

# FAQ

## Student Accommodation Haarlem

### Renting accommodation via Inholland University of Applied Sciences

**What is the procedure to rent a room through Inholland?** You can apply for student accommodation by submitting an online application form at our website [Inholland.com](http://Inholland.com). You can find the link to the form on the webpages of the offered accommodation. Please make sure to select the accommodation connected to your stay at Inholland (exchange or degree seekers). For degree seekers: *only after you are completely admitted as a student at Inholland Haarlem*, your application will be sent to the housing agency DUWO, who will further process your application.

**When will I get a response to my application?** For **exchange students**, it takes about two weeks after submitting the application form to receive an activation code from housing agency DUWO. This will not happen before the end of May / November.

For **degree seekers** (students who will study a full 4-year bachelor programme) it is very important to know that first, **you need to meet certain requirements** before you will receive an activation code. This means that... 1) your (foreign) diploma has to be validated first by the Central Student Administration and 2) if English is not your first language, you will need to provide proof of your English proficiency (this is part of the admission requirements for international students at Inholland). The entire procedure can take months.

If you have not received the code after the indicated time, please contact us via [studentaccommodation.haarlem@inholland.nl](mailto:studentaccommodation.haarlem@inholland.nl). **\*Please check your spam folder first.**

**Is it possible for a friend or for my boyfriend to share a flat with me, or to stay in the same building?** Our student accommodation is meant for our students only (this student must be registered at Inholland University of Applied Sciences Haarlem). Most rooms are single rooms, for one person. Some rooms are shared, but only meant for two Inholland students. If you want to live close to a friend, please note that while applying you will choose your address yourself which enables you to select a room close to your friend.

**Do I have to pay a deposit?** You do not need to pay a 'deposit', however; housing agency DUWO requires an administration fee (of €100) and two months of rent on top of the first month. This covers the last two months of your stay. You pay your this amount and your rent to DUWO directly and not to Inholland School of Applied Sciences.

**I do not know yet if I will be admitted to Inholland or not. Can I already apply for accommodation?** As an exchange student (for 1 or 2 semesters), you can apply without being

officially accepted. If you are a degree seeker, your (foreign) diploma has to be validated first and you need to provide proof of your English proficiency, only after that we will pass on your application to housing agency DUWO. This procedure can take months! Meanwhile, you will be placed 'on hold', but this is no guarantee that we can offer you accommodation. Students who will meet all the requirements, will be allocated first.

**There are no rooms available anymore...what should I do?** If we still have rooms available at the beginning of the semester (September/February), these rooms will be published on the Direct Offer-page of DUWO. Meanwhile, you should try to find a room by yourself, check our webpage for more info.

**Can I visit my room before my arrival?** No, it is not possible to see your room before your rental contract starts, since rooms are usually still rented out to other tenants. You can find some photos of the rooms on our website.

**I only want to live with students with the same gender as me, is this possible?** Our student apartments at Schoonzichtlaan are generally **gender mixed**. If you do not want to live with the opposite gender, please send an e-mail to: [studentaccommodation.haarlem@inholland.nl](mailto:studentaccommodation.haarlem@inholland.nl) and do this BEFORE you submit your online application form. Please note that the number of single gender apartments is very limited, so we cannot give any guarantees.

**I have a disability / medical condition; do I need to inform the student accommodation office about this?** Yes, please! You should contact us in advance so we can give you any possible assistance you need. The apartments in the building at Schoonzichtlaan are equipped with a lift. If you have a medical statement that says that you suffer from acrophobia, please let us know, so we can try to allocate you in a room that suits you best. All medical issues will be treated confidentially. Please note that Inholland also has student counsellors who can advise you during your stay in Haarlem.

**What happens with my personal details after I have filled in the application form on the website?** Please note that we will forward your details to housing organisation DUWO, which is necessary to draw up your tenancy contract. Also, keep in mind that after you have submitted the application form on our website, you agree that we will forward your details to Duwo.

### Rental contract with DUWO

**Can I cancel my application or terminate the contract after having signed (before the arrival day)?** If you terminate your signed and paid contract > 1 month before the starting date of your contract, then you will receive reimbursement of the paid rent. The administration fee of 100 euro is non-refundable.

If you want to terminate your signed and paid contract < 1 month before the starting date of your contract, or if you do not show up, then the administration costs plus a minimum of 1 full month's rent are due.

After the starting date of your contract (24 August 2020), you can no longer cancel the rental contract. Rental periods for Inholland students are always fixed periods, with the maximum of one year. Degree Seekers will automatically be assigned for one year.

**Can I cancel my contract during the semester?** No. The contract dates are fixed. You must pay the rent until the end of the rental contract, even if you are leaving before this date. Also, rental dates

cannot be adjusted if you arrive later in the Netherlands. Conditions may apply for special circumstances.

For degree seekers: only if you can prove that you are no longer registered as a student at Inholland, you can cancel the tenancy agreement. For more info, you need to contact the International Office at [studentaccommodation.haarlem@inholland.nl](mailto:studentaccommodation.haarlem@inholland.nl).

For **exchange students** the fixed rental dates are:

Fall 2020-21: 24 August 2020 - 22 January 2021 (for exchange students who will stay the 1<sup>st</sup> semester)

Full year 2020-21: 24 August 2020 - 2 July 2021 (exchange students who will stay the 1<sup>st</sup> and 2<sup>nd</sup> semester)

Spring 2020-21: provisional: 25 January 2021 – 2 July 2021 (exchange students who will stay the 2<sup>nd</sup> semester)

For **degree seekers** the fixed rental dates are:

24 August 2020 - 2 July 2021. An extended contract until 1 August 2021 might be possible.

Due to planned maintenance work, at this point no extension is possible after 1<sup>st</sup> August 2021.

**Can I extend the contract for another year?** No, it is not possible to extend your rental contract after 1 year. After that year, you must leave your room. If you are planning to stay in Haarlem for longer than one year, we strongly advise you to register at [www.studentenwoningweb.nl](http://www.studentenwoningweb.nl) or <https://www.room.nl/> **immediately after your arrival in the Netherlands.**

**For exchange students: my contract finishes but I need to extend it over the summer period.** If your contract ends on 2 July 2021 and you would like to stay in the room during the summer months, normally your contract could be extended. However, during the summer of 2021 Duwo is planning on doing renovation work, so extension might not be possible.

**I am an exchange student and I have permission from my home university and from Inholland to stay another semester. Can I extend my rental contract for another semester?** Yes, this is possible. Keep in mind that the administration costs (paid to DUWO) for this are 52 euro (plus the rent for those extra months). Also; first comes, first served. An extension of your own room is possible for 1 semester and only if your room has not been booked by a new student yet.

### During the rental period

**I would like to request a repair, what do I have to do?** Contact DUWO regarding repairs and maintenance. To contact DUWO you can fill out the contact form or submit a request for a repair on their website: <https://www.duwo.nl/en/i-rent/repairs-and-complaints/request-for-repairs/>. In case of an emergency, call DUWO Maintenance at 020-3429666 (24 hours a day). If you have a clogged drain, call 0252-621660 (24 hours a day).

**Am I eligible for housing allowance?** If you live in a room at Schoonzichtlaan, it is not possible to apply for housing allowance.

**I have received a letter, which is in Dutch, what should I do?** If you receive a letter in Dutch, it might be an important document from the Municipality of Haarlem, the IND or any other official service. Please bring the letter to the International Office *as soon as possible*, so we can translate this and we can check if the letter is important for you.

**I have received many letters on my address, which are directed to someone else, who is not living in our apartment anymore, what should I do?** If you live at Schoonzichtlaan, be sure that the mail is not for one of your roommates! If you are sure that the letter(s) is/are not for one of you, please write 'RETOUR AFZENDER' (= return to sender) on the envelope and deposit the letter in one of the official red 'Post.nl' mailboxes. You could also bring the letter(s) to the International Office and then we will take care of it.

**I would like to change rooms, is this possible?** No, it is not possible to change rooms after the rental contract is signed.

**Are meals included? Is there any meal plan?** No, meals are *not* included. All apartments have a kitchen where you can prepare your own meals. In the neighborhood of Schoonzichtlaan there are plenty of supermarkets (like Albert Heijn) where you can buy your groceries.

The restaurant/canteen in the school building of Inholland serves all kind of hot and cold food, (soft) drinks and snacks. This canteen is open from Monday to Friday between 10.00-16.30 hrs. (Friday until 15.00 hrs.). During holidays, the canteen is closed.

Please note that in the entire school building it is not possible to pay with cash or credit card. You only can pay with a bank (debit) card.

**Is there a curfew?** No, students are able to enter their room at all times. However, keep in mind that you have roommates and neighbours! All residents should not unreasonably disturb other tenants. This means that after 10 pm, it is not allowed to make unreasonably nuisance.