

Haavens



HAAVENS – MY RENTAL GUIDE

WWW.HAAVENS.NL

MY RENTAL GUIDE

It's good to be home

Maintenance

Living comfort

Sustainability

My home

H

Haaven Service



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Congratulations on finding a home in one of the Haavens properties. We want to be sure you are happy and comfortable in your character home. All essential information pertaining to your tenancy has been bundled together in this guide. It explains what you can expect from Haavens and also what we expect from you as tenant. Together we are responsible for your living comfort and enjoyment. All the topics in the guide should already be familiar to you. When you signed the tenancy agreement, we discussed the most important points of the agreement with you.

**This guide and our regulations are founded on the legal basis: Article 7:240 of the Civil Code Decree on minor repairs [Dutch: BW Besluit kleine herstellingen]. This document serves as clarification only. Your tenancy agreement takes precedence.*

WELCOME HOME

Dear tenant,

It's nice to meet you. We believe in having a personal approach, so that together we can make sure you can enjoy your characteristic home just the way you like it.

To start with, allow us to introduce ourselves. We are Haavens and we are responsible for the portfolio that your residence is part of. As Haavens, we represent the proprietor of the building.

We're proud of the homes we work so hard for every day – including your home – and have every confidence that you will take good care of it. And we promise to take good care of you as well: we want to be a landlord you can rely on. To do that, we work closely with the property manager.

Do you have a question, suggestion, complaint or problem? Then we'd be happy to refer you to the property manager: your contact person for the entire time that you will be living here. The property manager takes care of Mijn Haavens Service. You can find more information and contact details further on in the contact section. My Rental Guide has been compiled to ensure you feel completely comfortable in your home.

Kind regards,

TEAM HAAVENS





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GOOD TO BE HOME

Haavens offers tenants a comfortable home and gives city centres a sustainable quality boost. We're very proud of our portfolio, which consists of characteristic, often historic buildings in the city.



By investing smartly in these buildings, we are able to develop high-quality homes; modern, stylish and comfortable apartments that are also future-proof thanks to the sustainability measures we take and our comprehensive technical maintenance. And, most importantly, we want to be the kind of landlord that our tenants can count on.

To be that landlord, we work together with established partners who pursue the same goals. Together we take our responsibilities seriously, resolve issues and build long-term relationships through transparent and personal communication. Haavens, good to be home.





“We strive to provide the best service every day, because we want tenants to feel at home. We do everything we can to support them in a respectful, responsible and professional manner.

A pleasant home should be accessible to everyone, that's something we firmly believe in.

Together with an experienced team of specialists, we want our tenants to enjoy their tenancy to the fullest.”

- The property manager

We work closely with the property manager to ensure the daily maintenance is in order. And if you have any questions, comments or if there is a problem?

JUST CALL THE PROPERTY MANAGER

YOU ARE IMPORTANT!

If there are any issues at all - that aren't part of your responsibilities as a tenant - please let the property manager know. That way we can make sure all matters get resolved as quickly as possible! In short, this is a responsibility that we share with you.

The property manager is always available to answer your questions about any (financial) matters, rental details or (technical) emergencies.

We believe it's important that you are able to get in touch with the property manager at all times. There are several ways to contact our property manager. The best and easiest way is by e-mail via Mijn Haavens Service, by phone, the contact form on the website or on the app.

MIJN HAAVENS SERVICE

You can reach us on:



T +31 (0)20-305 44 77
www.hoen.nl
info@hoen.nl
Real Estate Services App



THE CITIES LIVING ROOM

The properties of Haavens are all located in the centres of the Netherlands' largest cities, such as Amsterdam, Rotterdam and Utrecht. Do you know which neighbourhoods have the best vibe? And do you know the nicknames of the city you live in?



AMSTERDAM

Centrum, Jordaan, Oud-West, Oud-Zuid, Pijp, Rivierenbuurt

The many canals in the beautiful Dutch capital are lined with heritage-listed, Golden Age homes and well-known sights. Amsterdam is home to historic canals, the Royal Palace on Dam Square and world-famous museums such as the Van Gogh Museum and Rijksmuseum. But the city offers so much more than just tourist attractions. You can dine in ultra-niche restaurants, shop at exclusive fashion boutiques and, of course, nip on a jenever (Dutch gin) or crunch on a kroket in one of the many hip Amsterdam cafés and pubs. There is something magical about this vibrant city that will make you never want to leave.



ROTTERDAM

Bergpolder, Blijdorp, Centrum, Middelland, Oude Noorden, Oude Westen

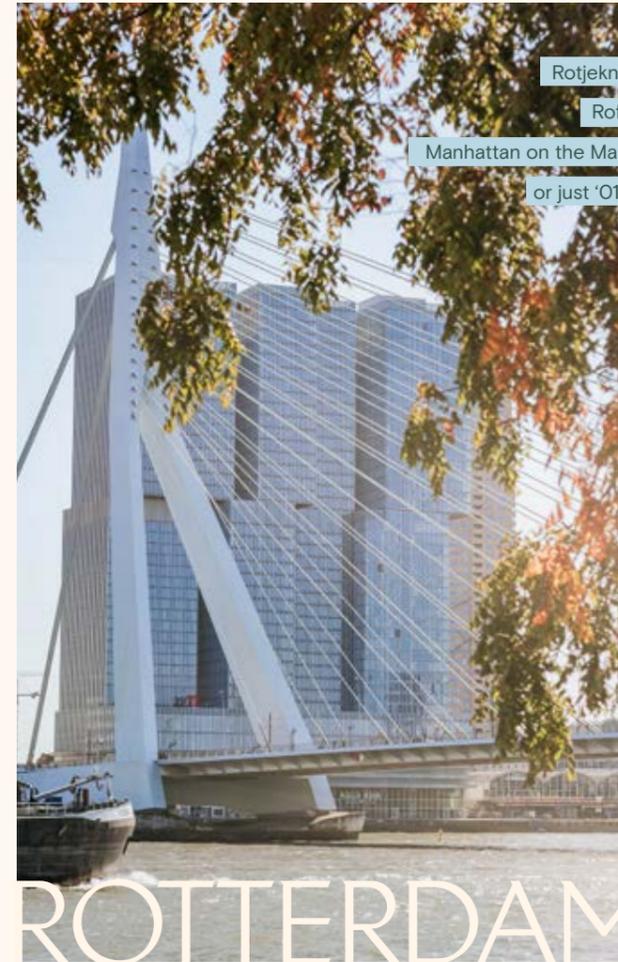
Want to become a true Rotterdammert? Rotterdam is known for many things, but the architecture literally stands head and shoulders above the rest. Be awe-struck by the famous Market Hall, the Cube Houses or take a water taxi across the river Maas. The city is alive with trendy hotspots, coffee bars and restaurants, but also pubs where real Rotterdammers have been patrons for years. Once you live there, it will be difficult to say goodbye.



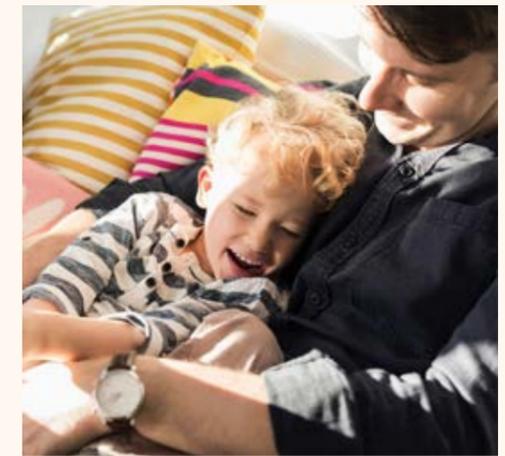
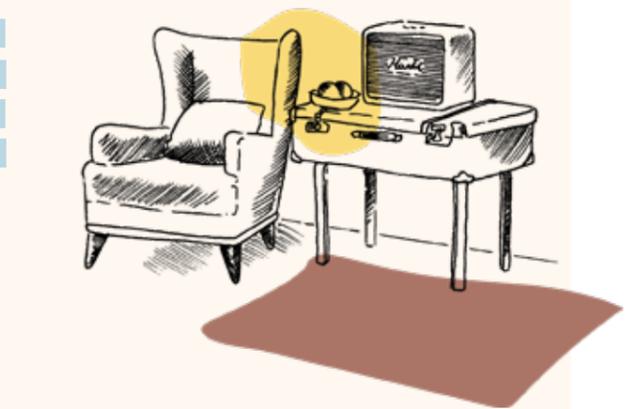
UTRECHT

Centrum

Utrecht lies in the very heart of the Netherlands, making it the ideal city to travel to other places. The city boasts a unique atmosphere in the bustling historical centre and, of course, the Dom tower: at 112 metres the highest church tower in the Netherlands. Along the canals and the Singel, you can enjoy a drink or a bite to eat at the many outdoor cafés and, on sunny days, the numerous parks provide the perfect setting. The city is brimming with interesting retailers and small boutiques, but you'll also find homely pubs and cosy coffee bars.



Rotjeknor
Roffa
Manhattan on the Maas
or just 'O10'



Utreg
Domstad
Uutje
or just 'O30'



Mokum
Damsko
Venice of the North
or just 'O20'



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HOME SOON

City living definitely has its perks, as you know only too well. You can roll straight into bed after a night on the town, every amenity you'll ever need is within easy reach, and you'll never miss a beat of the vibrant city life. But what about accessibility?



Public transport

The Netherlands has an excellent public transport network. Getting to the central NS stations are easy by bus, metro or tram, and from there you can continue your journey by intercity or stopping train.

PLAN YOUR JOURNEY WITH THESE HANDY APPS

NS (train) OV9292 (train, bus, metro, tram)



Car

Let's be honest, manoeuvring through the narrow, historic streets in the city can be a bit tricky. And finding a parking spot in some neighbourhoods can be a real challenge. Thankfully you can apply for a parking permit in most districts (you'll need a DigiD). Discover more about parking permits by scanning the QR codes below:

AMSTERDAM



ROTTERDAM



UTRECHT



DO YOU ONLY NEED TO USE A CAR OCCASIONALLY?

There are several companies that offer car sharing services, like Greenwheels, MyWheels, Amigo and Snappcar.



Bike

The best way to get around town in our view? That has to be the trusted two-wheeler. Most streets in the Netherlands have bicycle paths and more and more express cycle lanes are appearing. Fast, easy and good for your health. Make sure you always park your bike in a bicycle parking zone or bike rack, and lock it properly!

SWAPFIETS

You may have seen them around town: the bikes with the blue tyres. Those are the bikes from Swapfiets. For a fixed monthly subscription, you can peddle around the city on a bike that always works.

OV BICYCLE

At the main NS train stations, you can grab an OV bicycle, or public transport bike.

ELECTRIC SHARED SCOOTERS

Looking for more speed? Companies like Felyx, Check & Go Sharing offer electric shared scooters.

Want to know more? Visit www.swapfiets.nl

What do you need to organise as a new tenant?

HOMework

WATER, GAS, ELECTRICITY AND HEATING

As a new tenant, you are responsible for arranging your own water, gas and electricity supplier. When you get the keys to your home, you will receive a report from us with the meter readings.

TV, INTERNET AND TELEPHONE

Subscriptions for TV, internet and landline phone are available through a number of service providers.

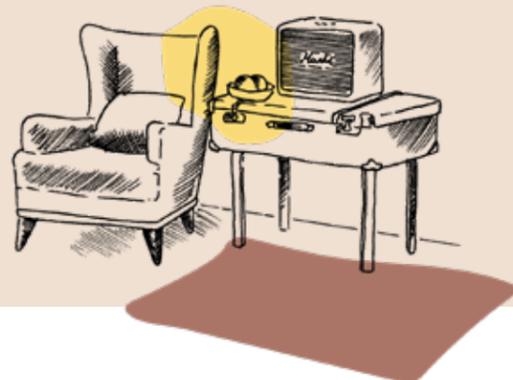
COMPULSORY INSURANCES

The owner takes out a standard homeowner's insurance for the property. You'll need to arrange an obligatory third-party insurance yourself, as well as home contents insurance with an insurance company of your choice. This is also stipulated in the 'General Terms and Conditions' for all tenancy agreements concluded after 2003.

- Third-party insurance covers accidental damage to other residents, for example, that is caused by you. An example of such damage could be water damage from a burst hose of your washing machine.
- Home contents insurance covers damage to or loss of your own household effects, such as carpet, furniture and audio equipment due to burglary, storm and fire. Accidents happen more often than you think, which is why we recommend opting for comprehensive home contents insurance. Damage caused by leaks sometimes isn't covered by a standard contents insurance.

REGISTER WITH THE MUNICIPALITY

Whenever you move to a new home, you need to register with the municipality where you will be living. Do this as soon as possible after signing the tenancy agreement and at the latest within five working days after you actually move. This ensures that other government bodies are aware of your move. When registering at your new address, you will automatically no longer be registered at your previous address. You can find more information on the website of your municipality, Civil Affairs department.



A WELL-INFORMED START

QUALITY OF THE HOME

Haavens ensures your new home is spick and span, so you can feel at home straight away. The state of the home at handover is recorded in a check-in report. This report has to be signed by both you and the estate agent.

If a defect is noticed at the start of the tenancy agreement, it will be noted in the report. And, if you come across any defects later, report them as soon as possible through Mijn Haavens Service.





HOUSEHOLD RUBBISH

The rules for (household) rubbish and bulky waste vary from city to city, and even from city district to city district. To consult the waste guide that applies to your area, fill in your address via one of the QR-codes below.

AMSTERDAM



ROTTERDAM



UTRECHT



Is this your first time living in the Netherlands? Then we've got a handy checklist that you can use, so that you're completely prepared for your exciting adventure.



NEW HOME

ARRIVAL IN THE NETHERLANDS

- Register at the local embassy or consulate;
- Register with the municipality;
- Obtain and/or arrange for a residence permit and/or work permit;
- Insure your personal property through a home contents insurance;
- Open a Dutch bank account;
- Take out local health insurance;
- Get your (international) driver's licence or exchange your current one (if necessary);
- Register with a GP and dentist in your area;
- Get connected (phone, internet, utilities, etc.);
- Notify people of your new address and use the PostNL service if necessary.



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Rent and all other financial matters; not most people's favourite topic, but important nonetheless! What do you need to know?



FINANCIAL MATTERS AND YOUR TENANCY CONTRACT



SECURITY DEPOSIT

When renting out a property, the landlord requires – as is usual and legally permissible – a deposit from the tenant as security. The purpose of the security deposit is for the landlord to offset possible damage to the rental property or its contents at the end of the tenancy term.

You are not allowed to use the deposit to settle the final months' rent of the tenancy agreement.

SECURITY DEPOSIT AS GUARANTEE TO FULFIL YOUR OBLIGATIONS

As a new tenant, you pay a security deposit to ensure that you meet your obligations. You cannot offset the amount of the deposit against a rental payment. What happens at the end of the tenancy agreement? After you have vacated the dwelling and have handed in the keys as per the agreement, we will pay back the deposit no later than two months afterwards, minus the cost of possible damage. This amount is agreed upon during the final inspection and recorded in the delivery report.

PAYING YOUR RENT

RENT AND SERVICE COSTS

The tenancy agreement specifies what your rent is made up of. This can be, amongst other things:

- Base rent
- Service costs
- Furnishings

PAY ON THE FIRST DAY OF THE MONTH

You pay your rent and any service charges in advance: the amount must be in the landlord's bank account before or on the first day of the month. Our preference goes out to payment by direct debit. Four advantages:

- 1 YOU NEVER FORGET A PAYMENT
- 2 YOU SAVE YOURSELF THE HASSLE OF GOING THROUGH THE PAYMENT PROCEDURE EVERY MONTH
- 3 YOU NEVER HAVE TO ADJUST THE RENT AMOUNT YOURSELF IF IT CHANGES
- 4 YOU ALWAYS HAVE THE OPTION TO REVERSE THE DEBITED AMOUNT OR REVOKE YOUR AUTHORISATION

ANNUAL RENT INCREASE

The property manager has the possibility to increase the rent every year on behalf of the owner.

- For non-liberalised rent (social rental housing), the rent may be increased annually on 1 July by a percentage that is determined by law.
- Liberalised rent (private rental homes) uses a CPI (consumer price index) indexation method, plus an optional surcharge percentage that is contractually agreed. Unless other agreements have been made by law.

TROUBLE PAYING THE RENT

Do you anticipate problems with paying your rent? Don't wait until it's too late and contact the debtor department of the property manager.



Sustainability plays an important role at Haavens. We want to help maintain a healthy supply of housing in our beautiful cities and are willing to invest in older, vacant buildings and to renovate them into modern, sustainable homes.



A HOME FOR THE NEXT GENERATION

The moment that Haavens begins with renovating vacant properties on a large scale, it invests in making those homes sustainable. LED lighting, insulated walls, HR++ insulated glazing, roof and floor insulation, and high-efficiency boilers are standard specifications in every renovation.

Even if you have been renting through us for longer, we want to help make your home more sustainable and are happy to discuss the options with you.

Haavens has already sustainably renovated a large portion of its housing portfolio. This way we don't merely increase the housing supply, but also promote a more sustainable way of living.



SUSTAINABLE HOME

You, too, can do your bit by choosing a sustainable lifestyle in your home.

We have been speaking with GreenWiseHolland, experts in improving the sustainability of homes and business premises.

They give a number of free tips below on how to make your home more sustainable.



1. PREVENT STANDBY CONSUMPTION

An American study shows that electronic devices still consume 75% of electricity when they are on standby. For a television alone, this can amount to as much as €35 a year. One way to bring costs down is by using a power strip with an on/off button that makes switching off the power easy.



2. LED LIGHTING

Replace old bulbs with LED lights, which provide the same atmosphere and light but saves a lot of energy. LED lights are 85% more efficient than incandescent bulbs and 75% more efficient than halogen bulbs.



3. WATER CONSUMPTION

We use a lot of water every day, especially when showering. Spending less time under the shower and lowering the water temperature can significantly reduce energy and gas consumption. Make sure you use an energy-efficient shower head and set your thermostat to only heat while you are at home.



4. ENERGY SUPPLIER

When you check into a new home, think carefully before choosing your energy provider. The costs and the contract can differ considerably for each supplier. By choosing a green energy supplier, your energy isn't generated by coal or a nuclear power station. An interesting website for comparing energy providers is www.gaslicht.com.

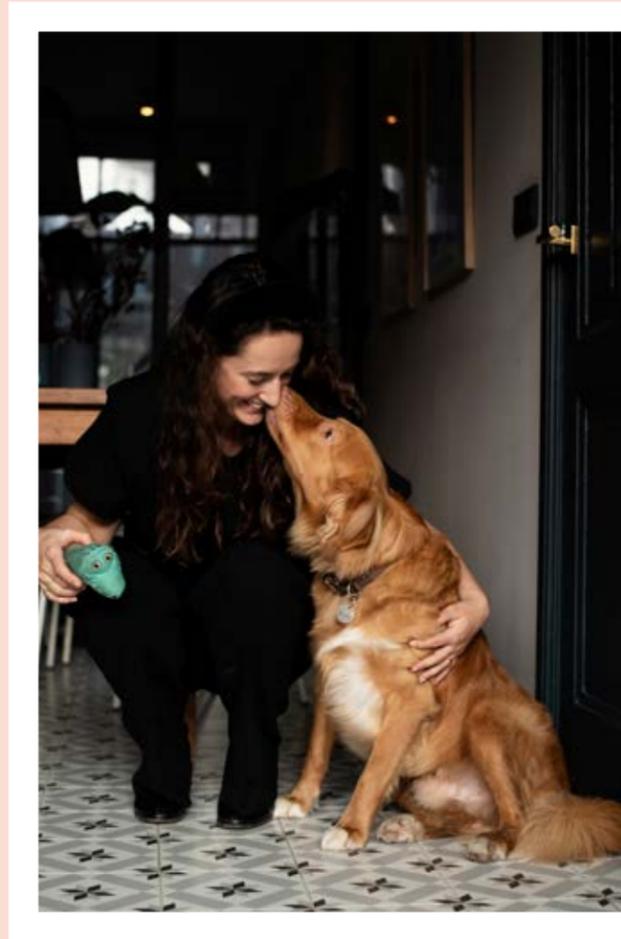


5. ENERGY LABEL

When buying new appliances, always look at the energy label on the packaging. If possible, opt for energy-efficient appliances with an A+++ energy rating, which are considerably more economical.

Everyone benefits from a comfortable living environment, and household regulations help by providing clarity for you and your possible co-tenants. You'll find answers to questions like "Am I allowed to park my bike in the hall?" and "Who is responsible for cleaning the stairs?"

LIVING COMFORT



COMMUNAL AREAS:

THEY'RE YOUR RESPONSIBILITY, TOO

If you live in a complex with communal areas, it means that as a tenant, you are equally responsible for keeping the communal areas that connect to your floor clean, unless otherwise agreed in your tenancy agreement.

Make sure you are familiar with the house rules. You will see the house rules in your building's stairwell or online on Mijn Haavens Service. They tell you, for example, exactly what your stairwell is for and when and where to leave the rubbish.

STAIRWELLS

The competent authority and the safety region stipulate that escape routes must be free of obstacles, so that everyone can evacuate a building without hindrance in the event of an emergency. Avoid placing obstacles and loose items in public

areas, and remove them if found. Haavens reserves the right to remove any items that are obstructing the escape route without notice.

STAIRWELL REGULATIONS

In order to guarantee the comfort and (fire) safety of all residents, we kindly request;

- not to leave newspapers or old paper in the communal areas;
- not to use the communal staircase as storage;
- not to leave any rubbish in the communal stairwell;
- to avoid (noise) nuisance.

In case of any questions or problems, please contact the property manager.

HOW DO I FILL MY CENTRAL HEATING BOILER?



STEP 1 → LET THE BOILER COOL DOWN

- Set your room thermostat to the lowest temperature. Wait for around 10 minutes until your boiler reaches a maximum temperature of 40°C.
- Caution: allowing cold water to flow into a hot boiler can cause cracks in the boiler!

STEP 2 → SWITCH OFF THE BOILER

- Pull the plug out of the wall socket.

STEP 3 → CONNECT THE FILLING HOSE

- Connect the filling hose to the cold water tap.

STEP 4 → FILL THE HOSE

- Hold the other end of the hose at the same height as the filling tap. Turn the cold water tap slightly open. Turn the tap off when the hose is completely full.

STEP 5 → CONNECT THE HOSE TO THE FILLING TAP OF THE CENTRAL HEATING BOILER

- Connect the hose to the filling tap. This is usually near a radiator, in the kitchen, bathroom or on the boiler itself.

STEP 6 → OPEN THE FILLING TAP

- First turn on the water tap. Now open the filling tap using the filling tap key. The filling tap is fully open after a quarter turn.

STEP 7 → FILL UP THE BOILER AND CLOSE THE COLD WATER TAP AGAIN

- Close the filling tap when the gauge (manometer) is between 1.5 and 2 bar. Turn off the water tap and disconnect the hose.
- Use a bucket or mop to catch water from the hose.

STEP 8 → CONNECT THE BOILER AND RESET THE THERMOSTAT

- Reconnect the boiler to the mains power supply. Set the room thermostat back to the desired temperature.

HOW DOES THE MECHANICAL VENTILATION SYSTEM WORK?

DO YOU HAVE A MECHANICAL VENTILATION SYSTEM IN YOUR HOME? INCREASE THE EXTRACTION WHEN SHOWERING AND COOKING

Mechanical ventilation has been standard practice in new-build houses since the 1970s. Today, about three out of ten houses in the Netherlands have a centrally controlled mechanical ventilation system. This is different from a ventilator in the bathroom, for example. The system has extraction ducts in the ceiling or wall of the kitchen, bathroom and toilet. A ventilation box ensures that the air is released outside through the valves. The box is usually in the same room as the central heating boiler.



HEALTHY LIVING ENVIRONMENT

Warm air has the capacity to absorb moisture and move it around. This means that the moisture inside the home will be absorbed by the warm air and released through the ventilation system, creating a drier and healthier indoor climate.

And because your house is drier, you can heat it up considerably faster than when it is damp. A drier house warms up sooner. The result? Lower heating costs.

Your electronic equipment also doesn't like a humid house and is more prone to showing defective behaviour as a result. Moisture and household electronics don't go together. You can control how much air the mechanical exhaust system extracts with a knob in the kitchen or bathroom. The knob can have one, two or three settings. Because air is extracted, fresh air is automatically drawn in from outside through ventilation grilles or window ventilation flaps.

I've got mould in my house. What should I do? Mould and moisture can be a real nuisance, but more importantly can lead to health problems. That's why you should act immediately and to get rid of mould as soon as you notice it, so it can't spread through the house. There are instructional videos on the internet that can help.



FIRST AID FOR A HEALTHY LIVING ENVIRONMENT

To get rid of moisture from your home naturally, you need heat and a flow of air. Airflow is sometimes forced through a mechanical ventilation system and sometimes by leaving a window ajar or keeping the ventilation grates open. This is quite different from opening the windows completely to air the home. Everything needs to be in balance, including ventilation. As long as you don't lose more heat than you generate with your heating, you won't get cold and you won't have to consume more gas or electricity to get the house comfortable again.

10 HANDY TIPS

- When cooking, always turn on the extractor fan or open a window a little. This is not just to reduce cooking smells from lingering, a lot of moisture is released when cooking on gas.
- Turn on the fan or set it to a higher ventilation setting when showering and leave it in for at least half an hour.
- Dry the shower after use. Pull a squeegee over the tiles. Use a towel to dry the tap to prevent limescale.
- Preferably dry your laundry outside or in a heated room with good ventilation.
- Make sure the heating element is free and the warm air can spread through the room. So don't put towels or clothing on the radiator, but hang them in front of it on a special towel rack.
- Ventilate bedrooms at all times. House dust mites love moisture and heat. If at all possible, leave a window slightly ajar at night.
- Open the bedroom window for at least 15 minutes during the day. This keeps your bedroom fresh and dry.
- Never set the thermostat to below 15 degrees: moisture doesn't evaporate properly and accumulates in a cold house. What's more, a damp room feels colder than it really is.
- Do you have a tumble dryer? Make sure it discharges the damp air directly outside. Does the room not have that option? Then a condenser tumble dryer offers a solution.
- Don't place your cupboards, bed or sofa tightly against outside walls, but make sure there is room to ventilate.

GETTING RID OF MOULD

You need to realise that it only takes a fairly short time for mould to penetrate into the plaster layer of walls or the joints. This means that cleaning and wiping down surfaces straight away isn't enough. Clean mouldy surfaces with a bleaching agent or baking soda diluted in water. There are also other agents that are commercially available. Allow the solution to sit for a while and then rinse or wipe the surface with water. By allowing it to soak into the layer of plaster, you don't just clean the surface but reach the mould underneath. The next step is to apply a fungicide. After this, you can paint the surface with an anti-fungal wall paint or latex.

PREVENTING AND FIGHTING PESTS

As tenant, you are responsible for preventing and fighting pests. By keeping your house clean, you can stop most pests from coming in. Some other tips: keep food in the fridge or in lockable food containers, use a rubbish bin that seals well and prevents pests from entering your home. Still got a pest problem despite all the effort? Your local pet shop will have a number of pest control products on the shelf. Quite a few cities also have pest control services, which you can contact for information or help with pest control. Note: always contact your municipality in case of rat infestation!



We would also like ask you to be considerate towards your neighbours and to discuss any nuisance with them. It is up to the residents themselves to come to good arrangements.

A SAFE HAVEN

NEIGHBOURLY NUISANCE: RESOLVING IT TOGETHER

In case of disruptive behaviour by neighbours, talking is often the best solution. However, there are times when people simply don't want to listen to reason. If this happens to you, we recommend that you check if other neighbours are experiencing the same nuisance. Together you stand stronger. Are you still unable to resolve the problem? Then speak to us and let us help. Report your complaint through Mijn Haavens Service.

Do you feel threatened in any way by the situation? Then seek contact with neighbours and call the police or emergency services. Write down what happened and when. In case of continuous or repeated nuisance, it is important to report every incident to the police. The police will only take action if the household causing the nuisance is reported several times and an official report has been filed. You can report cases of noise, nuisance and disruptive behaviour by dialling 0900-8844.

NEIGHBOURHOOD MEDIATION

If there are issues between you and your neighbours and you can't come to an agreement, it can be a good idea to call in the neighbourhood mediation service. They are impartial and want to sit down with you and your neighbours to find a solution. For more information, see www.hetccv.nl/onderwerpen/buurtbemiddeling.

TERMINATION OF TENANCY FOLLOWING CRIMINAL OFFENCES COMMITTED IN THE DWELLING

If we discover that illegal substances are being produced, grown or traded in your home, we will

contact the police at once and initiate the eviction procedure. The tenancy agreement will be dissolved as a result. All associated costs and damage will be recovered from you.

BAN ON AIRBNB

As stated in the tenancy agreement and the general terms and conditions, you are prohibited from subletting your Haavens residence in whole or in part, renting it out to third parties or allowing third parties to use it. This means you cannot rent out rooms, the home as a temporary (holiday) accommodation – through Airbnb rentals – or surrender the rent. You may only do this if Haavens explicitly gives its prior written consent.

NUISANCE



FOR YOUR OWN SAFETY

SMOKE DETECTORS FOR YOUR SAFETY

All common areas are or will be fitted with smoke detectors. Your home will be equipped with smoke detectors along all escape routes. Smoke detectors help ensure you are safe at home. To safeguard the reliability of smoke detectors, you should regularly test whether the detector is still working by pressing the test button. You will hear a loud beeping tone. Can't hear a sound? Then report this in Mijn Haavens Service. You are not permitted to remove or disconnect the smoke detectors.

BURGLARY: WHAT SHOULD I DO?

Has your home been burgled? Then contact the police (0900-8844) and report the burglary. Sometimes the police will come to your house, and other times you have to report it online or go to the nearest police station. In the event of damage or stolen items, you also have to

let your home contents insurer know. Insurers will generally only pay out if you have reported the incident. You should fill in a report to the property manager immediately after the burglary, stating any damage to the rented property. The property manager would also like to receive the police report (or a copy) from you within four weeks.

RENOVATION RIGHTS/OBLIGATIONS

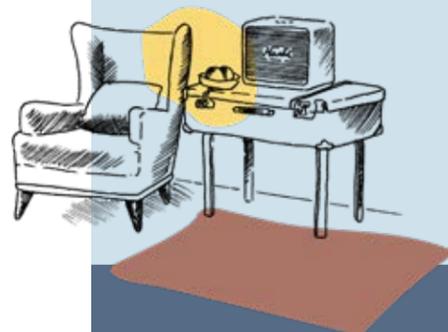
We develop high-quality homes: modern, stylish and comfortable apartments that are also future-proof thanks to the sustainability measures we take and our comprehensive technical maintenance. In order to achieve these ambitions, we need to carry out large-scale renovations. Unfortunately, the work involved can cause inconvenience for residents. We kindly ask for your understanding. If the work affects you, we will inform you about the planned work beforehand.



HOIST BEAMS AS AN ORNAMENTAL ELEMENT, PROHIBITED USE

Many buildings have beams with a hook protruding from the façade. These beams were installed centuries ago for hoisting goods with rope and pulley.

As we cannot guarantee the safety of the hoist beams and because using them poses a potential risk both for the user and for third parties, all hoist beams are being inspected. Until completion of the inspection and approval, it is not permitted to use the hoist beams unless informed otherwise by us.



ASBESTOS

There is a chance that dwellings built before 1993 contain asbestos. Asbestos can be found in walls, wall panels, roofs, doors, floor covering and stoves.

In most cases, asbestos isn't dangerous. Hazardous asbestos particles are only released if you remove asbestos, drill into it or saw through it. The particles can be harmful to your health if you inhale them. We therefore advise you not to do any work yourself in the house with materials containing asbestos. If you notice any such materials, please contact our property manager via Mijn Haavens Service.

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ASBEST



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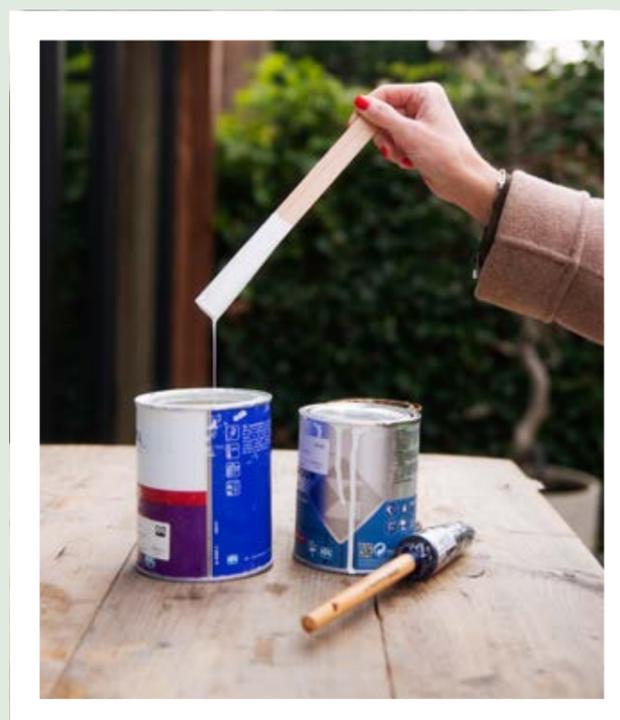
LEAD PIPES

Remnants of lead water pipes can be found throughout the Netherlands. In the past, lead pipes were commonly used for the construction of water supply pipelines. Whenever we renovate a building, we renew the pipes if necessary. That way we can be sure that these homes don't have any lead pipes and we can gradually remove all lead pipes from the portfolio.

The Haavens property portfolio consists mainly of houses built before 1950. Do you have a suspicion that there is lead piping in your home? Then contact the property manager via Mijn Haavens Service. We will have an inspection carried out by a specialised laboratory. The final report will show whether we need to follow up by removing the lead pipes or whether the result is well within the government's safety standard.

FAULTS IN THE HOME

A house needs to be lived in, which means that occasionally something breaks. By signing the tenancy agreement, you agree that you are responsible for organising the following matters – the legally defined 'minor repairs' – yourself. For other matters, please contact the property manager.



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SUBMITTING A REPAIR REQUEST

Do you need something repaired in your house? If so, you can send an online repair request on Mijn Haavens Service or – in case of emergency repairs – contact the property manager directly.

- For regular maintenance, such as a broken light in the common area, damaged exterior paintwork or loose tiles, we kindly ask you to submit a repair request through Mijn Haavens Service.
- Do you have a defect or problem that needs urgent fixing? Then please call the property manager directly. In case you need emergency repairs outside office hours, always contact the control room of the property manager. Any costs for work carried out by companies you contact yourself will not be reimbursed.

CHECK BEFOREHAND WHO DOES WHAT AND WHO PAYS THE BILL

The 'Minor Repair Decree' and the list on the following pages show which maintenance work Haavens takes care of and which repairs you are responsible for as tenant.



COSTS FOR RECTIFYING FAULTS AT THE EXPENSE OF PARTY IN ERROR

The cause of a fault sometimes only becomes clear after the repair work has been carried out. Haavens will rectify such faults at the expense of the person in error. The basic rule is: the liable party pays.

Suppose your sewer is clogged. After inspection and repair, it turns out that it was caused by careless use, like flushing an entire toilet paper roll, a nappy or cat litter down the toilet. That means we will charge you for the repair costs. If you are not at fault, Haavens will of course pay the bill. Another example: the electricity in your house keeps shutting off. If it turns out that your own appliances (e.g. toaster or freezer) are causing the short circuit, you have to pay for the costs incurred. If the fault is in the meter box or the standard household installation, Haavens will bear the costs. When reporting faults or malfunctions, our staff (and/or contracted service partner) will tell you beforehand that the repair will be carried out by Haavens "at the expense of the party in error".



MAKING YOUR OWN CHANGES TO THE HOME

SELF-INSTALLED FACILITIES AND PERMISSION

Everyone wants to furnish their home in a way that matches their own taste and ideas. But remember that you aren't allowed to make any additions to the dwelling yourself, unless other written agreements have been made.

PROPERTY HANDED OVER TO TENANT WITH A FLOOR AT THE START OF THE RENTAL PERIOD

If your property is delivered with a finished floor, you may not make any alterations without Haavens' approval.

PROPERTY HANDED OVER WITHOUT FLOORING

A parquet or laminate floor usually gives a house a warm appearance, but at the same time can cause noise pollution. You are allowed to lay an insulated, 'floating' parquet or laminate floor in a Haavens house or apartment, provided it meets these conditions:

- The use and/or construction of the floor may not cause noise nuisance for other residents. If the laminate floor is not supplied by us, i.e. an unfurnished dwelling, you are allowed to lay laminate based on the following guidelines: the floor and the floor covering must absorb the noise by at least 10 decibels in relation to the bare floor. The boards must be 2 mm apart; this is 10 mm along walls and in front of fixed objects.
- You may not cause any damage to the dwelling. Please note that you have to replace shortened doors when you leave the house. The replacement doors must be of the same colour, have the same (original) dimensions and be of at least the same quality.
- When leaving the property, you have to remove the floor and repair any damage.
- If the new tenant takes over the floor, this does not apply. You also do not have to replace any doors that have been shortened.
- The duration of the permission depends on you complying with the conditions. In the event of an infringement, Haavens may withdraw the permission and you will have to remove the floor immediately.

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GARDEN MAINTENANCE

LANDSCAPE AND MAINTAIN AS A DECORATIVE GARDEN

Are you renting a property with a garden? If so, you need to maintain the garden and use it as a decorative garden. You are not allowed to use the outside area and garden for storing goods or for parking cars, caravans, boats and the like. Other garden rules:

- Plant trees at least two metres from the property line. Do not let them grow higher than the roof gutter and prune them regularly. Haavens can always ask you to trim trees or bushes back to the height of the gutter.
- Trees and bushes must not cause a nuisance to the neighbours. Think of leaves falling, obstruction of light etc. Are they inconveniencing your neighbours? Then you are obliged to remove them (or have them removed) at your expense.
- Any damage caused by trees, shrubs or other plants is also at your expense.
- Shrubs and bushes should be planted at least half a metre from the property line. They may not exceed 1.50 metres in height.
- Trees that are dangerously crooked or rotten must be felled by you. Do you need a felling permit? Then you need to apply for one through the municipality and inform Haavens.
- Wall climbing plants and vines are not allowed.
- You have to lay and maintain the paving in your garden yourself.
- The maximum fence height around your backyard is 2 metres. In the front garden the maximum height is 1 metre. The fence must be made of a solid material.

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WHO DOES WHAT? FROM A TO Z

LIST OF MAINTENANCE WORK:

The following list shows you who is responsible for which maintenance work:

DESCRIPTION	LANDLORD (HAAVENS)	TENANT
DRAINS (PLUMBING)		
Unclogging the sink, bath, shower, siphon		○
DRAINS (OUTSIDE)		
Replacing gutters after normal wear and tear	○	
Cleaning the gutters (if any) of apartment buildings	○	
DRAINS (SEWER)		
Repair of sewers after subsidence outside your home	○	
Replacement of sewers after wear and tear	○	
Cleaning and unblocking indoor sewers up to the connection point to a down pipe, municipal sewer or main sewer		○
EXTRACTOR HOOD		
Repair of extractor hood if owned by Haavens (see rental contract)	○	
Repair of extractor hood if owned by the tenant (see rental contract)		○
Cleaning the hood and replacing filters		○
BALCONY		
Maintenance and securing balcony and gallery railings	○	
GLAZING		
Broken glass in common areas (if caused by the tenant, an excess of up to €2,500 must be paid)	○	○
Glass breakage inside and outside your home (you need to take out your own insurance)		○
CALL		
Repair of individual doorbells		○
Repair of main doorbell system	○	
Repair of intercom system and house phone	○	
STORAGE ROOMS AND SHEDS		
Repair of storage room floor	○	
FREEZING		
Provisions to prevent freezing of taps (or their repair)		○

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MAINTENANCE AND MODIFICATIONS TO THE HOME

DESCRIPTION	LANDLORD (HAAVENS)	TENANT
FIREBREAKS		
Maintenance of paving in firebreaks and evacuation paths	○	
Keeping firebreaks clean and free of obstacles		○
LETTERBOX		
Change or repair mailbox cabinet in common areas	○	
Repair and replace letterbox lock in case of clear wear and tear	○	
CENTRAL ANTENNA EQUIPMENT		
Radio, TV and telephone interference (report to cable provider)		○
CENTRAL HEATING		
Faults on central heating, system boilers, combi boilers or water heating systems if owned by Haavens	○	
Malfunction of collective central heating systems	○	
Boilers or water heaters not owned by Haavens (via third party)		○
Refilling central heating boiler		○
Venting central heating system		○
Cleaning central heating or combi boiler	○	
Faults in central heating pipes, radiators or radiator valves	○	
Repairs to the thermostat	○	
Replacing thermostat batteries if applicable		○
Freezing of and damage to central heating system		○
ROOF		
Maintenance and replacement of roofing, roof penetrations, roof tiles from normal wear and tear or resolve following storm damage	○	
ELECTRICAL SYSTEMS		
Maintenance and repair of electrical installation, with distribution board wiring and earthing in your home (repair at the expense of party in error)*	○	○
Repairs to electricity meter in your home (through your energy provider)		○
Repairs to electrical switches and wall socket outlets in your home or storage area	○	
Maintenance and repairs to lighting, switches and socket outlets in communal areas and car parks	○	



DESCRIPTION	LANDLORD (HAAVENS)	TENANT
HINGES AND LOCKS		
Maintenance, lubrication and replacement of door handles, locks, hinges in doors and frames in the home, storage room or garage		○
Idem ditto, but in communal areas	○	
Replacement of hinges and locks due to normal wear and tear	○	
Replacement or repair of hinges and locks caused by inexpert or incorrect use		○
Repair, adjustment or replacement of door closers in common areas	○	
Cutting extra sets of keys, whether or not they have been lost (certified keys can only be replaced by Haavens)		○
Lockout		○
BURGLARY		
Repair of burglary damage to doors, windows, frames or hinges and locks, after reporting this to the police	○	
CUPBOARDS		
Maintenance and repair of built-in and standalone cupboards, including hinges and locks		○
KITCHEN		
Replacing kitchen unit and worktop at end of life	○	
Repairing kitchen drawers, hinges, locks, handles and adjusting doors		○
Damage as a result of leak that is not reported in time		○
SEALANT JOINTS		
Maintenance and repair of sealant joints on the outside of your home	○	
Maintenance and repair of sealant joints inside your dwelling	○	
FRAMES, WINDOWS AND DOORS		
Repair and renewal of exterior window and door frames and doors (see section on paint work)	○	
Renewal of exterior frames, windows and doors in connection due to wood rot	○	
Repair and maintenance of interior frames and doors in your home or storage room (see also painting)		○
Renewal of interior doors in cases of obvious wear and tear	○	



MAINTENANCE AND MODIFICATIONS TO THE HOME

DESCRIPTION	LANDLORD (HAAVENS)	TENANT
PIPEWORK: WATER AND GAS		
Gas pipes from mains to gas meter including mains supply valve (via gas supplier)		
Repair or replacement of gas pipe from mains supply, including gas valves as far as installed by Haavens	○	
Repair of water supply pipe up to and including main stop tap (via water supplier)		
Repair of water pipework from mains onwards that is installed as standard	○	
Defrosting and repair of freezing water pipes		○
LIFT AND LIFT SYSTEM		
Lift maintenance, inspections, repairs, faults on lifts	○	
AIR VENTS		
Maintenance and repairs to air vents and ventilation grates in your home		○
Regular cleaning and replacement of filters in your home		○
Replacing air vents and ventilation grates due to obvious wear and tear		○
MECHANICAL VENTILATION		
Maintenance and repair of mechanical ventilation	○	
Filter maintenance and replacement		○
MASONRY AND BRICKWORK		
Maintenance and repair of external masonry and pointing	○	
NAMEPLATES		
Re-ordering nameplates for apartments (only through Haavens)		○
PESTS		
Control of pests such as lice, wasps, bees, ants, beetles, rats, mice, fleas and other pests (possibly through the municipality)		○
Disinfection of the home in connection with cockroaches or longhorn beetle	○	
Control of pests in public areas	○	
SKIRTING BOARDS		
Maintenance, repair or replacement of skirting boards		○
Maintenance, repair or replacement of skirting boards in common areas	○	



DESCRIPTION	LANDLORD (HAAVENS)	TENANT
SANITARY EQUIPMENT		
Replacement of washbasin, shower, bathtub, toilet bowls and cistern in case of normal wear and tear	○	
Maintenance and replacement of shelves, mirrors, toilet seats, sleeves, hand showers, slide rails, shower hoses and other sanitary accessories		○
Maintenance and repair of toilet cistern, possibly replacing parts like float, float valve etc.	○	
Descaling float, cistern, toilet bowl or pressure mechanism		○
Maintenance and repair of taps and mixers, including replacing the cartridge		○
Replacing taps and mixers due to normal wear and tear	○	
Cleaning and minor repairs to bathtubs		○
PAINTWORK		
Painting exterior frames, windows and doors	○	
Interior paintwork in common areas	○	
Interior painting/wallpaper in your home or storeroom		○
CLEANING		
Cleaning of public areas		○
Cleaning your own home and storage room		○
CHIMNEYS		
Repairing chimneys and ventilation ducts	○	
Sweeping of chimneys, usually once a year		○
PLASTERING		
Repair of plastered walls or ceilings if it comes loose from the surface	○	
Maintenance or repair of plasterwork due to fixings installed by the tenant, including holes, plugs, etc..		○
Repair of plasterwork in common rooms	○	
TILING		
Repairing loose wall or floor tiles	○	
Maintenance or repair of tiling work due to fixings installed by the tenant, including holes, plugs, etc..		○
Repair of tiling in common areas	○	
TELEPHONE CONNECTION		
Installation and maintenance of telephone connection /+ Internet services (via telephone service provider)		○
WEATHER STRIPS		
Maintenance and replacement of weather strips		○

MAINTENANCE AND MODIFICATIONS TO THE HOME

DESCRIPTION	LANDLORD (HAAVENS)	TENANT
STAIRS IN PUBLIC AREAS		
Renewing the stairs or banisters due to clear wear and tear	○	
Maintenance and repair of banisters and stairs	○	
Securing handrails	○	
Maintenance and repair work on stairs or railings	○	
Maintenance and repair of outdoor staircases	○	
STAIRCASES INSIDE THE DWELLING		
Renewing the stairs or banisters due to clear wear and tear	○	
Maintenance and repair of banisters and stairs		○
Securing handrails		○
Maintenance and repair work on stairs or railings		○
GARDENS		
Minor subsidence		○
Delivery of fill sand for raising gardens in case of major subsidence over the width of the house up to 1 metre from the exterior wall	○	
Maintenance and landscaping of individual gardens		○
Removal of plants and other vegetation for raising an individual garden		○
Regular removal of weeds between tiles		○
Regular trimming of hedges, shrubs and growing trees		○
Cutting down trees (see terms and conditions of your municipality)		○
Maintenance of communal paving if owned by Haavens	○	
Maintenance and landscaping of communal gardens if owned by Haavens	○	
Pavement maintenance or replacement of broken tiles		○
Maintenance or replacement of garden fencing		○
Maintenance or replacement of garden fencing installed by tenant		○
WINDOW SILLS		
Replacement of gutters after normal wear and tear	○	
Maintenance and repair of window sills in your home		○

DESCRIPTION	LANDLORD (HAAVENS)	TENANT
MODIFICATIONS TO THE HOME		
Installing and removing facilities for the disabled within the scope of the WMO - Social Support Act (more information via the municipality; always in consultation with Haavens)	○	○
Maintaining facilities for the disabled within the scope of the WMO (more information via the municipality)		○
SUN PROTECTION		
Maintenance and repair if property of tenant		○
Maintenance and repair if property of Haavens	○	



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COHABITATION

Are you living together or alone and is your household situation about to change? Then you'll probably need to submit a request to amend your tenancy agreement.



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REQUESTS FOR AMENDMENT OF TENANCY AGREEMENT

PARTNER AS JOINT TENANT

If you get married or sign a registered partnership, your partner automatically becomes a (joint) tenant. The tenancy agreement doesn't have to be amended. You do, however, need to pass on your partner's personal details in Mijn Haavens Service.

If you live with someone with whom you have a sustainable joint household, you can request a joint tenancy agreement. In certain cases, we'll be happy to approve the joint tenancy request. Contact us and ask for the conditions.



**NEED TO PROVIDE PROOF OF IDENTITY?
ONLY AS A SECURE COPY**

Haavens and the property manager are only allowed to process your passport or ID card only as a secure copy:

1. Keep your civil service number (BSN) safe: make the bottom line on the copy of your passport illegible.
2. Write 'COPY' with the date diagonally on the copy.

TIP 1

The KopieID app from the Dutch government helps you to make a secure copy with your smartphone.

TIP 2

Remember to also delete your civil service number (BSN) from other documents you supply as copies. Otherwise Haavens will not be able to process them.

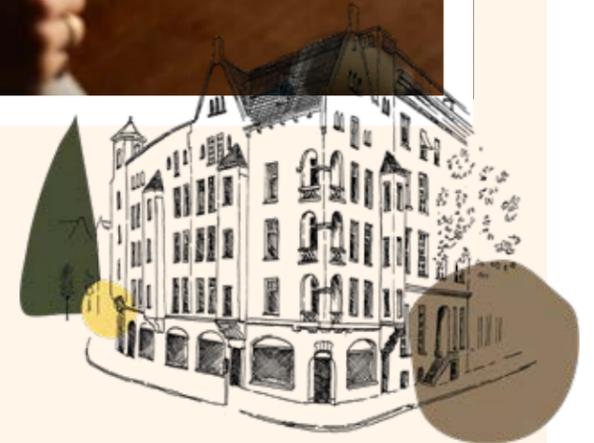
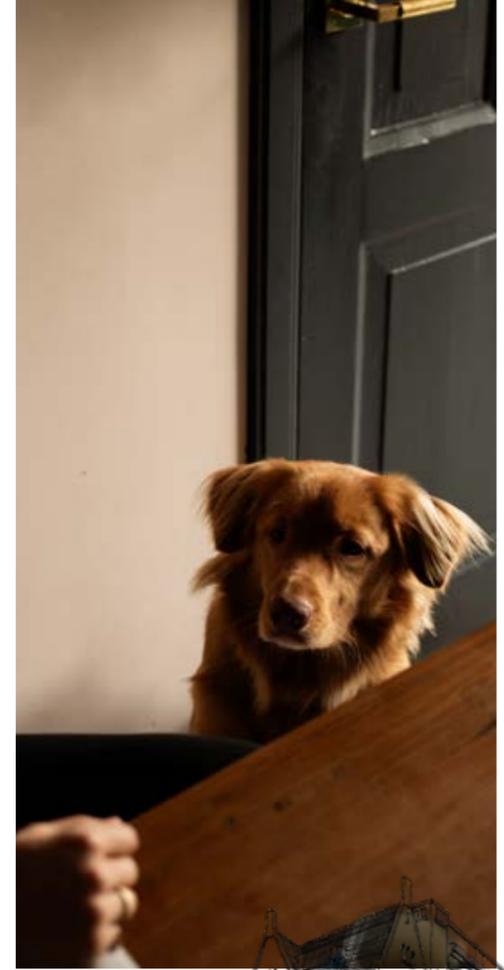
DIVORCE OR TERMINATION OF REGISTERED PARTNERSHIP

Are you going through a divorce or termination of a registered partnership? Please inform the property manager. You can send us a request to change the tenancy agreement after a divorce/termination of a registered partnership through Mijn Haavens Service.

DEATH OF A PARTNER

Has your partner passed away? Kindly notify Haavens. If your partner was the main tenant, you will automatically become a contractual tenant.

If your partner was a joint tenant, he or she will be removed from the contract by operation of law. For more information, please see the frequently asked questions section on Mijn Haavens Service.



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PARTIAL TERMINATION

ONE-SIDED TERMINATION BY MAIN OR JOIN TENANT

Is one of the two partners (main or joint tenant) leaving the property, for example because of a divorce, end of a relationship or friends deciding to move in together? And does the other want to continue living in the home? Then you can request for one-sided termination of the tenancy agreement via Mijn Haavens Service. Both tenants need to sign this request.

The tenant who stays behind will be asked to provide additional information (such as a secure copy of their ID, three payslips and an extract from the Municipal Personal Records Database (GBA*)), so that Haavens can assess the request. If the assessment shows that the person staying behind can pay the rent, we can end the tenancy of the other tenant. If the person who intends to stay behind cannot meet the income requirements, both partners will have to terminate the rent.

Are you planning to move? It's handy to know what the notice period is for your tenancy contract. But what else do you need to think about?

LEAVING HOME



ENDING THE TENANCY WHEN YOU MOVE

Are you moving and want to terminate the tenancy agreement? Notify us in time on Mijn Haavens Service. The minimum notice period is one month and will only take effect from the first of the month. You pay rent up to your last day as a tenant.

HANDY TIPS WHEN MOVING

- Make a note of all the meter readings for your own assurance.
- Transfer your telephone, television and internet connections to your new address.
- Report that you are moving house to the municipality you are moving to, department of Civil Affairs (Burgerzaken).
- Make use of the PostNL relocation service.
- Notify your gas, water, electricity and heating supplier as soon as possible, so that they can terminate your contract or transfer the contract to the new address. Use the meter readings that were recorded during the final inspection.



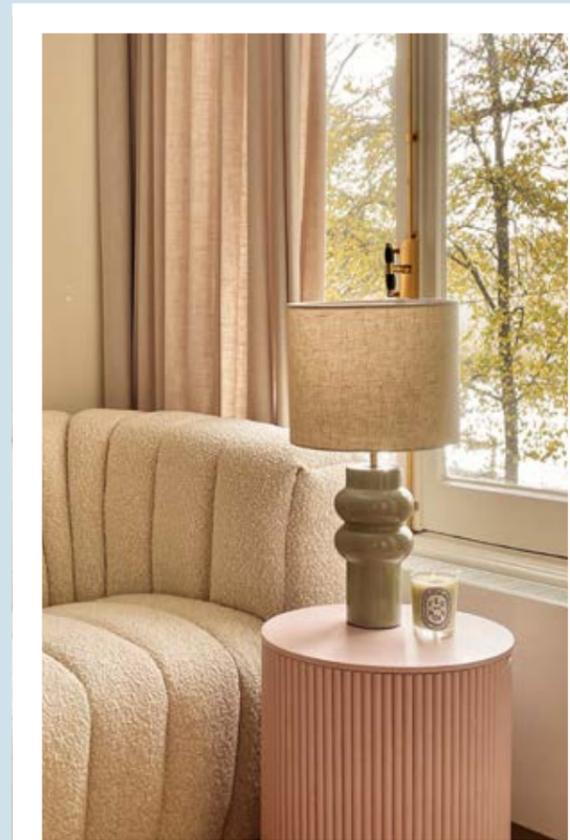
LEAVE THE PROPERTY TIDY

TERMINATION OF TENANCY IN CASE OF DEATH

After the death of a (single) tenant, relatives can terminate the tenancy contract. This can be done through Mijn Haavens Service or the property manager. A copy of the death certificate is required to end the rental agreement. Without it, Haavens is unable to process the request.

TWO PROPERTY INSPECTIONS

After you have given notice to terminate the tenancy, the home will be inspected twice. The preliminary inspection is carried out soon after you give notice. You can arrange the inspection date with our property manager. The final inspection generally coincides with the last rental date.



PRELIMINARY INSPECTION

During the preliminary inspection, a property inspector from Haavens will visit you and go through the house with you. That way you know exactly how you are expected to leave the house behind. Our staff member will note down any defects and changes on the pre-inspection form, and will explain what work you need to carry out and will have to pay for yourself. This work needs to be completed by the time of the final inspection.

FINAL INSPECTION OF THE HOME

During the final inspection, our staff member inspects the dwelling together with you. He or she also checks whether you have correctly done the repairs that were agreed in the preliminary inspection. If the manager is of the opinion that the repairs have not been done or aren't up to standard, Haavens will ask an external party to repair the defects. If so, you will have to pay the costs.



RIGHT ADDRESS

MAKE YOUR COMPLAINT KNOWN

Haavens has quality as its highest priority. Therefore we do everything to help our tenants professionally and quickly. For questions or complaints about daily maintenance, you can contact our property manager through Mijn Haavens Service. If you are unable to come to a solution together with our property manager if you have complaints about the partners we work with or renovation work, please let us know through our website. We also conduct an annual tenant satisfaction survey and are open to tips and suggestion for improvements from our tenants. You can reach us on the contact page of the Haavens website or by sending an e-mail to service@haavens.nl.



Haavens

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