

USER MANUAL



Congratulations on your new flat. Welcome home!

This user manual explains the practical and technical details of your flat. This includes information on sorting rubbish, keys and smoke detectors. You can easily search by subject (from A to Z). If you are well-informed about the operation and maintenance of appliances, you can avoid problems.

Malfunction or repairs

If there is a malfunction or something is not working, check this booklet first.

For repairs or defects, contact your housing association. If something is broken in your home or the building, this can be a nuisance. Please let us know so we can fix it for you as soon as possible. You can report a repair request online on the website.

www.woonwaarts.nl

www.portaal.nl

www.talis.nl

If your repairs are urgent, please give us a call.

You need to take out insurance

From the moment you receive the key (handover), *you are responsible* for any damage or theft. Good insurance for all your belongings is important. Make sure you organise home insurance for your flat on time. Building insurance is taken out by the landlord.

If you already have home insurance, make sure you notify the insurance provider of the changes. If necessary, ask your insurer or intermediary for advice. They have a handy list to help you estimate the value of your household belongings. You can also ask the Dutch Consumer Association for information about being 'properly insured'.

A

Alterations to the flat | *Aanpassingen aan het appartement*

The flats are delivered ready to rent. You are not allowed to make (major) alterations to the flat, like installing a kitchen or removing a wall.

B

Bathroom | *Badkamer*

The bathroom and toilet are made of materials that are easy to maintain. The bathroom has no joints or kit seams that can get dirty or come loose.

Cleaning and maintenance instructions (in Dutch) for the bathroom are on the website under '*woning en gebouw*'.

The bathroom has a mirror with a shelf, washbasin, two plug sockets, towel hook, heating (see **Radiators**), shower (tap with shower head and door) and a soap dish. There are two LED lights in the bathroom ceiling. These lights turn on automatically when you move. When you leave the bathroom, the lights go off again after a while.

The bathroom has its own electrical system connected with a special (Wieland) plug-in connector. This plug is in the utility cupboard in the bedroom or the utility room near the heat pump. The plug must always be connected. If not, the lighting, plug sockets and heating will not work.

Always ventilate the bathroom properly. During use, set the mechanical ventilation to the *highest setting*. If you use the bathroom after showering, leave the ventilation on the highest setting for 10 to 15 minutes. See the timer function under **Ventilation**. Moisture will then evaporate, and you will prevent mould from forming in the bathroom.

Regularly remove dirt, such as hair, from under the lid of the shower drain to stop the drain from getting blocked.

In the studios and 2-room flats, the toilet with toilet roll holder is in the bathroom. The 3-room flat has a separate toilet with washbasin and toilet roll holder. The separate toilet has an LED light that switches on and off automatically when there is movement.

C

Countertop | *Aanrecht*

See **Kitchen**.

D

Doors, keys and access buttons | *Deuren, sleutels en buttons*

Always lock your front door when you leave the flat. All front doors have a rubber weatherstrip to prevent draughts. This may make it a little more difficult to close the door.

You will receive keys and sometimes access buttons upon handover. You sign for these. When you terminate the rent (move out), you must return the same number of buttons and keys.

Samba & Jive

The access buttons give you access to the building. They fit the doors of:

- the main entrance;
- the rubbish collection room;
- the bicycle shed;
- the communal area/laundry room;
- the hallways of the storage rooms (only for the 3-room flats).

The keys are for:

- your flat;
- your storage room (only for the 3-room flats);
- your postbox.

The main entrance door and the doors of the bicycle sheds have automated door openers. To enter, hold the access button on the wall pass reader outside. You can get out without the access button by pressing the elbow button.

Paso Doble

The keys give you access to the building and your flat. They fit the doors of:

- the main entrance;
- the rubbish collection room;
- the bicycle shed;
- the communal area/laundry room;
- the hallways of the storage rooms (only for the 3-room flats);
- your storage room;
- your front door;
- your postbox.

Tango & Rumba

The access buttons give you access to the building. They fit the doors of:

- the main entrance;
- the rubbish collection room;
- the bicycle shed;
- the hallways of the storage rooms (only for the 3-room flats);

The keys are for your flat, the storage rooms (only for the 3-room flats) and your postbox.

Salsa

The keys give you access to the building and your flat. They fit the doors of:

- the main entrance;
- the rubbish collection room;
- the bicycle shed;
- the communal area/laundry room;
- the hallways of the storage rooms (only for the 3-room flats).
- your storage room;

- your front door and postbox.

Door closer | *Deurdranger*

The front door of every flat falls shut automatically because of the door closer. The door closer ensures safety in case of fire. The door closer must always work: the black box is set to position I (on) and the plug is always in the socket.



Example of a door closer



Black box in position I.



Plug in socket!

Drainage | *Riolering*

Your housing association is responsible for indoor drains, such as the bathroom and toilet. But you need to fix any clogging that occurs.

Check all the drains after the key transfer (handover) of the flat. If they work properly, then there's no problem. If they are blocked, report this to your housing association immediately.

If you do odd jobs in your flat, do not empty waste/cleaning water down the drain.

Cleaning/unclogging drains

You clean the sink drains by unscrewing the siphon (swan neck in the drain). Do this preferably once a year to remove hair residue, limescale, etc.

Do not clog the sink, washbasin or toilet; do not flush waste through them (see the picture below). Grease is the number one cause of blockages!



Fabric wipes, bum wipes and wet wipes: in the bin!



Grease and oil: in the grease recycling container!



Chemicals and (leftover) paint:



Medicine: to the pharmacy!

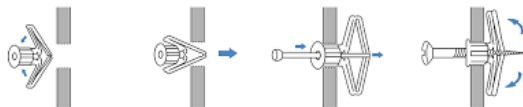
Be careful with toilet bowl fresheners. Attach them properly. Flushing them down the toilet can cause blockages.

Drilling in walls, floors and ceilings | *Boren in wanden, vloeren en plafonds*

Do not drill or nail into floors. This could cause a leak in the heating and water pipes under the floor.

Be careful when drilling into walls and ceilings near each plug socket. There are supply lines for electricity near the sockets. These can break when drilling. Before drilling, check where the lines are with a detector.

Use hollow wall or plasterboard plugs if you want to hang anything. The walls are metal-stud walls and finished with a 12.5 mm plasterboard. Consider the maximum weight these plugs can bear in combination with the wall.



E

Electricity | *Elektra*

The flat is connected to the electricity and water networks. Please note: *you need to register with an energy provider and sign a contract yourself*. Do this before the day of the key transfer (handover). If you don't, you will not have heat or electricity.

Extractor hood | *Afzuigkap*

The extractor hood in the flat's kitchen is a 'recirculation hood'. It filters grease and cooking odours from the air and blows the clean air back into the kitchen. Do not connect it to the mechanical extraction system! This will blow dirty air into the bathroom and toilet.

You need to replace the extractor hood filters yourself once every two years.

The instructions (in Dutch) for the extractor hood are on the website under '*woning en gebouw*'.

F

Fibre optic (internet) | *Glasvezel*

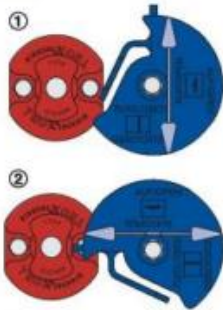
The flat is connected to a fibre-optic network for the internet. Please note: *you need to choose an internet provider and sign a contract yourself*. Otherwise, you will not have internet access. Check www.providercheck.nl for information and fibre optic network providers.

Fire damper | *Brandklep*

The flat's laundry room contains a shaft duct for air ventilation. This runs from the ground floor to the roof. For safety, the shaft has a fire-retardant fire damper that closes automatically in the event of a fire.

The fire damper should always be open so that the heat pump can work properly. If the fire damper is closed, report this to the community liaison officer.

The image below shows the correct (open) position of the fire damper:



1: the fire damper is closed

2: the fire damper is open

Floor finish | *Vloerafwerking*

The apartment has a hard-wearing PVC floor with a wood texture. The floor belongs to the flat. You may not change or remove it. Look after the floor and you will enjoy it for a long time.

You can find the floor care recommendations (in Dutch) on the website under '*woning en gebouw*'.

H

Heat pump | *Warmtepomp*

The heat pump has a special (Perilex) plug. This must always be connected for the heat pump to work. For more information, see 'Ventilation heat pump'.

I

Interior doors | *Binnendeuren*

The flat has Berkvens doors with a scratch-resistant lacquer finish. The door of the utility room/cupboard has soundproofing features to muffle the sound from the heat pump.

K

Kitchen | *Keuken*

The flat has a Bruynzeel kitchen. The kitchen has a counter with a countertop, lower and upper cabinets, a sink with a kitchen mixer tap and an extractor hood. There is a free space under the sink for a fridge. A tall model can be fitted next to the sink. There are plug sockets for appliances like a microwave or oven.

The flat is gas-free. You may only cook using electricity in the flat. For this, there is a Perilex connection of 2x230V above the counter. You need to buy your own stove.

If you have a 3-room flat, there is space under the countertop to fit a dishwasher. The plug socket, water supply and T-piece for the drain are in the adjacent sink cabinet. There is a space in the side of the sink cabinet to fit the cord, water hose and flexible drain.



Sink cabinet with dishwasher connections

L

Lighting | *Verlichting*

There are light fittings on the ceiling in the flat. These are fitted with LED bulbs. The bulbs last a very long time, but you can't replace them. If a bulb breaks, we will replace the whole light fitting.

You may replace the light fittings/lamps with your own. But keep the old lamps. They belong to the flat.

The light fittings in the storage room and the utility room have a motion sensor. They switch on automatically when there is movement and off again after a while. These lights can only be switched off by disconnecting (de-energising) the terminal group in the distribution board.

M

Mechanical ventilation | *Mechanische ventilatie*

The flat's bathroom, toilet, kitchen and laundry room have extraction valves. The extraction valves ensure that sufficient air is removed from the entire flat.

Do not adjust the valves' settings. You can clean the valves with a cloth, but be careful not to change the settings.

Connecting a dryer or an extractor hood to the mechanical ventilation system is *not allowed*.



Regulating the extraction valve

The ventilation control switch is on the wall in the living room. You can set different ventilation levels with this wireless control switch.



The user manual (in Dutch) for the heat pump is on the website under 'woning en gebouw'. This user manual contains information about the ventilation control switch.

Top left: additional function: if you are away from home for a longer period, for example, at work or away for a weekend, use this function.

Top right: turn this mode on when you are at home.

Bottom left: this is the timer. turn it on when you shower or cook. The fan then runs faster for a certain amount of time to extract the moisture from the bathroom.

***Bottom right:* this function controls the ventilation automatically. We advise you to use this function by default.**

Meter cupboard/meters | Meterkast/meters

There is a group classification information card in the flat's meter cupboard. This shows which group the plug sockets and light switches are connected to.

Do not use the meter cupboard as a storage cupboard. Do not put anything in the cupboard. In an emergency, you need quick access to the electrical groups or main taps.



*This is the grid operator's section: Liander.
This is the electricity meter with the 3 main switches.*



The blue button shows the meter readings.

For meter reading 1, read 1.8.1.

For meter reading 2, read 1.8.2.

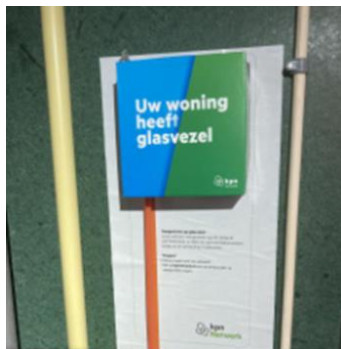
There is a double plug socket in the meter cupboard. This can be used for the router for the internet.

Electricity

The meter cupboard in your flat contains the distribution board. This ensures that you can use electricity safely. The distribution board protects you in case of faults or defective appliances and against fire as a result. Read these instructions carefully so the distribution board can do its job optimally.

Fibre optic (internet)/CAI

The meter cupboard in your flat has a box for (fibre) internet and for CAI (Central Antenna Installation). You can use one of these connections for your telephone, internet and/or TV subscription. You need to sign a contract with an internet provider yourself.



Water

The main tap for the water supply and the water meter are in the meter cupboard. The water pipe is shut off when one of the blue levers is facing away from the pipe. See the picture below.



The water pipe is closed

The water pipe is open when both blue levers are facing towards the pipe. See the picture below.



The water pipe is open.

The meter cupboard of the 2-room flat has two automatic air vents. These should always be open for the proper operation of the heating system.

R

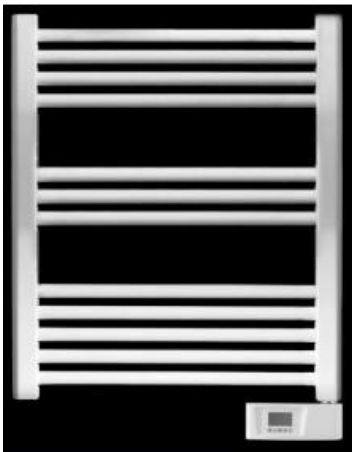
Radiators | *Radiatoren*

Underfloor heating and radiators (heaters) provide heating for all rooms in the flat. The radiators and underfloor heating in the living room turn on when the thermostat is turned on. The bedrooms have thermostatic valves on the radiators. Use these to set the desired temperature. Do not hang or put anything on the radiators. The legs cannot bear any extra weight.

Bathroom

The bathroom has an electric towel radiator with a programmable thermostat.

The user manual (in Dutch) for the towel radiator is on the website under '*woning en gebouw*'.



Bathroom radiator

Programmable thermostat

Rubbish | *Afval*

Take your rubbish to the ground floor of the building. There is a room with separate containers for paper, green waste and plastic.

Residual rubbish should be disposed of in the underground rubbish containers. To use these, you need a waste disposal card. You can *apply for this waste disposal card from the DAR* on 024 371 6000. But first, you must be officially registered as a resident of the municipality of Nijmegen.

DAR collects the rubbish. If you have any questions about rubbish, mail the DAR at info@dar.nl or call the general number 024 371 6000.

S

Smoke detector | *Rookmelder*

All flats have smoke detectors. These are for your safety. Do not remove the smoke detectors. The smoke detector has a dust cap on delivery. Remove the dust cap *after* you have cleaned.



Test the smoke detector regularly.

How: press and hold the test button for a few seconds and listen for the beep. You should hear this beep from all the smoke detectors in your home.

The smoke detectors are electrically powered with 230 volts and have a 9V battery. You need to replace this battery from time to time. The detector beeps when the battery is empty. Make sure you always have a 9V battery at home so you can replace it yourself. The detector will continue to beep until you replace the battery.

PLEASE NOTE! If you are doing odd jobs that cause a lot of dust, put a plastic bag over the smoke detector. Don't forget to remove the bag from the smoke detector after the job is done.

Make sure all fire safety devices in the flat are still working. These are the smoke detectors and the door closer on your front door.

Connected smoke detectors | *Gekoppelde rookmelders*

In some flats on the 3rd floor of Samba and Paso Doble, the escape route runs along a corridor past other flats. That part of the building has additional smoke detectors. If a smoke detector in the corridor goes off, the smoke detectors in the other flats in the corridor also go off.

The smoke detectors in the corridor of the building are managed by the corporations.

Sun awnings | *Zonwering*

We installed awnings on the east, west, and south facades. These keep the flat from getting too hot from the sun. Some flats with north-facing windows also have awnings. These are the flats on the corners.



Wireless wall switch

You operate the awnings with the wireless switch. This is on the wall next to the window frame. It's easy to use: press the down arrow and the awnings open. Press the up arrow and the awnings retract.

Please note: always retract the awnings if the wind is blowing (hard). Otherwise, the fabric can tear.

T

Thermostat | *Thermostaat*

The thermostat is on the wall in the living room. You use the thermostat to control the temperature in the flat.



Set the thermostat to the desired temperature using the plus (+) and minus (-) buttons.

Tip: you save energy costs by always leaving the temperature at the same setting. Even at night.

Type Honeywell T4M

The user manual (in Dutch) for the thermostat is on the website under '*woning en gebouw*'.

Tumble dryer | *Wasdroger*

You can fit a dryer on top of the washing machine in the flat's utility room. *Only condensation dryers are allowed.* This does not apply to the studios. The studios do not have a washing machine connection.

TV and internet

The living room has a contact point (wired Cat 6 data point) for connecting the internet and television.



Wired data point

U

Underfloor heating | *Vloerverwarming*

There is underfloor heating in the living room/kitchen of:

- the 2- and 3-room flats;
- the Samba, Paso Doble & Jive studios.

The underfloor heating is connected to the heat pump. Distributors ensure that the hot water is supplied and removed.

If you live in a 2-room flat, the heat distributor is in the meter cupboard in the hatch behind the water meter. For underfloor heating, the heat distributor has two adjustment valves. *Do not change the settings.* This may affect the operation of the heat pump.

If you live in a 3-room flat, the heat distributor is in the laundry room. For underfloor heating, the heat distributor has two adjustment valves. *Do not change the settings.* This may affect the operation of the heat pump.

If you live in a studio, the heat distributor is in the utility room. For underfloor heating, the heat distributor has two adjustment valves. *Do not change the settings.* This may affect the operation of the heat pump.



Heat distributor for underfloor heating

V

Ventilation | *Ventilatie*

Ventilation is necessary to keep the flat moisture-free. The flat has self-regulating grilles in the window frames, tilt-and-turn windows and mechanical ventilation.

- *Always leave the grilles open.* To ventilate properly, you need a constant supply of fresh air. Regularly set the mechanical ventilation to the highest setting (during and after showering).
- If you want to ventilate with the tilting windows, do this for a maximum of fifteen minutes a day.
- *Do not fit draught strips or lintels under interior doors.* This way you maintain good ventilation in the house. Ventilation under interior doors is part of the ventilation system through mechanical extraction.

Ventilation heat pump | *Ventilatiwarmtepomp*

A ventilation heat pump provides heat and ventilation in the flat. Heating may be different from what you are used to. The thermostat is less responsive to temperature changes because the heating system uses a lower temperature to heat the flat.

The user manual (in Dutch) for the heat pump is on the website under '*woning en gebouw*'.

Videophone/intercom

If someone calls from the building's main entrance, the intercom in the flat will ring. You can see who is at the door on the screen. You can speak to the person using the receiver. You open the door with the key button on the intercom.



Videophone

Do not remove the videophone from the wall. If you are going to paint or wallpaper, tape the unit carefully and work around it. The unit has been programmed and is very susceptible to interference.

Key button: you open the entrance door by briefly pressing the button. The bell does not have to be rung first.

Button 1: does not work (not programmed)

Button 2: briefly pressing the button calls up the image from the camera at the entrance to the building. *Please note: if you press this button too long, it switches to a menu function so it is best to press it briefly.*

Call button: mutes the sound. If the button is flashing red, you will not hear the sound of someone calling.

Volume control: there is a slide on the side between the receiver and the screen. It has three settings: loud (top), medium (middle) and quiet (bottom).

Brightness/Colour: you adjust the brightness or colour of the image using the 2 wheels at the top of the screen.

W

Walls and ceilings | *Wanden en plafonds*

The walls in the flat are finished with a fibreglass wallpaper that has been painted. The walls are hollow. Do not hang heavy objects. Always use a hollow wall plug to attach anything to the wall.

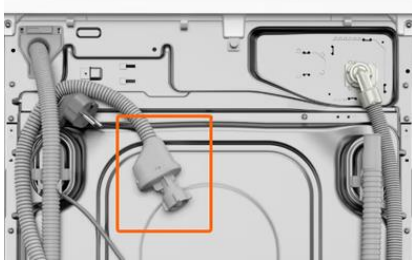
The ceilings have been spackled. There is a coupling seam in the ceiling. This seam is visible because the flat is made of several prefabricated units.

Wardrobe in the bedroom, only in 3-room flat | *Kast slaapkamer, alleen in 3-kamerappartement*

The master bedroom of the 3-room flat has an extra door. Part of the technical installation is hidden behind this door. The pipes must always be accessible. Drilling into the walls to hang shelves is *strictly prohibited*. You may, however, store loose objects in the cupboard.

Washing machine | *Wasmachine*

The washing machine connection is in the flat's utility room. *Use a shutoff valve* for both the inlet and outlet of the water. If your washing machine does not have a hose clamp, buy a separate shutoff valve. This only applies to the flats. The studios do not have a washing machine connection. If you live in a studio, you can use the communal washing machines.



Water (cold and hot)

The flat is connected to the water mains. The water supplier is Vitens. You must register your flat with Vitens yourself. You can do this on www.vitens.nl.

The ventilation heat pump makes the hot water. It cannot provide enough hot water directly. That is why there is also a boiler. If the boiler is cold, it will take a few hours to warm up again. Do not turn off the boiler.

Windows: glass and how to close | *Ramen: glas en sluiting*

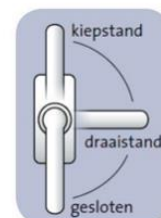
The windows in the outer wall contain HR++ glass. This glass insulates very well and is lightly sunproof. In specific weather conditions and humidity levels, condensation (moisture formation) can sometimes occur on the inside or outside of the glass. This is not a problem.

Do not stick foil on the glass. Foils can cause thermal breakage. *This is not covered by the guarantee and will not be reimbursed by insurers.* You pay for damage caused by stick-on foil yourself. We also advise against temporarily taping the windows while doing odd jobs.

It is possible to wash the outside of the windows from inside the flat. The windows swing and tilt inwards.

The window handle has three positions:

1. Downwards (vertical) the window is closed.
2. To the side (horizontal) the window is in the swinging position.
3. Upwards (vertical) the window is in the tilt position.



Windows can become dislodged. This can happen by closing a curtain in the window. Or by a gust of wind when the window is in position 2.

Please note: follow the following instructions to avoid damage:

- Open the tilt part first, then the swinging part can be opened.
- Always close the window before changing positions.
- Never put the window handle between two positions. The window will no longer be fixed at two points and may become dislodged and unable to close.
- You lock the window handle by pressing the button on the handle. You can no longer open the handle or the window. Use the small key to open the lock. Look after the keys. They belong to the flat.

Window frames | *Kozijnen*

The external facade of the flat has plastic window frames. These have glass, swing and turn/tilt windows. Some flats have fire-resistant aluminium window frames. The ventilation grills in the outer frames provide fresh air.

You are not allowed to drill or screw into the plastic or aluminium window frames. Do not attach anything to the window frames. You may hang curtains from a rail or rod on the ceiling. Some buildings already have this. And some buildings already have curtains.