



Accommodation manual

MScJ 2024-2025

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IHE Delft facilitates student accommodation for its MSc students in cooperation with University Housing corporation DUWO, a housing corporation located in Delft and other cities in the Netherlands. DUWO collaborates with housing advertising platform uh.ROOM.nl, which facilitates part of the reservation process.

In this manual you can read how to book student accommodation and find answers to the most commonly asked questions.

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IMPORTANT!

- DUWO University housing advertises its available rooms via platform uh.Room.nl under University housing. You will be granted a special, free of charge, uh.ROOM.nl account for IHE Delft students.
- Prices depend on location, size and facilities and are subject to availability (first come, first serve).
- It is not possible to change or cancel your preliminary reservation. Only reserve the room if you are certain of your choice.
- Your room is booked and confirmed only after you have uploaded your passport copy and signed the tenancy agreement. Failing to do so may result in no room being available upon arrival.

1. CHALLENGES REGARDING STUDENT ACCOMMODATION IN DELFT

At the moment Delft is facing challenges regarding student accommodation which may affect you as well during your studies. We would like to make you aware of these challenges before your arrival.

Delft is a densely-populated city with two Universities: IHE Delft and TU Delft. This makes Delft a popular city for students to live in. Additionally, the Netherlands as a whole is currently facing a housing crisis. There is a shortage of affordable housing, which includes student housing.

These two factors make student accommodation very scarce. For international students finding student housing is even harder due to the temporary nature of your stay and the long wait times for affordable housing.

To support its students regarding accommodation, every year IHE Delft secures a number of student rooms in Delft through DUWO. This ensures that accommodation will be available for you when you arrive in Delft, and that you will not face the difficulties of finding student accommodation in Delft by yourself. The student accommodation offered to IHE Delft students is owned and maintained by DUWO.

Please keep in mind that due to the previously mentioned scarcity of student accommodation, you may not be able to reserve a room that meets your expectations. For example, both availability of self-contained rooms, as well as rooms in the lower price range, is limited.

With this in mind, please follow the instructions in this accommodation manual to start and complete the process of booking your student accommodation in Delft.

2. TYPES OF ACCOMMODATION

IHE Delft offers both self-contained single rooms, as well as rooms in shared apartments with other IHE Delft students. We define “single rooms” and “shared rooms” as follows:

Single rooms

- Fully furnished, self-contained studio apartments suitable for one person.
- You will have your own kitchen and bathroom.
- Because you live in your own private, self-contained accommodation, you are able to invite guests overnight.

Shared rooms

- Fully furnished rooms inside an apartment unit shared with other IHE Delft students.

- You will either
 - Share both your kitchen, bathroom (and in some cases living room) with 1 or 2 other IHE Delft students of the same gender.
 - **Or** you will share only your kitchen with multiple IHE Delft students of any gender.
- Because you are sharing the apartment, and because these rooms are small, you will not be able to invite guests overnight.

2.1. BUILDINGS

IHE Delft's student accommodation is spread across several buildings.

Building	Single/shared	Distance from IHE Delft	Description & nearby facilities
Mina Kruseman-straat	<u>Single rooms & Shared rooms</u> ➤ Kitchen and bathroom are shared with 1 other tenant	1,4 KM 15-minute walk	Situated adjacent to shopping centre 'De Hoven'. The only building in which all rooms are reserved for IHE Delft students.
Papenstraat	<u>Single rooms & Shared rooms</u> ➤ Kitchen is shared with multiple tenants, but all rooms contain a private bathroom.	0,5 KM 5-minute walk	Historical building within the city centre of Delft. Very close to both IHE Delft and close to the weekly food market. Over half of all units are reserved for IHE Delft students.
Van Hasseltlaan	<u>Single rooms only</u>	3 KM 15-minute bike ride	Furthest building from IHE Delft, but largest number of single rooms. Approximately half of the rooms are reserved for IHE Delft students.
Nicolaas Beetslaan	<u>Shared rooms only</u> ➤ Kitchen and bathroom shared with 2 other tenants	2,5 KM 10-minute bike ride	Walking distance from shopping centre 'De Hoven' (approximately 10 minutes). Next to the <i>Delft Campus</i> train station. Only a few units are reserved for IHE Delft students.

2.2. RENT PRICES

The price of each room depends on size, location and the (shared or private) facilities. Rent prices in the Netherlands are relatively high compared to other European countries. It is considered normal to spend half or more of your monthly salary on rent. Please keep this in mind when determining your monthly budget.

DUWO only accepts rent payments by bank transfer. You can choose to pay the full 1 year rent in advance, or pay your rent on a monthly basis. Paying on a monthly basis is most common in the Netherlands. DUWO will charge your rent before the start of each month. E.g. You will be asked to pay your rent for the month of December on 30 November at the latest.

The rent price includes all expenses from repair services to internet and electricity. The prices vary between €500 and €900 per month.

- Private studio rooms: €685,00 - €900,00
- Shared rooms: €550,00 - €780,00

Please note that during the first month, you will receive an extra charge of approximately €225-306. Please see chapter 5 for more information regarding this one-time charge.

2.3. INTERNET

All rooms have internet access, and internet costs are included in your rent.

The following buildings have a wireless internet connection: Mina Krusemanstraat, Nicolaas Beetslaan.

All other buildings have internet access by LAN cable only. Please purchase or bring a network cable yourself to connect to the internet. You will find a LAN socket in the wall to connect to.

When you connect to the internet the first time you will get a home screen. Enter your contract number and date of birth. The 11-digit contract number can be found at the top left of your tenancy agreement.

- If you experience internet problems you can find more information at:
www.duwo.nl/en/i-rent/residence-matters/internet-and-television/

3. BRINGING FAMILY

We strongly advise you not to bring your spouse and/or children with you when you start your programme.

Most rooms offered to students by IHE Delft are **not** suitable for couples or families with children.

3.1. COUPLES

For couples, there is limited availability of suitable housing. Housing for couples is first come, first served. If you are considering bringing your partner or spouse, please contact accommodation@un-ihe.org **after you've been financially admitted** to enquire after the possibilities. Enquiries sent before you are financially admitted will not be answered.

If you are not able to secure a couple room before your arrival in Delft, it is unlikely that any IHE Delft accommodation suitable for a couple will become available during the course of your MSc programme.

3.2. FAMILIES WITH CHILDREN

We have an even more limited amount of family rooms suitable for children. The accommodation we do have for families, only offer room for families of three (one child under the age of 4). DUWO housing regulations prohibit us, from offering these accommodations to families, with more or older children.

3.3. FINDING ACCOMMODATION OUTSIDE OF THE IHE DELFT STUDENT ACCOMMODATION

It is possible to look for accommodation outside of the rooms offered by IHE, but keep the following in mind:

- If you are on a scholarship, you will need to request an exception from IHE Delft to receive permission to move outside of the housing provided by IHE Delft.
- If you receive permission to find accommodation outside of the IHE accommodation, we will no longer be able to guarantee that you will be able to return at a later time. If you are on scholarship, you will forego your right to student accommodation provided by IHE Delft.
- As stated at the beginning of this manual, there is an ongoing housing crisis in the Netherlands and accommodation is *extremely* scarce. This also includes affordable housing for couples or for families with children. Please keep in mind that it will be very difficult to find suitable and affordable housing. IHE Delft will **not** be able to assist you with your search.

4. RENTAL PERIOD

The student accommodation can only be booked for a fixed rental period. Please note that it is not possible to move into your room before the start date of your rental contract.

4.1. THE END DATE OF YOUR RENTAL AGREEMENT

The end date of your contract is set after the end of your programme at IHE. This end date is fixed.

Ending your contract early

It is only possible to end your rental contract early (one-month notice, on the 15th or final day of the month) only in the following two situations:

1. Ending of your studies due to unforeseen circumstances
2. You are a scholarship student and you have received permission from IHE Delft to live outside of the IHE Delft student accommodation.

Staying in the IHE Delft student accommodation after graduating or aborting your MSc programme

Your rental agreement will only be valid throughout the course of your MSc programme at IHE Delft. Once you graduate, or if you leave the MSc programme for any reason, you will no longer be enrolled as an IHE Delft student and therefore, you will not be eligible to stay in the IHE Delft student accommodation. Please keep in mind that you will be required to move out of the DUWO accommodation within a few days of graduating, or within 14 days of aborting your MSc programme.

It is not possible to extend your contract so you can travel, do an internship or search for a job after you graduate.

5. FIRST MONTH'S RENT

The moment you sign your DUWO contract, you owe IHE Delft the first payments of rent. The first rent invoice will be for both for the remainder of the start month and the entire next month, and will additionally include a one-off fee on top of the regular amount of rent. (If the start month starts before the 15th, you only pay for the start month in the first rent payment, if it starts after the 15th you pay the start month + the next month in full).

This one-off fee charged by DUWO is mandatory and includes:

- Contract costs of €16,76
- Cleaning costs of €82 (€107,- for single/couple rooms)
- A kitchen box of €72.15
- A linen package of €55,00 (€110,00 for large single rooms with double beds in Mina).

5.1. MONTHLY RENT PAYMENTS FOR ALL STUDENTS

From the moment you open your Dutch bank account, the rent will have to be paid to DUWO directly via your online personal DUWO account. You can access your account via "LOG IN" on www.DUWO.nl. We advise you to set up an automatic payment to DUWO so you don't forget to pay the rent in time and to avoid a fine for late payments. You can arrange this in your personal DUWO account.

6. BOOKING PROCEDURE

6.1. CHOOSING A ROOM VIA HOUSING PLATFORM UH.ROOM.NL

DUWO uses the housing platform uh.ROOM.nl to facilitate the process of booking your student accommodation. Please follow the steps to start your room reservation.

1. **Add the accommodation office (accommodation@un-ihe.org), DUWO (noreply@duwo.nl) and ROOM.nl (noreply@uh.room.nl) to your email contacts.**

Do this as soon as possible to prevent important emails from ending up in your spam folder.

2. **Activate your uh.ROOM.nl account**

After the date indicated in 3.1., you will receive an email from noreply@uh.room.nl inviting you to activate your account. If you did not receive this email when you should have, first check your spam folder, and all of your other folders (including the promotion and social folder if you are using Gmail).

3. **Choose a room via uh.ROOM.nl**

Once you are logged in, you can search and reserve a room in the database. It is not possible to alter your reservation once you have reserved a room. Only reserve the room if you are certain of your choice.

4. **Wait for the confirmation from DUWO**

Uh.ROOM.nl will send you an initial confirmation, but it will take a few days until DUWO confirms your reservation as well. Please wait for the email from DUWO before you continue your booking. **Important:** at this point, you have not yet finalized your student accommodation booking.

The list of available rooms will vary, rooms will disappear because they have been reserved, or additional rooms may be added later as they become available. There may be short periods during which no available offer is shown on uh.ROOM.nl. We cannot make any predictions regarding when certain rooms will be available.

Important: do not create an account for ROOM yourself. Regular ROOM.nl accounts require a paid subscription and have no access to the IHE Delft accommodation. You will receive a uh.ROOM.nl account specifically for IHE Delft students free of charge.

6.2. CONFIRMING YOUR RENTAL AGREEMENT VIA DUWO.NL

Once your reservation via uh.ROOM.nl is confirmed, you will need to sign your rental agreement/contract. This will not be done via uh.ROOM.nl, but via DUWO's own website: www.duwo.nl/en

1. **Activate your DUWO account**

You will receive an email from DUWO with instructions on how to do this. Please make sure to register your phone number correctly, otherwise you will not be able to digitally sign your contract later.

2. **Upload your documents**

Once you are logged into your DUWO account, you will be asked to provide scanned copies of specific documents, such as your passport. DUWO needs these documents to confirm your identity and draft your contract.

3. Wait for approval

It will take DUWO approximately 10 days to verify your documents.

4. Make the first rent payment

Only if you do not receive your allowance via IHE Delft. Please see chapter 5 For more information. Once your documents are approved, DUWO will invite you to start the process of signing your contract, and request you to make the first month's rent payment.

5. Sign your contract

Once everything is in order, you will receive an email to sign your contract online. Follow the instructions in the email. You will need your phone for SMS/text verification, so please keep it at hand.

If you have not received the notification to sign your contract 10 days after uploading your document, or if you are unable to sign your contract via text verification, please contact the DUWO customer service directly for the fastest handling of the issue:

- www.duwo.nl/en/contact/contact-customers

Make sure to log in first when using the contact form.

6. Your accommodation reservation is now confirmed!

If you have completed the process on time, your keys will be ready for you when you arrive in Delft.

7. ARRIVAL IN THE NETHERLANDS

7.1. DUWO UNIVERSITY HOUSING OFFICE

Address:

Professor Schemerhornstraat 4, Delft

Opening hours:

Monday: 8.30-17.00

Tuesday t/m Friday: 12.00-17.00

8. REPAIR REQUESTS FOR ISSUES WITH YOUR ROOM AFTER ARRIVAL

In case you encounter any problems in your room upon arrival, you are kindly requested to report it via your personal DUWO account. You can easily access this page via LOG IN on the [DUWO website](#), which you can find in the top right corner. Examples are if the room is not clean or something is broken or not working.

Login to your personal DUWO account and select 'Request for repairs'. You can add photos and explain the problem to DUWO. They will send either the caretaker or a contracted third party to fix the problem. You can also fill out [the online request for repairs form](#).

You do not always need to be home when the caretaker or the contracted party arrives to solve the problem. They will leave a note on your desk or in the kitchen to inform you about their visit.

Additionally, before your arrival in the Netherlands the room is cleaned by a cleaning company called Facility Portal. If the room isn't cleaned properly upon arrival you can contact Facility Portal directly via info@fmportalschoon.nl. Always mention your full name, student number and address (street, room number and city).

9. FREQUENTLY ASKED QUESTIONS

I have not received the ROOM email for activating my personal ROOM account. What should I do?

If one day has passed after IHE Delft informed you that you will be granted access to the ROOM database but you have not received any communication from ROOM, please do the following:

1. Check once again that the email address noreply@uh.room.nl is added to your address book.
2. Check the spam/junk folder of your email account to assure the mail has not been placed in that folder instead.
3. Contact IHE via accommodation@un-ihe.org and request for the activation link for your account to be re-sent. When communicating with IHE, clearly mention your IHE Delft student number (seven digits).

I have activated my account, yet when I want to search for rooms, there appear to be no rooms available.

There could be two explanations for this. First of all, it is important that you do not fill in any search criteria to avoid you do not see rooms simply due to the fact that there is no room that meets your criteria. If you leave the search criteria empty, ROOM will show you all available rooms. The list itself can then be sorted on location, price, etc.

Alternatively, it could be that there are currently no more rooms available in the MSc segment of IHE Delft. This should only be temporary, as the offer of rooms will vary. Please check again a few days later to see if more rooms have been added.

Is it possible to move to another room when I am in Delft?

No, it is not possible to move, as all rooms will be occupied. Only in case of medical emergencies or other exceptional cases is it possible to move to another room. Please contact the accommodation office immediately to help you find a solution.

How is the rent of my room calculated? And why is it different from the maximum rent that is published on the building information provided by ROOM?

The rent is all-inclusive and can be divided into two components:

1. The first component of your rent is based on the constructed area. This part of your rent is paid solely for the space itself and is calculated based on several factors such as square metres, facilities (e.g. private kitchen and/or bathroom), whether you have your own front door, the number of windows, etc. This part of the rent is regulated by the Dutch government and subject to a yearly, nationally set increase.
2. The second component is the service and facility charges that are included in the 'all inclusive' rent. This part (approximately 50% of the total room rent) includes expenses such as gas, water, electricity, internet, municipal taxes, furniture, cleaning of common areas, building and garden maintenance, etc.). These costs are based on real costs incurred by DUWO in the previous year.

My invoice includes a cleaning fee. Does this mean that rent includes a cleaning service?

No, there is no cleaning service. The cleaning fee is paid in advance, as your room will be cleaned for the next tenant after the end of your rental contract.

As a tenant, you are responsible for keeping your accommodation clean during your stay. Each building has a caretaker's office where a vacuum cleaner and mop can be borrowed. The common hallways and galleries are kept clean by an external cleaning company. If you share your kitchen and sanitary facilities with other tenants, we suggest that you make a cleaning schedule together during the first weeks. Make sure to discuss expectations, to find a balance between you and your roommate(s) and to share the chores.

Inside the rooms you will have small garbage bins. These bins can be emptied in the big trash containers outside the buildings. In the Netherlands it is common to separate waste in paper, glass, organic (vegetables, fruit, and other organic waste), plastic, and other waste. You will receive more information about this upon your arrival.

Do the buildings have any special facilities for tenants?

The Mina Krusemanstraat has several so-called common rooms. These are managed by the resident assistant (RA) and can be reserved for gatherings and other events. (You could apply with DUWO to be your building's resident assistant, it's a paid position.) A small agreement will need to be signed where the organizers confirm their responsibility to ensure the common room will be clean after their use and the key will be returned on the next working day. The other buildings do not have any common rooms.

Additionally, all buildings have a bike shed or similar safe storage for a bicycle.

There are no facilities such as restaurants or gyms inside any of the buildings.

Will I have access to a laundry machine?

Each location has washing machines and dryers on the premises. To do your washing in the laundry room you need a QR code. You can add to your balance and reserve washing machines and/or dryers online. The cost is €2.00 for a washing cycle and €1.00 for drying. For more information on how to apply for a QR code and activate it and how to log in and charge your code:

<https://www.duwo.nl/en/i-rent/residence-matters/wassen-met-een-qr-code/>

10. ROOM INVENTORY

All rooms are furnished, meaning you do not need to provide your own furniture. You will also receive several standard household items. Additionally your first month's rent includes a kitchen, cleaning and linen package.

10.1. STANDARD ROOM INVENTORY

The standard room inventory is included in rent. Because you are renting these items, they will remain in DUWO's possession. When you leave your room after the end of your contract, these items need to be left behind in the room.

The standard inventory for rooms available for IHE Delft students consists of the following:

Bedroom

- Single bed (some rooms in Mina are equipped with a double)
- Mattress (with protective cover)
- Sheets
- Pillow and duvet
- Wardrobe
- Desk
- Desk lamp
- Desk chair
- (small) bookcase
- Paper bin
- Standing lamp
- Armchair
- Small table
- Window coverings
- Suspension system or art on the wall
- Ceiling light

Bathroom

- Toilet brush
- Shower curtain

Kitchen

- **Induction** cooker
- Refrigerator
- Waste bin
- Dustpan

Additional items depending on room type:

- Bucket and mop
- Broom (in case of linoleum)
- Vacuum cleaner (in case of carpeted floors)

10.2. KITCHEN, CLEANING AND WELCOME PACKAGE

These are not included in your rent, and a one-off cost is added to your invoice. This means that the items belong to you (including the plastic containers), and that you will be able to take them with you when you leave your room after the end of the contract.

The packages are supplied in plastic container to be used for storage afterwards.

Kitchen package

Kitchen items

- Stainless steel pan with lid 2ltr
- Wok pan ø 24 cm
- Flat plate ø 24 cm, deep plate ø 21 cm, breakfast/soup bowl, ø 18 cm
- Water glass
- Carving knife
- Cutlery: 1 fork, 1 knife, 1 spoon,
- Serving Spoon
- Peeler
- Spatula
- Cutting board
- 2 pan coasters
- Bottle/waiter opener/corkscrew

Cleaning items (also included in kitchen package)

- Kitchen towel 100% cotton
- Tea towel 100% cotton
- Mop (without handle)
- Toilet set (brush and holder)
- Toilet roll
- Microfibre cloth
- Sponge
- Bottle of induction plate cleaner 250 ml, product description English
- Bottle of dishwashing liquid 250 ml, ecolabel, product description English
- Bottle of all-purpose cleaner 250 ml, ecolabel, product description in English
- Shower wiper (window wiper)

Welcome items (also included in kitchen package)

- Mug with DUWO logo
- 2 x instant coffee sachet black/cappuccino
- 5 x tea bag
- 5 x sugar
- 5 x milk powder sticks*
- Spice shaker with salt, pepper, chili powder, garlic powder, paprika powder and curry powder
- Bottle of olive oil 125 ml

- Bottle of vinegar 125 ml
- Paper bag with welcome text

Linen package (supplied in your room in a plastic container that can be used for storage afterwards)

- Pillow, cover 100% cotton, filling polyester
- Duvet; Ticking 100% cotton, filling polyester
- Duvet cover with tuck-in strip, 100% cotton
- Fitted sheet 100% cotton
- Pillowcase 100% cotton
- Molton 50% cotton 50% polyester

Many of our senior students have spare utensils and are often happy to give these away to newcomers. There are several shops in Delft where you can buy new cooking supplies on a budget, as well as many second-hand shops.