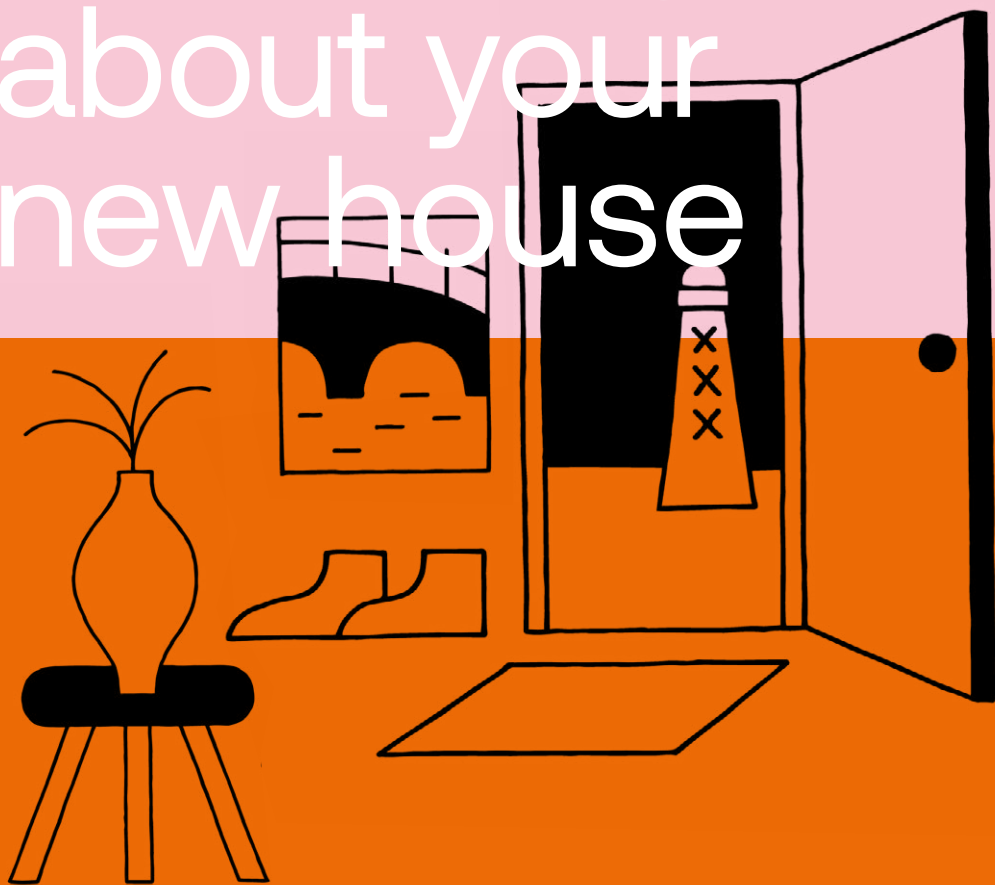


Service guide 'Startblok Kop Zuidas'

I will tell you
everything
about your
new house



Pieven de Key

Content

In this service guide you read everything about using this house, devices and shared services. Have fun in your new house!

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Contact us

Welkom to your new house in ‘Startblok kop Zuidas’. You are renting a house of housing foundation Lieven de Key. Do you want to have something fixed? Do you want to terminate your home? Do you have a question about paying your rent? Or do you want to arrange something else? Take please contact Lieven de Key.

Arrange everything online



Almost everything can be arranged online via www.lievendeky.nl/ikhuur.

Call or mail



From Monday till Friday, Lieven de Key is attainable from 08.30 until 16.30 via 020 – 621 43 33 or via info@lievendeky.nl.

Pay the manager a visit



You can find the manager of Startblok Kop Zuidas on the ground floor in the meeting room, next to Wash&Go. The manager is also attainable via 020 – 621 43 33 or via info@lievendeky.nl.

Urgent



Can't a repair wait until the next day? Call: 020 – 621 43 33

Post



You send post to :
Woonstichting Lieven de Key
PO Box 2643
1000 CP Amsterdam

Contact our suppliers

For some services, you can contact the suppliers if maintenance is required or if you have a question. In this way, you will be helped quickly.

Heating



Do you have any problems or questions regarding the heating, cooling or warm water in your house? Then you can contact the supplier Duurzaam Opgewekt. For urgent problems you can call always to 085 – 4004040.

Before you call, check whether there is maintenance planned in the neighbourhood on the website 'Actieverstoringen'. Isn't it urgent or do you have a question about the system? You can call customer service on working days between 08.00 and 16.30 via 0344 – 750 270. Or send an E-mail to klantzaken@duurzaamopgewekt.nl.



Internet or television

Do you have any questions or problems with the internet or television, or do you want to extend your package? Contact the ITT Desk via 088 – 411 77 55 or pay a visit to their website www.ittdesk.nl.

Do you have any problems with this?

Blockage of the drain pipe
Broken glass
Elevator broken

Contact [A.O.R.C.](#) via 020 – 631 13 31
Contact [Glaslijn](#) via 0800 – 0207 207
Contact [Orona Liften](#) via 0172 – 446 116

In Startblok Kop Zuidas you live sustainable

Walls, facades, doors and floors are well insulated, windows have HR ++ glass.



You have underfloor heating. This can heat your house, but can also cool it down.



On the roof, there are solar panels that generate energy. This energy is used for communal facilities, such as the water pumps, the elevator and lighting in the general area. This means you pay less service costs.



Startblok Kop Zuidas uses no gas. The building is heated by an innovative heating system with heat and cooling storage, which is 200 meters underground.



Startblok Kop Zuidas has a heat recovery ventilation system. This ventilation system heats cold outside air with warm air that leaves the house. This means that almost no heat and energy is lost.



These systems have as a result that Startblok Kop Zuidas is a very sustainable building to live in. These systems only work when used in the right manner. In the remainder of the service guide, you can read how to do this.

Services in your own house

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Heat your house

Homegrown sustainable energy

Startblok kop Zuidas is connected to the wko-system (heat and cooling storage). That means that your house is connected to a 100% sustainable energy system.

In drilled wells, deep in the soil, heat is stored in the summer and cold in the winter. When it is needed, the water is pumped up and brought to the right temperature for heating and hot tap water.

How does the wko-system work?

In the summer there is a lot of heat available that is only needed in the winter. And the other way around: in winter there is a lot of cold that can be put to good use in summer. The thermal storage system uses water in layers of sand deep in the bottom. This water is pumped up and enters your home via a delivery set. Each home has its own delivery set, which hangs in the technical room. You can only cool your home in the summer.

Your house has underfloor heating and underfloor cooling. Choose the right carpet

- Put only carpet which is suitable for underfloor heating and underfloor cooling and that does not block heat or cooling. Check this in the store or ask the supplier.

- The underfloor heating performs best with a PVD or Marmoleum floor. Other floor materials block heat and cooling more. It is better to don't make use of a (huge) carpet on the floor.
- An underfloor isn't needed but is possible. Choose an underfloor that is suitable for underfloor heating and cooling. Check this before you buy the underfloor.
- The floor can be a maximum of 10 mm thick. This is including the underfloor.

Don't put the heating below 17 and not above 23 degrees.

- The heating has a heat and cool function. Do you want to heat it, press the flame icon. Do you want to cool, press the ice icon.
- Underfloor heating is heating up slowly. If the system is completely off, it can take up to two days before it is comfortably hot again.



- Set the heating with the thermostat to a comfortable temperature for you. Leave it on day and night. For example, heating consumes as little energy as possible, which is sustainable and ensures a lower energy bill.
- Adjust the temperature as minimal as possible. Do you want to change the temperature? Don't put the heating below 17 and not above 23 degrees.

Duurzaam Opgewekt deliver the heat in Startblok Kop Zuidas

You have a direct agreement with them for heat, which will heat your underfloor heating and the tap water in your home. Every month you pay an advance to Duurzaam Opgewekt. Read the Duurzaam Opgewekt welcome letter for detailed information about their services and payments.

Do you have a question about your heating or the usage of warm water?

Contact the customer service of Duurzaam Opgewekt. They are attainable on working days from 08.00 until 16.30 via 0344 – 7550 270. Or send an E-mail to klantzaken@duurzaamopgewekt.nl.

Do you want to make urgent contact due to a failure?

Duurzaam Opgewekt is always attainable via 085 – 400 40 40.

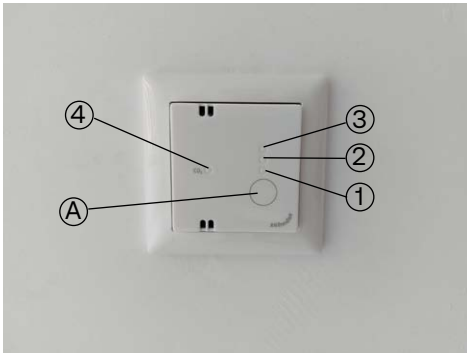
Ventilate your house

Ventilation happens automatically

In this building there is a ventilation system that automatically provides fresh air. Je hoeft zelf niets te doen. There are sensors in the house that measure the amount of CO₂. Too much CO₂? Then the ventilation system switches on or it starts to refresh the air. You don't have to open your window to ventilate.

Regulate your own ventilation

Do you want to regulate the ventilation yourself? You can do this with the regulator in the living room.



Select one of the modes with the selection button A.

When you are absent: light 1 is on.

When you are present: lights 1 and 2 are on.

Maximum ventilation: 1, 2 and 3 are on.

After 12 hours, the system switches automatically to mode 4: automatic ventilation

Clear the ventilation valves 2 times a year

In the ceilings of your house are ventilation valves present through which air flows in and out of your home. Clean these twice a year. This can be done with soapy water and warm water. Make sure you put each valve back in the correct channel.



Afzuigventiel



Inblaasventiel

Choose a recirculation extraction hood

If you place an extraction hood, you are not allowed to attach this to the ventilation system. The ventilation system will stop working because the filter and sensors get contaminated. A recirculation extraction hood filters the air in your kitchen and blows it back into your room when it is clean.

A clean and safe house

On the ceiling, smoke detectors are attached

- In every room there is a smoke detector. This alarms you in case of fire by making an alarm signal.
- Always leave the smoke detector on.
- Test the smoke detector regularly by pushing the test button.
- Are you going to do odd jobs? Make sure you put a dust cover over your smoke detector to ensure that it does not go off unnecessarily due to construction dust. Remove the cap after doing odd jobs, so that your home is fireproof again

Cook safe

It is not allowed to use open fire, separate gas cylinders or coals during cooking in your house or in the building. This is dangerous, fire can arise.

Do not put foil on the windows

And also no other materials, like garbage bags. De building has sustainable HR++ glass. By putting foil or other materials like garbage bags on it, the windows can break.

When you have damage report this asap to Lieven de Key

Every habitant is insured for glass damage. You pay for this via the service fees. You don't have to pay for the reparation yourself.

Do not flush the waste down the toilet or drain from the bathroom and kitchen

Think, for example, of food waste, sanitary napkins, tampons, cleaning wipes, condoms or fat. This prevents blockages and damage.

Choose a home contents insurance policy

If damage is caused by a leak or fire, contents insurance will cover part of these costs. Consider, for example, costs for new items and possibly a hotel stay if you cannot stay in your own home. It does not matter whether you or someone else caused the damage: if you do not have contents insurance, you will have to pay for this yourself. We recommend that you take out this insurance. Decide for yourself which insurance is the best for you.

Pets

Pets are not allowed in Startblok Kop Zuidas unless you consult clearly with your neighbours. Animals may not cause disturbance to your neighbours.

Electricity

Choose your supplier yourself

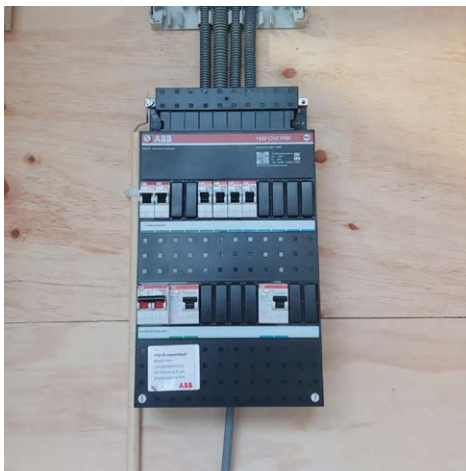
Your room has its own measurer that measures how much electricity you use. You pay only for your own usage. You can choose your own supplier and pay the bills directly to this supplier.

You need to cook on electricity

In this room, there is no gas. So, you need an electric cooker.

You can switch the electricity on and off using the distribution box

Every room has its own distribution box. Using the switches you can turn groups on and off. With the main switch, you can switch all groups on or off. You can find the distribution box in your fuse box, close to the entry. A summary is placed next to the distribution box of which groups are where in the house (for example the bathroom, the kitchen, the living room).



When the electricity in your home goes out suddenly?

- Check whether the earth leakage circuit breaker is off. By switching the switch up again the electricity will be back on.
- Goes the switch directly go down again? Then there is a short circuit.
- Remove all plugs from all appliances connected to that group.
- Push the earth leakage circuit breaker back up. The power is back on.
- Plug your devices back in one at a time.
- Is the earth leakage circuit breaker tripping again? Then that is the device that causes a short circuit. Stop using the device.

Does the error remain? Contact Lieven de Key via: 020 – 621 43 44 (also outside of office hours).

Water

Arrange your own water connection at Waternet

Waternet provides water in Amsterdam. You can arrange this yourself and pay the water bills directly to Waternet. Every room has its own water measurer, which measures how much water you use. This measurer can be found in the fuse box next to the entry. You pay only for what you use.

Use hot water sparingly

Don't shower too long and use sparingly hot water when washing dishes. That is durable. Are you suffering from a serious leakage?

- Shut off the water in your home.
- The main tap of your home is located on the floor in the fuse box of your home, next to your front door.
- For emergencies, contact Lieven de Key via: 020 – 621 43 44 (also outside of office hours).



Odd jobs

Are you wallpapering or painting?

- The walls are wallpaperable, you can start immediately with this.
- Do you want to paint it? Make sure you first lightly sand the wall to remove irregularities. Then apply a primer to the wall. After that, you can paint.
- Are you moving out? Make sure the room is ready for the next habitant. Bright colours of wallpaper or paint are changed by you to a more neutral colour, like white or light grey. In this way, the next habitant can start in a fresh and clean room.

Drill as least as possible in the walls

- In the walls water and electricity pipes are running.
- You can drill to a maximum of 3 centimetres deep.
- Check first with a pipe- and a voltage detector whether there are no pipes in the place where you want to drill.
- Make use of plugs and screws.
- Does drilling cause damage? Then you pay for the repair yourself.

Never drill in tiles

- The bathroom and a part of the kitchen is tiled. Never drill in these tiles.
- Is it nevertheless necessary to drill in the tiles? Only drill in the joints. These can be repaired easily.
- Does drilling cause damage? Then you pay for the repair yourself.

Do not drill or mill into the floor or the ceiling

There are hoses with water from the underfloor heating on the floor. That is why you should not drill or mill in the floors or ceiling. Lamps can be hung on the hook in the flush-mounted box. Is damage caused by drilling or milling? Then you pay for the repair yourself.

Leave devices on the wall

Never remove the CO₂ sensor, the valves, the thermostat or the doorbell from the wall while doing odd jobs. This may cause the system to malfunction. Does damage or a malfunction occur because you disconnect devices? Then you pay for the repair yourself.

Put a dust cover over your smoke detector

Fine matter can be released during odd jobs, for example when you drill or saw. This can cause your smoke detector to go off unnecessarily. Use a dust cap to prevent this. Are you done with doing odd jobs? Remove the dust cap again, so that your home is fireproof again.

Access and keys

Keys and tags?

To get access to your room and the building you receive:

- 2x a keytag, which you can use to enter the bike parking, the shared living rooms, the washing room and the main entry.
- 3x a key for the entry of your room. With this key you can also open the fuse box.
- 2x a mailbox key.

Internet and television

Your room has internet and television

This is included when you pay the service fees. You don't need to arrange you own abonnement.

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Washing P. 16 >

Bike and car P. 17 >

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Garbage

You can dump your garbage in the underground garbage containers

- Throw your garbage directly in the containers. In this way, you prevent dirt and vermin, such as pigeons, rats and mice.
- Is the container full? Bring your garbage to another container down the street.
- Report full or broken containers at the Gemeente Amsterdam via their website or download the Buiten Beter app.
- Never place garbage on the streets. You can get a fine from the Gemeente Amsterdam for doing this.
- Bulky garbage is picked up.
- On the underground garbage containers you can see when bulky garbage is picked up and when you can put it on the streets.
- Never place garbage on the streets outside these moments. You can get a fine from the Gemeente Amsterdam for doing this.

Keep common areas empty

Empty and clean spaces are a safe escape route in case of a fire. During a fire, you must be able to escape safely and quickly. Emergency services must also be able to enter the building quickly and easily. Therefore, common areas should be clean, empty and free.

Washing

You can wash in the shared washing room from Wash&Go

- In Startblok Kop Zuidas you can find the shared washing room on the ground floor. Here are the wash and dry machines present, you can use this when you pay.
- To use these, you need to use the Wash&Go Laundry Solutions app. You can download this via the Appstore or in the google play store.
- Read the instructions on the signs on the wall and wash you clothes in a couple of steps.

Bike and car

You have got your own parking place for your bike in the bike parking

- Your house number is on the stand.
- Place your bike in the stand every time. This prevents blockage of the sidewalks and is safer.
- There are also places for you the charge your E-bikes. These places are free and are not connected to a specific address. Is your E-bike charged? Put it back on the place that belongs to you.



You can pay for parking nearby

Check the parking rates on the website of the Gemeente Amsterdam or in your parking app.

Mailbox and packages

At the main entry, you can find your own mailbox

Don't forget to look at it regularly.



Space for activities

Communal rooms

- Startblok Kop Zuidas has seven communal areas, spread over all floors. Here you will find work and study places, sports and games rooms and a film room. There is also a shared laundry room. There are also two shared roof terraces where you can sit outside when the weather is nice.
- The room on the ground floor is always accessible. On the remaining floors, the rooms are open from 08.00 until 22.00. After which it needs to be silent.
- Behave like you are at home and treat follow habitats with respect.
- Don't leave your stuff and throw garbage in the dust bins. Bring your own stuff back to your room.
- Is something broken or do you want to report this? Report this to the project coordinator or community builders.

Woonstichting Lieven de Key

Hoogte Kadijk 179 020 621 43 33
1018 BK Amsterdam lievendekey.nl

Lieven de Key