



**Dear Student,**

*First of all, thank you for staying with us! We hope you feel welcome, and that you are looking forward to a new experience and an important next step in your life: To live and study abroad in the Netherlands. For some of you it might be your first experience abroad or even the first time living on your own. We are aware that this comes with a lot of questions and uncertainties. The team of StudentStay is there for you to help you as best as they can. In this information sheet you will find general information that will be helpful to know during your stay.*

## **Information Building A, B & C**

### **Wifi & Instagram**

- The wifi code is: **staywireless**.
- You can find StudentStay on Instagram at: #studentstay

### **StudentStay Events**

- StudentStay will organize several events to make sure you will get the most out of this year and you will meet a lot of people and friends.
- If you have any ideas for events or activities we could organize, please send them by email to [info@studentstay.com](mailto:info@studentstay.com)
- The first event we will organize is a welcome party. We will send you more information by email and please follow #studentstay on Instagram for more information to don't miss out.
- StudentStay sponsors these events because we believe it is nice to build a community.

### **Living room (L-I-V-I-N-G) & GYM**

- The GYM and the Living room will open the 1<sup>st</sup> of September.
- Using the living room and GYM is inclusive in your rent.
- The living room is located in the basement of building A.
- The opening hours are from 11AM till 5 PM during the week.
- In the evening you can book the living room on our website for party's or private events. Also, if you want to socialize there in the evening or chill with some people you can book it.
- The GYM will be open from 7 AM till 10 PM each day.

**Note: The GYM will be used as a temporary living room from the 1<sup>st</sup> of August till the 15<sup>th</sup> of August. Feel free to go there and socialize with fellow students.**

### **Water & Heating**

- In the Netherlands you can drink water from the tap. There is no need to buy plastic bottles.
- After you check-in please open the tap and let the water flush several minutes against legionella.
- In your apartment you will find a BPA free Water boiler (no micro plastics) to boil your water in a safe manner.
- The system works with floor heating, you will not find a radiator in your room. There is a thermostat in your room to regulate the temperature. If the window is closed the room should get at least 22 / 23 degrees warm.
- If the thermostat does not work, it means the battery is empty. Please get a new battery in our office.

### **Environmental**

- All the energy costs are covered in your monthly rent, you will not receive addition bills if you use extra energy.
- The buildings A, B & C are heated with a geothermal heat pump. Geothermal heat is used to heat the floors and 40% of all electricity is comes from solar energy. The other 60% of electricity is generated by

wind power. You can save energy by closing your window's when you leave and switching off the lights and your electrical devices. These buildings are the first student housing buildings in the Netherlands with a Breaam "very good" rating.

- On sunny days the electricity comes from the solar panels on the roof.
- If you want to save energy, you can wash and dry your clothes between 10 AM and 4 PM in the daytime.
- Building C has special vacuum toilets to save 4 liters water every time you flush the toilet. The toilets work the same way as in an airplane, they get very easily clogged so we kindly ask you to only throw toilet paper in the toilet.

### Cooling & Windows

- Like most buildings in the Netherlands this building does not contain air-conditioning.
- The studios and rooms on the southside have sunblinds to keep most of the heat outside.
- The windows can only be opened in a vertical position. If your window opens horizontally, please inform us because the lock might be damaged by email, and we will send someone to fix them.
- The windows can only be open vertically for safety reasons.
- When you leave your room, we recommend switching of the lights to keep the bugs out of your room, especially in summer.
- The window cleaners will clean the windows in August. If you don't want them to wake you up in the morning, please put your don't disturb sign outside the door, you can get one in the office.

### Ventilation

- The building is equipped with an automatic ventilation system.
- In building C the ventilation works always at the same speed.
- To save energy, the ventilation in building A & B it is set in motion by CO2 sensors based on your presence.
- The cooker stove ventilation also works with a sensor. It is more silent than you might expect.
- If you are doubting if the kitchen ventilation is working you can keep a piece of kitchen paper in front of it while you are cooking, the paper should be softly sucked by the extractor.
- The best ventilation is always natural ventilation. Open your windows several times a day for fresh air even if the outside air will feel cold during the winter times, it is healthy to fill your lungs with pure fresh air.
- After you take a shower, please dry the walls with the shower wiper and a towel. If you don't dry the walls the stones will get dirty after a while and your bathroom might get a moldy ceiling.

### Parking

- Cars can be parked in the front of the buildings on P1. The first hour is free. The daily rate is 2.50 euro.
- You can park your car for free in the opposite of the buildings D + E.

### Garbage Card

- Your room should contain a garbage card. Sometimes the previous tenant left it in the kitchen cabinets. However, if you cannot find it, please send us an email with your room number and we will order a new one. After 7-14 days we will deliver your new card to your mailbox. In the meanwhile we have a "spare" card in the office for you to throw away your garbage.

### Smoking

- StudentStay only offers non-smoking rooms.
- For a long and healthy life, we encourage you to not smoke or even quit smoking. If you quit smoking *during your stay* you can pick up a free StudentStay Doppoer (drink bottle) in our office. Stay Healthy!
- If you feel the need for a cigarette, please smoke in the bike shed in building B + C or under the 'bridge' in A.
- All rooms have a smoke detector. It is illegal to cover the smoke detector or to tamper with it in any other way. If you set off the alarm while cooking: the alarm will turn off by itself (open a window for ventilation).
- For building A, do not open your front door if smoke evolves from cooking. There is a central evacuation

(slow whoop) alarm in this building, so do not trigger this in case of a false alarm.

- Smoking in the room is prohibited at all times.

### (Preventing) Fire

- Stay at the stove while cooking. Don't leave pans on the stove unattended.
- If you live in building B or C: be careful to not accidentally hit the stove buttons which switch on the stove.
- If you want to have candles in your room, please don't leave them unattended.
- If you have a "flame in the pan" use the fire blanked to extinguish the fire.
- In case of fire: Close the window & close the front door: if fire doesn't get oxygen it will die 😞
- The most important thing is to close your front door and keep it closed!
- Call the fire department (112) and warn all other residents in the building to leave the building.
- In the office of StudentStay we keep a master key to open doors in case of fire.
- The emergency phone-number in the Netherlands is **112**. Please call this number in case you need the Police, an Ambulance or instant Medicare or in case of fire. In case of a fire: bring yourself to safety and close the front door of your apartment.

### Doors

- For your safety your building has a digital lock.
- If your door lock "beeps" red, fill in the maintenance form on our website and request for a new battery.
- Please inform us immediately before the lock "freezes" and doesn't let you in anymore.
- Before you leave your room please always check if you have your key on you. We have key cords in the office. It happens frequently that people lock them self out of their room. We can put the rights of your room on another key. So, in case you forgot your key in your room your "Key-Pall" can open the door for you. If you would like this, please send us an email with the name + room number of the student who should be able to enter your room. We will send you a confirmation when this has been processed. If you lock yourself out of your room after office hours, please call 0031-588442100. This is our after-hours phone service. We will pick up the phone or call you back till 10PM the latest.

### Amenities

- All rooms are equipped with: Furniture, mattress, mattress cover, curtains, fly catcher, bed light, desk light, shower wiper, fire blanked, 4 knives, 4 forks, 4 spoons, 4 thee spoons, 3 plates, 1 cup and a water boiler. In the shared apartments / dorms the tenants share a water boiler.
- If one of the items is missing, please fill in the maintenance service form and we will bring it.

### Registration at the City Hall

- Please take your signed rental contract (signed by **both** parties)
- Please take a valid ID

### Payments

- Currently StudentStay sends you an invoice for your rent on a monthly basis.
- When you transfer the rent, please only write the **reference number** in the **description field**
- If you only write the reference number our software automatically connects your payment to the open invoice.
- Unfortunately, currently we cannot send you a proof of payment. Your bank statement is the proof that you paid.
- If we haven't received your payment(s) you will receive a reminder.
- StudentStay is working on new software with more payment options.
- If you want to pay your rent up front for several months or for all your stay, please send us an email.

### Medical Emergencies

- Call 112. We have an AED at our office, in case of heart attack. If our office is closed, there is a second AED in "Bewegingscentrum". For medical issues that are not an emergency: we have information about how to contact a doctor on the pinboard in the hallway of building A next to our office. Keep in mind that an ambulance normally only comes for life threatening situations and that costs can be high.

## Bed Linen

- If you ordered bed linen, you can pick up your order in our office. If you did not pre-order this, you can easily buy it yourself at: Action, Hema or Zeeman. You can find these shops on walking distance: Bilgaardpassage 71, 8918 HT Leeuwarden.

## Bike

- If you did not pre-order a bike with StudentStay, you can rent a bike on a monthly basis at "Swappfiets.nl". Sometimes the bike shops sell secondhand bikes, please try "Fietsstation 058" or "Fietspecialist Meindert". If you are planning to stay longer than six months in Leeuwarden a third option is to buy a cheap new bike at Decathlon.

## Shopping

- Are you looking for a supermarket? Please google the following: Albert Heijn (ah.nl) or Jumbo (jumbo.com)

## Bank

- After you have registered at the City Hall, you can open a Dutch bank account. This would avoid any credit card costs. You can open a bank account at: ING.nl, ABNAMRO.nl or Bunq.nl. After you received your bankcard, you can use the Dutch "Ideal" payment system.

## Service Request

- Service request or other questions: Please contact us by email at [info@studentstay.com](mailto:info@studentstay.com) and we will get back to you.

## Taxes

- As a student you can ask for an exemption. You can apply for an exemption with this link: <https://noordelijkbelastingkantoor.nl/wp-content/uploads/2018/04/Leeuwarden.pdf>
- If you live in a shared apartment your taxes are included since 01.08.2019. In case you receive a tax form, please hand it in our office. In case your rent a studio, taxed are not included.

## Feeling down?

- If you are feeling down or depressed, make sure to find help from others.
- You are always welcome for a talk in the StudentStay office. There are also counselling offices in most of the universities.
- Being alone in a foreign country might influence your mood or emotions.
- If you are having suicidal thought, please find (professional) help and get strength from the believe that better times will come.
- "Behind every Dutch cloud hides a Spanish sun"

## Want to share happiness?

- At StudentStay we are not perfect. We are a young team and most of us are students ourselves or we just finished our studies. We are striving to get better every day.
- If you are really unhappy with our service or you have a feeling you are being ignored, please send an email to [complaint@studentstay.com](mailto:complaint@studentstay.com)
- If you are feeling happy about our service, we would appreciate your positive review on Google. You will make our day with it 😊

Please keep in mind that during the check-in period we are extra busy.

For all questions and service requests, please contact us by email:

[info@studentstay.com](mailto:info@studentstay.com).

**We wish you a memorable StudentStay in the Netherlands!**