

House rules / Rules of Conduct

We provide accommodation for people from all over the world. All students come from different backgrounds and cultures. Please keep this in mind during your stay. Keep the radio/music volume down and avoid disturbing other people in any way. From Sunday until Thursday you need to be quiet after 10 PM and on Friday and Saturday after midnight.

Burglary

Make sure you lock the door and close the window of your room when you leave the house. Most burglaries occur because tenants leave the (front) door unlocked or leave a window open.

Check out time

You will need to hand in your key(s) before 09:00 AM on the day that your contract finishes. Handing in your key(s) too late results in a fine. If you do not hand in your key(s) at all, your deposit will not be returned back to your account.

Damage

You will be held accountable for any repairs resulting from gross negligence, untidiness, neglect, or rough ways of inhabiting the room/apartment. This means that costs for repair or replacement of inventory will be charged to you, or, in case of communal facilities, to all the residents concerned.

Drain clogging

To prevent the drains from clogging, please do not flush tealeaves, hair, cooking fat or food leftovers through either the kitchen sink or the washbasin in your room. If the (kitchen) sink is blocked, do a service request through your personal page. Make sure to remove your hair from the drain after you have taken a shower in order to prevent the sink from clogging. If it turns out that the sink clogged due to not removing hair and draining food through the sink, we will charge the residents the fee for repair.

E-mail

You can ask most of your questions by e-mail. We strive to respond within 10 working days. For more urgent matters we recommend calling us or visiting our office.

Fire Regulations

Keep passages clear: According to the Dutch fire regulations the hallway and passages must be kept clear at all times. Therefore bicycles or any other objects that obstruct entrances or exits (inside or outside the building) will be removed instantly without prior notice and without compensation. Bikes have to be parked in the appropriate bike shed or bike rack.

Electrical Appliances and Fire Safety

The use of portable heaters, air-conditioning units, dehumidifiers, fryers of any kind, freezers, and other high-power or heat-producing electrical appliances of any kind is strictly prohibited in all StudentStay accommodations. Such appliances may pose a fire risk, cause electrical overload, or lead to damage to the building's electrical systems and infrastructure. For these reasons, these appliances are not permitted under StudentStay housing regulations.

Internet

The Internet is included in the rental price. If you are facing issues with your Internet connection please report this through your profile or give us a call.

Opening hours

The StudentStay office is open on appointment only.

Phone

You can reach us by telephone from Monday until Friday between 9AM and 5PM. For emergencies that absolutely cannot wait until the next working day, you can use our After Hours Service. This service can be reached through our regular phone number. Please be aware that after 9PM you cannot call us for lockouts anymore. If you want us to open your door using the After Hours Service, you would need to pay a fine according to our price table..

Payment

You will need to pay your monthly invoices before every first of the month. Administration costs will be brought into account if the monthly rent is not paid in time. If you still fail to pay your invoice after two warnings your contract might be cancelled.

Parties in or around the house

Of course you are allowed to invite friends, but parties should be organized in a local pub or bar. Keep in mind not to disturb the neighbors and housemates. You are responsible for your visitors. It is forbidden to let an extra person live in your room or allow someone else to stay in your room while you are absent. Breaking this rule will result in termination of your contract.

Pets

You are not allowed to keep pets. You will be fined if you do and the pets will be removed on your costs.

Smoking

Smoking is strictly prohibited in all areas of the building and your apartment. You will be fined if you do.

Walls

It is not permitted to make any holes, stains or disfigure the walls of your room, kitchen and hallways in any way. This means the application of stickers, posters or wall painting is strictly forbidden.

We wish you a pleasant stay!