



Lucia Living

General information folder

Dear tenant,

This document provides you with some useful information about moving in and living in your room at Lucia Living.

Please consult this document first in case you have any questions before sending an email to ll@wolfhvg.nl.

What is my address?

Your address is:

Stadhuisplein 30 [letter+number] (see page 2 of your tenancy agreement)
3012 AS Rotterdam

Please make sure to always communicate your room letter and number when expecting letters and packages to be delivered at Lucia Living for smooth and correct delivery.

When are the contact hours?

Most questions will be answered in this general information folder, on [the FAQ page of our website](#), and/or on the TV screen in the main hall already. If your question is not answered here, you can send an email to ll@wolfhvg.nl.

Also, one of our colleagues will be on site at Lucia Living regularly to help you out with any questions you might have. Depending on your study schedule, we will adjust the moments that we will be there. You will be updated on any changes via a mailing.

The contact hours are currently held online until further notice due to the covid-19 situation. During the below times, you can reach us via email or phone (during below times, your calls do not have to relate to emergencies) and we will try to answer you as soon as possible.

- *Mondays 09:00-12:00*
- *Wednesdays 13:00-16:00*
- *Fridays 09:00-12:00*

If all this doesn't help you, you can reach our 24/7 emergency number on **+31 (0)10 3100 200**. Note that this is an emergency number and hence should only be used in case of emergencies (e.g. leakage). In the event of any life threatening emergencies (e.g. fire, medical situation), please call the Dutch emergency number **112**.



When is the guard present?

For your safety, there is a security guard on site during the evening and at night on Thursdays, Fridays and Saturdays. The security guard has his post at the desk in the main hall.

On the other nights, mobile surveillance will visit the building a couple of times per night.

Which key do I use for what door(s)?

You should have received the following keys:

- **1 door key for your room door and the entrance doors;**
- **1 mailbox key for your personal mailbox.**

I lost my keys, now what?

In September and October 2020, you have been able to register key buddies. You could choose two key buddies (i.e. peers living in Lucia Living), who will have access to your room. Should you lose your key, you can ask your buddies to open your room. When the guard is on duty, you can ask him as well (although we prefer the key buddy option in order to not distract the guard from his duty).

In case you do not have any key buddies registered, you can contact us on the emergency number **+31 (0)10 3100 200**, which is available 24/7. Please note that this involves charges that you need to pay for yourself.

You can also call the external key service **+31 (0)85 0660950** (on weekdays after 16:00 and in the weekends all day). However, be aware that you will have to pay for that service yourself as well. The exact amount for the service will vary in relation to the time and day you need the service.

Best thing to do is not to lose your key! Please, take measures like assigning a key buddy to avoid any costs related to opening your door when locking yourself out.

How do I connect to the internet?

There is Wi-Fi in the whole building. You can choose between two networks, but connecting with the first network is preferred as this is a 5.0Ghz network:

SSID: LUCIA WiFi
PWD: 010Luci@Rott3rd@m

SSID: LUCIA24 WiFi
PWD: 010Stud3nt\$

For any issues you may have with the Wi-Fi, please contact **+31 (0)10 310 25 05** directly.

Where can I see and download my contract?

To access your signed contract, please check the email we sent you through Signrequest. You can do so by searching for 'signrequest' in your mailbox.



How do I pay the monthly rent?

Your first payment is the only payment you will transfer yourself manually. Please find the details for this payment in your tenancy agreement.

The monthly rent for the remaining period of your stay at Lucia Living will be directly debited from your Dutch bank account (see Article 5 of the tenancy agreement). For general information about a Dutch bank account, [click here](#).

Make sure you open a Dutch bank account as soon as possible. For this, you will need a 'Burgerservicenummer (BSN)' (citizen service number) first, which you will receive when you register your new address at the Rotterdam city hall. In order to register your new address at the municipality, you will need your rental agreement. Please make sure to register your address within the first three months of the starting date of your tenancy agreement!

Please follow the instructions about registering with the city of Rotterdam and opening a Dutch bank account we have already sent you.

What are the monthly service costs about?

Service costs are paid in advance on a monthly basis and are settled once a year (we try to do so before the end of November one year after you moved in). You may need to pay extra or you may receive a refund depending on the energy and water consumption.

What is housing allowance/Rent benefit?

When living in Lucia Living, you may qualify for up to € 199 in rent benefits per month. Rent benefits are applied for at the Belastingdienst (Dutch tax authorities). For details, see [their website](#).

When applying for housing allowance, the following amounts apply to Lucia Living:

- Kale huur (net rent) €419
- Schoonmaak algemene ruimtes (cleaning common areas) €12
- Nutsverbruik algemene ruimtes (utilities common areas) €1
- Huismeesterkosten (concierge fees) €0
- Kosten dienst en recreatieruimte (service and recreation room costs) €0

You do NOT need to fill in the rest of the service costs.

What to do with a letter about waste collection tax?

The municipality of Rotterdam charges waste collection tax. You may apply for a remission/waiver.

There are two ways to apply for a remission/waiver:

- Go to the website <https://www.rotterdam.nl/loket/kwijtschelding/> and click on the orange button 'Kwijtschelding aanvragen'. You must have a Digid login.
- Download this form: <https://www.rotterdam.nl/loket/documentenkcc/formkwijtschelding.pdf>

Refer to the FAQ page on our website for instructions on how you should fill this in.



Where are the emergency staircases located?

The emergency staircases are located at the end of every hallway and should only be used in case of an emergency! In all other situations, you should use the main staircase or the elevators.

Where are the fire extinguishers located?

Each floor has multiple fire extinguishers. You may only use them in case of an emergency!

Make sure to always call **112** in the event of fire.

Where are the laundry machines located?

Please check [the FAQ page on our website](#) to download the user manuals of the washing machines and tumble dryers.

The laundry machines are located in the basement. Payment is wireless with your debit card. The cost is €2 per load for the washing machine or the tumble dryer.

How to use the entrance doors correctly?

All entrance doors open and close automatically. Please do not open them manually and do not put anything between them to keep them open!

The **entrance door at the Stadhuisplein side** always needs to be opened using your iLoq key in the iLoq key reader when approaching it from the outside.

The **entrance door at the St. Luciastraat side** opens automatically when approaching it from the outside between 07:00AM and 19:30/07:30PM. During the evening/night, this door needs to be opened using your iLoq key in the iLoq key reader when approaching it from the outside.

The **sliding doors at the Stadhuisplein side** will open automatically when approaching it from the in- and outside. When approaching these sliding doors from the outside between 19:30/07:30PM, this door needs to be opened using your iLoq key in the iLoq key reader, which is available near the intercom.

The **sliding doors at the St. Luciastraat side** always needs to be opened using your iLoq key in the iLoq key reader when approaching it from the outside.

On the annual moving in and out days, we will make sure that the doors are open during the day to facilitate the moving process.

How to use the bike shed correctly?

The city of Rotterdam is very strict about bikes parked around Stadhuisplein. They will remove your bike if it is not stored correctly.

Additionally, try to prevent your bike from getting stolen as much as possible by securely (double) locking it. You can do so by using a high quality chain lock in addition to your bike's normal lock.

Only store your bike in the bike shed in the basement and NOT in front of the building neither on Stadhuisplein nor St. Luciastraat side! Please store your bike in one of the racks so everyone has a spot. Parking scooters and motorbikes is NOT allowed in the bike shed and in front of the building.



How to use the common rooms correctly?

You may NOT use any of the common areas for a party without prior consent from both EUC and Wolf Huisvestingsgroep. Please inform both EUC and Wolf Huisvestingsgroep at least 10 days in advance of the event.

All common areas are currently closed due to covid-19.

Act responsibly when having a drink and a shared meal, movie nights, game competitions etc. Do not leave – nor empty nor full – bottles and cans of alcoholic drinks lying around nor any other waste!

How to use the corridors correctly?

It is not allowed to leave anything in the hallways. This is for your own safety and that of your peers! If we find anything in the hallway, you will be fined.

How to use the terrace correctly?

There is a terrace at the St. Luciastraat side of the building on the first floor. You can access the terrace via the central entrance between ground floor and first floor accessible from the main staircase. Do NOT use the emergency exits at the end of the hallways to access the terrace!

We hope you'll enjoy using it! Please respect the rules by not leaving trash behind and making sure that there is no noise after 22:00/10PM.

The terrace is currently closed due to covid-19.

On the fifth and sixth floors there are spaces that look like a terrace, but they are NOT. For your own safety, entering these spaces is strictly forbidden! The security guards on duty check these spaces regularly. Anyone located there will be fined.

Can I smoke in Lucia Living?

No, Lucia Living is a smoke free building! **Smoking is NOT permitted in the entire Lucia Living building (this includes your room, the terrace, and the outside corridors)!**

If you want to smoke, you have to go outside the building. Anyone who smokes inside the building risks being fined up to €200, because of health and safety risks and the unpleasant odour that could hinder other and future tenants.

Smoking weed and using other drugs is forbidden as we have a zero tolerance policy against drugs and hence can result in termination of the tenancy agreement and the connected consequences of this to your study at EUC.

Is there CCTV in Lucia Living?

There is 24/7 CCTV in Lucia Living. The CCTV is used for monitoring purposes and protecting people and property. The use of CCTV at Lucia Living is indicated by stickers and signs on the building.



CCTV is both preventative and repressive. The preventative effect is mainly achieved because potential perpetrators are aware of the monitoring and realise that the camera images can be used as evidence against them. Another goal of CCTV is to increase your sense of security. CCTV recordings can be viewed by Wolf Huisvestingsgroep and/or security when necessary.

How to keep my room clean?

Cleaning your cooking plate

Your cooking plate is ceramic. Be aware that not every pan works with ceramic stoves. To clean your cooking plate, please use Cerafix or HG cleaning agent. It's important to clean the plate regularly. If you do not clean it often enough, you will need a special glass scraper and an extra-strength cleaning agent for ceramic cooking plates (not for daily use!).

Toilet

Please keep the toilet clean by hanging a toilet rim block in the toilet bowl to prevent the build-up of limescale. In addition, clean the toilet regularly with an all-purpose cleaner and water.

Shower

Keep the shower clean by cleaning it at least once a month with an anti-limescale cleaning agent. Make sure to also clean the windows of the shower regularly.

Vacuum cleaners

When one of our colleagues is on site, you can borrow one of our vacuum cleaners. Make sure you bring it back as soon as possible.

Due to covid-19, the vacuum cleaners are available on the corridors. Please use them responsibly.

Important note: do NOT put hot pans, cups etc. directly on the kitchen counter, table or desk as doing so will leave burn marks. Use coasters!

Where can I dispose household garbage?

Containers for house waste disposal are located at the St. Luciastraat side of the building. Please put your garbage in the container and NOT next to it to prevent the building from having rats. If the container is full, please use the other one or [another container close by](#).

Should we find out that you left your rubbish somewhere else, we will fine you a minimum of €50. Please note that the building is equipped with security cameras.

Unfortunately, the closest rubbish containers do not enable you to separate your waste. The city is aware of this and has plans to add more containers but we don't know exactly when this will happen. If you wish to separate your waste, we encourage you to walk down Lijnbaan to dispose of your separated household garbage. [Click here](#) to find all the containers nearby.



What to do with mail from previous tenants?

It is possible that you might receive mail in your mailbox from the previous tenant.

Since opening and throwing away other people's mail is not allowed, please follow below guidelines:

1. **Cross off the address on the envelop;**
2. **Write "Vetrokken – retour afzender" on the envelop in a clearly visible way;**
 - a. **In case the new address is known, you can write "Verhuisd" followed by the new address.**
3. **Bring the envelop to a PostNL mailbox or to a PostNL mail/package point.**

Tip: Nearby mailboxes are located on the Kruiskade, Hofplein, and Meent.

Tip: If you have any questions or are in need for more information, please check [de website van PostNL](#).

Please do NOT put former tenants' mail on top of the mailboxes or the desk in the hall!

When moving out yourself, we strongly advise you to put a note in the mailbox informing the next tenant of the room about your new address in the Netherlands and/or your contact details (email, phone number).

How to use the blinds?

To keep the sunlight out of your flat, your flat is equipped with blinds (Luxaflex). You also have a lot of neighbours around you, so close the blinds for privacy if necessary.

The luxaflex have a couple of strings. The one big string is to pull the blind up and down when carefully pulling this string in a 45 degree angle. The two separate and smaller strings are meant to turn the individual blind elements back and forth to adjust the amount of (sun)light coming through.

Make sure the strings are never tangled and you open and close them carefully. Please handle them with care!

How can I ventilate my room?

Your room has a mechanical ventilation with ceiling extractors in the kitchen, shower and toilet. It works automatically.

In addition to mechanical ventilation, make sure to open your window every day to get fresh air. Fresh air is better for your health and the condition of the flat.

How to use the windows correctly?

Due to city regulations, it is not possible to fully open the windows. You can tilt your window by turning the handle all the way up. **Do NOT move the handle when the window is opened; only move the handle up and down when the window is closed!**

How to use the smoke detector correctly?

Your flat is equipped with a smoke alarm. This alarm should be active 24/7. **Do NOT remove the alarm from the ceiling nor cover it up!** It's for your own safety and the safety of your co-tenants!



Can I hang something on the wall?

No, you are not allowed to attach anything to the walls nor to drill holes. Blu tack and other alternatives will leave marks as well, so please do not use them either.

What to do when I have an defect in my room?

In case you have a question, we advise you to first consulting this general information folder as well as [the FAQ page on our website](#).

Is your question is not answered here and/or you have a maintenance request? Send an email to ll@wolfhvg.nl. **Always include photos, your (Dutch) telephone number, room number and a clear description of the issue in your email.** We need this information to help you as quickly as possible and to inform the relevant third party maintenance company as good as possible.