these furnishings are included in the service charges.

Insurances

Stadswonen Rotterdam has taken out building insurance for all its residential properties, which also covers damages to any inventory belonging to the individual units. To complement this general coverage, we recommend that you – at any rate – take out the following insurance:

- Contents insurance (inboedelverzekering in Dutch). Be sure to take out adequate contents insurance that also covers the damages of a possible break-in. People tend to have more valuable possessions than they assume.
- Third-party liability insurance (aansprakelijkheidsverzekering in Dutch).
- Glass insurance (glasverzekering in Dutch).

Initially, many residents furnish their room or home with affordable furniture, perhaps adding things such as a television from home. Therefore, the necessity of a fire and household contents insurance does not seem to be very urgent at first.

Over time though, residents often purchase new audio equipment. Laptops, smartphones and tablets are also indispensable assets in our homes these days. Do not neglect to upgrade your fire and contents insurance.

9. Maintenance and cleaning

Maintenance

Every home needs to be maintained. Some maintenance aspects are the responsibility of Stadswonen Rotterdam, others are the responsibility of the respective tenant. The 'Maintenance Guide' on our website lays out who is responsible for what. Tenants in buildings without a residents' committee should refer to the 'Maintenance guide for buildings without the management structure' instead, as these buildings have different agreements.

Cleaning

Common areas (entrances, staircases, lifts, galleries, etc.) are cleaned by an external cleaning company. An advance amount to cover this is included in the service costs. The outsides of the windows of most of our large residential buildings are professionally cleaned twice a year. For some buildings this happens more often. Tenants are responsible for cleaning inside their own accommodations. This includes cleaning the insides of the windows. Cleaning of shared facilities such as kitchens, bathrooms and toilets is the shared responsibility of all the tenants who use each one.

Reporting damage and requesting repairs

Sometimes, things in your home or in the communal areas will get broken. Breakages which you are responsible for fixing, at your own expense, do not have to be reported. The Maintenance Guide contains a section-by-section overview of who is responsible for carrying out different types of repairs and paying for them.

If you have a breakage which is our responsibility to fix, report it via the Stadswonen Portal, via WhatsApp, or by calling us:

- The Stadswonen Portal: Log in, choose ‘request repairs’ and fill in the form.
- WhatsApp: Send a message to 0229-255039. Save this number in your contacts to quickly and easily start a conversation as and when you need to.
- Call us. You can report breakages 24/7 by calling 010 24 56 700. For non-urgent repairs, we’ll arrange a time to do the work. Urgent matters such as gas or water leaks or storm damage will be dealt with immediately.

10. Parking

Our parking policy is in accordance with the Rotterdam Parking Authority’s (Parkeer Beheer Rotterdam, PBR). Parking is free at several of our residential buildings, while at a number of other buildings, you must pay to park. You can rent a parking space from the PBR or from us, depending on the owner of the property.

11. Subletting

You may sublet your accommodation if you are temporarily studying outside of Rotterdam and have obtained permission from us. You can request this permission via the Stadswonen Portal. Be sure to do this at least one and a half months before the start of the subletting period. The terms and conditions for subletting are published on our website. Renting to others via platforms such as Airbnb is not allowed.

12. Moving

Would you like more space, a bit more privacy, or just fancy living somewhere else in Rotterdam? At Stadswonen Rotterdam you can move to a different accommodation.

Moving while still studying

If you're already renting from us, you can move to another room or studio as long as you're still studying. We allocate these prioritised by length of time already renting from us (x2) (existing tenants) and by waiting time (non-tenants).

Moving after finishing your studies

If you are already renting from us and are going to work after finishing your education, you can apply for our apartments. We rent these to existing tenants aged between 23 and 27, who have income from work. We assign available apartments to tenants with the longest period of residence.

Conditions for moving to a different accommodation

- You must meet the conditions for age, study and income applicable to the accommodation you want to move into.
- You must terminate your current rental agreement. Tip: be sure to check our notice periods, overlapping rental periods, rental prices and additional costs.
- Before signing the new rental agreement, you must have settled all outstanding bills associated with your current accommodation.
- Subtenants are not tenants of ours and cannot therefore move to a different accommodation.

13. Giving notice

Notice period

To give notice for your tenancy agreement, log in at Stadswonen Portal. When giving notice, be sure to take careful account of the notice period, the overlap between the terms of your old and new tenancy agreements, the costs of rent and possible additional charges. The notice period for the tenancy agreement is one month, regardless of which day of the month you give notice. If the end date for your agreement falls on the weekend or a public holiday, the very next regular week day is taken to be your end date.

Inspections

At the end of a tenancy period, we will conduct two inspections during the termination month. Be sure to carefully prepare for this inspection by reading the transfer requirements.

The preliminary inspection will be carried out a couple of weeks before the termination date. You will be held liable for any defects. You can repair any damages yourself until the termination date of your tenancy. Are you renting a room? In that case we will also check all the complex's communal areas.

The final inspection of your unit is always scheduled on the expiration date of your tenancy agreement. On this occasion we will visit the unit with you one last time for a final check. We will check whether you have adequately repaired and resolved all issues flagged during the preliminary inspection. Any issues where this is not the case will be resolved by us at your expense.

14. Complaints

If you are not happy about the way Stadswonen Rotterdam or your residents' committee has handled something, or feel something is amiss, you can file a complaint. Check our website to see how you can report your complaint.

Get set, go with **STADSWONEN
ROTTERDAM**

