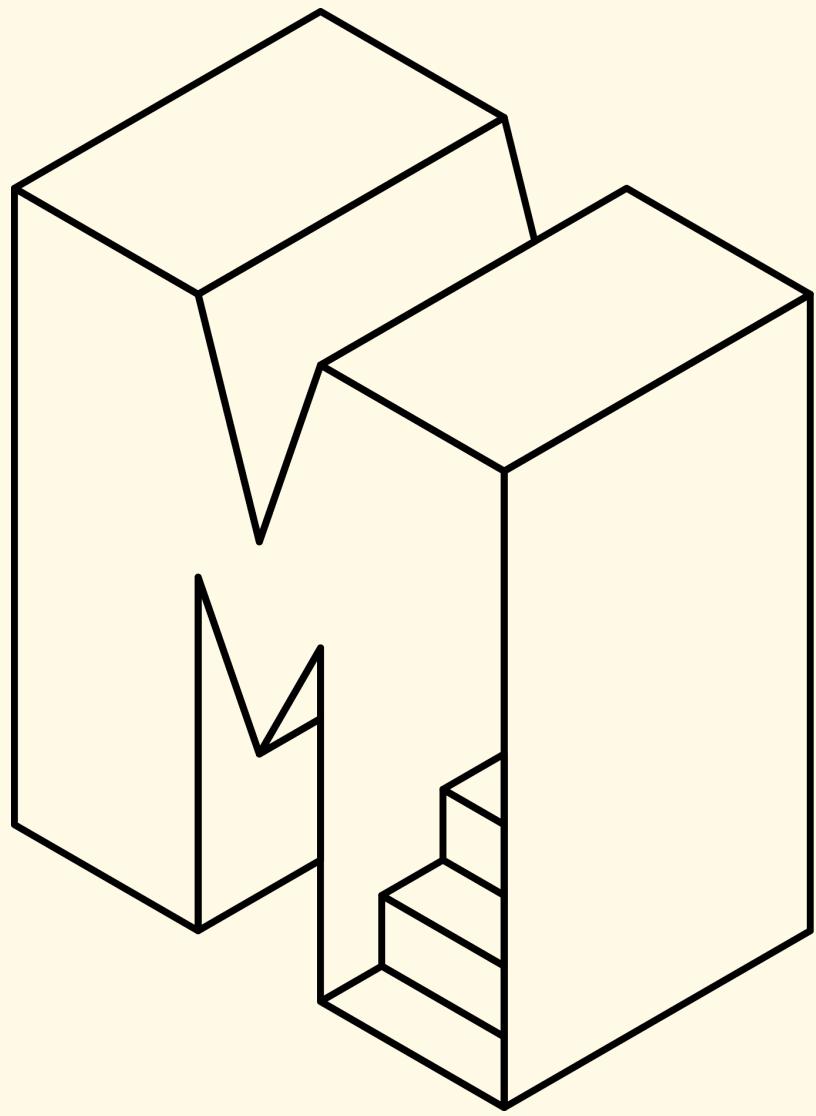


student guide 2020



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Maastricht general information

By many considered to be the most beautiful city in the country, Maastricht is the most southern city in the Netherlands. It's the capital of the province of Limburg and famous for what the Dutch call the "Burgundian" way of life. Dutch and international visitors alike flock in to enjoy this "joie de vie" and indulge in the many fine dining, arts, culture and shopping opportunities in town. The river Maas runs right through the city, offering some scenic views, and the lovely cobblestoned centre is full of historic buildings and impressive cathedrals. Whether you're here for sightseeing or just to shop till you drop, this is a great place to spend some time.

Situated within walking distance of Belgium and cycling distance of Germany, Maastricht claims to be the oldest city in the Netherlands. It is an especially popular tourist destination in the Netherlands because of its historical old centre and broad shopping possibilities. The city is home to approximately 120,000 people. The University of Maastricht attracts many national and foreign students to the city. Geographically, the city is split in half by a major river (the Maas), with the majority of commercial activity being concentrated on the Western bank of the river, and the train station and the Bonnefanten Museum on the Eastern side.

With so many foreign visitors and international events, many people of Maastricht speak languages besides their own. Don't worry if you don't speak Dutch, many Maastrichtenaars are happy to converse with you in English, German or sometimes even French. Locals amongst each other typically speak the city dialect Maastrichtian, a variant of Limburgish, which is widely spoken in the region. Street signs in the city are often dual language, showing both the Dutch and the Maastrichtian name.

Maastricht boasts a moderate climate, and receives more sunshine than any other place in the Netherlands. The hottest months are the summer period (June to August), although May and September have averages of about 25°C also. The weather in Maastricht is cool in winter (December to February), but can drop below 0°C at night.



Sights of Maastricht



Maastricht is known for its picturesque squares, romantic streets, and historical buildings. The tourist information office (VVV) is located in the Dinghuis, a 15th-century former town hall and law courts building on the corner of Grote Staat and Kleine Staat. The main sights include:

Inner city

- Inner-city shopping district, including Grote Staat and Kleine Staat, and high-end shopping street Stokstraat. Maastricht is also well known for its cafés, pubs and restaurants.
- Dinghuis, a medieval courthouse with an early Renaissance façade.
- Entre Deux, a recently rebuilt shopping centre which has won several international awards.
- Dominican church, a bookstore located in a former 13th-century Dominican Church. British newspaper The Guardian proclaimed this the world's most beautiful bookshop.
- Sint Servaasbrug, the oldest bridge in the Netherlands.

Vrijthof

- This famous square is considered by many to be the beating heart of the old city. It features the massive St Servaas Church and St Jan's Cathedral and hosts a range of large festivals throughout the year. The Carnival before Lent is an amazing occasion where (it seems) the whole city dresses up in costume and parties until the early hours. It really has to be seen to be believed.
- Sint-Servaas Basiliek, the Romanesque church of Saint Servatius. The tomb of Saint Servatius in the crypt is a favored place of pilgrimage: Pope John Paul II visited here in 1985.
- Sint-Janskerk, a sandstone Gothic church dedicated to Saint John the Baptist with a distinctive red tower. It is the city's main Protestant church.
- Theater aan het Vrijthof, the main city theatre, with a Neoclassical façade.

Sights of Maastricht

Onze Lieve Vrouwenplein

- A picturesque tree lined square with an abundance of pavement cafés.
- Basilica of Our Lady, an 11th century church, commonly known as the Star of the Sea, after an old title for the Virgin Mary.
- Derlon Museumkelder a small museum in the basement of Hotel Derlon with Roman remains.

Markt

- The fairly large market square has been the stage for markets for centuries, and still hosts a goods markets on Wednesdays and Fridays. It's a lively square, surrounded by cafés, shops and eateries.
- The Town Hall, built in the 17th century by Pieter Post.
- Mosae Forum, a brand new shopping center and civic building.

Bassin

- A restored early 19th century inner harbor with restaurants and cafés.

Jekerkwartier

- A picturesque neighborhood with the small river, the Jeker, popping up between old houses and remnants of city walls.

Wijck

- The old quarter on the right bank of the Meuse river. Rechtstraat is the main shopping street in Wyck with a mix of specialty shops, art galleries and restaurants.

City Fortifications

- Helpoort, a 13th-century town gate, the oldest in the Netherlands.
- Fragments of the first and second medieval city walls.
- Hoge Fronten (or Linie van Du Moulin): remnants of 17th- and 18th-century fortifications with a number of well-preserved bastions and an early 19th-century fortress, Fort Willem.
- Casemate, an underground network of tunnels, built as sheltered emplacements for guns and cannons. These tunnels run for several miles underneath the city's fortifications. Guided tours are available.

Parks

- Stadspark, the main public park on the west bank of the river.
- Monsieur Nolenspark, an extension of Stadspark with remnants of the medieval city walls.
- Aldenhofpark, another extension of Stadspark, with a statue of d'Artagnan.
- Charles Eykpark, a modern park between the public library and Bonnefanten Museum on the east bank of the Meuse river.
- Griendpark, a modern park on the east bank of the river with an inline-skating and skateboarding park.
- Groene Loper, a modern park lane on top of the double tunneled highway. In 2016 they finished a 850 million euro project to under-tunnel the highway (which ran right through the city) and make a park above it.

Restaurants & take-away



There are many excellent places to eat in the town. Key areas to peruse are around Onze Lieve Vrouweplein, Vrijthof, Maaspromenade and Wycker Brugstraat. Also around Tongersestraat, close to the Economics and Law faculties of the Universiteit Maastricht.

Toscanella Apuana: Italian people, Italian products, Italian coffee and traditional Italian food. The food of these lovely people is good, fresh and authentic. Your dish is prepared right in front of you. It's like you're sitting in their kitchen, no fancy seating but definitely very tasty Italian food. Rechtstraat 22

Witloof: Great hotspot for a typical Belgium dish! All the ingredients are Belgium produce. This restaurant in Maastricht is a great place for good food for reasonable prices. Sint Bernardusstraat 12.

Restaurant "O": If you are a seafood lover, Restaurant "O" will be the perfect hotspot for you. A cozy restaurant with delicious 'au fruit de mer' in Maastricht. Rechtstraat 76

Le petit Bonheur: Behind the gates of this old town farm it is clear why they talk about the little happiness. Everything looks and smells like France. During the summer you can dine in the beautiful courtyard of this historic 17th century building. Achter de Molens 2

Restaurant Marres: Delicious Mediterranean food in a very relaxed and trendy atmosphere. The garden is a lovely place to hang out in the summer period. Capucijnenstraat 98

Café Sjiek: Chic? No, that's not it. But the Limburg word sjiek (somewhere between fun and great) shows perfectly how café Sjiek has been going through life since 1982: deliciously unique and especially delicious Limburgish. You can go there for, the famous 'zuurvlees', paired with the best wines and beers. Sint Pieterstraat 13

Dadawan Craving an evening snack? Dadawan is your place. The line of people hungrily waiting outside isn't without a reason, the Asian fusion bowls are freshly made for a student friendly price. Spoorweglaan 1

Bars & pubs

Maastricht has many bars, restaurants, pubs and dance clubs, located on Vrijthof and Market Squares, and in the centre it's nearly impossible to walk around and not see anything to do.

Fallstaf: This bar at the St. Amorsplein is well known among the student population. They offer a wide variety of beers in a traditional surrounding an their terrace is always packed whenever the sun shows its face. Try one of the many beer menu's. Sint Amorsplein 6

Studentencafé de Beurs: The largest student bar in Maastricht is run by students and one of the few places in Maastricht where you can still get a Heineken for just € 1,42. The place to be during the INKOM! Check the website or Facebook page for the coming parties. Located across the station, Spoorweglaan 6,

Take One: Stocks over 150 Belgian and Dutch beers. Owner Peet can find something to suit every taste (if you can brave his sense of humor). Small, atmospheric and sometimes lively bar - peanut shells on the floor please! Rechtstraat 28

Café Zuid: Located at the modern square 1992 in Maastricht you can find Café Zuid with their large terrace with lounge chairs alongside the rive Maas. Plein 1992 15

Café Zondag: During the day you can go here for fresh sandwiches, bagels and panini's. On the weekends there are regular live performances and is café Zondag one of the hotspots in Wyck. Wycker Brugstraat 42

Coffeelovers Dominicanen: A coffee bar located in a bookstore in a former 13th-century Dominican Church. In 2008 the British newspaper The Guardian proclaimed this the world's most beautiful bookshop. Worth looking round the book shop just for the architecture. Dominicanerkerkstraat 1

Mr Smith: Shhh! It's a secret. A speakeasy style cocktailbar in the centre of Maastricht. Make a same-day reservation by sending a whatsapp message to +31(0) 615591955 before 20:00. Reservations only granted if confirmed. Rechtstraat



Rent, service costs, deposit & termination



Rental payments: Are made monthly and should always be paid before/on the first of the month and on our bank account. The rent is always paid in advance (eg. the rent for April needs to be on our bank account by the 1st of April at the latest). This can be transferred to us monthly paid

To avoid receiving reminders or incurring additional fees always ensure that payments are made in a timely fashion. Should you not be able to fulfil your payment obligations let us know by phoning during office hours.

Service fees: Are paid as an addition to the rental price. These fees are generally intended for communal expenses for example the maintenance of general areas, the lighting of hallways and stairwells, cleaning, garden maintenance etc... If your accommodation does not have its own meters for gas, water and electricity, these costs are divided and calculated in the service fees.

Deposit returns: Upon commencement of your rental contract a deposit should be paid. Normally the deposit amounts to one and a half times the monthly rental fee. Once your rental contract has been terminated the deposit is reimbursed (possible reductions for outstanding rent and/or other charges) within 2 months due to the legal limit on transaction reversals. For example: Your contract is officially terminated per the 31st of January, in this case your deposit should be reimbursed before the 1st of April.

Terminating your rental agreement: Your contract can be terminated by filling out the termination request form found on the website of Huizen Beheer Maastricht (www.huizenbeheermaastricht.nl). After filling in the form on the website you should receive written confirmation from us within a few workdays.

Terminate your contract on time: You can terminate your contract on any day of the month bearing in mind the minimal notice period of one calendar month. Should you, for example, wish to end your contract per the 31st of December you should notify us before the 30th of November. Of course should you already have plans to move you may let us know earlier.

Malfunctions and defects let us know

Proper caretaking is done together, we depend on you the tenant for this too. We do our utmost to ensure the correct maintenance of the building however sometimes things may break which form a hindrance to tenants. To resolve these issues as quickly and correctly as possible these should be reported to us in a timely manner.

Let us know about malfunctions and defects: Problems in the building are usually noticed by the tenants first. We depend on you to let us know about issues as they arise as we can only resolve these once they are known to us. Let us know about issues as they occur that way we can resolve them in an efficient manner.

Malfunctions or defects: To report malfunctions or defects simply fill out the contact form on our website or send an email to wauwhaus@huizenbeheermaastricht.nl

Urgent matters during office hours: For urgent matters during office hours please phone us on +31(0)43 351 0153 from Monday to Friday 09:00 to 12:30 | 13:30 to 17:30.

Urgent matters outside of office hours: Outside of office hours we are reachable on an (rotating) emergency number. The emergency number can be heard at the end of the voicemail message when calling our regular phone number +31(0)43 351 0153 outside of office hours. By calling this number you can report your emergency, should no one answer please leave a voicemail message (always mention your name, address, the problem and the number we can reach you on).

This number is only to be used in the case of emergencies, such as, for example no heating in the winter or a big leak in the house.



Malfunctions & defects electricity



In many cases you the tenant can solve electricity problems yourself. Firstly it is important to know what kind of fuse box is installed. There are typically two types of fuses: modern breaker switches and screw-in fuses. In the Wauwhaus there are only breaker switches.

When do fuse blow or the switches trip?:

- Due to a short-circuit in an electrical appliance or a power-line.
- Due to an over demand caused by too many appliances on the same electrical group.

The power has cut out in the entire building

1. Check the earth leakage circuit breaker (ELCB).
2. If the ELCB is OFF or on 0 switch this to ON or 1.
3. If the ELCB keeps tripping to OFF or 0, switch all groups off, switch the ELCB to ON or 1 and switch each group back on one by one.
4. The ELCB will trip when the group causing the problem is switched back on. It is likely that a defective electrical appliance is the cause, unplug all appliances and switch the group back on. To identify the defective appliance plug them in one by one.

There is a power cut in part of the building: breaker switches

1. If one of the switches is in the downward position, activate the group by moving the switch to the upward position.
2. If the switch trips to the downward position there is likely a defective appliance connected to the group. Unplug all appliances and plug these back in one by one to find the faulty appliance.

You cant resolve the issue yourself?

In the eventuality that you cannot resolve the issue yourself please contact us. Please bear in mind that the cause and responsibility for the malfunction is often due to the users. To avoid unnecessary fees we advise you to run through the above steps first to rule them out.

Malfunctions & defects blocked drains

A blocked drain can be caused by various things such as soap residue, food items, hair etc. being caught in the drain. You can resolve these yourself in most cases that way avoiding extra costs.

Shower drain: When you use the shower, all kinds of dirt such as soap scum, hair or grease can adhere to the siphon or drain pipe. A clean shower drain ensures that water can be drained quickly and effectively. This prevents blockages and flooding.

The showers in the Wauwhaus have a special siphon. If you take the metal lid off the drain, you can take out the bucket with sieve (that collects hair and grease), empty and clean it. Make sure you empty this bucket often to ensure that the water can be drained quickly and effectively.



Resolve the blocked drains by yourself: You can relieve blocked drains by using soda and vinegar, a plunger or by using chemical drain cleaners (available in supermarkets). If you choose to use a drain cleaner we advise you to always use a liquid drain cleaner and to follow the instruction label. These products are often aggressive and may not work in every case.

You can't resolve the issue on your own? Contact us through the form on our website or send us an email wauwhaus@huizenbeheermaastricht.nl.

Ventilation preventing moisture



Moisture is constantly produced inside a house through evaporation. People, pets and plants produce moisture but also this also happens by cooking, showering and drying clothes, on average about ten to fifteen litres of moisture is produced per day in a home. Moisture can cause a number of issues, the solution? Ventilating well!

Ventilating every day: Moisture in a home is noticed by a stuffy feeling, condensation on windows or (in the worst case) wet walls and/or mold on ceilings. You can prevent these issues by venting the house well through opening windows, ventilation grids or mechanical ventilation. Ventilation is essential in every building and should be done everyday to ensure a healthy environment.

Vents in your studio/apartment: The ventilation grids in you accommodation supply clean filtered air and the other ventilation grid removes old polluted air. Make sure the grids are clean and free of dust. In any case, never tape the grids, if you experience a draft, please contact the caretaker.

Tips for a healthy environment in the home

- Ensure that the temperature doesn't get lower than 15-16 degrees, even when no one is home for longer period.
- Ventilate during cooking (and at least 15min afterwards) to remove moister from the house. If you have a ventilation hood make sure it is used on the highest setting when cooking and running on a lower setting for at least 15min afterwards. Best results are achieved by switching these on a quarter of an hour before cooking.
- Ensure proper ventilation when showering and at least half an hour afterwards. Even in cold weather an opening of at least a fingers width is necessary for proper ventilation. By wiping down the walls and floor after showering you can reduce moisture in the house by up to two litres.
- If your house is damp don't place furniture on the outer walls, a few centimetres between the furniture and walls is enough for proper air circulation preventing condensation.
- Dry clothes outside or use a dryer which removes the moister directly outside or condensation.
- Ventilation grids and valves can get blocked and require frequent cleaning.

Living happy together your responsibility too

You live in a complex with common areas. As caretaker we, Huizen Beheer Maastricht, take care of cleaning and maintenance. However, this does not alter the fact that you as a tenant are also responsible for the common areas. Always keep them tidy and make sure you know the house rules.

Safety in the Wauwhaus

- Ensure that common areas are always tidy, clean and accessible. This includes entrances, halls, stairwells, basements, living room etc.
- Due to fire regulations (evacuation route must be unobstructed), it is prohibited to place any items, garbage, bicycles etc. in the common areas.
- Do not block any (self-closing) doors. Closed dividing doors, kitchen doors and suchlike, double evacuation time in the event of a fire.
- Immediately contact the caretaker if fire safety equipment (smoke detectors, emergency lights, fire extinguishers etc.) do not function properly.
- It is not allowed to access the roof or inner garden.
- Only use fire extinguishers, fire reels, and emergency exits in case of emergencies. In case of misuse, a fine of €250,00 will be charged, without prejudice to compensation for damage or costs.

Live pleasantly

- Respect the living rights of and night's rest of fellow tenants and neighbours to the complex. Be sure to stay quiet between 21:00 hrs. and 08:00 hrs. and refrain from using the communal rooms during these hours.
- When leaving the building, be considerate of fellow tenants and neighbours.
- Use any type of audio equipment in such a way that it does not disturb fellow tenants and neighbours (for instance by closing windows and doors).
- The whole complex is non-smoking; it is therefore prohibited to smoke in the rented property and in / surrounding the complex.
- Experiencing any disturbance? Start by trying to resolve the situation with the person(s) causing the disturbance. If that does not work, contact the caretaker.

Your house

- Do not make holes in walls, floors, ceilings or tiles.
- Do not place hot items on the kitchen counter and do not use it as a cutting board.
- Do not make alterations to the accommodation without explicit written permission.
- Maintain the tidy outside appearance of the building by not removing or replacing the installed window coverings and by not hanging stuff out the windows.
- Do not throw junk or food leftovers from the windows.
- Applying posters and billboards to windows, doors, and walls, etc. is prohibited.
- Inform the caretaker when lights are broken in the communal areas. Tenant is responsible for replacing the lightbulbs inside the rented property. Take out the bulb and take it to the store so that you replace it with the right one.

Smoking, drugs and pets

- Smoking is not allowed in the rented property and building
- Use, cultivation, possession and/or dealing of drugs is strictly forbidden.
- Pets (of any kind) are not allowed in the rented property and building.

Register at city hall



It is a legal requirement to register your initial address with the municipality if you are planning on staying in Maastricht more than 4 months. Students who are not staying for longer than four months do not have to register (such as exchange students).

You can attend one of the free registration sessions organised by UM and the municipality to register. These sessions are organized throughout the arrival periods of new students and you can sign up via the University website. Further, if you are moving to another address during your stay you are obliged to register your current address with the municipality. Are you a non-EU student? When you pick up your residence permit at the visa office, you will be registered by the municipality.

Also, don't forget to deregister from the municipality once you leave Maastricht! You can do so online. Deregistering is important! If you don't there could be problems for your roommates or the person that moves into your room when you leave.

If you change address within Maastricht, you also have to let the municipality know. You can use the guidance document below to help you do so.

Registration municipality:

www.gemeentemaastricht.nl/en/first-registration-netherlands

Registration sessions University:

www.maastrichtuniversity.nl/support/your-studies-begin/living-maastricht/moving-forward-your-new-residential-address/help

OV chipkaart public transportation

The “OV-chipkaart” is a contactless smart card system for all public transport in the Netherlands. Only for trains it is still possible to buy a single or return paper ticket. The system is similar to the Oyster card system in London and Octopus system in Hong Kong. It has an electronic purse feature, so you pay per kilometer you travel. There are two types of cards available, the anonymous and personal OV-chipcard.

Anonymous OV chipcard: If you travel with public transport occasionally or do not wish to share your personal details, an anonymous OV-chipkaart will probably be the most convenient option for you. You can buy an anonymous OV-chipkaart on vending machines at the stations or various supermarkets.

- You can share your card with other people (but not on the same time)
- If you load credit, you can use the card immediately
- The suggested retail price of an anonymous OV-chipcard is € 7,50
- Valid for four to five years

Personal OV-chipcard: If you often travel by public transport, a personal OV-chipkaart will probably be the most convenient option for you. You can apply for a personal OV-chipkaart on ov-chipkaart.nl

- You can add personal travel products such as a monthly pass, season ticket or bus pass to the card and get discounts.
- You can use automatic reloading, so that you always have sufficient credit on your card.
- You can view your travel details online through My OV-chipkaart and can very easily print off a travel expenses overview for your employer.
- In case of theft or loss of your card you can have it blocked to prevent misuse.
- Valid for five years



Bike buying / safety / repair



One of the first things you should get round to in Maastricht is buying a bike. You can visit one of the many bike shops to buy a new or second hand bicycle.

Road safety: The Dutch government has set up rules for all users of the road (including bikes) to ensure everybody's safety. Below an overview of the most common rules, make sure to follow these general guidelines:

- Always give way to traffic coming from your right-hand side if there are no traffic lights or shark's teeth
- Always make sure you have working lights
- Always park your bike in a bicycle rack
- Always make sure that your bike's tires have enough air in them
- Cycling is prohibited in pedestrianised streets (the inner city) from 09.00 until 18.30 (Thursdays until 21.00)

Bike repair: Your bike might need repairs from time to time. If you're not willing or able to perform repairs on your bike yourself you can go to a bike shop or try the Fietsbank Maastricht. Posting on Sharing is Caring might be worth the effort as well. The Landbouwbelang also has an initiative: De Krakende Fiets which is aimed at helping students repair bikes at a low cost.

Bike storage at Wauwhaus: You can store your bike in the closed bicycle parking in the basement of the Wauwhaus.

- Keep it clean, safe and don't block escape routes
- Park your bike on your own parking spot
- No more than 1 bike per person
- Visitors can park max 48h in the visitors parking spot in the basement
- Wrongly parked bikes in the basement or in front of the building will be removed in a closed storage.
- Owners of wrongly parked bikes will be fined €25,00.

Phone & bank

Phone: If you still have a non-Dutch phone provider, you will be able to use your phone in the Netherlands. However this is an expensive and not a long-term solution, and probably extra costs will be charged for roaming, incoming and outgoing calls. Depending on how many calls you make and how long you are planning to stay in The Netherlands you can choose between a prepaid plan or a contract.

- Prepaid plan: Prepaid gives you a lot of freedom, you can use it for as long or as short as you would like to, with no obligations at all. The downside is that your calls are more expensive than with a contract and if you run out of credit, you need to purchase new credit before you can make calls. Again, internet is also possible when having prepaid.
- Contract: If you are planning to stay for at least 1 year or longer, a contract would be the right choice for you. You can choose for a 1, 2 or 3 year contract. The longer the contract term, the less you have to pay for the mobile phone.

Bank: One of the most important needs when moving to the Netherlands is having a Dutch bank account. You need a bank account to transfer your rent, pay your phone or internet bill or just take a trip down to the supermarket to 'pin' your groceries. Although most money transfers with a foreign bank account shouldn't be a problem, it is much more convenient, and sometimes even required, to have a Dutch bank account while living in the Netherlands.

How to open a Dutch bank account:

To open a bank account in the Netherlands you need to make an appointment online, or simply walk into your nearest branch with all of your details. Once all the details have been processed you will have to wait until your account is approved and your new debit card is sent out to you.

- A valid form of ID, passport or ID-card
- Proof of address, like a rental contract
- Personal public service number (BSN)
- Residency permit if you come from outside of the EU



Internet ITT desk



Each studio or apartment in the Wauwhaus will have its own internet (UTP) wall outlet. That way you have a guaranteed high speed internet connection. With a UTP patch cable you can directly connect your laptop or computer to the world wide web. If you prefer wireless internet in your room you can connect a router to the UTP connection and set up your own wireless network. You can easily buy a router at the Media Markt in Maastricht at the Franciscus Romanusweg 2.

Wauwhaus hotspots: In the general area's (living-, study-, social- and laundry room) there will be a wireless hotspot for the tenants of the Wauwhaus.

- Network name hotspot: Ziggo_ittdesk_wifi
- Password hotspot: Wauwhaus2020

ITT desk helpdesk: Your internet provider will be ITT Desk, this company is specialized in setting up internet connections in large buildings, like the Wauwhaus. On the next pages you will find the starting guide. If you encounter any difficulties you can contact the helpdesk of ITT Desk +31(0)85-014 0489 on working days between 09:00-17:00 hour.

4 steps to get a working connection.



Connect your computer with an UTP patch cable to the wall outlet in your room



Boot your computer and go to www.ittdesk.tips



Read the prompted information, agree to the rules of engagement



Fill out the requested information and Reboot. Congratulations you are now online!

Burglary & theft

Maastricht is generally considered a very safe city. Nevertheless, there is some basic advice that is worth following to avoid burglary and theft. Bike theft is extremely common so use a good lock and try to lock your bike to a proper bike rack. Also, try not to leave your bike lights attached to your bike! We recommend taking them off and keeping them in your pocket, or zip tying them to your bike.

Burglaries in student residences are on the rise so keep your doors locked when away and lock your valuables in drawers or cupboards.

Protection against burglary

- Do not allow strangers access to the building or accommodation and only open the door to someone you know or expect.
- When leaving the building and the accommodation, make sure the door is properly closed.
- Always lock the rented property when leaving the building.
- Make sure no windows or doors are left open in the building when the space in question is unoccupied.
- Lending the key/tag to others in order to give them access to the building is prohibited.

What to do after a burglary

- Call your insurance company.
- Make a declaration of the burglary at the police.
- The insurance company will sent an expert to check if there are traces of burglary.
- Make a list of what is missing and the value.
- Search for tickets of the personal possessions that are missing.



Financial support rent / health / tuition fees



Rental subsidy: The studios in the Wauwhaus are eligible for rental subsidy if you are 23 years or older. The amount you receive monthly is based on how much rent you pay, but also depends on your personal (financial) circumstances. You can easily calculate it at the website of the government (use google translate) <https://www.belastingdienst.nl/rekenhulpen/toeslagen>

Here you fill in your basic rent + €20,00 (service costs) to get the 'rekenhuur' (calculation rent). The rental subsidy is based on this amount, the 'rekenhuur'. More information can be found on the website of Mymaastricht: www.mymaastricht.nl/get-settled/finances/benefits/huurtoeslag

Health subsidy: If you have a job in the Netherlands you have to get Dutch basic health insurance. Fortunately, the Dutch government offers those students that also hold down jobs a monthly subsidy towards their health insurance bill. This makes it a lot cheaper! If your yearly salary does not exceed roughly 30k per year and you have already taken out basic health insurance in the Netherlands, then you can apply for zorgtoeslag on the website of the belastingdienst.

Tuition fees loan: In reality, many students are unlikely to be able to work 56 hours per month alongside their studies. Whilst this means you may not be entitled to studiefinanciering, you may apply for a tuition fees loan, which should cover the cost of your studies. To be applicable for this tuition fees loan you must be under 30 years old and come from an EU/EEA country or Switzerland. More information is provided on the page in the link below (follow the link and scroll down to 'Limited Funding'). Remember that this loan only covers the cost of your studies and cannot fund your living costs.

www.duo.nl/particulier/student-finance/apply.jsp

Jobs in Maastricht

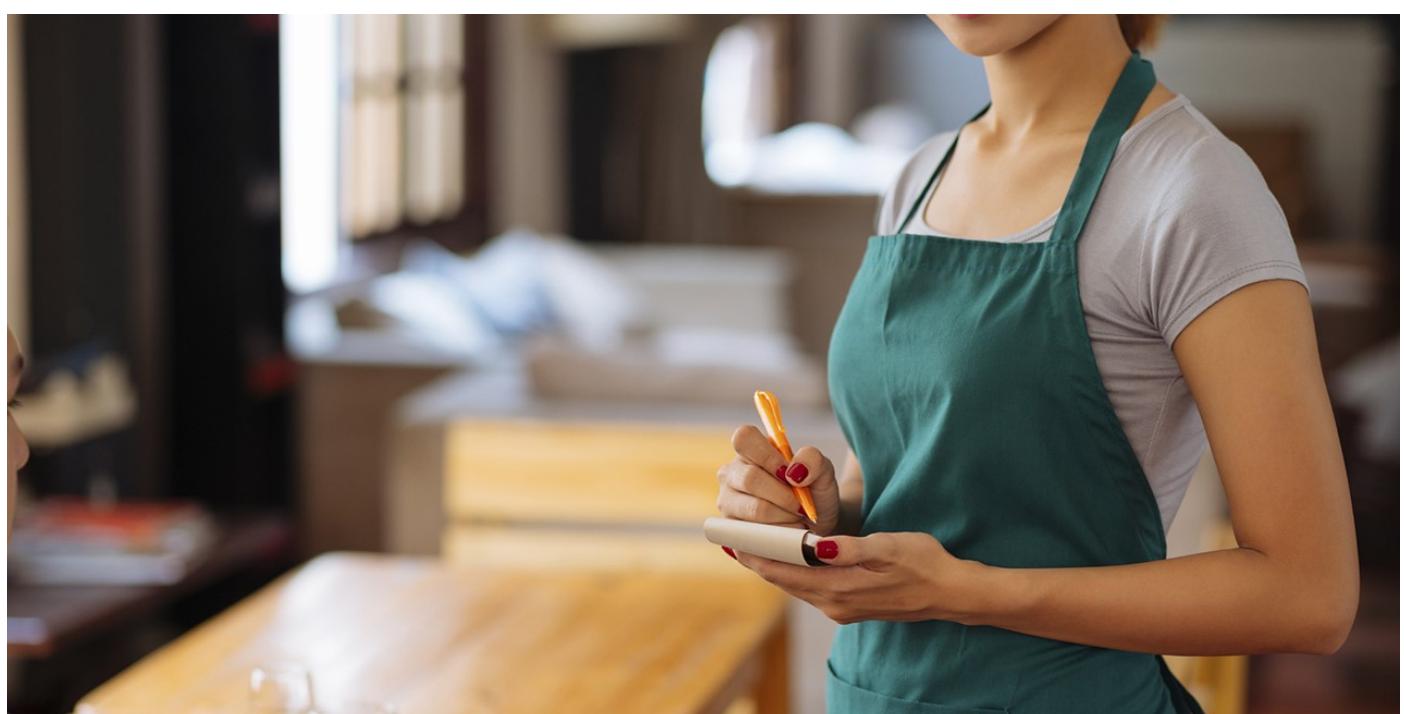
Finding a job: Finding a job in Maastricht is something that most students do at some point within their studies. Start with the Maastricht University Vacancy Board, which advertises lots of student jobs, graduate jobs, internships and more in a variety of different fields of work.

Maastricht University recommends looking for work through a temping agency (uitzendingbureau), who create a profile with you and then help you find a job suitable to your skills. As soon as the agency has found a suitable job they will contact you. They might invite you to come by to discuss details and eventually sign a contract. The job agency will act as your employer and match you to companies that need temporary and flexible workers. Just search online for “Uitzendingbureau Maastricht” to find all the job agencies you can apply to.

Finally, bars and restaurants often need an extra pair of hands to help with waiting, bartending, cooking or cleaning. Check the map for all the restaurants and bars in Maastricht.

Do I have to speak Dutch? No! Plenty of international students find jobs easily in Maastricht without speaking Dutch. Of course, international students are in a different position from native students. There are going to be some jobs that will be impossible for you. Even if you speak some Dutch, the job may require the fluency of a native speaker. However, there are a huge amount of opportunities for international students who just speak English.

Nevertheless, learning some basics can help impress employers and integrate more fully into the community. In your first year of study (bachelor or master) you are eligible to take part in a free Dutch Course offered by the university. You can look at the language centre of the university for all of your options.

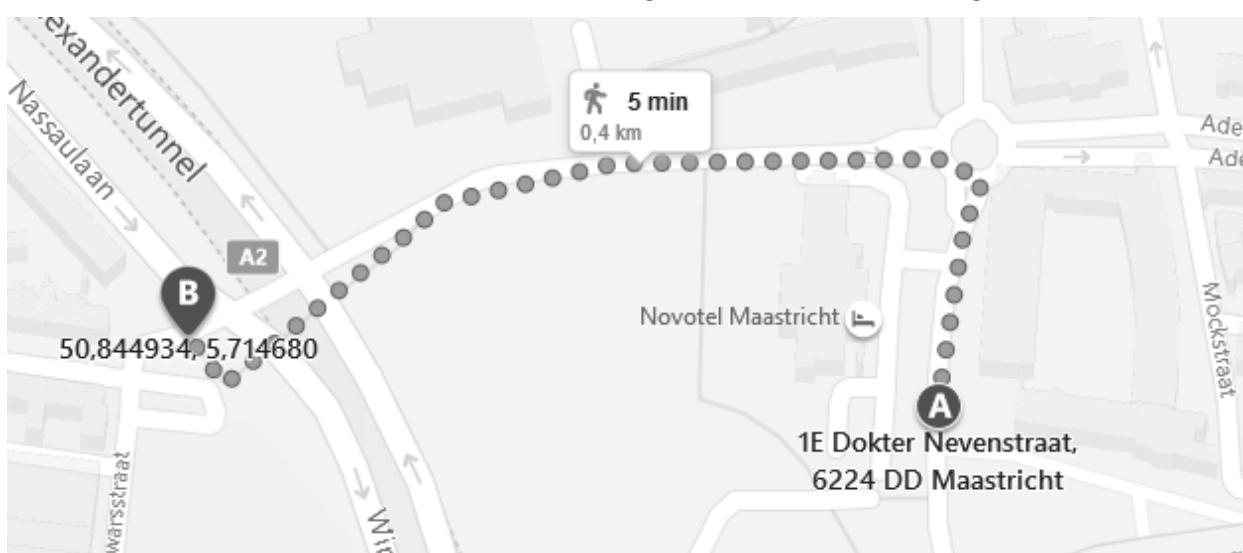


Garbage containers & recycling



Garbage containers: In the basement of the Wauhaus you can find the garbage containers that can be used for disposing household waste. The containers will be emptied twice a week, make sure you keep it neat/tidy to prevent bad odours and pests.

- Household waste should be disposed of in the underground waste container.
- Store the waste in a properly closed bin inside your accommodation until taking it to the waste container.
- Make sure to properly close and dispose of bags into the containers.
- In case garbage is disposed of next to the containers, or when the wrong type of waste is offered (glass, paper, furniture, etc.) a fine of € 250.00 will be imposed.
- If you have bulky household waste, take it to the city recycling station. You will need a waste disposal pass for this. Or contact the municipality to pick it up.
- Glass, paper, cardboard and PMD (plastic, metal packaging and drink cartons) can be disposed of separately in the neighbourhood recycling containers.



Directions to the recycling container on the Heerderweg (400m from the Wauhaus).

BsGW municipal and water authority taxes

The BsGW sends out invoices on behalf of the municipality and water authority for its taxes. These taxes are for things such as, sewage, garbage removal and water purification levies. These taxes are generally sent out around February/ March. Below you will find more information about these invoices, handing in an official objection and how to request an exemption.

Non-independent accommodation (student rooms / group houses): When renting a non-independent accommodation (student rooms) or when you live in a 'group house' the invoice, in most cases will be sent to the owner. The owner is legally allowed to forward a share of these taxes (user share) to the tenants (users). Not all owners will forward these taxes to their tenants but should they choose to you will need to pay these.

Independent accommodation (apartment, studio etc): As a tenant of an independent accommodation with 2 persons or less (apartment or studio) you (or your flatmate) will receive an invoice from the BsGW directly each year. You are responsible for paying this invoice directly to them.

Lodging an objection: Should you receive an invoice from the BsGW and you feel this should be directed to someone else (for example to the owner or a different tenant) you should contact the BsGW directly to lodge your objection. Please understand that lodging an objection will not delay the payment deadline.

Requesting an exemption (only independent accommodations): If you have received an invoice from the BsGW directly addressed to you, you may be eligible to request an exemption. Should your income or capital gains be below a certain threshold set by the BsGW you should fill out the required forms which can be requested on the BsGW's website.

Please consider that the person to whom the invoice is addressed is also responsible for the payment to the BsGW. The BsGW has a fairly strict payment policy so we advise you to pay in a timely manner, this also in the case of lodging objections or requesting an exemption to avoid any undue increases or fines.



Insurance 3rd party liability & home contents



Third party liability insurance: In the Netherlands, you are liable by law if someone suffers damage through a mistake or accident you cause. This means you must compensate the other person for the damage suffered. A personal liability insurance ('Aansprakelijkheidsverzekering' AVP) covers this.

This AVP covers almost all damage for which a private individual can be held liable, regardless of how the incident in question occurred. The costs of damages can be quite considerable e.g. the medical costs of a victim from an accident you might cause. An AVP will also cover any damage your child or pet might cause to someone else's property. Damage caused by motor vehicles, e.g. through a collision, is not covered by the AVP.

Home Contents Insurance: ("Inboedelverzekering") Fire and theft can cause unforeseen damage and expenses but you can take out an insurance against these situations. With a home contents insurance, your personal possessions in your apartment/room are insured against, for example burglary, fire or water damage.

It is important to make sure you have proper coverage. The contents of your house must be insured at replacement value. If your coverage is too low, the insurer will pay out less, even for minor damage. This will entail that the insurance money is insufficient to replace the old articles with new ones.

What to do after a burglary:

- Call your insurance company.
- Make a declaration of the burglary at the police.
- The insurance company will send an expert to check if there are traces of burglary.
- Make a list of what is missing and the value.
- Search for tickets of the personal possessions that are missing.

Debit / credit card loss or theft: Immediately report loss or theft of your debit / credit card to your bank. The emergency numbers of your bank are available 24/7. Your debit and/ or credit card will then be immediately blocked, so others can't abuse it.

Health family doctor, dentist & pharmacy

GP: It is common in the Netherlands to be registered as a patient with a general practitioner (GP) or family doctor ('huisarts'). The GP is your first contact person when you have health problems. You can make an appointment with your GP, who will examine you. If the problem can be solved with medication, he/she will write a prescription, which you can pick up at the pharmacy immediately. If further examination or a hospital procedure is needed, the GP will refer you to a specialist. As the selection of a GP is a personal choice we cannot refer you to one particular GP in Maastricht. In general, all GPs speak English and most of them will offer you the opportunity to get to know them in an introductory interview after you have registered as a new patient.

When choosing a GP it's probably most convenient to have one close to your home. Go to www.zorginkaart.nl type your postal code and the maximum distance you would prefer to travel between your home and the GP practice. Click on "toon huisartsen" to open a list of the nearest GPs, then on 'details' to view the GP's address and phone number. Simply call and make an appointment to register. Please remember to bring proof of health insurance (i.e., your insurance card) when registering.

Dentists: Likewise, you can register with a local dentist (tandarts). You can use the website www.zorginkaart.nl or simply Google "tandarts maastricht" to find one. Some dentists may not accept new patients due to capacity limits. Note that dental care coverage depends on your specific health insurance policy. If not, you can of course still register and simply have the bills sent to your home address.

Pharmacies: It is also probably most convenient to have a pharmacy (apotheek) close to your home. As most of the medication sold in pharmacies is only available on prescription by your GP, the easiest way to find a pharmacy is to ask your GP.

Weekends and evenings: If you need to see a doctor after office hours or during weekends, contact the AZM hospital ER (huisartsenpost) on +31(0)43-387 7777. For prescriptions, Straver Pharmacy at the Akersteenweg 88 in Maastricht is open 24 hours 7 days a week.

Emergencies: Dial 112 to call the hospital (for an ambulance), police and fire department in case of emergency.



Laundry Miele laundry boutique



As you're entering the adult world, you need to be able to do your own laundry!

Miele laundry boutique: In the basement of the Wauhaus you will find the Miele laundry boutique. Equipped with professional washing machines and dryers. In the boutique you will also find a large table to fold your clothes and comfortable chairs and couches if you have to wait.

Miele Appwash application: Through an app on your phone you can check the availability of the machines, reserve a machine and even receive a notification once your laundry is ready.



how to appwash



1 download the appwash app



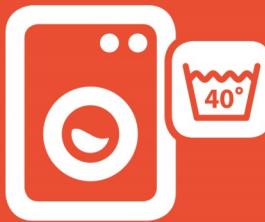
2 register



3 top up your prepaid balance



4 choose your machine



5 choose your program



6 load and start

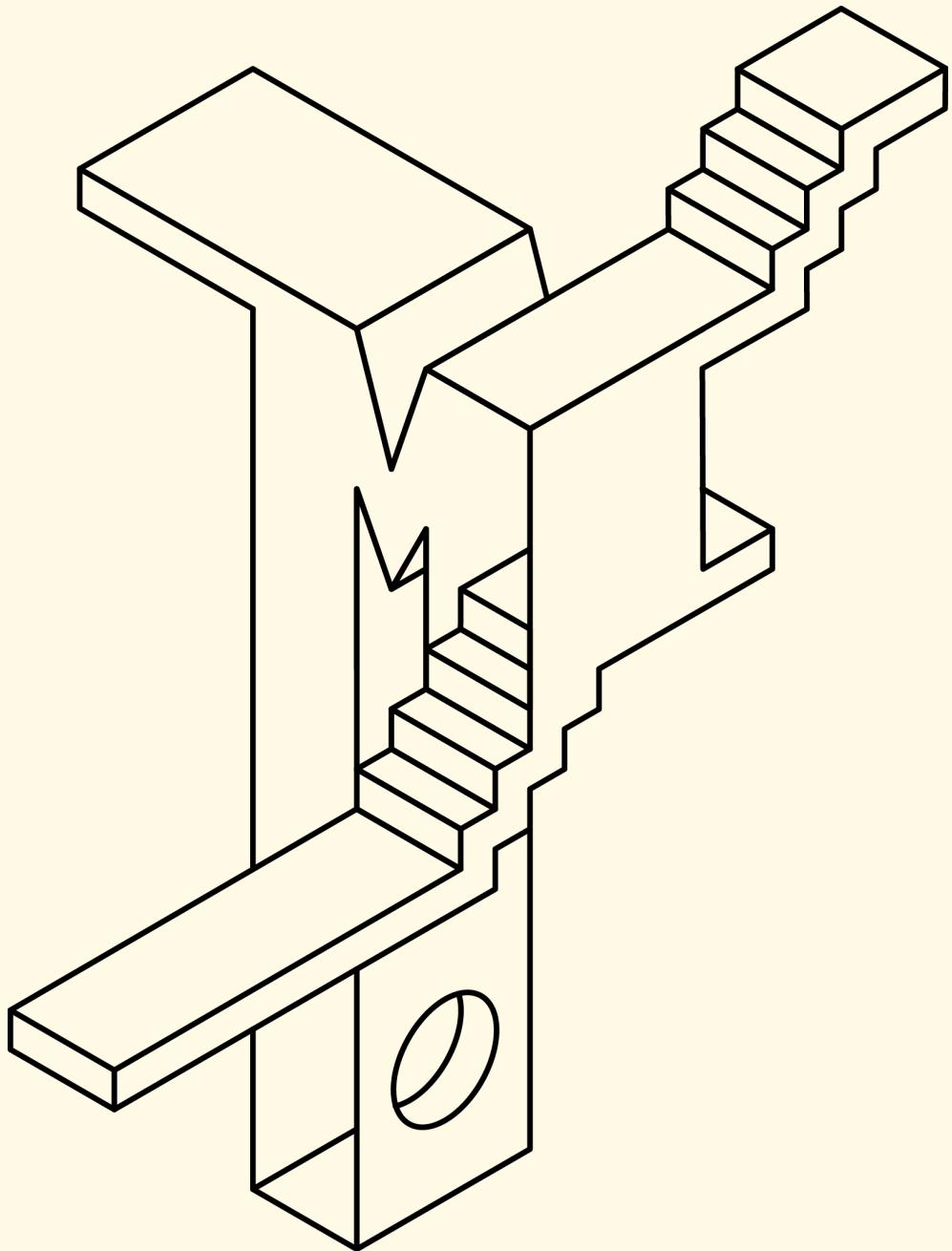
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