

Dear tenant,

To start with, congratulations with your apartment at the Torenstraat in The Hague! This document provides you some useful information about moving in and living in your new apartment.

Address

To clarify. Your address is:

Torenstraat (number in your contract)

2513DR, The Hague

Please note that your address is **not** 172 but Torenstraat (number in your contract).

Keys

You should have received the following keys:

- 1 entrance tag
- 1 L shaped emergency key
- 1 mailbox key

When you own more or fewer keys please let us know. In doing so we prevent misunderstandings at the final inspection and we can hand over the missing keys.

I lost my tag/keys, now what?

You will get an emergency key that opens your apartment door manually. Note: when you leave this key in your room it is useless, so leave it somewhere you can get it when you are locked out of your room.

For a new tag you can contact us at info@minvm.nl or 070-2390106. A new tag costs €50,-. If you lose your emergency key that will be €150,-

In case you have locked yourself out and you do not have your emergency key, we will have to charge you with €50,- so make sure you have put the emergency key in a handy place.

Download your contract and payment information

To access your signed contract, payment and contact details log in to the website www.wolfhuisvestingsgroep.nl with the email address that you use to communicate with us. If it is your first visit, you can set your password by clicking on 'wachtwoord vergeten'. You will then receive an email with your password (keep an eye on your spam box in case you don't see the email directly after requested).

First actions to take when moving in

Install the filter of the cooker hood. In the cupboard you'll find the instructions on how to do this. Don't forget to plug the cooker hood, fridge and electric stove in (the power outlet). Remove the blue dust seal from the smoke detector on the ceiling.



Deficiencies in your apartment?

Check your apartment for any deficiencies, damages or missing interior. If you find anything then send an email including photo's to info@minvm.nl within 24 hours of moving in. For quicker processing it helps to include your apartment number and phone number in the email.

I found a deficiency in my apartment

If there is a problem with your apartment, please send us an email concerning the deficiency (including photo's if necessary). We will try to send someone to take a look at it. For a faster response it helps to include room number and phone number in the email.

Tv and Internet, how this work?

There are three possibilities for an Internet connection.

1. By plugging an Ethernet cable in the wall and the other end in your laptop
2. By buying a router and setting up your personal wireless network

If there are any problems with your internet connection and/or tv, please contact ITT-Desk at: 085-0140427

You can connect to the Wifi network in the common areas using the information stated below.

This network is not suitable for use in your apartment!

Network: Ziggo_ITTdesk
Password: Toren2016!

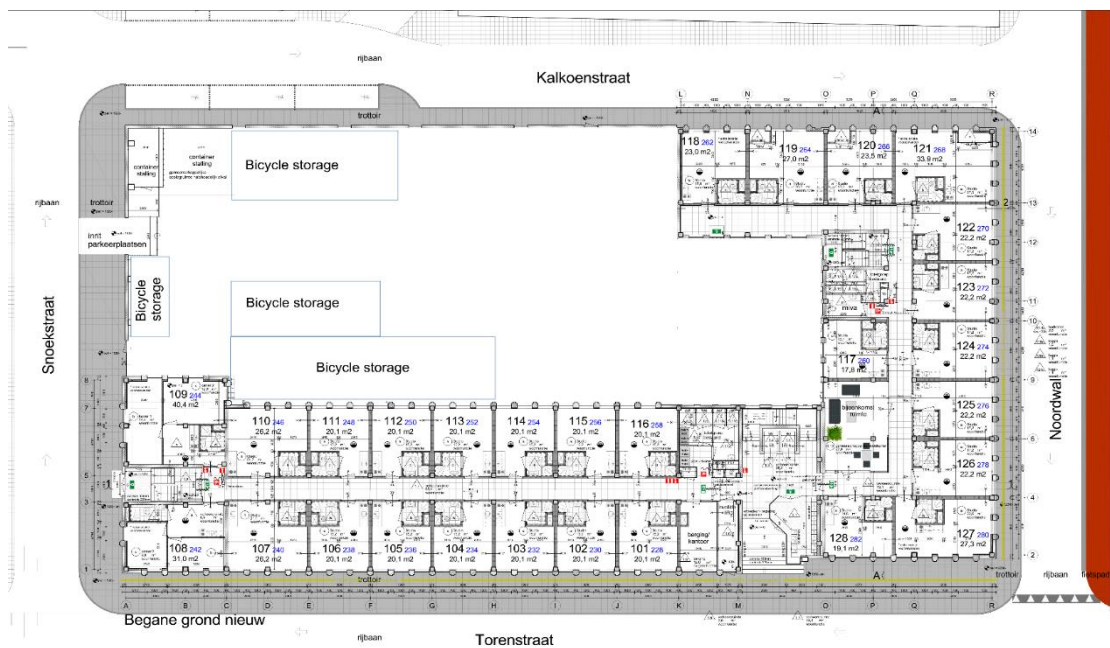
Vacuum cleaners

On every floor you can find a red vacuum cleaner in the hallway or common rooms. You can use it for free but please put it back when you are done using it.

Where can I park my bike?

On the Snoekstraat side of the building you can enter the bike storage with your apartment key. When you cross the parking lot you can access the backdoor of the building.

Right now bikes are stored all over the parking lot. Extra bike sheds are ordered but in the meantime please make sure you store your bike in the areas showed below and indicated by the labels in the parking lot.



Switching on and off the bathroom light

The bathroom light is operated by a motion sensor.

Intercom

The intercom is working. Make sure to push the buttons firmly.

Where can I wash my clothes

The laundry machines are located in the basement, you can pay wireless with your debitcard.

Cleaning your cooker

Your ceramic cooker should be cleaned with Cerafix or HG cleaning agent. It is important to clean the cooker regularly. If you didn't clean it often enough to clean it easily you can still clean the cooker using a special glass scraper and intensive cooker cleaning agent for ceramic cookers **(this is not for daily use!)**

Use of blinds

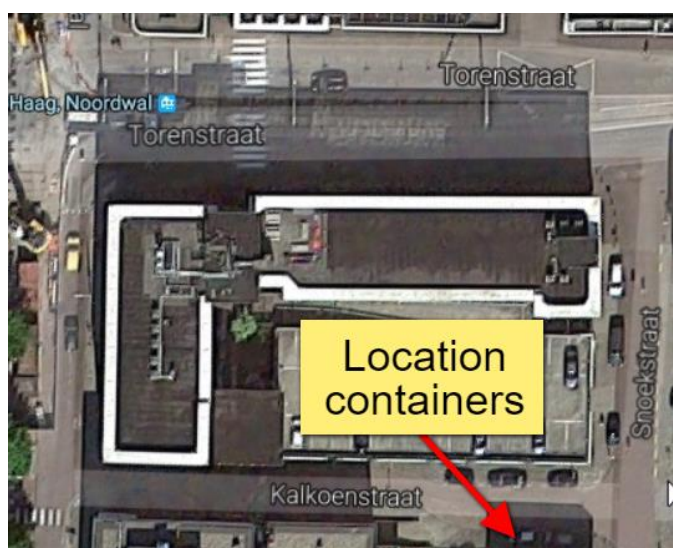
To keep the sunlight out of your apartment your apartment is equipped with curtains. The orange blinds outside of the apartments are not to be used.

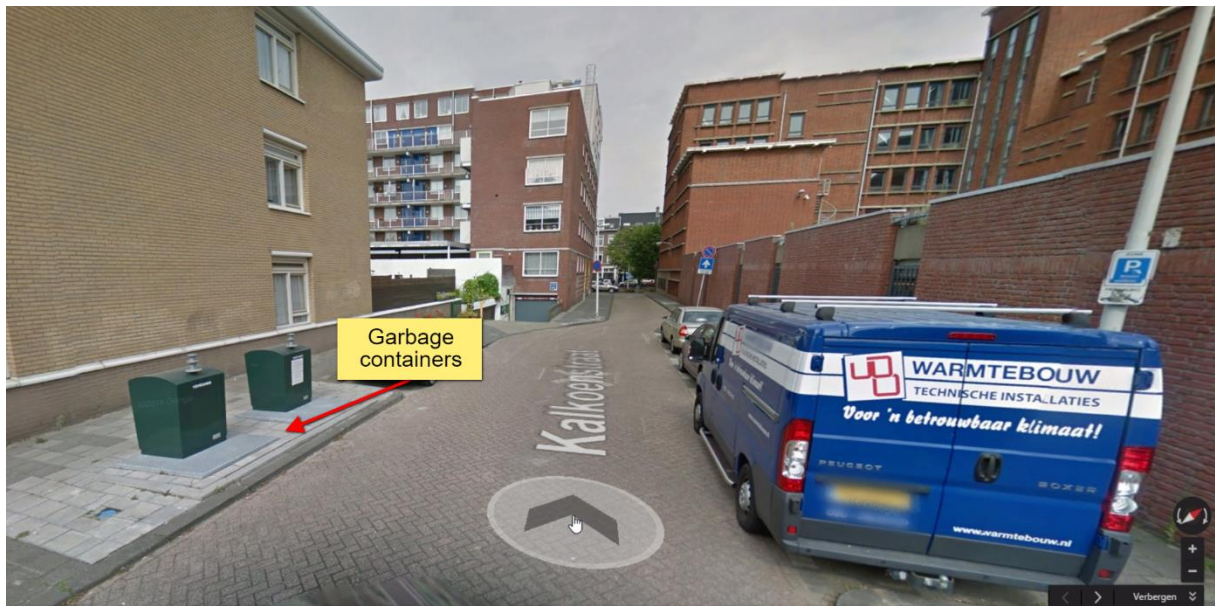
Emergency staircase

The emergency staircase may only be used in case of an emergency. In all other situations you can make use of the main staircase or the elevator.

Garbage disposal

Behind the building there are containers for garbage disposal. Please make sure to only put your trash in the disposal to prevent the building from having rats and let's help to have a clean building with each other. In case we find out that you leave your trash somewhere else we will have to charge you with a fine of €250,-. Please note that there are cameras inside building.





Windows and ventilation

Due to regulations from the municipality, it is not possible to open the windows facing the Torenstraat and Noordwal. Mechanical ventilation will provide your apartment with fresh air. In the attachments you can find a Dutch manual on how this works.

How can I monitor my gas, water and electricity usage?

We monitor the usage for each individual apartment online. On your own meters you can monitor your usage for gas and electricity.

The cooker hood is not connected to a vent.

This is nothing to worry about, the hood filters and recirculates the air. There is a Dutch explanation on how this works the following website:

<http://www.afzuigkap.org/werking-onderhoud/afzuigkap-recirculatie>

Smoke alarm

Your apartment is equipped with a smoke alarm. This alarm should be active 24/7. Do not remove the alarm from the ceiling. In the smoke alarm is still covered with a blue dust seal you must carefully remove the seal.

Am I allowed to mount things on the wall?

You are allowed to hang things on the wall as long as you don't drill holes. When sticking things to the wall it is important to make sure no residue remains after removal.

When can I access the rooftop terrace?

The rooftop terrace will not be open until the maintenance has been done.

My heater blows cold air into my room. How do I turn this off?

The heater has a ventilation system built in. It gets air from outside and blows it into your room. This may cause the temperature in your room to drop. By holding the minus side/ left side of the button on your heater you can turn the system off. There is no timer on the central heating system. You should be able to turn on your heater 24/7.

The doors at the main entrance are open all the time.

The doors have been reprogrammed and from now on work properly. There is a timer on the first door. This door will be open until 6:30pm and after that the door will be locked the rest of the evening and the entire night. You can always open the door with your room key.