

House rules

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Welcome home! To ensure your comfort, safety, and the harmony of all tenants within your building, we've put together some house rules. Familiarize yourself with these house rules upon moving in. This document covers various aspects such as noise levels, cleanliness standards, and the use of the common areas in your building. Holland2Stay reserves the right to change these house rules and will notify you of any changes by email.

As outlined in your rental contract, Holland2Stay has the right to enforce penalties in the event of any violations or disregard of the house rules. Such penalties may include fines, warnings, or other appropriate actions deemed necessary. You can find an overview of these penalties on page 5 of this document.

1. Access guidelines

- For annual inspections and maintenance purposes, Holland2Stay must have access to the rental property. The tenant will be notified of such visits at least one day in advance by email. We count on your cooperation in this.
- Keep your balcony, patio, and/or gallery always accessible for cleaning and maintenance purposes of the facades, roofs, fronts, and inaccessible windows.
- In case of an emergency or (suspected) prohibited activities, Holland2Stay reserves the right to enter the rental property without prior notice. The tenant will be informed of the reason for entering afterward.

2. Subletting your rental property

- It's not allowed to sublet your rental property to anyone else. If you sublet your rental property to a third party, you risk a fine and/or cancellation of your rental contract.

3. Running a business

- Running a business or office from your rental property is, in any form whatsoever, not allowed.
- Don't apply advertising boards, announcements, or recruiting texts in common areas or in any other parts of the building.

4. Appearance of the building

- It's not allowed to install antennas or satellite dishes on the facades.
- It's not allowed to install awnings or shutters.
- Keep your balcony clear from lighting chains, banners, and posters.
- Don't dry and air your laundry and bed linen in a place visible from the outside.
- Don't cover the windows with something other than curtains. Don't put any cover in or directly on the window glass. Don't place a dark object directly on the window glass, because of the risk of thermal breakage.
- Don't place any objects in the common areas, staircases, and corridors.
- Recycle your waste in the designated containers (i.e. residual, paper, plastic, organic, glass). Don't leave it on the stairs, in the common hallway, or in the corridors.

- Ensure that the mailbox belonging to your home is emptied timely. If your mailbox has a 'No No' sticker, this prevents you from receiving unaddressed advertising and leaflets in your mailbox. You can change the sticker into a 'No Yes' or 'Yes Yes' sticker or remove it. Recycle your newspapers, advertisements, and other publicity from your mailbox correctly. Don't accidentally lose it on the stairs, in the common hallway, or in the corridors.

5. Rental property guidelines

- Keep cleaning your kitchen stove and shower enclosure intensively to prevent serious wear.
- Don't throw wet wipes or any other objects in the toilet. Flushed wipes will eventually gather in your pipes which will stop your toilet from flushing correctly, potentially resulting in sewage backing up into your home through your toilet.
- Keeping pets and visiting pets are not allowed. Holland2Stay will deduct all costs resulting from keeping and/or visiting pets from the tenant's deposit when you leave the rental property.
- All costs resulting from smoking in the rental property will be charged to the deposit upon leaving the rental property.
- Don't have barbecues on your balcony or on the rooftop terrace(s).
- To prevent nuisance and contamination, don't feed birds or any other animals from your balcony or on the rooftop terrace.

6. Repairs

- Tenants are not allowed to make architectural changes to the rental property.
- Don't hammer or drill into the walls and floors. Chances are that you hit a water, electricity, gas, or heating pipe.
- No connections of a mechanical extraction hood or otherwise may be attached to the central extraction system, respectively the extraction valves present in the kitchen, bathroom, and toilet(s). Failures or defects of the installation caused as a result shall be repaired at the expense of the tenant.

7. Noise and disturbance

- Have respect for your neighbors and keep it quiet. Don't play music and don't make other kinds of hard noises between 20:00 and 8:00, on Sundays, and on public holidays. Contact the police (0900 88 44) if problems persist.
- It's strictly forbidden to throw butts or other (glowing) objects down from your window, balcony, or rooftop terrace.
- Don't store inflammable or hazardous substances or gasses in your rental property.
- Don't use, operate, repair or store engines, tools, equipment, or goods which can cause nuisance to your neighbors due to noise, vibration, or smell.

8. Safety

- Keep the escape routes clear for your and your neighbors' safety. Don't place any objects in the common areas, staircases, and corridors.
- As a tenant, you're – together with your neighbors – responsible for the safety within the building. Make sure you:
 - Check if the general access doors close after you enter.
 - Don't grant access to unidentified persons by, for example, opening the main entrance without asking who's at the door.
 - Don't grant access to couriers if it's not a delivery for you.
 - Report damage or defects to common areas to Holland2Stay.
 - Report uninvited persons in the building to Holland2Stay and the police (0900 88 44).
 - Report unwanted or dangerous situations to Holland2Stay and the police (0900 88 44).

- As a tenant, you're responsible for your keys. You're accountable if an issue arises from either giving your keys to someone else or losing them.
- Every elevator indicates a maximum load. The maximum load of the elevators may not be exceeded. Don't use the elevator when you're evacuating in case of a fire.

9. Common area(s)

- Keep the common area(s) tidy and don't damage anything.
- Prevent yourself and others from tripping by not laying cables through the common area(s).
- Is something not working in the common areas? Don't carry out the repair or maintenance work yourself and don't let it be done by others. Instead, inform our caretakers via a support ticket in your online account.
- All common areas are non-smoking areas. Smoking is only permitted in the designated area in or around the building.
- It's strongly forbidden to consume hard and soft drugs in the common area(s).
- Don't enter common area(s) such as the meeting room or rooftop terrace after its opening times.
- As a tenant, you have nothing to look for in the technical rooms and on the roof(s) of the building – unless there's a designated rooftop terrace. Only authorized staff can enter the technical room(s) and roof(s).

10. Bicycles

- Don't cycle in the parking garage – it's dangerous.
- Store your bicycle in the designated area; in the bike shed or bike racks. It's not allowed to store or allow others to store bicycles with or without auxiliary engine and motorcycles in the rental property or the common area(s). Holland2Stay removes bicycles that are not parked in the designated area(s).
- Don't leave your bicycle hanging when you're leaving us. Take your bicycle with you at the end of your rental contract.

Penalties

We expect you to follow our house rules. Holland2Stay has the right to enforce penalties in the event of any violations or disregard of the house rules. For each day the problem keeps happening, the penalty adds up – to a maximum amount. That said, the tenant must continue to meet its other responsibilities. Holland2Stay has the right to claim money if there's more damage.

Reference	Violation	Penalty
1. Access guidelines	<ul style="list-style-type: none"> Lacking in providing access to the rental property for annual inspection, maintenance, in an emergency, or in case of (suspected) prohibited activities. The balcony, patio, or/and gallery is/are not accessible. 	Immediately payable penalty of €100 for each calendar day that the violation continues, to a maximum of €20,000.
2. Subletting your rental property	<ul style="list-style-type: none"> Subletting the rental property to anyone else. 	Immediately payable penalty of €2,500, to be increased by an extra penalty of €100 for each calendar day that the violation continues, to a maximum of €20,000.
3. Running a business	<ul style="list-style-type: none"> Running a business or office from the rental property, in any form whatsoever. Applying advertising, announcement, or recruiting texts in common areas or in any other parts of the building. 	Immediately payable penalty of €100 for each calendar day that the violation continues, to a maximum of €20,000.
4. Appearance of the building	<ul style="list-style-type: none"> Installing antennas or satellite dishes on the facades. Installing awnings or shutters. Covering the windows with something other than curtains. 	Immediately payable penalty of €75 for each calendar day that the violation continues, to a maximum of €16,000.
	<ul style="list-style-type: none"> Disrupting the appearance of the building. Leaving objects in the common areas, staircases, and corridors. Not recycling waste in the designated containers. 	Immediately payable penalty of €50 for each calendar day that the violation continues, to a maximum of €10,000.
5. Rental property guidelines	<ul style="list-style-type: none"> Keeping pets and/or welcoming visitors' pets. Knocking out rugs, runners, mats, etc. outside the balconies and galleries. Having barbecues on the balcony or rooftop terrace. Actively feeding birds or any other animals from the balcony or rooftop terrace. 	Immediately payable penalty of €50 for each calendar day that the violation continues, to a maximum of €10,000.

6. Repairs	<ul style="list-style-type: none"> • Making architectural changes to the rental property. • Hammering or drilling into the walls or floors. • Attaching connections of a mechanical extraction hood or otherwise to the central extraction system. 	Immediately payable penalty of €75 for each calendar day that the violation continues, to a maximum of €16,000.
7. Noise and disturbance	<ul style="list-style-type: none"> • Playing music or making hard noises between 20:00 and 8:00, on Sundays, or on a public holiday. • Throwing butts or other (glowing) objects down from the window or rooftop terrace. 	Immediately payable penalty of €50 for each calendar day that the violation continues, to a maximum of €10,000.
	<ul style="list-style-type: none"> • Storing inflammable or hazardous substances or gasses at home. • Using or storing engines, tools, equipment, or goods which can cause nuisance to other due to noise, vibration, or smell. 	Immediately payable penalty of €100 for each calendar day that the violation continues, to a maximum of €20,000.
8. Safety	<ul style="list-style-type: none"> • Blocking or obstructing escape routes. • Not handling keys securely. 	Immediately payable penalty of €50 for each calendar day that the violation continues, to a maximum of €10,000.
	<ul style="list-style-type: none"> • Incorrect use of the elevator(s). 	Immediately payable penalty of €20 for each calendar day that the violation continues, to a maximum of €5,000.
9. Common areas	<ul style="list-style-type: none"> • Damaging or disturbing the common area(s). • Smoking in the common area(s). • Entering the common area(s) without permission. • Entering the common area(s) after opening times. 	Immediately payable penalty of €50 for each calendar day that the violation continues, to a maximum of €10,000.
	<ul style="list-style-type: none"> • Carrying out a repair or maintenance in the common area(s) yourself or by others. 	Immediately payable penalty of €75 for each calendar day that the violation continues, to a maximum of €16,000.
	<ul style="list-style-type: none"> • Consuming hard or soft drugs in the common area(s). 	Immediately payable penalty of €10,000, to be increased by an extra penalty of €200 for each calendar day that the violation continues, to a maximum of €40,000.
10. Bicycle storage	<ul style="list-style-type: none"> • Not storing bicycle(s) in the designated area. 	Immediately payable penalty of €50 for each calendar day that the violation continues, to a maximum of €10,000.