

Short Stay Housing

# The Hague, Leiden & Oegstgeest

**DOWO**

Specialist in student housing

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**Welcome to the  
Netherlands!**

## **Introduction**

We are pleased to welcome you as a tenant of DUWO Short Stay Housing. Short Stay Housing is a division of DUWO, the biggest and oldest student housing agency in the Netherlands. We have more than 3000 rooms available in four cities especially for foreign students who come here to study.

As we want your stay with us to be as pleasant as can be, we hereby ask you to read this information booklet. It contains handy information that will be helpful to you during your stay.

We recommend you read this information carefully.

**More information?**

Should you have any further questions after reading the information in this booklet, we recommend you to visit our website: [www.duwo.nl](http://www.duwo.nl).

We hope you have a pleasant stay with Short Stay Housing and that you enjoy your time as a student in the Netherlands!



# Room and inventory

Our goal is to have all rooms clean upon your arrival and to have the inventory in order. However, it may happen that a room does not meet the requirements expected. Therefore, we ask you, upon arrival, to check for yourself whether the room and inventory are in usable condition.

Attention! The inventory may vary for different accommodations, having to do with the location and/or dimensions of the different rooms.

Any defects and/or damage must be reported within five days to Stichting DUWO. You can inform us in one of the following ways:

- Drop in by the counter (with or without the inventory list):
- Report by telephone during office hours, Mondays through Fridays 8:30 AM - 5:00 PM, phone: 070-3051400, or by email via [den Haag@duwo.nl](mailto:den Haag@duwo.nl)

Attention! If you do not inform us of any incompleteness or visible damage to the inventory, DUWO may pass on these costs to you at the end of your stay!

# Rent

## Rent structure

The monthly rent of your room is an all-inclusive price. This means that you will not be charged for any additional (rent) costs afterwards, after you leave your room. The rent includes:

Gas, water, electric power, fuel cost, inventory/furnishing, bed linen, kitchen package, repair service, building maintenance, insurance (attention: only building and DUWO inventory), various municipal taxes, interest + transfer costs.

## Payment during stay

The rent must be paid in advance, no later than on the 1st of the month. You can do this in one of the following ways:

- by payment via credit card (Maestro, Visa or Master);
- paying with a bank card (only possible with a Dutch bank card) at the counter;
- by payment slip via the bank. DUWO sends you the payment slip by post each month;
- via internet banking;
- automatic payment (ask about this at the counter).

Transferring money from an account abroad is also possible. The amount can be transferred to the following account:

Account number: 1214.99.774

Iban code: NL57 RABO 0121 4997 74

Swift/bic code: RABONL2U

in name of: Stichting DUWO

with mention of: SSH Den Haag/ Leiden

Bank address: Rabobank, Post box 55, 2600 AB Delft

We ask that you also cite the rental unit number in addition to your name and address. This number corresponds with the number of your lease contract.

## Payment not on time?

You must always pay the rent before the 1st of the month. Should you have missed the deadline, you will receive a first notice and eventually a final notice involving additional administration costs. Therefore, make sure you pay your rent on time to prevent uncomfortable situations!

## Third-party payments

If your rent is paid by your educational institution, arrangements have usually been made between the institution and DUWO.





# Repairs and complaints

## During office hours

(Mondays through Fridays  
8:30 AM - 5:00 PM)

Please report any requests for repairs/ complaints within five workdays. Should you need to use our repair/ complaint service during your stay, please contact Stichting DUWO via phone 070-3051400 or email [denhaag@duwo.nl](mailto:denhaag@duwo.nl) (The Hague) or [leiden@duwo.nl](mailto:leiden@duwo.nl) (Oegstgeest).

After your request / complaints have been reported, the caretaker should come by within five working days. If you are not at home, he will leave a note saying that he has fixed the problem or that further action is necessary.

DUWO and its authorized representatives reserve the right to enter residents' rooms at any time in emergency situations.

If you have a Dutch cell phone number, please give it to DUWO in case we have to contact you about any repairs.

## After office hours (urgent defects)

If you need to report an **urgent repair** after office hours - Mondays through Fridays after 5:00 PM and the entire weekend - please contact Intertell, Phone number: 070-3244455

## After office hours

Attention! If your request for repair is not urgent, please contact DUWO on the next work day.

In case of blocked drains or toilets, wash basins and kitchens in your apartment: the first thing you should do when you notice that water is emptying slowly or not at all through a drain in your home is to look for the cause. Please check first if all is clean and nothing has fallen into the toilet, for example.

If the blockage lies further along the drain and professional help is necessary, you will have to contact the company R.R.S. by telephone (without the help of the Duwo office) and make an appointment with them.

If the blockage is your fault, for example coagulated grease, litter or sanitary napkins are found in the drain, you will receive an invoice.

**R.R.S phone number: 070-3368888.**



# Cleaning and rubbish

Cleaning is probably not your favourite pastime. However, it is important for you yourself - and for your housemates - to keep your room and the communal facilities clean. This may prevent uncomfortable situations during your stay. Even your departure or that of one of your housemates will be smoother if all of you clean regularly. Another important fact: proper cleaning prevents pests!

If you have any housemates, you share the responsibility for keeping the communal areas clean (kitchen, bathroom, toilet, and possibly a communal living room and the hallways). Therefore, make firm agreements with your housemates about cleaning!

Of course, you yourself are responsible for keeping your own room clean.

## Cleaning materials

You and your housemates must provide cleaning materials. You can buy these materials (e.g. bucket, mop, dust rags, cleaning agent) at Blokker, HEMA or Albert Heijn. In some cases there is a vacuum cleaner, dustpan and brush, broom or bucket available for use in the room or the communal area.

## Household rubbish removal

Household rubbish must be presented properly (e.g. grey 'Komo' rubbish bags, no plastic bags). If you fail to do so, you may be fined by the municipality or the environmental police. This will cost you about € 160,--.

Sanitation will pick up your household rubbish at your address. The pick-up dates vary per district. For information about the pick-up schedule for your complex, see the complex information. If there are rubbish containers outside the building, we ask you to remove your rubbish regularly.

### Tip

Remove rubbish regularly. This not only prevents odour nuisance in your housing unit, but also helps prevent the containers from becoming too full - especially at the weekend.

## Bulky refuse

We call everything that does not fit in the regular rubbish container or is too heavy bulky refuse. Do not put this bulky refuse next to the containers, as this causes nuisance to other residents and makes emptying the containers more difficult. In the Hague, you can have it picked up without charge, but you do have to make an appointment for this with the municipality via the bulky refuse phone line: 070-3660808

Oegstgeest: the municipality picks up bulky refuse every Friday morning. You can place this refuse next to the containers (as an exception) on Thursdays after 10:00 PM, but before Friday morning 7:00 AM.





# Energy

## Global Warming

Everyone knows that the earth is warming up. This is called global warming and causes our climate to change, which has a big influence on every aspect of life on earth. Climate change may be a big problem, but there are many little things we can do to make a difference.

Counteracting global warming and changes in climate is everyone's responsibility. At DUWO we are also very aware of the negative consequences of global warming. Therefore, we also try to consciously deal with energy. For example, DUWO has installed heat limiters in a few buildings. These ensure that the temperature will never get higher than necessary. A few buildings have also been equipped with detectors. The detector senses when no one is present in the building and switches the heating off automatically.

In addition to taking these measures, DUWO is also asking its residents to deal with the use of energy consciously. Moreover, the energy costs are a big factor in the price of the rent. If you as the tenant deal with energy consumption consciously, we will be able to keep the rent price lower.

We present a number of tips below to show how you can best do so:

## Heating

**Heating costs constitute about 75% of the total energy costs. The following tips to keep consumption low are simple and free of charge:**

- Turn off the heat if you leave the room;
- Turn the heat to low or turn off one hour before going to bed;
- The heat can be set two degrees lower if you wear an extra sweater or socks;
- Close the curtains in the evenings/ at night;
- Do not put any furniture in front of the heater as this blocks the heat.

## Ventilation

**If you do not ventilate regularly, the air in your room becomes humid and unhealthy and fungus may grow. In addition to this, it costs a lot more energy to heat a moist room! Therefore, air your room daily in the following ways:**

- Open the window for 15 minutes a day while you are at home;
- Leave any air vents open as much as possible;
- Ensure additional ventilation after showering to prevent fungus from growing.

### **Attention!**

Do not in any event cover or tape the 'ventilation valves' (e.g. in the bathroom)!

## Cooking

You can also save energy by cooking sensibly:

- Leave the lid on the pan as much as possible;
- Setting a cooking ring to maximum capacity is not always necessary;
- Do not put more water in a pan than necessary.

## Electricity

A large number of simple measures can be taken to save electricity:

- Turn off all lights when leaving home;
- Do not turn on any unnecessary lights when at home;
- When replacing bulbs, use low-energy versions. Any supermarket stocks them;
- If you have a TV set, do not put it to stand-by but turn it off;
- Never set your refrigerator to maximum capacity;
- Turn off your computer if you have one. Screensavers are voracious power consumers.

## Cooling

Allow food to cool off before you put it in the refrigerator.

Refrigerators work best at a temperature of 4° C.

Freezers work best at a temperature of -18° C. Colder makes no sense and costs more power and money.

Never put refrigerators or freezers next to the heater or in the sun.

Defrost your freezer regularly (every two months or as soon as there is a layer of ice in it).

Turn your refrigerator off if you do not plan to use it for a while. Do open the door a crack to prevent mildew. An empty refrigerator uses more energy than a full one.

Make sure that your refrigerator or freezer can release its own heat properly. Keep them at least ten cm from the wall for this reason.

## Saving energy at DUWO

See also: [www.duwo.nl](http://www.duwo.nl)

# Departure

When you are getting ready to leave, you often have to make a lot of arrangements. In addition to a number of practical matters, there are also a few formalities to take care of. We have put them in a list for you.

## Check date of departure

At the end of your stay, check the final date of the lease contract you signed. Do not forget to let us know when you will be leaving your room as soon as you know the date of departure.

Should you be leaving (much) earlier than the date you signed for, please inform us as soon as possible. We need this information to make the final inspection. Please do not forget to sign out at town hall The Hague or Oegstgeest, when you are registered here.

## Inspection

We will inform you about the preliminary inspection a few weeks before the contract expires. The caretaker will make a visit and check your room and possible communal areas for neatness. He will also check if there is any damage to the inventory and whether it is complete. Damages and missing items from the inventory may be deducted from your deposit. The preliminary inspection is written on an inspection form, of which you will receive a copy. A final inspection is also made after departure, as soon as the keys have been returned. If damage to the inventory was found after your departure, it can still be settled with the deposit.

## Cleaning

Make sure you have packed all your personal belongings and removed all trash before you leave (including your own possessions that you are not taking with you). The main points taken into account during inspection are the state of hygiene in which you leave your apartment (room, bathroom/ toilet, kitchen and communal facilities): it must be clean. For more information see 'Things to do list'.

## Rent payments

Make sure you have paid all rent before leaving. You must pay rent until and including the final date stated in the lease contract.

Attention! Your deposit cannot be used as (last) rent payment! See also chapter Rent.

## Returning the keys

Right before your departure you need to hand in the keys. You should return the keys (including the label) before 10 AM at least on the last day stated in your rental agreement, signed for on arrival, or on the day of departure. Make sure that you hand in all keys you received. The keys missing will be charged to you.

During office hours, you can hand in your keys at the office of DUWO, where you received your keys. If you have received a laundry card, you need to hand this in as well.

## Getting your deposit back

**In case you leave after office hours, please return the keys as follows:**

Use an envelope to drop the keys (labelled) in the caretaker's post box in the building. If there is no such post box, then: Use an envelope to drop the keys (labelled) in the post box of the DUWO office where you received your keys.

Make sure the correct (international) bank data are on file at DUWO so we can transfer the deposit sum to you. Ask for a deposit form at the office for this purpose.

Attention! If any costs are incurred for transfer of the deposit, these will be charged to the tenant's account.

If you paid the deposit and the rent to your educational institution, you can request the deposit back from the institution.

The caretaker's decision about the inspection is final. Discussions with the DUWO-staff about costs and damages are not possible!

# Things to do before leaving

The main points taken into account during inspection are:

The state of hygiene in which you leave your apartment (room, bathroom/ toilet, kitchen and communal facilities): it must be thoroughly cleaned.

## Room

Clean the furniture with a damp cloth.  
Clean the floor (also under + behind the furniture).  
Clean the inside of the wardrobes with a damp cloth.  
Remove garbage, wastepaper, etc.  
Remove posters and photos carefully from the walls.  
Clean windows on the inside + windowsills.  
Sweep away cobwebs.

## Bathroom/toilet

Clean bathroom and toilet thoroughly, including the wall tiles (totally white).  
Clean the washbasin.  
Clean the toilet bowl inside and outside.  
Clean the drain in the shower, remove hair and bits of soap.

## Kitchen

Clean the floor and the wall tiles (totally white).  
Clean the kitchen cupboards inside and outside.  
Clean the electric cooking ring totally. Caked on dirt can best be removed with 'ovenreiniger' (oven cleaner), which is available at any supermarket. Do not attempt to clean the ring by scratching it with a knife, as this leads to scratches (which you will have to pay for. Costs will be recovered from your deposit as damages).  
Clean the refrigerator inside and outside (take everything out). Leave the door slightly open after you have pulled out the plug.  
Empty the rubbish bin and wash thoroughly.

## Hall

Clean the floor.  
Remove any cobwebs.

## Balcony

Empty the balcony (no broken bicycles, rubbish, etc.).

## Bicycle shed

Remove your own bicycle and rubbish from the bicycle shed.

## Sharing facilities

When you are sharing facilities such as kitchen, bathroom/toilet, etc. all tenants leaving will be held responsible for the state these facilities are in.

When you vacate the room please lock your room door and close the windows.



# ABC

An alphabetic list with miscellaneous practical matters:

## Bed linen

The bed linen (quilt, or bed sheets & blankets) is your own property. You may keep it.

## Bulky rubbish

Bulky rubbish (such as old chairs, microwave ovens, computers) may not be discarded with the regular rubbish. Depending on where you live, you yourself must make arrangements with the municipality about having it picked up (free of charge), or else you must take it away yourself.

## Burglary

Unfortunately, burglaries sometimes occur. We therefore provide you with the following tips:

When going out, always turn your door key twice to activate your night lock (if applicable).

Make sure your windows are closed, the pins on both sides of the window must be pushed down in order to lock the window (if applicable).

Take care that you do not make your absence too obvious.

Do not leave valuables in full view.

Take the label off your keys, but make sure you keep the label. At the end of your stay we would like to receive labelled keys.

Make sure that you close the main entrance door and do not open the door for strangers. Alert the police and DUWO whenever you notice something suspicious.

Telephone number police: 0900-8844.

## Electrical equipment

You are not allowed to place any type of extra facilities or equipment (such as: washing machine, fridge, freezer, microwave, rice cooker) in the rented accommodation or communal areas. Should you do so anyway, DUWO will remove the items at your cost.

## Elevators

(if applicable)

Elevators should be used only as a means of transportation between floors. Please ensure that overloading does not occur. If a malfunction occurs when you are in the elevator, you can use the built-in intercom or the telephone number posted in the elevator to contact OTIS directly (or another company if this is posted in the building).

## Extra persons

Overnight stays of other persons are not allowed. DUWO and its authorized staff reserve the right to enter residents' rooms at any time if they suspect you have overnight guest(s). Of course having visitors during the day is permitted.

## Fire safety

Galleries, balconies, stairwells and the inner area are escape routes that must be kept completely clear of obstacles. If objects are found on the galleries, you will be invited only once to remove them. Should you neglect to do so, the items will be removed at your cost. There will be regular inspections.

Use candles and night-lights sensibly. Do not store flammable materials in your room or in the communal rooms.

## Garbage

Waste must be disposed of in properly sealed bags in the refuse container(s) provided for this purpose. You are requested to separate the rubbish (such as: organic waste/ paper/glass/other).

In case there is no refuse container the rubbish must be deposited in sealed refuse bags (for example grey 'Komo' bags) on the day that garbage collection takes place. If rubbish is presented in an incorrect way or placed on the curb too early, you could be fined by the council or by the environmental police.

Bottles and other forms of glass refuse can be deposited in the containers near most supermarkets.

## Insurance

The furniture and inventory of your room are insured by Stichting DUWO. You are advised to take out separate travel insurance for your personal belongings (such as books, clothes, laptop). If you have not done so, you can take out insurance with a local (Dutch) bank, for instance. You can also get more information at your school (IPS insurance).

## Internet

If the Internet is provided, please read the specific information about your accommodation.

## Keys

When you receive your keys, please remove the label from your key ring. When you return the keys again, please put the label back on.

In case you have lost your keys and there was a label on the key ring with the address, you must make a police report! Then come to the DUWO office for a spare key. The key will be at your cost.

Note: when a lock needs to be changed, you have to pay the charges. In case you lose the keys outside office hours (and contact Intertell services), extra costs will be charged.

## Kitchen

Please clean the kitchen every day. The exhaust fan over the cooking range removes smells and is meant to be used while cooking. Take care that it is cleaned regularly in order to prevent vermin. You will also find a box with basic kitchen utensils in your room. You may keep this box. In case you have kitchen supplies/ utensils in your kitchen, you will not receive this kitchen box.

When you are cooking in the kitchen, please make sure you stay close to the pots and pans.

Also note that in most kitchens/ hallways smoke alarms are attached to the ceiling.

## Laundry cards

In some buildings there are laundry rooms for which you will need a laundry card, which you will receive from DUWO. The card can be charged at the DUWO office. Please note that you will need to hand in the card when you leave. Otherwise € 25.00 will be deducted from your deposit fee.

## Noise disturbance

Noise disturbance from neighbours or other people can be a nuisance. If many inhabitants are living close to one another, it is therefore necessary to be considerate of one another. Silence in general is required between 10:00 pm and 07:00 am. If you find yourself being disturbed by someone, we suggest you have a talk with that person. If you are unable to reach an agreement, please contact DUWO Short Stay Housing.

## Pets

You are not allowed to keep pets.

## Pigeons

Pigeons may cause nuisance and soiling and may also transmit diseases. Therefore, feeding pigeons on the gallery or on the balcony is prohibited. In case of any nuisance, please contact DUWO Short Stay Housing immediately.

## Refrigerator

It is important to keep the fridge clean. Also clean the drainage canal inside the fridge to prevent leakage.

## Taxes

The rent you pay for your room provided by DUWO Short Stay Housing includes gas, water, electricity and all local taxes. Unfortunately, it can happen that you receive an invoice from (for example) 'Gemeente' [Municipality], 'Waternet' [Water Authority] or the 'Belastingdienst' [Revenue Service]. Since you pay an all-inclusive rent, please bring these invoices to the DUWO office immediately so that we can pay them on time. If you do not bring them to DUWO, we will have to charge you for extra costs involving late payment.

## Vermin

Should you detect vermin (cockroaches, etc.) in your room or in the communal areas/ corridors, please report this to DUWO without delay.

## Walls

You are not allowed to paint or change any part of the apartment or inventory. Keep the walls free of tape, etc.

# Addresses & telephone numbers

## The Hague office:

070-3051400 (office hours)

Stamkartplein 98

2521 ER The Hague

email: denhaag@duwo.nl

Opening hours: Monday - Friday: 8:30 AM – 5:00 PM

## Leiden/Oegstgeest office:

070-3051400 (office hours The Hague)

Verlengde Wassenaarseweg 1A

2342 BG Oegstgeest

email: leiden@duwo.nl

Opening hours: Wednesdays: 1:00 PM – 4:15 PM, Fridays 09:30 AM – 11:30 AM

## Intertell: (for The Hague + Leiden)

070-3244455 (outside office hours)

This number is to be used outside office hours and during weekends in case of serious complaints, such as heating failures.

For opening the door of your apartment during the evening or at the weekend you can also call this number. This service is not free: you must pay cash directly or you will receive the bill later from DUWO.

## Emergency

Emergency number for police assistance, fire brigade, ambulance: 112

This number is for serious emergencies only. In case of personal accidents or fire only. Improper use of this number may endanger other people's lives.

## Police

0900-8844 (general number throughout the Netherlands)

This number is to be used if you suspect burglary, etc.

Police (The Hague) 070-3131370

## Hospitals

### Hospitals/First Aid The Hague:

MCH (Westeinde), Lijnbaan 32, 070-3302000

Haga Ziekenhuis (Leyenburg), Leyweg 275, 070-3610000

Bronovo, Bronovolaan 5, 070-3124141

### Hospitals/First Aid Leiden:

LUMC, Albinusdreef 2, 071-5269111 (next to train station Leiden CS)

In case of an emergency, you can get help 24 hours a day at the Emergency Room (Eerste Hulp) at all hospitals.

## General practitioner

General practitioner The Hague:

In case of illness, contact a general practitioner (huisarts). He or she is your main link to any specialist or hospital. Most GPs speak English but it is important to check if they participate in your health care system.

You can find the nearest general practitioner on the following website:  
[www.independer.nl/health](http://www.independer.nl/health).

Another option to see a general practitioner is:

Gouverneur Praktijk  
Asstraat 241  
2516 KA Den Haag  
070-4155280

If you're in need of a general practitioner and it's outside office hours (5 PM- 8 AM), in the weekend or on public holidays you can call SMASH, a cooperation amongst general practitioners in The Hague, Rijswijk, Voorburg, Wassenaar, Leidschendam, and Voorschoten.

Only for urgent matters. If you call, there will first be an intake conversation by telephone. In this intake will be decided if a general practitioner is coming to visit you. When you call, have your insurance details ready.

SMASH: 070-3469669

**General practitioner Oegstgeest:**

You can contact: 071-5173994  
Huisartsenpraktijk Overvest, Terweegweg 152, Oegstgeest

## Dentists

The consultation at the doctor's office must be paid immediately in cash (± € 30,-). The doctor might ask for student identification as well. (If the appointment is after opening hours, there is a double charge.)

**Dentists The Hague:**

Dental treatment is not included in a standard medical insurance. Please make an appointment first. You should only make an appointment in case of an emergency. Regular checkups: please visit your own dentist in your home country. Treatment must be paid in cash.

Art of Teeth Dental Practice, V Musschenbroekstraat 180, The Hague, 070-3999053

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