

House rules INKA Housing

1 General

- 1.1 The rented property is strictly to be used as a living space.
- 1.2 Tenants are obliged to adhere to the rules and conditions guiding as outlined in the law regarding rental of living space. Occupant is obliged to observe the applicable rules and regulations and shall abide by all the laws and regulations of the municipal and other authorities.
- 1.3 In every 2 weeks, the property will be visited by an employee from Inka Housing at any given time slot. This will be done randomly during the day without any prior notice. Should the employee find any issue/s that need to be addressed, a note will left for the Tenant or will contact the Tenant directly to discuss this. Inka staff are also authorised to inspect the complete property; including bedrooms. Inka staff will announce their presence by either ringing the door bell and/or knock on doors prior to entering the house or room respectively. In instances where Tenants might be working the night shift and if made aware to Inka, provision will be made to reschedule the visits to a more convenient time slot.
- 1.4 INKA reserves the right to review and make changes to these rules as and when necessary.

2 Arrival

- 2.1 Tenants receive a key to the property on arrival, or they will be directed to a key safe, the code to the safe will be provided to the tenant either by their employer or by the Job Agency. In some instances the key will be in the property, mostly on the kitchen table or on the sideboard. In very rare instances where a key is not found, Tenants are requested to send an email to Inka, please see contact details at the end of this document. Some keys are “certified” and copies can only be made by the property owner, with a proof of ownership, in such instances, Tenants are requested to agree amongst themselves to use the key/s available based on work shifts and arrival times. Bedrooms are mostly not of the same size and the cost per room is not based on the size or dimensions of the room, unless otherwise agreed in advance, rooms are occupied on “first come, first served” bases and charged at the same rate.
- 2.2 To help you settle in immediately after your long and tiring journey, we have located, for your convenience the nearest Supermarket; should you require some basic groceries:
Supermarket Address:.....
Open from..... To on these days

3 During your stay

- 3.1 Basic rules:
 - 3.1.1 Tenants are expected to treat each other with respect and recognise the fact that the property is shared. In the event of any misunderstanding, tenants are expected to address this with their employer and /or the Job Agency.
 - 3.1.2 Tenants are expected to keep and maintain their bedrooms clean and tidy, failure to do so will result in the Inspector notifying you with a “Red Card” and a formal request to tidy up within 2 weeks. Should the 2 weeks deadline not be met, Inka will be forced to clean/ tidy up and charge this to the Tenant. Please note that cost incurred here could be steep.
 - 3.1.3 Refrigerator and freezer compartments are meant to be shared, Tenants are requested to ensure they do not take up too much space and/or discuss and agree with co-tenants in exceptional situations.



3.1.4 Tenants are expected to be mindful of neighbours, they are expected to notify them especially on instances /gatherings (time and date) when the volume of music could be loud.

3.2 Special rules (Ban rules)

3.2.1 Pets are not allowed on any Inka rented accommodation, exceptions can only be granted after discussion and agreement with Inka. Failure to comply with this rule will attract a fine of €100, the pet will also be removed from the property.

3.2.2 Friends, family and acquaintances are also not allowed to stay overnight, exceptions can only be granted after direct discussion and agreement with Inka. Failure to comply with this rule will result in a formal warning and also attract a fine of €100 per night.

3.2.3 Smoking is not allowed on any Inka residential accommodation, failure to comply with this rule will result in an initial formal warning, any subsequent failure to comply will attract a fine of €100.

3.2.4 The possession and use of all/any drugs is not allowed on the property. Failure to comply with this rule will result in a fine of €100 and a removal of the said drug from the property.

3.2.5 It is not allowed to keep bicycles and other vehicles in the house. Said vehicles should be kept in the sheds or in the garden, failure to comply with this rule will result in a formal warning and any subsequent failures will attract a fee of €100 per vehicle.

3.2.6 It is not allowed to make use of the open fireplace in the property. Damages resulting in the use of the fireplace will be charged to the Tenant.

3.2.7 The use of electric heaters is not allowed on the property, exceptions can only be made for bedrooms with no central heating and then only after consultation and agreement with Inka. Where no prior agreement has been made, the Inka inspectors are authorised to remove all electric heaters found in any bedroom.

3.3 Use of the Property

3.3.1 INKA is SNF certified, this includes; among other things, the provision of a fire extinguisher and a blanket to be used in case of a fire outbreak in the kitchen or the property in general. In addition to this, every floor in a house is equipped with a smoke detector, Smoke detectors blip when the battery has almost run out. A reserve battery can be found in..... Please notify the Inka inspector (see contact details) when the battery requires replacement or when it has been replaced.

3.3.2 The property is connected to the Internet, the WIFI name as well as the pass word can be found at the bottom of the modem. You are not allowed to change network name and/or password.

3.3.3 Tenants are requested to be efficient in the use of water, gas and electricity. Excessive consumption will be charged to Tenants.

3.3.4 Your home has an ICY thermostat. This has a special manual:

- This is a smart thermostat. This means it works with motion sensors. If the thermostat has not seen any movement in 2 hours (in the room it hangs) the temperature will fall to 18 degrees.
- The maximum temperature of the thermostat is 24 degrees. This can be achieved by using the (+) button. The (-) button will decrease the temperature.
- If the thermostat indicates a temperature of ,5 (for example: 20.5) or a% sign (eg 20%), this means that there is a malfunction in the boiler. Please contact INKA, check the house rules or the poster for the phone number of the controller.



- It is not permitted to change settings on the thermostat or boiler (the temperature changes are permitted of course). If this is done anyways and we find out that the consumption is too high, then INKA is forced to pass on these costs to you.
- 3.3.5 Tenants are strongly advised not to get rid of cooking oil via the kitchen sink, this chokes the pipes. The cost of unblocking a choked pipe will be charged to the Tenant, this goes for blocked toilets from too much toilet paper, toilet blocks and drainage bell trap choked with hair.
- 3.3.6 Tenants are requested to as much as possible always use coasters for hot cooking utensils, damages resulting from failure to use coasters will be charged to the Tenant.
- 3.3.7 Cutting boards have been provided and Tenants are strongly advised to use this where required, Damages resulting from slicing and cutting on any other surfaces will be charged to the Tenant.
- 3.3.8 In the event of an accidental damage of an item or in the event of a drainage/pipe leakage, Tenants are requested to notify the Inka Inspector, preferably with a picture as quickly as possible.
- 3.3.9 Tenants are advised to ventilate the bathroom by opening the windows during or after use. Bathrooms with no windows are always equipped with a Ventilator, please turn this on and leave the bathroom door slightly open, this is important to prevent mould. In instances where Inka can evidently confirm mould infection as a result of not adhering to this simple rule, Tenants will be charged the cost of “demoulding” the bathroom.
- 3.3.10 All Tenants are expected to be conscious of their environment, this includes a responsible and efficient manner of waste disposal. This differs by region, however the points below are mostly valid across the country: please do not hesitate to contact your Inka Inspector, (see contact details) should you require any further clarifications around waste disposal in your neighbourhood.
- **Glass** is always disposed of separately, Glass disposable containers can be found at almost every Supermarket location across the country
 - **Paper and carton** also go in a different container, mostly coloured blue. This is not available across the country, in such instances this waste can be disposed of at the Supermarket and in some instances, this will be collected on specific days. These dates would mostly be indicated on the Waste Collection calendar of the Municipality.
 - **The Green** container is for GFT / Biodegradable waste and all other waste goes into the Grey container.
 - **The SUEZ container** is used at some of our properties, apart from Glass, all waste material can be disposed of in this container for the collection of all waste.
 - **Plastic and cans** can sometimes be disposed of in an orange coloured container or a grey container with an orange coloured lid. In some instances the container will be coloured blue and the word “PLASTIC” clearly indicated on the cover. Just like paper and carton, plastic can also be disposed of at the local supermarket,
 - The last possibility of waste disposal, mostly in Flats is the use of the underground container. A pass is sometimes required to access/open these containers, in such scenarios, a pass will be available in the house.
 - Please do not hesitate to contact your Inka Inspector for any further clarification.

In conclusion, Tenants are requested to treat the property as their own. We wish all our Tenants a very happy stay and would want to remind everyone to make the others’ stay as pleasant as possible.



4 Departure

- 4.1 Tenants are expected to leave the property clean and tidied up for the next Tenant. Cleaning costs may apply should Inka consider the property not properly and ready for next Tenant.
- 4.2 Tenants are reminded to leave the house keys on the kitchen table prior to their departure. The last departing Tenant should remember to leave the key in the key safe for the next prospective Tenant.
- 4.2.1 Tenants are responsible for their keys and are obliged to return every key at the end of their stay. Failure to do so will result in a charge of 25 Euros for a standard key and 100 Euros for a certificate key.

Contact details:

For all your questions, remarks and comments related to the property, pls send an email to:

House Supervisor email :

For all "Cleaning" related questions, remarks and comments, please send an email to:

info@inkahousing.nl

For all urgent cases (e.g. Heating, internet, No warm water, Leakages, please call:

House Supervisor telephone number:

POLICE / FIRE DEPARTMENT / AMBULANCE

Dial : 112