



Wittenborg Student Housing Rules & Regulations

Informing students of their duties and responsibilities to safeguard an enjoyable, safe and comfortable stay at the Wittenborg student housing in Apeldoorn

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The primary concern of the Wittenborg Student Housing Department is the safety and comfort of all our residents. Only students and staff can be a resident of accommodation provided by the Wittenborg housing team. The following list of rules has been compiled to ensure that you are fully and appropriately informed of the necessary requirements. Please do not hesitate to contact Wittenborg Housing department if you have any questions.

Due to the nature of shared accommodation, residents are collectively responsible for the welfare of the other residents and have the duty to take care of the direct living environment and the surroundings. In this document, Wittenborg Housing Department explains what behavior is expected from you and what behavior is unacceptable.

Closed Circuit Television

Security of people and the property are prime concerns. Therefore, CCTV cameras are installed on the Ruyterstraat premises for helping this purpose. The Cameras are placed in a manner so to capture views of the main entrances of the student dorm as well as the shared common areas I.e., the corridors on the ground floor and the upper floor respectively, the communal areas namely the kitchen. The student housing department can view the live pictures when needed so to detect any suspicious event. Warning signs have been put in the entrance of the dorm with the objective of informing the tenants, staff and the general public at large that surveillance cameras are in operation. CCTV footage is retained for 30 days and stored in a secure location. It is only kept for longer periods in exceptional circumstances. Information derived from CCTV surveillance will only be used for security purposes. Unless it leads to the discovery of an activity that the university could not reasonably be expected to ignore, for example, behaviors that put others at serious risk. Students have the right of access to information about themselves held on CCTV footage. To request access, you will be asked to complete a Data Access Request Form and provide evidence of your identity.

Residents are required to treat the accommodation, property, fellow house/roommates, staff members, landlord, visitors, and neighbors etc. with respect. This includes avoiding the use of insults or foul language. Bullying or harassing others will not be tolerated. Avoid nuisance to other residents and respect the privacy of residents as much as possible.

Wittenborg Housing Department has a zero-tolerance policy for behavior that is

disruptive and damaging. Wittenborg Housing Department will carry out announced and unannounced checks to ensure the quality and safety of the residence. In extreme cases residents can be evicted from the residence, in that case all fees paid to Wittenborg for student accommodation (whole fee including deposit) will automatically forfeit entirely and the student must vacate Wittenborg Accommodation by the appointed date and time, as set out in the notice of eviction.

Wittenborg Housing Department wishes all residents a pleasant and comfortable stay and hopes to avoid having to intervene and enforce hard measurements due to unacceptable behavior.

If you follow these simple rules, we are a big happy family!

1. Check-in

Residents will be allowed into the property by staff from Wittenborg Housing Department or by a fellow resident depending on the date and time of arrival. A brief introduction of the facility will be given during check in either in person or via personal video message.

2. Report Issue within 3-days after arrival

After arrival, residents are provided with an Inventory Checklist. Please report any issues within the property by completing the “Report Issue at Arrival Form”. Wittenborg Housing Department will contact you to supply what is missing or fix any damage that is unknown before your arrival. If this form is not filled in, it is taken as confirmation that all items, and dormitory, as set out in the Inventory Checklist, are present and in good condition.

3. Check-out

- The check-out procedure usually takes about 30 minutes. And it can only be scheduled during working days from 9:00-12:00 or 13:00-17:00. The check-out appointment must be made at least 10-working days prior to the actual checking-out date. The student is responsible to request a check out appointment on time. Failure in checking out on time will automatically lead to a cost of €50, - per day, as stated in the Housing Contract.
- The student's personal items/belongings must have been removed from the room at Check-out. Residents must pay for any damages incurred outside the normal 'wear and tear'.
- For Non-EU/EEA students, the check-out procedure can only be finalised after proof has been given of the new legal residence address that is formally registered at the municipality of stay within one month after checking out. Fail to provide proof of new legal residence address will result in a fine of 600.- euro.

4. Deposit return

The Student Deposit as part of the Package Fee of Wittenborg, which includes the Housing Deposit, will only be refunded after completion of the formal deregistration from Wittenborg. Only if you have paid a separate Housing Deposit, which is different from the Student Deposit, will this Housing Deposit be refunded within 1 month after the successful checking-out procedure is followed.

A student may choose to move out of the student housing during the package period. In such cases, no refunds are possible.

5. Guests, Parties, Gatherings and Noise

Residents shall not hold parties/gatherings in or around the apartment, nor play musical instruments or radios, televisions or other sound-producing apparatus in such a manner as to cause distraction or nuisance to others, the residents, or other authorized residents, particularly between the hours of 21.00 and 07.00. Noise is considered a nuisance when sound can be clearly heard outside the room. Any resident who fails to follow this rule can be evicted from Wittenborg accommodation.

Residents are fully responsible for the behavior of their guest(s)/visitor(s). If any guest(s)/visitor(s) breaks any rule, the host resident(s) will be subject to the Wittenborg Student Housing disciplinary procedure, which could lead to punishment such as fines or ultimately eviction.

6. Sub-leasing and Overnight Guests

It is not permitted under any circumstances to sub-lease the room or allow other people to share the accommodation, nor to allow use of the kitchen or any other appliances without supervision of the host student. The host is accountable for actions, damages,

and actions of guests.

Residents are not permitted overnight guest(s)/visitor(s) under any circumstances. Visitor curfew is from 23:00 to 07:00, when no person other than the residents allocated to stay over at any Wittenborg accommodation.

No one may occupy an apartment or bedroom other than those allocated by Wittenborg. Residents must not occupy or use vacant bed spaces or associated furniture, and must always leave such spaces prepared for new residents moving in.

Any resident who fails to follow this rule can and will be evicted from Wittenborg accommodation.

7. Kitchen

Due to the serious risk of fire, “chip pans”, deep-fat fryers, cooking in open pans filled with large quantities of cooking oil, candles or incense burning, are not permitted and will be confiscated and result in a fine if found in the accommodation. Wittenborg housing department shall carry out unannounced house/room checks to the premises accordingly.

8. Cleaning & Pets

Residents are required to keep their personal and communal spaces within their premises in a tidy and hygienic manner. Wittenborg can assist residence to find paid cleaning service. No pets are allowed. Any resident who fails to follow this rule can and will be evicted from Wittenborg accommodation.

9. Laundry

Wittenborg housing is not responsible for any damage or loss to any article of clothing or other personal items that may occur during the use of the laundry room, washing machines or dryers. Please notify Wittenborg housing team if you have trouble in using the facilities.

10. Inventory

All inventory articles, including drainage pipes and electrical applications, are to be treated with respect. All are to be maintained and well-kept to avoid unnecessary damage, blockage or (electrical) breakdown. Malfunctions must be reported to Wittenborg housing immediately.

Residents are responsible to inform Wittenborg housing department of any damages, maintenance issues or necessary repairs (both within the apartment and throughout the complex and campus) within 3 working days of detecting any problem.

Residents must not alter, modify, decorate, add to, or in any way interfere with the construction or interior, or glue, stick, nail, screw or otherwise fix anything whatsoever to the interior of their allocated space, room, apartment, contents or the buildings without the permission by email of Wittenborg housing department.

11. Excessive Personal Property

Residents must not bring or store excessive quantities of personal property in the communal area of the premises or their room such as would be deemed a nuisance by other occupants or Wittenborg Student Housing Department. This is at the sole discretion of Wittenborg Student Housing Department. Any resident who fails to follow this rule can and will be evicted from Wittenborg accommodation.

12. Trading

It is prohibited to sell products or services in or from the accommodation, or in any way

conduct business without formal written permission from Wittenborg Housing Department. Any resident who fails to follow this rule can and will be evicted from Wittenborg accommodation.

13. External Doors and Roofs

Residents are not to open their apartment doors to people unknown to them, day or night. Residents should keep windows locked while their rooms are unoccupied, and always keep their valuables out of sight and out of reach from the windows. Residents must give the least opportunity possible for theft of property or misconduct.

For the safety of all residents, all external doors must be kept closed and locked. The residents and their guest(s)/visitor(s) must only enter via the main entrance doors. Windows are not to be used for access/egress. In all cases it is forbidden to be on the roof of any property nor climb through windows. Any resident who fails to follow this rule can and will be evicted from Wittenborg accommodation.

14. Alarms

All Wittenborg Student Accommodations are fitted with a local smoke detector and alarm siren. Wittenborg Housing operates a “zero-tolerance” approach to any resident found tampering with the smoke detection system. Failing to follow this rule will result in an immediate eviction from Wittenborg accommodation.

15. Smoking, Alcohol and Drugs

Smoking is not allowed anywhere within Wittenborg Student Accommodation. Failing to follow this rule will result in an immediate eviction from Wittenborg accommodation.

Using, growing, or dealing drugs, as in Dutch Law, or possession thereof, is strictly forbidden, as is any other illegal activity. This will lead to immediate eviction from Wittenborg housing and will be reported to the police.

Alcohol may not be consumed in communal areas of the accommodation. Being under the influence of alcohol will not be accepted as an excuse to either explain or justify irresponsible behavior, which will lead to being evicted from Wittenborg accommodation.

16. Weapons

It is forbidden to bring any kind of weapon, as in Dutch law, such as knives, firearms, etc., into the accommodation. Any possession of illegal weapons will be reported to the police and result in an immediate eviction from Wittenborg Housing.

17. Inspections

All students registered at the same address will be held responsible as a group for maintaining the accommodation up to inspection standards. The goal of inspections is to create a more pleasurable place for all the students sharing the accommodation. Wittenborg housing department will inspect accommodations, generally twice a month, or as often as Wittenborg Housing department sees fit. Residents must identify themselves and/or their guest(s)/visitor(s) when asked to do so by a member of Wittenborg staff.

Wittenborg retains its own set of keys but shall respect the privacy of the residents and only enter the rented area when communicated with the resident. In case of an emergency, repairs, preparations, maintenance or suspicion of a student breaching the rules and regulations, members of Wittenborg Housing, or people authorized by them, may exercise the right to use these spare keys and obtain free entry to the rooms with a clear vocal warning prior to entrance.

Types of inspection include:

- Scheduled inspection - at a date communicated to the student(s) in advance to inspect the accommodation. Wittenborg housing department is at liberty to postpone these inspections.
- Check-in inspection - during the arrival of a new student, a joint inspection will be conducted. By signing this Inspection Plan, the student agrees to have checked the accommodation and its contents according to the checklist and to have found it in good condition. The student also declares to have received a copy of the necessary keys to enter the accommodation. This can include 1 key for the front door, 1 key for the mailbox and, when applicable, 1 key for a common area(s) such as bicycle shed.
- Random inspection - members of Wittenborg housing department will ascertain if the student is at home and will ask permission to inspect their personal accommodation. The general areas are always open for inspection.
- Pre-check-out inspection - when the student is leaving the accommodation, a pre-inspection will take place prior to the departure date. This date will be announced in the "check-out mail". A pre-check-out is only possible when the mandatory two weeks' notice is given by the student. The goal is to prepare the leaving student for the check-out. Failing to be present for the pre-check-out results in a fine of €50-. A student can cancel the pre-check-out by sending a mail at least one working day before the date of the pre-check-out.
- Check-out inspection - when the student is leaving the accommodation, a final inspection will take place at the departure date.