

Wittenborg Student Accommodation Rules & Regulations

The primary concern of the Wittenborg Student Accommodation Department (WSAD) is the safety and comfort of all our residents and staff. Only students and staff can be a resident of WSAD. 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 WSAD if you have any questions on any of the items listed below.

Each resident has a duty to behave in a responsible manner. If you find that a fellow resident is causing a disturbance or behaving irresponsibly, please let us know so that the situation may be resolved.

Due to the nature of shared accommodation, residents who do not disassociate themselves from unacceptable behaviour may be deemed partly responsible for the resulting misconduct and disciplined accordingly. Consequently, residents who do not admit to their part in a particular issue may cause their flat/room/housemates to receive disciplinary action unfairly.

Any breach of rules will result in a warning or minimum of €50 fine per resident. Repeated breaches of the rules and regulations will result in a further €100 fine per resident, and may lead to eviction depending on the frequency and severity of the misconduct. Wittenborg WSAD has a 'three strikes & out' policy. Any student who contravenes regulations three times in a short period may be ordered to leave WSAD housing within one month. There will be no refund of fees of the package period. This is at the sole discretion of WSAD. Fines or evictions may be disputed within 2 weeks after issue, by email to Frontdesk@wittenborg.eu with the subject: Protest fine s11xxxxx (student number) with a motivation. Administration costs of reviewing the protest are €50.-

This document applies to all residents accommodated in all types of Wittenborg student accommodation. Each resident has a duty to keep themselves informed and up to date with the rules & regulations and any changes that may be made by Wittenborg.

Definitions of Tenant and Landlord are as used in the Wittenborg Tenancy.

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Article 01. Rules

Residents must familiarise themselves with and, by signing the accommodation agreement, agree to abide by the “Wittenborg Student Accommodation Rules & Regulations” as stated in www.wittenborg/wittenborg-university-student-accommodation.htm

The resident agrees to attend an induction and periodical meetings to be arranged by WSAD. Residents must familiarise themselves with rules and practices by reading the agreement, rules and regulations, and procedures. The meeting serves to highlight some of the key points, and is in the best interests of all parties. Failure to attend may result in a fine and/or disciplinary proceedings.

New or amendments to rules and regulations: the management of Wittenborg reserves the right to draw up and/or amend the contracts, rules and regulations, related forms and procedures from time to time. Notice of any changes will be brought to residents' attention, in writing, and will come into force from the date of notification.

The resident must take all reasonable steps to ensure that any deviations from the covenants and conditions herein, or breaches of any of the rules and regulations, by other occupiers in their premises within the complex, or any part thereof, are brought to the immediate attention of WSAD.

In extreme cases where a resident is evicted, they automatically forfeit all monies paid to Wittenborg for student accommodation (whole fee including deposit) entirely and must vacate the complex by the appointed date and time, as set out in the notice of eviction.

WSAD has the right to refuse anyone admission to Wittenborg Student Accommodation. The resident agrees to be bound by any such ruling from WSAD.

Article 02. Respect of people and property

Students are required to treat accommodation, property, staff members, the landlord, housemates, visitors, and neighbours with respect. This includes avoiding the use of insults or foul language. Bullying or harassing others will not be tolerated. WSAD shall avoid nuisance to the residents and shall respect the privacy of residents as much as possible.

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 WSAD. This is at the sole discretion of WSAD.

Article 03. Check-in

At check-in, residents are provided with an Inventory Checklist, the Check-In Form*. Please use this document to report any issues within your apartment and submit it signed to the Front Office within 3 working days of your arrival. If this document is not submitted, it is taken as confirmation that all items, and dormitory, as set out in the Inventory Checklist, are present and in good condition. Residents must pay for any damages incurred outside normal 'wear and tear'.

*This list is used again when checking out. The items on the back of the form must be present when checking out. All missing items are to be paid for by the leaving student. The personal items on the list must be removed from the room.

Article 04. Check-out

There are five ways this can take place:

- 1) Without proper notification (2 weeks notice), result administration fee of €50.-
- 2) Without pre-check, WSAD cannot give proper advice on how to check out
- 3) On working days from 10:00-12:00 or 14:00-16:00

- 4) On non-working days, student is responsible for handing in keys at a Frontdesk or at WSAD. (N.B. Rent only stops on the date when keys are handed in.)
- 5) Pre-mature check out in package period, resulting in an administration fee of €50.- .
(See also Art.05)

Article 05. Maximum duration in WSAD:

The maximum duration in WSAD facilities is one year.

Leaving WSAD before end of package period does not warrant a refund of the housing fee.

A request to refund can be made by sending a mail to housing@wittenborg.eu, including name, address, student number and motivation. WSAD will decide within one working week on this request.

To continue to stay after the package period, a student must give at least 2 weeks' notice before end of package period.

Giving notice of less than 2 weeks does not guarantee continuation of accommodation, and the administration fee for applying to stay within 2 weeks is €50.-

* Check-in and out forms see next 2 pages:

Article 06. Check-in form:

Wittenborg Student Accommodation Department Check-In Form

Arrival Date:.....

Checkout date (Package).....

Your Name:..... And

S-number:.....

Address:

Room No.....

Item to be checked:		Please mark the item which needs attention with your detailed remarks:	
No.	Condition:	✓	<p><u>Your</u> remarks:</p> <p>No.....</p> <p>No.....</p> <p>No.....</p> <p>No.....</p> <p>No.....</p> <p>WSAD will charge the leaving student for missing or damaged items (apart from normal wear and tear) as well as for failure to clean properly (including common areas).</p> <p>Energy use allowance winter 80 m3 gas per person per month, summer 50 m3 gas per person per month. Monthly overuse of energy budget is payable by the students: €1.- per m3 plus administration costs of €25.- per invoice.</p>
1	Floor / walls / door / window:	✓	
	Good / medium / bad		
2	Closet / cupboard	✓	
	Good / medium / bad		
3	8 hangers	✓	
4	Table / chair / desk lamp	✓	
	Good / medium / bad		
5	Key to general door		
6	Key to apartment door	✓	
7	Key to room door	✓	
8	Key to post box		
9	Bed / mattress	✓	
10	Extension cord	✓	
11	Telephone card	✓	
	Mobile number 06-.....		
12	Quilt / pillow/ duvet	✓	
General:			
13	Room clean	Y/N	✓
14	House clean	Y/N	✓
15	Bed ready	Y/N	✓

Excerpt from rules and regulations

Keep doors / entries locked at all times	Separate garbage for recycling.
Ventilate rooms daily, windows should be opened for at least an hour a day.	Lower room temperature when out.
Work together to keep kitchen and refrigerator clean.	Clean up each time after using kitchen.
Do not cook or keep utensils in your room.	No noise after 21:00.

I agree with the stipulations of this form. If I want to stay after the package period, I will give notice at least 2 weeks before ending of the package period. I know: giving notice shorter than 2 weeks means it is not sure I can stay and the administration fee for applying to stay is € 50.-

Please take these items with you or dispose them before checking-out: Quilt and Cover, Pillow and Cover, Bed Sheets. A minimum fine of € 50.- euro will be issued if personal items are left in the room and needed to be removed by WSAD. I received a copy of Rules and regulations.

Signature of student, agreeing:

Signature of WSAD at checking in:

Article 07. Check-out form:

Wittenborg Student Accommodation Department Check-Out Form

Pre-check-out date:.....

Item to be checked:	V	Damage €	Detailed remarks on checking in, with reference to the numbers
Condition:			
1 Floor / walls / door / windows			Remarks missing / broken:
Good / medium / bad			No1.....
			No2.....
2 Closet / cupboard			No3.....
Good / medium / bad			No4.....
3 8 hangers			No5.....
			No6.....
4 Table / chair / desk lamp			No7.....
Good / medium / bad			No8.....
			No9.....
5 Key to general door			No10.....
6 Key to apartment door			
7 Key to room door			
8 Key to post box			
9 Bed / mattress			
10 Extension cord			
General:			
11 Two weeks notice Y/N	Admin costs	€50.-	11 Costs:.....
12 Student present for Pre-check-out? Y/N	Fine	€50.-	12 Costs:.....
13 Student present for check-out? Y/N	Fine	€50.-	13 Costs:.....
14 Room left clean Y/N Hrs	* €50.-	14 Costs:.....
15 House clean Y/N Hrs	* €50.-	15 Costs:.....
			Total Costs:.....

Signature of WSAD at checking out:

Signature of resident at checking out:

.....

.....

You will be formally informed of the result of the checking-out within 10 working days after actual checking-out control.

Residents must ensure the apartment has been left fully cleaned, i.e. all rooms, communal areas and bathrooms fully cleaned, fridge defrosted and all personal items and rubbish correctly disposed of. As residents tend to check out at different stages, they must ensure among themselves that they each carry out their fair share of the cleaning. All residents of an apartment not cleaned and emptied prior to departure shall be fined accordingly with a minimum of €50.-.

Article 08. Prior notice

Residents must give at least two weeks' notice in advance to WSAD of their intended check-out date and time, so a mutually suitable pre-check-out time can be agreed by both parties. Failure to do so may result in the loss of the Student Accommodation Deposit with a minimum administration fee of €50.-

Article 09. Moving fee

If a resident wishes to move to another apartment/room within Wittenborg Student Accommodation, they must provide a valid reason in writing to WSAD, as well as agree on the monthly fee assigned to the new room. If the request to move from one room to another has been granted by WSAD, the move will be supervised by WSAD and an administration charge of €100.- will apply to the resident.

Article 10. Deposit return

The student deposit is refunded only after you have graduated from Wittenborg. Please find more information on our webpage: www.wittenborg.eu/student-deposit.htm.

Article 11. Parties, gatherings and noise

Residents shall not hold parties/gatherings in or on 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 authorised residents, in particular between the hours of 21.00 and 07.00. Noise is considered a nuisance when sound can be clearly heard outside the room. Failure to follow this rule will result in a fine of €100.- and/or eviction from the Wittenborg Student Accommodation.

Residents must not congregate, or leave any items, like bikes or suitcases, in the communal areas (stairwells, corridors, shed, etc.) to avoid causing obstruction or disturbance to other residents. If so, WSAD may remove these items and treat these as garbage. Costs in this matter are to be paid by the student leaving these items with a minimum of €50.-

Article 12. 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 a fine of €100.- and/or eviction from Wittenborg accommodation.

Article 13. 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 WSAD.

Article 14. Alarms

All Wittenborg Student Accommodation is fitted with a local smoke detector and alarm siren. WSAD operates a "zero tolerance" approach to any resident found tampering with the smoke detection system. Residents found tampering with, or covering any such detector(s), may be fined €100.- and face eviction. Wittenborg shall carry out unannounced spot checks in the premises accordingly. When an alarm battery approaches the end of its lifetime the machine will start making regular beeping sounds. Please inform WSAD immediately so a new battery can be provided.

In an apartment/house where it is found that the fire equipment has been tampered with, it will be assumed that all residents of that apartment are equally responsible for the consequences. As a result, residents must notify WSAD immediately when they become aware that such an issue has arisen, in order to assist in identifying those responsible. Residents must not tamper with any safety signage or equipment whatsoever (smoke detectors, fire extinguishers, window restrictors, etc.).

If a resident accidentally activates the fire alarm within their apartment, and clearly does not suspect there is any risk of fire, e.g. burnt cooking within a saucepan, they must immediately close off the source of the activation and inform co-residents of the details of the activation.

Residents aware of a fire within the accommodation complex should first evacuate the apartment/building, including all neighbours, and then notify the emergency services by phoning 112.

Residents have a duty to report any instances of abuse of the fire safety equipment to WSAD in the interests of all residents who rely on the equipment in case of emergency. Residents should immediately report any safety or security issues, as well as broken or missing items of the house, to WSAD.

Article 15. External doors and roofs

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. Residents found climbing through windows will be fined €50.- and/or face eviction. In all cases it is forbidden to be on the roof of a dormitory, residents found on a roof will be fined €50.- each and/or face eviction.

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 at all times 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.

Article 16. 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. WSAD shall carry out unannounced house/room checks to the premises accordingly.

When using the cooking facilities, residents are required to pay careful attention to their actions. Residents should not leave the room or partake in any other activity whilst the cooking facilities are in use. After cooking and eating students must clean the kitchen immediately and leave a clean kitchen for the next student who wants to cook, including removal of packaging of take-away foods. Residents must ensure that they use the extractor fan if possible (located directly above the cooker hob) and that the room is adequately ventilated (by opening a window if necessary) whilst cooking. Failure to supervise the cooking facilities in use shall result in an immediate €100.- fine.

Residents are responsible for defrosting and cleaning their fridges on a regular basis. Allowing a build-up of ice may cause the freezer door to become damaged and the resident(s) shall incur the corresponding cost of the repair/replacement. In general, equipment provided by WSAD, cooking stove, refrigerator, vacuum, etc., which is used improperly, or cleaned improperly, will be removed from the premises.

Article 17. Smoking, alcohol and drugs

Smoking is not allowed anywhere within Wittenborg Student Accommodation. Smoking or evidence of smoking shall result in a €100.- fine. Residents who do not dissociate themselves from such behaviour, by not reporting smoking in their apartments, will be deemed partly responsible for the misconduct and fined accordingly.

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 a fine of €100.- and immediate eviction from WSAD 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 behaviour. This will lead to a fine of €100.- and may lead to eviction from WSAD housing.

Article 18. City waste regulations

According to the city waste regulations, waste should be separated. Commonly, three different rubbish containers are to be found around Wittenborg Student Accommodation.

Namely:

- Blue for paper or cardboard.
- Green for biodegradable kitchen/garden waste.
- Grey for any other rubbish (with the exception of chemical waste and glass).

Residents living in an apartment can dispose of their biodegradable waste in the container which opens electronically, and also need to use the containers marked with “PAPIER” for paper and cardboard recycling. Glass and bottles are to be put into glass containers, which can be found in front of grocery stores. The glass and bottles are to be separated into transparent, brown and green colour. Plastics are collected separately.

Each student is personally responsible for correct separation. There are plenty of options for the disposal of rubbish in the city of Apeldoorn. Residents are required to dispose of rubbish correctly according to the schedules and regulations. WSAD shall carry out unannounced spot checks of the premises accordingly. Residents found to be disposing of rubbish or any article in a way that is irregular will incur a fine of €100.- per resident of the premises, and may result in eviction from Wittenborg Student Accommodation. The city also hands out large fines if waste is found to be separated incorrectly.

Detailed information of rubbish collection can be found in the Information Guide of Wittenborg Student Accommodation.

Article 19. Cleaning

Residents are required to keep their personal and communal spaces within their premises in a tidy and hygienic manner. Residents are required to co-operate accordingly.

Residents must treat Wittenborg student accommodation property in a respectful manner. In the event of the apartment not being maintained by the resident(s) to a reasonable standard of cleanliness, as decided upon at the sole discretion of WSAD, WSAD will arrange, with 48 hours prior written notice to the resident(s), cleaning of the apartment. Resident(s) will be liable to Wittenborg for the cost of cleaning amounting to €300.-, in the event of cleaners employed in the apartment as a result of non-compliance with the covenant between WSAD and the resident(s). The decision of WSAD shall be final and binding in this regard.

It is compulsory to keep a schedule of cleaning done and planned by filling in the date of cleaning and the student number of the student who cleaned/will clean the area on the cleaning record. If there is no record of cleaning found, the cleaning will not be considered done, and will result in firstly a warning and secondly a fine of € 50.- for each student.

Article 20. Maximum energy use

Although the accommodation fee includes energy and water costs, all residents must make sure the energy and water consumption is in accordance with the maximum monthly

allowance. Residents sharing the same accommodation during the same period in which usage has exceeded the allowance will be collectively billed for extra costs.

The thermostat should be turned down at night and/or when the premises is unoccupied. Maximum room temperature allowed by WSAD is 21 degrees Celsius. Having the heater turned above 22 degrees Celsius will be deemed as excessive usage of energy utility. Any evidence of such action shall result in a €100.- fine per resident of the premises.

Article 21. Bed

Each resident must use the mattress cover and bed sheet provided at check-in, keep regular maintenance by washing these items, and return the mattress in a clean and reusable state at the end of their stay. If not left in a reasonable clean state, the costs of replacing must be paid by the leaving student with a minimum of € 150.-.

Article 22. Pets

No pets are allowed.

Article 23. 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 WSAD immediately.

Residents must inform WSAD of any damages, maintenance issues or necessary repairs (both within the apartment and throughout the complex and campus); failure to do so will result in a fine of € 50.- for each student at the address.

Residents must not alter, modify, decorate, add to, or in any way interfere with the construction or arrangement, 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 WSAD.

The resident is allowed to change or make small adjustments to the property with pre-written permission, if those changes or adjustments can be undone by the resident before final check-out, during which a final inspection will take place prior to the exit date.

The reparation required for structural damage or problems is the responsibility of the owner of the property. Wittenborg cannot be held responsible directly for the repair of any of these damages or problems, and will only act as an intermediate to report and communicate about the damage/problem to the owner and give feedback to the resident. The leaving student will have to pay for these costs.

All inventory provided by Wittenborg is not to be exchanged/removed without formal written permission from WSAD.

Article 24. Laundry

WSAD 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 WSAD if you experience difficulty in using the facilities.

Article 25. 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 costs 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 a particular apartment should be in that apartment without prior written permission from WSAD.

If persons other than the assigned residents (the residents of other apartments, non-resident(s)/guest(s)/visitor(s)) are in an apartment during visitor curfew, the residents of the apartment, will be fined. The host shall be fined €100.- per guest, per occurrence.

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.

Residents are fully responsible for the behaviour 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 Accommodation disciplinary procedure, which could lead to punishment such as fines or ultimately eviction.

Article 26. Lost keys

All persons with legitimate purposes for entering Wittenborg Student Accommodation will have their own key fob. Residents must report any loss thereof immediately to WSAD.

In the case of loss or theft, new keys, for which there is a charge of €30.- per key, are available from Wittenborg. In the event of returning the original key fob, WSAD will refund €20.- to the resident (i.e. €10.- administration fee). Residents must not allow anybody access to communal entrances, and must not loan their key fob to anyone.

Special keys: for de Ruyterstraat front door, you will be charged € 50.- per front door key.

The unlocking of a door by WSAD will result in a charge of €50.-. In the event of WSAD needing external help to unlock the door, costs are to be paid wholly by the student.

Keys are issued by Wittenborg and all keys are to be returned as part of the checking out procedure.

Article 27. Damages

Costs incurred to repair damages to the communal areas, within an apartment/house will be divided equally between occupants, unless it is clear that not all residents are responsible. In cases where one resident is responsible for a particular issue, they must give notification of same in writing to WSAD within 48 hours, this will avoid their flat/housemates sharing the blame unfairly. An administration fee of minimum €50.- will be added to the damage charges.

Article 28. Inspections

WSAD will inspect accommodations, generally twice a month, or as often as WSAD 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 agreed upon with the resident. In case of an emergency or suspicion of a student breaching the rules and regulations, members of WSAD, or people authorised 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. WSAD 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 WSAD 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 (art 24) . 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 is allowed to miss 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. Please see Article 25 below for more details about the final inspection.

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.

By signing the Accommodation Agreement, the Student agrees on this Inspection Plan.

Article 29. Check-out inspection

Check-out will involve an inspection of the apartment, return of key fob and/or any other items rented from WSAD, e.g. cutlery & crockery set (all of which must be cleaned by the resident before returning). The cost of damaged/missing/soiled items shall be deducted from the Student Accommodation Deposit.

At the end of the occupancy period, the resident agrees to vacate the apartment, remove all personal effects and belongings and return all key fobs at the end of final check-out. Failure to do so will result in the loss of the Student Accommodation Deposit. Any personal effects or belongings left in the apartment after the check-out date shall be disposed of by WSAD at its discretion without incurring any liability to the resident. The cost of such disposal will be paid by the resident.

Checking out outside WSAD working hours is possible. The rent or package period only stops the moment the keys are handed in. If a student gives this responsibility of handing the keys to a fellow student and he or she does not hand in the keys, it remains the responsibility of the leaving student. The decision of WSAD is always final.

In case of a “no show” for the pre-check-out appointment without notification: a fine of €50.- will be incurred for time wasting, plus a €50.- administration fee. WSAD will inspect the room and the apartment, the findings will be binding and costs of cleaning will be charged to the leaving student, the hourly rate of cleaning being €50.-, with a minimum of one hour.

Article 30. Communication

If a problem occurs, residents are required to report the issue via housing@wittenborg.eu immediately. Even after reporting a problem in person or by phone, it is mandatory to send an email. E-mail must include: S number, name and address or former WSAD address. Emails lacking this information will be treated as not sent.

Wittenborg Student Accommodation Department will respond to all emails within 3 working days.

Article 31. In case of emergency (I.C.E.)

In case of emergency, please call Wittenborg central line 088-6672688 during working hours, or call our mobile number 06-13 72 36 08 during non-working hours.

Housing intranet area may be also used as a means of communication.

Important Telephone numbers:

- Wittenborg Central Line 088-6672688
- Police Central Line 0900-8844
- Emergency Police 112
- Apeldoorn Hospital 0900-600900
- Emergency medical 112
- Taxi Company 055-5331212
- Emergency Fire 112

For immediate problems report, preferably by email, to housing@wittenborg.eu Wittenborg Student Accommodation Department will respond to all emails within 3 working days. Call Wittenborg central line 088-6672688 during working hours.

The I.C.E. number is: 06-13 72 36 08

N.B: This is not a 24/7 service. It can only help in certain cases. SMS or “WhatsApp” messages may also be sent. To make this number as efficient as possible, misuse is to be avoided. Some examples of when to call or when not to call I.C.E. are:

Call I.C.E.	Do NOT call I.C.E.
If you locked yourself out and have no place to go or friends you can stay overnight.	If you feel extremely sick – instead, call a doctor immediately, before calling I.C.E or the Front Desk. Outside office hours: Huisartsenpost Hostpital 0900-600900
If you cannot reach any doctor and need to make an appointment (Front Office may also be contacted).	If you have toothache – instead, call the dentist at your earliest opportunity.
If the electricity is not working (first check with neighbours and check the fuses are not blown).	If there is a fire – evacuate the building and call the emergency services on 112.
In the event of an unstoppable water leak from taps or pipes. Please close the main valve in the basement.	If a service, e.g. hot water or internet, is not working, please wait until office hours to report it through the normal channels.
If the central heating is not working, in wintertime.	In the event of immediate and/or serious danger, call emergency services on 112.
If a window is broken and you have no alternative place of accommodation.	Should you want to change an appointment with WSAD, send email.
	Should you need a new bucket/lamp/cleaning material for your accommodation, contact Housing by email.

Article 32. HOW TO: make an appointment to see a doctor at the weekend or evenings.

If you are feeling unwell and need to see a doctor immediately, something that cannot wait until the next working day, here is how to go about it:

- 1) Call the “Huisarstenpost”, this is the family doctor who you must see first.
Tel: 0900-600-9000.
- 2) Talk to the person, describe your symptoms/problems and he or she will decide if you can/must come.
- 3) You will get a time for the appointment to go to Gelre Ziekenhuis – huisartsenpost.
Address: Albert Schweitzerlaan 31, round the **BACK** of the building.
- 4) Order a taxi 055 54 277 77 – or any taxi company, if you have no means of transport.
- 5) Take cash or Pinpas to make payment.
- 6) If possible, get a friend to come with you.
- 7) Inform WASD if necessary.