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house rules

you're welcome!

Welcome!

We are pleased to welcome you as a tenant of Accommodate.

We wish your stay with us to be as pleasant as possible and

therefore kindly request you to read the following

information carefully, as well as your Rental Agreement

for Short Stay.

Rooms/apartments

- > A vacuum cleaner for common use is at your disposal. Please return it directly after use so that others can use it as well.
- > It is prohibited to have parties, either in your own room or in common rooms, due to regulations from the fire department.
- > Tenants are not allowed to make changes to room, apartment or common area, or attempt any repairs or redecoration.
- > Stickers, posters etc. are allowed on the bulletin boards, not directly on paint work.
- > Furniture may not be moved from one room to another. All fittings in the room and in other spaces are to remain in place.
- > 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 wires stay within the room.
- > It is prohibited to put any extra furnishings in your room or anywhere else in the building, due to regulations from the fire department. We will have to remove these items and charge € 50 per piece of furniture.
- > Pets are not allowed.
- > Please, do not hang drying racks on doors.
- > Accommodate reserves the right to inspect your room at any time during your stay.

Smoking

- > In student houses it is not allowed to smoke in common areas, such as kitchen, corridor, bathroom, hallway, laundry room, etc, due to regulations from the fire department.

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 is € 25.
- > At Horizon House your key-card is electronically programmed for the period mentioned on the lease. If you extend your stay, please contact the caretaker to reprogram your key accordingly.
- > To switch on the heating and electricity at Horizon House, just insert the key-card in the slot next to your door. Please note: 15 minutes after you leave the room, the heating and electricity will be switched off.

Doors

- > For your own safety, all doors need to be closed at all times.
- > To prevent strangers from entering the building, it is not possible to open the main door with the intercom at Hooigracht, Horizon House, Herengracht and Kaarsenmakersstraat.
- > Our monumental buildings are often admired by tourists. If they request to view the building, please contact the caretaker.

Fire regulations

- > The fire-doors have to be closed at all times.
- > It is not allowed to place any objects in front of doors or in hallways, due to regulations from the fire department.
- > In case of a fire call **112**. Never use the elevators! 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, if bikes, furniture or other objects are found in the hallways, they will be removed at your cost.
- > It is not allowed to attach posters or (post)cards to the walls in the hallways, except for the bulletin boards.

Noise

- > Please bear in mind that tenants or neighbours may be disturbed by loud music or other noise. Therefore, loud noise is not allowed after 22:00 hours.
- > Also, please note that the corridors can be noisy.

Windows

- > Please close all windows when you leave your room. Strong winds 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 for any other purpose than as an emergency exit.

Garbage

- > Garbage is to be deposited in the containers outside the building.
- > 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 containers in the streets, it will be recycled.



Accommodate cannot be held responsible for losses and/or damage to personal property in the rooms or public areas.

Garden

- > The common garden is accessible from 7:00 until 22:00 o'clock.
- > However, it is prohibited to have a barbecue or fire.

Common areas

Herengracht, Hooigracht, Horizon House, Kaarsenmakersstraat

- > The common areas will be cleaned by Accommodate. However you are responsible for washing your dishes and removing your hair from the bathroom drain after you shower.
- > Pots, pans and kitchen utensils in the common kitchens are for common use and should remain in the kitchen.
- > It is not permitted to install any electrical items in the kitchens, such as a microwave or rice cooker.
- > The furniture in the common areas is to remain there and personal belongings should be removed when you leave a common area.

Payment of rent

- > Monthly payments must take place in advance, before the first day of every month.
- > Please pay to account number 64.23.42.059 of Fortis Bank Leiden, mentioning your family name, address and room number.
- > Payments via a foreign bankaccount: IBAN code NL57FTSB 0642342059 SWIFT or BIC code FTSBNL2R
- > For cash payments please turn to the GWK-Travellex bank (at Leiden central station).
- > Payments via a Dutch bankaccount: your bank can automatically transfer the rent to Accommodate each month.
- > If rent is not properly paid in time we will be forced to deny you access to your room.

Departure

- > A week before departure, please make an appointment with your caretaker to inspect your room. This inspection will be carried out on the day of your checkout, during office hours. On this day you also have to return the key(s). After inspection you will receive an inspection report.
- > If you leave outside office hours, the inspection will take place the first working day after your departure. The caretaker will inform you how to return the keys.
- > The accommodation needs to be left behind clean, empty and in good condition. Damages or losses will be charged to you.
- > Personal items which you have acquired during your stay –but want to leave behind-, can be removed free of charge. Please call: 071 – 5165501. Place the items outside on the agreed date, in front of the building.
- > The decision of the caretaker concerning the state of your room is final. Discussions with the Accommodate staff about costs or damages are not possible.
- > During office hours it is possible to have your deposit returned in cash. You will need to bring the inspection report to our servicedesk along with your ID. We will then arrange a payment order which you can cash at GWK-Travellex bank at the train station.
- > We can also transfer the deposit to your bank account. Please provide us with all of the following details:
 - Your name
 - Your full address in Leiden
 - Name of the bank
 - Your account number

For foreign bank accounts also:

- Full address of the bank
- Name of bank account holder
- Full address of bank account holder
- Country of bank account holder
- SWIFT code
- IBAN code (not for USA accounts)
- For USA accounts please use ABA or routing number

Please note: in case of a foreign bank account, the bank may deduct charges.

Contact

- > If you contact us, please mention your family name, room number and telephone number.

Administrative matters: head office

Address: Rapenburg 33, PO Box 11275, 2301 EG Leiden
E-mail: info@accommodate.nl
Internet: www.accommodate.nl
Telephone: 071 – 5161701 or 071 – 5161702
Fax: 071 – 5161760

Technical matters: Caretakers

<p>Mr. Sebastiaan Prins 071-5161701/02 s.prins@accommodate.nl</p> <p>↓</p> <p>Herengracht Hogewoerd Hooigracht Kaarsenmakersstraat Pieterskerkhof</p>	<p>Mr. Erik van Dijk 071-5161701/02 e.vandijk@accommodate.nl</p> <p>↓</p> <p>Horizon House (H. de Grootstraat) Rijnsburgerweg Smaragdlaan Johan de Wittstraat</p>
<p>EMERGENCIES (outside office hours): 06 - 53312044</p>	

Assistant caretakers

We have assistant caretakers residing permanently at:

- > Herengracht 35C
- > Kaarsenmakersstraat 7
- > Horizon House (H. de Grootstraat)
- > Hooigracht 15

Opening hours Accommodate

Monday - Thursday	08:30 - 16:30 hrs
Friday	08:30 - 12:30 hrs
Saturday - Sunday	closed

Sharing a room

Please take into consideration that you might not have the same habits and interests as your room companion. If you respect each other you will find that having a roommate can be really fun.

Internet

Herengracht, Kaarsenmakersstraat, Hogewoerd, Rijnsburgerweg, J. de Wittstraat

- > An internet connection is provided by Casema. You only need to install a UTP cable.
- > The following computer items are included in the rent: modem (incl. power supply), coax adapter and coax cable.
- > If you have a problem with the internet connection, please try unplugging the power supply for a few minutes. If the problem persists, and the 4 lights on the modem are NOT burning green, contact the caretaker.
- > If the 4 modem lights are green, look up the 'HFC Mac ID' code on your modem and call Casema:
 - Dial 0900 8896 (you will hear a menu in Dutch)
 - Choose option 3 ('storing' = malfunction)
 - In the next menu choose option 2 (=internet)
 - Now they will ask for your postal code: press the 4 digits
 - Your call will then be forwarded to one of the helpdesk employees.

IMPORTANT:

Tenants of Rijnsburgerweg: to avoid misunderstandings please tell Casema your address is **Johan de Wittstraat 1** and give postal code 2334 AL.

Tenants of Kaarsenmakersstraat: please tell Casema you live at number 7. The reference/client number you should mention is: 11547210.

Hooigracht, Horizon House/Hugo de Grootstraat, Smaragdlaan

- > An internet connection is provided by Lijbrandt Telecom. You only need to install a UTP cable.
- > For questions about internet please contact the caretaker.
- > You can apply for a TV and/or telephone connection with Lijbrandt Telecom by using the enclosed application form. For rates and other questions, please contact them as follows:

Internet	: www.lijbrandt-telecom.nl
E-mail	: info@lijbrandt-telecom.nl
Tel. from a landline phone	: 0800-8880011 (free of charge)
Tel. from a mobile phone	: 0900-4404040 (€ 0.45 p/min. + mobile phone charges)
Fax	: 023-8911000
Address	: PO Box 308, 2180 AH Hillegom

Mail

- > Please check your mailbox regularly. If you receive mail from previous tenants, you can return them to sender by putting "RETOUR" on the envelope and depositing it in any TNT mailbox in the street.
- > If a package is too large to put in your mailbox and you are not at home, TNT will leave a message for you to pick it up at the post office.

Laundry

- > Washing machines and driers are installed for your convenience at Herengracht, Kaarsenmakersstraat, Hooigracht, Horizon House, Hogewoerd, Smaragdlaan, Johan de Wittstraat, Rijnsburgerweg.
- > The use is included in the rent.
- > Please bring your own detergent.

Thank you for your cooperation! We wish you a pleasant stay.

Visit us at:

Rapenburg 33, Leiden

Postal address:

PO Box 11275, 2301 EG Leiden,
Netherlands

tel +31 (0)71 5161701/02

fax +31 (0)71 5161760

www.accommodate.nl

info@accommodate.nl