



StudentStay House Rules

Code of Conduct

Our accommodation serves individuals from diverse backgrounds and cultures worldwide. We kindly request all residents to be mindful of this diversity during their stay. Please maintain a peaceful environment by keeping the music volume low, ensuring no disturbances are caused to fellow residents. Silence is required from Sunday to Thursday after 10 PM, and on Friday and Saturday after midnight at 12 PM .

Security Measures

For your safety and security, always lock your room door, and close the windows before leaving the premises. Most burglaries occur due to unlocked doors or open windows, so your vigilance in this matter is crucial.

Check-Out Procedure

On the day your contract ends, kindly return your key(s) by 09:00 AM. Failure to do so might result in fines. As long as the key(s) are not returned to our office, your deposit will not be refunded.

Responsibility for Damages

Residents are responsible for any repairs resulting from negligence, untidiness, neglect, or improper use of the room/apartment. Costs for repair or replacement of inventory will be charged individually or collectively to all concerned residents for communal facilities.

Preventing Drain Clogs

To prevent drain blockages, refrain from flushing food leftovers, tealeaves, hair, or cooking fat down the sink. Please remove hair from drains after showering. If blockages are caused by negligence a fee might be charged.

Communication Channel

For inquiries, feel free to contact us via email. We aim to respond within 48 hours to maximum 10 working days during high season. Real urgent matters are best addressed through phone calls or in-person visits to our office.

Fire Safety Regulations

In adherence to Dutch fire regulations, keep hallways and passages clear at all times. Objects obstructing entrances or exits, both inside and outside the building, will be promptly removed without notice. Bicycles must be parked in designated areas such as bike sheds or racks.

Internet Connectivity

Internet services are included in your rental package. If you encounter connectivity issues, please report them via the maintenance form on your online profile.

Business Activities

Residents are prohibited from conducting any profit or non-profit business activities at our addresses. Our accommodations are designated for residential purposes only and must be utilized accordingly.

Responsible living with neighbors

The rented property must be utilized responsibly, ensuring a peaceful coexistence you're your neighbors. Excessive parties that disrupt the tranquility of the surroundings are strictly prohibited. Please organize your party in the living room or a café in Leeuwarden downtown. Similarly, any noise disturbances, such as loud music or shouting, should be kept to a minimum to maintain a peaceful living environment. Additionally, the frequency of deliveries should be reasonable, preventing an influx of vehicles and minimizing disruptions to the neighborhood. Proper waste disposal and maintenance of the premises are also expected, contributing to the overall cleanliness and harmony of the community. It is essential for tenants to be mindful of their actions, promoting a considerate and respectful atmosphere for everyone residing in the vicinity.

Operating Hours:

Our office is open from 9 am to 5 pm, Monday through Friday. Please note that the office remains closed between Christmas and New Year's. The technical staff does not work in the weekend. So if you have urgent maintenance issues please make sure to inform us in the beginning of the week so your issues are solved before the weekend.

Contacting Us:

You can reach us by phone during our office hours, from Monday to Friday, between 9 am and 5 pm. For urgent matters that cannot wait until the next business day, you can utilize our After Hours Service by calling our regular phone number. It's important to be aware that after 9 pm, requests for lockouts cannot be accommodated through this service. If you require door assistance after hours, a fine, as per our pricing table, will apply.

Payment Procedures:

Ensure your monthly invoices are settled before the first of each month to avoid administration costs. Failure to pay your rent after two warnings could lead to the termination of your contract.

Removal of Unused Bikes:

In an effort to maintain a clutter-free and organized environment within our premises, StudentStay will conduct an annual bike labeling initiative. All bicycles on our property will be affixed with plastic labels once a year, and tenants will be duly informed about this process. Following the labeling, tenants have a grace period of approximately 2 weeks to remove the label if the bike is still in use. Bicycles that retain the label after this period will be considered unused and abandoned.

To ensure the cleanliness and functionality of our space, StudentStay reserves the right to remove any labeled bikes left unattended after the specified period. We encourage all tenants to promptly address this matter and remove the label if their bicycle is in use. Your cooperation in this endeavor is crucial to maintaining a well-organized and pleasant living environment for everyone. Thank you for your understanding and support.

Internal house Rules:

While you are welcome to invite friends over, parties must be hosted at local pubs or bars to avoid disturbing neighbors and housemates. You are accountable for your guests. It is strictly prohibited to have an additional person residing in your room or staying in your absence. Violating this rule will result in contract termination.

No Smoking:

Smoking is strictly forbidden within the building and your apartment. In line with the nonsmoking policy of NHL Stenden, smoking is forbidden on the campus. Violators will incur fines; your rental agreement might be terminated without prior notice. If you are a smoker and cannot comply with this rule, we suggest you book a room with another landlord. It is very important to us to ensure that the rooms stay fresh and clean for all future tenants.

Pet Policy:

Pets are not allowed on the premises. Any violations will result in fines, and the pets will be removed at your expense.

Preservation of Property:

Do not damage the walls in any way, including making holes or applying stickers, posters, or paint. We hope you have a pleasant stay!