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# FOUR STARAPARTMENTS

EST. 2018



**FOURSTAR APARTMENTS**

*Dear Guests,*

*Welcome to The Hague!*

*This manual includes:*

- *Instructions*
- *Building policies*
- *Recommendations*
- *Emergencies*
- *Check-out: What to do*
- *Inventory List*

*By respecting all the relevant rules and policies in the manual, you ensure that your apartment becomes a real home for you.*

*Your experience is our top priority and we hope you enjoy your stay!*

*With warmest regards,*

*Four Star Apartments Management*

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# INSTRUCTIONS

## Free WiFi



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**All items and appliances are for tenant use ONLY**

## Television

- To turn the TV on or off, use the red button at the top left corner of the black remote control located on the coffee table (1 per apartment)
- Switch off the TV before leaving the room

## Combi-Oven/Microwave

- Located in the kitchen
- Select the programme required and press the start button

## Dishwasher

- Located in the kitchen.
- Before loading the items, remove all food residue
- Select the programme required and close the door
- Press the start button

## Washing Machine/Dryer

- Select the programme
- Add washing liquid/powder
- Press Start

## Shower

- Drains must be cleaned weekly to avoid flooding
- Remove the metal plate
- Remove the grey plug and clean the inner and outer surfaces
- Place the plug and metal plate in their original positions

- See images below



### **Cleaning Service**

- Weekly service (please check the board on the stairway near the main entrance)
- A rotating schedule applies. Week 1 is sanitary cleaning, week 2 is for living areas
- For maximum efficiency, please leave all cleanable spaces free from unnecessary items (desks, sinks, table tops). For security purposes, cleaners are not permitted to touch, move or rearrange personal items
- Cleaners are not responsible for removing garbage from the property
- For an additional cleaning service (an extra charge applies), please contact [info@immohaege.nl](mailto:info@immohaege.nl). Alternatively, please arrange for other cleaning services during times not listed for scheduled cleaning.

## **BUILDING POLICIES**

### **Housing Permit Policy**

- The Affordable Housing Permit is a new measure effective as of 1 July 2019 to ensure individuals residing at a self-contained property do so in a legal manner

- Tenants **must** apply for an Affordable Housing Permit as soon as they move in to the property
- Tenants will be assessed according to their salary, size and the amount of individuals residing at the property
- Tenants may only apply for the permit once they have registered with the local municipality and obtained a residence permit
- **Failure to apply for a permit upon moving in will result in a government penalty as per the guidelines**
- All necessary guidelines can be found in the link below <https://www.denhaag.nl/nl/vergunningen-en-ontheffingen/affordable-housing-permit.htm>
- Applications can be made online via DigiD or by filling out the application form and submitting it to the City Office Centrum or Escamp

### **Smoking Policy**

- Smoking is not permitted inside the building. **An automatic fine of 250 euros applies**
- Smoking is permitted outside the building or on balconies (doors to the apartment must be closed at all times)
- All cigarette butts must be extinguished and placed in ashtrays
- Only place extinguished cigarette butts in general waste before taking rubbish out to ensure apartments are safe and odour-free at all times

### **Noise Policy**

- Excessive noise is not permitted when it interferes with the comfort of other tenants. This includes but is not limited to playing instruments, TV, radio or other entertainment systems
- All loud noises are not permitted between 10pm and 9am.
- For tenants with balconies, be especially mindful of excessive noise.

### **Laundry Policy**

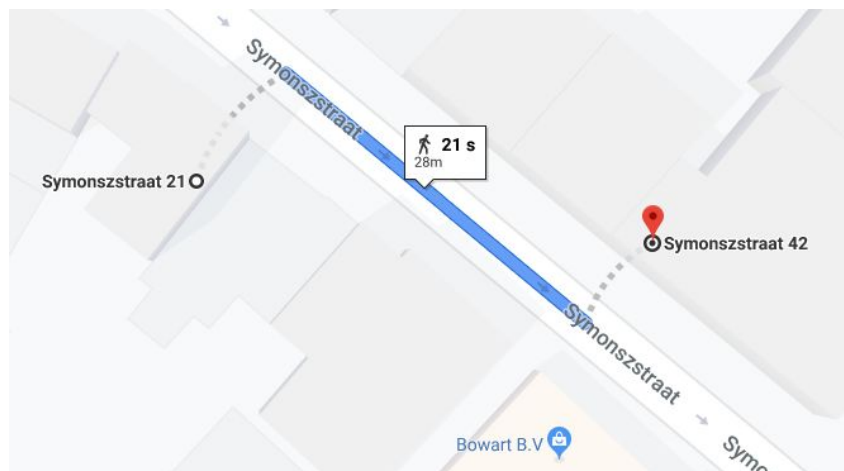
- Tenants must not wash laundry between 9pm and 7am
- Wet laundry must not be left in washing machines for longer than 2 hours
- Tenants must take care of cleaning their washing machine as per instructions in manuals and common sense approach to prevent malfunctions such as but not limited to: clogging and calcification of tubes.

## Cleanliness/Hygiene Policy

- Tenants must maintain the cleanliness of their apartment using a common sense approach
- Tenants must ensure all sink and shower drains are free from hair and other items. An automatic drainage fine of 100 euros applies. See section “shower” for instructions on cleaning the drain
- Bathroom extraction fans must be turned on during shower use
- Extraction fans must be turned on while cooking to prevent unpleasant odours
- Dirty shoes must be removed when walking on communal stair carpets
- Items such as food, drinks, bikes, luggage, must be transported in a responsible manner. A fine applies in accordance with the damage caused
- Tenants are fully responsible for permanent stains/odours caused by cooking, smoking or other negligence. See section: Smoking Policy.

## General Waste Disposal Policy

- Tenants are responsible for regular rubbish removal to prevent unpleasant odours
- Bins are located on Symonszstraat (near no. 42). See map below:



- Cardboard boxes must be broken down flat and recycled in allocated areas
- All waste must be separated and disposed of in the appropriate containers
- Combustible or hazardous items are not permitted in general waste areas. Please check with your management company for more details

- Upon departure from the building, tenants must dispose of all unnecessary items at their own cost. **An automatic hauling fee of 250 euros applies if tenants fail to do so.**

### **Maintenance Policy**

- Tenants must inform Management of any items requiring repair, including but not limited to light switches, taps, washing machines, dishwashers, extraction fans, furniture and doors and are responsible for ensuring that requests are made in a timely manner to avoid further damage
- Tenants must contact Management to resolve all maintenance related queries.
- Independent technical personnel related to providing services in areas mentioned in point 1 are not permitted. **A fine in accordance to the breach applies**
- Tenants must request Management for permission to carry out any renovation works on the apartment
- The use of adhesives, glue, tape, nails and screws is not permitted. **An automatic fine of 100 euros applies.**

### **Pet Policy**

- Pets (including service pets) are not permitted on the premises

### **Communal Area Policy**

- Tenants must not leave any items at the entrance of their apartment, corridors, garage area or other communal areas

### **Private Area Policy**

- Privacy screens are not permitted
- Tenants must not shake or hang clothing, curtains, rugs and other items outside windows, railings or balconies. Patio & balcony areas must be kept clean and free of all items except for approved patio furniture and plants



## Safety/Security Policy

- Tenants must keep all doors locked during their absence
- All appliances must be turned off before departure
- Tenants must notify Management of extended absences
- Tenants must take full responsibility for the conduct of their visitors
- Tenants must not store or use combustibles on the premises, which could cause a fire hazard inside or around the building
- Tenants must not use or sell illegal drugs in and around the building premises
- Tenants must not sublet their room at any time
- Individuals not on the rental agreement must not stay at the tenants' premises longer than fourteen (14) consecutive days in one (1) twelve-month (12) period
- In case of key loss, a replacement key will be issued at **a fee of 75 euros** (keys are specially cut to coded reference and require an authorised person to deliver the key). Out of office hours requests (17:30-9:00 between Monday to Friday and weekends) incur **a fee of 150 euros.** Please contact +31850410707.

## RECOMMENDATIONS

### Transportation

**Spui/ City Centre** (popular for shopping):

*Y cmkpi* <52 minutes

*E{erkpi* <16 minutes

*Vtco IDwu*<22 minutes

*Ect* <14 minutes

s

**The Hague Central Station:**

*Y cmkpi* <49 minutes

*E{erkpi* <14 minutes

*Vtco IDwu*<22 minutes

*Ect* <12 minutes"

**Taxis:**

**Taxi Centrale Den Haag** for The Hague or Schiphol Airport. Open 24 hours.

Book a taxi online: [www.taxicentraledenhaag.nl/online-taxi-reserveren/](http://www.taxicentraledenhaag.nl/online-taxi-reserveren/) and receive a 10% discount on your trip or call +31 70 555 5555.

If preferred payment is by card, notify the service in advance.

Uber is available in the Hague. Download the app.

### **Bike Rental**

- **Swapfiets.nl** and Den Haag Centraal Station at Rijwielshop Centraal (Lekstraat 21) are popular choices to rent a bike.
- When leaving Den Haag Centraal Station, head to the left. Rental price is circa 10 euros per day with a security deposit charge of 50 euros. To confirm and request availability, call +31703830039.

### **Must – See in The Hague**

**Mauritshuis** - Located in the centre

**Grote Markt** - Located in the centre

**Madurodam** - <https://www.madurodam.nl/en>

**Peace Palace** - <https://www.vredespaleis.nl/?lang=en>

**The Hague Market** - <https://dehaagsemarkt.nl>

**Scheveningen Beach**

### **Food Delivery**

**Thuisbezorgd**

<https://www.thuisbezorgd.nl/en/>

**Deliveroo**

<https://deliveroo.nl/en/>

When placing your order, be sure to leave your contact details to receive your delivery

### **Supermarket**

- **Albert Heijn** - (8 minutes walk)
- We recommend going shopping with a shopping cart, or bringing your own shopping bags. Recyclable shopping bags are available for purchase at the store and require a small fee.

### **EMERGENCIES**

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- BYUfYgh< cgd]fU. `< U[ `UbXyb`A YX]W `7YbYf`fk A 7LzCdYb`&(` `ci fgs
- Address: Lijnbaan 32, 2512 VA, Den HaagS

- Phone: +31 88 979 7900 S

### **Distance to Hospital**

*Y cmkpi* <52 minutes

*E{erkpi* <16 minutes

*Vtco IDmu*<30 minutes

*Ect* <13 minutes

### **Additional Assistance**

- For any additional assistance including cleaning, financial and technical assistance, please contact [info@immohaege.nl](mailto:info@immohaege.nl) between 9-5:30pm Monday to Friday or +31850410707 including out of office hours.
- In case of **emergencies only**, please contact +31615479778. Only use this number in case of appropriate emergencies. If the query is not deemed an emergency, a penalty may apply.

### **Checking out: What to do**

- Management will contact tenant(s) four weeks prior to a property inspection to discuss any fees for broken, damaged and missing items
- **An inspection of the property will take place four weeks** prior to final departure as per tenant(s)' notice to end tenancy
- Tenant(s) must leave the property in the same condition as originally found
- Tenant(s) must inform Management in advance in case of repairs, missing and/or broken items
- Tenant(s) **must be present on check out day** with at least one member of Management to verify the fulfilment of all relevant tenant duties.

## **INVENTORY LIST**

<b>@j ]b[ 'Fcca '</b>	<b>? ]HW Yb '</b>
1 Dining table 4 dining room chairs 1 Small plant on dining room table with container 1 Carpet 1 Corner couch/ sofa bed 2 decorative pillows 1 Coffee table 1 Large painting 1 Small Houseplant 1 Container on coffee table 1 TV Cabinet 1 TV 1 Remote Control 1 Set of Curtains 1 Wicker basket / bin tea light 1 White standing lamp 1 Black rattan chair .	1 Senseo machine 1 Kettle 1 Knife set in block 1 Pot set (2 pots, 2 pans with 2 lids) 1 Bread Toaster 1 Crockery set (4 × 4 = 16 pcs incl. 4 mugs) 1 Cutlery set (4 × 4 = 16 pcs) 1 Soup Spoon 1 Spatula 1 Pair of Scissors 1 Grater 2 Potato Peelers 1 Cork screw 1 Cheese Slicer 4 wine glasses 6 water glasses 6 tea/coffee cups 1 Cutting board 2 Coasters 2 extension cords 1 Dustpan and brush 1 Dishwashing brush 1 Rubbish bin (40 L ) 1 Washing/drying machine
<b>6 YXfcca '</b>	<b>6 UH fcca '</b>
1 Bedside table 1 Bedside lamp 1 Duvet 2 Pillows 1 Bed Frame / headboard 140 ×200 1 Mattress protector 1 Mattress cover 1 Bed sheet 1 Duvet cover 2 Pillow cases 1 Drying Rack 1 Iron 1 Ironing Board 1 Wardrobe 1 Small painting	2 towels 1 Bath rug 1 Shower rack 1 Toilet brush 1 Small rubbish bin  <b>GtcfUj Y'</b> 1 Vacuum Cleaner