

How to apply for Short Stay Housing through The Hague University 2011-2012

DUWO Short Stay Housing and The Hague University of Applied Sciences (THU) co-operate to arrange accommodation for their international students. DUWO has reserved around 400 furnished rooms and apartments for the international students of THU.

This reserved accommodation is only available for the following students:

All newly arriving international students starting in the first year of one of our Bachelor programmes, one of our Master programmes, our PREP school or coming for an exchange programme.

In order to make a reservation you find instructions below on how to register on DUWO's website and reserve accommodation. Please read the instructions carefully.

Registering correctly is your own responsibility. If your registration is not correct, you will NOT be able to reserve accommodation. Also read the "General Conditions" on our website carefully to be informed about the rules and regulations.

More information about the accommodation that is offered via DUWO Short Stay Housing you can find on the website www.duwo.nl. Go to Short Stay Housing "When I'm a tenant"

1. General Information

1.1 Correspondence

The DUWO Short Stay reservation system will send automatically generated e-mails (like the accommodation confirmation e-mail) to you from noreply@duwo.nl. Make sure this e-mail address is accepted by your e-mail provider as safe e-mail so that our e-mails will not end up in your spam box!

1.2 If you are currently renting or have previously rented from DUWO Short Stay Housing

If you already registered in the past and have lived, or currently live in a Short Stay Housing accommodation, you do not need to register again. You can use your original user name and password to log in and add a new rental period. If you have any questions, contact DUWO through den Haag@duwo.nl

1.3 Explanation of important terms

• Rental Period

This is the period during which student and lessor have agreed to rent (out) accommodation.

The rental periods for The Hague University students are always fixed periods. You should not register for any other period than the ones mentioned in the student guide that applies to you. Note that you must enter the correct fixed rental period, if you fail to do so, your application will not be approved and you will not be able to reserve accommodation.

You are required to register for short stay housing online. Specific information on deadlines and rental periods for the different programmes are available in the student guides in the chapter on accommodation.

• Gender

Shared rooms (2 beds in 1 room) are same-gender rooms. Most locations that have rooms with shared facilities such as bathroom, toilet and kitchen are mixed-gender locations. There are some same-gender locations but this will be clearly mentioned in the description.

• Number of applicants

You should register as a single (1) applicant. Student accommodations reserved for international students are not suitable for (married) couples or families.

Registration

First you will have to register on the website www.duwo.nl

Go to Short Stay Housing and by clicking -> "Register" on top of the home page you can enter your personal information. Make sure to enter the same name as the one with which you have registered with at THU!

- Enter an account name (you should make one up yourself). -> Click on "Next"

On the next page you will have to enter

Your personal details as mentioned in your passport/ID card

- Your address and permanent e-mail address.
- Address: first enter your country, then enter your home address. If your country is not in the list, select "not in this list", then enter your address.
- Please also enter your (mobile) phone number.

- Secondary Applicants

As a student, you can only apply for accommodation for one person, never for you and a friend or family. Therefore, as a student, you cannot enter secondary applicants. If you do, your registration will not be approved and you will not be able to reserve accommodation. Therefore:

-> Click on "Next" (without entering any secondary applicants!)

Desired rental period

Note that the rental periods for THU students are always fixed periods. Please check the student guide that was sent to you for the correct rental period.

Note that even though the system will allow you to enter different dates, your application will not be approved when you enter dates other than mentioned in the student guide!

IMPORTANT !

When you get to the option

- I'm searching for housing via ...

Tick the box: company/university (do not tick the box 'housing corporation'!)

>> This is very important! Only when you tick this box, you can search for accommodation that is reserved by The Hague University.

- Select The Hague University of applied sciences

- In the box "Name of department or program you will attend", enter the name the category that applies to.

Please pay attention to the following categories and make sure you register according to your category.

- Erasmus/Exchange/Free movers
- Master
- Bachelor
- Prep school

In the box "Income above boundary check" please enter No

IMPORTANT

If your registration is not correct, it will NOT be approved and you will NOT be able to access the reservation database to reserve accommodation. If you do not receive an e-mail to inform you that your registration has been approved or rejected, your application might not be correct. Therefore make sure to check if you have entered all information correctly:

- Did you spell your **name** correctly?
- Did you enter a **valid e-mail address**?
- Did you enter the **correct rental period**? If you have entered invalid dates this will automatically be adjusted.
- Did you tick the box "I am looking for housing offered by **company/university**" ?
- Did you register with **The Hague University**?
- Did you enter the **appropriate category**?

Click on finish

Once you have completed your registration, DUWO Short Stay Housing will send you a confirmation of your registration via e-mail. With this e-mail, you will also receive confirmation of your account name as well as a password.

3. Authorisation

THU has to authorise (approve) your application. Your registration will be approved based on your registration for a programme at THU. After approval of your registration you will receive an e-mail that informs you that you can start looking for a room in our online reservation database. After reserving accommodation you will receive a digital invoice. To confirm your reservation you need to pay this invoice. This invoice based on the following:

The first 1,5 months rent

The last 1,5 months rent

A deposit of 150 EUR

Administration costs of 150 EUR.

IMPORTANT: This amount needs to be in DUWO's bank account within 1 week after the invoice has been issued. In case the money is not received in time, your reservation will be cancelled.

After arrival, the monthly rent will be automatically deducted from your Dutch bank account through direct debit. (Information on how to open a bank account will be made available by THU)

Exchange students will receive a payment slip (a so-called 'acceptgiro') with which the payment can be made through Internet banking.

Please note that approval of your housing registration does not necessarily mean that you have been admitted to your Bachelor's, Master's, Prep or Exchange programme at our University. Access to the housing database and the actual admission to your programme are separate procedures. **Beware** that in case you are not accepted into the programme, this might have consequences for the amount paid.

To change your registration information, log on to the DUWO Short Stay Housing website by clicking on -> "Log in" and enter your account name and password. On this personal account page you can edit your personal data. Here you can also change the rental period if you have entered it incorrectly. If you change your rental period or programme, THU has to approve your application again.

4. Log In

On the website of DUWO Short Stay Housing -> click on "Log In" and enter your username and password to log on to your account.

5. Check for available accommodation

To access the reservation database click on "Offer by University".

6. General Conditions

Before you can see the available accommodations you will have to agree with the General Conditions. Please read the General Conditions carefully before you tick the box "I agree with the General Conditions".

-> Then click on "Proceed"

IMPORTANT

You should read the General Conditions carefully! If you agree to them and rent accommodation from The Hague University reserved offerings, you are committed to these General Conditions. If you do not agree with the General Conditions, you should not engage a rental agreement with Short Stay under the General Conditions of THU. You have to find accommodation independently.

7 Search and reserve accommodation

-> Click on 'Search' to see all available accommodation. You can enter your preferences (address/ city/ price category) if you want to narrow your search, but it is strongly recommended to search without any search criteria to see all available rooms.

The information is shown to you in this order: Apartment - Room - Building. First you see a list of apartments. -> Click on an address to see information about the room. Then go to "Complex" (under Details). Here you find detailed information about the building, living area and facilities*. To reserve the accommodation of your choice, -> click on Reserve.

* We do our utmost to provide detailed and accurate information about the accommodations we offer. However, no rights can be derived from text or photos on this website.

After making the reservation, you will immediately receive an automatically generated mail with confirmation of your request.

DUWO Short Stay Housing will check your accommodation request for availability and you will receive a preliminary* confirmation of the reservation within 1 working day and will issue the invoice accordingly. * DUWO reserves the right to allocate you to another room in case of technical problems. Should this be the case, you will be informed.

8. No accommodation available?

It is possible that it appears as if all accommodation that is reserved by The Hague University, is fully booked. In this case, you are asked if you want to be put on the waiting list. Please tick the box "yes", after you have done so, Duwo will manually change this to allow you to view available rooms, please check this regularly. You will be contacted by The Hague University if all accommodation is indeed fully booked.

9. Add changes or edit your registration

To edit your registration, go to the DUWO Short Stay website and click on -> "Log in" to access your account. Click on "Edit Registration". On this personal account page you can edit your personal information, rental period, etc. Make sure to save the changes, if applicable. Note that if you change your rental period or register with another programme after your registration has been approved, your registration will go back to the status For Approval and you will not be able to access the housing databases unless it is approved again by THU.

10. Information

For the General Conditions and general information on your accommodation, check the website. For more detailed information, log on to your account.