

House rules

Student Experience

March 2023

House rules

Below you can find some essential information that is important for you to make your residence in the building as pleasant as possible. You can find the house rules on your service portal. The latest version of the house rules is applicable. We will inform you when there is a new version of the house rules.

2. Key policy

2.1. Visitors

In view of your own safety and that of your fellow residents we want to prevent unauthorized persons from accessing the building. Every resident has his/her own electronic key. The electronic key can be used for the studio, the main entrance, the bicycle shed, the lounge, the stairs, the lift and the terrace. You have another key for your letterbox. Notify your visitor(s) in advance of your house number. You have to pick up your visitor(s) in at all times.

2.2. Spare key

No spare keys will be issued. Replacing the locks of your studio is not allowed. You are obligated to report any loss, theft or damage to the reception desk immediately. The lost electronic key will be blocked as soon as possible, so that no uninvited guests will enter the complex. It is not possible to authorize someone to request a new key.

2.3. Loss of/damage of keys

Losing keys and tags is not good for the safety of Student Experience. We ask you to be careful with your keys and tag. If an employee of Student Experience or the security guard has to open your studio between 10:00 p.m. and 6:00 a.m. we will charge € 10,-. A form needs to be signed so that there won't be any misunderstandings about opening the door. If you lose your (electronic) key Student Experience will charge € 25,- for every lost or damaged lost key. So, always make sure that you take your keys when you leave your accommodation. Take good care of your keys. Don't lose or damage the keys.

2.4. Mail

Your mail will be delivered at your own letterbox. Your letterbox needs to be accessible at all times and emptied regularly. The reception desk of the building does not accept the delivery of packages. The reception desk also doesn't accept bags, flowers, keys etc. This is your own responsibility.

3. Nuisance

3.1. Nuisance by residents

Normal care and use of the studio and facilities will not lead to nuisance. Please mind the other residents and keep it calm in the common areas, stairs, elevators, halls and your studio. If you have a problem with your neighbours or if you are bothered by noise from the neighbours, do not immediately warn the duty manager. A friendly but firmly expressed

request is usually enough. If they refuse to comply, you can call the duty manager or security officer.

If we get complaints about nuisance, we will take measures. We will give you a warning first. If the nuisance still continues despite the warning, you will get a fine. Serious nuisance will be reported to the police. Please note the scale below.

1 st time nuisance:	warning
2 th time nuisance:	€ 50, -
3 th time nuisance:	€ 100, -
4 th time nuisance:	€ 200, -
5 th time nuisance:	measures to end your rental contract

3.2. Nuisance by visitors

We would like to point out that you are responsible for the behavior of your visitor(s), so make sure they are aware of the house rules. If your visitor(s) cause nuisance we will follow the procedure as described above.

When your visitor causes nuisance, we will give him/her an official warning. If the nuisance continues despite the warning, we will give him/her a location ban and report this to the police. If the visitor comes to the location despite the location ban we will inform the police and report this to the police on the basis of article 138 Penal Code. Costs that are made when giving your visitor a location ban will be charged to you.

3.3. Smoking policy

Smoking is permitted only in the designated areas outside of the complex. Smoking in the studio and common areas is prohibited. It is not allowed to smoke an e-cigarette in the common areas. Because of fire safety smoking on the roof terrace is not allowed. If you or one of your visitors are caught smoking in your studio or other areas where smoking is prohibited we will charge you with a € 50 fine. We will also charge you other costs when the fire alarm goes off wrongly. You are responsible for the behavior of your visitor(s), so we kindly request you to inform them about the smoking rules.

When you smoke in the studio more than three times, we will see it as nuisance. For more information about the procedure of nuisance see article 3.1.

3.4. Drugs policy

Use or trading of drugs is not tolerated. This means no drugs in the lounge, the garden, on the roof or other communal areas. If you get caught using drugs in the complex we will charge you with a € 50 fine. If you get caught using hard drugs we will notify the police and press charges without prior notification. You are responsible for the behavior of your visitors, so please make sure they know the rules.

4. Communal areas

4.1. Use of the communal areas

Every resident may use the lounge and communal garden. You can use the lounge and the garden until twelve o'clock midnight. Please think about the other residents when you use the lounge and garden. Keep (especially after 22.00 o'clock) the noise down. If we get complaints about nuisance, the security officer can ask you to leave the communal areas

or the garden. Student Experience will take care of the music. It is not allowed to listen to your own music in the communal areas or the garden. Please do not take any furniture from the communal areas and do not bring your own furniture. Please make sure that the communal areas are clean when you leave. It is forbidden to barbeque in the garden. Pets cannot be allowed in the communal areas for hygienic reasons.

The private dining room can be used on demand. You can register for the use of this room at the reception desk. We charge a deposit of € 50,-, that will be returned to you when the private dining room is clean and neat after using it. It is not allowed to organize a party in the communal areas without permission from Student Experience. It is not allowed to enter the service area, technical rooms or other private rooms in use by Student Experience.

4.2. Study room

You can use the study room of the building day and night. Please make sure that the study room is clean when you leave.

4.3. Facilities on the rooftop

You can use the facilities on the rooftop from 09.00 a.m. to 10.00 p.m. Make sure you leave the roof before 10.00 p.m. because your electronic key doesn't work after 10.00 p.m. It is not allowed to be on the roof with more than 50 people. It is not allowed to smoke on the rooftop. Walking on the edge of the roof is prohibited. If you enter the edge of the roof, Student Experience will immediately give you an official warning and we see this violation as a nuisance. For more information about the policy for nuisance, please refer to article 3.1.

4.4. Laundry room (self-service)

Student Experience has a special laundry and drying room, where you can use the washers and dryers against payment. The room is open from 24 hours a day. The payment method is contactless payment with your debit card. It is not allowed to place a washing machine in your studio.

You do not have to wait for your laundry at the laundry room, but you are responsible for your own laundry (please don't leave your laundry basket or bag in the laundry room). We kindly request you to remove your laundry when the program is finished. The next user is allowed to remove your laundry and place it into the laundry basket of Student Experience. Student Experience is not liable for any loss, theft, and/or damage of your belongings.

The machines are cleaned by a cleaning program on a regular base. Make sure you leave the washer and dryer proper and clean. Please remove soap and dust from the machines. You have to add your own detergent and fabric softener.

4.5. Bicycle shed

Student Experience has a bicycle shed. Bicycles that are parked outside the racks, around the building or in the garden will be removed. It is not allowed to take your bicycle up to your accommodation. Parking your bicycle in the bicycle shed is at your own risk.

4.6. Parking

(Paid) parking is available around the building. This is community ground, so Student Experience has no control or accountability over it. Pay close attention to the parking policy of the municipality.

4.7. Waste disposal

Please dispose your waste at the container bins. Please make sure you drop your waste in the right container. We kindly request you not to place any waste in the hall, in case of emergency these are exit routes. When the waste bins are full, we ask you to take your waste back to your studio and not place it next to the bins.

4.8. Bulky waste

Bulky waste can be placed at the place designated by the municipality at a place that is easily accessible to the garbage truck. Do not place bulky waste on or around the waste containers. When bulky waste is placed at another time there is a risk at a fine from the municipality. For questions about bulky waste please contact the municipality.

4.9. Cleaning

A professional company will clean every communal area. If one of the communal areas need to be cleaned with special recourses due to an event caused by a resident the cleaning fee will be charged to this resident.

5. Fire safety

The best way to prevent fire is to be extremely cautious with open fire and electricity. There is a fire alarm present in your studio. Please make sure that this alarm is switched on and uncovered. Below are a few fire prevention tips.

Preventing fire in the living room and the bedroom:

- Smoking is prohibited, so don't smoke in your studio.
- Don't try endlessly to extend cords of electrical appliances using extension cords.
- Don't leave the TV on stand-by.
- Don't place flowers or plants on top of the television. Your television has many electronic parts. If they get in touch with water this may cause an electrical short circuit and fire.
- Don't put any cords under the carpet.
- Don't roll up cords, they may get hot and cause a fire.
- Don't hang your laundry close to a heater, there is a risk your laundry gets hot and this may cause a fire.
- Don't place halogen lights close to curtains and furniture.
- If you use an electric blanket and it has been stored away for the summer, the electronic cords may be damaged. Please check this carefully.
- Be careful with decorations in the accommodation. Hang decorations sufficiently high and never around open fire.
- Don't drape any towels or paper around lamps to dim them or to change the colour.
- Limit the use of candles.
- Keep an eye on the emergency exits. Don't allow too many people in the room.
- Keep emergency exits free.

Preventing fire in the kitchen:

- Clean the exhaust hood filter on a regular basis, to prevent the filter from being saturated with grease.
- Be careful with highly flammable cleaning agents such as gasoline or spirit.
- It is not allowed to use a frying pan in your studio.
- Don't leave any flammable material close to your ceramic hob.
- Flash in the pan? Never extinguish a flash in the pan with water, this only makes it worse. Don't go walking with this pan! Flash in the pan is caused by overheating. This is possible at an ceramic hob. What you should do: Turn of the ceramic hob and the hood immediately. Slide the lid away from you, over the pan. Let the lid there until the flame is out. If, despite every caution, you should still detect a fire, please warn your neighbours, the duty manager or security guard.
- Has something burned? Please open your window and turn on your extractor hood. Please do not open your front door to prevent the fire alarm in the entire complex from turning on.

Finally, to avoid misunderstandings:

- The recommended orientation does not require you to go so far as to test fire detectors or hoses. Both systems work and are checked on a regular basis. Abuse of any fire detector system will be charged with a €100 fine excluding the possible damage caused by the abuse.

Calamities

Within the complexes of Student Experience calamity plan is present. This means that the duty managers and security officers are trained to handle adequate and professional in case of calamities.

During calamities all instructions of the duty managers or security officers should be followed. A fire exercise may be performed, please also follow the instructions of the duty manager or security officers during an exercise.

6. Rental agreement and use of the studio

6.1. Inspection list

If you move into a new studio, it must be completely in order. Therefore, any defects are recorded in advance in the online tenant's file. When moving into your accommodation, however, you may identify defects that had not been discovered earlier. You can still report such defects in writing within eight days, after which they will be remedied if necessary.

6.2. Photo

During the introductory meeting or check-in, we ask you if we can take a photo of you. We store this photo in our real estate management system to make our services even better. This way we can help you faster for example if you have questions about your studio or if you have forgotten the key in the studio. The photo is only used for service purposes, where we take your privacy into account. The photo is not shared with third parties.

6.3. Maintenance and repair

Cleaning the studio and normal maintenance do not require expert knowledge. Normal care and a little calm when moving furniture will prevent the burden of repair costs for you and nuisance for your neighbours. If, despite every care, something is still damaged, alert the duty manager or report it through your personal page. More urgent matters, such as breakage of the water supply system, short-circuit or leakage will require an immediate report. You can report these matters to the duty manager, who will then get the professionals on site as soon as possible.

You are responsible for maintenance in your studio, which means that you have to replace the lamps yourself if they are defect (bathroom, exhaust hood, etc.). The filter of the exhaust hood must be checked regularly, if it is dirty you have to replace the filter yourself. A dirty filter does not work optimally and can cause fire. If you clean the cooking area immediately after cooking, this will prevent stains and extra costs at the end of the rental period.

6.4. Changing your studio

If you want to change something in your studio, please warn us before you do. Maybe we can advise or help you. Also in case of doubt about repair and maintenance work, it is advisable to contact us in advance. Drilling into the walls and ceiling is not allowed.

6.5. Use of the accommodation

The accommodation you rent from Student Experience is intended for residential use only. It is not permitted to set up a business in the accommodation or to use it as a cannabis farm or storage area.

The electrical room of the studio may not be used as a storage room. This space needs to be cleared and attainable at all times. In case of emergency or necessary controls the electrical room can be opened in the presence of the duty manager.

6.6. Windows and facade

For your own safety and the safety of your fellow residents it is not allowed to climb in the windows or the facade of the building. It is also not allowed to place any goods in the area between the window and the facade.

6.7. Pests and pets

Pets cannot be allowed in the complex for hygienic reasons and to prevent nuisance. It is also not allowed to temporarily keep pets or take pets from someone else to the complex. Pest control is extremely difficult in a large, entirely heated building. Therefore, prevention is better and cheaper than cure. Properly sealing foodstuffs, putting leftovers in waste bags immediately (with the lid on), and keeping floors, tables, etc. free of dirt is an absolutely necessary first step.

6.8. Subletting and co-tenancy

Although this is clearly stated in the tenancy agreement, we note that neither subletting nor co-tenancy is permitted under any circumstances. Renting out your studio through Airbnb is seen as subletting and is prohibited. Student Experience will have the right to terminate the tenancy agreement if it discovers any such situation. In this context we note that the accommodation is destined for use by one person only. Living together is not allowed. It is possible that you temporarily do not use your studio. In some cases you can have someone

take care of your studio during this period. This is called 'huisbewaring'. More information about applying for this can be obtained via info@studentexperience.com.

6.9. Termination of the tenancy

You may terminate the tenancy agreement after a minimum period of twelve months on any day of every month with a one month's notice period. Notice of termination is to be given through the service portal on the website, e-mail or other legally permitted means.

6.10. Inspection

Upon termination of the tenancy agreement an inspection will be carried out. The report drawn up of such inspection will be handed to the tenant. If it turns out that you have not performed your obligations to perform repair work, completely vacate the accommodation and undo modifications made, if any, Student Experience will be entitled to perform, or cause a third party to perform, all work and acts necessary as a result thereof at the tenant's expense.

6.11. Check-out

The check-out is no later than the last day of the contract before 2:00 p.m. The confirmation of your rental termination will specify the scheduled time for inspections and key return. During the final inspection, you will return the keys to the duty manager.

7. Duty manager

The duty manager is present in the complex every day from 06.00 a.m. to 10.00 p.m. The phone number of the duty manager is available at the reception desk.

8. Security

8.1. Security officer

The security officer is present in the complex every night from 10.00 p.m. to 06.00 a.m. You can reach the security officer in urgent situations on the same phone number as the duty managers. In less urgent situations you can send the security officer a text message, so that he can contact you if necessary.

We kindly request you to follow the instructions of the security officer during the night. This also applies to your visitor(s). If the instructions aren't followed we will see this as nuisance and charge a €50 fine. When there is serious nuisance the police will be notified.

In case of nuisance of violations you are under the obligation to open the front door at first call, so that the security officer can talk to you. If the instructions aren't followed we will see this as nuisance and charge a €50 fine. When there is serious nuisance the police will be notified.

Complaints or other communication, unless very urgent, can be e-mailed to info@studentexperience.com.

8.2. Video camera

Cameras secure the complex 24 hours a day.

9. Announcements and complaints

Should you have any questions, please do not hesitate to report this on our website or send an email to info@studentexperience.com, stating your name and house number, or raise the question via our phone number +31 20 235 21 59.

You can file a complaint on our website. Examples of complaints may be: nuisance caused by neighbours, problems with rent payments, problems with maintenance of the accommodation or problems with staff members. We will try to give you a substantive response to your complaint within two working days.

Announcements that are important to all residents will always be sent by email. Please always take note of these messages. It is important that we have your correct email address. Please notify us of any changes.