



VESTIDE
STUDENT HOUSING



Cederlaan

To the tenants of the 272 apartments located on Cederlaan

Dear tenant,

This booklet is full of tips, explanations and information about your apartment. For short-stay guests we offer 61 dependent and 68 independent apartments. For regular Dutch students we offer 143 apartments. It doesn't contain information on every aspect of your home, just those aspects that are specific to this complex.

No rights can be derived from the text or illustrations.

We hope you will take the time to read this booklet, so you will fully enjoy everything your apartment has to offer.

Eindhoven, November 2018

Vestide

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1. Introduction

Should you have additional questions after reading this booklet, please feel free to phone one of our employees. They can be reached at telephone number 040 - 2979380 and will be happy to take your call. If you prefer, you can also visit our rental office on the Willemstraat in person. The office is open every workday from 9:00 am to 5:00 pm.

If you have a maintenance request, we ask that you please submit it via the Internet. You can do so at www.vestide.nl under "repairs and complaints".

2. Your apartment

2.1 Electrical system

Consumer unit in the common area

You will find the consumer unit in the meter cupboard. This includes a residual current device. Separate circuits are provided for the washing machine connection.



Testing the residual current device (RCD)

Press the test button ('T'). The RCD must cut off immediately; this causes the switch to move to the OFF ('0') position. Then switch on the RCD again by moving the switch back to the ON ('1') position.

What to do when there is an electrical problem

If the RCD has cut out (switch in the OFF ('0') position), take the following steps:

- Switch off all the circuit breakers and all the electrical consumers.
- Then switch on the RCD again by moving the switch back to the ON ('1') position.
- Now switch on the circuit breakers again, one at a time.

If the RCD cuts out again when you switch on a circuit breaker, this circuit breaker must remain switched off. Notify Woonbedrijf by phoning 040-2979380 or via the website www.vestide.nl.

Once all the circuit breakers are switched on, you can switch on the electrical appliances and lighting fixtures again, one at a time.

If the RCD cuts out again when you switch on an appliance or fixture, the malfunction is in your appliance or fixture. Do not switch on the appliance or lighting fixture again until you have had it repaired by the supplier.

If you still do not have power after switching on the RCD, notify Woonbedrijf by phoning 040-2979380 or via the website www.vestide.nl.

Your electrical system may switch off during a lightning storm. This does not necessarily mean that the system has malfunctioned. Often you can switch on the RCD again straight away.

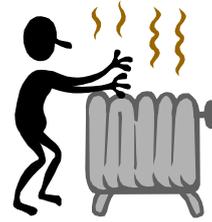
If you smell gas, please switch off the main gas valve immediately

Do not use fire or switch on appliances and contact Woonbedrijf Vestide. If the hose to your cooker is leaking, you need to replace it yourself.

In case of malfunction of the radio or television signal, please check with your neighbours if they have the same problem, if not the problem is with your own television- or radio set. If it concerns a collective malfunction please contact your provider.

2.2 Central heating (CH) system

All the apartments are equipped with a combination boiler. A combination boiler is a CH boiler that also provides domestic hot water (there is no need for a separate hot water heater). You should read the manual provided with the boiler carefully. The manual explains what to do if the boiler switches off due to a malfunction and how it is operated.



Thermostat

The thermostat is located in the living room.

Once the set temperature has been reached in the living room, the thermostat sends a signal to the boiler to switch off the CH portion. However, this does not necessarily mean that it won't become warmer in the room. The temperature can rise due to other sources of heat, such as sunlight or body heat (if there are many people in the room).

Every radiator has a shut-off valve. This allows you to adjust the flow of water to the radiator. We recommend that you do not close all the radiator valves because this will interfere with proper operation of the system. When the outdoor temperature is well below freezing, it is a good idea to open all the radiator valves to prevent the system from freezing. Freezing can cause the pipes and the seams of the radiators to burst.

For dependent apartments the temperature can be regulated by a thermostat on the radiator. There is an outdoor thermostat to adjust the temperature. Maintain a fairly constant temperature. Do not allow the difference between the daytime and night-time temperature to exceed 5 degrees. This is the most economical way to heat your home, because the system does not have to run so long in the morning. For this reason, do not set the thermostat lower than 15 °C.

Malfunctions

If the boiler has stopped working and you have followed the instructions in the manual but it does not begin working again, phone A.E.K. at 040-2522625. Scheduled maintenance of the boiler is arranged by Woonbedrijf Vestide, you do not have to perform any maintenance.

You are not permitted to perform any work on the CH system yourself.

2.3 Ventilation

Your apartment is equipped with a ventilation system that is connected to a heat-recovery unit. It is understandable that you may ask yourself:

- Why my home?
- How does it work?
- Why use heat recovery?

Homes built in the past had many air leaks: at the seams of the walls, floor and roof. The draft prevention around windows and doors was also poor. All these openings allowed a fairly large amount of air to enter and exit the house. During somewhat windy weather, all the air in the home would be replaced three to four times each hour. This wasted a lot of energy, but it did ensure excellent ventilation of the home.



Floors, roofs and walls are now fitted with a layer of insulation wherever possible. The installation of insulation with properly sealed seams makes the building more airtight. This means that without special provisions there is insufficient ventilation of the home, because when the structure is more airtight the wind has less effect on the ventilation.

This is why ventilation with heat recovery is necessary.

How does a balanced ventilation system work?

There is a heat-recovery unit (HRU) installed in the closet in your apartment. Fresh air is blown in via supply ducts and air is removed via extraction ducts. The supply and extraction points are located where you see vent grilles in the ceilings.

Before the extracted air exits the building, it passes through a filter and a heat exchanger. The function of the heat exchanger is to pre-warm the incoming fresh air with the outgoing extracted air. The air streams pass by each other, but they are not mixed. The fresh outside air is also filtered before it is blown into the home.

The heat exchanger is a high-efficiency unit; this means that virtually almost all the heat removed by the ventilation system is returned to the home.

Control of the system

The ventilation system has been developed to function well with the lowest possible heat loss and lowest possible electricity costs. To achieve this, the system has three settings: economy, daytime and cooking. To select the various settings, you should use the switch located above the countertop in the kitchen.

Position 1: economy setting

This setting should be used when less ventilation is required (such as when you are away or during the night).

Position 2: daytime setting

This is the normal ventilation setting required when you are home during the day.

Position 3: cooking setting/showering setting

This is the extra powerful setting that should be used to clear the air in the kitchen and bathroom when you are cooking, taking a shower or there is a lot of cigarette smoke. Make sure this setting is selected during the period **starting at least 15 minutes before and ending at least 15 minutes after** cooking or showering.

Humidity level in the apartment

Through the use of a balanced ventilation system with heat recovery and/or the traditional mechanical ventilation –always running at least at the lowest setting– there will be sufficient ventilation under all conditions. Naturally the system consumes electricity and draws warm air out of the home, but these negative aspects are minimised through use of a heat exchanger and selection of the proper setting.

It is a misconception to think there will be sufficient ventilation even with the ventilation system switched off. In an air-tight home, this is certainly not the case. Specifically, the combination of ‘thorough seam sealing’ and ‘insufficient ventilation’ can cause the humidity level in the home to become very high, which can lead to the development of health, moisture and mould problems.

Moisture present in the home leads to extra energy consumption because this moisture must first be heated before the air temperature begins to rise.

Therefore your heating costs will be higher if you **don't** use the ventilation system. Only a well balanced ventilation system with heat recovery can guarantee a healthy climate in your home.

You also benefit from the fact that the energy costs are lower than with any other ventilation system. The ventilation system can only function well if you use and maintain it properly.

How much air is extracted and blown in?

The quantity that must be extracted is established by law. The quantity that must be blown in balances this out. In other words: the amount blown in is, in principle, equal to the amount extracted. Moisture and odours are removed within a reasonable amount of time.

The distribution

The amount of air extracted and supplied is different in each room. The air volume in the bathroom, toilet and kitchen is regulated through the use of various extraction grilles, and the air volume in the bedrooms and living room is regulated by the different settings of the various supply grilles. Therefore each supply grille has its own specific location and setting.

To maintain good air circulation in the home, the openings under the interior doors must not be blocked with a draft strip.

Maintenance

For reliable operation and your continued good health, it is necessary to clean the grilles regularly. When you clean the grilles, make sure the setting remains unchanged and that you put each grille back in the room it came from.

Clean the extraction grilles in the kitchen, toilet and bathroom 3 to 4 times each year, at the same time you clean the filters in the HRU. Cleaning the supply grilles entails nothing more than dusting them off; you only have to do this about once a year. The supply grilles are designed to block the air flow in a certain direction. This directs the flow of the air blown into the room so you don't feel it. You must be careful not to change the setting of the grilles.

YOU MUST NOT CHANGE THE SETTING OF THE GRILLES. THIS DISRUPTS THE PROPER OPERATION OF THE ENTIRE VENTILATION SYSTEM.

Filters

There are filters in the heat-recovery unit and mechanical ventilation system. These filters prevent contamination of the ventilation system and therefore ensure it continues to operate correctly and supplies clean air to your home.

Motorless cooker hood

Your apartment has a connection for a motorless cooker hood above the cooking location in the kitchen. This improves the comfort of your home because the cooking fumes are extracted directly above the spot where they are produced.



Protection of HRU

The HRU is equipped with protection against freezing. When the outdoor temperature is low, this protection may take effect. This means that at temperatures well below freezing, only limited extraction will be possible.

Switching off in the event of a disaster

If it is necessary to temporarily switch off the ventilation system due to a local disaster (such as a large fire that is producing severe air pollution), you can do this in the meter cupboard by switching off the circuit breaker to which the system is connected. You must realise, however, that all other appliances connected to this circuit will also be switched off. You can consult the list in the meter cupboard to determine which circuit to switch off.

Alternatively, you can simply pull the plug of the HRU out of the mains socket. Make sure you don't accidentally pull out the plug of the CH boiler instead.

Malfunctions

If you have complaints about the operation of the mechanical ventilation, please notify Woonbedrijf by phoning 040-2979380 or via the website www.vestide.nl. A technician will then be sent to respond to your complaint. Please do not try to fix the problem yourself.

2.4 Fire detectors

Smoke/heat detectors are installed in the hall of your home. These are connected to the electricity mains in the apartment. These smoke/heat detectors are interconnected, so when smoke/heat is detected all the smoke/heat detectors produce an alarm. When this occurs, all the residents must leave the building as quickly as possible. Every smoke/heat detector contains a battery that provides power during a temporary power outage.



Testing proper operation

You can test the smoke/heat detector by pressing the large round clear button on the smoke/heat detector. It should then produce a loud alarm. The alarm stops as soon as the button is released.

In case the smoke/heat detector does not function properly please call 040-2979380!

2.5 Unused conduits

Your apartment contains some unused conduits (conduits without wiring) for future outlets. Each of these conduits contains a black test wire. These conduits have been installed in case it is necessary to install new wiring in the future.

2.6 Central antenna installation (CAI), telephony and Internet

A connection for CAI, telephony and Internet is provided in the living room.

2.7 Window/door frames, walls and floors

It is not permitted to screw or drill into the aluminium door/window frames or windows.

The steel **interior door frames** and **interior doors** are manufactured with a plastic coating and therefore do not require painting. **Please do not screw or drill into the door frames.**

Do not drill or screw in the walls or floors! You can damage electrical, central heating, water and gaspipes.



2.8 Videophone

Your apartment is equipped with a videophone system. The videophone makes it possible for you to see who is standing at the door to the building. When someone presses your doorbell at the building entrance, you will receive a signal on the videophone. As soon as you lift up the receiver, a video/audio connection will be established with the main entrance. If you decide to let the person at the door into the building, press the button labelled with the key symbol and the main entrance door will be unlocked. **Only grant entry to persons who are coming to your apartment, never to someone who is going to a different apartment. This policy prevents intruders from entering the building.**



2.9 Door and window furniture

Leaving the apartment

We recommend that you always double-lock the door when you leave the apartment. This provides better protection against burglary.

We also recommend that you always give a spare key to a neighbour, family member, friend or acquaintance. This spare key will come in handy if you lock yourself out or lose your key.

Operation of tilt and turn windows:

Closed = window is closed. The handle points downwards.

Open = turn handle to horizontal position and pull window towards you.

Tilt position = with the window closed, turn the handle upwards and gently tilt the window inwards.

Only turn the handle while the window is closed.

2.10 Keys/badges

You require 2/3 badges for the main entrance,
2/3 keys for your room door
1 key bicycle storage
1 key for the meter cupboard
1 key for the mailbox.
1 card per house number for the underground garbage containers.



If you lose a key you have to pay for it:

Please check our website at www.vestide.nl in the Frequently Asked Question section for the prices of the keys.

2.11 Common area

The apartment entrances open on a common indoor area. This area contains lighting that is connected to the building's main meter cupboard.

If the common area lighting is malfunctioning or a lamp is defective, please notify Vestide by phoning 040-2979380 or via our website www.vestide.nl.

2.12 Paper and waste containers

In the main entrance you will find a container for paper waste. For household waste you can use the underground garbage containers in the internal area with the garbage card available per house number. It is not permitted to place large or heavy items of household waste in the containers.

2.13 Common entrance area, lifts and stairways

The common entrance area includes lifts and stairways. These stairs also serve as an emergency escape route. A second stairway (also an escape route) is located at the rear entrance by the ramp. **No objects of any kind may be placed in these areas. Objects found in these areas will be removed by our employees, charged to the lessee.**

The same applies to all other common areas.

2.14 Bicycles

It is not permitted to store bicycles and scooters in the central hall and other common areas. This impedes access for other residents and emergency service personnel such as fire fighters and paramedics. It is also prohibited to take bicycles upstairs via the lift. **To ensure everyone's safety, bicycles found in these areas will be removed by our employees.**



3. Tips for maintenance

3.1 Maintenance of your kitchen

Cabinets and cabinet doors

The cabinets and cabinet doors are made of sheet material finished with a synthetic outer layer. The outer layer is non-absorbent and therefore repels dirt. The easiest way to clean this material is to wipe it off on a regular basis using a mild detergent on a damp cloth.



Do not use a sponge with water, abrasive cleaners or aggressive substances. Prevent damage to the outer layer. Such damage can allow the inner material to absorb moisture, resulting in further damage. Make sure that the items you store in the cabinets are clean and dry.

Work tops

If you have a stainless steel work top, you can normally clean the surface with Cif or a similar product. Use these in combination with a sponge or cleaning cloth. When the work top is very dirty you can use an abrasive cleaner and lots of water. The best way to remove dried-on food and drink from the stainless steel work top is to soak it with water or place a damp cloth on the spot for a while. Paint, shoe polish, ink, grease, oil and similar stains are best removed with turpentine, after which the work top should be cleaned with water and a mild cleanser.

General information:

- Cutting on the work top always causes scratches and grooves that are impossible to repair. Therefore, always use a cutting board.
- Never place hot pans directly on the work top; always use trivets.

3.2 Maintenance of wall and floor tiles

Floor tiles

Woonbedrijf has installed non-slip floor tiles in the bathroom and toilet to prevent slipping. Because these tiles have a rough surface, they are more prone to retain dirt. The best way to clean these floor tiles is to scrub them with a hard brush and a cleanser diluted in warm water. For stubborn dirt you can use cleaning vinegar.

Wall tiles

Woonbedrijf has tiled the kitchen, bathroom and toilet with smooth, glazed wall tiles. The best way to clean these wall tiles is to use a cleanser (never use an abrasive cleanser).

3.3 Maintenance of kit seams

There are kit seams in the kitchen, bathroom and toilet. These kit seams are best cleaned with a sponge or cloth with water and a cleanser. Because these kit seams are necessary for proper sealing, it is very important that they remain undamaged. Therefore, never use a brush, abrasive cleanser or scouring pad to clean these seams, otherwise you may damage the kit.

3.4 Maintenance of sanitary fixtures

Toilet seat

The toilet seat is made of a synthetic material. It is best to clean it using water and a mild detergent. Never use an abrasive cleanser.

Shelf

In the bathroom there is a sink with a shelf and mirror. The shelf is best cleaned with a sponge or cloth with water and a mild cleanser. Never use an abrasive cleanser.



3.5 Maintenance of window frames

Your apartment has aluminium window frames. The window frames and windows should be washed with water and a cleanser that does not contain abrasives.

3.6 Furnished apartment

- The apartment is furnished. When you move out, everything should be left in the same condition as when you moved in. Treat everything as if it were your own.
- The apartment also has carpeting. This may not be removed. Drilling in the floor and walls is also prohibited.
- If anything breaks during use, notify Vestide.

Ventilating your accommodation

Keep ventilation ducts and holes open and clean

Every accommodation has air vents on the outside. That can be a vent or folding window in the facade of the house. These openings regulate the ventilation between the inside and outside and for the removal of dust. Keep the holes free of dirt, insects or plants.

Good ventilation is very important. In every accommodation humidity exists. If there is insufficient ventilation the paint will peel off and the walls in the bathroom will turn black. Also for safety reasons ventilation is important: always keep a window open in the kitchen in case of a geyser without exhaust pipe.

These are the basic rules for good ventilation

Bedroom/living room: open a window slightly ajar when one or more persons are present for a longer period of time, not only during the day but also during the night.

The living room: open the window for 15 to 30 minutes before going to bed. During airing the living room turn the heating down or off.

Note: Constant ventilation and airing every now and then is both necessary, it is not possible to replace one with the other. While taking a shower as well as half an hour afterwards it is necessary to air otherwise the extraction duct will not work. This may be done by opening a window ajar. In case the bathroom does not have a window there should be a big chink under the door; do not close off that chink! In case of mechanical ventilation during cooking or showering use the ventilator at full power. If you are not using kitchen or bathroom use the ventilator at half power.

To limit the daily damp production it is important that the last person who uses the shower wipes the walls and shower curtain. Hang the wet towel outside the bathroom to dry.

What to do to prevent condensate or mould on walls and/or ceilings

Ventilate regularly also when there is no one in the room; preferably leave two windows open slightly ajar, if possible directly opposite each other. In case of central heating: leave the thermostat at 20-21 degrees Celsius. In case of a mechanical ventilation: leave it on at all times as well as opening a window slightly ajar. Furniture like cupboards should stay 5 cm from the wall.

We advise you not to hang washing to dry in the living room because that will leave a lot of moisture.

Winter time

In the winter it is possible that the pipes of the central heating and water supply will freeze.

We ask you to prevent the pipes from freezing. Make sure that the central heating is on, especially when you are not at home but for instance on holidays. The thermostat of the (electrical or gas) heating system has to be at 15 degrees day and night, in all the rooms.

If there is an outside tap, it needs to be drained.

Thank you for your cooperation.